



Local Authority Performance Indicator Report 2021

NOAC Report No. 50 – November 2022

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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. There are 42 separate indicators covering 11 areas that the Commission consider appropriate to review. This report is based on data provided to the Local Government Management Agency in response to a reporting guidelines document issued by NOAC.

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Executive Summary

The National Oversight and Audit Commission (NOAC) is pleased to publish its Performance Indicator Report for 2021. This eighth annual report fulfils NOAC's statutory function of scrutiny of local government bodies against relevant indicators.

In its 2021 report, NOAC examines 42 indicators under 11 headings. These indicators record local authority activity in relation to certain aspects of their wide-ranging functions in order to provide objective information on their performance. NOAC reviews the indicators each year, determines whether they require refinement or clarification and introduces new indicators, where appropriate. Accordingly, in 2021 two additional indicators have been identified along with revisions to four current indicators. Once tested and reviewed for suitability, they will form part of future reports.

With access to such an extensive body of data and performance-based information, local authorities themselves can use the results to streamline their processes where necessary, monitor various areas of performance more accurately, and understand their results on a deeper, more individual level to enable a process of continuous improvement. Not only does this information enable local authorities to track their performance over time, it assists them to compare their performance with other local authorities of a similar profile and size.

Evidence of good practice and transfer of learning is a useful conduit for NOAC to encourage and promote best practice. Equally, the information contained within the report is relevant to the various Government Departments working with local authorities, and to the wider public, who are impacted by the quality of their local authority service delivery.

NOAC acknowledges that the COVID-19 pandemic continued to challenge local authority service delivery throughout 2021. Public health restrictions and the increased demands local authorities faced in providing essential services, combined with the reduction in income, impacted performance under various indicator headings.

However, the Commission acknowledges the increased workload arising from the pandemic and the significant efforts to deliver services across the sector. NOAC also notes the additional performance inhibitor where the ability to recruit specialist skills such as engineering, ICT and communications is lacking in the local authority sector, due to temporary contractual arrangements. This is a matter of concern to the Commission, who note that it may have an adverse impact on service delivery in the future.

Overall, local authorities have shown improved performance in the following areas:

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

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

Some issues worthy of mention in 2021 include:

- Re-letting time and associated costs have again increased. Although COVID-19 has impacted here, NOAC notes that there has been a steady rise in re-letting costs since recording of these indicators began in 2014.
- Due to closures and restrictions imposed by public health measures, libraries experienced a significant drop in the number of in person visits in 2020 with a further decline in 2021. However, usage of library services has transformed with significant increase in the borrowing / downloading of digital materials throughout the pandemic period.
- NOAC notes the increase in the number of long term homeless adults. However, it is also clear that there is a consistent throughput of people into homes through HAP, RAS, social housing and other models.

NOAC collects data from external agencies that is beyond the remit of local authorities. Data was not forthcoming for three performance indicators. Indicators W1 and E5 (Percentage (%) drinking water in private schemes in compliance with statutory requirements and Percentage Energy Efficiency Performance) were unavailable for the Commission's 2020 report, and again for the 2021 report. Additionally, the Residential Tenancies Board was unable to provide the data relating to H5; the number of tenancies in the private rented sector for 2021. While it is useful to have access to this information, NOAC will review its practice of collecting data from external sources in the future, if these agencies are unable to guarantee its delivery.

During its 2021 'in person' validation visits (where indicators and their outcomes are discussed with selected local authorities), NOAC acknowledged that despite the challenges experienced in 2020 and 2021, local authorities continue to provide essential services, maintaining high performance in certain areas and developing new approaches to performance improvement. NOAC looks forward to showcasing some of the many exemplars of local authority good practice in its Good Practice Seminar in October 2022.

Acknowledgements

NOAC acknowledges the work undertaken by data co-ordinators and staff of all the local authorities. Contributions from Chief Executives and their teams at the six validation meetings significantly enhance the ongoing review process. Thanks to the staff of the Local Government Management Agency for their continued input to the ongoing development of guidelines for data collection by local authorities, and its maintenance of the Local Government Returns system into which data is inputted by local authorities.

NOAC thanks those who provided or reviewed data included in the report:

Enterprise Ireland,

The Road Management Office (RMO),

The National Waste Collection Permit Office,

Tobin Consulting Engineers,

The Department of Housing, Local Government and Heritage (DHLGH),

Department of Transport,

The Department of the Environment, Climate and Communications,

The Department of Enterprise, Trade and Employment,

The Department of Rural and Community Development,

The Department of Tourism, Culture, Arts, Gaeltacht, Sport and Media (TCAGSM),

IPB Insurance,

An Taisce, The National Trust for Ireland.

Special thanks to the members of NOAC, who undertook the validation meetings and to the members of the Performance Indicator Working Group for their expertise.

NOAC also acknowledges the Secretariat assigned to the Commission for their work in co-ordinating, drafting and managing data queries.

NOTE:

Data presented in this report is drawn from information provided by Local Authorities and Government Departments and Agencies. The data is checked and verified as much as possible. If there are queries in relation to data, please contact the NOAC secretariat at noac@housing.gov.ie.

Chapter 1

Introduction

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, or in comparison with relevant indicators. As part of its statutory function, the Commission:

- Reviews financial performance, including Value for Money, of a local authority,
- Supports best practice (development and enhancement) in the performance of their functions by local authorities,
- Monitors and evaluates local authority adherence to Service Level Agreements,
- Oversees and evaluates how national local government policy and public service reform are implemented by local authorities,
- Monitors and evaluates the adequacy and implementation of corporate plans prepared by Regional Assemblies and councils.

Ultimately, NOAC's scrutiny of data should facilitate local authorities to review their performance, relative to other authorities serving a similar population size and type, and to make adjustments, where the data indicates that performance could improve.

This 2021 report is the eighth annual Performance Indicator Report published by NOAC, and it includes 42 separate indicators covering 11 areas for review. The performance indicators are chosen and categorised to reflect local government core functions; housing, roads, water, waste/environment, planning, fire services, library/recreation, youth/community, corporate, finance and economic development. However, the Commission acknowledges that they do not reflect the full and wide range of services delivered by city and county councils throughout the State.

Generally, the Commission liaises with local authorities on the agreed indicators and adopts suggestions where appropriate. If changes are agreed, they may require introduction over a phased period. Indicator outcomes highlight best practice so that local authorities can improve services to their communities.

It is apparent from successive NOAC annual validation visits¹ that NOAC Performance Indicators are being embedded operationally across a range of local authority activities to identify and implement service improvement. Based on the findings from validation visits and previous reports, NOAC is continually working to improve and amend performance indicators.

The impact of the COVID-19 pandemic resonated throughout much of 2021, and as in 2020, caused a reduction in, and uncertainty over various income sources, together with increased levels of unexpected expenditure. Local authorities continued to provide services throughout this period, supporting individuals, communities and businesses as part of a national effort to respond to the related economic and social challenges arising from the pandemic.

¹ Annual inspections and discussions with local authority teams.

For instance, the Commission notes that while a further lockdown was in progress from January to May 2021, local authorities showed agility and flexibility. The Planning Service was not suspended as it had been in 2020; active travel was prioritised as were supports to businesses with the introduction of new grant schemes. A library delivery service was put in place for vulnerable users and there was significant growth in digital downloads while libraries were closed to the public. Local Authorities were heavily involved in the national *Keep Well Campaign* and delivered a range of programmes to keep the population active, offering options from online music lessons to drama and film screenings to outdoor opportunities in high quality public spaces and parks.

The 2021 report details 42 indicators in 11 areas:

- 1 **Housing**
- 2 **Roads**
- 3 **Water**
- 4 **Waste/Environment**
- 5 **Planning**
- 6 **Fire Services**
- 7 **Library/Recreational**
- 8 **Youth/Community**
- 9 **Corporate**
- 10 **Finance**
- 11 **Economic Development**

In 2021, two additional 'test' indicators were identified to record data in the areas of Climate Change and Economic Development. The data for these two indicators will be reported and reviewed to highlight any possible issues with the indicator, including the following:

1. Environmental/Waste E7: Climate Change.
 - Does the LA have a designated Full-time Equivalent (FTE) climate action Officer?
 - Does the LA have a climate action team? (This data will be collected directly from the LGMA.)

2. Economic Development J5: Economic Development investment.
 - The annual spend on local economic development (per head of population) by each local authority.

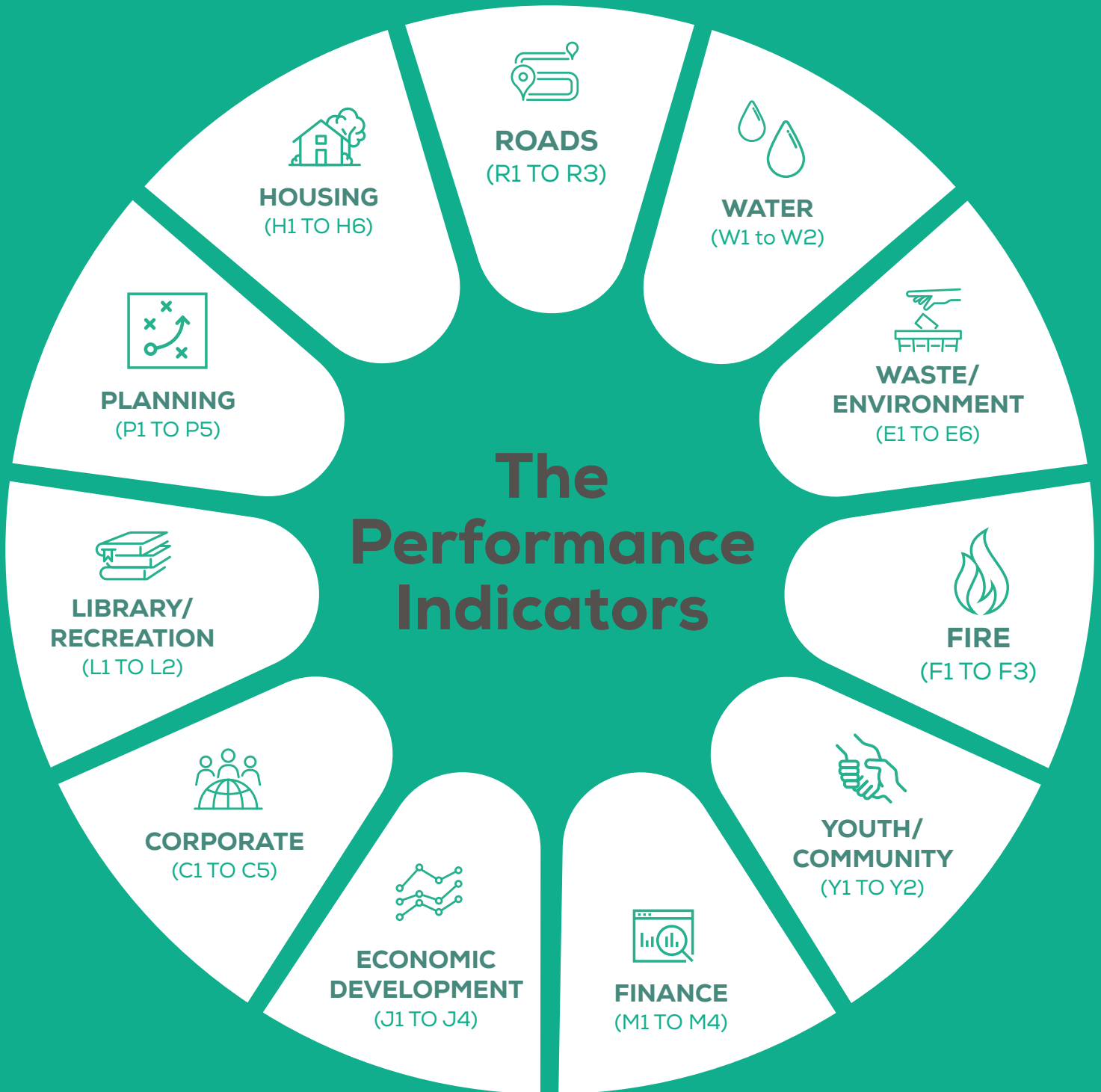
This data will not be published as part of the NOAC Local Authorities Performance Indicator Report 2021.

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

Following feedback received from the 2020 report, NOAC reviewed a number of indicators and made some changes to the current set of indicators.

These changes are outlined below:

- H1F: The number of local authority-owned dwellings planned for demolition under a DHLGH approved scheme at 31/12/2021 (NOAC added a target date for clarity: 31/12/2021).
- H5: Rental Inspections is the number of inspections (including re-inspections) undertaken by local authorities in 2021. (NOAC have added H5E to collect and show the number of inspections, including re-inspections).
- M1H: Revenue expenditure records the expenditure per capita for local authorities that incur significant out of county shared service expenditure. All local authorities should record a zero for M1H Revenue expenditure, except Dublin City, Laois and Limerick which provide the following relevant shared services: Housing Assistance Payment (HAP) (Limerick), MyPay (Laois), Dublin Region Homeless Executive and Dublin Fire Services (Dublin City).
- M3: Public Liability Claims. (The text has been amended from '*Per capita total cost of settled claims for the years 2018, 2019 and 2020*' to '*Per capita total cost of settled claims for 2021*').



The Process

To support the compilation of the 2021 report, NOAC hosted an online Information Workshop for Local Authority Data Coordinators on 23 February 2022. The 2021 Performance Indicator guidelines were presented and explanations of methodology and updates to the indicators were given. The workshop also allowed for specific queries from the Local Authority Data Coordinators to be addressed.

Following the workshop, the data coordinators worked with their respective local authority colleagues to collate the data in line with the methodology outlined in the guidelines, and they uploaded the data to the LG>Returns system². The NOAC Secretariat then carried out a quality assurance review of the data³.

Despite many local authorities complying with the cut-off date, it was necessary to extend the Local Government Returns IT system until Friday 20 May 2022 to facilitate certain local authorities, who for a variety of reasons, were unable to comply with the closing date. This extension impacted, not only on the commencement of the checking of the data, but also on the resultant audit queries and on the date for publication of the Commission's report. The Commission is determined that adherence to the cut-off date is applied in 2022; this will form part of the Guidelines workshop in 2023.

Data from other sources

It should be noted that while local authorities submit most of the indicator data, other external bodies also provide data. This is set out in the table below.

Name	Indicator
*Residential Tenancies Board	H5: A Total number of registered tenancies in the LA area at end of 2021
Department of Housing, Local Government and Heritage	H5: B. Private Rented Sector Inspections
Road Management Office	R1 to R2: Roads
Department of Transport	R3: % of motor tax transactions conducted online
*Environmental Protection Agency	W1: % Drinking water in private schemes in compliance with statutory requirements
National Waste Collection Permit Office	E1: No./% of Households with access to a 3 bin service
Tobin Consulting Engineers	E3: % of LA area within the 5 levels of litter pollution
An Taisce: The National Trust for Ireland	E4: % of schools that currently hold and have renewed their green flag status
*The Sustainable Energy Authority of Ireland (SEAI)	E5: Energy efficiency performance
Road Management Office	E6: Public lighting
Department of Housing, Local Government and Heritage	C1: A. The whole-time equivalent (WTE) staffing number as at 31 December 2020
Irish Public Body Insurance	M3: Public Liability Claims
Enterprise Ireland	J1 to J3: Economic Development
LGMA	M1 and M2: Five-year Revenue Account Balance & Collection Levels

² LG>Returns is a system developed in partnership with the Department of Housing, Local Government and Heritage and the Local Government Management Agency to support local authorities in the entry and processing of national data returns.

³ Appendix 1.

At the time of publication, as was the case in 2020, data for indicators *W1 (Drinking Water in Private Schemes in Compliance with Statutory Requirements) and *E5 (Energy Efficiency Performance) was unavailable. Similarly, in 2021, data was unavailable for *H5A (total number of registered tenancies in the local authority area). An explanation was requested from the EPA, SEAI and the RTB, who provide the data, but the omission remains unresolved at publication.

NOAC wishes to clarify that while the data collected is for 2021, Census 2016 data informed this report. The Central Statistics Office (CSO) carried out the latest census in 2022 and Census 2022 data, where available, will be utilised for the 2022 report and in future reports.

Chapter 2

NOAC's 2021 Key Messages

As has been the case in all previous reports, certain categories of performance indicators warrant special mention in the 2021 report. Improvements in performance, or where there is a deterioration in performance compared to previous years, are included as key messages. In addition, the Commission highlights where it considers that performance in a particular indicator has disimproved compared to previous years, because of the impact of COVID-19.

The Commission also notes where there is a change in indicator from the previous report, and highlights where data is unavailable at the time of publication.

Each year, NOAC considers feedback raised at the Performance Indicator Guidelines Workshop; the validation meetings with local authority staff and other approaches made throughout the year. These inputs often influence amendments to indicators or the introduction of new indicators. The following amendments were made in the 2021 report:

H1F: Number of LA-owned dwellings planned for demolition under a DHLGH approved scheme

In previous years, H1F recorded the number of local authority-owned dwellings planned for demolition under a DHLGH approved scheme. NOAC added a target date for clarity (31/12/2021). The revised indicator is:

No. of LA-owned dwellings planned for demolition under a DHLGH approved scheme **31/12/2021**.

H5: Private Rental Inspections

In addition to the data already provided in previous years, there is now a new indicator:

H5 E: Total number of inspections (including re-inspections) undertaken by local authorities.

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

M1H records the expenditure per capita when out of county. Shared service expenditure is omitted for the service providers of HAP (Limerick), MyPay (Laois), Dublin Region Homeless Executive, and Dublin Fire Brigade (Dublin City).

This indicator caused some confusion for a number of local authorities, when making their 2020 and 2021 returns. NOAC will clarify matters in 2022 to avoid any further difficulties.

M3: Public Liability Claims

From 2021 onwards, no historic data is required under this heading and only data for a single year will be collected. Previously, historic data was also required in order to formulate a trend.

Two additional test Indicators were added for which data was collected in 2021. These will be reviewed and reported on from 2022, if no changes are required:

- E7: Climate Change
- J5: Economic Development

H6: Long-term Homeless Adults

2021 figures show that the number of homeless adults in emergency accommodation at year-end 2021 has increased by 9.18% to 6,292 from 5,763 in 2020. The number of adults in emergency accommodation that are long-term homeless (as a percentage of the total number of homeless adults in emergency accommodation) has also increased to 55.55% in 2021, from 27.62% in 2020. The Commission acknowledges that the number of homeless adults in emergency accommodation showed a dramatic decrease during the Covid-19 lockdown of 2020. This decrease was against the trend before and after the lockdown and for this reason the Commission believes that it would be more accurate to compare the figures of 2019 and 2021. The figure for 2019 gives a more accurate trend, where 6,329 adults were in emergency accommodation, which were 61.59% of total homeless adults⁴.

15 local authorities recorded an increase in the number of long-term homeless adults, as a percentage of the total number of homeless adults in emergency accommodation at the end of 2021. However, 12 local authorities recorded decreases in 2021 compared to 2020. Longford saw the greatest decrease going from 100% in 2020 to 28.57% in 2021. Dublin City Council saw the greatest increase rising from 16.93% in 2020 to 56.34% in 2021⁵.

Cavan, Laois and Monaghan County Councils were the only local authorities to record no long-term homeless adults in emergency accommodation at the end of the year.

Considering the housing crisis and the unprecedented demand for housing, 2021 was a challenging year and NOAC acknowledges that some of these figures were to be expected. However, the increases recorded reflect a worrying trend. NOAC acknowledges that tackling homelessness is a key priority for all local authorities. The Commission will be scrutinising these figures on an ongoing basis.

R3: Percentage (%) Motor Tax transactions conducted online

This was one of the validation indicators and NOAC is pleased to note that as in previous years, all relevant local authorities showed an increase in the percentage of online motor tax transactions completed.

Meath has the highest overall percentage of motor tax transactions completed online at 92.64%.

The largest percentage increase was recorded in Westmeath going from 77.11% of motor tax transactions completed online in 2020 to 84.29% in 2021; an increase of 7.18%.

While the lowest year-on-year increase recorded was by Kildare and Dublin City at under 1%, both local authorities recorded a percentage of motor tax transactions which were completed online in excess of 90%. Dublin City recorded 92.43% and Kildare had the third highest in 2021 at 91.99%.

While Roscommon had the lowest percentage of motor tax transactions completed online at 78.54%, it represents an increase of 3.63% from 2020.

One area of concern is the fact that local authorities have no way of validating the figures provided to them for online motor tax renewals. This will warrant further examination by NOAC. Some local authorities also advised that the changes to the banking validation process for online payments caused confusion for members of the public; some customers went back to making their payments in-person rather than engaging with the online platform.

⁴ Page 18 2020 report.

⁵ Dublin City Council makes a joint return in this area, on behalf of South Dublin County Council, Fingal County Council and Dún Laoghaire-Rathdown County Council.

F3: Attendance Times at Scenes

NOAC considered this indicator as part of its quality assurance and validation review of the 2021 data. Compared to 2020, it noted that for fire incidents, 16 authorities increased the percentage in which the first fire tender reached the scene in less than 10 minutes. In the case of 8 authorities, there was an increase in the percentage where first fire tender attendance took longer than 20 minutes.

In 2021, Cork City had the lowest percentage at 1.44%, where first fire tender attendance took longer than 20 minutes.

The largest percentage increase in respect of fires, where first attendance at the scene was within 10 minutes was Clare, increasing from 36.48% in 2020 to 52.28% in 2021.

Tipperary had the largest decrease in attendance at the scene within 10 minutes in respect of fires; from 46.68% in 2020 to 30.71% in 2021.

For all other emergency incidents occurring in 2021, 14 authorities recorded an increase in the percentage attended within 10 minutes, when compared to 2020.

In the case of 16 authorities, the percentage of other emergency incidents, where first attendance took longer than 20 minutes increased, with Westmeath recording the largest increase going from 19.47% in 2020 to 26.52% in 2021. Offaly recorded the highest percentage overall in 2021 at 26.75%.

Cork City again recorded the lowest percentage for the third year in a row with 2.23% in 2021, up from 1.41% in 2020. NOAC welcomes all improvements in response times.

L2: Cost of Operating a Library Service (€)

The Public Library Strategy 2018 - 2022 put a new national library management system in place in 2018. It also introduced the removal of library fines, as well as enabling library users anywhere in the country to order books or other items from any library nationally. COVID-19 forced a change in borrowing habits and there was a significant increase in the borrowing/downloading of digital materials. Usage of library services has also changed; not all borrowers "assign" themselves to a county; therefore, there are a significant number of borrowings that cannot be recognised in the indicator.

NOAC notes an action in the Public Library strategy to meet a €4.00 per head expenditure per capita on new stock over the lifetime of the strategy. The Commission believes that this still requires attention as it is falling short of the required €4.00. The Commission will work with the LGMA Library Development Group to address this issue. It notes that the average per capita cost of operating the library service increased from €35.95 in 2020 to €36.92 in 2021.

In 2021, Longford had the highest spend per head on its library service at €55.86 (€57.61 in 2020) while Galway County combined with Galway City to record the lowest cost per capita figure of €20.59. In 2020, it was also the lowest at €19.33.

In terms of annual expenditure per capita on new stock, Dublin City Council (€4), Dún Laoghaire-Rathdown (€3.07) and South Dublin County Council (€2.85) had the highest levels, whereas Galway had the lowest level of expenditure at €0.53. (In 2020, it was also the lowest at €0.63).

The number of in-person library visits and books borrowed has reduced; NOAC understands that the restrictions that continued in 2021 would have had an impact on these numbers. It also notes the increased digital usage of library services. As outlined in previous reports, NOAC is aware that services provided by libraries are constantly evolving. The Commission will continue to explore ways to reflect more of the good work done by Libraries.

R2: Kilometres of regional road strengthened during 2021, the amount expended on that work and the average unit cost of such works in Euro per square metre (€/m²)

The kilometres of regional road strengthened rose from 362km in 2015 to 414km in 2021. In line with this, the amount expended on regional road strengthening work also rose from €48,078,678 in 2015 to €101,020,010 in 2021. The kilometres of regional road resealed rose from 350km in 2015 to 476.5km in 2021.

P3: Percentage of Planning Enforcement cases closed as resolved

The number of planning cases referred to or initiated by a local authority increased by 22.71% from 2014 to 2021.

Planning cases, closed by a local authority between 2014 and 2021, increased by 3.56%. The percentage of planning cases dismissed from 2014 to 2021 increased by 27.96% over the period, with 2021 being the highest to date at 52.55%.

The percentage of those cases closed and resolved to a local authority's satisfaction, through negotiation, dropped by 21.27%. The percentage of cases closed due to enforcement proceedings has remained relatively constant over the period, going from 41.79% in 2014 to 41.44% in 2021.

C2: Sick Leave

In 2021, the national average percentage rate of paid workdays lost through medically certified paid sick leave for the sector was 2.89%. NOAC welcomes this reduction on 2020 figures, when it was 3.01% and 2019 when it was 3.71%. Separately, the national average percentage of paid workdays, lost through self-certified paid sick leave, was 0.19%. This was a slight decrease from 2020 when it was 0.20%.

NOAC notes that certified and self-certified sick leave decreased during the period under review, and in particular during the pandemic in 2020 and 2021.

However, despite these improvements, NOAC notes that in 2021, 12 authorities (10 in 2020, 18 in 2019 and 20 in 2018) exceeded their 3.5% public sector sick leave target.

M1: Revenue Account Balance

In its 2020 Report, NOAC explained that the impact of COVID-19 put further pressure on local authority finances. This continued throughout 2021. Extra costs were incurred to continue to provide services. The reduction in rates income also impacted on local authority finances, notwithstanding grants received from central government. Figures relating to 2021 are provisional, as audited accounts from the Local Government Audit Service were not yet available when the performance indicator data was supplied.

While there are eight authorities with a deficit on the Revenue Account at the end of 2021 (a reduction from 11 in the previous 2 years), the Commission welcomes the fact that each of the eight authorities succeeded in reducing their 2020 deficit. All deficits represent less than 3% of the total income of the respective councils. The only authority above 3% in 2021 is Sligo County Council at 20.75, (20.03 in 2020, 29.10% in 2019 and 30.21% in 2018).

Waterford City and County showed the biggest reduction in its deficit at €2,440,114 (47.33% reduction), going from €-5,155,764 in 2020 to €-2,715,650 in 2021.

NOAC also examines the Revenue Expenditure per head of population within the local authority. In 2021, Meath was the lowest at €802.41, a reduction of 6.89% on the 2020 figure of €861.76. Meath was also the lowest in 2020, 2019 and 2018 (€633.60 in 2019 and €599.40 in 2018).

The highest was Limerick at €4,577.34 (€4,267.50 in 2020, €3,396.29 in 2019 and €2,659.16 in 2018). NOAC notes Limerick City and County operates the Housing Assistance Payment (HAP) shared service, which increases its cost per capita figure. When HAP is excluded, this figure is €996.15.

Column H of Table M1 shows Revenue expenditure per capita in 2021, excluding significant out of county / shared service expenditure for the service providers of Housing Assistance Payment (HAP) (Limerick), MyPay (Laois), Dublin Region Homeless Executive and Dublin Fire Brigade.

M2 (A): 5 Year Summary of Collection Levels of Commercial Rates

NOAC is glad to note that 28 authorities saw an increase in commercial rates collected in 2021; three authorities remained unchanged, and no authority recorded a decrease.

Monaghan had the highest collection performance at 95%. Fingal and Meath also had commercial rates collected in excess of 90% in 2021. Galway City had the lowest collection performance at 67% (61% in 2020). Roscommon had the highest increase in commercial rates collected at 21%, moving from 68% in 2020 to 89% in 2021.

NOAC considers this a welcome trend, and the Commission will explore any learnings that will benefit the sector in general. However, the Commission is aware that local authorities were in receipt of rate support grants to enable them to provide services during the lockdowns.

M2 (B): 5 Year Summary of Collection of Rent and Annuities

NOAC is satisfied with the improving trend in the collection of rents and annuities collection rates. Cork County was again the highest at 100% (100% in 2020).

In 2021, 16 authorities increased their rent and annuities collection rates, with Leitrim showing the largest increase of 4%, rising to 95% from 91%.

Dublin City and South Dublin County had the lowest rates at 73% and 74% respectively; the same percentages as in 2020 when they were also the lowest.

Six authorities' rent and annuities collection rates decreased in 2021, with Dún Laoghaire-Rathdown showing the largest decrease of 2% from 79% to 77% in 2021.

NOAC will assess whether lessons can be shared from local authorities demonstrating exemplars of good practice in this area.

J1: Job Creation

The Job Creation indicator has to date been calculated on a "Net Jobs Created" basis. In 2021, with the assistance of the Local Enterprise Offices (LEOs), the total number of jobs created nationally, taking job losses into account, was 2,999. This represents a significant increase in job creation when compared to the 2020 position of minus 1,494. In 2021, job creation was just short of the pre-COVID 2019 figure of 3,149 jobs⁶.

In 2021, all local authorities saw an increase in the number of jobs created with LEO assistance, with the exception of Carlow, which showed a decrease of 16 jobs. Carlow recorded 98.36 jobs per 100,000 population, which was the highest in 2020.

Cavan showed the highest increase in the number of jobs created, recording 182.47 jobs per 100,000 population created with assistance from the LEO in 2021, compared with 128 job losses in 2020.

Waterford City and County Council also reported a significant increase in job creation in 2021, from 160 job losses in 2020 to 93 jobs created.

NOAC commends the positive work being done in this area.

J3: No. of mentoring recipients

LEO mentoring matches the knowledge, skills, insights and entrepreneurial capability of experienced business practitioners with small business owners and managers, who need practical and strategic one-to-one advice and guidance for their business.

Due to the pandemic, 2020 was a very challenging year for small businesses, especially those associated with sub-supply into the domestic tourism and hospitality sectors. The need for practical and strategic guidance was never greater. These clients required help in dealing with many facets of their businesses: suspending operations, cash flow, markets, and pivoting their business to new products etc.

⁶ Each part-time job is counted as half of a full-time job.

The number of clients availing of mentoring increased from an average of 10,000 in previous years to 16,231 in 2020. In 2021, 14,149 participants availed of LEO mentoring, a decrease on 2020 numbers.

Galway County Council had the largest return of 1083.03 mentoring receipts per 100,000 of population. LEO Galway supports Galway County and City. Overall figures are included under Galway County Council. Meath County Council had the lowest at 79.46.

Unavailable Data

Data was unavailable for three indicators, two of which were also unavailable in 2020. NOAC and LGMA endeavoured to collect this information from Q1 2021 onward, but it was not forthcoming. A detailed explanation was requested in relation to the following:

H5: Private Rented Sector Inspections (A to E)

In 2021, due to legislative change relating to the length of part 4 tenancies and consequent issues around inactive tenancies, the Residential Tenancies Board (RTB) was unable to provide the data relating to the number of tenancies in the private rented sector for the 2021 performance indicator report.

E5: Percentage Energy Efficiency Performance

The Sustainable Energy Authority of Ireland (SEAI) gathers data from local authorities annually as part of the Public Sector Monitoring & Reporting (M&R) programme. It uses this data to calculate cumulative energy efficiency savings relative to a default baseline year of 2009, (some local authorities have opted for an earlier baseline).

SEAI has stated that for 2020 and 2021, the COVID-19 pandemic had a profound impact on energy use and activity across the public sector. The energy efficiency performance figures are therefore unlikely to give a fair representation for local authorities for these years. Consequently, SEAI did not provide the relevant data for this report.

W1: Percentage (%) drinking water in private schemes in compliance with statutory requirements

The W1 performance indicator relates only to actual inspections, i.e., where a sample was taken and tested to determine the water quality. Local authorities have submitted the 2021 monitoring returns to the Environmental Protection Agency (EPA) and the EPA reviews these results annually. However, they stated that summary data for 2021 is not currently available as the EPA is finalising internal reviews before the data is published in conjunction with its Annual Report: *The Drinking Water Quality in Private Group Schemes and Small Private Supplies 2021*. The W1: Percentage (%) drinking water in private schemes in compliance with statutory requirements data was also unavailable for inclusion in the NOAC Local Authority Performance Indicator Report 2020.

NOAC will be reviewing indicators, where data from external agencies is required, to determine the suitability of the indicator for future use.

Chapter 3

Detailed Analysis

Section 1: Housing (H1 – H6)

H1: Social Housing Stock (A to F)

Social housing stock is stock that is owned by local authorities and added to on an annual basis through the local authority build and acquisition programmes. From a performance management perspective, the management of housing stock is a core function of local authorities and one of the key indicators that NOAC reviews each year. In this case, the indicator examines the housing stock level in local authorities, the additions to that stock and any reduction in stock levels during the review year. This gives an overall view of the movement and management of local authority housing stock and the activity of local authorities in that year.

With local authorities playing a key role in meeting new and existing housing need, it must also be acknowledged that they manage the delivery of housing supports by other bodies as well as delivering housing supports through other mechanisms, such as the Housing Assistance Payment (HAP), giving them a more strategic role in managing the delivery of social housing through a range of delivery mechanisms.

Ways to deliver social housing support can be summarised and divided into activity strands, namely -

- direct local authority activity in increasing their housing stock to provide for households in need of homes (i.e., building and buying),

- local authority activity in providing housing units through DHLGH funding streams, which do not form part of the authority's permanent stock, but which meet housing need (e.g., HAP and the Rental Accommodation Scheme (RAS)), and,
- the involvement of local authorities in the provision of housing by Approved Housing Bodies (AHBs), which meet the needs of households on local authority waiting lists by adding to the permanent and leased social housing stock of those AHBs.

While local authorities housing stock remains a key focus for NOAC, social housing delivery by these other entities must also be acknowledged.

From an oversight and audit perspective, the Commission considers that while local authority involvement in the provision of housing support by AHB's is important to deliver the overall objective of meeting housing need, the statutory responsibility for the provision of local authority housing rests with the Local Authority and should therefore be the key consideration.

Table H1a shows dwellings provided by both local authorities and AHBs under the various social housing schemes funded by the DHLGH. Tables **H1b** and **H1c** indicate the build and acquisition delivery from 2018 to 2021 by local authorities and AHB's. For Rebuilding Ireland statistical reporting purposes, activity under the voids programme reflects the level of the voids target under Rebuilding Ireland each year. Capped voids were included in the total Build output from 2016 to end of 2019. Voids are not included in the build figure from 2020 onwards as per Housing for All policy. It should be noted that there is also a significant programme of voids refurbishment beyond the targeted level. Total void activity is reported on by NOAC in its annual performance reporting.

Table H1A: Total Social Housing Output 2018 to 2021

Year	Total New Build	Total Acquisition	LA Vacant Dwellings	Leasing	RAS	HAP	Overall Totals
2018	4,251	2,610	560	1,001	755	17,926	27,103
2019	5,771	2,772	303	1,905	1,043	17,025	28,819
2020	5,073	1,314	180	1,440	913	15,885	24,625
2021	5,202	1,270	0*	2,711	1,034	13,095	23,312

*Voids no longer counted towards Build totals in 2021

Source: Department of Housing, Local Government and Heritage

Table H1B: Total Social Housing Build Output 2018-2021 by local authority and AHB

Year	LA New Build	AHB New Build	Part V – New Build (LA & AHB)	Total New Build
2018	2,022	1,388	841	4,251
2019	2,271	2,174	1,326	5,771
2020	2,230	2,101	742	5,073
2021	1,998	2,291	913	5,202

Source: Department of Housing, Local Government and Heritage

Table H1C: Total Social Housing Acquisition Output 2018-2021 by local authority and AHB

Year	LA Acquisition	AHB Acquisition	Total Acquisition
2018	1,533	1,077	2,610
2019	1,905	867	2,772
2020	833	481	1,314
2021	872	398	1,270

Source: Department of Housing, Local Government and Heritage

The housing needs of 23,312 households were therefore met by local authorities and AHB's in 2021 through a variety of delivery mechanisms. This is a decrease of 5.4% from 2020, and is primarily due to the continued impact of COVID-19 on construction delivery.

Insofar as local authority delivery adds to local authority permanent stock, a total of 2,870 additional social housing stock units were provided in 2021, as recorded by DHLGH. Of this number, 1,998 were built by local authorities with the balance of 872 units purchased by local authorities on the open market. This was in addition to 913 Part V units, of which 338 relate directly to local authorities. The remaining 575 Part V units relate to AHBs.

NOAC works to reconcile the figures given by local authorities to the DHLGH and to NOAC, where variances arise. Comparing DHLGH output figures for local authorities with figures recorded by local authorities for additions to stock in 2021, there is a variation of 163 units in respect of 20 authorities. There are several valid reasons for differences between the DHLGH and NOAC figures. Mortgage to rent units, units managed and maintained by Approved Housing Bodies, and units transferred to local authorities from other bodies are not included.

Table H1, column E in Appendix 2 shows that in 2021 local authorities had 141,483 dwellings in their ownership at the end of the year. Nationally, this shows an increase in local authority housing stock when new units are added to stock, demolitions and sales of dwellings (reduction in stock numbers) are taken into account.

In 2021, H1B shows that local authorities are added 3,045 units to owned stock, (whether constructed or acquired), a decrease of 106 on the 2020 figure of 3,151. In 2019, the figure was 5,619, and 3,965 in 2018.

Local authorities recorded the sale of 367 units of stock in 2021, a slight increase on the 353 units of stock sold in 2020. Nine local authorities demolished a total of 79 dwellings in 2021, compared to 75 dwellings in 2020.

Cork County recorded the largest increase in stock at year end in 2021, compared to 2020, with 4.81%. This figure represents the opening stock figure (carried over from 2020) plus any additions to stock, minus any units sold or demolished during the year.

H2: Housing Vacancies (A)

With the ever-increasing demand for social housing accommodation to meet the housing need, the management of vacant properties within local authorities continues to be a very important function. Minimising housing vacancies was a key action in relation to Rebuilding Ireland and local authorities continue to be funded by the Department of Housing, Local Government and Heritage to achieve these outcomes. 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 directly provided local authority stock vacant at the end of 2021 was just 3.16%, a decrease from the 2020 figure of 3.18%.

As can be seen in the data in Table H2 Appendix 2, the lowest vacancy rate was in Monaghan at 0.84%. The highest level of vacancy was in Longford at 7.19%; an increase on the highest level of Galway County at 7.07% for 2020. The total number of vacant dwellings at end 2021 was 4,448 vacancies compared to the 2020 figure of 4,467, a decrease of 19 units or .4%.

NOAC understands that while there is always a level of turnover of local authority rented properties, every effort should be made by local authorities to ensure the stock is utilised to the greatest extent possible to meet the demand and needs of applicants on the housing waiting list. This matter was discussed in detail with local authorities during the NOAC validation visits and exemplars of best practice in this area have been the subject of presentations at the NOAC Good Practice in Local Authorities seminars.

H3: Average Re-letting Time and Cost (A and B)

NOAC has previously noted that a key action in Rebuilding Ireland is to achieve the refurbishment and re-letting of vacant social housing units with minimal delay, in line with best asset management practice. This involves adopting a national re-letting performance standard across all local authorities, a preventative maintenance approach to housing stock management, a greater focus on the roles and responsibilities of tenants and funding mechanisms structured to incentivise swift turnaround and consistent standards.

NOAC is aware that the age of housing stock may also negatively impact this timeline, but active management should reduce it over time.

The national average re-letting time, from the date the tenant vacated the dwelling to the date of the first rent debit in 2021, was 34.44 weeks which is higher, when compared to 32.69 weeks in 2020. It should be noted that Covid-19 impacted this timeline.

The average letting cost was €19,653.39 compared to €19,065.30 in 2020; an increase of €588.09.

A comparison of 2021 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, which are set out in table H3.

The longest average re-letting time across these six authorities was recorded by Cork City at 75.72 weeks and the shortest at 18.44 weeks by Dublin City.

Table H3: Average 2021 re-letting times and costs of urban authorities compared to 2020

Local Authority	Unit re-letting Time		Unit re-letting Cost		No. of units re-tenanted	
	2021 (weeks)	Comparison with 2020 (weeks)	2021 €	Comparison with 2020	2021	Comparison with 2020
Cork City	75.72	-9.36	€26,321.09	€6,882.85	137	21
Dublin City	18.44	3.27	€19,047.52	-€2,298.60	701	-14
Dún Laoghaire-Rathdown	23.59	0.22	€15,897.41	€3,530.36	99	44
Fingal	36.84	1.41	€20,769.85	€2,226.65	114	25
Galway City	44.1	-0.37	€19,596.28	€1,465.56	71	8
South Dublin	34.43	9.55	€22,410.46	-€247.77	139	14

Table H3 in Appendix 2 shows the national average re-letting time which varies from 13.5 weeks in Wexford to 75.72 weeks in Cork City.

Offaly recorded the largest increase in the average re-letting time from 26 weeks in 2020 to 52 weeks in 2021. The largest reduction was for Wexford County Council from 35.14 weeks in 2020 to 13.5 weeks in 2021.

In 2021, the average re-letting cost increased for 20 local authorities, from their 2020 figures. The lowest average re-letting cost was recorded by Tipperary at €7,406.66, which was a decrease of €3,464.85 on its 2020 figure of €10,871.51. Offaly had the highest re-letting cost at €49,842.24; a significant increase from its 2020 cost of €16,168.55.

H4: Housing Maintenance Cost (A)

Expenditure on repair and maintenance of local authority stock is set out in table H4, Appendix 2. The maintenance cost per unit recorded across the 31 local authorities ranged from €273.11 in Longford (€336.50 in 2020) to €2,396.16 in Dublin City (€2,441.06 in 2020). Roscommon recorded the highest increase going from €448.17 in 2020 to €1,517.42 in 2021. Limerick recorded the largest decrease, going from €1,894.49 in 2020 to €1,288.01 in 2021.

H5: Private Rented Sector Inspections (A to E)

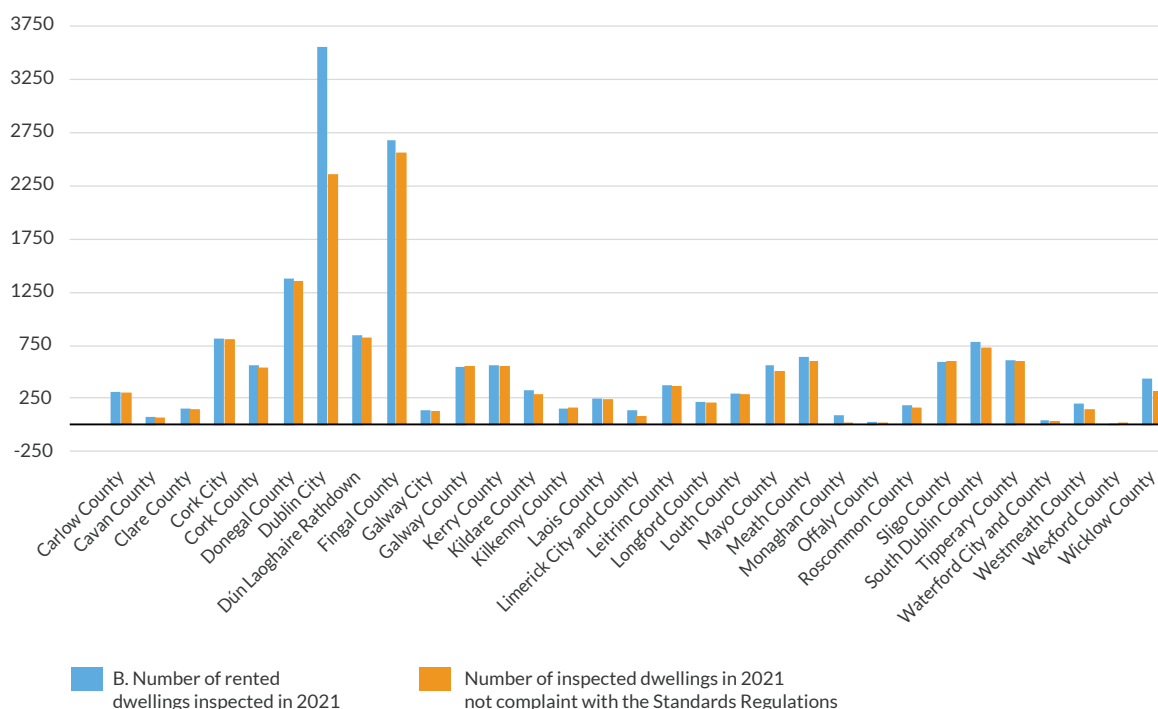
In 2021, due to legislative change relating to the length of part 4 tenancies and consequent issues around inactive tenancies, the Residential Tenancies Board (RTB) was not in a position to provide the data relating to the number of tenancies in the private rented sector for the 2021 performance indicator report.

Table H5 Appendix 2 indicates that the number of rented dwellings inspected in 2021 was 17,594. This is a decrease of almost 5,000 on the number of rented dwellings inspected in 2020 of 22,517.

Dublin City inspected the largest number of rented dwellings in 2021 with 3,550 inspections. Three local authorities inspected less than 50 dwellings in 2021, Waterford City and County (40), Offaly (27) and Wexford (15). It should be noted that Covid-19 pandemic restrictions impacted on the number of inspections carried out in 2021.

In 2021, 23 local authorities recorded that over 90% of inspected dwellings were found to be non-compliant with the Standards' Regulations. Monaghan County had the lowest percentage at 27.14% (55.10% in 2020).

Figure H5: Number of rented dwellings inspected in 2021 and Compliance



Local authorities have advised that the number of dwellings deemed compliant following an inspection in 2021, (including those originally deemed non-compliant), was 5,140. This is a further decrease from 2020 when the figure was 7,400 (9,326 in 2019).

H6: Long-term Homeless Adults (A)

Table H6, Appendix 2 shows that the number of homeless adults in emergency accommodation at the year-end 2021 has increased by 9.18% to 6,292, from 5,763 in 2020. The number of adults in emergency accommodation, who are long-term homeless (as a percentage of the total number of homeless adults in emergency accommodation) has also increased to 55.55% in 2021, from 27.62% in 2020.

The Commission acknowledges that the number of homeless adults showed a dramatic decrease during the Covid lockdown of 2020, which explains this increase in 2021. The figure for 2019 gives a more accurate trend, where 6,329 adults were in emergency accommodation, which were 61.59% of total homeless adults.

15 local authorities recorded an increase in the number of long-term homeless adults. However, 12 authorities recorded decreases. Longford saw the greatest decrease going from 100% in 2020 to 28.57% in 2021. Dublin City Council saw the greatest increase rising from 16.93% in 2020 to 56.34% in 2021. Dublin City Council makes a joint return on behalf of South Dublin County Council, Fingal County Council and Dun Laoghaire-Rathdown County Council.

Cavan, Laois and Monaghan County Councils were the only local authorities to record no long-term homeless adults in emergency accommodation at the end of the year.

Table H6 examines the long-term homeless adults in city local authorities. These authorities would traditionally have counted the largest proportion of homeless adults and households. The figures shown are the number of adults classed as homeless, and in emergency accommodation, as recorded on the Pathway Accommodation & Support System (PASS) on 31 December, as well as the number of adults who had been in emergency accommodation for more than 6 months. In 2021, each of the city authorities saw an increase on the 2020 figures.

Table H6: Long-term Homeless Adults in city authorities

Local Authority	Adults classed as homeless and in emergency accommodation			Adults who had been in emergency accommodation for more than 6 months		
	2021	2020	Difference	2021	Comparison with 2020	Difference
Cork City	293	289	4	191	148	43
Dublin City*	4,366	4,058	308	2,460	687	1,773
Galway City	209	176	33	139	116	23
Limerick City & County	239	205	34	114	104	10
Waterford City & County	56	47	9	25	23	2

*Dublin City Council make a joint return on behalf of the four authorities in the Dublin region

Section 2: Roads (R1 to R3)

R1: Pavement Surface Condition Index (PSCI) Rating

NOAC publishes the Pavement Surface Condition Index (PSCI) data, which is compiled under the guidance of the Department of Transport (DoT). This is one of the longer-standing indicators used by NOAC. It is based on tracking the regional and local road network pavement condition performance, through a condition rating system – Pavement Surface Condition Index (PSCI) - developed in 2012 by the Department of Transport and local authorities. This system also links condition to treatment type to cost.

Data is recorded on the LGMA MapRoad system, which is a local government road management system that covers a range of functions including road pavements.

The published PSCI ratings in Tables R1 show the proportion of roads that falls within the grouped condition categories as representing an indication of service quality:

Overall PSCI Rating	Primary Rating Indicators
9 to 10	No defects or minor surface defects
7 to 8	Surface defects
5 to 6	Surface defects, localised distress
1 to 4	Some to severe structural distress

The NOAC data relates solely to regional and local roads and does not include national routes, for which responsibility is shared between DoT, local authorities and Transport Infrastructure Ireland (TII).

Regional and local roads represent 96,541km out of the total public road network length of 101,954km. Additionally, as the six large urban authorities⁷ have a proportionally small amount of regional and local roads network, NOAC has focused its examination of the data on the other 25 authorities.

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

Regional (R) Roads

Regional roads are the arteries that connect many parts of the country and are the most highly trafficked routes outside national roads. They constitute 13,371km of road or 13% of the total network length.

Poor quality roads can be a cause of concern to communities and constrain economic development. Excluding the six large urban authorities, Table R1a below identifies the three local authorities that have the highest percentage of roads with a condition rating of 1 to 4.

The proportion of these roads surveyed in the 24 months to the end of 2021 exceeds 90% for 19 local authorities, excluding the six large urban authorities.

⁷ Cork City, Dublin City, Galway City, Dún Laoghaire-Rathdown, Fingal and South Dublin County Councils.

Table R1a: Regional Roads PSC Rating 1-4 (Structural Defects)

County	2020	2021
Laois County	17.80%	14.77%
Monaghan County	7.90%	12.40%
Offaly County	13.40%	11.68%
Cork County	13.10%	11.17%

In respect of the poorest PSCI condition ratings, ranging from 1 to 4, four counties, Laois, Monaghan, Offaly and Cork had over 10% of the regional road network length, while a further two authorities had greater than 5% of their regional road network length with the same rating (a reduction from seven in 2020).

There are 19 local authorities where less than 5% of their regional road network appears in the rating category of 1 to 4. Of these, six local authorities have less than 1% of their regional road network in the rating category of 1 to 4.

In respect of PSCI rating 9 to 10 (no defects or less than 10% defective), Kilkenny County Council had the lowest percentage of regional roads in this category (14.98%) while Westmeath County Council had the highest percentage of its regional roads within this rating (58.85%). Table R1b shows those authorities (excluding the six large urban authorities) with the highest proportion of their regional roads having few or no defects. NOAC welcomes these results.

Table R1b: Regional Roads PSCI Rating 9-10 (Little or no Defects)

County	2020	2021
Westmeath County	56.60%	58.85%
Longford County	43.00%	50.71%
Roscommon County	42.50%	46.36%
Kildare County	53.20%	42.57%

Local Primary (LP) Roads

As with regional roads, local primary roads also represent a very important part of the local road network. Guidance from the DoT requires that local primary roads are surveyed every two years. The proportion of these roads surveyed in the 24 months to the end of 2021 exceeds 90% for 14 local authorities (21 in 2020), excluding the six large urban authorities.

In the case of two local authorities, Kilkenny and Laois, less than 50% of local primary road kilometres were surveyed and received a PSCI rating in the 24 months to the year-end 2021.

NOAC believes that all roads should be surveyed in accordance with the standard 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 at 28.47% (31.30% in 2020) classified as structurally distressed. While this is a reduction since 2020, it remains a cause for concern. Excluding the six large urban authorities, and those authorities who had surveyed less than 90% of their local primary network in the last 24 months, Longford had the highest percentage (38.84%) of its roads in the best condition, with no defects.

Local Secondary (LS) Roads

Guidance from the DoT also requires condition surveys for local secondary roads every two years. The proportion of such roads surveyed in the 24 months to the end of 2020 exceeds 90% for 14 authorities, (again excluding the six large urban authorities), which is a decrease from nineteen in 2020. In the case of Carlow, Meath, Wexford and Wicklow, the proportion of roads surveyed was greater or equal to 98%. In the case of Laois County, only 14% of local secondary road kilometres were surveyed and they received a PSCI rating in the 24 months to the year end 2021. NOAC would expect to see that all roads are surveyed in accordance with the DoT standard to ensure the accuracy and completeness of the information published.

In terms of road condition, Wexford County's network had the highest percentage of 42.01% classified as structurally distressed, which is a cause for concern, particularly as it also had the highest percentage of local primary roads in distress. Excluding the six large urban authorities and those authorities who had surveyed less than 90% of their local secondary network in the last 24 months, Longford, as with local primary roads, demonstrated that it had the highest percentage (42.12%) of its roads in the best condition with no defects.

