

# **National Oversight and Audit Commission**

## **Performance Indicators in Local Authorities 2014**

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## Introduction

Section 126C of the Local Government Reform Act 2014 sets out the functions of the National Oversight and Audit Commission (NOAC) to include the scrutiny of the performance of local government bodies against relevant indicators (including indicators relating to customer service) that the Commission considers it appropriate to refer to.

NOAC's role in relation to the scrutiny of local government performance against relevant performance indicators replaces, in respect of performance in 2014 and subsequent years, the service indicators in local authorities that were introduced by the Minister for the Environment, Community and Local Government (the Minister) in 2004. The last service indicators report to the Minister containing data on the 46 service indicators in respect of 2013 was published by the Local Government Management Agency (LGMA) in December 2014. However, the LGMA role in the collection of the data through its eReturns system and in the compilation of the Tables and Commentary on the data continues in respect of the replacement performance indicators report to NOAC.

Although the Statutory Instrument establishing NOAC was made by the Minister on 1 July 2014, NOAC met for the first time in mid-September and at the end of October it established a sub-group to develop proposals for local authority performance reporting in respect of 2014 and 2015 activity. In carrying out this task, the guiding criteria were the objective of reporting on a smaller set of performance focussed indicators, with an emphasis on financial performance and customer service, and the fact that without a substantial lead-in period local authorities could only be asked to report on data that they would have collected during 2014 or could access in the normal course. The sub-group had the benefit of a report prepared by the KPI (Key Performance Indicators) Working Group of the County and City Managers' Association (CCMA), which recommended the deletion or amendment of many of the previously applicable service indicators as well as some new ones. Arising from the work of the sub-group, NOAC decided that 35 indicators should be reported on in respect of 2014 activity covering a wide range of the functions carried out by local authorities in the areas of housing (6), roads (2), planning (4), water (2), waste/environment (5), fire service (3), library/recreation (2), youth/community (4), corporate (4), finance (2) and economic development (1).

The data on performance was collected from local authorities by the LGMA and **the detailed results for each indicator are provided in Tables 1 to 26 on pages 22 to 79** of this report. **The LGMA's associated commentary on the information provided by the indicators is at pages 81 to 107.** This includes at page 86 an explanation of mean and median values that are referenced frequently in this report. The report of NOAC's **quality assurance review of 7 of the indicators and of its assessment visits to 8 of the 31 local authorities is at pages 6 to 11.** The performance indicator data brings together a wide range of information about how all the local authorities perform in delivering services to local communities and **key**

**messages in this regard are highlighted at pages 12 to 19. NOAC's conclusions and recommendations** arising from the experience of the 2014 data collection, compilation and verification process, and its analysis of the information contained in Tables 1 to 26, **are at pages 20 and 21.**

While the LGMA commentary presents an analysis and graphics relating primarily to the data outcomes and NOAC's analysis focusses mainly on the performance aspect, there is inevitably some overlap in the material covered in these sections of the report.

NOAC wishes to express its thanks to the staff in the local authorities who contributed the data and those