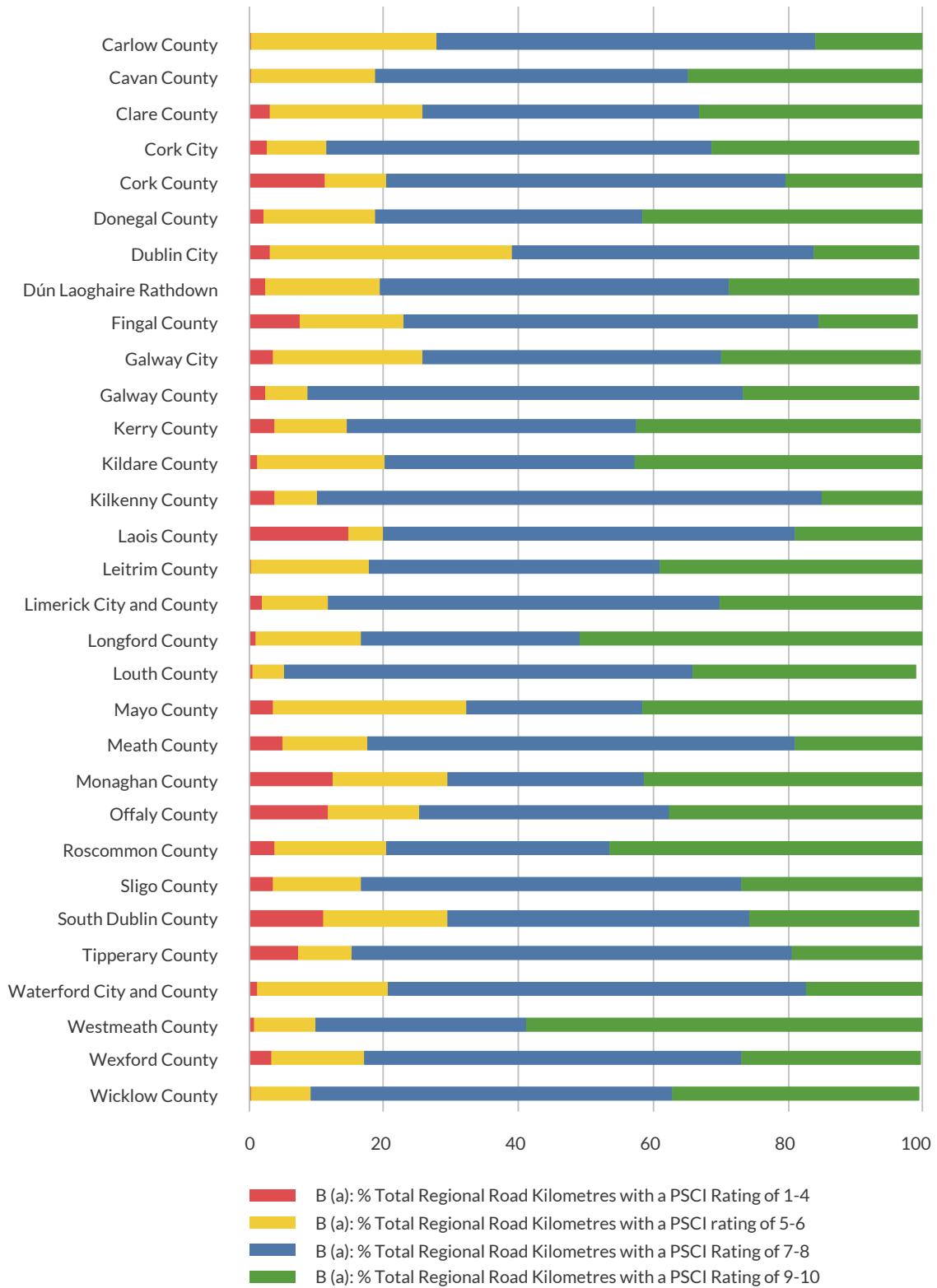
Local Tertiary (LT) Roads

For local tertiary roads the guidance from the DoT requires condition surveys every five years (60 months).

The proportion of such roads surveyed in the 60 months to the end of 2021 exceeds 90% for three authorities (excluding the six large urban authorities), which matches the figures for 2020. In the case of one local authority, Kildare, only 23% of local tertiary road kilometres were surveyed and received a PSCI rating in the 60 months to the year end 2021, which was the lowest. Kildare also had the lowest percentage of local tertiary road kilometres to be surveyed and that received a PSCI rating in the 60 months to the year end 2020 at 20.7%.

Pavement Surface Condition Index (PSCI) 2021

Figure R1a: Regional Road Pavement Surface Condition Index (PSCI) survey level



In terms of the road condition for local tertiary roads, Wexford County's network had the highest percentage, 37.61%, classified as structurally distressed. This is a cause for concern. Excluding the six large urban authorities and those authorities who had surveyed less than 90% of their local tertiary network in the last 60 months, Longford had the highest percentage (40.85%) of its roads in the best condition with no defects.

R2: Roadworks / Expenditure

Table R2a below summarises expenditure under the various road maintenance headings and the full details can be found at Table R2 in Appendix 2. Total improvement and maintenance expenditure increased from €366,134,345 in 2020 to €400,373,263 in 2021 and the total kilometres strengthened and resealed increased from 5,798.80km in 2020 to 6,126.60km in 2021.

R3: Percentage (%) Motor Tax transactions conducted online

As in previous years, all local authorities showed an increase in the percentage of motor tax transactions, which were dealt with online.

The largest percentage increase was recorded in Westmeath going from 77.11% of motor tax transactions completed online in 2020 to 84.29% in 2021, an increase of 7.18%.

The lowest year-on-year increase recorded was by Kildare and Dublin City at under 1%. However, both local authorities recorded a percentage of motor tax transactions which were dealt with online, in excess of 90%.

Meath has the highest overall percentage of motor tax transactions completed online at 92.64%, Dublin City recorded 92.43% and Kildare had the third highest in 2021 at 91.99%. While Roscommon had the lowest percentage of motor tax transactions completed online at 78.54%, it represents an increase of 3.63% from 2020. It should also be noted that five local authorities do not collect motor tax, as in each case, it is collected by an adjoining local authority.

Table R2a: Improvement and Maintenance Expenditure 2020 - 2021

Road / Works Category	Km		€	
	2021	2020	2021	2020
Regional road strengthened	414.4	457.2	101,020,010	99,083,705
Regional road resealing	476.5	505.4	16,931,252	17,491,305
Local road strengthening	2,337.5	2,275.4	221,736,962	199,875,622
Local road resealing	2,898.2	2,560.8	60,685,039	49,683,713
Total	6,126.6	5,798.8	400,373,263	366,134,345
Total % increase (2020 - 2021)	5.65%		9.35%	

Section 3: Water (W1 – W2)

Since the establishment of Irish Water in 2015, much of the public supply functions of local authorities have been taken over by that utility. However, local authorities still have functions in areas including private supplies.

W1: Percentage (%) drinking water in private schemes in compliance with statutory requirements

The W1 performance indicator relates only to actual inspections, that is, where a sample was taken and tested to determine the water quality.

Local authorities have submitted the 2021 monitoring returns to the Environmental Protection Agency (EPA). The EPA reviews these results annually, however, they stated that summary data for 2021 is not available at this time. Consequently, the W1 data is unavailable for the 2021 report. It was also unavailable for inclusion in the NOAC Local Authority Performance Indicator Report 2020.

W2: Percentage of registered schemes monitored

W2 reflects the number of registered schemes monitored by each local authority, as a percentage of total registered schemes.

Local authorities provide the data directly to NOAC. NOAC were unable to verify this data with the EPA as finalisation of its 2021 data is ongoing.

Monitoring seemed to have varied substantially between local authorities with a national average of 79.87 in 2021%, up from 71.01% in 2020.

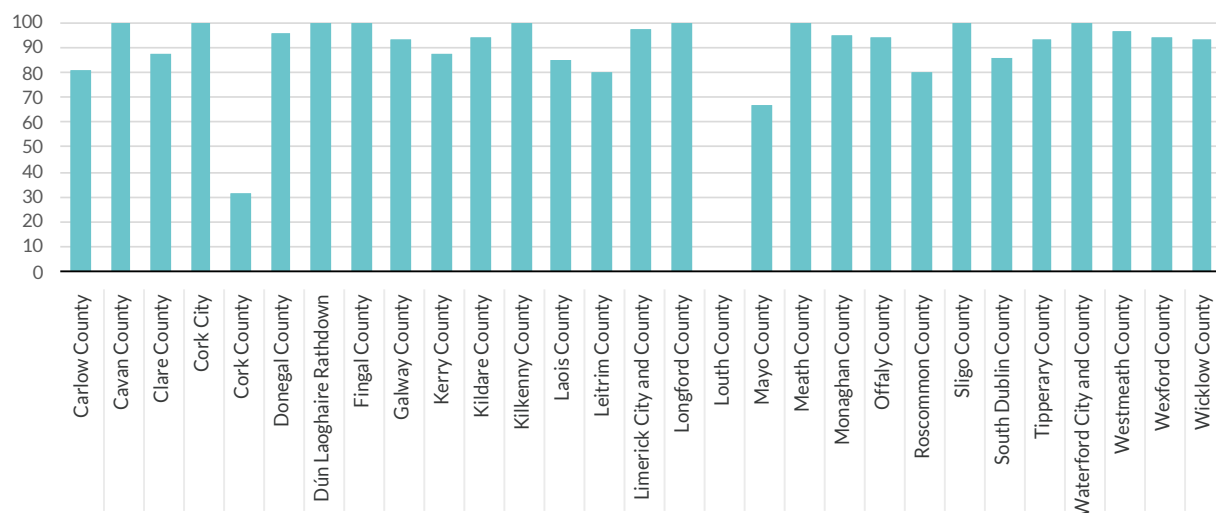
There were nine local authorities that had 100% of schemes monitored in 2021, up from eight in 2020. However, the number of local authorities that monitored less than 50% of such schemes fell from three in 2020 to just one, Cork County, in 2021.

Dublin City and Galway City reported no registered schemes in 2021. Louth reported seven registered schemes in 2021 with no monitoring undertaken. This was also the case in 2020.

Schemes that are not monitored are a concern to NOAC, and this matter needs to be addressed by local authorities.

NOAC met with the EPA prior to collection of the data. The EPA advised that they were engaging with local authorities to ensure that each supply is correctly classified as a private group scheme, public group scheme or small private supply.

Figure W2: Percentage (%) registered private schemes monitored



Section 4: Waste and Environment (E1 – E6)

E1: Households with access to a 3 Bin Service

Since 1 July 2016, the Household Food Waste and Bio-Waste Regulations have required all agglomerations⁸ greater than 500 households to have access to a brown bin collection service. 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 applied in this report.

The local authority's 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.

Table E1: Households with access to a 3 Bin Service in Appendix 2, sets out the number of households, which are situated in an area covered by a licensed operator providing a 3 bin service at 31/12/2021 and the percentage of households within the local authority that this number represents (based on agglomerations > 500). Eight local authorities reported in excess of 100% in respect of households with access to a 3-bin service in agglomerations of over 500, as the service was provided for more households than those in an agglomeration over 500.

For example, Clare County Council (who again reported the highest figure at 198.18%) has 16,504 households in agglomerations over 500, but 32,707 households had a 3-bin service. Westmeath County Council had the lowest at 36.64%. Westmeath also had the lowest in 2020 at 35.19%.

E2: Environmental Pollution Cases

The total number of pollution cases in respect of which a complaint was made in 2021 across all local authorities was 81,551; a decrease of 3,391 from the 2020 figure of 84,942. Twenty authorities recorded decreases, while eleven authorities showed increases in the total number of pollution cases in respect of which a complaint was made in 2021.

Limerick City and County recorded the greatest proportional increase of 156.66%, going from 1,442 pollution cases that were subject to a complaint in 2020 to 3,701 in 2021.

Clare recorded the greatest proportional decrease of 47.27%, going from 2,886 pollution cases that were subject to a complaint in 2020 to 1,523 in 2021. The cases relate to all pollution types, including air, noise, water, litter and waste.

In 2021, there were 81,369 cases closed (83,119 in 2020). Limerick City and County Council had the largest percentage increase of cases closed, from 1,657 in 2020 to 3,803 in 2021; an increase of 2,146 cases or 129.51%.

A total of 8,826 or 10.82% of the 81,551 pollution cases that arose in 2021 were still active at the end of the year, compared to 8,814 in 2020. These cases carry over into 2022.

⁸ A large, densely and continuously populated area.

E3: Litter Pollution

In respect of areas classed as unpolluted or litter free, NOAC is pleased to see that Tipperary has recorded the largest increase in litter free or unpolluted areas, going from 7% in 2020 to 63% in 2021, an increase of 56%. Kilkenny also recorded a significant increase in areas classed as unpolluted or litter free, going from 15% in 2020 to 48% in 2021, an increase of 33%.

Overall, 18 local authorities recorded a decrease in the percentage of areas unpolluted or litter free, whereas ten authorities recorded an increase, with three authorities recording no change, when compared to 2020.

Ten local authorities recorded no significantly polluted or grossly polluted areas.

Twenty-one local authorities recorded areas as significantly polluted, six had areas classified as grossly polluted. However, the proportional area of the county in this category was low, ranging from 1% to 2%.

The litter pollution monitoring figures are set out in Table E3 in Appendix 2 and Figure E3 sets out the median litter pollution levels, 2015 to 2021.

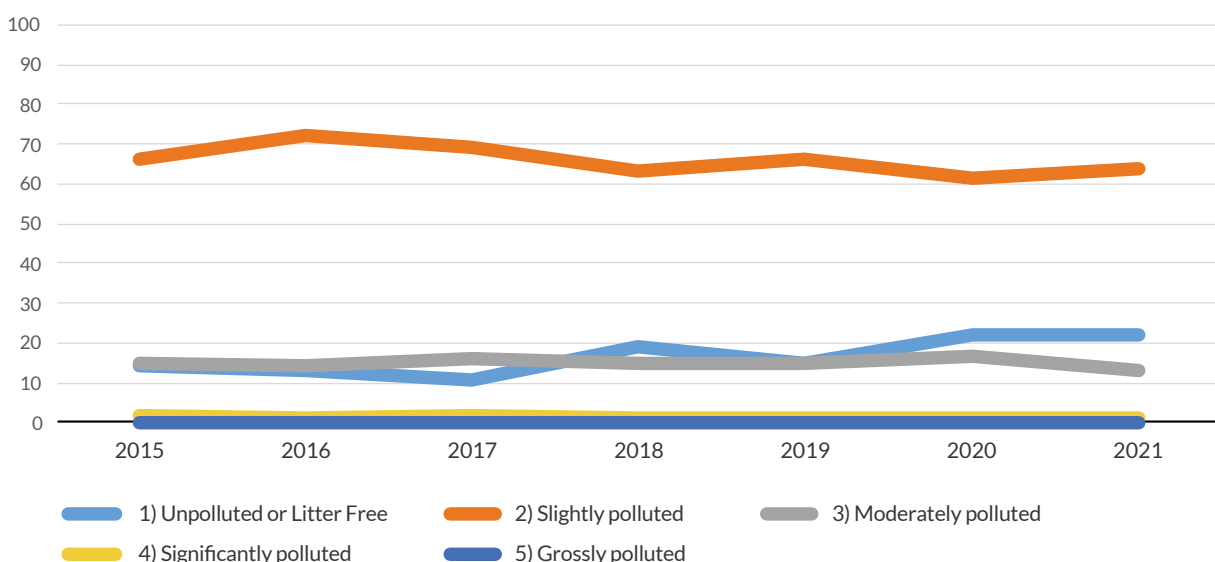
E4: % of schools that currently hold and have renewed their green flag status

Indicator E4 records 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 (FEE⁹ member for Ireland).

The percentages shown in Table E4 in Appendix 2 are calculated on schools that attained a Green Flag for the first time in 2021, those that renewed a Green Flag in 2021 and those that held a Green Flag from 2020. They do not require renewal until 2022. It does not include schools that received a green flag prior to 2020 and have yet to renew it.

Schools participate in the programme in each local authority. Roscommon recorded the highest percentage of school involvement in 2021 at 53%. Roscommon was also the highest in 2020 (61.22%), 2019 (65.31%) and 2018 (70.00%). Westmeath had the lowest percentage at 21%, a decrease from 28% in 2020.

Figure E3: Median litter pollution levels 2015 to 2021



9 Foundation for Environmental Education (FEE).

E5: Percentage Energy Efficiency Performance

The Sustainable Energy Authority of Ireland (SEAI) gathers data from local authorities annually as part of the Public Sector Monitoring & Reporting (M&R) programme. It then uses this data to calculate cumulative energy efficiency savings relative to a default baseline year of 2009 (some local authorities have opted for an earlier baseline).

SEAI has noted that for 2020 and 2021, the Covid-19 pandemic had a profound impact on energy use and activity across the public sector. The energy efficiency performance figures are unlikely to provide an accurate reflection for local authorities for these years.

As a result, data for this indicator will not be provided for this report.

E6: Public Lighting

NOAC introduced the E6: Public Lighting indicator for the 2020 report.

Ireland's 31 Local Authorities and Transport Infrastructure Ireland (TII) manage and maintain over 520,000 public lights across the country. These lights consume approximately 191,100MWh¹⁰ (191 million kWh) of energy annually, which is the equivalent to the annual electricity consumption of 54,500 domestic homes each year¹¹.

The local authority sector has undertaken to reduce Public Lighting energy consumption. This is particularly important in contributing to the reduction of Ireland's greenhouse gas emissions in an environment of energy scarcity.

Authorities are progressing this initiative individually or in collaboration with others. Two regionalised contracts are currently underway, with a third being tendered, under the Local Authority Public Lighting Energy Efficiency Project. These will retrofit approximately 205,000 lights with energy efficient LED luminaires across 21 authorities. Other authorities are developing separate programmes. These projects will further improve efficiency in the coming years.

In 2021, Dublin City reported the highest amount of billable wattage at 19,338 kWh (20,407 kilo Watt hours in 2020).

The lowest was again Monaghan County at 1,237 kWh (1,532 kWh in 2020). Monaghan County also recorded the highest percentage of its total public lighting system represented by LED lights at 99.54%

Waterford City and County was the lowest at 10.15%, an improvement on the 2020 figure of 6.80%. The percentage of the total system that LED lights represent increased in 2021 to 45.73% from 38.80% in 2020.

¹⁰ MWh – one Mega Watt hour equals 1000 kWh (kilo Watt hours).

¹¹ CER17042-Review-of-Typical-Consumption-Figures-Decision-Paper-1.pdf (cru.ie) gives 3500kWh per domestic unit.

Section 5: Planning (P1 to P5)

P1: Building Control Inspections

Local authorities have a responsibility to inspect new buildings notified to them, to ensure that the building is in compliance with the Code of Practice for Inspecting and Certifying Buildings and Works. The total number of new buildings notified to local authorities in 2021 was 23,134, an increase of 5,867 from 2020 (17,267).

In terms of buildings being inspected as a percentage of new buildings notified to a local authority, Galway City recorded the largest proportional increase in the number of buildings inspected going from 10.28% in 2020 to 45.03% of new buildings inspected and notified to a local authority.

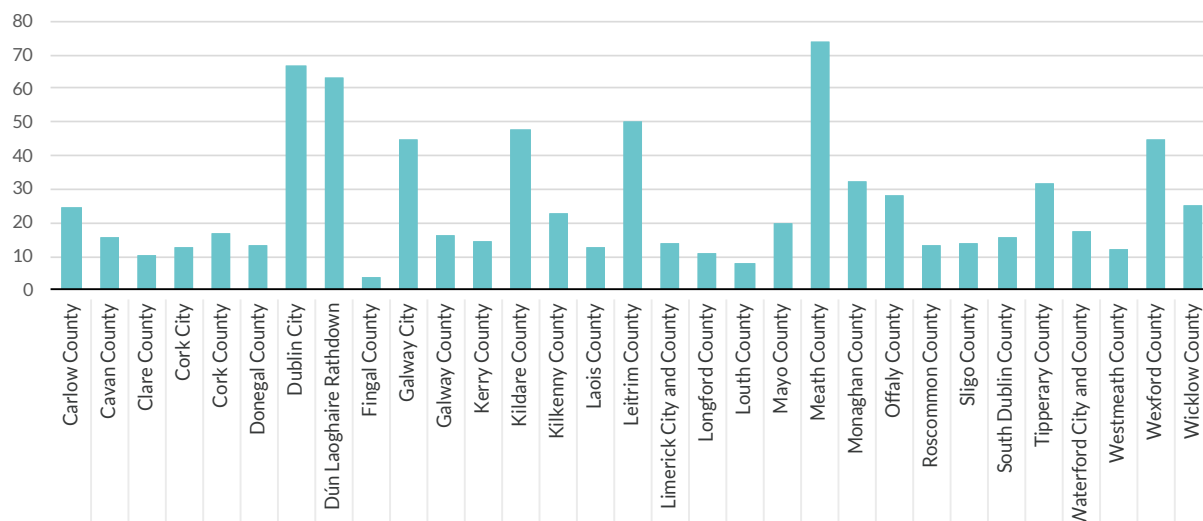
Meath had the highest overall percentage of buildings inspected, a slight decrease from 77.97% in 2020 to 73.81% of new buildings notified to a local authority being inspected in 2021.

The largest number of buildings notified was 2,346 in Kildare, who inspected 47.49% of these buildings.

Four local authorities did not meet the minimum 12-15% inspection requirement contained in the Code of Practice for Inspecting and Certifying Buildings and Works. This is an improvement on 2020, where there were eight local authorities in that position. Throughout 2021, some local authorities were unable to carry out the usual inspections due to the impact of COVID-19 and public health restrictions. NOAC expects performance in this indicator to improve next year in line with easing of restrictions around the pandemic.

Nationally, 27.35% of notified new buildings were inspected in 2021, an increase from 21.71% in 2020.

Figure P1: Percentage of buildings inspected as a percentage of new buildings notified (%)



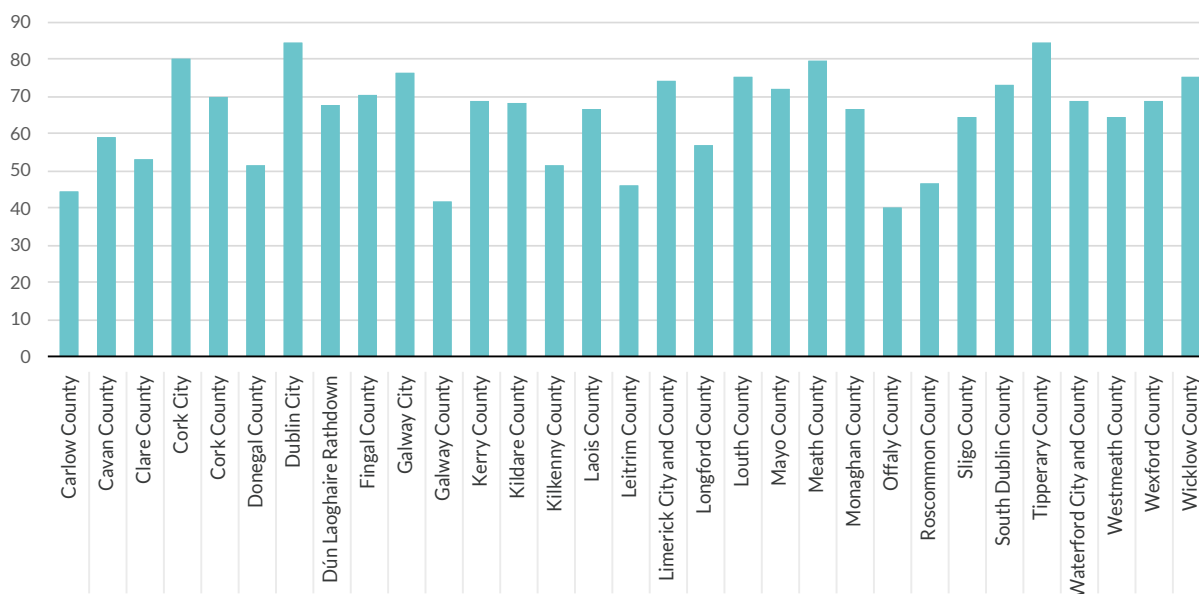
P2: No./% of Planning decisions confirmed by An Bord Pleanála

NOAC notes the impact of COVID-19, which led to a suspension of the planning process for a period of time. The emergency measures in the Public Interest (COVID-19) Act provided for the suspension of the time periods in the Planning and Development Act. This included the eight-week period for taking a judicial review of a planning decision under Section 50 of the Planning and Development Act 2000.

The number of planning appeals to An Bord Pleanála in 2021 was 1,575, a decrease on the 2020 figure of 1,600. In the cases of Dublin City and Tipperary County Council, An Bord Pleanála confirmed, with or without modifications, the decision of the local authorities in over 84% of the applications that were appealed to the Board; this was the highest figure nationally.

Carlow, Galway County, Leitrim, Offaly and Roscommon had the lowest decision confirmation rates at below 50%.

Figure P2: An Bord Pleanála Appeals - (% Determinations confirming local authority decision)



P3: Planning Enforcement

Local authorities investigated 7,888 planning enforcement cases in 2021 that were either referred to them by the public, or initiated by the authorities themselves. This represents an increase of 11.73% or 828 additional planning enforcement cases on the 2020 figure of 7,060.

Nationally, the total number of investigated cases that were closed increased by 15.11% or 753 cases to 5,736 compared to 4,983 in 2020.

Table P3 below summarises the cases closed in 2020 and 2021 under three categories;

- C. the cases that were dismissed as trivial, minor or without foundation (section 152(2) of the Planning and Development Act) or were closed because statute barred or an exempted development
- D. the cases at that were resolved to the local authority's satisfaction through negotiations
- E. the cases that were closed due to enforcement proceedings

While there was an overall increase in the cases closed in 2021, this was due to an increase in the number dismissed as trivial, minor or without foundation, or were closed because they were statute barred or an exempted development.

P4: Cost per Capita

The average per capita cost of the planning service in 2021, shown in Table P4; Appendix 2, was €33.37, an increase on €31.47 in 2020. The lowest cost per capita in 2021 was for Galway County at €22.31, which remains largely the same as the 2020 figure of €22.29. The highest figure for 2021 was Cork County at €49.67, an increase from €46.06 in 2020. The highest total spent was Dublin City with a total of €18,007,314 while the lowest, Leitrim, spent €1,371,728. In the case of most local authorities, unaudited 2020 Annual Financial Statements were used.

P5: Fire Safety Certificate Applications

There were 3,046 applications for Fire Safety Certificates received in 2021 by local authorities that were not subsequently withdrawn by the applicant. This represents an increase of 241 on the 2020 figure of 2,805. Leitrim had the lowest number of applications in 2021 at 16. South Dublin had the highest number of applications for Fire Safety Certificates received in 2021 at 247, closely followed by Dún Laoghaire-Rathdown and Dublin City at 246.

In Monaghan 100% of applications for Fire Safety Certificates received were decided within 2 months. Offaly and Westmeath were at 90.00% and 95.15% respectively. Donegal, at 59.32% had the highest percentage where an extended period was agreed with the applicant. NOAC considers that the high utilisation of extension of time by some councils may merit some consideration by the local authority concerned.

Table P3: Planning Enforcement - Cases closed

Cases Closed	2020		2021	
	Number	%	Number	%
C: Cases dismissed	2,178	43.71	3,014	52.55
D: Cases resolved to the local authority's satisfaction through negotiations	393	7.89	345	6.01
E: Cases closed due to enforcement proceedings	2,412	48.40	2,377	41.44
Total	4,983	100	5,736	100

Section 6: Fire Services (F1 to F3)

F1: Cost per Capita of the Fire Service

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 population figure according to the Risk Based Approach Phase One was used to calculate the per capita spend. This document outlines the population serviced by each local authority fire services.

The cost per capita of the fire services is therefore derived from the expenditure on fire services in each local authority divided by the population served by that fire service. It should also be noted that the cost may vary year on year arising from the nature of incidents e.g. severe weather events, gorse fires etc. The national average per capita cost of providing the fire service in 2021 was €63.06, which represents an increase on the 2020 average per capita cost of €62.69.

The cost per capita of providing the fire service was higher in 2021 than in 2020 in 16 local authorities. Cork City Council at €105.99, Dublin at €88.18 and Limerick at €86.62 were the highest in 2021, with similar cost per capita to 2020.

The three authorities with the lowest costs per capita were Meath at €30.71 (€30.69 in 2020), Kildare at €33.04 (€32.00 in 2020) and Westmeath at €33.38 (€33.14 in 2020).

Cavan showed the largest increase going from €47.73 in 2020 to €57.32 in 2021, a 20.09% increase.

The largest reduction was by Sligo County Council going from €65.13 in 2020 to €58.36 in 2021, a 10.39% reduction.

Six local authorities (Dublin City Council, Cork City Council, Galway County Council, Limerick City and County Council, Louth County Council and Waterford City and County Council) operate both full-time and-retained fire services. Twenty-one other local authorities operate retained fire services.

Dublin City Council provides the service to the City, 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.

Table F1: Cost per Capita of the Fire Service

	Cost Per Capita - (€) full and part-time station	Cost Per Capita - (€) part-time stations	Cost Per Capita - (€) of full time stations
2021	€63.06	€44.65	€82.69
2020	€62.69	€44.81	€79.93
Difference	€0.37	-€0.16	€2.76

Dublin City, Mayo County and Limerick City and County Councils incur costs in relation to providing regional control centres.

F2: Mobilisation Times

In local authorities with full time fire brigades, three of the six services improved their average mobilisation times for fire emergencies, and one improved their average mobilisation times for other non- fire emergencies in 2021.

In respect of the retained brigades 13 (15 in 2020) improved mobilisation times for fire emergencies and 14 (15 in 2020) for non- fire emergencies in 2021. NOAC is aware that average mobilisation times can be affected by various factors such as the time of day, traffic, remoteness from the nearest fire station and the quality of information received.

In relation to fire related emergencies, Cork City had the quickest response time for full time services of 1 minute and 19 seconds, and improvement on their 2020 time of 1 minute and 22 seconds. For retained services response times, Sligo, at 3 minutes 26 seconds, were the fastest, as they were in 2020, with 3 minutes 17 seconds. Galway County had the slowest response time for full time services of 1 minute and 57 seconds but improved from 2 minutes 6 seconds in 2020. Wexford at 6 minutes 49 seconds (6 minutes 21 seconds in 2020) was the slowest for a retained service's response in respect of fire incidents.

For non-fire related emergencies, Waterford had the fastest response time for full time services of 1 minute and 18 seconds, as they were in 2020 at 1 minute. Sligo was the fastest responding retained fire service at 3 minutes and 46 seconds (3 minutes 25 seconds in 2020) in respect of all other (non-fire) emergency incidents.

Louth had the slowest response time for full time services of 2 minutes and 27 seconds, and Westmeath at 7 minutes and 35 seconds for retained service in responding to non-fire emergency incidents.

F3: Attendance Times at Scenes

For fire incidents, 16 authorities increased the percentage by which the first fire tender reached the scene in less than 10 minutes, compared to 2020. In the case of 8 authorities, the percentage where first fire tender attendance took longer than 20 minutes increased. Cork City had the lowest percentage where first fire tender attendance took longer than 20 minutes in 2021 at 1.44%.

The largest percentage increase in respect of fires where first attendance at the scene was within 10 minutes was Clare, increasing from 36.48% in 2020 to 52.28% in 2021. Tipperary had the largest decrease in attendance at the scene within 10 minutes in respect of fires, from 46.68% in 2020 to 30.71% in 2021.

For all other emergency incidents, 14 authorities increased the percentage attended within 10 minutes from 2020. In the case of 16 authorities, the percentage of other emergency incidents where first attendance took longer than 20 minutes increased, with Westmeath recording the largest increase going from 19.47% in 2020 to 26.52% in 2021 and Offaly recording the highest percentage overall in 2021 at 26.75%. Cork City again recorded the lowest percentage for the third year in a row with 2.23% in 2021, up from 1.41% in 2020.

Section 7: Library Service (L1 and L2)

L1: Library visits and issues

Overall, the average number of library visits per head of population in 2021 was 0.86, a decrease from 1.05 in 2020 and continuing a downward trend in library visits per head of population since 2014.

In 2019 the average number of library visits per head of population was 3.57, falling to 1.05 in 2020 due to COVID-19 closures. In the meantime, usage of library services has changed and COVID-19 drove significant increase in the borrowing / downloading of digital materials. However, this is not commensurate with the usual issue figures.

As well as the number of visits to libraries per head of population in 2021, Table L1 in Appendix 2, shows the number of items borrowed during the year to illustrate more effectively 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.

Table L1 A. displays the average number of library visits per head of population since 2014.

Wicklow’s library visitor numbers were the highest at 1.35 visits per head of population, with Carlow County Council the lowest at 0.03 visits per head of population. 24 authorities showed decreases in the visits per head of population compared with 2020.

The number of items borrowed overall decreased slightly in 2021, with 11 authorities showing decreases in the number of items borrowed.

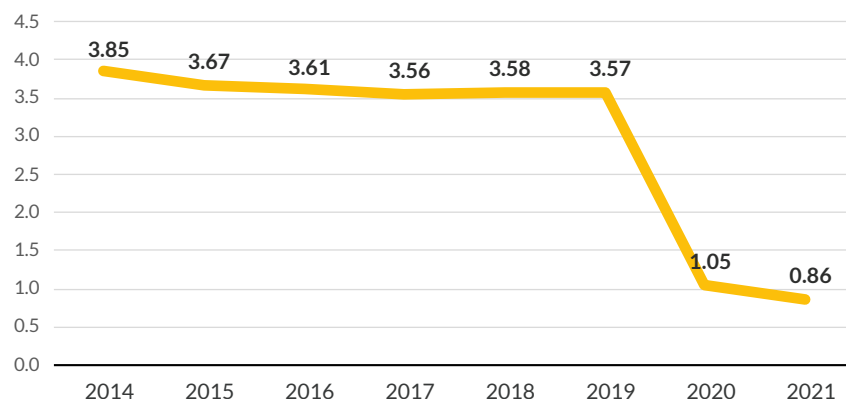
19 authorities showed increases in the number of items borrowed during 2021 over 2020. Sligo had the highest percentage increase of items borrowed overall at 38.06% in 2021 over 2020. Dún Laoghaire-Rathdown showed the highest decrease in the number of items borrowed during 2021 over 2020 at 25.27%. Galway County Council collects library statistics on behalf of Galway City Council, and these are presented as combined statistics.

It was highlighted that though many library services have online resources, several of these e-resources are only available on library PCs and library Wi-Fi.

Table L1 A: Average No. of library visits per head of population

2014	2015	2016	2017	2018	2019	2020	2021
3.85	3.67	3.61	3.56	3.58	3.57	1.05	0.86

Figure L1 A: Illustrates the average number of library visits per head of population since 2014



L1 (C) measures the active library members per head of population based on the 2016 census figures. An active membership is:

- Anyone who checks out or renews or returns at least one physical item (including laptops, tablets, etc.)
- Anyone who uses a digital resource that authenticates the patron ID against the library management system (for example, the BorrowBox platform for lending e-books and audiobooks); and,
- Anyone who uses library Wi-Fi or public internet access where a login is required.

However, not all borrowers 'assign' themselves to a county, and therefore, there are a significant number of borrowings that cannot be recognised in the indicator. When 'unassigned' active users are included, there were a total of 504,409 active registered library members nationally. The Commission will work with the LGMA Library Development Group to address this issue.

L2: - Cost of Operating a Library Service (€)

The average per capita cost of operating the library service increased from €35.95 in 2020 to €36.92 in 2021.

Longford again this year had the highest spend per head on its library service at €55.86 (€57.61 in 2020) and Galway County combined with Galway City recorded the lowest cost per capita figure of €20.59. In 2020 it was also the lowest at €19.33. Figure L2a shows the variation in expenditure per capita.

A new national Library Management System was introduced as part of the Public Library Strategy 2018-2022. Alongside this, there were a number of changes, including the removal of library fines and the ability for library users to order books or other items from any public library nationally. The base line set for the minimum book fund required in each county is €4.00 per capita and the Commission is of the view that this baseline still requires attention. L2(B) illustrates this data.

NOAC acknowledges that the lengthy closure of library branches due to Covid restrictions impacted significantly on the library service.

Figure L2(A): Per Capita Cost of Operating a Library Service (€)

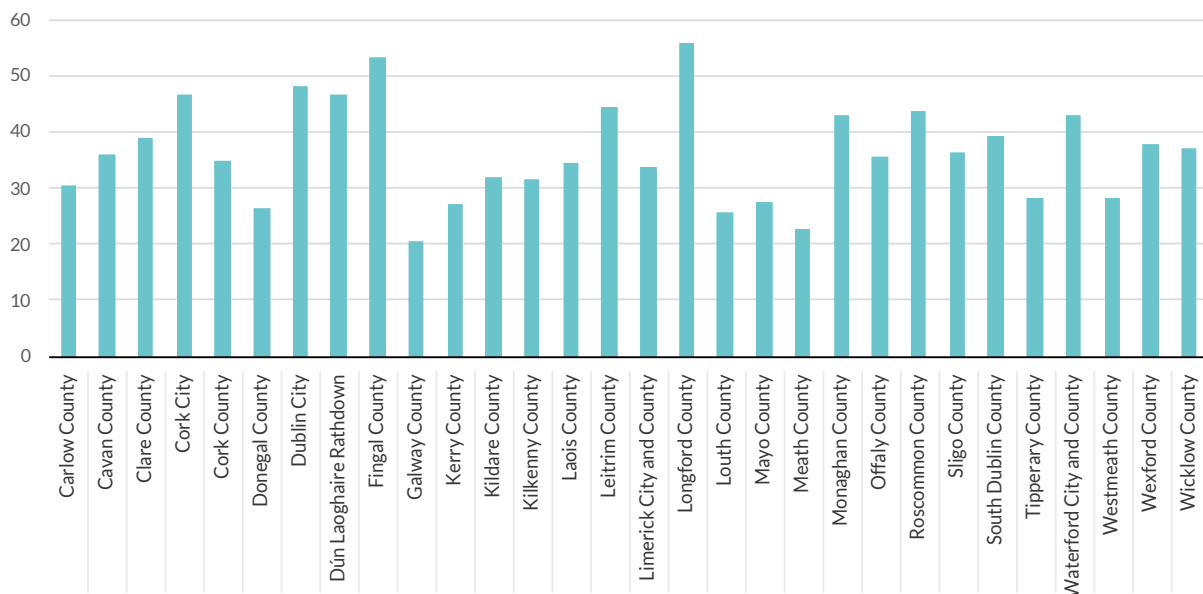
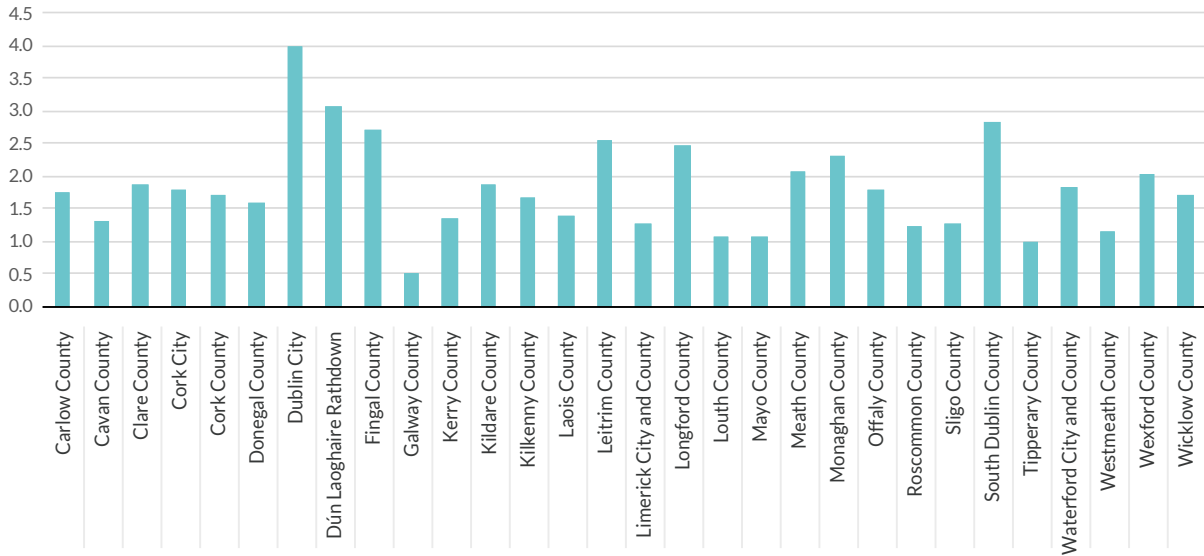


Figure L2(B): Per Capita Expenditure on New Stock (€)



Section 8: Youth/Community (Y1 and Y2)

Comhairle na nÓg are child and youth councils in the 31 Local Authority areas of the country. Comhairle na nÓg was established under the National Children's Strategy (2000), which is based on the United Nations Convention on the Rights of the Child (UNCRC). It was set up to give children and young people (under the voting age of 18) a voice in the development of local services and policies.

All Local Authorities have regular meetings of Comhairle na nÓg, which links with adult decision-making bodies.

Y1: Participation in Comhairle na nÓg scheme

In 2021, nine local authorities achieved 100% involvement in the Comhairle na nÓg local youth council scheme; an increase from the previous year when there were five local authorities participating.

A participation rate of less than 50% arose in seven local authorities - Clare County Council, Cork County Council, Dublin City Council, Dún Laoghaire-Rathdown County Council, Fingal County Council, Galway County Council and Limerick City and County Council.

Dublin City Council was the lowest at 35.9% in 2021 (37.18% for 2020). Wexford had the largest decrease dropping to 59.09% in 2021 from 77.27% in 2020.

Sligo recorded the largest increase in the attendance rate of 69.23% in 2020 compared with 100% in 2021. The true national mean was calculated at 63.25% (63.29% in 2020).

The number of schools represented at the Comhairle na nÓg AGM in 2021 was 463. 462 schools were represented in 2020, 502 in 2019 and 485 in 2018.

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

A Public Participation Network (PPN) is a network that allows local authorities to connect with community groups around the country. The PPN is the conduit for all local authorities who wish to benefit from community and voluntary expertise in their area.

The number of organisations on the county register for the PPN at the end of 2021 was 17,549, a slight reduction on 2020 when it was 17,780.

The national average was 15.97% with 1,841 organisations registering for the first time in 2021 and 2,802 of the organisations opting to be part of the Social Inclusion College within the network. This is a slight decrease from the 2020 national average of 16.33%.

Figure Y2: Total number of organisations included in the County Register for the local authority area as at 31/12/2021

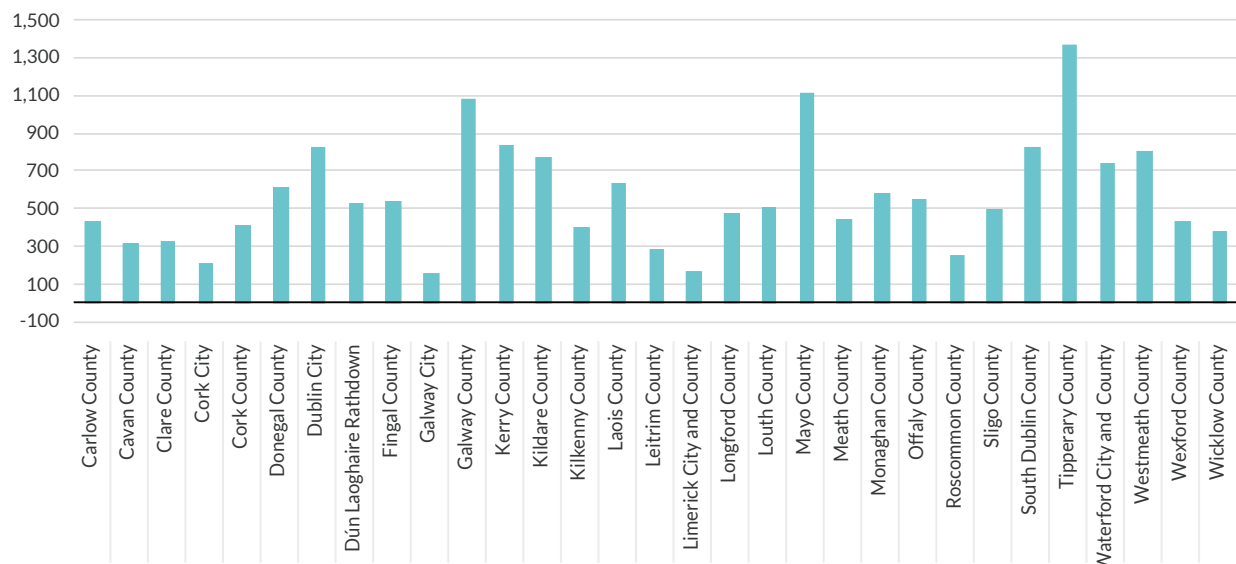
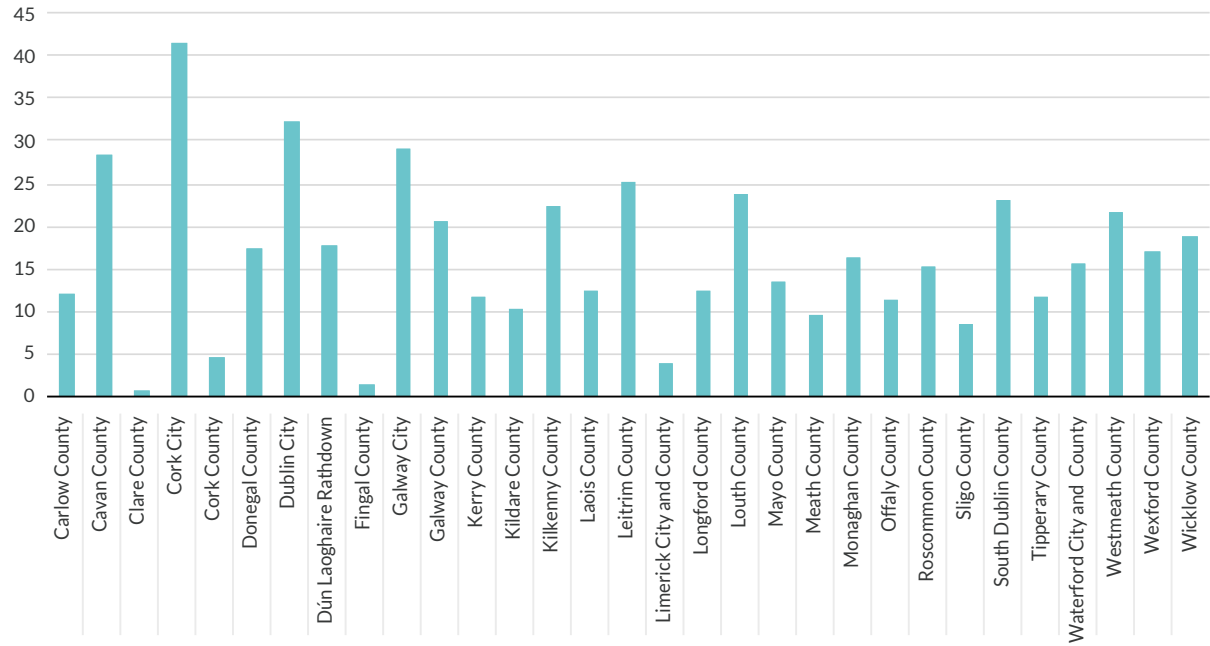


Figure Y2(A): Number of organisations included in the County Register at 31/12/2021 and the proportion of those organisations that opted to be part of the Social Inclusion College within the PPN



Section 9: Corporate – HR and ICT (C1 to C5)

C1: Whole Time Equivalent (WTE)

As indicated in Table C1, Appendix 2, total whole-time equivalent staff employed by the local authority sector at the end of 2021 was 30,174.17. This represents an increase of 1.54% or 456.25 staff, since 2020. Louth has the largest whole-time equivalent increase of 13.53% or 81.53 staff in 2021 over 2020. Seven local authorities showed a reduction in staff numbers. Three of these (Cavan, Dublin City and Laois) were under 1% while three (Monaghan, Offaly and Tipperary) were under 3%. Wicklow saw a 3.29% reduction or 24.6 whole-time equivalent staff less.

C2: Sick Leave

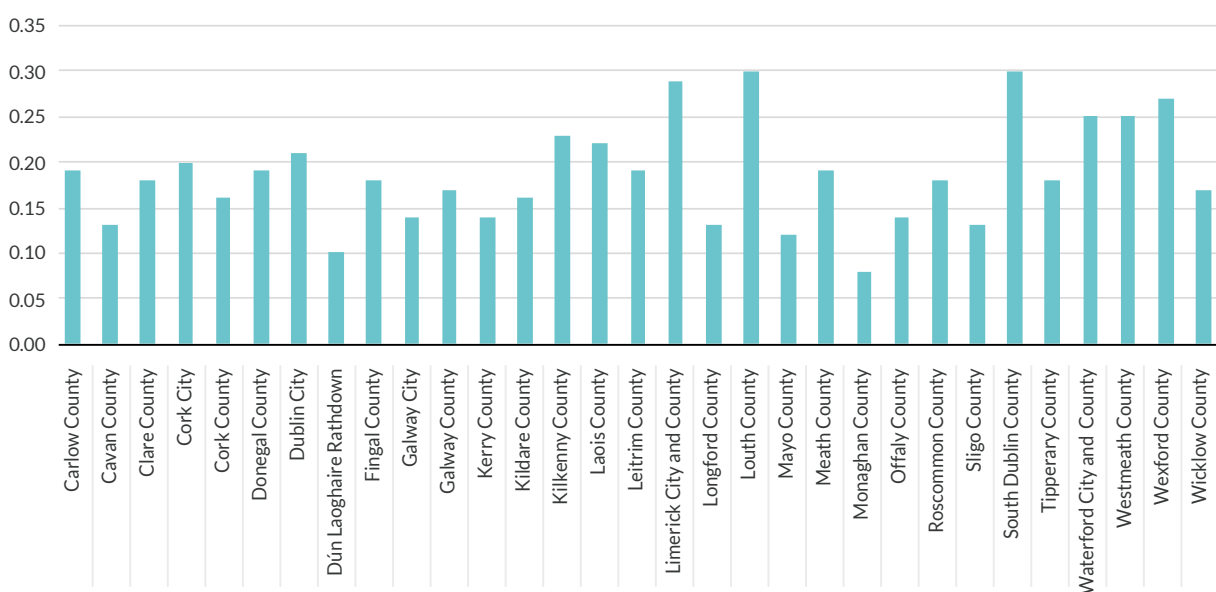
In 2021, the national average percentage rate of paid workdays lost through medically certified paid sick leave for the sector was at 2.89%. This was a reduction from 2020 when it was at 3.01% and 2019 when it was 3.71%. Separately, the national average percentage of paid workdays lost through self-certified paid sick leave was 0.19%; a slight decrease from 2020 when it was 0.20%.

Waterford City and County had the highest certified sick leave rate of 4.28%, up from 3.42% in 2020. South Dublin had the second highest certified sick leave rate of 4.05%, although this is a slight reduction of its result in 2020 at 4.06% which was the highest certified sick leave rate in 2020.

Dún Laoghaire-Rathdown had the lowest rate of certified sick leave at 1.39%. This is a reduction of 1.25% on the 2020 certified sick leave rate of 2.64%.

In 2021, 12 authorities (10 in 2020, 18 in 2019 and 20 in 2018) exceeded their 3.5% public sector sick leave target quota.

Figure C2(B): Percentage of paid working days lost to sickness absence through self-certified leave in 2021



C3: Website and Social Media

Table C3 (A) illustrates total page views of local authority websites 2014 – 2021. Total page views of local authority websites in 2021 amounted to 64.76 million page views or an average of 13.60 per head of population.

Table C3 (B): illustrates local authority social media account followers for the same period.

The total number of social media users at end of 2021 was 4.44 million; an increase from 3.87 million in 2020.

In the 2020 Performance Indicators, C3 was amended to represent the results as per capita. Previously, this indicator was represented as the total number of visitors to the local authority website and its total number of followers on social media.

Kerry County Council recorded 41.12 per capita total **page views** of the local authority's websites in 2021, which was again the highest. Louth County Council was the lowest at 3.29 per capita.

Clare County Council had the highest per capita total number of **followers** of the local authority's social media accounts at 2.02. Louth and Cork County Councils were the lowest at 0.21.

Table C3 (A): Local authority website usage

Title	2017	2018	2019	2020	2021
National total of page views	67,802,539	77,213,343	81,270,933	74,104,123	64,764,654
National number of page views per head of population	14.24	16.21	17.07	15.56	13.60

Table C3 (B): Local authority social media account followers

Title	2015	2016	2017	2018	2019	2020	2021
The total number of social media users who were following the local authority on any social media sites	644,521	1,163,551	1,703,665	2,378,851	3,134,560	3,870,074	4,445,822

C4 and C5: ICT Expenditure

Figure C4 shows the costs of Information Communications Technology (ICT) provision in 2021 per whole-time equivalent staff member of a local authority. For this report, the percentage of total LGMA general charge included is 56%.

The lowest cost in 2021 was recorded by Longford at €2,642.33 per whole-time equivalent staff member (down from €3,307.77 in 2020). The highest was Carlow, with €5,216.63 (up from €5,078.01 in 2020). The largest increase was Waterford City and County Council with a 65.26% increase from €2,266.32 to €3,745.43.

There have been increases year on year in the national average cost of ICT in local authorities. In 2021 it was €3,521.62, whereas in 2020, it was €3,457.02, In 2019, it was €3,010.84, in 2018, it was €2,894.57 and €2,807.96 was recorded in 2017.

C5 calculates total ICT expenditure as a percentage of revenue expenditure. For 2021, the national average recorded was 1.71% (1.52% in 2020, 1.78% in 2019 and 1.75% in 2018). Carlow County Council had the highest ICT expenditure at 2.66% and Limerick the lowest at 0.51%. Limerick was also lowest in 2020 at 0.55%, 2019 at 0.59% and in 2018 at 0.72%.

Figure C4: Overall cost of ICT provision per WTE (€)

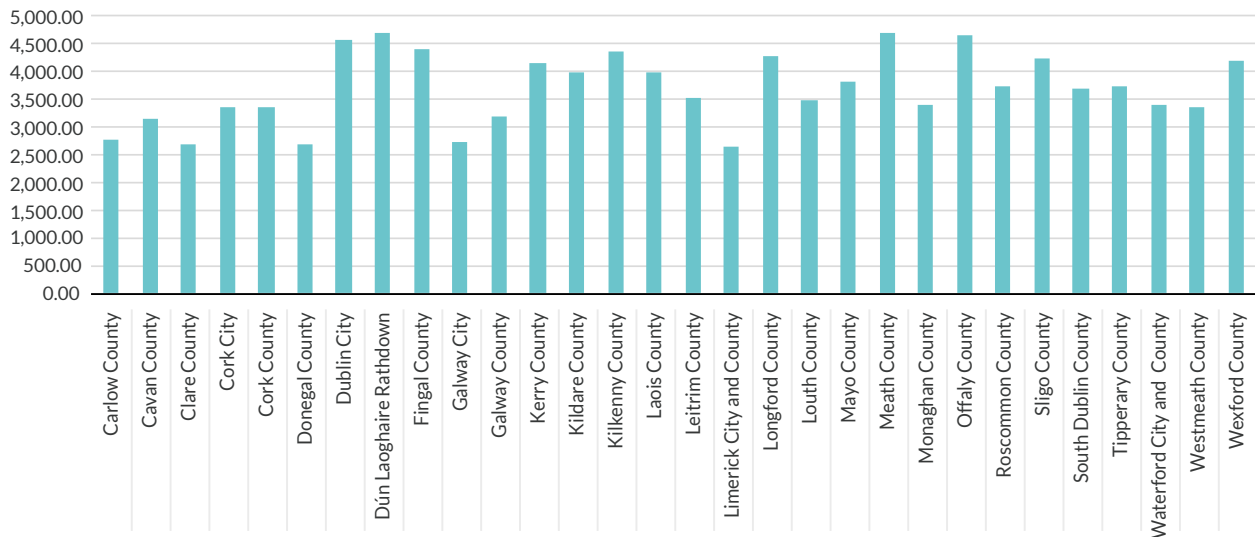
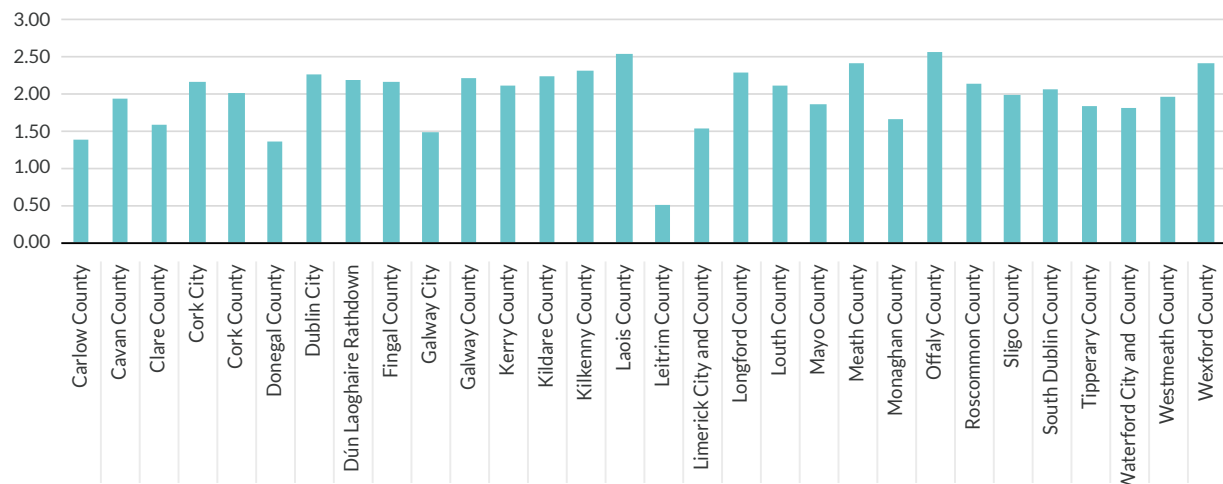


Figure C5: Overall cost of ICT as a proportion of Revenue expenditure (€)



Section 10: Finance (M1 to M4)

M1: Revenue Account Balance

Table M1 Appendix 2 shows a summary of the Revenue Account balances for the years 2017 to 2021. Figures relating to 2021 are provisional, as the audited figures from the Local Government Audit Service were not yet available when the performance indicator data was supplied. There were 8 authorities with a deficit on the Revenue Account at the end of 2021 (11 in both 2020 and 2019), each of them had further reduced their deficit on 2020.

The total cumulative figures for the sector are set out in table M1 below.

Table M1: Cumulative Deficits and Surpluses for the local government sector for 2018-2021

Category	2018	2019	2020	2021
Overall Deficits	-€51,835,528	-€45,629,085	-€40,336,262	-€32,260,563
Overall Surpluses	€88,635,645	€91,245,015	€118,209,468	€109,645,469
Overall Balances	€36,800,117	€45,615,930	€77,873,206	€77,384,906

Viewing the cumulative deficits and surpluses, as a percentage of total income in 2021, shows that all except one of the deficits represent less than 3% of the total income of the respective council. The only local authority above 3% in 2020 is Sligo County Council at 20.75 (20.03% in 2020, 29.10% in 2019 and 30.21% in 2018). Waterford City and County showed the biggest reduction in its deficit at €2,440,114 (47.33% reduction), going from €-5,155,764 in 2020 to €-2,715,650 in 2021.

Column G of Table M1, Appendix 2, shows the Revenue Expenditure in 2021 per head of population within the local authority. Meath was the lowest at €802.41, a reduction of 6.89% on the 2020 figure of €861.76. Meath was also the lowest in 2020, 2019 and 2018, (€633.60 in 2019 and €599.40 in 2018).

The highest was again Limerick at €4,577.34 (€4,267.50 in 2020, €3,396.29 in 2019 and €2,659.16 in 2018). NOAC notes that Limerick City and County operates the Housing Assistance Payment shared service, which increases its cost per capita figure.

Column H of Table M1 shows Revenue expenditure per capita in 2021 excluding significant out of county / shared service expenditure for the service providers of Housing Assistance Payment (HAP) (Limerick), MyPay (Laois), Dublin Region Homeless Executive and Dublin Fire Services (Dublin City). The following is noted in respect of each local authority:

Authority	Revenue Expenditure per Capita in 2021 (based on 2016 Census)	Revenue expenditure per capita in 2021 excluding significant out of county / shared service expenditure
Dublin City	€2,000.51	€1,718.15
Laois County	€998.51	€937.81
Limerick City and County	€4,577.34	€996.15

M2: Revenue Collection Rates

Local authority revenue collection rates in Tables M2 (a) to M2(c) of Appendix 2 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.

M2 (A): 5 Year Summary of Collection Levels of Commercial Rates

Table M2 (A) in Appendix 2 shows the percentage of commercial rates collected by local authorities from 2017 to 2021.

Monaghan had the highest collection performance at 95%. Fingal and Meath also had commercial rates collected in excess of 90% in 2021. Galway City had the lowest collection performance at 67% (61% in 2020).

28 authorities saw an increase in commercial rates collected in 2021, while 3 remained unchanged and no authority showed a decrease in collections.

Roscommon had the highest increase in commercial rates collected at 21% going from 68% in 2020 to 89% in 2021.

M2 (B): 5 Year Summary of Collection of Rent and Annuities

Table M2 (B) in Appendix 2 shows the percentage of rent and annuities collected by local authorities from 2017 to 2021.

Dublin City and South Dublin had the lowest rates at 73% and 74% respectively, (the same percentages as in 2020, when they were also the lowest).

Cork County was again the highest at 100% (100% in 2020).

In 2021, 16 authorities increased their rent and annuities collection rates, with Leitrim showing the largest increase of 4%, rising to 95% from 91%.

Six authorities' rent and annuities collection rates decreased in 2021, with Dún Laoghaire-Rathdown showing the largest decrease of 2% from 79% to 77% in 2021.

M2 (C): 5 Year Summary of Collection of Housing Loans

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

For 2021, Wexford's revenue collection has exceeded 100% at 104.6% (104% in 2020).

Both Westmeath and Fingal recorded a 100% collection rate. Five other local authorities: Carlow, Cavan, Kerry, Kilkenny and Tipperary have all achieved a collection rate of 90% or higher.

In 2021, six authorities housing loan collection rates decreased, including Dún Laoghaire-Rathdown which was again the lowest in 2021 achieving 60.00% (61% in 2020). Monaghan had the largest decrease of 3% from 83% in 2020 to 80% in 2021.

NOAC is aware that loans currently going through the legal process can distort the overall percentage for each local authority and also acknowledges the progress made by many authorities to improve collections. These sources of income make an important contribution to funding local services.

M3: Public Liability Claims

M3: Public Liability Claims, which sets out on the amount paid out on public liability claims per capita (as per the 2016 census), was introduced by NOAC in 2020, as claims can have a significant impact on local authority available revenue and capital expenditure.

In 2021, Dublin City had the highest cost of settled claims per capita at €22.99 (€14.55 in 2020) and Sligo had the lowest at €3.76 down from €21.84 in 2020.

In 2021, 14 authorities showed decreases in the amount paid out on public liability claims per capita, while 17 authorities showed increases over 2020.

M4: Overheads

Overheads are the costs directly related to the operational activities for each local authority. They include:

- Corporate Affairs,
- Corporate Buildings,
- Finance Function,
- Human Resource Function,
- IT Services Function,
- Pension and Lump Sum, and
- Printing services.

NOAC collected the following two datasets in the regard:

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

Monaghan had the highest central management charge as a percentage of total expenditure on revenue account with 15.7%, while Limerick City and County was the lowest at 3.89%.

All but two authorities (Limerick City and County and Roscommon) saw an increase in payroll costs as a percentage of its revenue expenditure in 2021.

Longford County had the highest payroll costs as a percentage of its revenue expenditure at 40.13%. Limerick City and County again had the lowest with 9.16%.

Cork City had the highest increase in payroll costs as a percentage of its revenue expenditure at 7.59%, rising from 30.40% in 2020 to 37.99% in 2021.

Section 11: Economic Development – (J1 to J4)

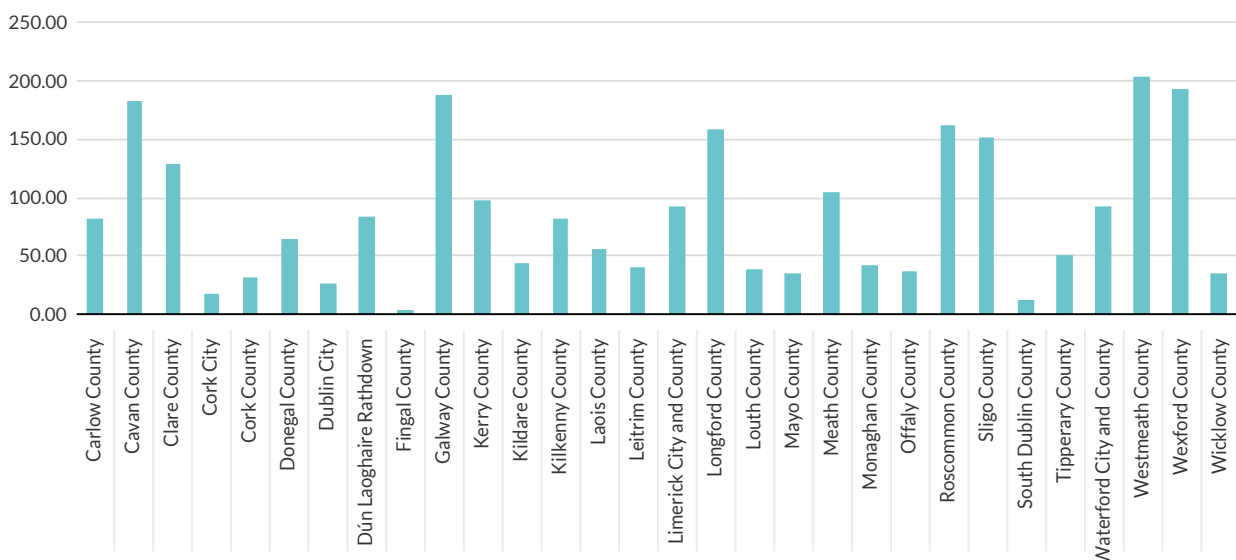
The indicators J1 – J3 were calculated per 100,000 of population for the first time in 2020.

J1: Job Creation

The Job Creation indicator has to date been calculated on a “Net Jobs Created” basis. The total number of jobs created nationally in 2021 with the assistance of the Local Enterprise Offices (LEOs), taking into account job losses, was 2,999. This represents a significant increase from the minus 1494 figure in 2020. Job creation in 2021 was just short of the pre-Covid 2019 figure of 3,149. Each part-time job is counted as half of a full-time job.

All local authorities, with the exception of Carlow which showed a decrease of 16 jobs, (Carlow recorded 98.36 jobs per 100,000 population, the highest in 2020), saw an increase in the number of jobs created in the county with LEO assistance in 2021. With assistance from the LEO in 2021, Cavan showed the highest increase in the number of jobs created, from losing 128 jobs in 2020 to recording 182.47 jobs per 100,000 population. Waterford City and County Council also reported a significant increase, from minus 160 jobs in 2020 to 93 jobs created in 2021. Figures for Galway City Council are recorded under Galway County Council’s statistics.

Figure J1: Jobs Created per 100,000 of population 2021



J2: Trading Online Vouchers

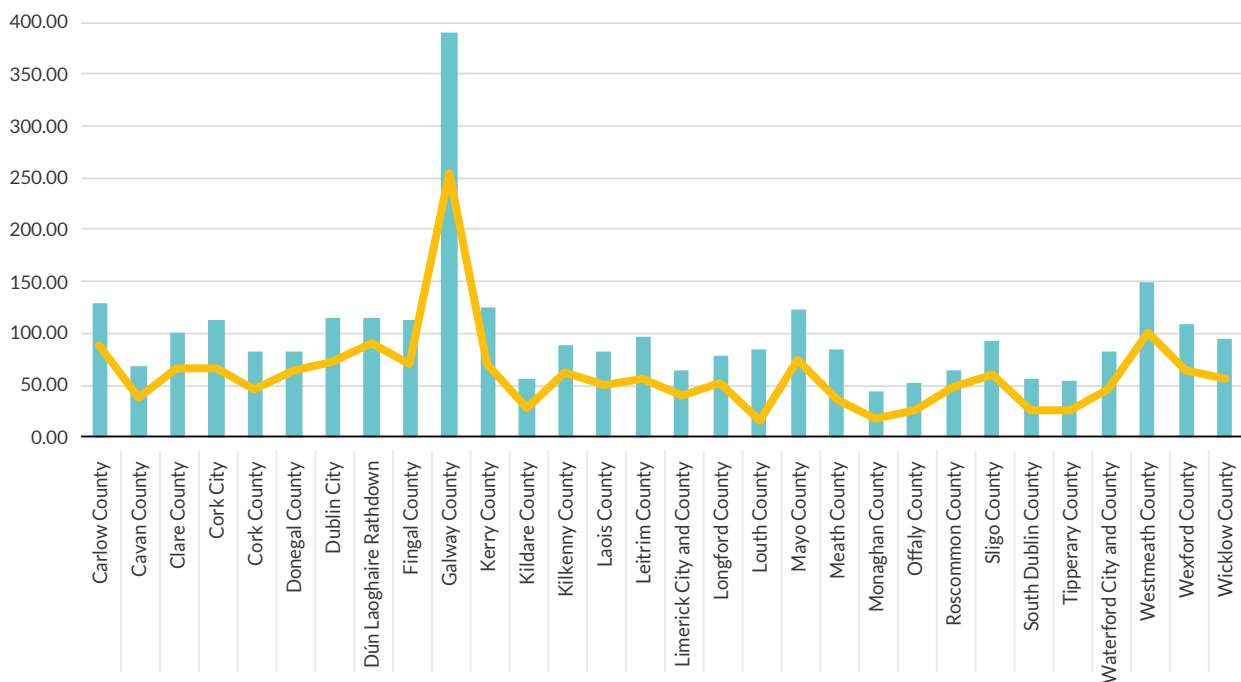
In line with the growth of online trading, the LEOs provide support to businesses to improve their online presence. The scheme was designed to be a catalyst for change to encourage small businesses to move their business to trading online. Prior to the Covid-19 pandemic, the LEOs approved on average 1,100 Trading Online Vouchers (TOVs) per annum.

During the pandemic, the scheme became a critical business support to assist the survival of small businesses throughout the crisis. In 2020, 12,946 TOVs were approved, partially due to the voucher rate increasing from 50% to 90% from 8th April to the 31st December 2020. The voucher rate returned to 50% on the 1st January 2021, with the number of vouchers approved reducing to 4,450 in 2021.

Galway County Council had the largest number of trading online applications approved per 100,000 population in 2021 at 390.24. It also had the highest trading online vouchers drawn down in 2021 per 100,000 at 255.50. LEO Galway supports Galway County and City. Overall figures are included in the Galway County Council report.

Monaghan County Council had the lowest number of trading online applications approved at 43.98 per 100,000 population, followed by Offaly at 51.30. Louth had the lowest trading online vouchers drawn down in 2021 per 100,000 at 15.51, followed by Monaghan at 17.91 in 2021 per 100,000 of population.

Figure J2: Trading online voucher applications approved / drawdown per 100,000 population



J3: No. of mentoring recipients

LEO mentoring matches the knowledge, skills, insights and entrepreneurial capability of experienced business practitioners - the mentor - with small business owners and managers who need practical and strategic one-to-one advice and guidance for their business.

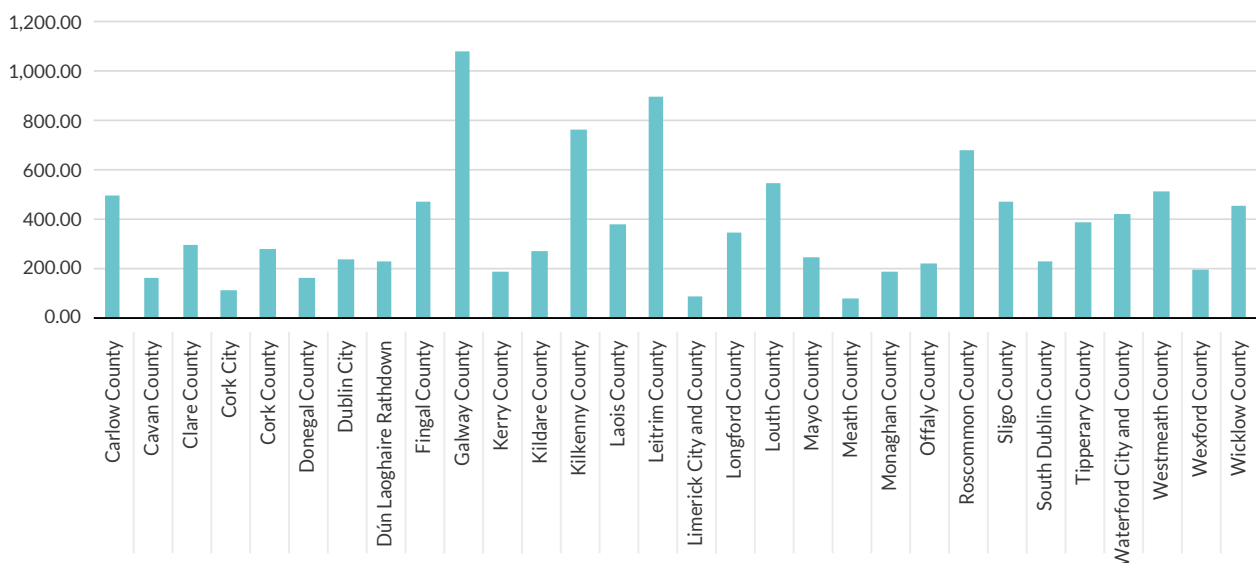
Due to the pandemic, 2020 was a very challenging year for small business, especially those associated with sub-supply into the domestic tourism and hospitality sectors and the need for practical and strategic guidance was never greater. The number of clients availing of mentoring increased from an average of 10,000 in previous years to 16,231 in 2020.

These clients required help in dealing with many facets of their business, including suspending operations, managing cash flow, searching for new markets or pivoting their business to new products etc. In 2021, 14,149 participants availed of LEO mentoring.

Galway County Council had the largest return: 1,083.03 mentoring receipts per 100,000 people. LEO Galway supports Galway County and City and overall figures are included under Galway County Council. Meath County Council had the lowest return at 79.46.

There was a total of 14,149 participants in the mentoring programme in 2021, which was a decrease from 16,231 in 2020. This is in line with the very significant uptake in LEO programmes in 2020 during the pandemic.

Figure J3: Mentoring Receipts per 100,000 of population 2021



J4: Tourism Strategy

Galway County and Laois confirmed that there was no Tourism Strategy in place in 2021. Laois reported that there was no designated Tourism Officer in the council in 2021. However, it has previously advised that it employs a member of staff with responsibility for tourism along with other duties.

Dublin City Council reported that there was no designated Tourism Officer in place in the council in 2021, although it does have a Tourism Strategy in place.

The remaining authorities confirmed that tourism strategies are in place. NOAC recognises the efforts across the country to develop the potential of the tourism industry at local level.

Chapter 4

Trend Analysis

Since the first Performance Indicator report in 2014, there have been many developments in the Local Government sector. The roll out of The Department of Housing, Local Government and Heritage's 'Putting People First' action plan has led to significant changes in the sector. In 2013, Irish Water was established to take ownership of water and wastewater services, previously provided by local authorities.

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. The information collected over this period provides sufficient opportunity to review trends in the data and to highlight and discuss the changes noted.

As set out in the introduction of this report, changes to some indicators may make year-on-year comparisons more challenging. Where this is the case, NOAC provides additional commentary in its analysis.

Indicators, which are either new for 2021 or have a limited number of years of data, have not been included in the current analysis. In the 2018 report, NOAC selected 13 indicators for trend analysis. For 2019, 2020 and in 2021, all indicators were included, except where they are recent and have insufficient data to demonstrate a trend.

Over the period under consideration from 2014 to 2021, there have been changes in population and in price inflation. A change in expenditure per head of population may not lead to an improvement in service. Local authorities should continuously look for ways to decrease expenditure without compromising service delivery.

Detailed Trend Analysis for each Performance Indicator

Section 1

Housing

H1: Social Housing Stock

One of the key indicators that NOAC reviews every year is the social housing stock level in local authorities. This is housing stock that is owned by local authorities and is increased 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.

Data for the ownership of dwellings was examined for the period from 2017 to 2021 and showed an increase in 'start of year ownerships' over the period of 5.72%, and an increase of 'end of year ownership' of 6.06%, over the same period.

Increases in stock over the period were accounted for by the number of dwellings added, increasing by 20.06%, against the number of local authority owned dwellings sold, increasing by 5.46%, and the number of local authority dwellings demolished reducing from 197 to 79 units.

Thus, the above trend illustrates housing stock has increased nationally year on year. This relates to directly provided dwellings, whether constructed or acquired by local authorities. The number of units sold to tenant purchasers is deducted from the overall stock.

H2: Housing Vacancies

The national average percentage of local authority dwellings that were vacant at year-end has remained relatively constant at approximately 3% over the period from 2015 to 2021. However, 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's position on the last day of each year. The challenges presented by COVID-19 in 2020 and 2021 would have impacted on the performance of local authorities under this indicator.

H3: Average Re-letting time and direct costs

Overall, from 2014 to 2021 the time taken to re-let a dwelling has remained between 31 and 35 weeks. The costs involved in re-letting a dwelling, however, have increased by 70% in the same period, going from €11,535 in 2014 to €19,653 in 2021. The challenges presented by COVID-19 in 2020 and 2021 would have impacted on the performance of local authorities under this indicator with people unable to work in small groups, unable to travel together and materials difficult to source.

H4: Housing Maintenance Direct Costs

The average expenditure on dwelling repair and maintenance during the period decreased by 9.60% from 2014 to 2021. During that period there was a peak in 2016 of €1,506.02.

H5: Private Rented Sector Inspections

In the period 2016 to 2021, there was an increase of 14% in the number of dwellings found to be non-compliant. The number of dwellings in 2021 that became compliant during the year fell by 30.54% at 5,140 compared to 7,400 in 2020, with a peak of 9,326 in 2019.

H6: Long Term Homeless Adults

In the period from 2014 to 2021, the number of longterm Homeless Adults has increased by 8.82% to 55.55% in 2021.

Section 2

Roads

R1: Pavement Surface Condition Index (PSCI) Rating

Graph R1 (A) in Appendix 3 shows the percentage surveyed against the maximum percentage possible (400%) for each year. NOAC welcomes the trend that shows a very high and increasing percentage of roads being surveyed, however the Commission notes that the Department of Transport requirement is to achieve 4 x 100% for the periods specified and this has not yet been achieved.

In graphs R1 (B) in Appendix 3, the data is presented as stacked bar charts showing the relative performance of each road type for each condition category for the period. The results illustrate that the number of roads with condition-rating 1 to 4 remain high for all categories, including regional roads.

R2: Kilometres of regional road strengthened during 2021, the amount expended on that work and the average unit cost of such works in Euro per square metre (€/m²)

The kilometres of regional road strengthened rose from 362km in 2015 to 414km in 2021. In line with this, the amount expended on regional road strengthening work also rose from €48,078,678 in 2015 to €101,020,010 in 2021. The kilometres of regional road resealed rose from 350km in 2015 to 476.5km in 2021.

R3 (A): The percentage of motor tax transactions which were dealt with online (i.e. that the transaction is processed, and the tax disc is issued)

Data for this indicator is supplied directly by the Department of Transport's Vehicle Registration Unit in Shannon. Nationally, there has been a steady increase in online motor tax transactions going from 56.60% in 2015 to 86.18% in 2021.

Section 3

Water

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

For W1, the EPA was not in a position to provide updated data for the 2021 report.

W2: % of registered schemes monitored

As W2 was a new indicator for 2019, there is limited historic trend data available.

Section 4

Waste / Environment

A range of indicators are contained in this section, including waste management, environmental pollution, litter management and green flags for schools.

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

NOAC amended this indicator for the 2020 report to measure the percentage of households based on those in agglomerations of over 500, instead of the 2016 census household figure as in previous years.

In the interest of maintaining trend comparison, NOAC has portrayed the data based on agglomerations greater than 500 households and has used the previous methodology based on the 2016 census household figure.

89.36% of households in an agglomeration over 500 availed of a 3-bin service in 2021.

When based on households as per the 2016 census, the trend rose each year, from 22.09% in 2014 to 55.09% in 2021.

E2: % Environmental pollution complaints closed

For E2, the number of environmental pollution complaints closed for the years 2015 to 2021 were examined, with the national average number of local authority complaints recorded as increasing by 47.79% from 2015 to 2021, or from 1,780 to 2,631 cases. The average number of cases closed increased by 51.20% from 2015 to 2021. The number of cases on hand at year end doubled from 2015 to 2021 from 142 to 285.

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

For E3, the median percentage of local authority area, within the five levels of litter pollution data, has been consistent for the period 2015 to 2021 and shows slight and moderately polluted areas ranging between 66% to 64% and 15% to 13% respectively. However, there is little incidence of significant pollution with a max of 2% in 2017. The level of areas with no pollution has increased from 14% to 22%.

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

The percentage of schools that have been awarded green flag status decreased from 51.41% in 2018 to 34.80% in 2021. This is unsurprising due to school closures.

E6: Public Lighting

E6 data was first published in 2020. The percentage of the total system that LED lights represent rose from 38.40% in 2020 to 45.73% in 2021.

Section 5

Planning

NOAC Planning indicators cover the areas of building control, appeals to An Bord Pleanála, enforcement cases, costs of planning services and Fire Safety Certificates.

P1: New Buildings Inspected

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 to 16.97% (15.28% in 2020).

These inspections are vital to ensure buildings are 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.

P2: Number / Percentage decisions confirmed by An Bord Pleanála

These indicators track the number of local authority decisions appealed to and decided by An Bord Pleanála in a year, as well as the percentage of determinations which confirmed the local authority's decision. The first of these indicators showed an increasing trend in appeals with a 43.83% increase in the period 2014 – 2021.

In addition, the percentage of An Bord Pleanála appeals that upheld local authority decisions increased by 1.75 percentage points on the 2014 figure.

P3: Percentage of Planning Enforcement cases closed as resolved

The number of planning cases referred to or initiated by a local authority increased by 22.71% from 2014 to 2021. Planning cases closed during the period by a local authority between 2014 and 2021 increased by 3.56%.

The percentage of planning cases dismissed from 2014 to 2021 increased by 27.96% over the period with 2021 being the highest to date at 52.55%.

The percentage of those cases closed and resolved to a local authority's satisfaction through negotiation dropped by 21.27%. The percentage of cases closed due to enforcement proceedings has remained relatively constant over the period going from 41.79% in 2014 to 41.44% in 2021.

P4: Cost per Capita of the Planning Service

This indicator calculates the cost per capita of services provided by local authorities relating to planning and shows an overall increase of 27.21% from 2014 to 2021. The indicator records the provision of the service per head of population and this trend occurs over a time period when case volumes are high in the system. The period examined also coincides with additional and significant complexities introduced into the planning decision-making and recommending process through legislation and regulation changes. It includes, for example, the changes to allow for Build to Rent developments; for Strategic housing development (SHD); for Strategic Infrastructure. This complexity requires additional resources in order to protect the end service, and it is also a time of growth in the number and type of planning permissions submitted.

All local authorities have been engaged in the last three years in development plan preparation, which has become increasingly complex and costly. While Local Authorities seem mindful of the cost increases, the planning increases and indeed the appeals and judicial system, it is unlikely to see reductions in the near future. The Commission will seek to review the appropriateness of the indicator and will engage with the LGMA and the Housing Planning Sub-Committee to address it.

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.

P5: Applications for Fire Safety Certificates

In the five years from 2017 to 2021, the percentage of applications for fire safety certificates received in the year that were decided (granted or refused) within two months of their receipt has remained relatively constant at just over 50%.

Section 6

Fire Services

Fire Service indicators cover the cost of a service per capita, service mobilisation times, and times to attend at the scene of an incident.

For mobilisation times in relation to fire incidents the full-time and retained Fire Stations showed small improvements to the mobilisation times. Full-time station times improved by 13 seconds over the period from 2014 to 2021. For retained stations, timings also improved by 13 seconds over the same period.

For mobilisation times in relation to other incidents, the full-time and part-time fire stations showed small improvements to the times with full-time station times improving by 11 seconds and retained station timings improving by 23 seconds over the same period.

Data in relation to fire incidents is presented together. For percentage attendance times in relation to fire incidents there was little variation from 2014 to 2021. The majority of incidents were attended to within 10 minutes, with the percentage reducing from 58.61% in 2014 to 56.17% in 2021. For those incidents that were attended after 20 minutes, the percentage reduced from 9.13% in 2014 to 7.62% in 2021.

Data in relation to other emergencies is presented together. For percentage attendance times in relation to all other emergencies there was a slight worsening in times between 2014 to 2021. Of incidents that were attended to within 10 minutes the percentage reduced from 51.68% in 2014 to 44.39% in 2021. However, for those incidents that were attended after 20 minutes the percentage is 10.90%, slightly lower than the 2014 figure of 10.96%.

Section 7

Library / Recreational Services

Library / Recreational Service indicators cover the number of members, visits and issued material as well as the cost of operating a library service.

The challenges presented by COVID-19 in 2020 and 2021 impacted on the performance of local authorities under this indicator. Due to public health measures libraries were forced to close for a significant period. Reopening happened on a reduced capacity basis with restricted access. This is evident in the significant reduction in library visits per head of population from 3.57 in 2019, 1.05 in 2020 to 0.86 in 2021.

The number of items issued to library users saw a drop of 41.69% from 2015 to 2021 and it is explained by virtue of an increase in digital downloads and the 'unassigned' users.

The average national per head cost of running a Library Service in a local authority increased by 23% over the period and reflected a cost increase for each year.

Section 8

Youth / Community

Youth / Community indicators cover the percentage level of participation in the Local Youth Council/ Comhairle na nÓg scheme and the percentage of organisations that opted to be part of the Social Inclusion College within the Public Participation Network (PPN).

The national average percentage of local schools Involved in the Local Youth Council/ Comhairle na nÓg Scheme increased from 51.86% to 63.25% over 2014 to 2021.

The national average percentage of organisations on the County Register at year end that opted to be part of the Social Inclusion College within the PPN has decreased from 19.78% in 2015 to 15.97% in 2021, which is the lowest recorded figure.

Section 9

Corporate

C1: Total Number of Whole Time Equivalent Staff (WTE)

The Whole Time Equivalent (WTE) staff numbers in local authorities dropped from 2014 to a low in 2015 and then continued to increase annually to 2021. Overall, the numbers have increased by a total of 12.56%.

C2: Working Days lost to Sickness

From 2014 to 2021, the average percentage of working days lost to certified leave decreased by 13.58%. The peak during this period was 3.78% in 2017 and 2018. In the same period the percentage paid working days lost to self-certified sickness absence reduced by 52.5%.

C3: Local Authority Website and Social Media Usage

From 2014 to 2021, the usage of local authority websites increased by 41% over the entire period, with increases recorded for each year to 2019. Usage decreased in 2020 and 2021.

Since 2015, the total number of followers for local authority social media accounts increased by over 500% over that entire period. This figure reflects the increasing importance of social media, across a number of platforms, as part of the overall package of communications. Social media can be used for various purposes, including news and events, notifications and receiving complaints.

C4: Overall cost of ICT provision per Whole Time Equivalent (WTE)

Since 2015 the expenditure on ICT per WTE has increased by 31% and, other than a drop in 2016, is a year-on-year increase over that period. However, hardware used in the provision of ICT services has a short useable life and recurring software costs can fluctuate when upgrades are included. With more reliance placed on the ICT infrastructure of local authorities, it is not unusual to see an increase over time in this indicator, particularly in light of the increased resources required since 2020, due to the impact of COVID-19 on local authorities.

This coupled with the slow rate of increase of WTEs recorded under indicator C1 explains the trend noted in this analysis.

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

After rising from 1.75 in 2018 to 1.80 in 2019, this figure dropped to 1.52 in 2020 and increased again to 1.71 in 2021.

Section 10

Finance

M1: 5-year summary of Revenue account Balance

The national revenue account balance across the 31 local authorities increased since 2016 from €29.24m to €77.34m in 2021. This is a very significant improvement over the period. It should be noted that the trends differ for each local authority with a number of local authorities having deficits and others recording surpluses as set out in Appendix 2. Those local authorities with deficits saw a reduction in their deficits over this period.

Since 2016 the cumulative surplus or deficit as a percentage of total income has increased nationally from .68% to 1.24% in 2021. This trend is accounted for by those local authorities with deficits making focused efforts to reduce them. Data for revenue expenditure per capita shows an increase of 55.37% over the period to 2021 (€1,308.21).

NOAC is pleased that the majority of local authorities with deficit balances are reducing year on year. The Commission is aware that a strong focus has been placed on improving the financial position of local authorities, and it expects further improvements in results recorded by this indicator.

M2: 5-year summary of percentage collection levels for major revenue sources

Since 2016, the national median percentage (%) commercial rates collected in a year increased until 2019 and then fell to 77.10% in 2020, before rising to 84% in 2021. Within the national figure, trends vary between local authorities. Since 2016, the national median percentage (%) rents and annuities collected in a year increased by 3% over the period to 2021. Within that national figure trends also vary between local authorities.

Since 2016 the national median percentage (%) of housing loans collected in a year has increased by 12% over the period to 2021 (80%).

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 no communication has been received, and undecided vacancy applications.

The Debt Management Initiative introduced by local authorities, which sets 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.

The challenges presented by COVID-19 in 2020 and 2021 would have impacted on the performance of local authorities under this indicator.

Since 2016 the national median percentage (%) of housing loans collected in a year has increased by 12% over the period to 2021 (80%).

Local authority collection rates are based on the amount collected relative to the amount levied for the year. They also include pre-existing arrears less write offs / waivers, vacant property adjustments and specific debt arrears where no communication has been received, as well as undecided vacancy applications.

The Debt Management Initiative introduced by local authorities, which sets targets for improved rates collection, establishing dedicated teams and providing additional staff training appears to have contributed to improved collections. This is a welcome development.

The challenges presented by COVID-19 in 2020 and 2021 would have impacted on the performance of local authorities under this indicator.

M3: Public Liability Claims

NOAC introduced M3: Public Liability Claims as a new indicator in the 2020 Guidelines. In order to provide a year-on-year comparison NOAC requested Irish Public Bodies (IPB), the insurance company used by local authorities for public liability, and local authorities nationally to provide details of pay out costs for 2018, 2019 and 2020. The average cost per capita of public liability claims rose from €11.62 in 2018 to €13.53 in 2019 and then fell to €12.21 in 2020. The average amount paid out on public liability claims per capita in 2021 was €11.05.

M4: Overheads

M4 was a new indicator introduced by NOAC in 2020. The overall central management charge as a percentage (%) of total expenditure on revenue account increased from 9.65% in 2020 to 11.60% in 2021.

Section 11

Economic Development

J1: Number of jobs created

The national total of jobs created with assistance from Local Enterprise Offices (LEOs) decreased in 2020 to minus 1,494. This figure is completely influenced by the impact of Covid-19.

Job creation of 2,999 in 2021 was just short of the pre-Covid 2019 figure of 3,149.

J2 (A): Number of trading online vouchers

Prior to the Covid-19 pandemic, the LEOs approved on average 1,100 Trading Online Vouchers (TOVs) per annum. During the Covid crisis, the scheme transformed into a critical business support, to assist the survival of small businesses throughout this crisis. In 2020, 12,946 TOVs were approved, partially due to the voucher rate increasing from 50% to 90% from the 8th April 2020 to the 31st December 2020. The voucher rate returned to 50% on the 1st January 2021, with the number of vouchers approved reducing to 4,450 in 2021.

J3: No. of mentoring recipients

During the Covid crisis the number of clients availing of mentoring increased from an average of 10,000 in previous years to 16,231 in 2020.

Due to the pandemic, 2020 was a very challenging year for small business, especially those associated with sub-supply into the domestic tourism and hospitality sectors and the need for practical and strategic guidance was never greater. In 2021, 14,149 participants availed of LEO mentoring. Many participants took the opportunity provided by lockdowns to avail of LEO services and undoubtedly, this will impact the uptake in future years.

J4: Tourism Strategy

Two local authorities confirmed that they had no Tourism Strategy in place in 2020 or 2021. The remaining authorities confirmed tourism strategies are in place. NOAC recognises the efforts across the country to develop the potential of the tourism industry at local level.

Conclusion

NOAC is mindful of the negative impact of COVID-19 on local authorities in 2020 and 2021 and the extent to which it affected performance in respect of certain indicators.

In general, NOAC acknowledges performance improvements in various indicators. However, where performance has deteriorated, the Commission would expect local authorities to focus on stabilising performance in these areas while maintaining the upward trend in other areas.

Appendices



Appendix 1

Quality Assurance Review of Data

The annual validation process aims to assess the accuracy and reliability of a subset of the indicators in a number of local authorities. Each year certain indicators are selected to get a clearer understanding of how data is compiled by these local authorities and in particular, the approach they use to return data as part of the annual validation process.

This allows for local authorities to provide feedback on any matters that are not covered in the validation process, but which they consider warrant inclusion in the report or require further consideration by the Commission. It may also identify exemplars of good practice for the annual NOAC Good Practice Seminar.

2021 Selected Indicators

At a meeting of NOAC's Performance Indicators Working Group on 5 May 2022, six indicators were selected for review. These had not been previously reviewed and included a housing indicator.

Number	Indicator	Title
1	H4	Housing Maintenance Direct Costs
2	P2	Number/percentage of planning decisions confirmed by An Bord Pleanála
3	Y1	Participation in Comhairle na nÓg scheme
4	J2	Trading Online Vouchers
5	F3	Percentage attendance time at accident? scenes
6	R3	Percentage of Motor Tax transactions conducted online

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.

The following local authorities were chosen for review based on the time since their last review, so that it provided a mix of rural and urban and large and smaller local authorities:

Number	Local Authority	Date
1	Dún Laoghaire-Rathdown County Council	30 June 2022
2	Cork County Council	1 July 2022
3	Mayo County Council	4 July 2022
4	Kilkenny County Council	15 July 2022
5	Longford County Council	18 July 2022
6	Wicklow County Council	27 July 2022

Meetings with Chief Executives

Following two years of online validation meetings, validation visits took place 'in person' in 2021. NOAC members met with Chief Executives and senior management teams of the local authorities to discuss overall performance issues and their experience of the indicators process and its findings. Commission members also received a brief overview of the context in which local authorities are currently operating, their challenges and their priorities.

NOAC members were accompanied by staff members from the Secretariat on each validation visit and their assistance was greatly appreciated. NOAC is grateful to co-ordinators in each local authority, and to the Chief Executives and other local staff members who met Commission members for their assistance and contributions. Commission members were very impressed with the level of preparation and the background material that was provided over the course of the validation process. The validation process was consistent in each of the six local authorities, the agenda and format of the meetings were similar, as were the questions asked.

Common concerns raised by local authorities included:

- Financial uncertainty,
- Staff recruitment and retention issues,
- The Housing situation,
- The ongoing impact of the Ukrainian crisis,
- Service delivery challenges in the post-pandemic period.

Dún Laoghaire-Rathdown County Council – 30 June 2022

NOAC member: Noel Harrington

Secretariat: Nason Fallon and Deirdre Byrne

Dún Laoghaire-Rathdown County Council has recently adopted its County Development Plan and advised that housing is a key priority. Cherrywood is a Strategic Development Zone and planning permission is in place for 10,500 units, of which 20% will be three-bedroom units to encourage family living. It is also energy retrofitting 60 Social Housing units per year to a C2 BER rating. The Sandyford business district has 1,000 companies paying €28m per year in rates and pay wages in the region of €1bn per annum. Roads, access and provision of cycle lanes pose challenges in this area.

dlr Council has undertaken a town regeneration programme and is carrying out refurbishment works on the main street in the town. As examples of best practice, management highlighted its Active Travel programme and its Customer Relationship Management (CRM) system, where all queries received from the public and elected members are registered and addressed. While its rates base is strong, they also noted that the Council is reluctant to reduce Local Property Tax (LPT) rates, as this could potentially affect the ability of the local authority to continue works on its parks, for example, particularly in the context of increasing energy prices.

Cork County Council – 1 July 2022

NOAC Members: Margaret Lane and Noel Harrington

Secretariat: Nason Fallon and Deirdre Byrne

Cork County Council indicated that financial pressures are a major concern at present. Whereas the financial position of some comparable local authorities is improving, Cork County's reserves have reduced from over €12million to €7.3million. Concerns were expressed that some funding streams are inequitable, when divided equally between local authorities without taking account of their varying sizes. This issue was highlighted in an analysis carried out on government funding programmes to local authorities, by the All-Ireland Research Observatory (AIRO) on behalf of the local authority in 2020. It referenced the geographic scale and population size of Cork County in particular.

Staff and pension costs utilise over 40% of the council's budget. Grants from the Rural Regeneration and Development Fund (RRDF) do not provide an allocation for staffing, so funds are not spent in a timely manner, due to pressure on staff capacity.

Funding also affects its work in the area of Climate Change, as monies are slow to come through from the Department of the Environment, Climate and Communications. The council is concerned that it will not be able to maintain the flexibility that it currently has to support communities in future.

Cork County Council exceeded its targets in the area of Social Housing. It is a forerunner in terms of blended working, with 40% of staff returning to the office by summer 2022. Efficiency levels are being noted and blended working has created a better work-life balance for staff. The council is keen to ensure it is seen as a good place to work so that it bolsters staff confidence and increases retention levels. Management expressed concern about the lack of participation in democratic processes; younger people and diverse populations are less inclined to be actively involved in local community activities.

Mayo County Council – 4 July 2022

NOAC members: Declan Breathnach

Secretariat: Claire Gavin and Deirdre Byrne

Mayo County Council highlighted that staff recruitment, retention and turnover has become a major issue in recent years. The council is adapting to remote working but there are still system issues to address. Other challenges include uncertain commercial rates, energy and construction cost inflation. Local Property Tax (LPT), which is subject to review nationally, is a major source of funding but the rates remain the same as they were in 2014 and have not kept pace with inflation, hence affecting the scope of the local authority to deliver as much as it would like.

Grant funding is welcomed but it can be a challenge to utilise grants when staffing provision is not included in the allocation. Use of technology across all areas has been increased to improve customer service. Priorities include addressing dereliction in its town centres, focusing on its housing needs, leveraging the potential of tourism opportunities, managing the climate change challenge, the impact of the Ukrainian crisis and exploring renewable energy sources. A key point noted by management is that local authorities can generally be relied on to deliver services, regardless of challenges, so public perception is that they are functioning well. However, there are major inhibitors in the system at present, and there may be difficult times ahead.

Kilkenny County Council – 15 July 2022

NOAC members: Philomena Poole and Niall Quinn

Secretariat: Alan McDermott and Deirdre Byrne

Kilkenny County Council noted that performance indicators are an important management tool and are included in Kilkenny's Annual Service Delivery Plan. The NOAC report is reviewed at management level on an annual basis. It is also useful for the elected members, as it benchmarks the local authority's performance.

Overall, in 2021, the local authority reports that its performance was mixed. However, it outperforms in areas such as Roads and the Percentage of Motor Tax Transactions conducted online, with 86% of transactions in this category in 2021. The council wants to maximise its income streams; there has not been a rates increase in fourteen years and its development contributions have not increased in eight years. Priorities and inherent challenges include the impact of the Ukrainian crisis and housing provision. It noted that construction is slow, the loss of Housing Assistance Payment (HAP) properties at a rate of sixteen per month is of concern, and homeless numbers are also increasing by an average of 16 per month. Soaring energy costs also present a significant challenge. Staff recruitment and filling vacancies are problematical. The council's workforce plan is being reviewed and a new blended working policy is being put in place. The council is also initiating a Climate Action Plan and its City and County Development Plan ((2022-2028) is being developed.

Longford County Council – 18 July 2022

NOAC members: Philomena Poole and Ciarán Hayes

Secretariat: Alan McDermott

Longford County Council highlighted the importance of the performance indicators in assisting the local authority prioritise particular areas requiring attention. It added that the number of indicators will likely increase in future, particularly where Climate Change is concerned. It has worked to address issues in the area of Housing and has made policy changes; such as increasing the period of time before a transfer can be requested from three years to ten years. This has helped improve the council's performance under the relevant indicator. With regard to engaging with local authorities at the performance indicator review stage, Longford County Council noted the potential impact of Active Travel on roads in rural areas and how the cost of maintenance of cycle lanes, for example, could be recorded.

On a positive note, Wicklow's revenue account deficit is down year-on-year however and currently stands at €1.2million.

The council's online service usage is high, with increased usage of its website and social media. More than 90% of motor tax transactions are being conducted online in 2021. In terms of good practice, Wicklow County Council is ambitious with regard to Climate Action. A solar PV Car Portal at County Buildings, which is sized to 40% of the building's energy load, was put in place in recent years. Wicklow County Council, along with Kildare County Council, is the lead local authority in planning to establish an Energy Bureau for the mid-east region. This will provide a platform for local authorities to work together to progress measurable climate action mitigation measures across the region.

Wicklow County Council – 27 July 2022

NOAC members Ciarán Hayes and Niall Quinn

Secretariat: Deirdre Byrne

Wicklow County Council emphasised that housing is their main priority. Developments are being fast tracked and stock is increasing year-on-year. Affordable housing is a challenge in Bray and Greystones, as land prices are high, and developers are not willing to take risks. The Ukrainian crisis has presented a further challenge in terms of housing provision in the county.

Inflation and increased costs are also an issue as is the escalation in the cost of living in general. Commercial rates are a challenge as the collection rate dropped from 87% to 70% during the pandemic, although they have recovered to 83%. The government waiver which was in place during the pandemic is no longer available and there is concern in the sector about the impact of its removal. Local Property Tax and its impending review is an issue, as increases and decreases are a reserved function of councils, and there is a very little discretionary funding available to local authorities otherwise.

Summary of Indicators Validated for Each Local Authority

Housing H4: Housing Maintenance Direct Costs

This indicator measures expenditure on the maintenance of local authority housing during 2021. It was compiled for the period 1 January to 31 December 2021, and the expenditure was divided by the total number of dwellings in the local authority's housing stock at 31 December 2021.

In 2021, Dún Laoghaire-Rathdown's expenditure on housing maintenance increased by almost 38% to €5,694,523 from €4,137,271 in 2020. The council noted that monthly budget meetings are held and all planned works have individual job codes through the Agresso system so they can be excluded from this indicator. While it is not a revenue expense, management suggested that Energy Efficiency works could be included under this indicator; the costs incurred (€1.9million in 2021) may mean the figures do not accurately reflect spending in this area.

Cork County expenditure on housing maintenance increased by almost 5% in 2021 to €4,054,444 from €3,863,052 in 2020. More generally, Cork County's performance under this indicator has been consistent over the last number of years. Council executives suggest that this indicator is quite a blunt measure; as housing maintenance tends to be reactive, it does not show requests for maintenance or reflect how long it takes to turn a property around for re-letting.

The variation in Mayo's expenditure on housing maintenance between 2020 and 2021 was small, as it went from €1,049,972 to €1,075,619, an increase of less than 2.5%. The four Municipal Districts in the county manage maintenance in their areas, but council management would prefer to manage it centrally. It is their view that this indicator is not always interpreted accurately, and it would be helpful if the Commission's guidelines could be clearer in this regard.

In Kilkenny, housing maintenance expenditure increased by 31% to €3,627,010 in 2021 from €2,766,842 in 2020. Management confirmed that the average expenditure on maintenance per unit was €1,417.91 in 2021.

In Kilkenny, planned maintenance is only carried out on re-lets at present, but management intends to move to a more planned approach to maintenance in the future.

Longford's expenditure on housing maintenance decreased by 15% to €599,744 in 2021 from €710,358 in 2020. Overall, maintenance costs increased by 5% between 2020 and 2021, which was due to a major increase in re-letting costs. Longford does not undertake a planned maintenance programme.

Wicklow's expenditure on housing maintenance in 2021 showed an increase of 32.85% to €4,196,215.51 in 2021 from €3,158,619.54 in 2020. The average maintenance expenditure per unit in 2021 was €852.54. Management advised that boiler maintenance is the only planned maintenance they carry out at present, and they would like to do more work on older stock in the county. They believe the indicator is straightforward and a helpful comparator.

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

This indicator measures the number of local authority planning decisions subject to an appeal to An Bord Pleanála that were determined by the Board on any date in 2021, and the percentage of determinations, which confirmed the decision made by the local authority (either with or without variation of the plan).

Dún Laoghaire-Rathdown confirmed that the number of decisions, which were subject to an appeal, increased slightly, to 127 in 2021, from 122 in 2020 and the number of determinations confirmed remained stable. Management noted that the APAS system is used by the four Dublin local authorities to record planning data; they also record data on a back-up internal database.

In Cork County, the number of decisions, which were subject to an appeal, decreased from 96 in 2020 to 86 in 2021 and the percentage of determinations confirmed increased from 66.67% in 2020 to 69.77% in 2021. Management noted that since 2012, An Bord Pleanála confirms an average of 75% of Council decisions; this indicator is unusual as it is outside the local authority's control in reality.

Mayo's decisions increased to 36 in 2021 from 31 in 2020 and the percentage of determinations

confirmed decreased from 83.87% in 2020 to 72.22% in 2021. iPlan is the system currently used to record planning data but ePlanning is due to be introduced shortly. This will enable direct administration of planning applications and will be more efficient for both the council and for the public.

Kilkenny confirmed a 5% reduction in decisions in 2021 from 38 decisions in 2020 to 33 in 2021 and a significant reduction in determinations was confirmed from 89.47% in 2020 to 51.52% in 2021. Management noted that the administration of planning applications is carefully managed, and that the indicator is useful for the purpose of reflecting trends across the country. However, it does not reflect forward planning; for example, the development of the Abbey Quarter in Kilkenny, which has been planned since 2014 but has not come to fruition yet.

Longford saw a reduction from 10 cases in 2020 to 7 cases in 2021 and a reduction in determinations confirmed from 80% to 57.14% in 2021. The council received 379 planning applications in 2021, of which 6 were appealed to An Bord Pleanála. It was noted that some applications relating to the County Development Plan were rejected by An Bord Pleanála. iPlan is the system used for planning data by the council.

Wicklow confirmed that its cases increased by 8% to 61 in 2021, from 53 in 2020 and its confirmed determinations also increased to 75.41% in 2021 from 66.04% in 2020. Management advised that in general, An Bord Pleanála is in favour of increasing the density of developments and the council takes a more restrained approach; many towns and villages in Wicklow are not suitable for apartment developments. They noted that the indicator is broad and does not give a flavour of the varied situations in different counties, with regard to planning applications.

The local authorities believe that the data request under this performance indicator is considered to be easily deliverable, and there were no recommendations to improve it.

Youth Y1: Participation in Comhairle na nÓg scheme

This indicator measures the percentage of second level schools involved in the local Youth Council/ Comhairle na nÓg scheme. It is calculated by dividing the total number of second level schools in the local authority area at 31 December 2021, by the number of schools represented at the local Comhairle na nÓg AGM in 2021.

Dún Laoghaire-Rathdown has a Service Level Agreement (SLA) in place with Foróige, who operates the scheme on their behalf. Management is concerned about the low level of participation; only 12 of the 32 second level schools in the county took part in 2021. It was noted that dlr county has a large proportion of fee-paying schools, who tend to take part but achieving buy-in from other schools in the area is an issue.

Cork County advised that there are 51 second level schools in the county and 21 schools were represented at the AGM in 2021; one less than in 2020. The participation rate in the county is 41.18%. The scheme is delivered by the YMCA under an SLA with the council. Engagement in the scheme is fair although the number of schools taking part has remained static over the last number of years.

In Mayo, 20 out of 26 schools took part in the scheme in 2021, which is run by Foróige on behalf of the council; an increase of one school when compared to 2020. The AGM was attended by 60 students and the council asserts that in-person engagement is important to young people, in order to seek their views and to give them ownership of issues of concern to them.

In Kilkenny, 75% of second level schools took part in the scheme in 2021 and the AGM was attended by pupils from 12 of the 16 schools in the county. A council staff member is responsible for operating the scheme and Comhairle na nÓg has presented to elected members on two occasions. The scheme continued to operate during the Covid-19 pandemic, and topics covered in 2021 included climate change and youth mental health.

Longford County Council has an SLA in place with Foróige, who operates the scheme on its behalf. The participation rate was 100% in 2021, as all 9 second level schools in the county participated. It was pointed out that including attendance at the AGM can distort the data under this indicator.

The figures can be affected, if for example, an attendee is sick on the day of the meeting. This is an issue for smaller councils such as Longford, where there are only 9 second level schools in the county.

Wicklow's participation rate in the scheme is 80% and 20 of the 25 second level schools in the county participated in 2021; an increase of 2 schools on 2020. Detailed briefing material, which contained background information and confirmed the statistics, was provided to the Commission. The Community Youth Co-ordinator is keen to involve all second level schools in the county in the scheme, so that young peoples' voices are heard on issues such as youth mental health and climate change.

The Commission noted that there may be learnings from the scheme which could be shared on a national basis, and it will consider this matter.

Economic Development J2: Trading Online Vouchers

This indicator measures the number of Trading Online Voucher (TOV) applications approved by the Local Enterprise Office (LEO) in 2021 per 100,000 of the population, and the number of those vouchers drawn down in 2021 per 100,000 of the population. 2021 saw a general downward trend under this indicator, as drawdown under the scheme had increased dramatically with the move to online trading by many businesses during the early part of the Covid-19 pandemic in 2020. It should be noted that for clarity the 2021 figures are given to two decimal places, rather than four, as was the case in 2020.

The number of applications approved by Dún Laoghaire-Rathdown LEO reduced from 353.1818 in 2020 to 115.13 in 2021 and drawdown decreased from 138.0620 to 91.74 per 100,000 of the population in 2021. Management noted that the pandemic led to an exponential increase in uptake of the scheme in 2020, which was coupled with an increase in drawdown available to 90% of cost. Trading conditions changed in 2021 and the drawdown available reduced back to 50% of cost. This affected the number of businesses applying for the funding. Management highlighted that LEOs are pro-business and are happy to engage with, and support businesses as much as they can.

Grants are limited to certain NACE codes, which are codes used to categorise businesses, this leads to a lower take-up than what might be otherwise possible.

Cork County's LEO approved 82.18 applications per 100,000 of the population in 2021. This is a significant reduction compared to 254.9584 applications in 2020. The number of TOVs drawn down reduced from 77.3605 in 2020 to 46.36 in 2021. Management noted that applications are recorded on the Grant Management Information System (GMIS) and the information is shared with Enterprise Ireland. However, they would prefer to use an in-house system to record the data.

In Mayo, LEO approvals reduced from 335.6142 per 100,000 of the population in 2020 to 123.37 in 2021 and drawdown decreased from 98.0790 to 75.09. TOVs are an accessible support for businesses and the LEO in Mayo performs very well generally. Management believes that reporting the figures for this indicator per 100,000 of the population may not be providing an accurate view of the operation of the scheme.

Kilkenny's LEO approvals reduced from 304.3373 per 100,000 of the population in 2020 to 88.68 in 2021. Drawdown under the scheme went from 141.0835 in 2020 to 61.47 in 2021. Management believes that the indicator should include applications approved, as it does not currently take account of the 6-month period available for drawdown. A further suggestion was that 'vouchers outstanding at year end' could be recorded.

Longford LEO's numbers decreased from 288.6991 approved applications per 100,000 of the population in 2020 to 78.29 in 2021 and drawdown reduced from 117.4369 to 51.38. Management advised that applications for funding are approved by the Head of the LEO and monies are recouped from Enterprise Ireland. They also noted that while uptake of TOVs was very strong in 2020 and 2021, it may have reached saturation point in the county; this may affect the number of applications in future.

In Wicklow, approvals by the LEO reduced from 301.9133 in 2020 to 94.08 per 100,000 of the population in 2021, a decrease of more than 200%. Drawdown decreased from 73.7230 to 55.47, which is an 18% reduction. Management noted that it promotes the availability of TOVs and has invested resources in the scheme, so uptake is high in the county.

It was generally noted by local authorities that as there is a 6-month period allowed for businesses to complete their applications for funding, it is often the case that TOV's are approved in one calendar year and not drawdown until the following year. This may affect the figures under this indicator. It may be a matter for the Commission to consider how best to capture more consistent data in this area.

Fire F3: Percentage attendance time at scenes

This indicator measures six datasets as follows:

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

Dún Laoghaire-Rathdown does not report on this indicator, as Dublin Fire Brigade provides services to Dublin City, Fingal, South Dublin and Dún Laoghaire-Rathdown and returns are made by Dublin City Council in this regard.

The percentage figures for each of the five other local authorities can be found in the table below.

	A	A	B	B	C	C	D	D	E	E	F	F
	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020
Cork County	37.75	37.46	43.10	45.52	19.14	17.03	37.84	39.48	49.16	45.77	13.00	14.75
Mayo	32.94	34.58	48.70	47.76	16.71	19.29	42.99	43.25	44.90	44.84	12.10	11.90
Kilkenny	31.56	38.40	54.10	48.80	14.34	12.80	28.43	24.38	55.85	64.20	15.72	11.42
Longford	36.47	36.82	56.47	54.81	7.06	8.37	25.84	26.92	60.67	62.82	13.48	10.26
Wicklow	38.09	39.30	50.29	49.51	11.62	11.19	29.86	34.77	58.26	55.47	11.88	9.77

Cork County advised that all data under this indicator is recorded by the Munster Regional Control Centre, which is operated by Limerick City and County Council, and data provided in quarterly reports to the council. The percentages recorded remained static between 2020 and 2021 and it was noted that fire stations in Cork County are in the right locations to enable prompt responses to incidents. Management noted that while this indicator is quite limited in scope, it offers reassurance to the fire authority that their stations are functioning well.

Mayo noted that reports under this indicator are received from the West Regional Communications Centre (WRCC) on a monthly basis and outliers are checked locally. There was little variation in the percentages under the six headings between 2020 and 2021. It was noted that the size of the geographical area is challenging in large counties like Mayo; mobilisation times can be misleading as they depend on the location of the incident. In this regard, it might be useful for a performance indicator to record the time taken to get to incidents, which could be linked to risk planning.

Kilkenny receives data under this indicator from the East Region Control Centre (ERCC) and the reports contain a description of the incident. As in the case of the other councils reviewed, the percentages recorded in 2020 and 2021 did not show significant variation. It was noted that Waterford City Fire Service provides fire services to the southern part of county Kilkenny. How this is recorded and acknowledged requires further consideration. Management advised that fire stations in the county were able to cover for each other as required during Covid-19 pandemic restrictions, and that no significant issues arose.

Longford advised that the Computer Aided Mobilisation system (CAMP) is used to record data under this indicator and the council fully relies on CAMP in this regard. It noted that there has been an increase in response times in the 10-20 minute bracket. This appears to be due to incidents occurring in remote areas, or in neighbouring counties, or inaccurate location data being provided during the emergency call.

As is the case in Kilkenny, Wicklow receives data under this indicator from the ERCC. The data is checked locally on a daily and monthly basis and monthly reports are provided to the Chief Executive. The percentages under the six headings in 2020 and 2021 remained broadly static in Wicklow. Wicklow provided feedback on information the indicator provides; its figures are affected by the large unpopulated centre of the county in terms of wildfires on a seasonal basis, where attendance is generally in the more than 20 minutes category. Inadequate information received about an incident can impact negatively on the figures, but it was noted that the introduction of TETRA radios has significantly improved all radio communications and has led to more efficiencies in the service.

Roads R3: Percentage of Motor Tax transactions conducted online

This indicator measures the percentage of motor tax transactions which were dealt with online (i.e., the transaction was processed, and the tax disc issued) in 2021. Data relating to online transactions is provided by the Department of Transport's Vehicle Registration Unit (VRU).

Dún Laoghaire-Rathdown does not report on this indicator. Dublin City Council provides services to Dublin City, Fingal, South Dublin and Dún Laoghaire-Rathdown, and collective returns are made by Dublin City Council on their behalf.

Cork County's figure increased slightly in 2021 to 89.87% from 87.38% in 2020. Management noted that the online transaction numbers could be further increased by promoting the online system more strongly by means of radio advertising, for example, or by providing information via their libraries and Municipal Districts.

In Mayo, the percentage of online transactions increased by over 4% from 80.82% in 2020 to 85.04% in 2021. The council receives a monthly report of online transactions from the VRU and keeps its own record of in-person transactions.

It is currently not possible for the council to validate the online transaction records, and this is a matter that could be given some consideration in future.

Kilkenny's figure increased by just over 3% from 83.07% in 2020 to 86.35% in 2021 and this was confirmed by the council. As in Mayo, management raised a concern that they are currently not in a position to validate their online transaction records.

In Longford, the percentage of motor tax transactions conducted online increased from 77.66% in 2020 to almost 84% in 2021. Despite this, in-person visits to the motor tax office have begun to increase, mainly due to issues encountered with the 2-factor authentication (2FA) process, now required when using online banking.

Wicklow's figure increased very slightly from 88.70% in 2020 to 90.67% in 2021. Despite the high percentage of online transactions, the council noted that footfall to the motor tax office has begun to increase, due to issues with the 2FA process. An additional factor is the large number of commercial vehicle transactions which need to be done in person, as a result of the paperwork involved.

More generally, NOAC notes the views of a number of councils regarding the process used by motor tax offices to record in-person transactions. An antiquated system requiring batching and maintaining voluminous daily paper records, is in use and an overhaul is needed. However, a project of this magnitude, which would affect motor tax offices nationally, would be a major undertaking. NOAC will consider how to progress this matter as the cost involved in producing the daily reports is high and is not delivering value-for-money.

Conclusion

The Commission was impressed with the preparation made by each of the local authorities selected for a validation visit. It would like to acknowledge the contributions made by the individual staff on the days of the visits, and in the provision of follow up material when required.

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

Appendix 2 - Tables and Figures

Section 1 - Housing

Table H1: - Social Housing Stock (A-F)

Authority	A. Number of dwellings in the ownership of the local authority at 1/1/2021	B. Number of dwellings added to the local authority owned stock during 2021 (whether constructed or acquired)	C. Number of local authority owned dwellings sold in 2021	D. Number of local authority owned dwellings demolished in 2021	E. Number of dwellings in the ownership of the local authority at 31/12/2021	F. Number of local authority owned dwellings planned for demolition under a DHLGH approved scheme
Carlow County	1,845	69	6	0	1,908	0
Cavan County	2,080	22	3	0	2,099	0
Clare County	2,600	79	9	0	2,670	2
Cork City	10,390	34	16	5	10,403	47
Cork County	7,276	400	13	0	7,663	0
Donegal County	4,871	55	25	0	4,901	2
Dublin City	24,330	443	13	38	24,722	488
Dún Laoghaire Rathdown	4,467	77	3	0	4,541	16
Fingal County	5,479	37	5	0	5,511	0
Galway City	2,306	118	12	0	2,412	3
Galway County	2,525	113	14	0	2,624	19
Kerry County	4,321	94	25	0	4,390	0
Kildare County	4,826	162	8	0	4,980	15
Kilkenny County	2,466	114	20	1	2,559	1
Laois County	2,222	61	9	2	2,272	1
Leitrim County	982	56	9	0	1,029	0
Limerick City and County	5,475	101	10	17	5,549	44
Longford County	2,112	101	17	0	2,196	0
Louth County	3,977	78	25	0	4,030	0
Mayo County	2,254	28	6	0	2,276	0
Meath County	3,563	81	11	0	3,633	15
Monaghan County	1,667	20	15	2	1,670	12
Offaly County	1,910	49	6	0	1,953	0
Roscommon County	1,380	48	14	0	1,414	0
Sligo County	2,163	53	10	10	2,196	12
South Dublin County	9,575	5	4	0	9,576	0
Tipperary County	5,150	122	15	1	5,256	0
Waterford City and County	5,275	149	16	0	5,408	0
Westmeath County	2,025	44	6	3	2,060	1
Wexford County	4,586	87	13	0	4,660	0
Wicklow County	4,786	145	9	0	4,922	0
Totals	138,884	3,045	367	79	141,483	678

H2: Housing Vacancies

Authority	A. The percentage of the total number of LA owned dwellings that were vacant on 31/12/2021
Carlow County	3.46
Cavan County	4.67
Clare County	3.19
Cork City	4.37
Cork County	5.27
Donegal County	3.55
Dublin City	2.79
Dún Laoghaire Rathdown	2.34
Fingal County	1.78
Galway City	2.78
Galway County	7.1
Kerry County	3.51
Kildare County	3.34
Kilkenny County	2.5
Laois County	1.72
Leitrim County	3.89
Limerick City and County	4.01
Longford County	7.19
Louth County	2.08
Mayo County	3.95
Meath County	3.21
Monaghan County	0.84
Offaly County	2.66
Roscommon County	4.03
Sligo County	1.65
South Dublin County	0.95
Tipperary County	2.42
Waterford City and County	1.92
Westmeath County	2.28
Wexford County	4.06
Wicklow County	3.8

H3: Average Re-letting Time and Cost

Authority	A. Time taken from the date of vacation of a dwelling to the date in 2021 when the dwelling is re-tenanted, averaged across all dwellings re-let during 2021 (weeks)	B. Cost expended on getting the dwellings re-tenanted in 2021, averaged across all dwellings re-let in 2021 (€)
Carlow County	23.21	19,967.28
Cavan County	55.27	17,298.30
Clare County	32.81	20,091.10
Cork City	75.72	26,321.09
Cork County	48.08	25,188.64
Donegal County	32.64	15,124.39
Dublin City	18.44	19,047.52
Dún Laoghaire Rathdown	23.59	15,897.41
Fingal County	36.84	20,769.85
Galway City	44.1	19,596.28
Galway County	65.93	21,701.72
Kerry County	49.77	19,511.14
Kildare County	48.78	39,195.43
Kilkenny County	22.68	16,408.32
Laois County	23.52	20,265.57
Leitrim County	23.09	19,383.03
Limerick City and County	56.73	18,796.46
Longford County	67	26,524.73
Louth County	42	17,856.06
Mayo County	18.92	9,100.76
Meath County	39.34	25,310.30
Monaghan County	13.6	21,056.29
Offaly County	52	49,842.24
Roscommon County	25.61	14,705.21
Sligo County	15.67	19,546.60
South Dublin County	34.43	22,410.46
Tipperary County	43.66	7,406.66
Waterford City and County	31.19	14,079.55
Westmeath County	29.97	20,937.09
Wexford County	13.5	9,057.71
Wicklow County	31.63	36,710.59

H4: Housing Maintenance Cost

Authority	A. Expenditure during 2021 on the maintenance of LA housing compiled from 1 January 2021 to 31 December 2021, divided by the number of dwellings in the LA stock at 31/12/2021, i.e. H1E less H1F indicator figure
Carlow County	510.66
Cavan County	573.20
Clare County	874.58
Cork City	1,385.48
Cork County	529.09
Donegal County	825.52
Dublin City	2,396.16
Dún Laoghaire Rathdown	1,258.46
Fingal County	1,071.26
Galway City	1,146.11
Galway County	909.50
Kerry County	577.58
Kildare County	925.72
Kilkenny County	1,417.91
Laois County	835.33
Leitrim County	1,308.88
Limerick City and County	1,288.01
Longford County	273.11
Louth County	1,104.71
Mayo County	472.59
Meath County	610.62
Monaghan County	1,112.18
Offaly County	581.00
Roscommon County	1,517.42
Sligo County	800.78
South Dublin County	655.03
Tipperary County	567.98
Waterford City and County	975.32
Westmeath County	917.37
Wexford County	701.40
Wicklow County	852.54

H5: Private Rented Sector Inspections

Authority	B. Number of rented dwellings inspected in 2021	C. Percentage of inspected dwellings in 2021 not compliant with the Standards Regulations	D. Number of dwellings deemed compliant in 2021 (including those originally deemed non-compliant)	E. The number of inspections (including re-inspections) undertaken by the local authority in 2021
Carlow County	308	99.68	10	317
Cavan County	83	87.23	38	83
Clare County	158	94.94	11	173
Cork City	819	98.18	48	837
Cork County	555	97.29	15	557
Donegal County	1,372	98.74	118	1,621
Dublin City	3,550	66.51	2,938	3,663
Dún Laoghaire Rathdown	844	97.03	78	1,175
Fingal County	2,683	95.56	430	2,798
Galway City	133	94.17	9	145
Galway County	552	100	20	626
Kerry County	565	98.86	66	699
Kildare County	334	88.06	82	341
Kilkenny County	162	98.77	219	437
Laois County	246	99.59	8	247
Leitrim County	138	66.67	50	142
Limerick City and County	377	97.31	35	416
Longford County	222	95.27	116	331
Louth County	292	100	21	305
Mayo County	555	92.77	161	682
Meath County	640	93.96	76	664
Monaghan County	89	27.14	71	89
Offaly County	27	91.67	22	45
Roscommon County	193	87.6	59	266
Sligo County	597	99.81	40	611
South Dublin County	789	91.71	88	1,438
Tipperary County	609	98.8	58	714
Waterford City and County	40	100	7	40
Westmeath County	202	75.74	100	241
Wexford County	15	93.33	1	15
Wicklow County	445	73.09	145	522
Totals	17,594		5,140	20,240

NOTE: In 2021, due to legislative change relating to the length of part 4 tenancies and consequent issues around inactive tenancies, the Residential Tenancies Board (RTB) were not in a position to provide the data relating to the number of tenancies in the private rented sector for the 2021 performance indicator report.

H6: Long-term Homeless Adults

Authority	A. Number of adults in emergency accommodation that are long-term homeless as a percentage of the total number of homeless adults in emergency accommodation at end of 2021
Carlow County	36.00
Cavan County	0.00
Clare County	63.46
Cork City	65.19
Cork County	48.09
Donegal County	37.50
Dublin City	56.34
Dún Laoghaire Rathdown	0.00
Fingal County	0.00
Galway City	66.51
Galway County	59.26
Kerry County	67.86
Kildare County	48.63
Kilkenny County	48.39
Laois County	0.00
Leitrim County	25.00
Limerick City and County	47.70
Longford County	28.57
Louth County	68.00
Mayo County	39.58
Meath County	52.10
Monaghan County	0.00
Offaly County	26.32
Roscommon County	20.00
Sligo County	45.90
South Dublin County	0.00
Tipperary County	26.32
Waterford City and County	44.64
Westmeath County	54.55
Wexford County	55.56
Wicklow County	56.25

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.

Housing Statistics

H1 & H2: Social Housing Stock

Social Housing Stock (H1)

H1 A. Dwellings in LA Ownership 01/01/2021			2021
N	Valid		31
	Missing		0
Average	Mean		4,480
	Median		3,563
H1 B. Dwellings added to LA stock			2021
N	Valid		31
	Missing		0
Average	Mean		98
	Median		78
H1 C. LA owned dwellings sold			2021
N	Valid		31
	Missing		0
Average	Mean		12
	Median		11
H1 D. LA dwellings demolished in 2021			2021
N	Valid		31
	Missing		0
Average	Mean		3
	Median		0
H1 E. Dwellings in LA ownership 31/12/2021			2021
N	Valid		31
	Missing		0
Average	Mean		4,564
	Median		3,633
H1 F. LA dwellings planned for demolition			2021
N	Valid		31
	Missing		0
Average	Mean		22
	Median		0

Summary Statistics 2015-2021 (H1 E)

Total No. of Dwellings in Local Authority Stock 31/12/2021		2015	2016	2017	2018	2019	2020	2021
N	Valid	31	31	31	31	31	31	31
	Missing	0	0	0	0	0	0	0
Average	Mean	4,189.03	5,660.71	4,303.03	4,350.97	4,480.81	4,552.52	4,563.97
	Median	3,132.00	4,143.00	3,006.00	3,116.00	3,402.00	3,563.00	3,633.00

Housing Vacancies (H2)

H2 A. Percentage of dwellings vacant 31/12/2021		2021
N	Valid	31
	Missing	0
	True national %	3.16%

H3 & H4: Average Re-Letting Time & Stock; Housing Maintenance Cost**Summary Statistics 2015-2021 (H3 A)**

H3 A. Re-letting Time (Weeks)		2015	2016	2017	2018	2019	2020	2021
N	Valid	31	31	31	31	31	31	31
	Missing	0	0	0	0	0	0	0
	True national mean			28.99	27.75	28.17	32.69	34.44

Average Re-letting Time, Cost & Maintenance (H3-H4)

H3 A. Re-letting Time (Weeks)		2021
N	Valid	31
	Missing	0
	True national mean	34.44
H3 B. Re-Let Cost Average (€)		2021
N	Valid	31
	Missing	0
	True national mean	19,653.39
H4 A. Maintenance Cost by Unit (€)		2021
N	Valid	31
	Missing	0
	True national mean	1,150.13

H5 & H6: Private Rented Sector Inspections; Long-term Homeless Adults

Summary Statistics 2015-2021

H5 A. Total No. of Registered Tenancies		2015	2016	2017	2018	2019	2020	2021
Average	Mean	9,959.00	10,041.77	10,554.42	10,394.52	10,457.68	10,793.16	-
	Median	6,583.00	6,685.00	7,132.00	6,920.00	6,862.00	7,036.00	-
H5 B. No. of Inspections Carried out								
Average	Mean	561.61	438.81	523.55	768.52	1,038.58	726.35	567.55
	Median	379.00	314.00	496.00	622.00	712.00	473.00	334.00

Private Rented Sector Inspections

H5 A. Total No. of Registered Tenancies		2021
N	Valid	31
	Missing	0
Average	Mean	-
	Median	-
H5 B. Number of Rented Dwellings Inspected		2021
N	Valid	31
	Missing	0
Average	Mean	567.55
	Median	334.00
H5 C. % of Inspected Dwellings Not Compliant		2021
N	Valid	31
	Missing	0
	True national %	88.99%
H5 D. Number of Dwellings Deemed Compliant in 2021 (including those originally deemed non-compliant)		2021
N	Valid	31
	Missing	0
Average	Mean	165.81
	Median	58.00
H5 E. The Number of Inspections (including reinspections) undertaken by the local authority in 2021		2021
N	Valid	31
	Missing	0
Average	Mean	652.90
	Median	416.00
H6 A. Long Term Homeless as % of Total No of Homeless Adults		2021
N	Valid	28
	Not Applicable	3
	True national %	55.55%

Section 2 - Roads

R1: Pavement Surface Condition Index (PSCI) Ratings - A

Authority	A (a): % Regional Road that received a PSCI Rating in the 24 month period to 31/12/2021	A (b): % Local Primary Road that received a PSCI Rating in the 24 month period to 31/12/2021	A (c): % Local Secondary Road that received a PSCI Rating in the 24 month period to 31/12/2021	A (d): % Local Tertiary Road that received a PSCI Rating in the 60 month period to 31/12/2021
Carlow County	97	97	98	92
Cavan County	86	82	87	63
Clare County	71	67	60	62
Cork City	96	94	94	92
Cork County	97	87	95	84
Donegal County	96	96	93	70
Dublin City	93	91	80	88
Dún Laoghaire Rathdown	97	97	96	93
Fingal County	96	94	97	96
Galway City	98	99	96	97
Galway County	94	97	96	90
Kerry County	97	90	85	82
Kildare County	70	62	60	23
Kilkenny County	94	32	94	68
Laois County	92	23	14	89
Leitrim County	67	84	92	90
Limerick City and County	96	98	97	83
Longford County	96	93	92	90
Louth County	91	94	94	87
Mayo County	82	80	60	88
Meath County	96	98	98	84
Monaghan County	98	97	97	98
Offaly County	79	75	68	58
Roscommon County	93	96	96	73
Sligo County	94	98	96	83
South Dublin County	70	62	51	45
Tipperary County	97	81	77	84
Waterford City and County	96	96	96	91
Westmeath County	95	97	96	89
Wexford County	92	98	98	89
Wicklow County	99	97	99	87

R1: Pavement Surface Condition Index (PSCI) Ratings - B - Regional

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	0.2	27.64	56.21	15.94
Cavan County	0.24	18.5	46.34	34.77
Clare County	3.2	22.61	41.03	33
Cork City	2.66	8.76	57.34	30.69
Cork County	11.17	9.27	59.25	20.2
Donegal County	2.27	16.58	39.57	41.5
Dublin City	3.19	35.81	44.93	15.59
Dún Laoghaire Rathdown	2.3	17.03	51.84	28.36
Fingal County	7.43	15.52	61.55	14.63
Galway City	3.52	22.16	44.33	29.68
Galway County	2.33	6.33	64.76	26.13
Kerry County	3.73	10.82	42.87	42.35
Kildare County	1.23	18.94	37.08	42.57
Kilkenny County	3.75	6.45	74.81	14.98
Laois County	14.77	5.13	61.21	18.71
Leitrim County	0.37	17.52	43.16	38.8
Limerick City and County	1.95	9.72	58.18	30.04
Longford County	1	15.64	32.52	50.71
Louth County	0.58	4.65	60.59	33.15
Mayo County	3.57	28.71	26.21	41.49
Meath County	5.02	12.64	63.45	18.74
Monaghan County	12.4	17.02	29.24	41.31
Offaly County	11.68	13.7	37.09	37.44
Roscommon County	3.91	16.36	33.19	46.36
Sligo County	3.58	13.04	56.49	26.88
South Dublin County	11.15	18.37	44.84	25.2
Tipperary County	7.19	8.08	65.33	19.38
Waterford City and County	1.26	19.32	62.19	17.14
Westmeath County	0.75	9.02	31.35	58.85
Wexford County	3.36	13.74	56.04	26.55
Wicklow County	0.32	8.75	53.78	36.67

R1: Pavement Surface Condition Index (PSCI) Ratings - B - Local Primary

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	0.25	30.18	54.96	14.27
Cavan County	1.11	35.72	39.17	23.87
Clare County	2.87	22.63	44.44	23.74
Cork City	3.9	13.14	67.83	14.83
Cork County	13.81	12.41	58.29	15.33
Donegal County	4.07	23.87	46.41	24.65
Dublin City	12.68	42.8	30.81	11.02
Dún Laoghaire Rathdown	4.9	35.05	34.23	25.58
Fingal County	7.61	20.32	57.51	11.17
Galway City	18.77	40.91	23.68	16.55
Galway County	8.56	5.48	54.45	31.32
Kerry County	6.88	15.35	40.71	36.06
Kildare County	4.58	21.75	29.84	40.19
Kilkenny County	4.14	35.83	29.73	29.52
Laois County	9.98	23.66	47.77	16.03
Leitrim County	2.31	15.61	55.37	26.28
Limerick City and County	8.59	19.8	38.31	32.61
Longford County	0.76	16.55	43.62	38.84
Louth County	10.56	7.74	64.06	17.1
Mayo County	7.51	24.19	31.32	36.82
Meath County	12.04	9.86	41.45	36.5
Monaghan County	11.53	14.7	37.89	35.85
Offaly County	16.49	18.58	31.69	32.61
Roscommon County	7.78	44.39	25.26	22.23
Sligo County	4.22	6.04	51.87	37.69
South Dublin County	5.19	24.49	38.84	30.95
Tipperary County	14.17	10.63	56.6	18.36
Waterford City and County	17.85	17.24	42.09	22.46
Westmeath County	2.72	17.85	52.58	26.76
Wexford County	28.47	14.32	26.59	30.4
Wicklow County	0.51	21.35	50.09	27.88

R1: Pavement Surface Condition Index (PSCI) Ratings - C - Local Secondary

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	4.87	38.19	38.23	18.4
Cavan County	5.62	33.86	40.56	18.79
Clare County	5.69	28.1	40.79	18.59
Cork City	2.65	13.51	63.19	18.21
Cork County	31.22	7.19	48.45	12
Donegal County	9.18	22.68	37.65	28.07
Dublin City	12.66	38.34	23.44	17.12
Dún Laoghaire Rathdown	9.56	35.18	42.57	11.89
Fingal County	19.07	17.17	46.73	15.67
Galway City	6.78	48.28	25.63	19.11
Galway County	12.69	9.77	59.38	17.43
Kerry County	10.68	24.3	36.99	23.76
Kildare County	8.46	27.5	28.67	31.78
Kilkenny County	12.85	12.56	55.79	17.55
Laois County	11	26.83	49.72	11.79
Leitrim County	7.71	22.44	52.58	16.96
Limerick City and County	12.33	24.55	34.25	27.51
Longford County	1.4	19.36	38.88	40.12
Louth County	14.73	5.91	63.09	15.35
Mayo County	14.57	30.7	23.3	29.64
Meath County	17.95	9.78	47.71	23.64
Monaghan County	18.8	13.02	40.07	28.03
Offaly County	16.75	20.47	32.62	29.19
Roscommon County	13.37	45	22.41	18.15
Sligo County	13.03	10.81	50.14	25.02
South Dublin County	5.44	32.05	25.1	28.21
Tipperary County	21.47	10.88	50.78	15.66
Waterford City and County	28.71	14.17	43.16	13.43
Westmeath County	3.28	23.95	46.36	25.94
Wexford County	42.01	13.25	23.63	20.5
Wicklow County	6.6	27.23	39.6	25.93

R1: Pavement Surface Condition Index (PSCI) Ratings - D - Local Tertiary

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	12.7	24.12	47.42	11.99
Cavan County	11.53	38.4	25.57	11.71
Clare County	26.68	23.26	22.46	14.36
Cork City	5.12	22.44	51.03	15.78
Cork County	37.3	17.87	27.52	7.75
Donegal County	24.27	16.26	25.96	13.4
Dublin City	18.76	35.99	27.45	11.46
Dún Laoghaire Rathdown	4.69	37.52	43.71	11.42
Fingal County	6.3	27.33	51.47	11.27
Galway City	4.44	32.32	48.36	13.36
Galway County	24.64	6.64	47.59	14.28
Kerry County	15.83	26.8	26.36	17.34
Kildare County	5.56	6.58	5.33	10.17
Kilkenny County	20.75	13.57	29.09	6.99
Laois County	16	24.27	36.3	14.73
Leitrim County	21.94	28.79	32.81	11.1
Limerick City and County	20.91	25.27	29.95	13.09
Longford County	3.08	16.01	32.17	40.85
Louth County	23.21	26.45	22.54	16.07
Mayo County	22.75	23.18	17.98	26.3
Meath County	25.16	7.42	37.37	15.26
Monaghan County	25.87	16.33	35.92	20.63
Offaly County	19.56	10.14	22.1	31.99
Roscommon County	19.33	40.44	12.16	12.23
Sligo County	30.07	11.21	36.51	12.68
South Dublin County	8.55	16.44	12.99	8.92
Tipperary County	34.94	14.84	27.4	9.99
Waterford City and County	26.17	17.7	33.36	16.4
Westmeath County	11.99	22.93	35.18	21.88
Wexford County	37.61	11.05	26.85	14.92
Wicklow County	5.14	16.7	52.45	18.52

R2: Road Works - A

Authority	A: Kilometres of regional road strengthened during 2021	A: Amount expended on regional road strengthening during 2021 (€)	A. Average unit cost of regional road strengthening in 2021 (€/m2)
Carlow County	12	1,697,513	19.77
Cavan County	17.5	2,611,727	24.18
Clare County	16.6	3,795,924	37.52
Cork City	6.3	2,176,290	49.27
Cork County	42.8	12,120,415	39.46
Donegal County	29.8	5,195,595	26.21
Dublin City*	7.6	3,151,836	101.58
Dún Laoghaire Rathdown*	4.6	1,365,145	43.26
Fingal County*	1.7	270,909	29.4
Galway City	0.2	132,612	131.72
Galway County	27.8	5,892,139	31.01
Kerry County	15.9	3,752,016	33.93
Kildare County	16.1	3,486,499	23.93
Kilkenny County	10.7	2,577,535	30.39
Laois County	9	2,074,565	34.33
Leitrim County	15.2	2,188,801	20.88
Limerick City and County	13.8	4,684,887	44.61
Longford County	4.4	671,634	25.12
Louth County	6.2	1,571,588	19.78
Mayo County	19.9	6,504,450	49.05
Meath County	16.6	9,642,836	78.16
Monaghan County	8	1,736,569	29.21
Offaly County	17.9	2,788,313	24.11
Roscommon County	19.6	4,359,363	33.19
Sligo County	5.8	1,625,491	41.36
South Dublin County*	2.4	744,446	36.82
Tipperary County	25.4	5,454,365	30.81
Waterford City and County	13.4	2,996,735	32.81
Westmeath County	7.5	1,252,377	23.15
Wexford County	10.3	2,055,710	30.18
Wicklow County	9.4	2,441,725	34.89
Totals	414.4	101,020,010	

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

R2: Road Works - B

Authority	B: Kilometres of regional road resealed during 2021	B: Amount expended on regional road resealing during 2021 (€)	B. Average unit cost of regional road resealing in 2021 (€/m ²)
Carlow County	4.8	181,853	5.24
Cavan County	28.6	808,413	4.59
Clare County	19.0	592,190	4.97
Cork City			
Cork County	50.0	1,856,526	5.62
Donegal County	30.2	980,054	5.26
Dublin City*			
Dún Laoghaire Rathdown*			
Fingal County*			
Galway City			
Galway County	33.8	1,214,800	5.74
Kerry County	14.1	483,001	5.14
Kildare County	21.1	749,614	5.16
Kilkenny County	15.5	603,228	6.01
Laois County	9.1	646,016	12.1
Leitrim County	6.3	265,549	6.43
Limerick City and County	35.6	1,421,532	6.2
Longford County	10.3	308,377	4.38
Louth County	4.8	224,471	6.46
Mayo County	9.6	312,841	5.37
Meath County	25.0	966,871	5.55
Monaghan County	13.7	529,300	5.45
Offaly County	17.6	637,443	5.67
Roscommon County			
Sligo County	11.5	375,719	5.19
South Dublin County*			
Tipperary County	42.8	1,563,825	5.85
Waterford City and County	19.4	691,196	5.37
Westmeath County	10.9	312,785	4.15
Wexford County	26.4	772,403	4.71
Wicklow County	16.4	433,245	4.43
TOTALS	476.5	16,931,252	

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

R2: Road Works - C

Authority	C: Kilometres of local road (i.e. total of primary, secondary and tertiary) strengthened during 2021	C: Amount expended on local road (i.e. total of primary, secondary and tertiary) strengthening during 2021 (€)	C. Average unit cost of local road (i.e. total of primary, secondary and tertiary) strengthening in 2021 (€/m ²)
Carlow County	35.8	2,100,789	12.48
Cavan County	52.2	6,197,933	26.01
Clare County	106.8	8,757,930	20.29
Cork City	15.5	4,569,244	42.56
Cork County	250.1	26,306,116	23.27
Donegal County	207.3	14,702,667	16.41
Dublin City*	8.5	4,152,262	89.99
Dún Laoghaire Rathdown*	5	3,226,750	105.22
Fingal County*	18.4	2,299,972	22.77
Galway City	3	1,423,066	53.82
Galway County	209.6	15,154,143	15.72
Kerry County	86.8	9,461,115	25.31
Kildare County	66.7	7,858,626	25.22
Kilkenny County	67.6	6,998,124	24.74
Laois County	40.1	4,571,423	25.26
Leitrim County	93.7	4,851,390	14.31
Limerick City and County	34.5	4,261,862	24.84
Longford County	70.7	3,843,971	14.36
Louth County	31.7	3,408,371	19.89
Mayo County	128.2	12,508,214	23.93
Meath County	63	8,668,056	31.04
Monaghan County	47.9	6,160,384	30.88
Offaly County	66.5	3,940,271	14.03
Roscommon County	146.3	7,438,255	13.16
Sligo County	70.9	7,458,706	27.03
South Dublin County*	9.3	1,485,150	23.82
Tipperary County	117.8	12,207,085	23.54
Waterford City and County	41.1	7,078,201	34.67
Westmeath County	87	5,304,382	16.16
Wexford County	101.9	10,004,226	19.42
Wicklow County	53.6	5,338,278	20.12
TOTALS	2,337.5	221,736,962	

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

R2: Road Works - D

Authority	D: Kilometres of local road resealed during 2021	D: Amount expended on local road resealing during 2021 (€)	D. Average unit cost of local road (i.e. total of primary, secondary and tertiary) resealing in 2021 (€/m ²)
Carlow County	66.7	1,186,715.0	4.67
Cavan County	90.1	1,510,299.0	3.88
Clare County	126.5	2,377,586.0	4.75
Cork City	3.2	101,629.0	5.7
Cork County	380.4	8,490,534.0	5.0
Donegal County	224.1	4,251,566.0	4.33
Dublin City*			
Dún Laoghaire Rathdown*			
Fingal County*	1.7	36,300.0	5.47
Galway City			
Galway County	148.5	3,272,526.0	5.11
Kerry County	159.8	3,106,835.0	4.44
Kildare County	90.6	1,968,510.0	4.7
Kilkenny County	73.4	1,788,550.0	5.6
Laois County	33.8	1,296,816.0	7.86
Leitrim County	69.2	1,469,949.0	6.15
Limerick City and County	120.1	4,150,279.0	7.52
Longford County	64.3	908,120.0	3.65
Louth County	38.3	922,669.0	4.68
Mayo County	294.1	4,740,333.0	4.6
Meath County	93.5	2,452,256.0	4.88
Monaghan County	75.7	1,393,190.0	4.35
Offaly County	50.8	999,557.0	4.92
Roscommon County	126.8	2,427,652.0	5.15
Sligo County	95.2	1,835,091.0	4.63
South Dublin County*			
Tipperary County	147.8	3,483,050.0	5.37
Waterford City and County	57.6	1,400,262.0	4.78
Westmeath County	85.3	1,422,104.0	4.02
Wexford County	99.0	2,148,120.0	4.36
Wicklow County	81.7	1,544,541.0	3.65
TOTALS	2,898.2	60,685,039	

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

R3: % Motor Tax Transactions Conducted Online

Authority	A: Percentage of motor tax transactions which were dealt with online (i.e. transaction is processed and the tax disc is issued) in 2021
Carlow County	85.04
Cavan County	86.72
Clare County	86.18
Cork City	0
Cork County	89.87
Donegal County	85.48
Dublin City	92.43
Dún Laoghaire Rathdown	0
Fingal County	0
Galway City	0
Galway County	87.96
Kerry County	87.28
Kildare County	91.99
Kilkenny County	86.35
Laois County	86.51
Leitrim County	84.15
Limerick City and County	88.27
Longford County	83.97
Louth County	90.06
Mayo County	85.04
Meath County	92.64
Monaghan County	83.66
Offaly County	85.4
Roscommon County	78.54
Sligo County	82.29
South Dublin County	0
Tipperary County	86.84
Waterford City and County	87.25
Westmeath County	84.29
Wexford County	86.2
Wicklow County	90.67

R3: % Motor Tax Transactions Conducted Online - Summary Statistics 2015-2021 (R3 A)

% Motor Tax Transactions Performed Online		2015	2016	2017	2018	2019	2020	2021
N	Valid	26	26	26	26	26	26	26
	N/A	5	5	5	5	5	5	5
	Median	56.6	63.87	65.95	69.15	70.21	81.52	86.18

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.

Roads Statistics

R1: PSCI

Summary Statistics for overall PSCI Condition surveyed (R1 A)

% Regional Road that received a PSCI Rating in the 24 month period to 31/12/2021		2021
N	Valid	31
	Missing	0
Average	Mean	91
	Median	95
% Local Primary Road that received a PSCI Rating in the 24 month period to 31/12/2021		2021
N	Valid	31
	Missing	0
Average	Mean	86
	Median	94
% Local Secondary Road that received a PSCI Rating in the 24 month period to 31/12/2021		2021
N	Valid	31
	Missing	0
Average	Mean	86
	Median	94
% Local Tertiary Road that received a PSCI Rating in the 60 month period to 31/12/2021		2021
N	Valid	31
	Missing	0
Average	Mean	81
	Median	87

Ratings in Pavement Surface Condition Index - Regional Roads - R1 B (a)

PSCI Rating 1-4		2021
N	Valid	31
	Missing	0
Average	Mean	4.20
	Median	3.20
PSCI Rating 5-6		2021
N	Valid	31
	Missing	0
Average	Mean	15.09
	Median	15.52
PSCI Rating 7-8		2021
N	Valid	31
	Missing	0
Average	Mean	49.57
	Median	51.84
PSCI Rating 9-10		2021
N	Valid	31
	Missing	0
Average	Mean	30.90
	Median	30.04

Ratings in Pavement Surface Condition Index - Local Primary Roads - R1 B (b)

PSCI Rating 1-4		2021
N	Valid	31
	Missing	0
Average	Mean	8.22
	Median	7.51
PSCI Rating 5-6		2021
N	Valid	31
	Missing	0
Average	Mean	21.37
	Median	19.80
PSCI Rating 7-8		2021
N	Valid	31
	Missing	0
Average	Mean	43.47
	Median	42.09
PSCI Rating 9-10		2021
N	Valid	31
	Missing	0
Average	Mean	26.05
	Median	26.28

Ratings in Pavement Surface Condition Index -Local Secondary Roads - R1 B (c)

PSCI Rating 1-4		2021
N	Valid	31
	Missing	0
Average	Mean	12.94
	Median	12.33
PSCI Rating 5-6		2021
N	Valid	31
	Missing	0
Average	Mean	23
	Median	23
PSCI Rating 7-8		2021
N	Valid	31
	Missing	0
Average	Mean	41.02
	Median	40.56
PSCI Rating 9-10		2021
N	Valid	31
	Missing	0
Average	Mean	21.40
	Median	18.79

Ratings in Pavement Surface Condition Index -Local Tertiary Roads - R1 B (d)

PSCI Rating 1-4		2021
N	Valid	31
	Missing	0
Average	Mean	18.41
	Median	19.56
PSCI Rating 5-6		2021
N	Valid	31
	Missing	0
Average	Mean	21.23
	Median	22.44
PSCI Rating 7-8		2021
N	Valid	31
	Missing	0
Average	Mean	31.72
	Median	29.95
PSCI Rating 9-10		2021
N	Valid	31
	Missing	0
Average	Mean	15.38
	Median	13.40

R2: Road Works

Summary Statistics for Regional Road Works (R2 A - R2 B)

Kilometres of regional road strengthened*		2021
N	Valid	31
	Missing	0
Average	Mean	13.4
	Median	12.0
Amount expended on regional road strengthening (€)		2021
N	Valid	31
	Missing	0
Average	Mean	3,258,710
	Median	2,577,535
Average unit cost of regional road strengthening (€/m2)		2021
N	Valid	31
	Missing	0
Average	Mean	39
	Median	33
Kilometres of regional road resealed*		2021
N	Valid	25
	N/A	6
Average	Mean	19.9
	Median	17.0

Amount expended on regional road resealing (€)		2021
N	Valid	24
	N/A	7
Average	Mean	705,469
	Median	620,336
Average unit cost of regional road resealing (€/m ²)		2021
N	Valid	24
	N/A	7
Average	Mean	5.6
	Median	5.4

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

Summary Statistics for Local Road Works (R2 C - R2 D)

Kilometres of local road (i.e. total of primary, secondary and tertiary) strengthened		2021
N	Valid	31
	Missing	0
Average	Mean	75.4
	Median	66.5
Amount expended on local road (i.e. total of primary, secondary and tertiary) strengthening (€)		2021
N	Valid	31
	Missing	0
Average	Mean	7,152,805
	Median	6,160,384
Average unit cost of local road (i.e. total of primary, secondary and tertiary) strengthening (€/m ²)		2021
N	Valid	31
	Missing	0
Average	Mean	28.4
	Median	23.8
Kilometres of local road resealed*		2021
N	Valid	27
	N/A	4
Average	Mean	107.3
	Median	90.1
Amount expended on local road resealing (€)		2021
N	Valid	27
	N/A	4
Average	Mean	2,247,594
	Median	1,788,550
Average unit cost of local road (i.e. total of primary, secondary and tertiary) resealing (€/m ²)		2021
N	Valid	27
	N/A	4
Average	Mean	5.0
	Median	4.8

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

Section 3 - Water

W2: Percentage of registered schemes monitored

Authority	% of registered schemes monitored
Carlow County	81.13
Cavan County	100.00
Clare County	87.74
Cork City	100.00
Cork County	31.18
Donegal County	95.83
Dublin City	0.00
Dún Laoghaire Rathdown	100.00
Fingal County	100.00
Galway City	0.00
Galway County	92.96
Kerry County	87.70
Kildare County	94.34
Kilkenny County	100.00
Laois County	84.68
Leitrim County	80.00
Limerick City and County	97.27
Longford County	100.00
Louth County	0.00
Mayo County	67.14
Meath County	100.00
Monaghan County	95.00
Offaly County	94.00
Roscommon County	80.00
Sligo County	100.00
South Dublin County	85.71
Tipperary County	92.91
Waterford City and County	100.00
Westmeath County	96.49
Wexford County	93.98
Wicklow County	93.28

Water Statistics

W2: Percentage of registered schemes monitored

		2021
N	Valid	30
	Not applicable	1
	True national %	79.87%

Section 4 - Waste / Environment

E1: Number/percentage of households availing of a 3 bin service

Authority	A. Number of households, which are situated in an area covered by a licensed operator providing a 3 bin service at 31/12/2021	B. The percentage of households within the local authority that the number at A represents (based on agglomerations > 500)
Carlow County	11,797	132.91
Cavan County	4,293	45.00
Clare County	32,707	198.18
Cork City	56,859	84.69
Cork County	48,326	92.63
Donegal County	14,124	81.08
Dublin City	120,113	66.54
Dún Laoghaire Rathdown	58,589	83.37
Fingal County	88,986	92.63
Galway City	29,071	97.02
Galway County	18,668	96.50
Kerry County	28,289	124.13
Kildare County	51,372	95.49
Kilkenny County	11,391	98.91
Laois County	13,010	106.11
Leitrim County	8,516	159.36
Limerick City and County	56,500	129.71
Longford County	3,801	70.98
Louth County	23,650	78.01
Mayo County	10,617	76.71
Meath County	34,340	84.07
Monaghan County	4,919	65.26
Offaly County	6,798	68.01
Roscommon County	5,908	87.79
Sligo County	10,197	94.81
South Dublin County	72,956	82.45
Tipperary County	26,813	118.45
Waterford City and County	29,870	109.45
Westmeath County	5,550	36.64
Wexford County	18,991	91.21
Wicklow County	28,158	94.77
Totals	935,179	

E2: Percentage of environmental pollution complaints closed

Authority	A. Total number of pollution cases in respect of which a complaint was made during 2021	A. Number of pollution cases closed from 1/1/2021 to 31/12/2021	A. Total number of pollution cases on hand at 31/12/2021
Carlow County	884	883	8
Cavan County	606	600	104
Clare County	1,523	1,497	44
Cork City	3,088	3,059	122
Cork County	2,154	2,198	244
Donegal County	1,935	2,077	106
Dublin City	25,001	24,971	882
Dún Laoghaire Rathdown	2,683	2,679	41
Fingal County	3,110	3,105	50
Galway City	1,297	1,271	54
Galway County	1,353	1,176	1324
Kerry County	1,538	1,562	430
Kildare County	2,177	2,148	147
Kilkenny County	1,204	1,047	456
Laois County	1,030	1,025	27
Leitrim County	570	582	21
Limerick City and County	3,701	3,803	526
Longford County	1,781	1,809	48
Louth County	2,295	2,294	15
Mayo County	1,671	1,858	430
Meath County	2,616	2,622	46
Monaghan County	580	573	47
Offaly County	1,087	943	366
Roscommon County	883	943	320
Sligo County	829	822	73
South Dublin County	5,115	5,205	11
Tipperary County	1,524	1,487	145
Waterford City and County	2,597	2,584	34
Westmeath County	1,075	1,017	365
Wexford County	3,382	3,202	1638
Wicklow County	2,262	2,327	702
Totals	81,551	81,369	8,826

E3: Percentage of local authority 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	39	61	0	0	0
Cavan County	40	58	2	0	0
Clare County	29	64	6	1	0
Cork City	4	82	13	2	0
Cork County	38	23	33	5	2
Donegal County	31	59	9	1	0
Dublin City	18	47	27	8	1
Dún Laoghaire Rathdown	14	59	20	6	0
Fingal County	16	46	37	1	0
Galway City	6	73	19	2	0
Galway County	22	43	23	11	1
Kerry County	28	71	1	0	0
Kildare County	77	21	2	0	0
Kilkenny County	48	39	10	3	0
Laois County	10	86	5	0	0
Leitrim County	0	77	23	0	0
Limerick City and County	2	69	27	1	1
Longford County	21	71	7	1	0
Louth County	7	83	10	0	0
Mayo County	48	40	12	0	0
Meath County	27	41	23	7	2
Monaghan County	7	66	25	3	0
Offaly County	5	62	30	3	
Roscommon County	22	77	1	0	0
Sligo County	28	65	7	1	0
South Dublin County	21	66	13	1	0
Tipperary County	63	19	17	2	0
Waterford City and County	22	53	25	0	0
Westmeath County	22	69	8	1	0
Wexford County	7	74	16	3	0
Wicklow County	10	74	11	4	1

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

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

Authority	A. Percentage of schools that have been awarded/renewed green flag status in the two years to 31/12/2021
Carlow County	42
Cavan County	26
Clare County	41
Cork City	44
Cork County	39
Donegal County	37
Dublin City	30
Dún Laoghaire Rathdown	45
Fingal County	34
Galway City	38
Galway County	34
Kerry County	40
Kildare County	25
Kilkenny County	33
Laois County	46
Leitrim County	25
Limerick City and County	31
Longford County	38
Louth County	37
Mayo County	32
Meath County	28
Monaghan County	31
Offaly County	35
Roscommon County	53
Sligo County	33
South Dublin County	27
Tipperary County	34
Waterford City and County	39
Westmeath County	21
Wexford County	40
Wicklow County	31

E6: Public Lighting

Authority	A. Total billable wattage of the public lighting system	B. Average billable wattage of the public lighting system	C. Percentage of the total system that LED lights represent
Carlow County	2,392	90.19	36.00
Cavan County	2,471	85.82	61.00
Clare County	5,034	87.77	43.00
Cork City	10,130	91.00	32.80
Cork County	14,949	102.09	15.49
Donegal County	5,322	70.01	59.00
Dublin City	19,338	99.50	20.00
Dún Laoghaire Rathdown	9,793	99.40	78.80
Fingal County	5,805	45.72	92.70
Galway City	2,343	63.00	93.00
Galway County	4,537	87.11	32.00
Kerry County	4,732	85.63	36.93
Kildare County	7,421	83.69	40.00
Kilkenny County	3,528	76.91	55.00
Laois County	3,188	72.84	61.86
Leitrim County	2,060	100.79	29.00
Limerick City and County	8,602	95.36	58.00
Longford County	1,805	74.29	69.00
Louth County	5,926	104.18	39.00
Mayo County	7,033	94.46	31.00
Meath County	8,444	99.00	32.00
Monaghan County	1,237	47.00	99.54
Offaly County	3,398	89.00	39.10
Roscommon County	2,716	81.30	51.76
Sligo County	3,968	108.98	26.00
South Dublin County	10,466	78.00	52.30
Tipperary County	7,186	98.00	32.00
Waterford City and County	7,880	105.00	10.15
Westmeath County	3,829	90.29	40.00
Wexford County	3,152	47.54	91.04
Wicklow County	5,533	89.51	38.00
TOTALS	184,217	2,643.38	
National %			45.73

Waste Environment

E1: Households with access to a 3 Bin Service

Households availing of a 3 Bin Service		2021
N	Valid	31
	Missing	0
	Mean	30,167
	Median	23,650
% of Households availing of a 3 Bin Service		2021
N	Valid	31
	Missing	0
	True national %	89.36

E2: Environmental Pollution Cases

No. of Pollution Cases Subject of a Complaint		2021
N	Valid	31
	Missing	0
Average	Mean	2,631
	Median	1,671
No. of Pollution Cases Closed		2021
N	Valid	31
	Missing	0
Average	Mean	2,625
	Median	1,809
No. of Pollution Cases on Hand at 31/12/2021		2021
N	Valid	31
	Missing	0
Average	Mean	285
	Median	106

E3: Percentage Area within the Five Levels of Litter Pollution

Unpolluted or Litter Free		2015	2016	2017	2018	2019	2020	2021
N	Valid	31	29	30	31	31	30	30
	Missing	0	2	1	0	0	1	0
	Median	14	13	11	19	15	22	22
Slightly polluted		2015	2016	2017	2018	2019	2020	2021
N	Valid	31	29	30	31	31	30	31
	Missing	0	2	1	0	0	1	0
	Median	66	72	70	63	66	62	64
Moderately polluted		2015	2016	2017	2018	2019	2020	2021
N	Valid	31	29	30	31	31	30	31
	Missing	0	2	1	0	0	1	0
	Median	15	14	16	15	15	17	13
Significantly polluted		2015	2016	2017	2018	2019	2020	2021
N	Valid	31	29	30	31	31	30	31
	Missing	0	2	1	0	0	1	0
	Median	2	1	2	1	1	1	1
Grossly polluted		2015	2016	2017	2018	2019	2020	2021
N	Valid	31	29	30	31	31	30	31
	Missing	0	2	1	0	0	1	0
	Median	0	0	0	0	0	0	0

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

A. % of schools that have been awarded/renewed green flag status in the two years to 31/12/2021		2021
N	Valid	31
	Missing	0
	True national %	34.80

E6: Public Lighting

A. Total billable wattage of the public lighting system		2021
N	Valid	31
	Missing	0
Average	Mean	5,942
	Median	5,034
B. Average billable wattage of the public lighting system		2021
N	Valid	31
	Missing	0
Average	Mean	85
	Median	89
C. Percentage of the total system that LED lights represent		2021
N	Valid	31
	Missing	0
	True national %	45.73
Number of LED lights in the public lighting system		2021
	Total	238,640
	Minimum	1,558
	Maximum	31,873
Average	Mean	7,698
Number of SOX-SON lights in the public lighting system		2021
	Total	283,218
	Minimum	28
	Maximum	37,509
Average	Mean	9,136
Total lights in the public lighting system		2021
	Total	521,858

Section 5 - Planning

P1: New Buildings Inspected

Authority	A. Buildings inspected as a percentage of new buildings notified to the local authority
Carlow County	24.5
Cavan County	15.43
Clare County	10.18
Cork City	12.87
Cork County	16.97
Donegal County	13.09
Dublin City	66.67
Dún Laoghaire Rathdown	63.28
Fingal County	3.98
Galway City	45.03
Galway County	16.39
Kerry County	14.32
Kildare County	47.49
Kilkenny County	22.69
Laois County	12.84
Leitrim County	50
Limerick City and County	14.1
Longford County	11.11
Louth County	7.93
Mayo County	19.57
Meath County	73.81
Monaghan County	32.56
Offaly County	27.92
Roscommon County	13.24
Sligo County	13.95
South Dublin County	15.49
Tipperary County	31.71
Waterford City and County	17.71
Westmeath County	12.14
Wexford County	44.91
Wicklow County	24.95

NOTE: In the case of most local authorities, unaudited 2021 AFSs were used.

P2: Planning Decisions Confirmed by An Bord Pleanála

Authority	A. Number of local authority planning decisions which were the subject of an appeal to An Bord Pleanála that were determined by the Board on any date in 2021	B. Percentage of the determinations at A which confirmed (either with or without variation of the plan) the decision made by the local authority
Carlow County	9	44.44
Cavan County	27	59.26
Clare County	30	53.33
Cork City	50	80
Cork County	86	69.77
Donegal County	35	51.43
Dublin City	316	84.18
Dún Laoghaire Rathdown	127	67.72
Fingal County	128	70.31
Galway City	34	76.47
Galway County	43	41.86
Kerry County	74	68.92
Kildare County	57	68.42
Kilkenny County	33	51.52
Laois County	3	66.67
Leitrim County	13	46.15
Limerick City and County	43	74.42
Longford County	7	57.14
Louth County	44	75
Mayo County	36	72.22
Meath County	63	79.37
Monaghan County	9	66.67
Offaly County	15	40
Roscommon County	15	46.67
Sligo County	14	64.29
South Dublin County	74	72.97
Tipperary County	32	84.38
Waterford City and County	35	68.57
Westmeath County	17	64.71
Wexford County	45	68.89
Wicklow County	61	75.41
TOTALS	1,575	

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 1/1/2021 to 31/12/2021 that were investigated	B. Total number of investigated cases that were closed during 2021	C. Percentage of the cases at B that were dismissed as trivial, minor or without foundation or were closed because statute barred or an exempted development	D. Percentage of the cases at B that were resolved to the local authority's satisfaction through negotiations	E. Percentage of the cases at B that were closed due to enforcement proceedings	F. Total number of planning cases being investigated as at 31/12/2021
Carlow County	111	48	56.25	4.17	39.58	316
Cavan County	130	40	50	12.5	37.5	425
Clare County	125	56	19.64	0	80.36	610
Cork City	139	86	70.93	6.98	22.09	332
Cork County	314	165	43.03	0.61	56.36	1053
Donegal County	431	344	64.53	0	35.47	1109
Dublin City	1345	1418	58.74	0	41.26	3453
Dún Laoghaire Rathdown	409	382	32.98	28.27	38.74	265
Fingal County	330	129	44.19	0	55.81	1138
Galway City	196	85	85.88	0	14.12	215
Galway County	240	77	74.03	22.08	3.9	1789
Kerry County	588	420	63.33	2.38	34.29	725
Kildare County	266	138	48.55	5.8	45.65	983
Kilkenny County	119	105	24.76	1.9	73.33	399
Laois County	143	137	61.31	0	38.69	179
Leitrim County	39	21	95.24	4.76	0	62
Limerick City and County	464	289	59.52	0.69	39.79	679
Longford County	73	45	44.44	0	55.56	91
Louth County	316	326	57.06	0.61	42.33	241
Mayo County	210	72	40.28	0	59.72	1141
Meath County	333	183	0	63.93	36.07	1422
Monaghan County	119	86	45.35	3.49	51.16	390
Offaly County	57	17	52.94	17.65	29.41	235
Roscommon County	114	160	63.75	8.12	28.12	149
Sligo County	84	67	34.33	19.4	46.27	204
South Dublin County	236	59	54.24	25.42	20.34	750
Tipperary County	162	171	70.76	0	29.24	758
Waterford City and County	164	58	15.52	1.72	82.76	106
Westmeath County	39	23	43.48	8.7	47.83	529
Wexford County	407	341	50.44	1.47	48.09	358
Wicklow County	185	188	36.7	4.79	58.51	551
TOTALS	7,888	5,736				20,657

NOTE: Planning and Development Act 2000

P4: Cost Per Capita of Planning Service

Authority	A. The 2021 Annual Financial Statement (AFS) Programme D data divided by the population of the local authority area per 2016 Census (€)
Carlow County	33.58
Cavan County	23.15
Clare County	37.61
Cork City	30.27
Cork County	49.67
Donegal County	28.62
Dublin City	32.47
Dún Laoghaire Rathdown	48.72
Fingal County	37.69
Galway City	46.56
Galway County	22.31
Kerry County	33.38
Kildare County	37.72
Kilkenny County	31.22
Laois County	26.6
Leitrim County	42.81
Limerick City and County	29
Longford County	45.22
Louth County	32.24
Mayo County	31.8
Meath County	30.79
Monaghan County	33.48
Offaly County	28.87
Roscommon County	24.77
Sligo County	25.92
South Dublin County	28.63
Tipperary County	24.98
Waterford City and County	28.99
Westmeath County	28.31
Wexford County	29.35
Wicklow County	29.24

P5: Applications for Fire Safety Certificates

Authority	A. The percentage of applications for fire safety certificates received in 2021 that were decided (granted or refused) within two months of their receipt	B. The percentage of applications for fire safety certificates received in 2021 that were decided (granted or refused) within an extended period agreed with the applicant
Carlow County	59.46	32.43
Cavan County	62.5	37.5
Clare County	70	30
Cork City	26.92	53.21
Cork County	70.24	20.98
Donegal County	40.68	59.32
Dublin City	30.89	41.87
Dún Laoghaire Rathdown	30.89	41.87
Fingal County	38.01	50.29
Galway City	53.7	46.3
Galway County	70.83	29.17
Kerry County	40.38	46.15
Kildare County	73.16	26.84
Kilkenny County	77.78	18.06
Laois County	20.97	54.84
Leitrim County	81.25	18.75
Limerick City and County	44.44	55.56
Longford County	69.57	30.43
Louth County	48.84	43.02
Mayo County	50	27.94
Meath County	60.92	23.56
Monaghan County	100	0
Offaly County	90	10
Roscommon County	45.24	33.33
Sligo County	78.95	18.42
South Dublin County	40.49	46.96
Tipperary County	42.55	52.13
Waterford City and County	74.32	25.68
Westmeath County	95.15	4.85
Wexford County	42.47	42.47
Wicklow County	35	56.25

Planning

Summary Statistics 2014-2021

P1A. Buildings Inspected as a percentage of new buildings notified to the local authorities in year		2014	2015	2016	2017	2018	2019	2020	2021
N	Valid	31	31	31	31	31	31	31	31
	Missing	0	0	0	0	0	0	0	0
	Median	17.71	24	19.42	17.20	16.75	16.56	15.28	16.97
	True national %			24.93	25.58	23.47	23.90	21.71	27.35

Summary Statistics for Planning 2021

P3B. Total number of cases closed during 2021		2021
N	Valid	31
	Missing	0
	Mean	185
	Median	105
P2 A. Number of local authority planning decisions the subject of an appeal to ABP that were determined by the Board on any date in 2021		2021
N	Valid	31
	Missing	0
Average	Mean	51
	Median	35
P2 B. Percentage of the determinations that confirmed (with or without variation of the plan) the decision made by the local authority		2021
N	Valid	31
	Missing	0
Average	True national %	71.17
P4 A. Cost per Capita of the Planning Service (€)		2021
N	Valid	30
	Missing	0
Average	True national mean	33.37
P5 A. Percentage of applications for fire safety certificates received in 2021 decided (granted or refused) within two months of receipt		2021
N	Valid	31
	Missing	0
	True national %	51.54

Section 6 - Fire

F1: Cost per Capita of the Fire Service

Authority	A. Annual Financial Statement (AFS) Programme E expenditure data for 2021 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 (€)
Carlow County	36.82
Cavan County	57.32
Clare County	52.19
Cork City*	105.99
Cork County	41.37
Donegal County	43.78
Dublin City*	88.18
Dún Laoghaire Rathdown	0.00
Fingal County	0.00
Galway City	0.00
Galway County*	52.72
Kerry County	51.62
Kildare County	33.04
Kilkenny County	56.91
Laois County	59.59
Leitrim County	70.80
Limerick City and County*	86.62
Longford County	53.27
Louth County*	59.19
Mayo County	50.99
Meath County	30.71
Monaghan County	46.82
Offaly County	44.96
Roscommon County	63.82
Sligo County	58.36
South Dublin County	0.00
Tipperary County	52.45
Waterford City and County*	72.06
Westmeath County	30.38
Wexford County	34.53
Wicklow County	38.01

NOTE: In the case of most local authorities, unaudited 2021 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.

F2: Service Mobilisation

Authority	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	00:00	06:19	00:00	06:32
Cavan County	00:00	06:14	00:00	07:12
Clare County	00:00	04:49	00:00	04:47
Cork City*	01:19	03:45	01:24	04:24
Cork County	00:00	04:45	00:00	04:56
Donegal County	00:00	05:27	00:00	05:40
Dublin City*	01:30	06:04	01:34	06:14
Dún Laoghaire Rathdown	00:00	00:00	00:00	00:00
Fingal County	00:00	00:00	00:00	00:00
Galway City	00:00	00:00	00:00	00:00
Galway County*	01:57	05:19	02:01	05:11
Kerry County	00:00	06:08	00:00	06:10
Kildare County	00:00	06:26	00:00	06:14
Kilkenny County	00:00	06:04	00:00	06:08
Laois County	00:00	05:49	00:00	05:19
Leitrim County	00:00	04:17	00:00	04:17
Limerick City and County*	01:24	04:50	01:39	05:05
Longford County	00:00	06:31	00:00	06:33
Louth County*	01:37	04:21	02:27	04:00
Mayo County	00:00	05:13	00:00	05:20
Meath County	00:00	05:14	00:00	05:25
Monaghan County	00:00	05:16	00:00	05:32
Offaly County	00:00	05:10	00:00	05:41
Roscommon County	00:00	06:48	00:00	06:48
Sligo County	00:00	03:26	00:00	03:46
South Dublin County	00:00	00:00	00:00	00:00
Tipperary County	00:00	05:35	00:00	05:52
Waterford City and County*	01:14	04:51	01:18	04:32
Westmeath County	00:00	06:07	00:00	07:35
Wexford County	00:00	06:49	00:00	07:23
Wicklow County	00:00	05:14	00:00	05:25

F3: Percentage 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	41.67	47.33	11.00	34.71	49.41	15.88
Cavan County	33.77	53.90	12.34	27.37	55.84	16.79
Clare County	52.28	32.52	15.20	42.07	41.35	16.59
Cork City	88.24	10.32	1.44	85.43	12.34	2.23
Cork County	37.75	43.10	19.14	37.84	49.16	13.00
Donegal County	39.01	46.98	14.01	40.52	48.04	11.44
Dublin City	72.69	24.98	2.32	73.55	23.96	2.49
Dún Laoghaire Rathdown	0.00	0.00	0.00	0.00	0.00	0.00
Fingal County	0.00	0.00	0.00	0.00	0.00	0.00
Galway City	0.00	0.00	0.00	0.00	0.00	0.00
Galway County	44.24	41.01	14.75	43.93	34.73	21.34
Kerry County	22.29	56.67	21.04	28.09	51.12	20.79
Kildare County	18.46	64.44	17.10	18.34	67.97	13.69
Kilkenny County	31.56	54.10	14.34	28.43	55.85	15.72
Laois County	31.10	56.10	12.80	31.82	53.18	15.00
Leitrim County	39.74	47.44	12.82	46.60	43.69	9.71
Limerick City and County	81.38	16.46	2.16	50.77	37.77	11.46
Longford County	36.47	56.47	7.06	25.84	60.67	13.48
Louth County	74.46	21.19	4.35	51.20	42.11	6.70
Mayo County	34.58	48.70	16.71	42.99	44.90	12.10
Meath County	30.22	59.42	10.36	24.65	60.50	14.85
Monaghan County	26.83	59.51	13.66	16.38	74.14	9.48
Offaly County	46.38	41.45	12.17	38.22	35.03	26.75
Roscommon County	20.45	59.09	20.45	30.84	54.21	14.95
Sligo County	52.56	44.23	3.21	49.57	38.79	11.64
South Dublin County	0.00	0.00	0.00	0.00	0.00	0.00
Tipperary County	30.71	65.85	3.44	21.26	73.75	4.99
Waterford City and County	67.19	26.34	6.47	54.81	37.92	7.27
Westmeath County	30.98	56.10	12.93	13.64	59.85	26.52
Wexford County	25.70	53.63	20.67	18.03	57.38	24.59
Wicklow County	38.09	50.29	11.62	29.86	58.26	11.88

Fire Statistics

F1 A: Cost Per Capita (€) Fire Service

		Full-Time Station	Full & Part-Time Station	Part-Time Station
N	Valid	6	27	21
	Not Applicable	0	0	0
	True national mean	82.69	63.06	44.65

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

Full-Time Station		2021	Part-Time Station		2021
N	Valid	6	N	Valid	21
	Not Applicable	25		N/A	10
	Median	01:27		Median	05:19

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

Full-Time Station		2021	Part-Time Station		2021
N	Valid	6	N	Valid	21
	N/A	25		N/A	10
	Median	01:36		Median	05:32

F3: Fire and Non-Fire Mobilisation times (%)*

F3 A: % of Fire Cases within 10 Minutes		2021
N	Valid	27
	Not Applicable	4
	True national %	56.17
F3 B: % of Fire Cases 10- 20 Minutes		2021
N	Valid	27
	Not Applicable	4
	True national %	34.57
F3 C: % of Fire Cases After 20 Minutes		2021
N	Valid	27
	Not Applicable	4
	True national %	7.62
F3 D: % of Non-Fire Cases within 10 Minutes		2021
N	Valid	27
	Not Applicable	4
	True national %	44.39
F3 E: % of Non-Fire Cases 10-20 Minutes		2021
N	Valid	27
	Not Applicable	4
	True national %	43.25
F3 F: % of Non-Fire Cases After 20 Minutes		2021
N	Valid	27
	Not Applicable	4
	True national %	10.90

Section 7 - Library / Recreation

L1: Library visits and Issues

Authority	A. Number of library visits per head of population for the local authority area per the 2016 census	B. Number of items issued to library borrowers in the year	C. Library active members per head of population in 2021	D. Number of registered members in the library in the year
Carlow County	0.03	77,830	0.06	2,364
Cavan County	0.41	88,912	0.06	4,032
Clare County	0.96	291,652	0.11	10,187
Cork City	1.32	635,085	0.11	17,698
Cork County	1	779,363	0.09	54,699
Donegal County	0.68	212,294	0.05	7,601
Dublin City	1.02	1,306,284	0.09	48,995
Dún Laoghaire Rathdown	1.31	639,928	0.13	23,043
Fingal County	0.61	658,775	0.09	32,595
Galway City	0	0	0	0
Galway County	0.7	504,912	0.08	22,508
Kerry County	0.87	441,103	0.1	12,123
Kildare County	0.52	241,715	0.08	17,947
Kilkenny County	0.75	236,267	0.09	6,606
Laois County	1	125,766	0.08	15,368
Leitrim County	0.47	46,642	0.08	2,525
Limerick City and County	0.7	343,248	0.08	11,145
Longford County	1.06	76,727	0.11	3,536
Louth County	0.42	210,135	0.07	6,909
Mayo County	1.09	268,816	0.1	10,620
Meath County	0.61	320,080	0.07	10,929
Monaghan County	0.72	111,912	0.1	4,411
Offaly County	0.76	180,692	0.09	5,320
Roscommon County	0.49	78,872	0.06	2,935
Sligo County	0.71	411,793	0.08	3,585
South Dublin County	1.1	693,748	0.1	21,205
Tipperary County	0.69	287,560	0.08	10,780
Waterford City and County	0.84	277,833	0.09	8,872
Westmeath County	0.8	150,193	0.09	6,154
Wexford County	1.07	463,723	0.11	12,036
Wicklow County	1.35	443,798	0.14	16,618
TOTAL		10,605,658		413,346

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

L2: Cost of Operating a Library Service

Authority	A. Annual Financial Statement (AFS) Programme F data for 2021 divided by the population of the LA area per the 2016 Census (€)	B. Annual per capita expenditure on collections over the period 01/01/2021 to 31/12/2021
Carlow County	30.32	1.75
Cavan County	36.09	1.31
Clare County	38.71	1.87
Cork City	46.68	1.79
Cork County	34.91	1.71
Donegal County	26.51	1.58
Dublin City	48.2	4
Dún Laoghaire Rathdown	46.45	3.07
Fingal County	53.08	2.71
Galway City	0	0
Galway County	20.59	0.53
Kerry County	27.12	1.35
Kildare County	31.73	1.87
Kilkenny County	31.41	1.66
Laois County	34.62	1.41
Leitrim County	44.29	2.56
Limerick City and County	33.67	1.29
Longford County	55.86	2.49
Louth County	25.45	1.08
Mayo County	27.62	1.06
Meath County	22.64	2.09
Monaghan County	43.06	2.31
Offaly County	35.7	1.8
Roscommon County	43.72	1.25
Sligo County	36.13	1.28
South Dublin County	39.2	2.85
Tipperary County	28.15	1.01
Waterford City and County	42.87	1.85
Westmeath County	28.29	1.14
Wexford County	37.93	2.05
Wicklow County	37.2	1.73

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 2021 AFSs were used.

Library Statistics

Summary Statistics for 2021

L1 A. No. of library visits per head of population		2021
N	Valid	30
	N/A	1
	True national mean	0.86
L1 B. No. of items issued to borrowers in year		2021
N	Valid	30
	N/A	1
	True national mean	342,118.00
L1 C. Library active members per head of population		2021
N	Valid	30
	N/A	1
	True national mean	0.09
L1 D. Number of registered members in the library in the year		2021
N	Valid	30
	N/A	1
	True national mean	13,333.74
L2 A. Cost per capita of library services in year		2021
N	Valid	31
	N/A	0
	True national mean	36.92
L2 B. Annual per capita expenditure on collections over the year		2021
N	Valid	30
	N/A	1
	True national mean	2.04

Section 8 - Youth / Community

	Y1	Y2
Authority	A. Percentage of schools involved in the local Youth Council/Comhairle na nÓg scheme	A. Number of organisations included in the County Register at 31/12/2021 and the proportion of those organisations that opted to be part of the Social Inclusion College within the PPN
Carlow County	90.91	12.04
Cavan County	90.91	28.44
Clare County	42.11	0.60
Cork City	54.84	41.71
Cork County	41.18	4.40
Donegal County	77.78	17.29
Dublin City	35.90	32.33
Dún Laoghaire Rathdown	37.50	17.70
Fingal County	40.00	1.28
Galway City	100.00	29.19
Galway County	41.67	20.41
Kerry County	73.08	11.48
Kildare County	88.00	10.36
Kilkenny County	75.00	22.33
Laois County	100.00	12.46
Leitrim County	100.00	25.09
Limerick City and County	46.15	3.64
Longford County	100.00	12.37
Louth County	94.44	23.59
Mayo County	76.92	13.24
Meath County	73.91	9.30
Monaghan County	100.00	16.21
Offaly County	100.00	11.17
Roscommon County	100.00	15.06
Sligo County	100.00	8.23
South Dublin County	50.00	22.97
Tipperary County	63.33	11.51
Waterford City and County	88.89	15.44
Westmeath County	100.00	21.66
Wexford County	59.09	16.97
Wicklow County	80.00	18.78
True National	63.25	15.97

Youth Statistics

Summary Statistics 2014-2021

Y1 A. % of Local Schools Involved in the Local Youth Council/Comhairle na nÓg Scheme		2014	2015	2016	2017	2018	2019	2020	2021
N	Valid		30	31	31	31	31	31	31
	Missing		1	0	0	0	0	0	0
	True national %	51.86	67.59	68.07	69.04	67.36	68.30	63.29	63.25

Summary Statistics 2021

Y2 A. Percentage of organisations on the County Register that opted to be part of the Social Inclusion College within the Public Participation Network (PPN)		2021
N	Valid	31
	Missing	0
	True national %	15.97

Section 9 - Corporate

C1: Total No. WTE

Authority	A. The whole-time equivalent staffing number as at 31 December 2021
Carlow County	305.70
Cavan County	394.10
Clare County	828.63
Cork City	1,559.00
Cork County	2,328.92
Donegal County	1,013.23
Dublin City	5,571.65
Dún Laoghaire Rathdown	1,125.13
Fingal County	1,390.63
Galway City	518.92
Galway County	802.79
Kerry County	1,237.60
Kildare County	971.66
Kilkenny County	569.30
Laois County	449.26
Leitrim County	315.72
Limerick City and County	1,292.48
Longford County	342.50
Louth County	684.23
Mayo County	1,025.00
Meath County	767.75
Monaghan County	391.41
Offaly County	412.60
Roscommon County	395.76
Sligo County	433.86
South Dublin County	1,210.27
Tipperary County	1,040.79
Waterford City and County	772.90
Westmeath County	496.14
Wexford County	803.04
Wicklow County	723.20

C2: Working Days Lost to Sickness

Authority	A. Percentage of paid working days lost to sickness absence through medically certified leave in 2021	B. Percentage of paid working days lost to sickness absence through self-certified leave in 2021
Carlow County	3.80	0.19
Cavan County	2.01	0.13
Clare County	3.01	0.18
Cork City	2.95	0.20
Cork County	2.79	0.16
Donegal County	3.72	0.19
Dublin City	2.43	0.21
Dún Laoghaire Rathdown	1.39	0.10
Fingal County	2.58	0.18
Galway City	2.22	0.14
Galway County	3.43	0.17
Kerry County	3.26	0.14
Kildare County	3.66	0.16
Kilkenny County	3.54	0.23
Laois County	2.50	0.22
Leitrim County	2.89	0.19
Limerick City and County	3.53	0.29
Longford County	1.67	0.13
Louth County	3.01	0.30
Mayo County	2.71	0.12
Meath County	1.75	0.19
Monaghan County	2.24	0.08
Offaly County	3.60	0.14
Roscommon County	3.69	0.18
Sligo County	3.29	0.13
South Dublin County	4.05	0.30
Tipperary County	3.79	0.18
Waterford City and County	4.28	0.25
Westmeath County	3.08	0.25
Wexford County	2.55	0.27
Wicklow County	1.76	0.17

C3: LA Website and Social media Usage

Authority	A. The per capita total page views of the local authority's websites in 2021	B. The per capita total number of followers at end 2021 of the local authority's social media accounts
Carlow County	5.34	1.05
Cavan County	8.08	1.38
Clare County	20.08	2.02
Cork City	11.60	1.18
Cork County	4.25	0.21
Donegal County	10.85	1.13
Dublin City	13.34	1.43
Dún Laoghaire Rathdown	15.77	0.56
Fingal County	11.56	1.13
Galway City	12.46	0.44
Galway County	8.12	0.54
Kerry County	41.12	0.54
Kildare County	9.97	0.34
Kilkenny County	21.42	1.09
Laois County	7.70	0.69
Leitrim County	12.71	0.51
Limerick City and County	20.80	1.55
Longford County	11.38	1.52
Louth County	3.29	0.21
Mayo County	10.70	1.60
Meath County	9.30	0.69
Monaghan County	18.46	1.70
Offaly County	18.16	1.22
Roscommon County	11.91	0.64
Sligo County	8.40	0.66
South Dublin County	12.91	0.49
Tipperary County	15.59	0.80
Waterford City and County	22.40	1.93
Westmeath County	15.00	1.14
Wexford County	17.24	0.40
Wicklow County	21.66	1.11

	C4: Overall Cost of ICT Provision per WTE	C5: Overall cost of ICT as a proportion of Revenue expenditure
Authority	A. All ICT expenditure in the period from 01/01/2021 to 31/12/2021, divided by the WTE number supplied under the C1 indicator	A. All ICT expenditure calculated in C4 as a proportion of Revenue expenditure
Carlow County	5,216.63	2.66
Cavan County	2,779.69	1.40
Clare County	3,150.02	1.93
Cork City	2,678.12	1.59
Cork County	3,370.26	2.16
Donegal County	3,358.63	2.02
Dublin City	2,703.07	1.36
Dún Laoghaire Rathdown	4,577.68	2.27
Fingal County	4,692.90	2.20
Galway City	4,394.88	2.16
Galway County	2,751.88	1.48
Kerry County	3,187.95	2.21
Kildare County	4,156.85	2.12
Kilkenny County	3,963.74	2.25
Laois County	4,361.91	2.32
Leitrim County	3,983.36	2.53
Limerick City and County	3,509.18	0.51
Longford County	2,642.33	1.53
Louth County	4,287.35	2.28
Mayo County	3,467.61	2.12
Meath County	3,811.24	1.87
Monaghan County	4,675.75	2.41
Offaly County	3,414.36	1.66
Roscommon County	4,635.55	2.57
Sligo County	3,733.70	2.13
South Dublin County	4,249.46	2.00
Tipperary County	3,685.57	2.06
Waterford City and County	3,745.43	1.83
Westmeath County	3,388.98	1.82
Wexford County	3,364.68	1.96
Wicklow County	4,209.23	2.41

Corporate Statistics

Summary Statistics for Whole Time Equivalent Numbers

C1 A. Total Number of WTE Staff in LA		2021
N	Valid	31
	Missing	0
	Mean	973.36
	Median	772.90

Summary Sick-Leave Statistics 2015-2021

C2 A. Percentage of paid working days lost to sickness absence through medically certified leave in 2021		2015	2016	2017	2018	2019	2020	2021
N	Valid	31	31	31	31	31	31	31
	Missing	0	0	0	0	0	0	0
	True national %			3.78	3.78	3.71	3.01	2.89

C2 B. Percentage of paid working days lost to sickness absence through self-certified leave in 2021		2015	2016	2017	2018	2019	2020	2021
N	Valid	31	31	31	31	31	31	31
	Missing	0	0	0	0	0	0	0
	True national %			0.38	0.35	0.36	0.20	0.19

Summary Statistics for Website Visits 2021

A. The per capita total page views of the local authority's websites in 2021		2021
N	Valid	31
	Missing	0
	True national %	13.60
B. The per capita total number of followers at end 2021 of the local authority's social media accounts		2021
N	Valid	31
	Missing	0
	True national %	0.93
C4 A. Overall cost of ICT provision per WTE (€)		2021
N	Valid	31
	Missing	0
	True national %	3,521.62
C5 A. ICT expenditure as a proportion of revenue expenditure		2021
N	Valid	31
	Missing	0
	True national %	1.71

Total page views of the local authority's websites in 2021		2021
N	Valid	31
	Missing	0
Average	Mean	2,089,182
	Median	1,726,801
Total number of followers at end 2021 of the LA's social media accounts		2021
N	Valid	31
	Missing	0
Average	Mean	143,414
	Median	104,516

Section 10 – Finance

M1: 5 Year Summary of Revenue Account Balance

Authority	A. Cumulative surplus/deficit balance at 31/12/2017 in the Revenue Account from the Income & Expenditure Account Statement of the AFS (€)	B. Cumulative surplus/deficit balance at 31/12/2018 in the Revenue Account from the Income & Expenditure Account Statement of the AFS (€)	C. Cumulative surplus/deficit balance at 31/12/2019 in the Revenue Account from the Income & Expenditure Account Statement of the AFS (€)	D. Cumulative surplus/deficit balance at 31/12/2020 in the Revenue Account from the Income & Expenditure Account Statement of the AFS (€)	E. Cumulative surplus/deficit balance at 31/12/2021 in the Revenue Account from the Income & Expenditure Account Statement of the AFS (€)	F. Cumulative surplus or deficit at 31/12/2021 as a percentage of Total Income in 2021 from the Income and Expenditure Account Statement of the AFS	G. Revenue Expenditure per Capita in 2021 (based on 2016 Census)	H. Revenue expenditure per capita in 2021 excluding significant out of county / shared service expenditure
Carlow County	649,386	687,939	744,827	772,516	818,702	1.28	1,052.25	
Cavan County	1,743,072	1,743,171	1,743,260	1,743,352	1,743,569	2.08	1,024.08	
Clare County	1,243,272	1,937,006	2,472,728	2,733,562	2,906,016	1.95	1,252.21	
Cork City	849,820	892,845	945,643	980,829	1,040,841	0.38	1,243.50	
Cork County	7,343,576	7,388,624	7,452,166	7,530,107	7,595,252	1.94	1,094.04	
Donegal County	-8,953,104	-8,386,583	-7,733,836	-6,882,639	-6,092,540	3.38	1,056.27	
Dublin City	23,240,144	21,641,583	23,784,693	34,747,188	41,305,051	3.53	2,000.51	1,718.15
Dún Laoghaire Rathdown	9,771,901	9,787,717	8,735,240	8,740,812	8,810,086	3.67	1,039.99	
Fingal County	15,976,478	15,978,433	15,979,356	15,979,679	15,979,812	4.48	1,001.49	
Galway City	1,654,560	2,120,944	2,343,703	2,509,228	67,765	0.06	1,341.02	
Galway County	-582,156	-11,921	4,852	7,601	27,916	0.02	834.53	
Kerry County	6,443,037	6,521,851	6,605,635	6,687,884	6,772,409	3.54	1,206.44	
Kildare County	-736,403	-505,228	-334,804	-171,440	-48,008	-0.02	857.33	
Kilkenny County	10,661	17,805	27,998	44,633	90,540	0.12	1,012.00	
Laois County	-128,095	-68,333	5,009	70,614	145,274	0.17	998.51	937.81
Leitrim County	-264,105	-260,640	-259,115	-256,122	-254,609	-0.52	1,549.81	
Limerick City and County	812,260	823,400	833,704	15,979,679	907,878	0.10	4,577.34	996.15
Longford County	231,830	233,046	246,348	250,963	359,729	0.82	1,451.30	
Louth County	395,594	545,520	950,351	1,007,413	2,370,230	1.72	999.97	
Mayo County	-4,950,835	-4,533,867	-4,065,676	-3,871,794	-3,687,441	-2.06	1,283.29	
Meath County	-1,287,437	-952,361	-684,544	-497,931	47,033	0.03	802.41	
Monaghan County	-2,377,340	-2,300,467	-2,223,599	-1,865,179	130,409	0.16	1,234.84	
Offaly County	-3,067,265	-2,505,853	-1,873,757	-1,661,523	-1,637,257	-1.93	1,020.46	
Roscommon County	183,369	189,834	201,740	218,803	243,944	0.32	1,105.70	
Sligo County	-21,430,923	-19,500,224	-18,483,135	-17,454,453	-16,536,990	-20.75	1,158.68	
South Dublin County	12,146,531	12,185,837	12,189,910	12,210,777	12,237,737	4.02	921.58	
Tipperary County	5,550,224	5,555,516	5,562,106	5,569,307	5,573,356	2.81	1,168.78	
Waterford City and County	-7,117,340	-6,682,140	-5,790,294	-5,155,764	-2,715,650	-1.69	1,300.08	
Westmeath County	366,368	384,574	415,746	424,521	435,236	0.42	1,043.43	
Wexford County	-4,773,729	-3,770,163	-2,127,851	-873,153	36,684	0.02	920.28	
Wicklow County	-2,686,945	-2,357,748	-2,052,474	-1,646,264	-1,288,068	-0.98	885.13	

NOTE: Limerick City and County confirmed it did not exclude transfers for the 2018 and prior reports.

M2 (A): 5 Year Summary of Collection of Commercial Rates

Authority	Collection level of Rates from the Annual Financial Statement for 2017	Collection level of Rates from the Annual Financial Statement for 2018	Collection level of Rates from the Annual Financial Statement for 2019	Collection level of Rates from the Annual Financial Statement for 2020	Collection level of Rates from the Annual Financial Statement for 2021
Carlow County	90.00	86.00	86.00	82.00	83.00
Cavan County	79.00	83.00	79.00	76.00	76.00
Clare County	86.00	87.00	87.00	82.00	82.00
Cork City	79.00	82.00	83.00	65.00	78.00
Cork County	89.60	92.00	93.00	87.00	89.00
Donegal County	74.30	76.00	76.00	61.00	70.00
Dublin City	91.00	92.00	94.00	84.00	87.00
Dún Laoghaire Rathdown	86.00	88.00	89.00	73.00	76.00
Fingal County	96.10	95.80	97.90	93.00	93.00
Galway City	78.00	81.00	83.00	61.00	67.00
Galway County	84.00	86.00	87.00	82.00	85.00
Kerry County	82.50	84.60	86.20	65.40	80.50
Kildare County	81.00	82.00	83.00	70.00	82.00
Kilkenny County	95.00	93.00	94.00	83.00	87.00
Laois County	75.00	76.00	80.00	71.00	85.00
Leitrim County	82.00	83.00	83.00	72.00	74.00
Limerick City and County	82.00	85.00	88.00	91.00	88.00
Longford County	89.00	89.00	88.00	81.00	84.00
Louth County	75.00	80.00	83.00	63.00	76.00
Mayo County	84.90	86.60	87.70	82.00	83.20
Meath County	92.00	93.00	93.00	88.00	92.00
Monaghan County	85.00	89.00	86.00	80.00	95.00
Offaly County	87.10	88.70	88.00	77.00	86.00
Roscommon County	83.00	86.00	89.00	68.00	89.00
Sligo County	77.00	81.00	82.00	69.00	78.00
South Dublin County	84.00	86.00	88.00	82.00	87.00
Tipperary County	81.50	82.50	83.20	75.20	83.00
Waterford City and County	79.00	80.00	82.00	67.00	86.00
Westmeath County	81.00	83.00	85.00	81.00	90.00
Wexford County	82.40	88.00	89.90	84.00	89.40
Wicklow County	81.00	85.00	87.00	70.00	83.00
Mean	83.6	85.5	86.5	76.3	83.4
Median	82.5	86.0	87.0	77.0	84.0

M2 (B): 5 Year Summary of Collection of Rent & Annuities

Authority	Collection level of Rent & Annuities from the Annual Financial Statement for 2017	Collection level of Rent & Annuities from the Annual Financial Statement for 2018	Collection level of Rent & Annuities from the Annual Financial Statement for 2019	Collection level of Rent & Annuities from the Annual Financial Statement for 2020	Collection level of Rent & Annuities from the Annual Financial Statement for 2021
Carlow County	91.00	93.00	94.00	96.00	97.00
Cavan County	84.00	84.00	85.00	82.00	81.00
Clare County	84.00	85.00	85.00	86.00	86.00
Cork City	85.00	88.00	88.00	88.00	88.00
Cork County	95.00	94.00	97.00	100.00	100.00
Donegal County	89.20	89.00	90.00	90.00	92.00
Dublin City	76.00	76.00	73.00	73.00	73.00
Dún Laoghaire Rathdown	78.00	79.00	79.00	79.00	77.00
Fingal County	85.70	86.00	83.90	79.60	77.40
Galway City	80.00	79.00	80.00	79.00	80.00
Galway County	90.00	91.00	91.00	92.00	91.00
Kerry County	92.60	93.10	93.00	91.70	92.50
Kildare County	88.00	89.00	92.00	92.00	93.00
Kilkenny County	92.00	93.00	95.00	96.00	97.00
Laois County	96.00	96.00	96.00	93.00	96.00
Leitrim County	88.00	89.00	90.00	91.00	95.00
Limerick City and County	96.00	95.00	96.00	79.60	96.00
Longford County	92.00	93.00	90.00	89.00	90.00
Louth County	69.00	76.00	80.00	81.00	84.00
Mayo County	86.10	86.50	88.00	87.00	85.90
Meath County	89.00	89.00	89.00	88.00	89.00
Monaghan County	96.00	96.00	95.00	97.00	96.00
Offaly County	84.60	86.80	89.00	92.00	93.00
Roscommon County	91.00	92.00	91.00	93.00	93.00
Sligo County	78.00	78.00	80.00	82.00	83.00
South Dublin County	76.00	75.00	76.00	74.00	74.00
Tipperary County	98.70	93.30	95.40	96.90	97.00
Waterford City and County	77.00	78.00	77.00	77.00	79.00
Westmeath County	97.00	97.00	98.00	98.00	98.00
Wexford County	91.70	92.00	90.70	93.00	95.10
Wicklow County	90.00	90.00	88.00	85.00	85.00
Mean	87.3	87.8	88.2	87.8	88.8
Median	89.0	89.0	90.0	89.0	91.0

M2 (C): 5 Year Summary of Collection of Housing Loans

Authority	Collection level of Housing Loans from the Annual Financial Statement for 2017	Collection level of Housing Loans from the Annual Financial Statement for 2018	Collection level of Housing Loans from the Annual Financial Statement for 2019	Collection level of Housing Loans from the Annual Financial Statement for 2020	Collection level of Housing Loans from the Annual Financial Statement for 2021
Carlow County	90.00	95.00	95.00	94.00	94.00
Cavan County	74.00	77.00	81.00	84.00	91.00
Clare County	66.00	69.00	74.00	78.00	78.00
Cork City	78.00	69.00	79.00	83.00	87.00
Cork County	55.00	55.00	65.00	62.00	69.00
Donegal County	67.90	68.00	68.00	65.00	64.00
Dublin City	66.00	69.00	75.00	75.00	77.00
Dún Laoghaire Rathdown	57.00	63.00	61.00	61.00	60.00
Fingal County	101.20	101.70	97.70	96.50	100.00
Galway City	82.00	84.00	86.00	86.00	88.00
Galway County	76.00	76.00	79.00	79.00	81.00
Kerry County	82.10	84.80	94.20	95.00	94.20
Kildare County	43.00	51.00	62.00	62.00	69.00
Kilkenny County	85.00	88.00	90.00	90.00	90.00
Laois County	68.00	72.00	75.00	72.00	75.00
Leitrim County	64.00	63.00	65.00	70.00	75.00
Limerick City and County	78.00	75.00	78.00	96.50	86.00
Longford County	60.00	55.00	59.00	65.00	69.00
Louth County	75.00	76.00	82.00	85.00	88.00
Mayo County	70.60	75.00	76.60	79.00	81.40
Meath County	67.00	73.00	81.00	83.00	83.00
Monaghan County	77.00	78.00	78.00	83.00	80.00
Offaly County	55.30	55.90	62.00	75.00	82.00
Roscommon County	56.00	55.00	76.00	62.00	65.00
Sligo County	61.00	62.00	64.00	68.00	66.00
South Dublin County	80.00	75.00	79.00	80.00	83.00
Tipperary County	84.40	85.00	90.10	93.70	99.00
Waterford City and County	61.00	66.00	63.00	65.00	68.00
Westmeath County	89.00	97.00	99.00	102.00	100.00
Wexford County	92.10	98.00	102.70	104.00	104.60
Wicklow County	75.00	76.00	80.00	80.00	83.00
Mean	72.1	73.8	78.0	79.8	81.6
Median	74.0	75.0	78.0	80.0	82.0

M3: Public Liability Claims

Authority	A. Per capita total cost of settled claims for 2021
Carlow County	6.05
Cavan County	6.95
Clare County	8.49
Cork City	12.93
Cork County	6.21
Donegal County	7.89
Dublin City	22.99
Dún Laoghaire Rathdown	9.72
Fingal County	6.90
Galway City	10.34
Galway County	4.67
Kerry County	14.43
Kildare County	10.68
Kilkenny County	8.45
Laois County	8.78
Leitrim County	15.14
Limerick City and County	15.61
Longford County	14.90
Louth County	15.97
Mayo County	4.97
Meath County	14.16
Monaghan County	6.79
Offaly County	6.74
Roscommon County	5.00
Sligo County	3.76
South Dublin County	6.86
Tipperary County	16.81
Waterford City and County	8.41
Westmeath County	6.90
Wexford County	8.65
Wicklow County	10.19
National Mean %	11.05

M4:Overheads

Authority	A. Overall central management charge as a percentage of total expenditure on revenue account	B. Total payroll costs as a percentage of revenue expenditure
Carlow County	12.05	33.08
Cavan County	14.19	36.50
Clare County	14.17	34.36
Cork City	14.92	37.99
Cork County	14.28	39.62
Donegal County	11.87	39.06
Dublin City	10.90	38.02
Dún Laoghaire Rathdown	14.38	31.65
Fingal County	14.92	30.37
Galway City	11.87	26.22
Galway County	13.20	36.32
Kerry County	11.37	39.97
Kildare County	11.30	31.30
Kilkenny County	12.92	37.21
Laois County	11.10	34.78
Leitrim County	14.30	40.00
Limerick City and County	3.89	9.16
Longford County	15.18	40.13
Louth County	13.54	34.01
Mayo County	11.34	38.18
Meath County	12.31	31.10
Monaghan County	15.70	36.60
Offaly County	13.76	33.71
Roscommon County	14.86	36.75
Sligo County	14.80	38.47
South Dublin County	12.61	29.48
Tipperary County	12.32	36.30
Waterford City and County	13.71	35.66
Westmeath County	13.31	30.67
Wexford County	14.95	36.87
Wicklow County	15.37	36.28
True National %	11.60	31.83

Finance Statistics

5 Year Summary of the Percentage Collection Levels for Commercial Rates

Commercial Rates %		2017
N	Valid	31
	Missing	0
	Median	82.5
Commercial Rates %		2018
N	Valid	31
	Missing	0
	Median	86.0
Commercial Rates %		2019
N	Valid	31
	Missing	0
	Median	87.0
Commercial Rates %		2020
N	Valid	31
	Missing	0
	Median	77.0
Commercial Rates %		2021
N	Valid	31
	Missing	0
	Median	84.0

5 Year Summary of the Percentage Collection Levels for Rent & Annuities

Rent & Annuities %		2017
N	Valid	31
	Missing	0
	Median	89.0
Rent & Annuities %		2018
N	Valid	31
	Missing	0
	Median	89.0
Rent & Annuities %		2019
N	Valid	31
	Missing	0
	Median	90.0
Rent & Annuities %		2020
N	Valid	31
	Missing	0
	Median	89.0
Rent & Annuities %		2021
N	Valid	31
	Missing	0
	Median	91.0

5 Year Summary of the Percentage Collection Levels for Housing Loans

Housing Loan %		2017
N	Valid	31
	Missing	0
	Median	74.0
Housing Loan %		2018
N	Valid	31
	Missing	0
	Median	75.0
Housing Loan %		2019
N	Valid	31
	Missing	0
	Median	78.0
Housing Loan %		2020
N	Valid	31
	Missing	0
	Median	80.0
Housing Loan %		2021
N	Valid	31
	Missing	0
	Median	82.0

5 Year Summary of Revenue and Account Balances

2017 Balance		2017
N	Valid	31
	Missing	0
Average	Mean	€976,013.10
	Median	€231,830.00
2018 Balance		2018
N	Valid	31
	Missing	0
Average	Mean	€1,187,100.55
	Median	€233,046.00
2019 Balance		2019
N	Valid	31
	Missing	0
Average	Mean	€1,471,481.61
	Median	€246,348.00
2020 Balance		2020
N	Valid	31
	Missing	0
Average	Mean	€2,512,038.90
	Median	€250,963.00
2021 Balance		2021
N	Valid	31
	Missing	0
Average	Mean	€2,496,287.29
	Median	€243,944.00
Cumulative surplus/deficit as % of AFS Total Income		2021
N	Valid	31
	Missing	0
Mean	True national	€1.24
Revenue Expenditure per Capita (2016 Census) (€)		2021
N	Valid	31
	Missing	0
Mean	True national	€1,308.21
Revenue Expenditure per capita excluding significant out of county / shared services expenditure (€)		2021
N	Valid	3
	Missing	28
Mean	True national	€1,470.22

M3: A. Per capita total cost of settled claims for 2021

Per capita total cost of settled claims		2021
N	Valid	30
	N/A	1
Mean	True national	11.05

M4: Overheads

A. Overall central management charge as a percentage (%) of total expenditure on revenue account		
N	Valid	31
	N/A	0
Mean	True national	11.60
B. Total payroll costs as a percentage (%) of revenue expenditure		
N	Valid	31
	N/A	0
Mean	True national	31.83
Overall central management charge from the Local Authority FMS and defined in the Annual Budget		
N	Valid	31
	N/A	0
Average	Mean	€23,356,240.37
	Median	€19,382,159.00
Total payroll costs from Appendix 1 of the AFS for 2021 (including Salaries, Wages and Pensions)		
N	Valid	31
	N/A	0
Average	Mean	€64,066,260.48
	Median	€50,797,407.00

Section 11 - Economic Development

	J1	J2		J3	J4	
	A	A	B	A	A	B
Authority	The number of jobs created with assistance from the Local Enterprise Office during the period 1/1/2021 to 31/12/2021 per 100,000 of population	The number of trading online voucher applications approved by the Local Enterprise Office in 2021 per 100,000 of population	The number of those trading online vouchers that were drawn down in 2021 per 100,000 of population	The number of participants who received mentoring during the period 1/1/2021 to 31/12/2021 per 100,000 of population	Does the local authority have a current tourism strategy?	Does the local authority have a designated Tourism Officer?
Carlow County	82.55	129.98	87.82	495.33	Yes	Yes
Cavan County	182.47	68.26	38.07	164.09	Yes	Yes
Clare County	128.77	101.84	65.65	294.57	Yes	Yes
Cork City	17.56	112.03	65.98	115.83	Yes	Yes
Cork County	31.00	82.18	46.36	276.33	Yes	Yes
Donegal County	64.70	83.55	63.45	160.81	Yes	Yes
Dublin City	26.51	114.69	73.39	238.21	Yes	No
Dún Laoghaire Rathdown	83.02	115.13	91.74	228.88	Yes	Yes
Fingal County	3.72	112.83	69.59	468.89	Yes	Yes
Galway City	0.00	0.00	0.00	0.00	Yes	Yes
Galway County	188.13	390.25	255.50	1083.03	No	Yes
Kerry County	98.17	125.93	70.41	184.83	Yes	Yes
Kildare County	43.15	56.18	27.42	270.11	Yes	Yes
Kilkenny County	81.63	88.68	61.47	766.89	Yes	Yes
Laois County	55.49	82.65	50.77	382.54	No	No
Leitrim County	40.57	96.74	56.17	895.64	Yes	Yes
Limerick City and County	91.84	65.16	41.05	86.20	Yes	Yes
Longford County	159.03	78.29	51.38	344.97	Yes	Yes
Louth County	38.79	84.57	15.52	545.45	Yes	Yes
Mayo County	35.25	123.37	75.09	242.90	Yes	Yes
Meath County	105.10	84.60	36.40	79.47	Yes	Yes
Monaghan County	42.35	43.98	17.92	185.71	Yes	Yes
Offaly County	37.20	51.31	25.65	219.34	Yes	Yes
Roscommon County	161.13	65.07	48.03	680.16	Yes	Yes
Sligo County	151.06	93.08	61.04	471.50	Yes	Yes
South Dublin County	13.27	55.60	26.90	232.09	Yes	Yes
Tipperary County	50.77	55.15	26.32	384.83	Yes	Yes
Waterford City and County	92.96	83.49	45.62	425.22	Yes	Yes
Westmeath County	203.90	148.70	100.26	513.69	Yes	Yes
Wexford County	192.36	108.87	63.45	193.69	Yes	Yes
Wicklow County	35.11	94.08	55.47	456.38	Yes	Yes

Economic Development Statistics

Summary Statistics for 2021

J1. Average number of jobs created in 2021 with assistance from the Local Enterprise Office		
N	Valid	31
	N/A	0
Average	Mean	95.1
	Median	97.5
J2. Average number of trading online vouchers approved by the Local Enterprise Office in 2021		
N	Valid	31
	N/A	0
Average	Mean	139
	Median	123
J2. Number of those trading online vouchers that were drawn down in 2021		
N	Valid	31
	N/A	0
Average	Mean	84
	Median	66
J3. Average number of participants who received mentoring during the period 01/01/2021 to 31/12/2021		
N	Valid	31
	N/A	0
Average	Mean	435
	Median	321

J1 A. The number of jobs created in 2021 with assistance from the Local Enterprise Office per 100,000 of population		
N	Valid	31
	N/A	0
True National Mean %		62.98
J2 A. The number of trading online vouchers approved by the Local Enterprise Office in 2021 per 100,000 of population		
N	Valid	31
	N/A	0
True National Mean %		93.45
J2 B. The number of those trading online vouchers that were drawn down in 2021 per 100,000 of population		
N	Valid	31
	N/A	0
True National Mean %		56.22
J3. A. The number of participants who received mentoring during the period 01/01/2021 to 31/12/2021 per 100,000 of population		
N	Valid	31
	N/A	0
True National Mean %		297.13

Appendix 3

Trend Analysis: Tables and Figures

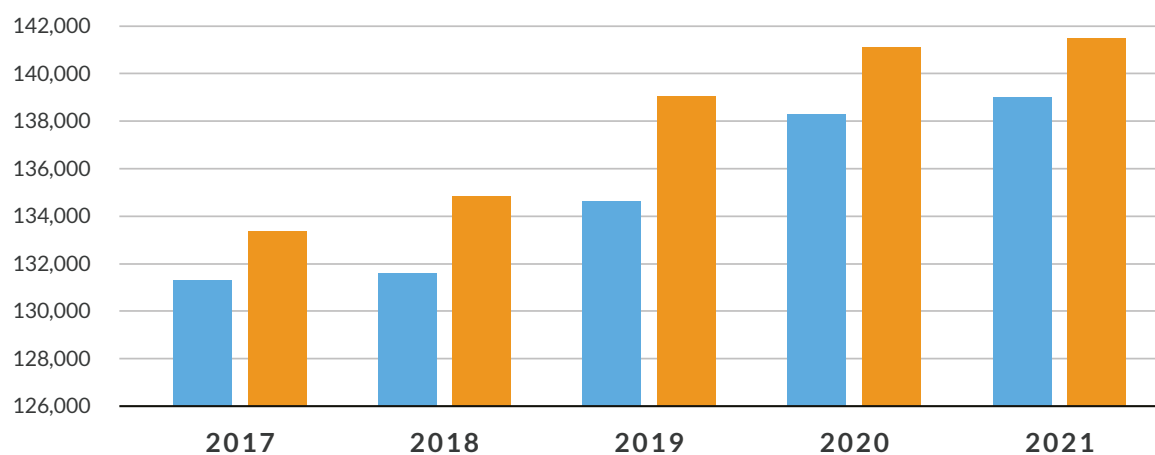
Section 1: Housing (H1 to H6)

H1: Social Housing Stock

H1 (A): Number of dwellings in the ownership of local authorities at the start of year

H1 (E): Number of dwellings in the ownership of local authorities at the end of the year

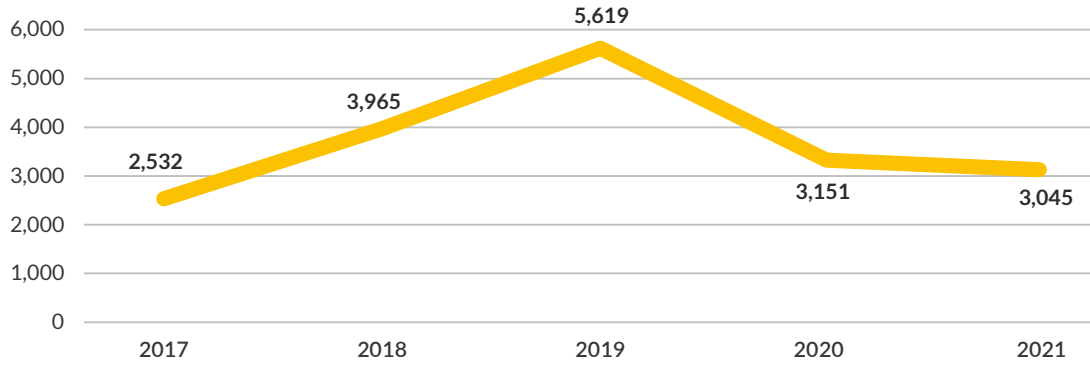
2017	2018	2019	2020	2021
131,375	131,614	134,782	138,405	138,884
133,394	134,880	138,980	141,128	141,483



- H1 (A): Number of dwellings in the ownership of local authorities at the start of the year
- H1 (E): Number of dwellings in the ownership of local authorities at the end of the year

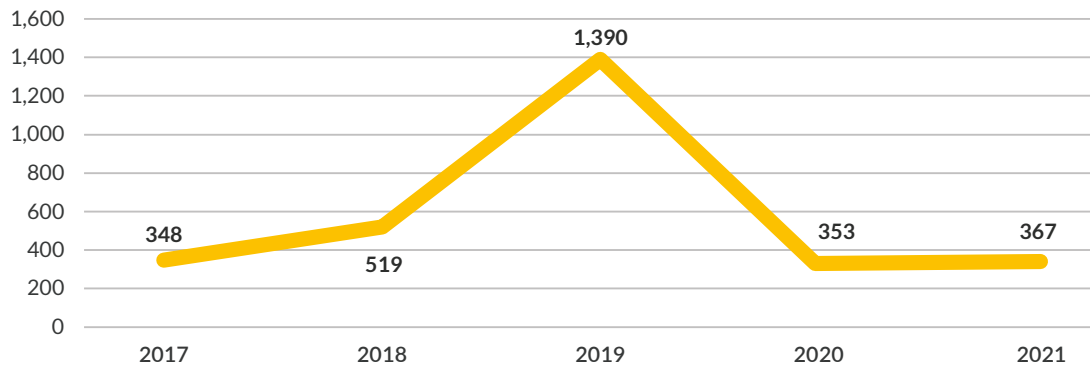
H1 (B): Number of dwellings directly added to local authority owned stock in the year (constructed or acquired)

2017	2018	2019	2020	2021
2,532	3,965	5,619	3,151	3,045



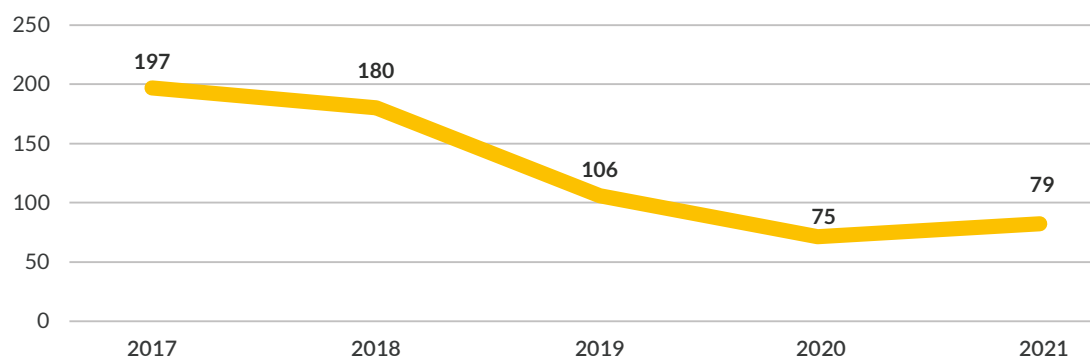
H1 (C): Number of local authority owned dwellings sold in year

2017	2018	2019	2020	2021
348	519	1,390	353	367

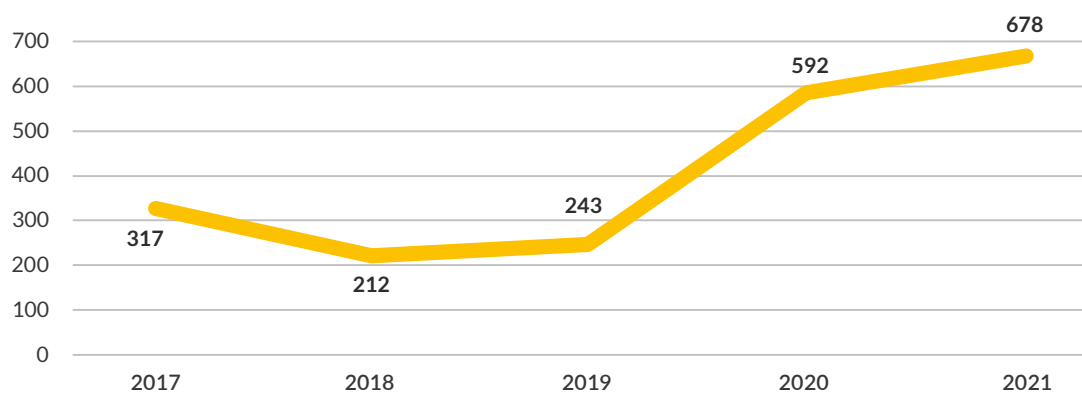


H1 (D): Number of local authority owned dwellings demolished in year

2017	2018	2019	2020	2021
197	180	106	75	79

**H1 (F): Number of local authority owned dwellings planned for demolition under D/HLGH approved scheme at year end**

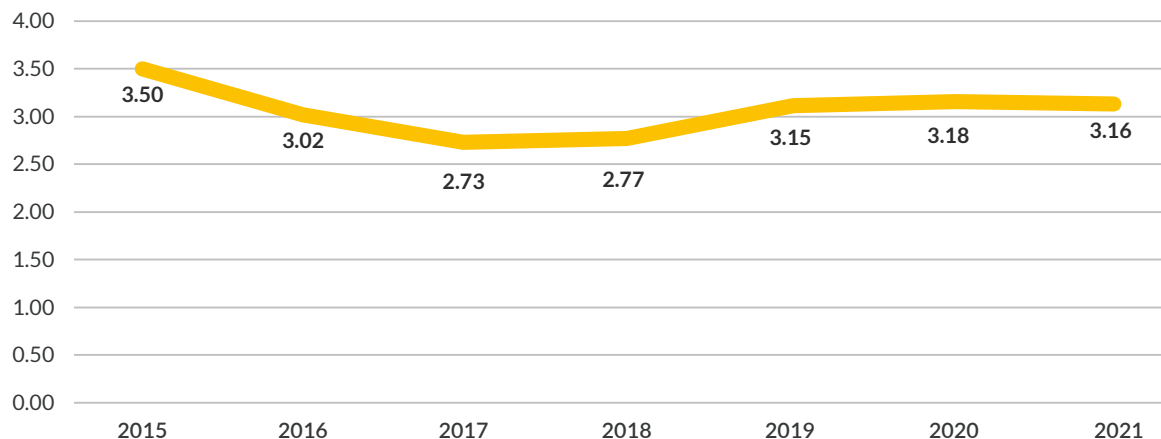
2017	2018	2019	2020	2021
317	212	243	592	678



H2: Housing Vacancies

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

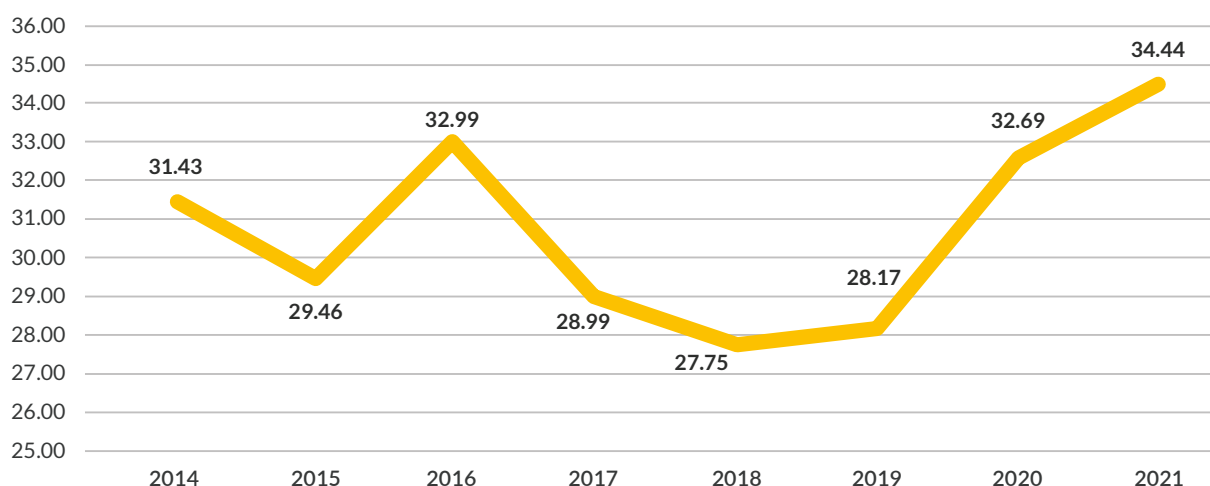
2015	2016	2017	2018	2019	2020	2021
3.50	3.02	2.73	2.77	3.15	3.18	3.16



H3: Average Re-letting time and direct costs

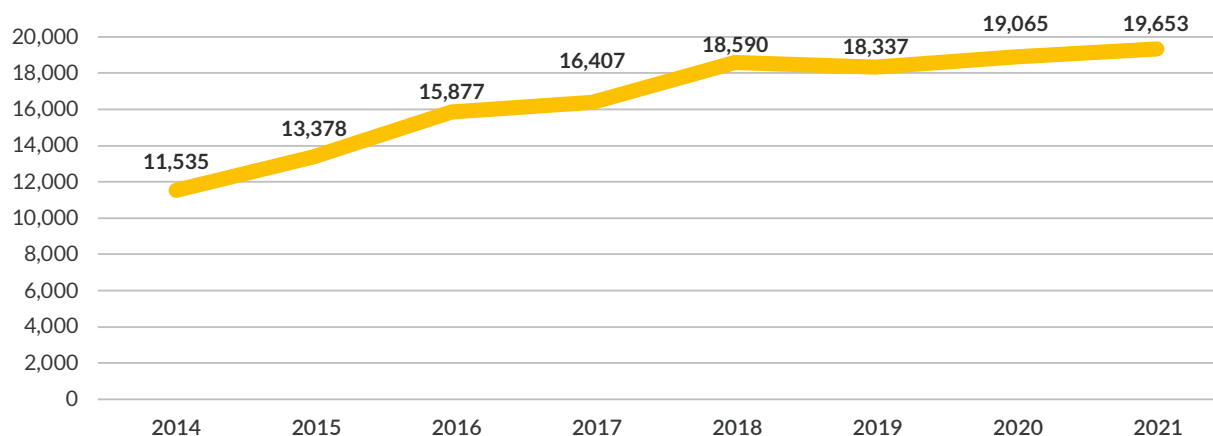
H3 (A): The time taken from the date of vacation of a dwelling to the date in year when the dwelling is re-tenanted, averaged across all dwellings re-let during year (weeks)

2014	2015	2016	2017	2018	2019	2020	2021
31.43	29.46	32.99	28.99	27.75	28.17	32.69	34.44



H3 B: Average Cost Expended on Getting the Re-tenanted Dwellings Ready for re-letting in year (€)

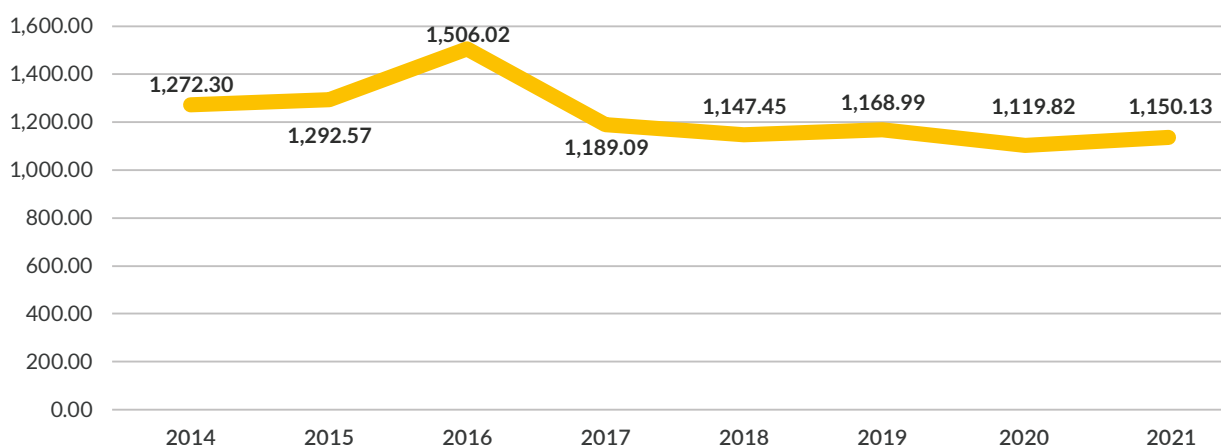
2014	2015	2016	2017	2018	2019	2020	2021
11,535	13,378	15,877	16,407	18,590	18,337	19,065	19,653



H4: Housing Maintenance Direct Costs

H4 (A): Average expenditure during year on the repair and maintenance of housing bought or built by the LA divided by the number of directly provided dwellings in the LA stock at year end

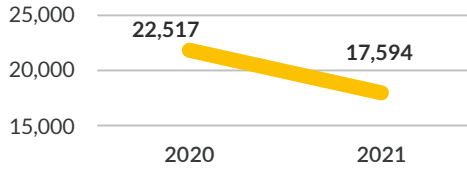
2014	2015	2016	2017	2018	2019	2020	2021
1,272.30	1,292.57	1,506.02	1,189.09	1,147.45	1,168.99	1,119.82	1,150.13



H5: Private Rented Sector Inspections

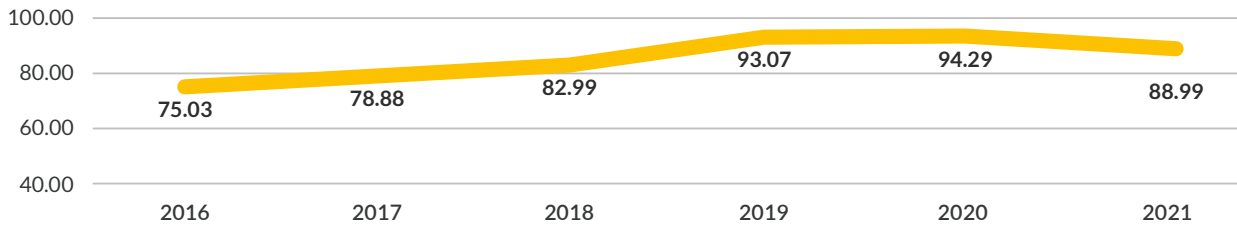
H5 (B): Number of rented dwellings inspected

2020	2021
22,517	17,594



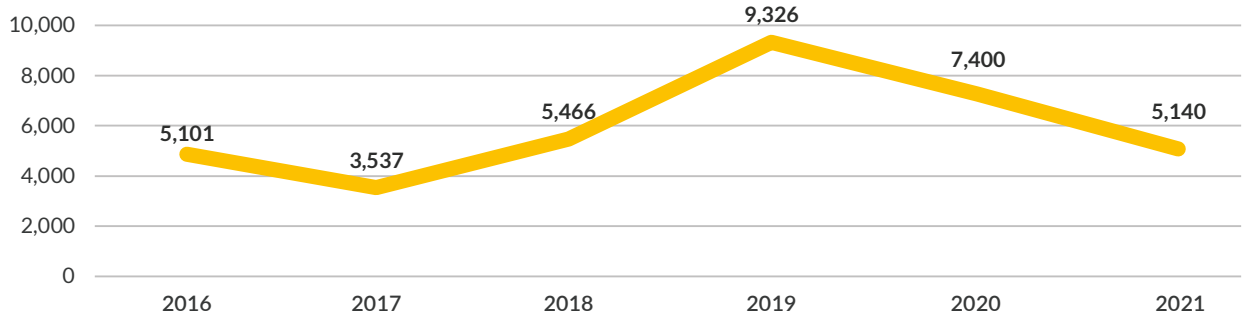
H5 (C): Percentage of inspected dwellings in year that were found not to be compliant with the Standards Regulations

2016	2017	2018	2019	2020	2021
75.03	78.88	82.99	93.07	94.29	88.99



H5 (D): Number of dwellings deemed compliant in year (including those originally deemed non-compliant)

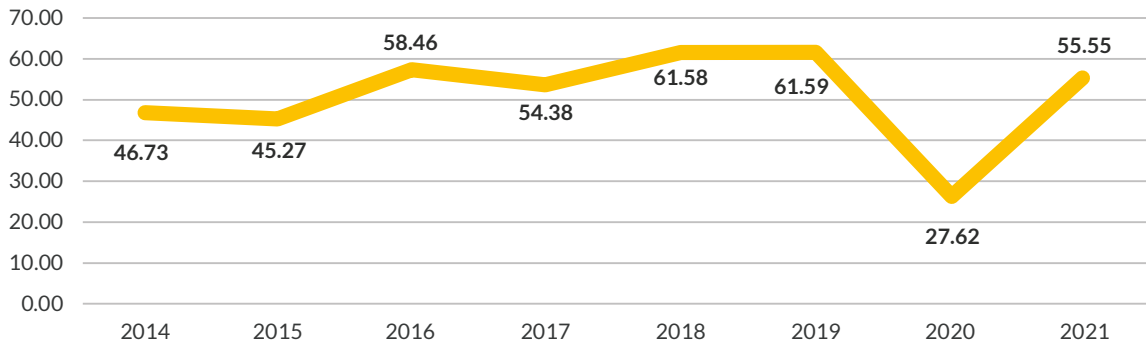
2016	2017	2018	2019	2020	2021
5,101	3,537	5,466	9,326	7,400	5,140



H6: Longterm Homeless Adults

H6 (A): Number of adult individuals in emergency accommodation that are longterm (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

2014	2015	2016	2017	2018	2019	2020	2021
46.73	45.27	58.46	54.38	61.58	61.59	27.62	55.55

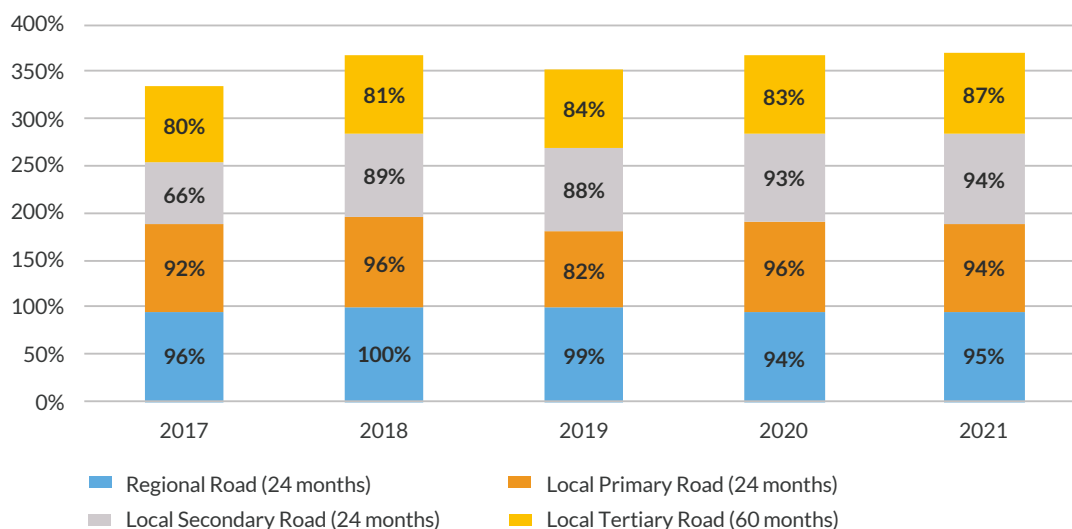


Section 2: Roads (R1 to R3)

R1: Pavement Surface Condition Index (PSCI) Ratings

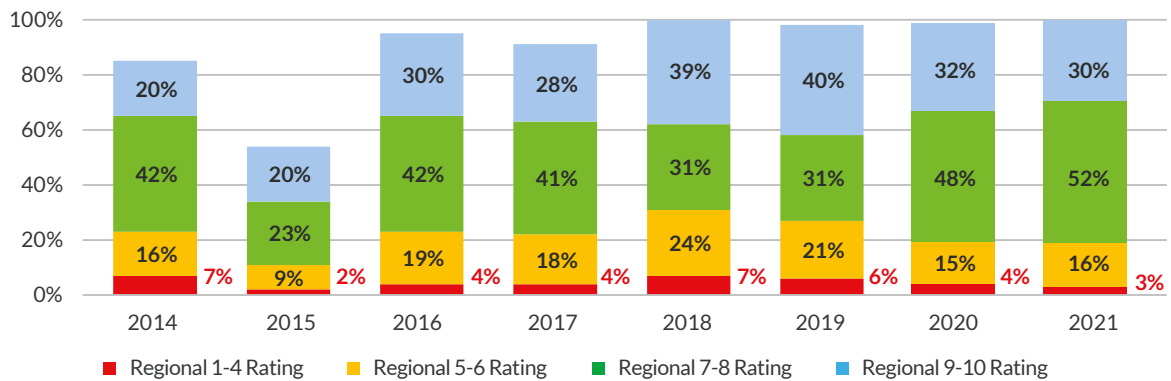
R1 (A): Median % of Regional, Local Primary, Local Secondary and Local Tertiary Road that received a PSCI Rating

Indicator	2017	2018	2019	2020	2021
Regional Road (24 months)	96%	100%	99%	94%	95%
Local Primary Road (24 months)	92%	96%	82%	96%	94%
Local Secondary Road (24 months)	66%	89%	88%	93%	94%
Local Tertiary Road (60 months)	80%	81%	84%	83%	87%



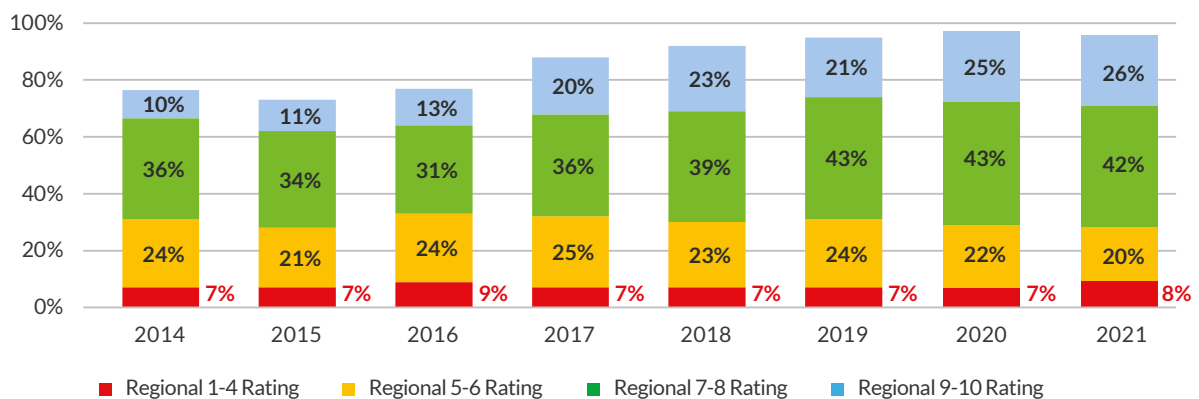
R1 (B): Median % Pavement Surface Condition Index (PSCI) Ratings - A – Regional

	2014	2015	2016	2017	2018	2019	2020	2021
Regional 1-4 Rating	7%	2%	4%	4%	7%	6%	4%	3%
Regional 5-6 Rating	16%	9%	19%	18%	24%	21%	15%	16%
Regional 7-8 Rating	42%	23%	42%	41%	31%	31%	48%	52%
Regional 9-10 Rating	20%	20%	30%	28%	39%	40%	32%	30%



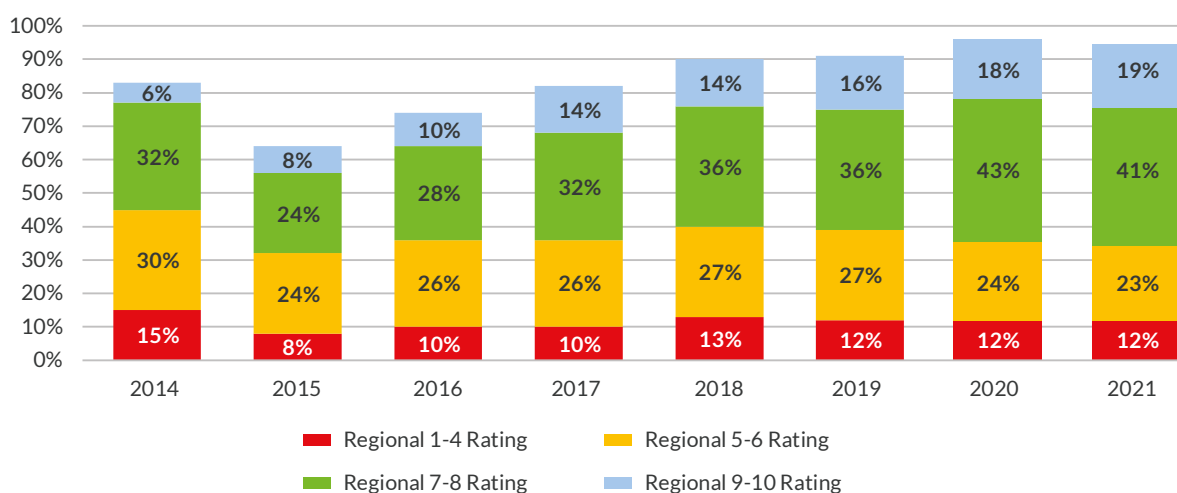
R1 (B): Median % Pavement Surface Condition Index (PSCI) Ratings - B – Local Primary

	2014	2015	2016	2017	2018	2019	2020	2021
Local Primary 1-4 Rating	7%	7%	9%	7%	7%	7%	7%	8%
Local Primary 5-6 Rating	24%	21%	24%	25%	23%	24%	21%	20%
Local Primary 7-8 Rating	36%	34%	31%	36%	39%	43%	43%	42%
Local Primary 9-10 Rating	10%	11%	13%	20%	23%	21%	25%	26%



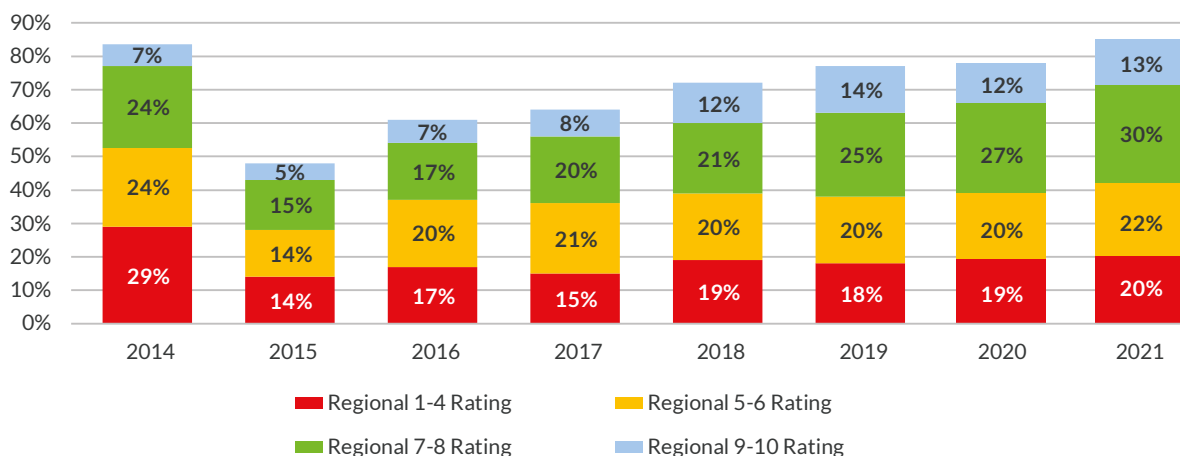
R1 (B): Median % Pavement Surface Condition Index (PSCI) Ratings - C – Local Secondary

	2014	2015	2016	2017	2018	2019	2020	2021
Local Secondary 1-4 Rating	15%	8%	10%	10%	13%	12%	12%	12%
Local Secondary 5-6 Rating	30%	24%	26%	26%	27%	27%	24%	23%
Local Secondary 7-8 Rating	32%	24%	28%	32%	36%	36%	43%	41%
Local Secondary 9-10 Rating	6%	8%	10%	14%	14%	16%	18%	19%



R1 (B): Median % Pavement Surface Condition Index (PSCI) Ratings - D – Local Tertiary

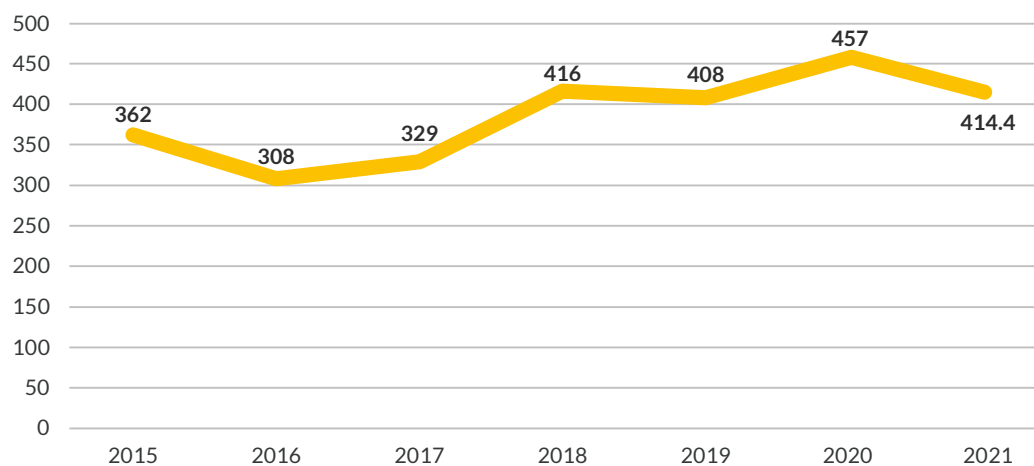
	2014	2015	2016	2017	2018	2019	2020	2021
Local Tertiary 1-4 Rating	29%	14%	17%	15%	19%	18%	19%	20%
Local Tertiary 5-6 Rating	24%	14%	20%	21%	20%	20%	20%	22%
Local Tertiary 7-8 Rating	24%	15%	17%	20%	21%	25%	27%	30%
Local Tertiary 9-10 Rating	7%	5%	7%	8%	12%	14%	12%	13%



R2: Road Works

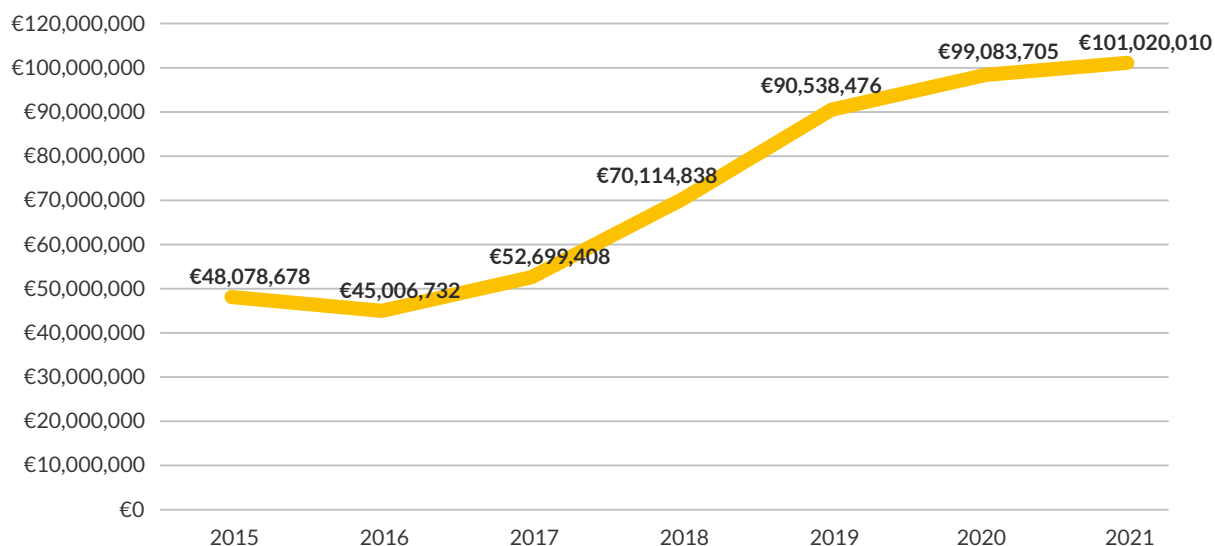
R2 A: Kilometres of regional road strengthened

2015	2016	2017	2018	2019	2020	2021
362	308	329	416	408	457	414.4



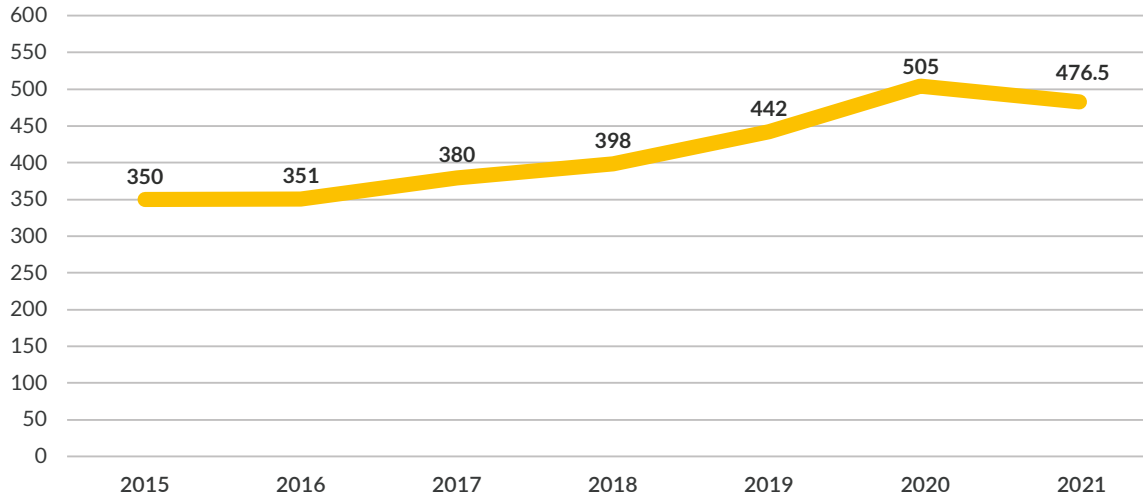
R2 (A) b: The amount expended on regional road strengthening work in year (€)

2015	2016	2017	2018	2019	2020	2021
€48,078,678	€45,006,732	€52,699,408	€70,114,838	€90,538,476	€99,083,705	€101,020,010



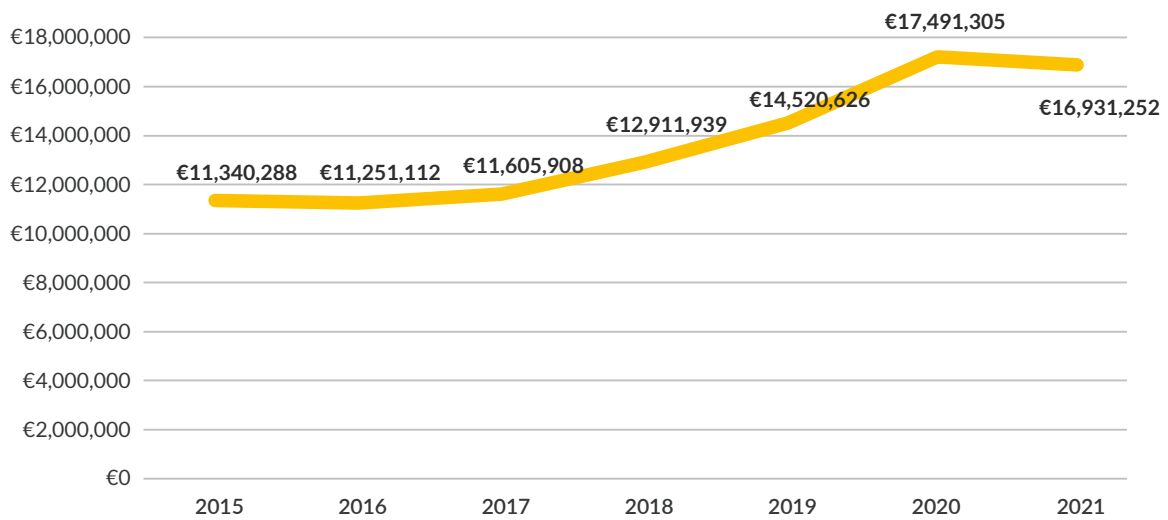
R2 (B): Kilometres of regional road resealed

2015	2016	2017	2018	2019	2020	2021
350	351	380	398	442	505	476.5



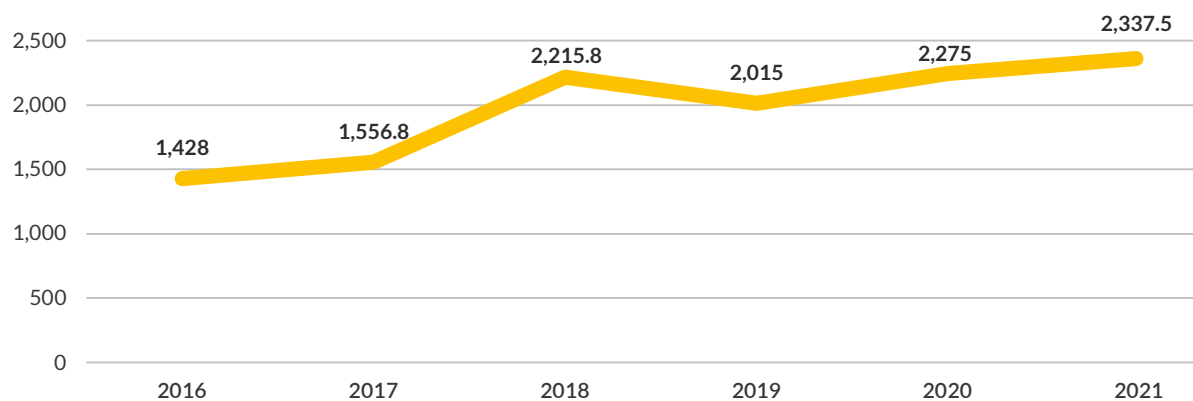
R2 (B): Amount expended on regional road resealing (€)

2015	2016	2017	2018	2019	2020	2021
€11,340,288	€11,251,112	€11,605,908	€12,911,939	€14,520,626	€17,491,305	€16,931,252

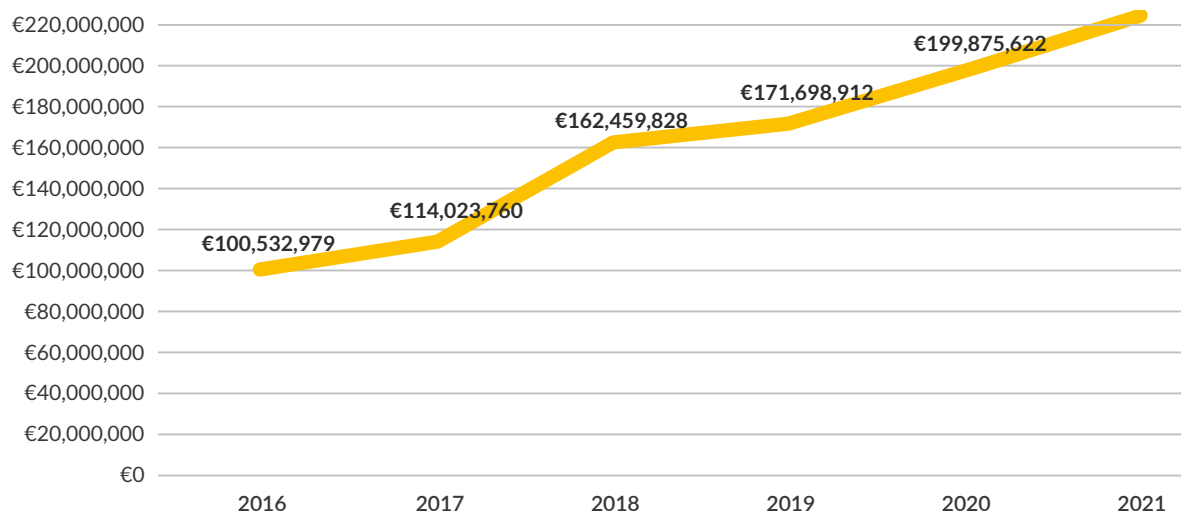


R2 (C): Kilometres of local road (i.e. total of primary, secondary and tertiary) strengthened

2016	2017	2018	2019	2020	2021
1,428.0	1,556.8	2,215.8	2,015.0	2,275.0	2,337.5

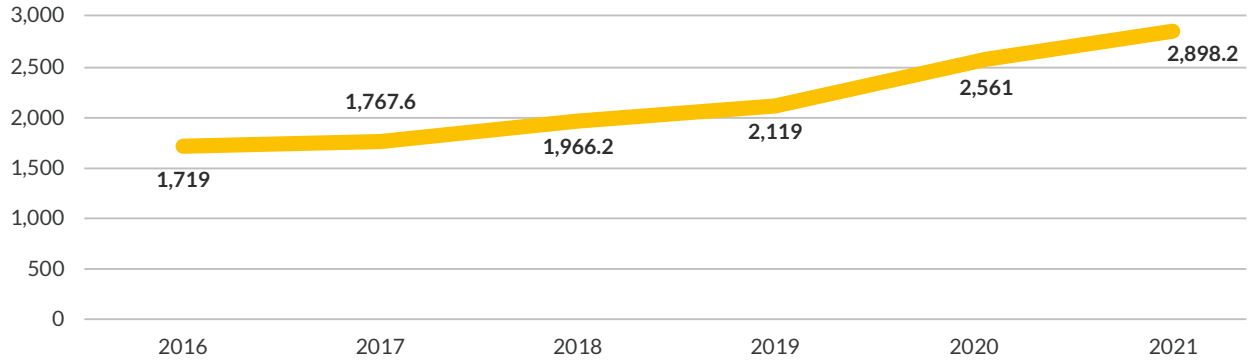
**R2 (C): Amount expended on local road (i.e. total of primary, secondary and tertiary) strengthening (€)**

2016	2017	2018	2019	2020	2021
€100,532,979	€114,023,760	€162,459,828	€171,698,912	€199,875,622	€221,736,962



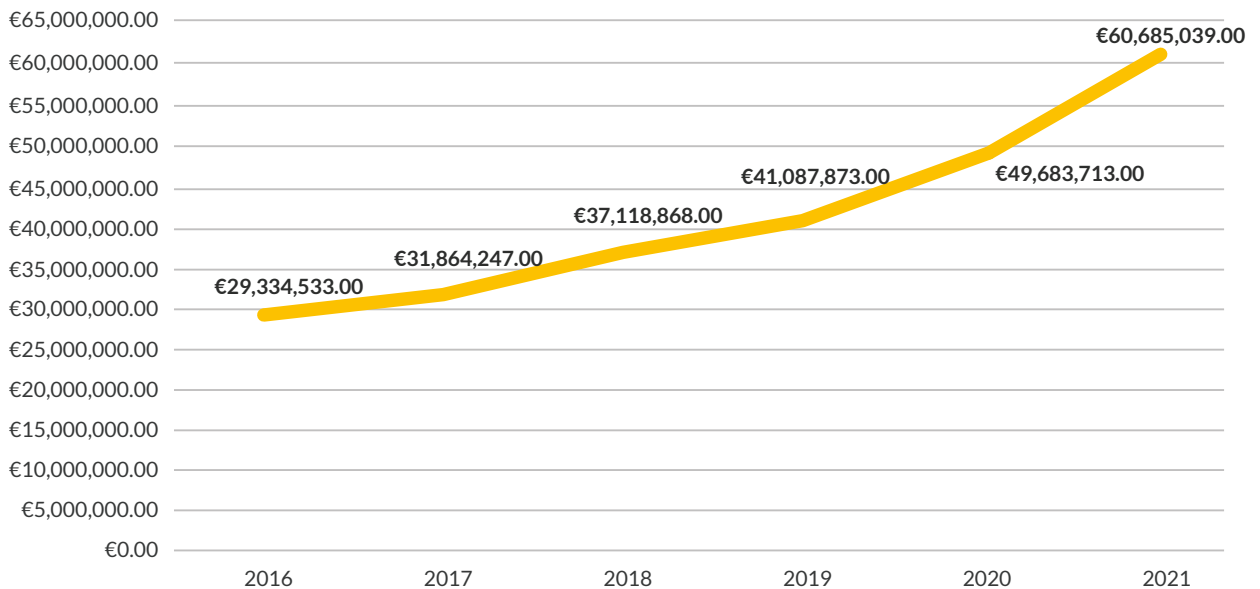
R2 (D): Kilometres of local road resealed

2016	2017	2018	2019	2020	2021
1,719.0	1,767.6	1,966.2	2,119.0	2,561.0	2,898.2



R2 (D): Amount expended on local road resealing (€)

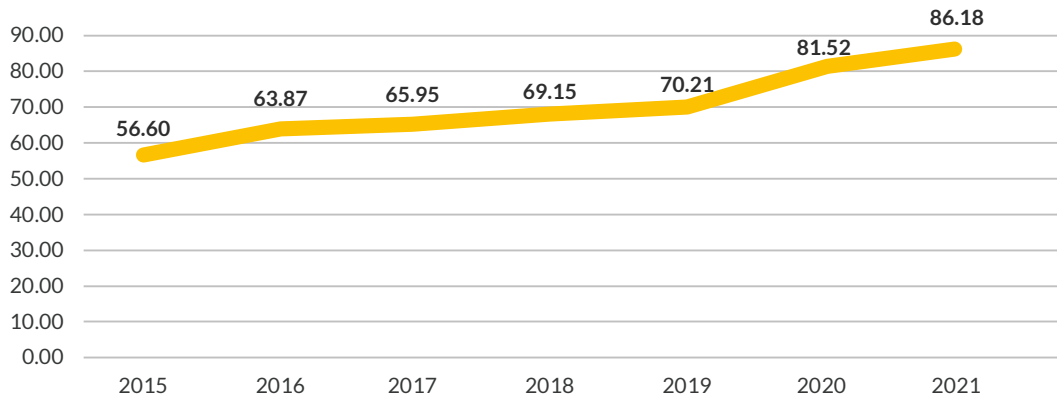
2016	2017	2018	2019	2020	2021
€29,334,533	€31,864,247	€37,118,868	€41,087,873	€49,683,713	€60,685,039



R3: Motor Tax Transactions Conducted Online

R3 (A): % of motor tax transactions which were dealt with online (i.e. transaction is processed and the tax disc is issued)

	2015	2016	2017	2018	2019	2020	2021
R3a. The percentage of motor tax transactions which were dealt with online in year	56.6	63.87	65.95	69.15	70.21	81.52	86.18



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 and W2)

Trend analysis for the Water section is not available for 2021 as W1 was not submitted by the EPA and W2 only has two years of data.

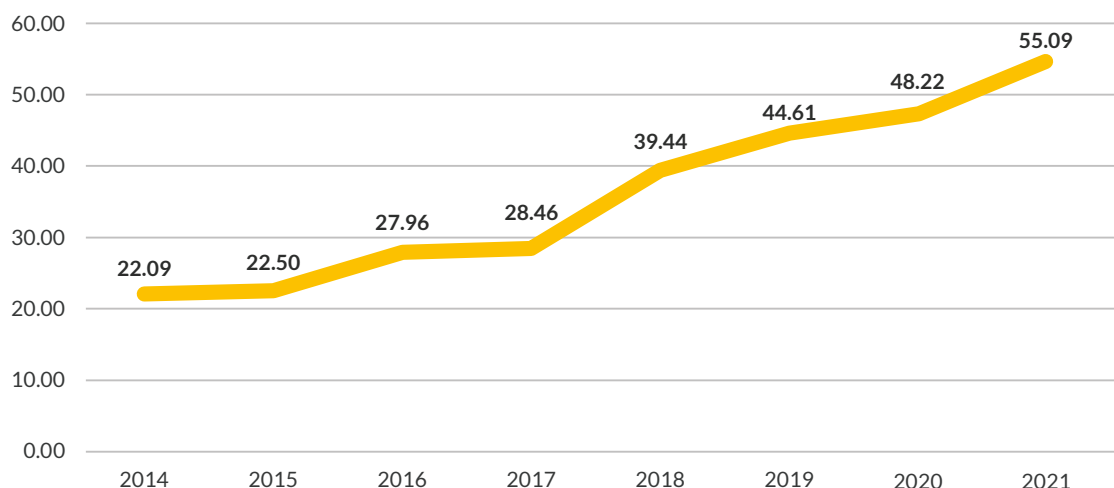
Section 4: Waste / Environment (E1 to E5)

E1: Number / Percentage Households with access to a 3-bin service.

E1 (A): The number of households, based on the Census, who are situated in an area covered by a licensed operator providing a 3-bin service at year end

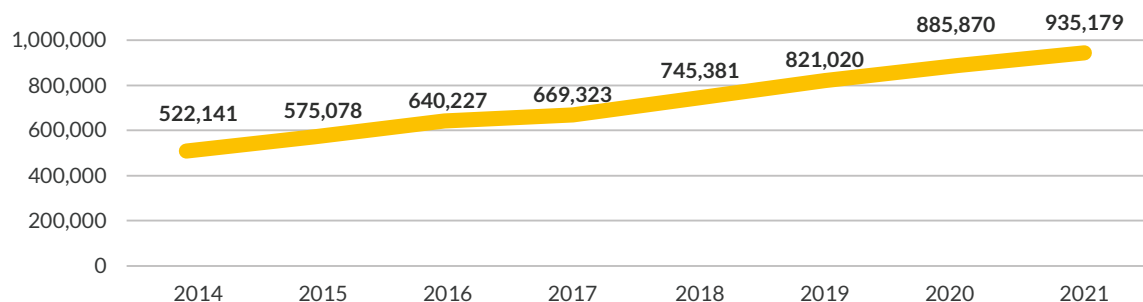
To allow trend analysis, NOAC, while having changed the Guidelines to reflect households in agglomerations over 500, will display the data here as per the census 2016: E1 % of households within the local authority, which are situated in an area covered by a licensed operator providing a 3 bin service.

2014	2015	2016	2017	2018	2019	2020	2021
22.09	22.50	27.96	28.46	39.44	44.61	48.22	55.09



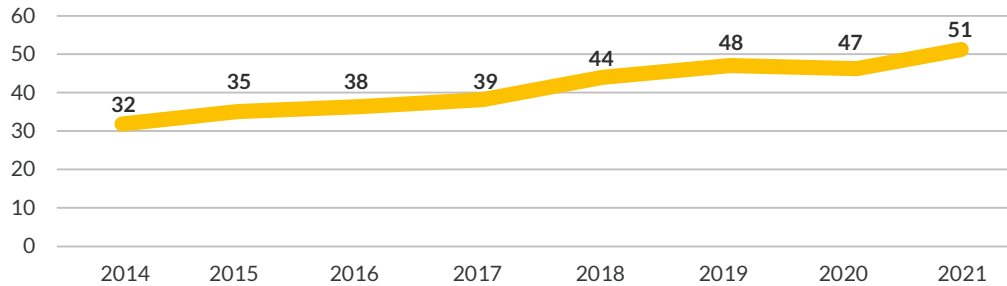
E1 (A): Number of households, which are situated in an area covered by a licensed operator providing a 3 bin service

2014	2015	2016	2017	2018	2019	2020	2021
522,141	575,078	640,227	669,323	745,381	821,020	885,870	935,179



E1 (B): Average Percentage of households, situated in an area covered by a licensed operator providing a 3-bin service at year-end

2014	2015	2016	2017	2018	2019	2020	2021
32	35	38	39	44	48	47	51



E1 (B): Percentage of households within the local authority that the number at A represents (based on agglomerations > 500)

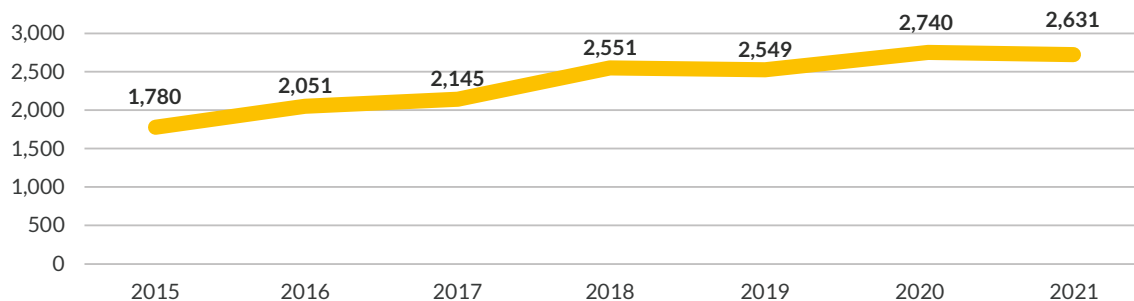
2020	2021
89.73	89.36



E2: % Environmental pollution complaints closed

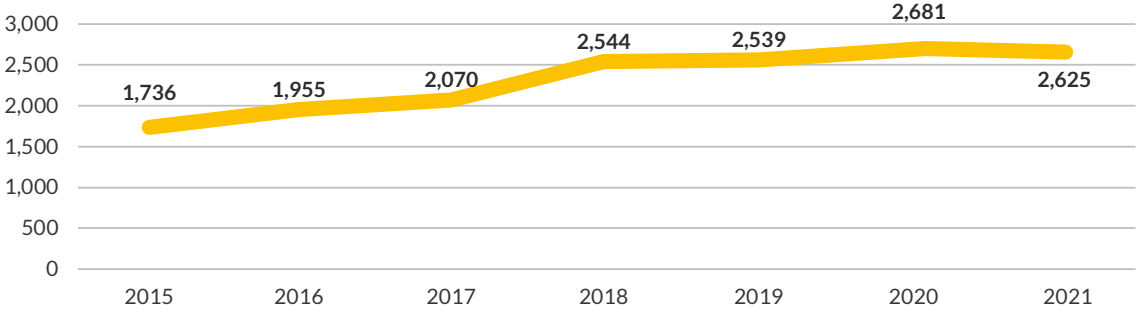
The average number of pollution cases in respect of which a complaint was made

2015	2016	2017	2018	2019	2020	2021
1,780	2,051	2,145	2,551	2,549	2,740	2,631



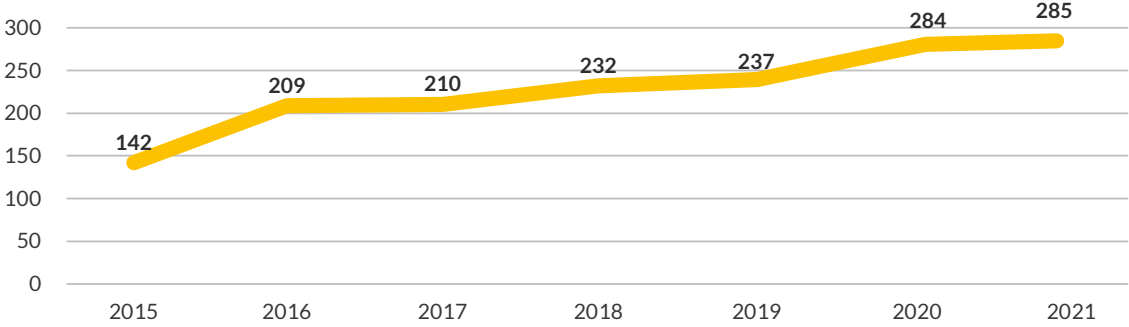
E2 (A): The number of pollution cases closed during the year

2015	2016	2017	2018	2019	2020	2021
1,736	1,955	2,070	2,544	2,539	2,681	2,625



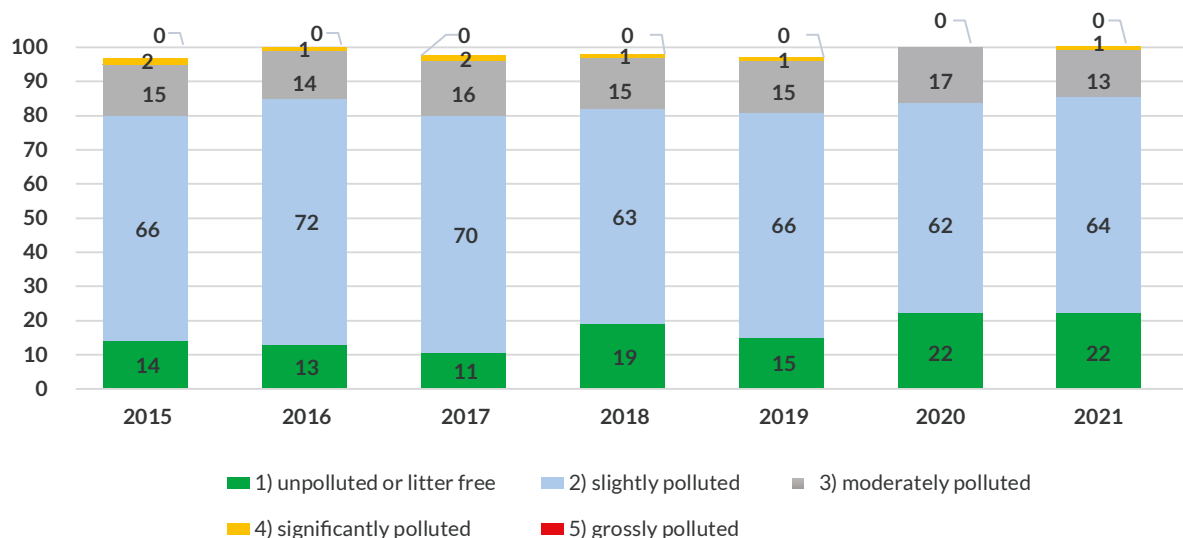
E2 (B): The average no. of cases on hands at end of year

2015	2016	2017	2018	2019	2020	2021
142	209	210	232	237	284	285



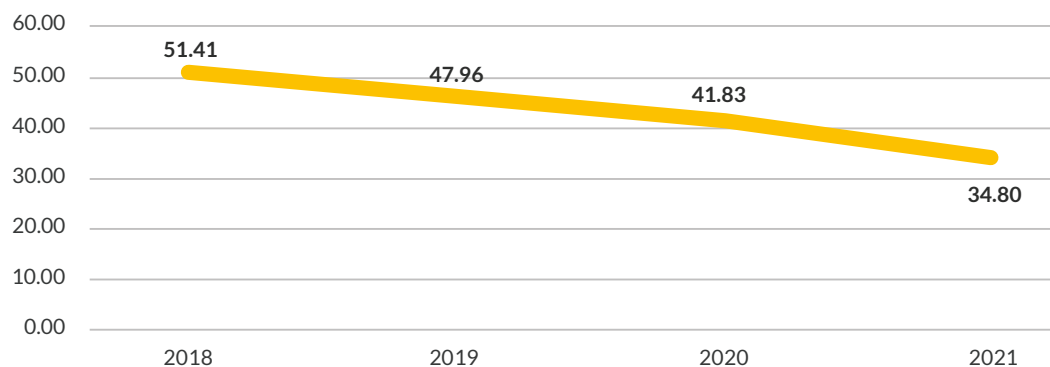
E3: % LA Area Within the 5 Levels of Litter Pollution

E3 (A): The median percentage of the area within local authorities that when surveyed in year was at a certain level of pollution	2015	2016	2017	2018	2019	2020	2021
1) unpolluted or litter free	14	13	11	19	15	22	22
2) slightly polluted,	66	72	70	63	66	62	64
3) moderately polluted	15	14	16	15	15	17	13
4) significantly polluted	2	1	2	1	1	1	1
5) grossly polluted	0	0	0	0	0	0	0



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

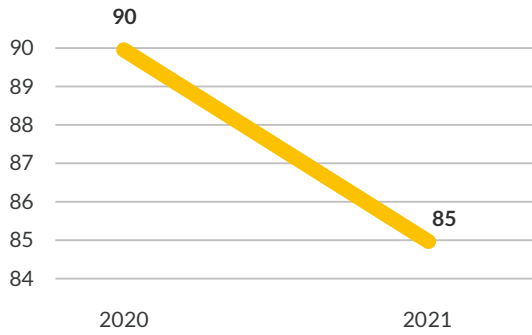
2018	2019	2020	2021
51.41	47.96	41.83	34.80



E6: Public Lighting

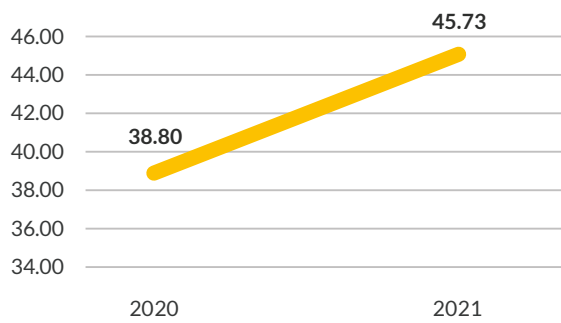
R6 (B): Average billable wattage of the public lighting system

2020	2021
90	85



R6 (B): Percentage of the total system that that LED lights represent

2020	2021
38.80	45.73

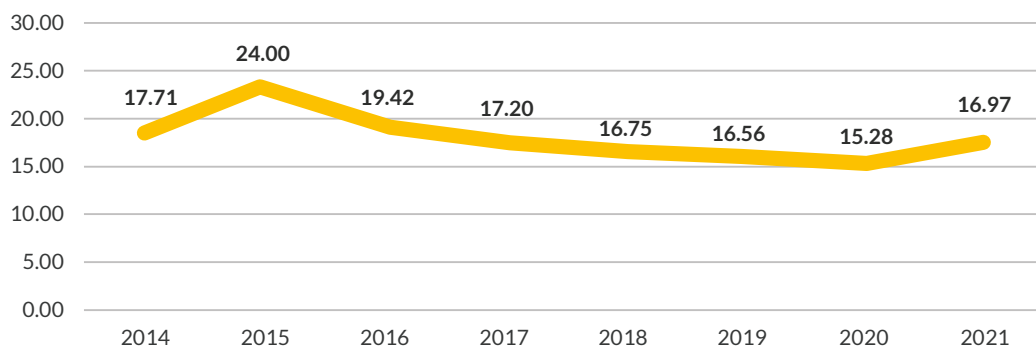


Section 5: Planning (P1 to P5)

P1: New Buildings Inspected

P1 (A): Buildings inspected as a percentage of new buildings notified to the local authority in the year

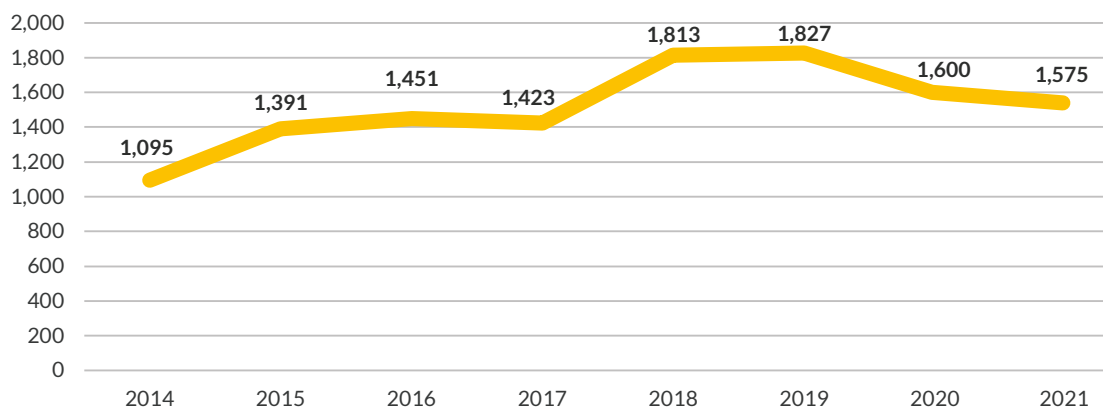
2014	2015	2016	2017	2018	2019	2020	2021
17.71	24.00	19.42	17.20	16.75	16.56	15.28	16.97



P2: Number / Percentage decisions confirmed by An Bord Pleanála

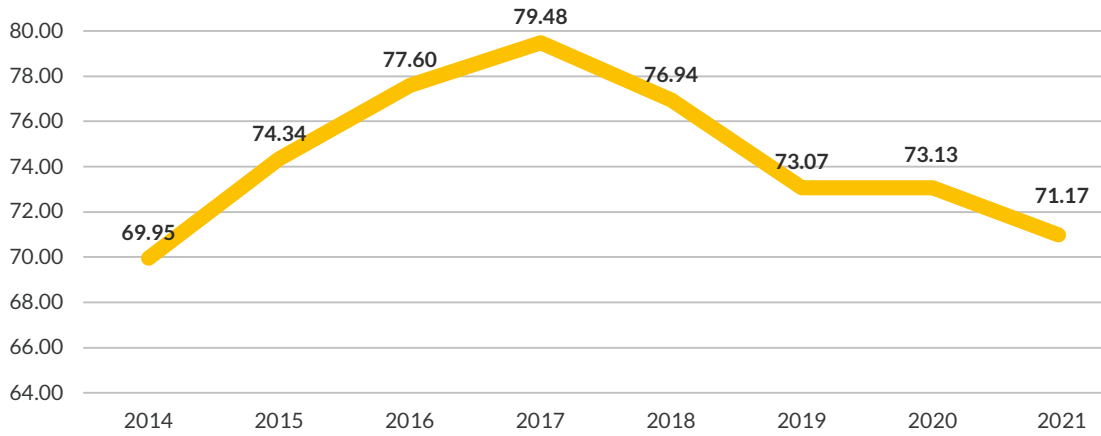
P2 (A): Number of local authority planning decisions which were the subject of an appeal to An Bord Pleanála that were determined by the Board on any date in the year

2014	2015	2016	2017	2018	2019	2020	2021
1,095	1,391	1,451	1,423	1,813	1,827	1,600	1,575



P2 (B): Percentage of the determinations at A which confirmed (either with or without variation of the plan) the decision made by the local authority

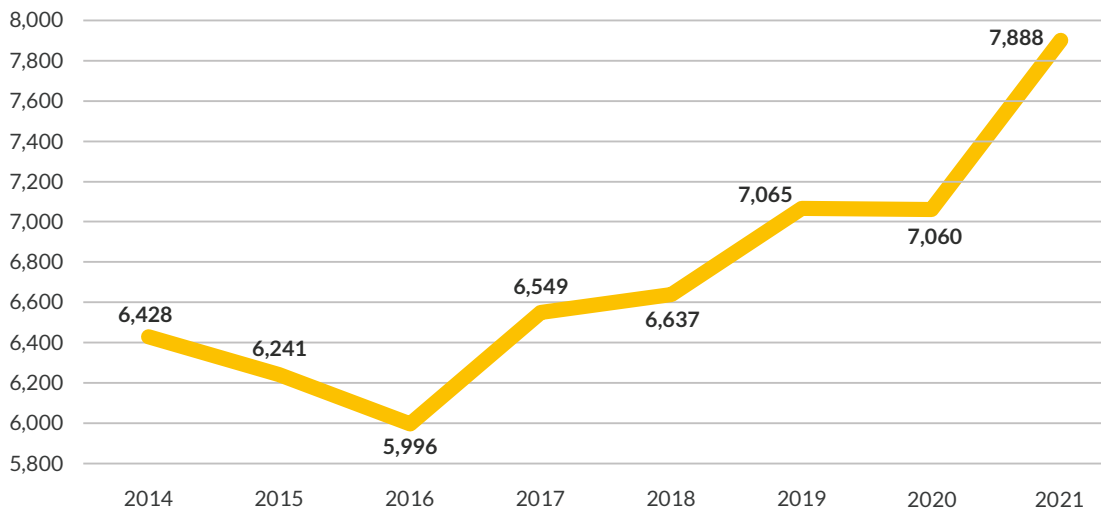
2014	2015	2016	2017	2018	2019	2020	2021
69.95	74.34	77.60	79.48	76.94	73.07	73.13	71.17



P3: Percentage (%) of Planning Enforcement Cases Closed as Resolved

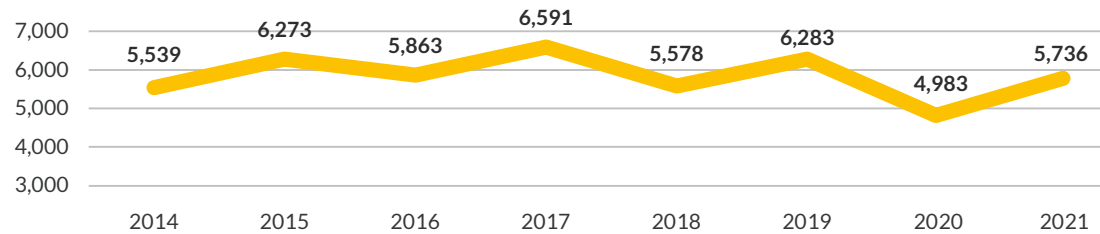
P3 (A): Total number of planning cases referred to or initiated by the local authority that were investigated

2014	2015	2016	2017	2018	2019	2020	2021
6,428	6,241	5,996	6,549	6,637	7,065	7,060	7,888



P3 (B): Total number of planning cases referred to or initiated by the local authority that were closed in the year

2014	2015	2016	2017	2018	2019	2020	2021
5,539	6,273	5,863	6,591	5,578	6,283	4,983	5,736



P3 (C): Percentage of cases that were dismissed as trivial, minor or without foundation or were closed because statute barred or an exempted development

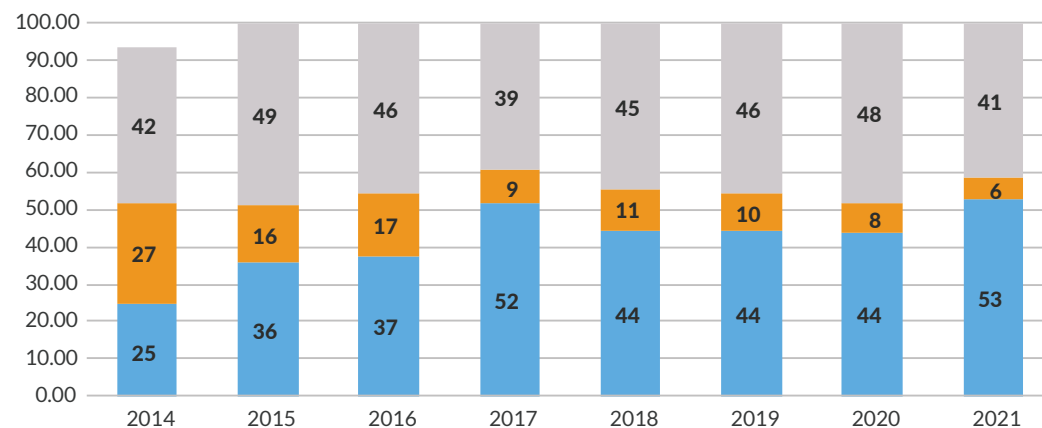
2014	2015	2016	2017	2018	2019	2020	2021
24.59	35.58	37.37	51.60	44.42	44.39	43.71	52.55

P3 (D): Percentage of cases closed and resolved to the LA's satisfaction through negotiations during the year

2014	2015	2016	2017	2018	2019	2020	2021
27.28	15.70	16.82	8.94	10.90	9.69	7.89	6.01

P3 (E): Percentage of the cases closed that were closed due to enforcement proceedings in year

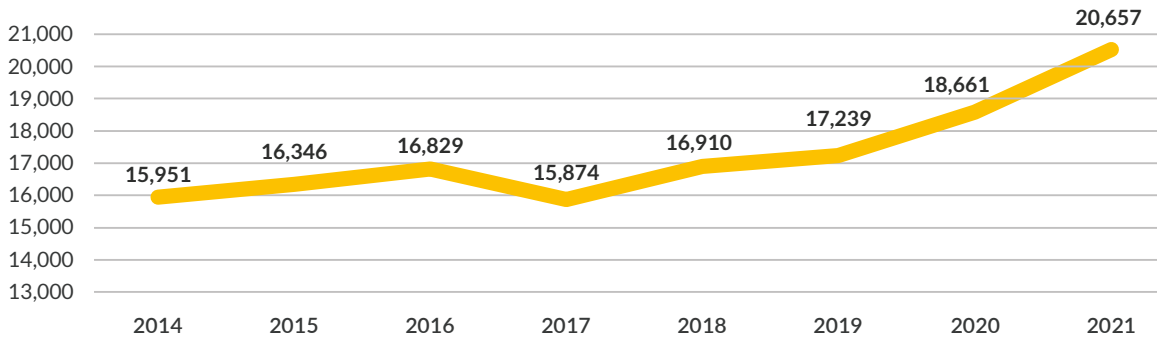
2014	2015	2016	2017	2018	2019	2020	2021
41.79	48.72	45.81	39.46	44.68	45.92	48.40	41.44



- P3 (E): Percentage of the cases closed that were closed due to enforcement proceedings in year
- P3 (D): Percentage of cases closed and resolved to the LA's satisfaction through negotiations during the year
- P3 (C): Percentage of cases that were dismissed as trivial, minor or without foundation or were closed because statute barred or an exempted development

P3 (F): Total number of planning cases being investigated at year end

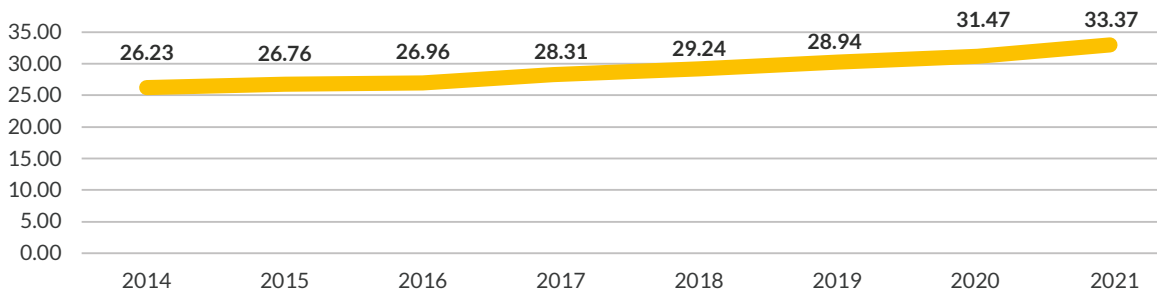
2014	2015	2016	2017	2018	2019	2020	2021
15,951	16,346	16,829	15,874	16,910	17,239	18,661	20,657



P4: Cost Per Capita of Planning Service

P4 (A): The 2020 Annual Financial Statement (AFS) Programme D data divided by the population of the LA area per 2016 Census (€)

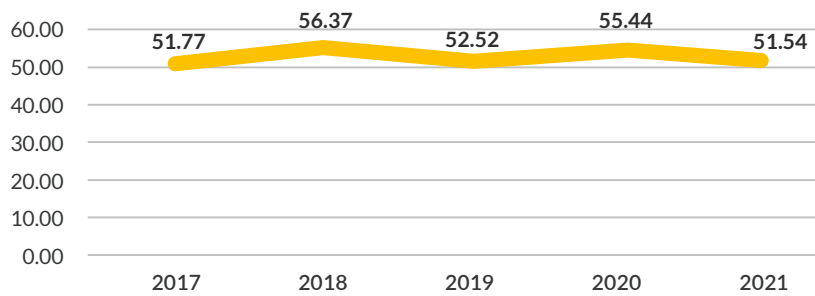
2014	2015	2016	2017	2018	2019	2020	2021
26.23	26.76	26.96	28.31	29.24	30.27	31.47	33.37



P5: Applications for Fire Safety Certificates

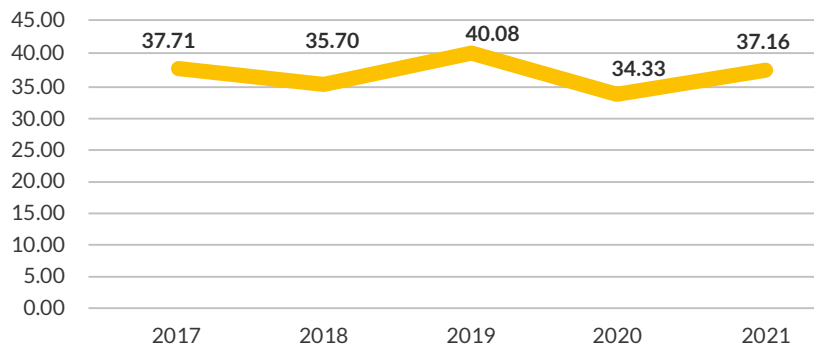
P5 (A): % of applications for fire safety certificates received that were decided (granted or refused) within two months of their receipt

2017	2018	2019	2020	2021
51.77	56.37	52.52	55.44	51.54



P5 (B): % of applications for fire safety certificates received that were decided (granted or refused) within an extended period agreed with the applicant

2017	2018	2019	2020	2021
37.71	35.70	40.08	34.33	37.16

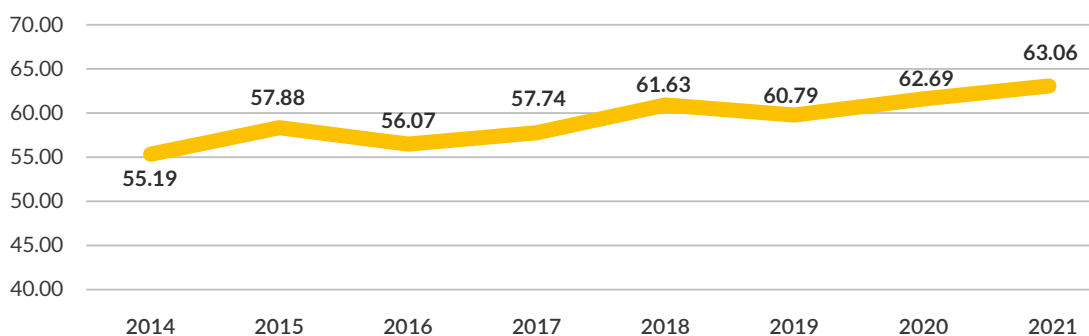


Section 6: Fire (F1 to F3)

F1: Cost per Capita of the Fire Service (Full & Part-Time Station)

F1 (A): Annual Financial Statement (AFS) Programme E expenditure data 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 (€)

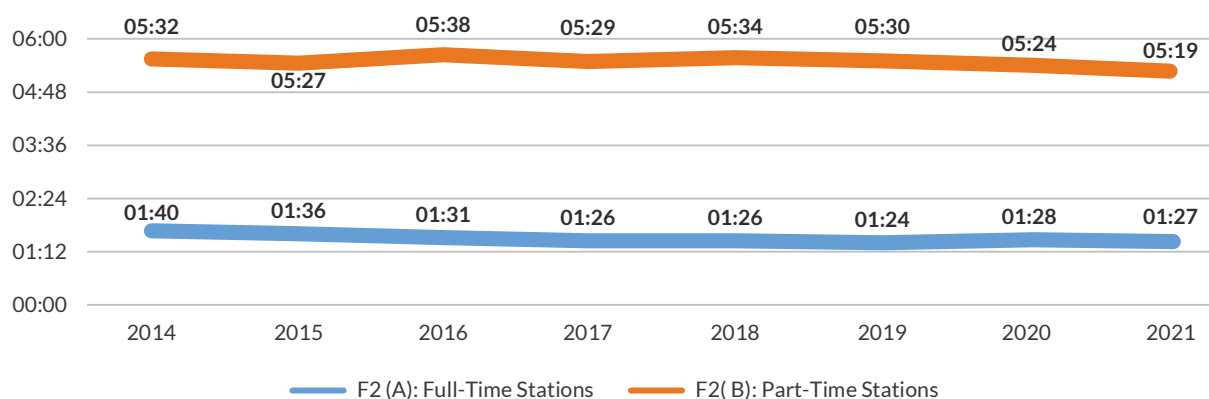
2014	2015	2016	2017	2018	2019	2020	2021
55.19	57.88	56.07	57.74	61.63	60.79	62.69	63.06



F2: Service Mobilisation

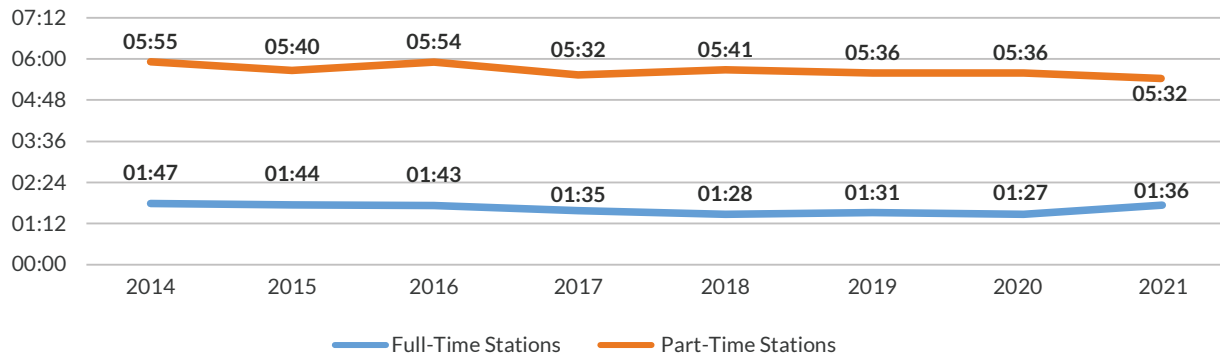
F2 (A and B): Average time taken, in minutes, to mobilise fire brigades in respect of fire

	2014	2015	2016	2017	2018	2019	2020	2021
F2 (A): Full-Time Stations	01:40	01:36	01:31	01:26	01:26	01:24	01:28	01:27
F2 (B): Part-Time Stations	05:32	05:27	05:38	05:34	05:30	05:38	05:24	05:19



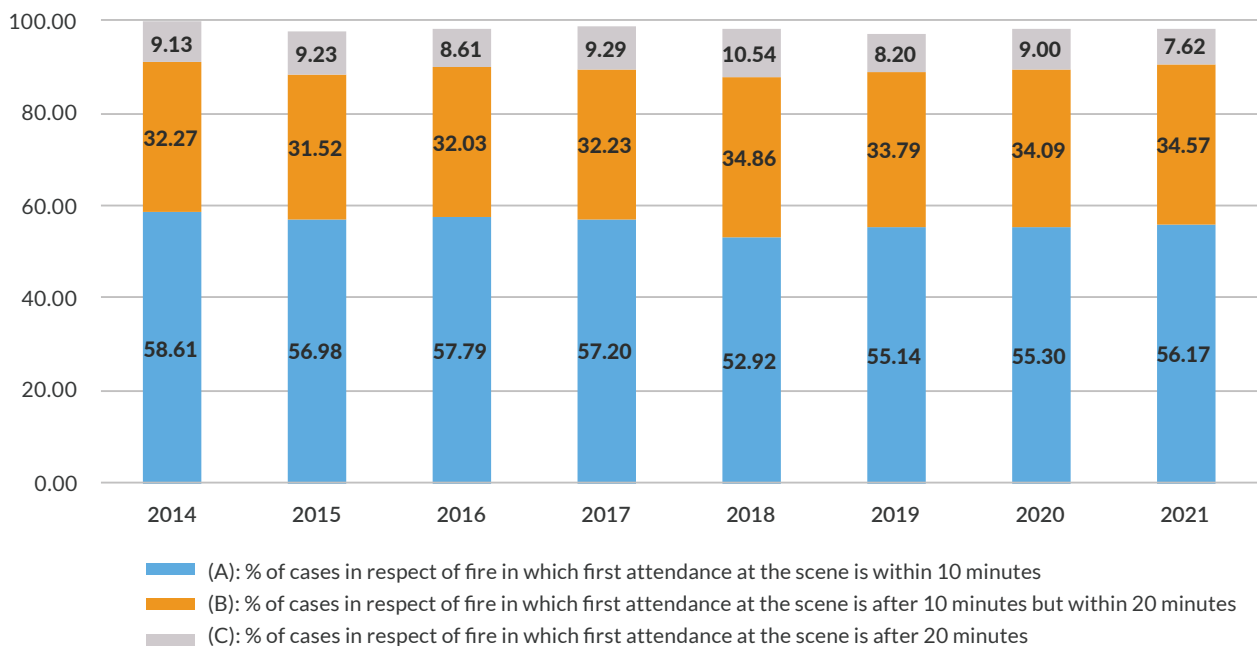
F2 (C) and F2 (D): Average time taken, in minutes, to mobilise fire brigades in respect of all other (non-fire) emergency incidents

	2014	2015	2016	2017	2018	2019	2020	2021
F2 C: Full-Time Stations	01:47	01:44	01:43	01:35	01:28	01:31	01:27	01:36
F2 D: Part-Time Stations	05:55	05:40	05:54	05:32	05:41	05:36	05:36	05:32

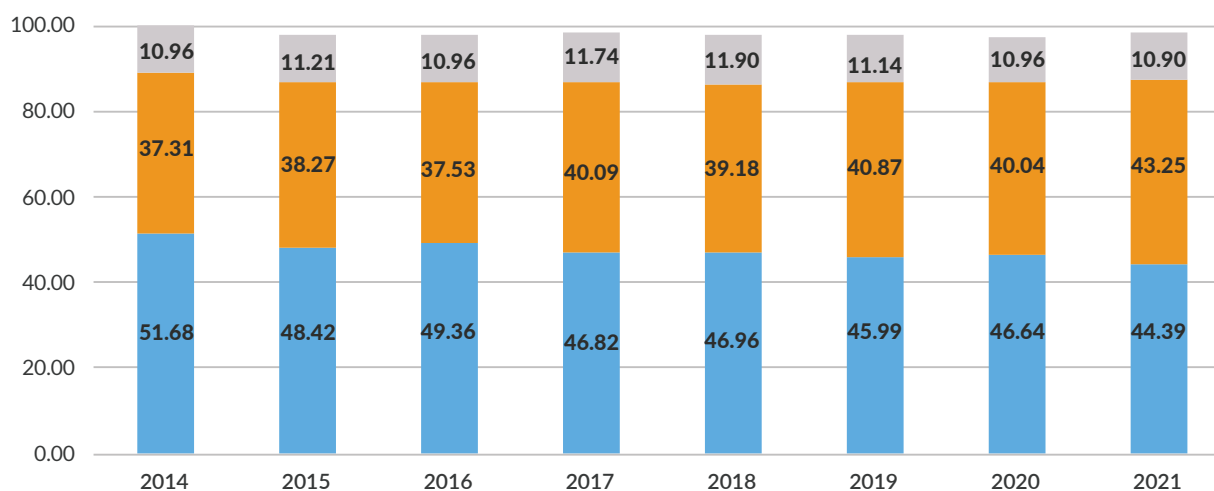


F3: % Attendance Times at Scenes

	2014	2015	2016	2017	2018	2019	2020	2021
(A): % of cases in respect of fire in which first attendance at the scene is within 10 minutes	58.61	56.98	57.79	57.20	52.92	55.14	55.30	56.17
(B): % of cases in respect of fire in which first attendance at the scene is after 10 minutes but within 20 minutes	32.27	31.52	32.03	32.23	34.86	33.79	34.09	34.57
(C): % of cases in respect of fire in which first attendance at the scene is after 20 minutes	9.13	9.23	8.61	9.29	10.54	8.20	9.00	7.62



	2014	2015	2016	2017	2018	2019	2020	2021
(D): % of cases in respect of all other emergency incidents in which first attendance at the scene is within 10 minutes	51.68	48.42	49.36	46.82	46.96	45.99	46.64	44.39
(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	37.31	38.27	37.53	40.09	39.18	40.87	40.04	43.25
(F): % of cases in respect of all other emergency incidents in which first attendance at the scene is after 20 minutes	10.96	11.21	10.96	11.74	11.90	11.14	10.96	10.90



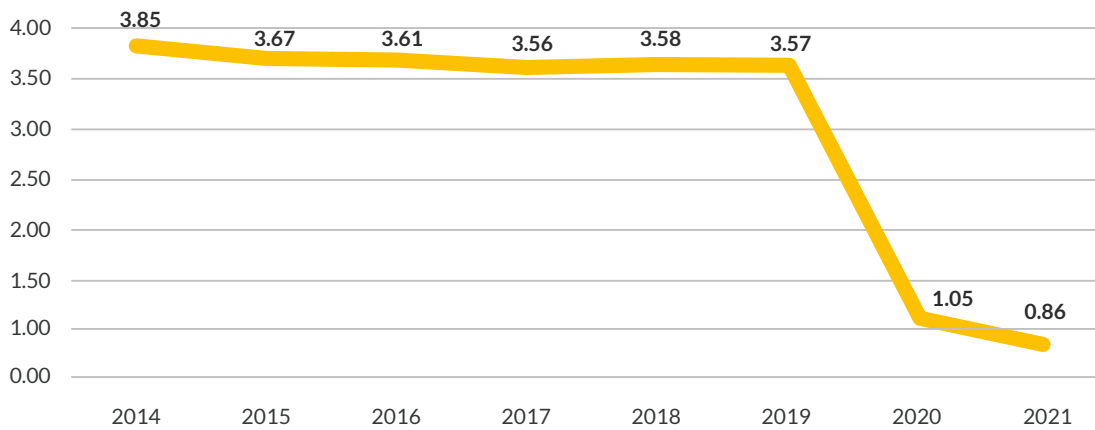
- (D): % of cases in respect of all other emergency incidents in which first attendance at the scene is within 10 minutes
- (E): % of cases in respect of all other emergency incidents in which first attendance at the scene is after 10 minutes but within 20 minutes
- (F): % of cases in respect of all other emergency incidents in which first attendance at the scene is after 20 minutes

Section 7: Library / Recreation Services (L1 and L2)

L1: Library Visits, Issues and Registered Members

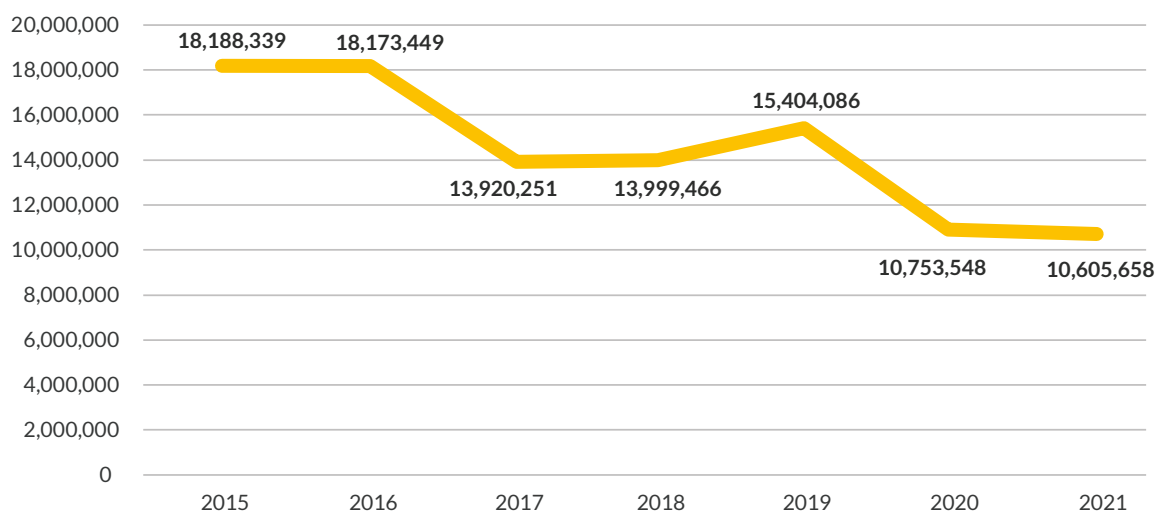
L1 (A): Number of library visits per head of population for the LA area per the 2016 census

2014	2015	2016	2017	2018	2019	2020	2021
3.85	3.67	3.61	3.56	3.58	3.57	1.05	0.86



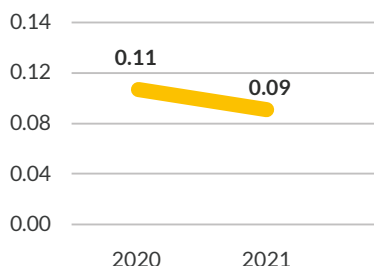
L1 (B): Number of items issued to library borrowers in the year

2015	2016	2017	2018	2019	2020	2021
18,188,339	18,173,449	13,920,251	13,999,466	15,404,086	10,753,548	10,605,658



L1 (C): Library active members per head of population

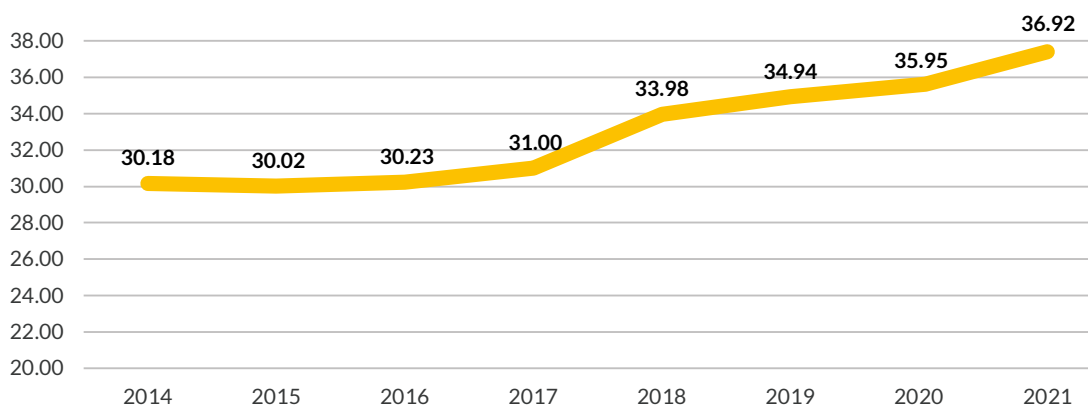
2020	2021
0.11	0.09



L2: Cost of Operating a Library Service

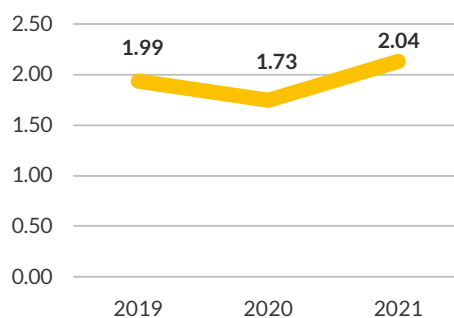
L2 (A): The Annual Financial Statement (AFS) Programme F data divided by the population of the local authority area per the 2016 Census

2014	2015	2016	2017	2018	2019	2020	2021
30.18	30.02	30.23	31.00	33.98	34.94	35.95	36.92



L2 (B): Annual per capita expenditure on collections

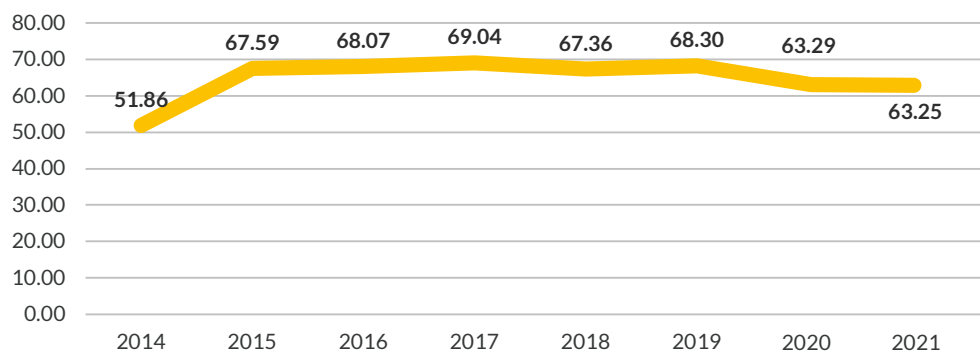
2019	2020	2021
1.99	1.73	2.04



Section 8: Youth / Community (Y1 and Y2)

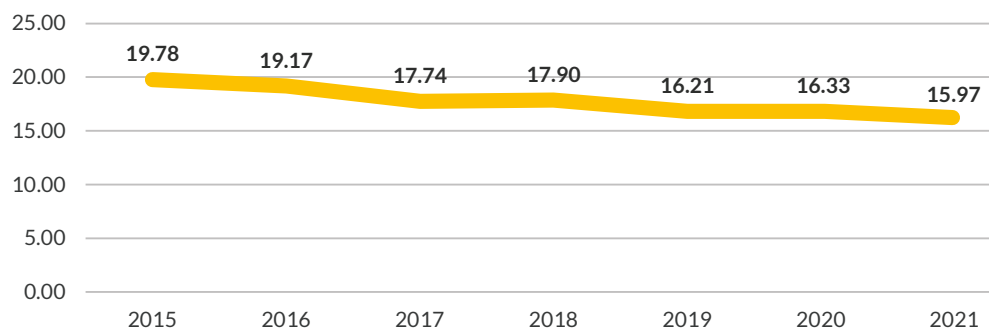
Y1 (A): % of local schools involved in the local Youth Council/Comhairle na nÓg scheme

2014	2015	2016	2017	2018	2019	2020	2021
51.86	67.59	68.07	69.04	67.36	68.30	63.29	63.25



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

2015	2016	2017	2018	2019	2020	2021
19.78	19.17	17.74	17.90	16.21	16.33	15.97

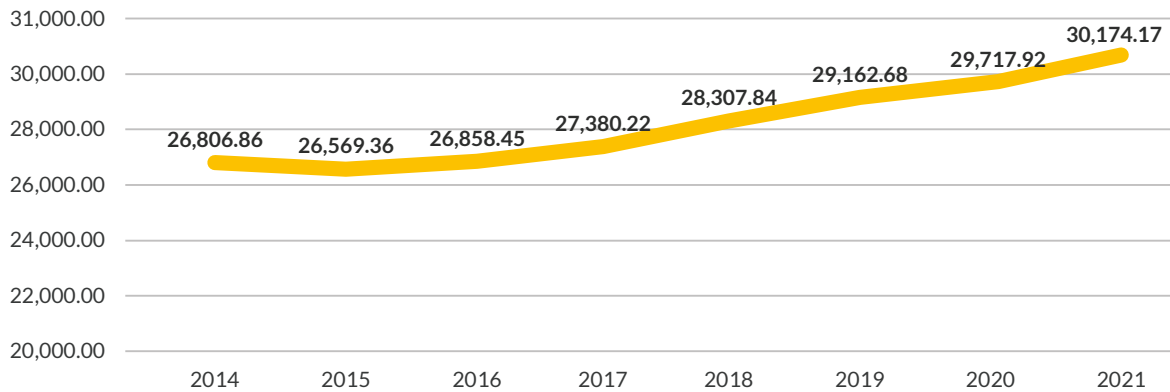


Section 9: Corporate (C1 to C5)

C1: Total No. WTE

C1 (A): The whole time equivalent staffing number

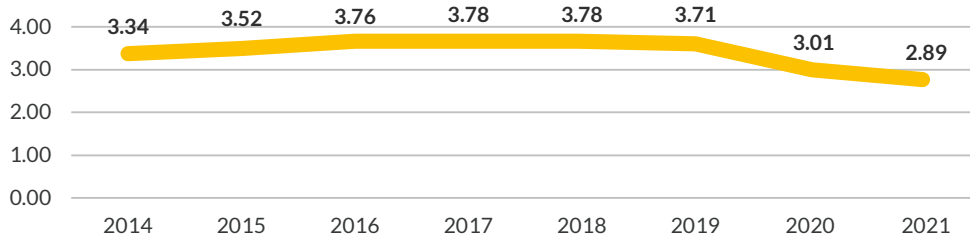
2014	2015	2016	2017	2018	2019	2020	2021
26,806.86	26,569.36	26,858.45	27,380.22	28,307.84	29,162.68	29,717.92	30,174.17



C2: Working Days Lost to Sickness

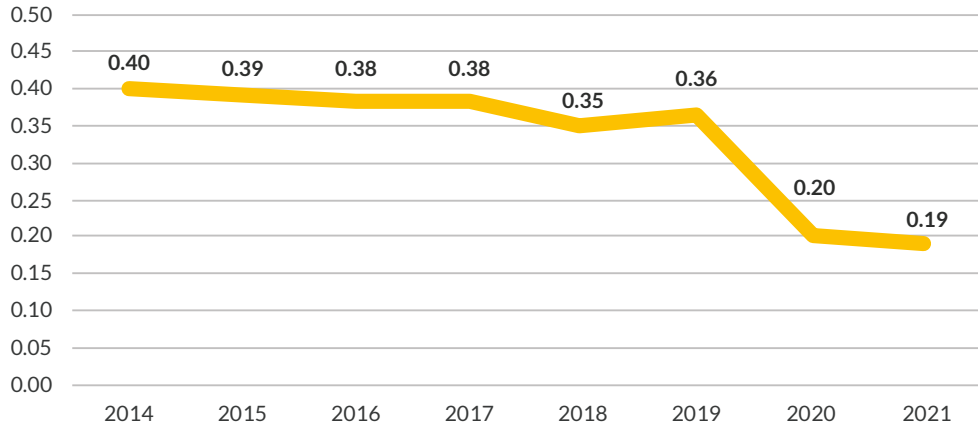
C2 (A): Percentage of paid working days lost to sickness absence through medically certified leave in 2021

2014	2015	2016	2017	2018	2019	2020	2021
3.34	3.52	3.76	3.78	3.78	3.71	3.01	2.89



C2 (B): Percentage of paid working days lost to sickness absence through self-certified leave in 2021

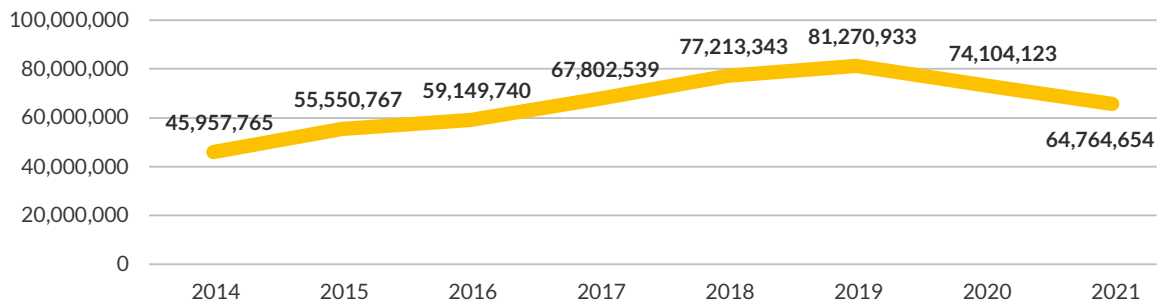
2014	2015	2016	2017	2018	2019	2020	2021
0.40	0.39	0.38	0.38	0.35	0.36	0.20	0.19



C3: LA Website and Social media Usage

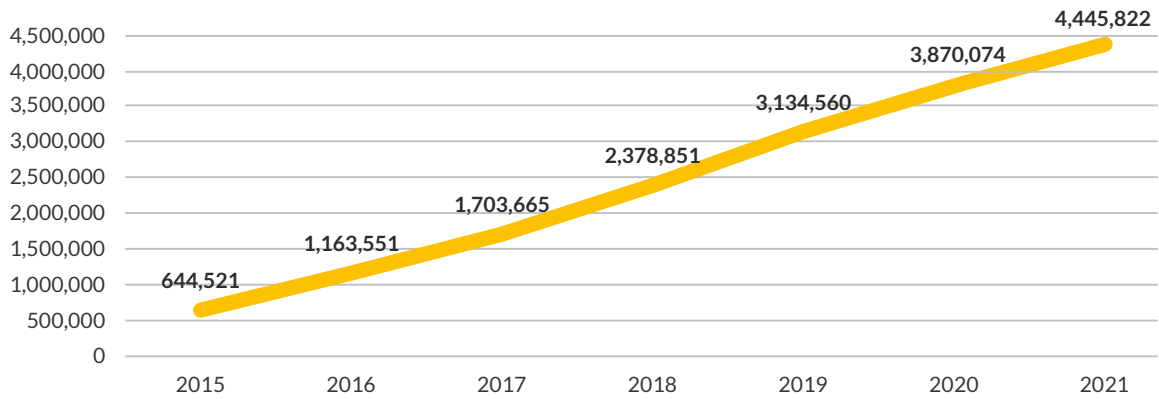
C3 (A): The cumulative total page views of the local authority's websites

2014	2015	2016	2017	2018	2019	2020	2021
45,957,765	55,550,767	59,149,740	67,802,539	77,213,343	81,270,933	74,104,123	64,764,654



C3 (B): The total number of social media users who were following the local authority on any social media sites

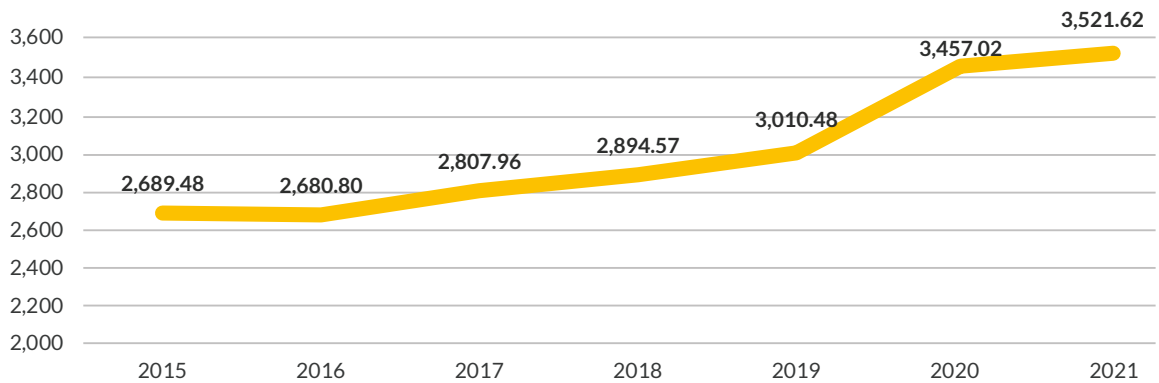
2015	2016	2017	2018	2019	2020	2021
644,521	1,163,551	1,703,665	2,378,851	3,134,560	3,870,074	4,445,822



C4: Overall Cost of ICT Provision per WTE

C4 (A): All ICT expenditure, divided by the WTE no. supplied under the C1 indicator

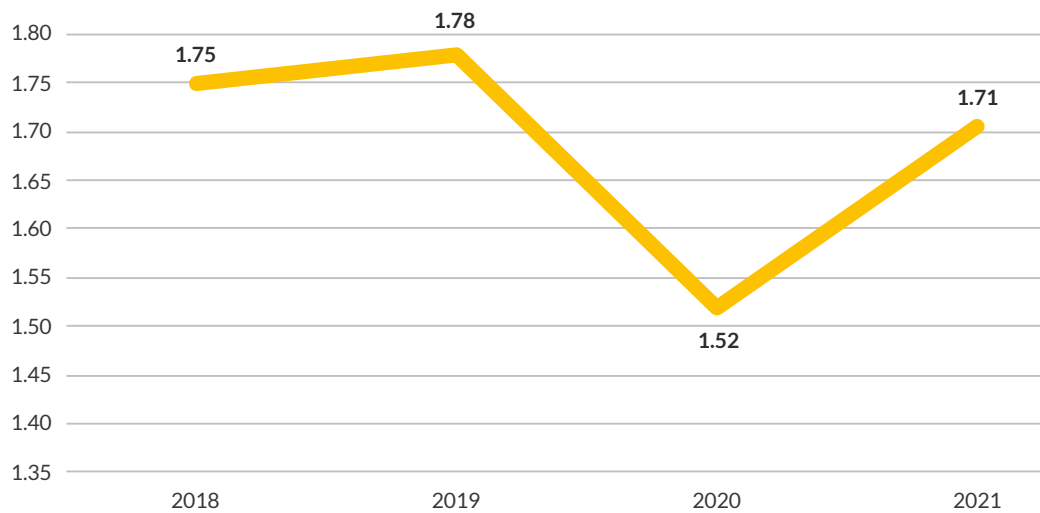
2015	2016	2017	2018	2019	2020	2021
2,689.48	2,680.80	2,807.96	2,894.97	3,010.48	3,457.02	3,521.62



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

C5 (A): All ICT expenditure calculated in C4 as a proportion of Revenue expenditure

2018	2019	2020	2021
1.75	1.78	1.52	1.71

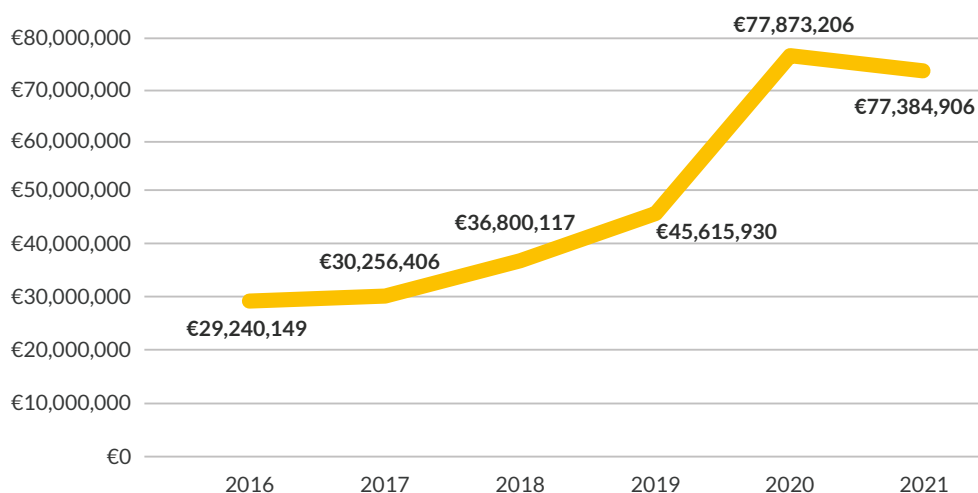


Section 10: Finance (M1 to M4)

M1: 5-year summary of Revenue account Balance

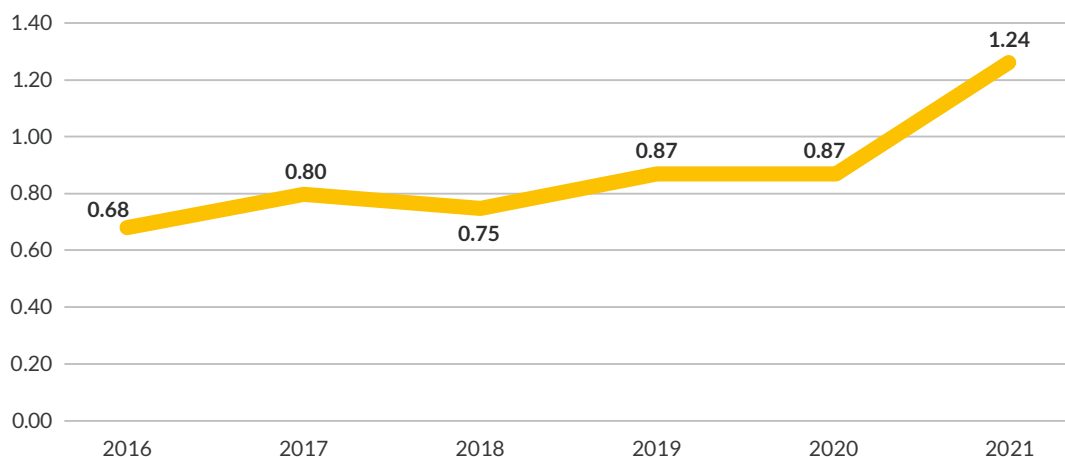
M1 (A to E): Cumulative surplus/deficit balance in the Revenue Account from the Income and Expenditure Account Statement of the Annual Financial Statement (AFS) (€)

2016	2017	2018	2019	2020	2021
€29,240,149	€30,256,406	€36,800,117	€45,615,930	€77,873,206	€77,384,906



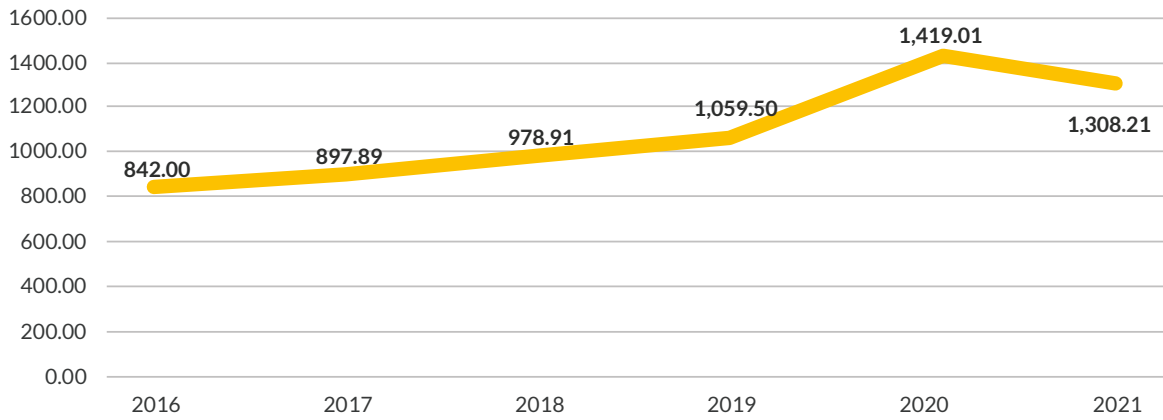
M1 (F): Cumulative surplus or deficit at 31/12/2021 as a percentage of Total Income in 2021 from the Income and Expenditure Account Statement of the AFS

2016	2017	2018	2019	2020	2021
0.68	0.80	0.75	0.87	0.87	1.24



M1 (G): Revenue Expenditure per Capita (based on 2016 Census)

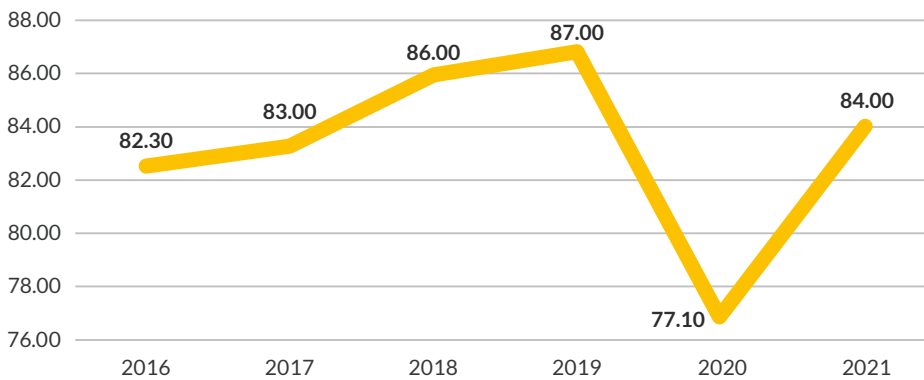
2016	2017	2018	2019	2020	2021
842.00	897.89	978.91	1,059.50	1,419.01	1,308.21



M2: 5-year summary of percentage collection levels for major revenue sources

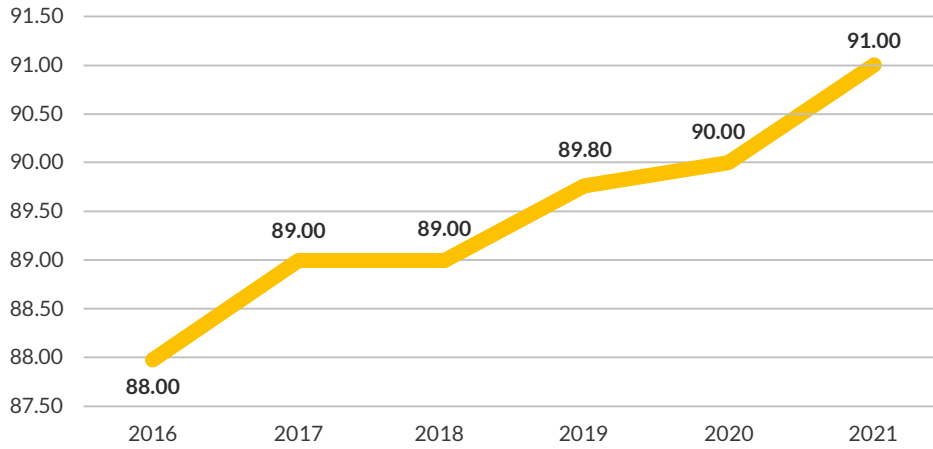
M2 (A): 5 Year Summary of Collection of Commercial Rates

2016	2017	2018	2019	2020	2021
82.30	83.00	86.00	87.00	77.10	84.00



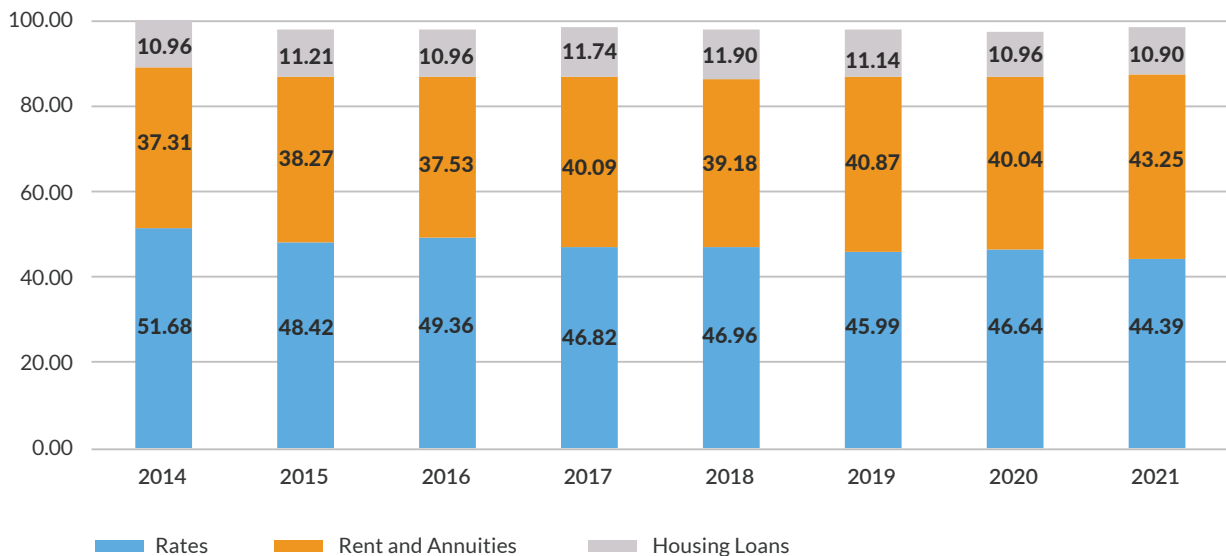
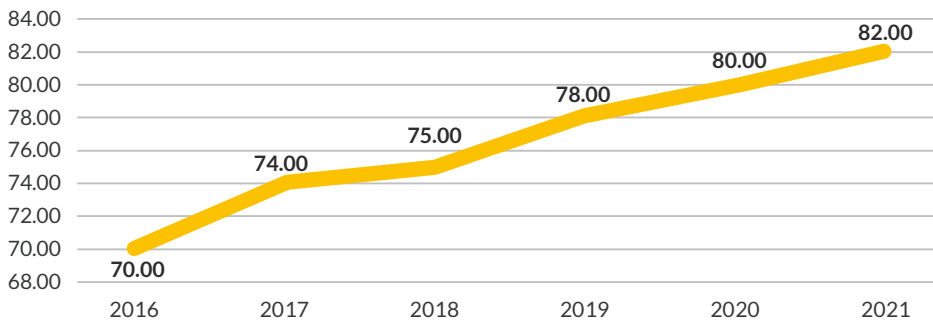
M2 (B): 5 Year Summary of Collection of Rent and Annuities

2016	2017	2018	2019	2020	2021
88.00	89.00	89.00	89.80	90.00	91.00



M2 (C): 5 Year Summary of Collection of Housing Loans

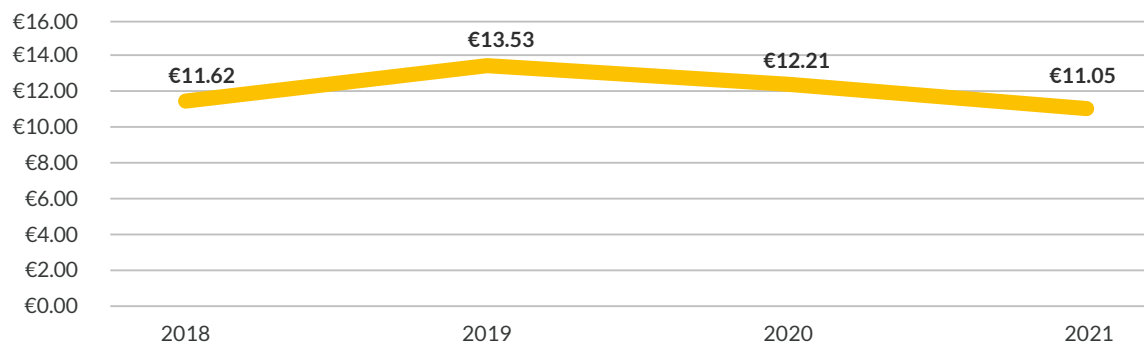
2016	2017	2018	2019	2020	2021
70.00	74.00	75.00	78.00	80.00	82.00



M3: Public Liability Claims

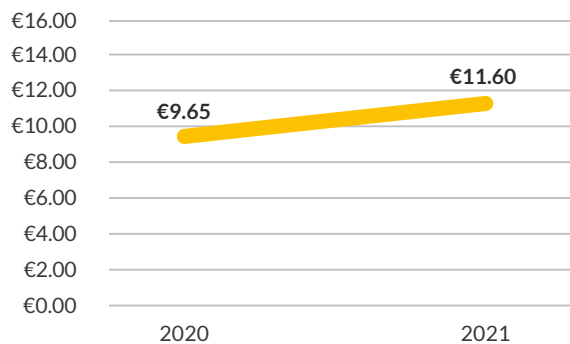
M3 (A): Per capita total cost of settled claims

2018	2019	2020	2021
€11.62	€13.53	€12.21	€11.05



M4: Overheads

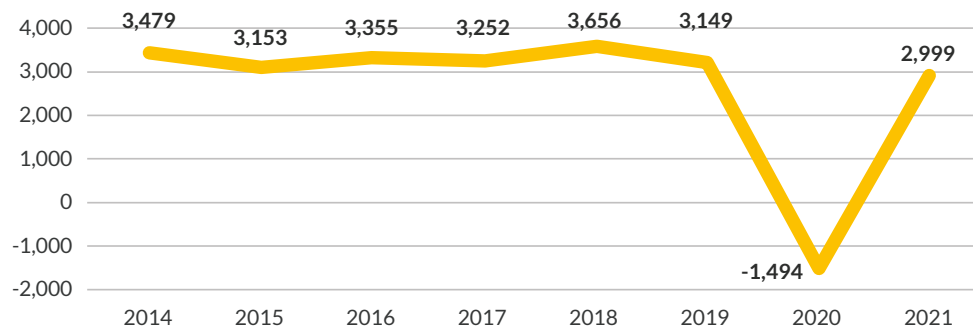
M4 (A): Overall central management charge as a percentage of total expenditure on revenue account



Section 11: Economic Development (J1 to J4)

J1: Number of Jobs created

2014	2015	2016	2017	2018	2019	2020	2021
3,479	3,153	3,355	3,252	3,656	3,149	-1,494	2,999

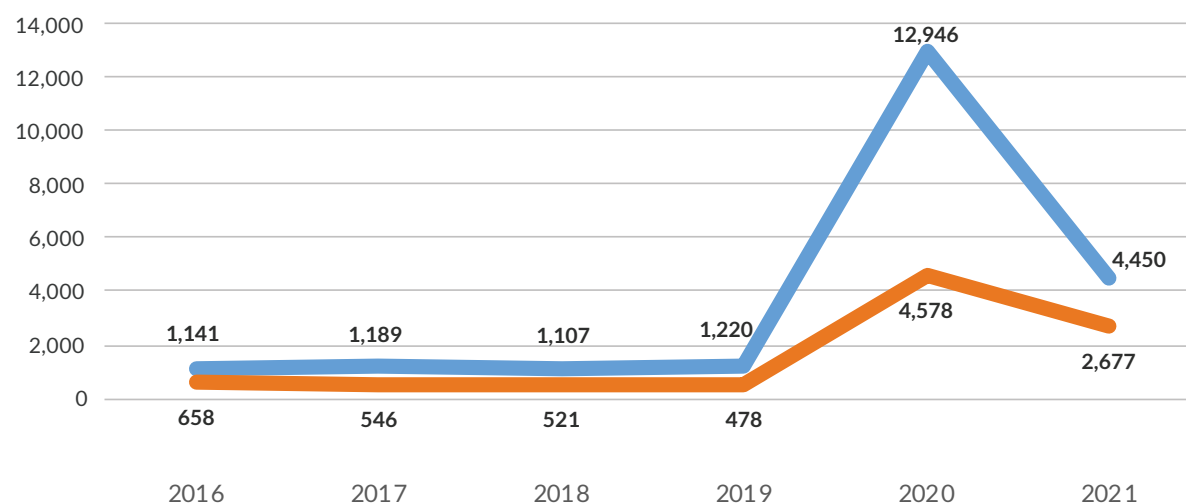


J2: Trading Online Vouchers

J2 (A): Number of trading online vouchers approved by the Local Enterprise Office

J2 (B): Number of those trading online vouchers that were drawn down

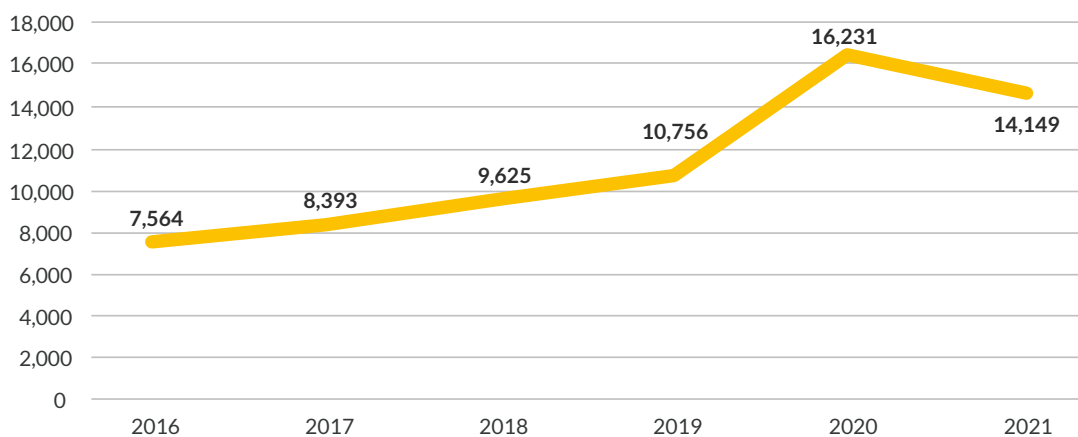
2016	2017	2018	2019	2020	2021
1,141	1,189	1,107	1,220	12,946	4,450
658	546	521	478	4,578	2,677



— J2 (A): Number of trading online vouchers approved by the Local Enterprise Office
 — J2 (B): Number of those trading online vouchers that were drawn down

J3: No. of mentoring recipients

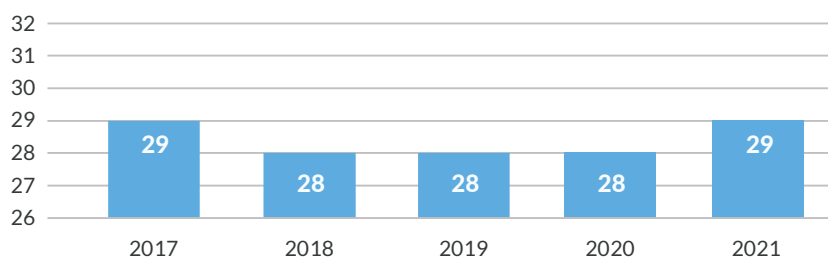
2016	2017	2018	2019	2020	2021
7,564	8,393	9,625	10,756	16,231	14,149



J4: Tourism

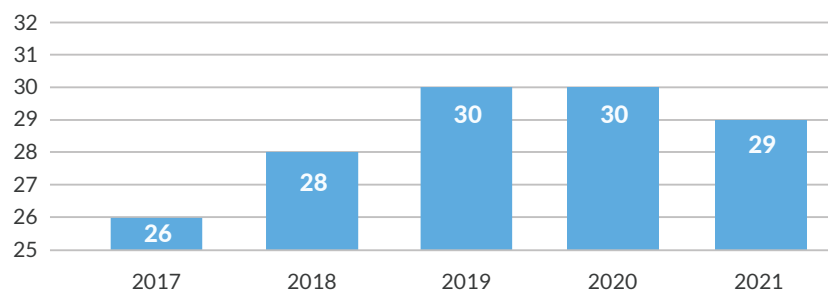
J4 (A): Does the local authority have a current tourism strategy?

	2017	2018	2019	2020	2021
Yes	29	28	28	28	29



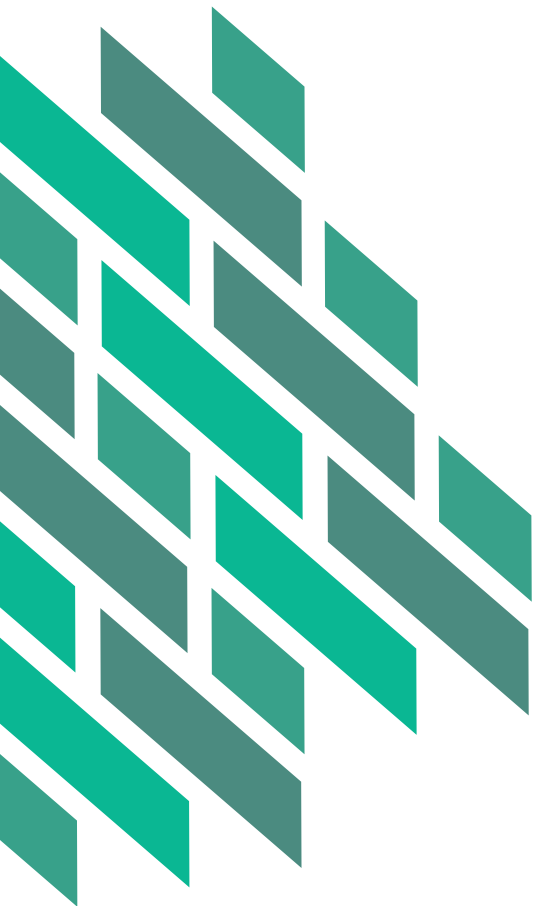
J4 (A): Does the local authority have a designated Tourism Officer?

	2017	2018	2019	2020	2021
Yes	26	28	30	30	29



LGMA Summary

Local Authority Performance Indicators 2021



LGMA
Local Government
Management Agency

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1. Introduction

This commentary has been prepared by the Local Government Management Agency (LGMA) to provide context to the 2021 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 2021 using 42 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.

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 2021, a year characterised by ongoing Covid-19 Pandemic disruption and restrictions. 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.

1.1 Summary of Results – At A Glance

The highlights of the 2021 performance indicators are:

- By December 2021 local authorities owned 141,483 social housing units.
- Local authorities added 3,045 units to the social housing stock in 2021.
- The average time to re-let a social house increased from 32.7 weeks in 2020 to 34.4 weeks in 2021. The average cost of re-letting a housing unit increased from €19,065 in 2020 to €19,653 in 2021.
- Local authorities manage and maintain 96,490 km of regional and local roads.
- 86.1% of motor tax transactions were conducted online.
- 81,551 pollution complaints were made to local authorities in 2021, a decrease from 84,942 in 2020.
- In 2021 79.87% of the 2,255 registered private water schemes were monitored.
- There was an increase in new builds notified to local authorities in 2021, increasing to 23,134 in 2021 from 17,267 in 2020. This represents a 33.98% increase.
- There were 4,105,592 visits to libraries in 2021 where 10,605,658 items were borrowed.
- There were 30,174 people working in local government, up from 29,718 people in 2020.
- There were over 64,764,654 visits to local authority websites in 2021. The number following local authorities via social media increased by 14.9% to 4.4 million in 2021.
- The percentage of paid working days lost to medically certified leave decreased between 2020 and 2021 from 3.01% to 2.89%.

1.2 Methodology

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

- Performance indicators are consistently measured across each local authority, to enable comparison and track changes over time. On-going monitoring of indicators is undertaken by NOAC in consultation with the CCMA/LGMA. When considering proposed changes to an indicator an assessment is made on the potential impact on the trend analysis over time.
- A Head of Implementation is designated in each local authority to co-ordinate data collection across multiple local authority departments.
- The data is inputted into a bespoke software system, 'LG Returns', which is managed by the LGMA and enables an appropriate audit process to be undertaken on all data. Detailed guidelines are provided annually, and a workshop is hosted by NOAC and the LGMA to ensure staff are fully informed about any new indicators or changes to existing indicators. The 2022 workshop took place on February 23rd, 2022.
- The LGMA collate further datasets from external sources including the Central Statistics Office (CSO), the Department of Housing, Local Government and Heritage (DHLGH), the Department of Transport (DT), the Road Management Office (RMO), the Residential Tenancies Board (RTB), the National Waste Collection Permit Office (NWCPO), Enterprise Ireland (EI), the Department of Environment, Climate and Communications (DECC), and An Taisce.
- Once input, the data is validated and audited. This year NOAC undertook the audit between June and August 2022.
- Following validation of the data, NOAC prepared their report analysing the performance of local authorities, and the LGMA prepared this commentary on the data.

1.3 Comparing Local Authority Performance

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.

1.4 Reporting Figures

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 sometimes considered a more accurate reflection than the average because divergent figures across local authorities can disproportionately affect the average, rendering it unrepresentative. In instances where the median is used, the report clearly highlights this.

1.5 Context

The paragraphs that follow provide the economic and financial context in which local authorities operated in 2021.

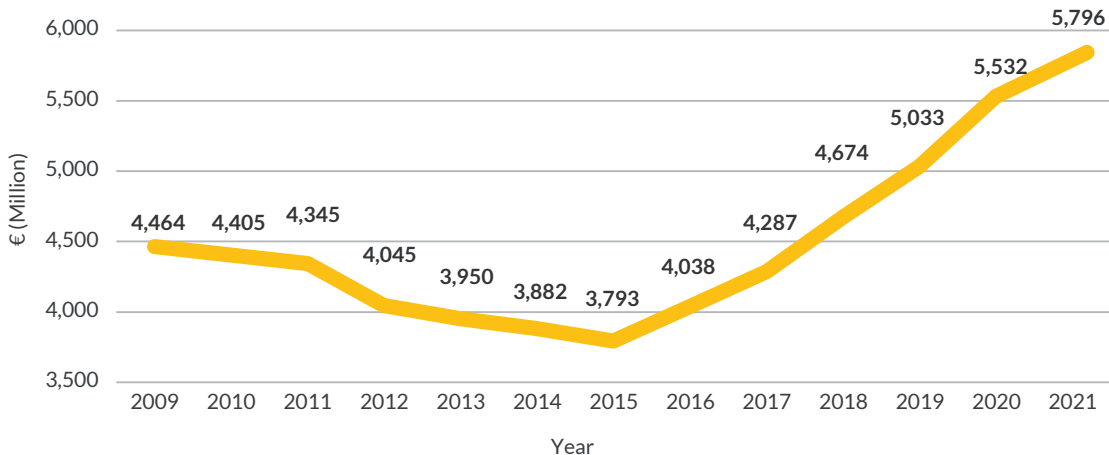
The Irish Economy

The Irish economy continued to experience significant GDP growth in 2021, with its Gross Domestic Product (GDP) increasing by 13.6%, compared to 5.9% in 2020. Modified Gross National Income (GNI) increased by 15.4% (Central Statistics Office, 2021).

Local Government Resources

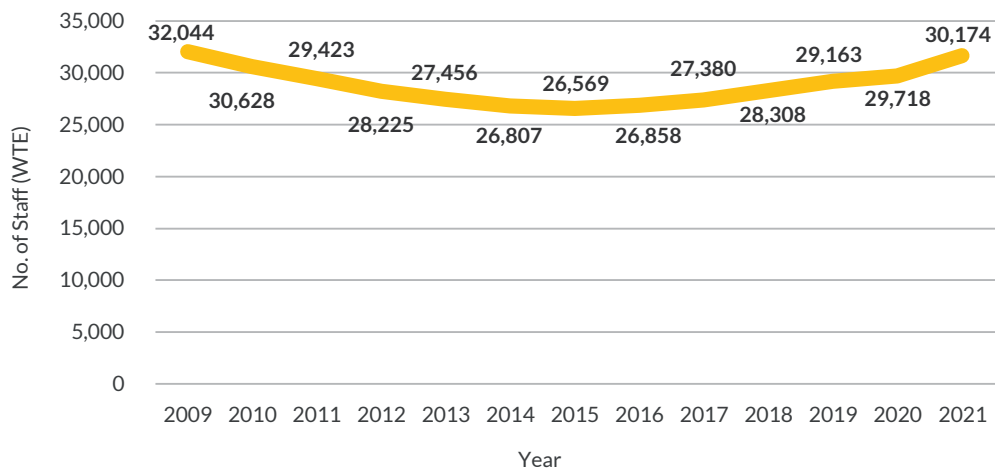
As illustrated in Figure 1.1 below, local government revenue budgets reduced from €4.46 billion in 2009 to a low of €3.79 billion in 2015. However, since 2015, the local government sector’s income has increased, with an aggregate local government revenue budget in 2021 of €5.8 billion (Department of Housing 2021).

Figure 1.1: Local Government Revenue Budgets 2009 - 2021



Source: Department of Housing, Local Government and Heritage, 2021

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 2021, the total number of whole-time equivalent staff increased to 30,174. The number of staff increased by 1.90% between 2020 and 2021.

Figure 1.2: Staffing in Local Authorities 2009 - 2021

Source: Department of Housing, Planning and Local Government, 2021

Local Government Reform

In line with EU climate action efforts, the Irish government is also building a framework to support ambitious climate action to achieve climate neutrality by 2050. The Climate Action and Low Carbon Development (Amendment) Act 2021 commits the State to a 51% reduction in greenhouse gas emissions by 2030 and to climate neutrality by no later than 2050.

Within the Climate Action and Low Carbon Development (Amendment) Act 2021, each local authority has responsibility for the development of a Local Authority Climate Action Plan, which must include both mitigation and adaptation measures they plan to deliver to meet national climate commitments (Government of Ireland, 2021a).

The local government sector continues to implement efficiency reforms and promote innovation through the extension of shared services, build to share models of innovation and the roll-out of sectoral approved projects. In 2021, a Central Data Unit was established that will work to gather key sectoral data from across the sector to develop a central hub of data and source of information and data access.

2. Housing

'Housing for All - a New Housing Plan for Ireland' is the government's housing plan to 2030. It is a multi-annual, multi-billion euro plan which will improve Ireland's housing system and deliver more homes of all types for people with different housing needs. The government's overall objective is that every citizen in the State should have access to good quality homes:

- to purchase or rent at an affordable price
- built to a high standard and in the right place
- offering a high quality of life

The policy has four pathways to achieving housing for all:

- supporting home ownership and increasing affordability
- eradicating homelessness, increasing social housing delivery and supporting social inclusion
- increasing new housing supply
- addressing vacancy and efficient use of existing stock

The pathways contain actions to be taken by government departments, local authorities, State agencies and others. The pathways are supported by actions to enable a sustainable housing system.

The housing performance indicators outlined 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 of December 2021 the local government sector owned 141,483 social housing units, an increase in their overall stock by 1.9% compared to January 1st, 2021.

The number of dwellings added by local authorities decreased from 3,151 in 2020 to 3,045 in 2021, a decrease of 3.36%.

In 2021, local authorities sold 367 dwellings which they owned, a minor increase from the 353 dwellings sold in 2020. The number of dwellings owned by local authorities which were demolished increased slightly from 75 in 2020 to 79 in 2021. Local authorities directly provided, 140,805 dwellings in 2021.

2.1 Housing Management

In 2021, the percentage of vacant dwellings within the social housing stock was 3.16%. This includes all units awaiting re-tenanting, illegally occupied units or those awaiting necessary repair work. This represents a small decrease on the vacancy level of 3.18% in 2020.

The average time from vacation of a dwelling to commencement of a new tenancy increased from 32.69 weeks in 2020 to 34.44 weeks in 2021. The average re-letting cost of a unit increased by 3.08% from €19,065 in 2020 to €19,653 in 2021. The average cost of housing maintenance increased from €1,120 in 2020 to €1,150 per unit in 2021, an increase of 2.7% from 2020.

2.2 Private Rented Sector

In 2021, a total of 17,594 private rented dwellings were inspected by local authorities, a decrease of 22% from 2020. There was a fall in the percentage of dwelling non-compliant during the first inspection to 88.99% from 94.29% in 2020.

2.3 Homelessness

The performance indicators use data as of 31st December 2021 when there was a total of 6,292 adults homeless and in emergency accommodation, of which 55.55% were in emergency accommodation for 6 months continuously.

3. Roads

The local government sector is responsible for a total of 96,490 km of regional, local primary, secondary and tertiary roads in Ireland. Road maintenance is primarily funded through grants from the Department of Transport (DoT), except for some of the urban local authorities. The performance indicators related to roads present information on the road surface ratings, the road maintenance programme and collection of the motor tax. However, this only represents a fraction of the work of local authorities in relation to roads and transportation. The local government sector also provides key services 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.

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

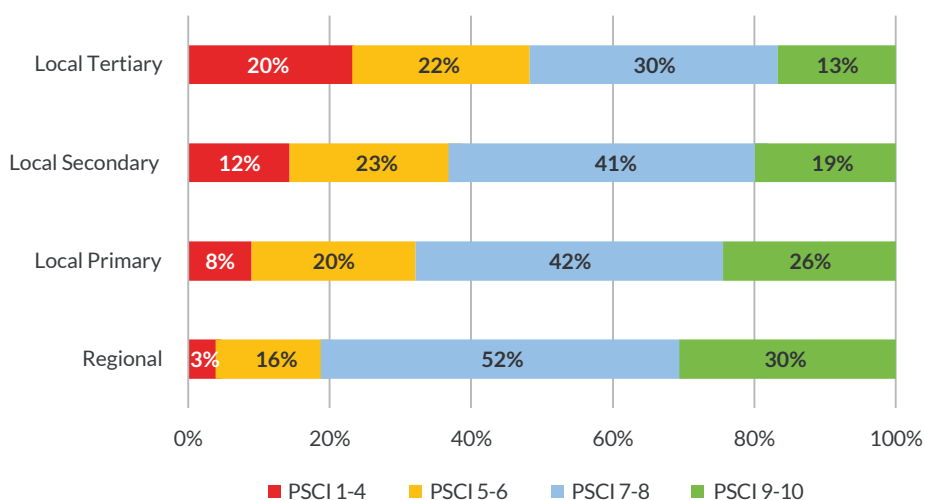
The PSCI Rating for Regional Roads, Local Primary Roads, Local Secondary Roads and Local Tertiary Roads are presented in Figure 3.1.

3.1 Pavement Surface Condition Index

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 2021, there were:

- A total of 13,297 km of regional roads, of which 95% were PSCI rated in the 24-month period to 31/12/2021.
- A total of 23,837 km of local primary roads, of which 94% were PSCI rated in the 24-month period to 31/12/2021.
- A total of 33,700 km of local secondary roads, of which 94% were PSCI rated in the 24-month period to 31/12/2021.
- A total of 25,655 km of local tertiary roads, of which 87% were PSCI rated in the 60-month period to 31/12/2021.

Figure 3.1: Pavement Surface Condition by Road Type



3.2 Road Grants Works

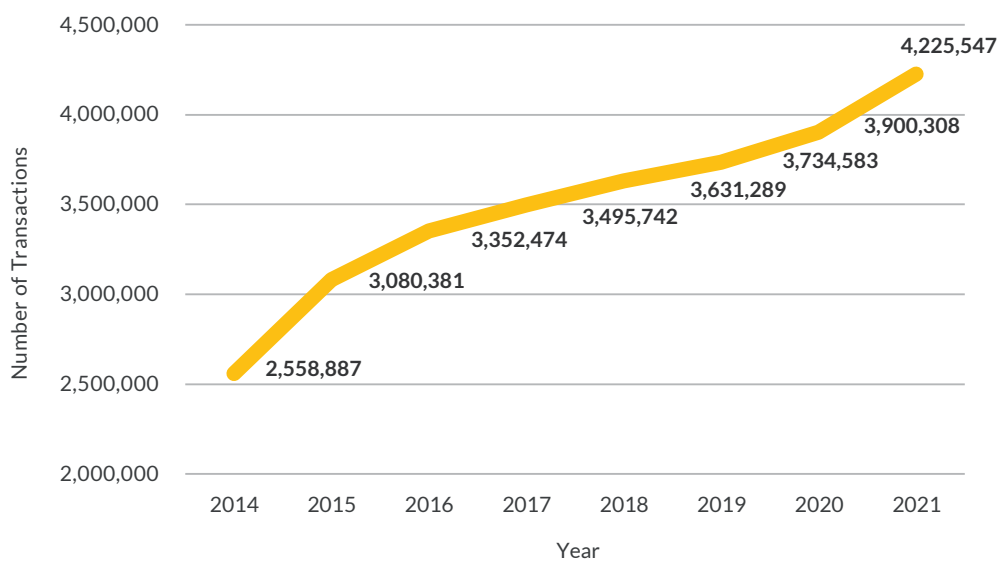
In 2021, the Department of Transport and the local authorities invested:

- €101.0 million to strengthen 414.4 km of regional roads and €16.9 million to reseal 476.5 km of regional roads.
- €221.7 million in strengthening 2,337.5 km of local roads, and €60.7 million to reseal 2,898.2 km of local roads.

3.3 Motor Tax Online

In 2021, 4,225,547 motor tax transactions were conducted online (Figure 3.2). This represents 86.1% of all motor tax transactions. In 7 years, between 2015 and 2021, the percentage of motor tax transactions online increased by from 56.6% in 2015 to 86.1% in 2021.

Figure 3.2: Motor Tax Transactions Online 2014 - 2021



4. Water & Environment

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 have a role in awareness, enforcement, and regulation in the thematic areas of air, noise, water and waste as well as a significant role as a key stakeholder in the area of climate change. Several shared services support the local government sector in the delivery of these functions.

4.1 Water Services

At the time of publication data for indicators W1 (Drinking Water in Private Schemes in Compliance with Statutory Requirements) was unavailable.

Local Authorities are also responsible for the monitoring of group water schemes and regulated small private supplies, also known as private water schemes. For the first time in 2019, local authorities were asked to provide the percentage of private schemes monitored during the year. In 2020, 71.01% of private water schemes were monitored by local authorities. In 2021 79.87% of the 2,255 registered private water schemes were monitored.

4.2 Environment

The total number of households which accessed a 3-bin service increased from 885,870 in 2020 to 935,179 in 2021 which is a 5.57% increase.

NOAC amended the 3-bin service indicator for the 2020 report to measure the percentage of households based on those in agglomerations of over 500 instead of the 2016 census household figure as in previous years. The new method shows that 89.36% of households in an agglomeration over 500 availed of a 3-bin service.

4.3 Pollution & Litter

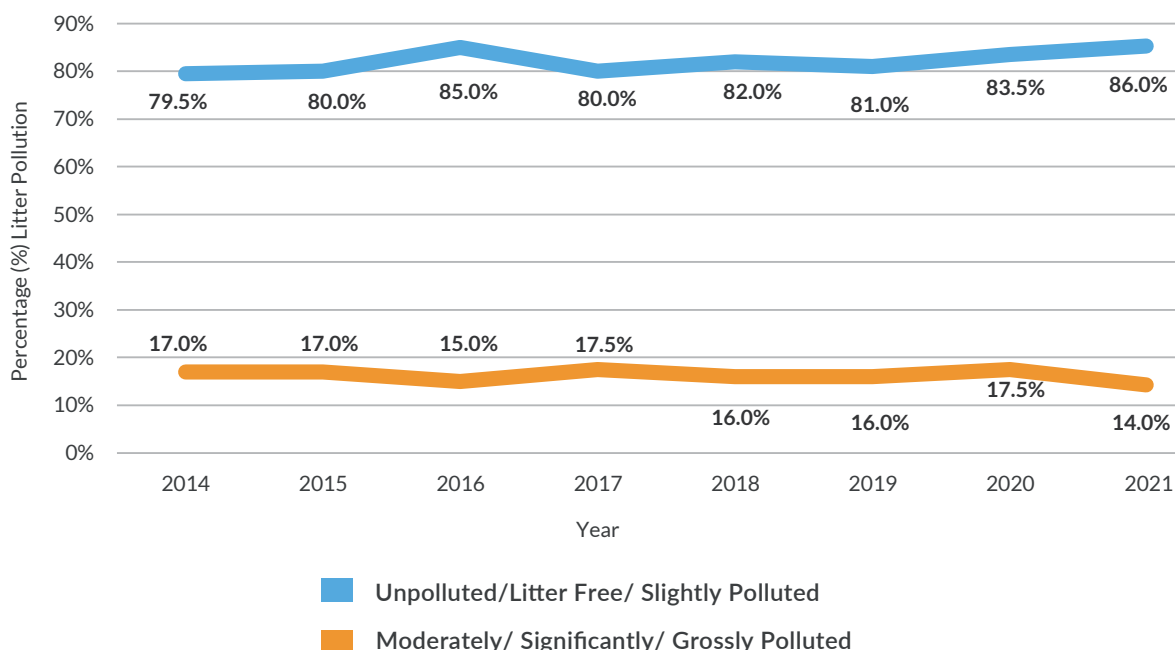
In 2021, a total of 81,551 pollution complaints¹ were made to local authorities, a decrease of 4.0% from the 84,942 complaints made in 2020.

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 2021, the national median percentage of areas surveyed which were unpolluted/litter-free/slightly polluted increase to 86.0% from 83.5% in 2020 as illustrated in Figure 4.1. The level of moderately/significantly/grossly polluted decreased to 14.0%².

¹ This includes litter, air, noise, water or waste pollution.

² This data is based on areas surveyed and to that extent median values are used.

Figure 4.1: Trends in Levels of Litter Pollution 2015 - 2021



4.4 Green Flag Status

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 2021, 1,381 schools held a Green Flag, representing 35% of all schools nationally.

4.5 Energy Savings

At the time of publication data for E5 (Energy Efficiency Performance) was unavailable. NOAC introduced the E6: Public Lighting indicator for the 2020 report. Ireland’s 31 local authorities and Transport Infrastructure Ireland (TII) manage and maintain over 520,000 public lights across the country. As of 2021, 45.7% of all public lighting had been upgraded to LED lights. This was an increase from the 2020 figure of 38.8%.

5. Planning

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

5.1 New Buildings Inspected

In 2021, local authorities were notified of a total of 23,134 new buildings, a 33.98% increase on the 17,267 new buildings notified in 2020. Of these, local authorities inspected 27.35% in 2021.

5.2 Appeals to An Bord Pleanála

A total of 1,575 planning decisions made by local authorities were appealed to An Bord Pleanála in 2021. Of these, 71.17% of decisions made by local authorities were confirmed by An Bord Pleanála. This compares with 73.13% of decisions in 2020.

5.3 Planning Cases

Local authorities investigated 7,888 cases referred to or initiated by local authorities in 2021, a larger number than the 7,060 cases in 2020. Of those cases, 5,736 cases were closed during the year. At the end of 2021, 20,657 planning enforcement cases were being investigated.

In 2021, 53% of planning enforcement cases were dismissed under 152(2), Planning and Development Act 2000 or were closed because statute barred or an exempted development during the year. Of the closed cases, 6% were resolved to the local authority's satisfaction through negotiations, and 41% were closed due to enforcement proceedings during the year. These indicators compare to 2020 when 44% of planning enforcement cases were dismissed, 8% of cases were closed through negotiations and 48% of cases were closed due to enforcement proceedings.

5.4 Cost Per Capita of Planning Services

The cost of planning services includes forward planning, development management and enforcement. In 2021, the cost per capita of planning services across the sector was €33.37. This represents an increase from €31.47 in 2020.

5.5 Fire Safety Certificates

In 2021, 51.5% of applications for fire safety certificates received during the year were decided within two months of their receipt. This is a decrease from 55.4% in 2020. The percentage of fire safety certificates applications that were decided within an extended period agreed with the applicant increased from 34% in 2020 to 37% in 2021.

6. Fire Services

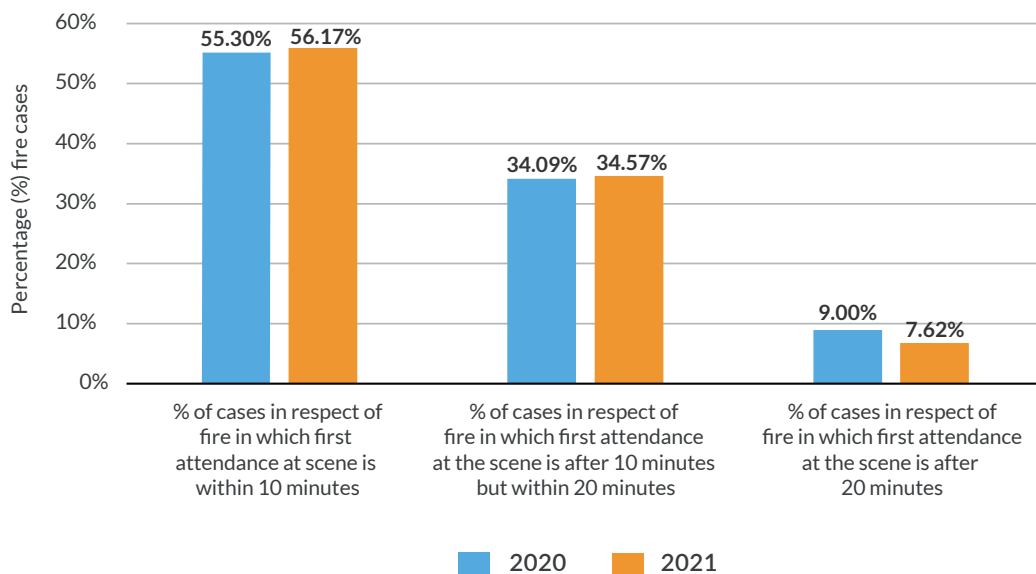
In addition to fire emergency services, local authorities conduct inspections on buildings for fire safety and provide a range of fire prevention services. The performance indicators focus on mobilisation of fire emergency services. For the purpose of the performance indicators there is a distinction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

6.1 Fire Scenes

In the case of fire, in 2021 the median number of minutes taken to mobilise the fire brigade in full-time stations was 1 minute 27 seconds, while the median time in part-time fire stations was 5 minutes 19 seconds. This compared with 1 minute 28 seconds and 5 minutes 24 seconds respectively in 2020.

Figure 6.1 below compares the times of first attendance at a fire scene in 2020 and 2021. In 2021, 56.17% of fire scenes were attended within 10 minutes while 34.57% were attended within 10-20 minutes. This compares with 55.30% and 34.09% respectively in 2020.

Figure 6.1: National Average Times to Attend Fire Scenes 2021

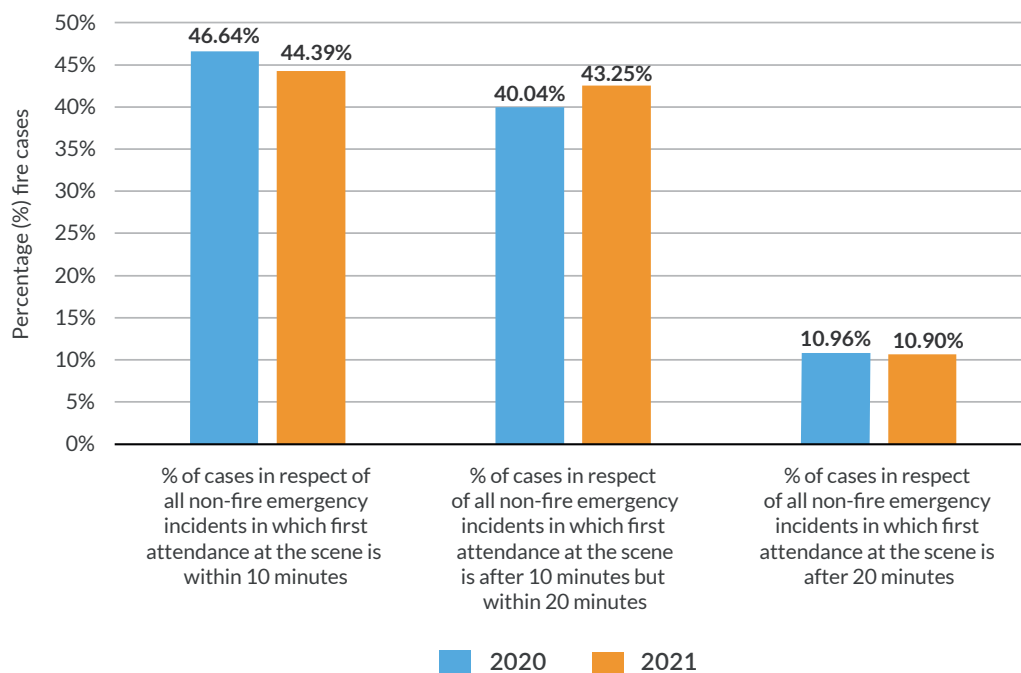


6.2 Non-Fire Scenes

In 2021, it took a median of 1 minute 36 seconds to mobilise from full-time fire stations and 5 minutes 32 seconds to mobilise from part-time fire stations for all non-fire emergency incidents. This compares with response times of 1 minute 27 seconds and 5 minutes 36 seconds respectively in 2020.

Attendance at non-fire scenes presented in Figure 6.2 below show that there is a slight decrease in the percentage of non-fire emergency incidents in which first attendance at the scene was within 10 minutes in 2021. In 2021, 44% of non-fire scenes were attended within 10 minutes and a further 43% were attended within 10-20 minutes. This compares with 46% and 40% respectively in 2020.

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



6.3 Cost Per Capita of Fire Services

The per capita cost of fire services across the local government sector in 2021 was €63.06^{3,4}, an increase from €62.69 in 2020. The cost of operating fire services is influenced by whether the fire service operates a full-time or retained fire brigade.

³ Figure excludes population receiving its first response from the Northern Ireland Fire Service from the cost calculation.

⁴ The Cost Per Capita of Fire Services indicator is calculated using population figures from the Risk Based Approach Phase One reports which combine census data by fire station area on a fire authority by fire authority basis and was last updated in 2018.

7. Library Services, Youth & Community

7.1 Library Services

In 2021, there were a total of 4,105,592 visits to libraries run by local authorities, a decrease of 18% compared to 2020. A total of 10,605,658 items⁵ were borrowed, which is a decrease of 1% since 2020.

There were 434,651 active registered library members assigned to specific local authorities in 2021, meaning that there were 0.09 active registered library members per head of population⁶. During the pandemic period, due to the unavailability of in-person services, there were a large number of active library users who were not assigned to a specific library area. Unassigned users are not included in the above figures. When unassigned active users are included, there were a total of 504,409 active registered library members nationally.

The cost per capita of operating the library service in 2021 was €36.92. In 2020, this was €35.95. In 2021, the total expenditure on new stock acquired by libraries was €9,736,606, or €2.04 per head of population.

7.2 Youth

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 2021, 63.25% of second level schools participated in the Youth Councils/Comhairle na nÓg, almost unchanged from 63.29% in 2020.

7.3 Public Participation Networks

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 communities. In 2021, a total of 17,549 community organisations were included in the County Registers nationally, a decrease of 231 organisations since 2020. Of these, 15.97% 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.

⁵ Library borrowings include books, DVDs, audio, eBooks, e-magazines, e-audio and ProQuest etc

⁶ The definition of an active library membership is a registered user who has borrowed at least one physical or digital resource during the reporting period, or used a service where a login is required.

8. Corporate

8.1 Staffing

Since 2015, this number of whole-time equivalent staff working in local authorities has been steadily increasing. The number of staff members increased to 30,147 in 2021, compared to 29,718 in 2020. However, the number of whole-time equivalent staff in 2021 is still significantly lower than in 2008 when local authorities had 35,008 staff members. Figure 1.2 at the beginning of this report illustrates the increase and decrease in the number of staff members in local authorities over the years.

8.2 Working Days Lost to Sickness

The percentage of paid working days lost to medically certified leave decreased for a second year running between 2020 and 2021 from 3.01% to 2.89%, whilst the percentage of paid working days lost to self-certified leave decreased to 0.19% in 2021 from 0.20% in 2020.

8.3 Use of Websites and Social Media

Local authorities are increasingly using technology to provide information and services to the public. In 2021, there were a total of 64,764,654 page views of local authority websites, a decrease of 12.6% from 2020 figures. However, due a change in cookie monitoring policy during 2020 the ability for some local authorities to track page views was restricted. Between 2021 and 2020 there was an increase of 14.9% in the number of followers of social media pages of local authorities, from 3,870,074 to 4,445,822.

8.4 Cost Per Capita of ICT

In 2021, the cost per capita of ICT provision per whole time equivalent across the local government sector was €3,521.62. This compares to €3,457.02 in 2020.

9. Finance

In 2021, 8 local authorities were operating at a deficit, compared to 11 in 2020.

The total revenue expenditure by local authorities in 2021 was €6.23bn, a decrease from €6.75bn in 2020. The average revenue expenditure per capita by local authorities was €1,470.22 in 2021, an increase from €1,419.01 in 2020.

The per capita total cost of settled public liability claims in 2021 was €11.05, this was a decrease on the 2020 figure of €12.21.

In 2021, the average percentage of total expenditure accounted for by the central management charge in local authorities was 11.60%.

9.1 Commercial Rates

In 2021, the collection of Commercial Rates increased or remained constant in 30 out of 31 local authorities. The median level of commercial rates collection increased from 77.0% in 2020 to 84.0% in 2021.

9.2 Rents & Annuities

The median collection rate for Rents and Annuities remained relatively stable between 2020 and 2021 at 89% and 91% respectively. Collection rates improved in 14 local authorities, remained static in 8 local authorities and declined in 6 local authorities.

9.3 Housing Loans

In 2021, the collection rate for Housing Loans improved in 20 local authorities, remained static in 4 local authorities, and declined in 7 local authorities. The median collection rate for housing loans increased from 80% in 2020 to 82% in 2021.

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.

10.1 Local Enterprise Offices

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 2021, the net number of jobs created nationally with the assistance of the Local Enterprise Offices (LEOs) was 2,999, an increase from minus 1,494 in 2020.

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 2021 was 4,450, and 2,677 were drawn down during the year. The total number of participants that received mentoring in 2021 was 14,149, a decrease from 16,231 in 2020.

10.2 Tourism

Local authorities also deliver a range of festivals, events and place branding, bringing tourism into cities and towns throughout Ireland. In 2021, 29 local authorities have a designated Tourism Strategy to assist with tourism development. The number local authorities that have Tourism Officers in place, who assist in tourism promotion, reduced from 30 in 2020 to 29 local authorities in 2021.

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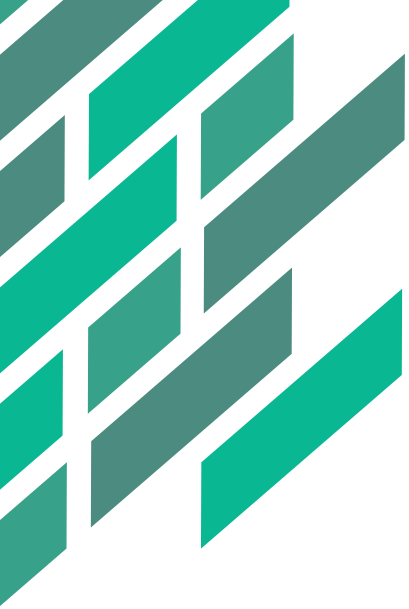
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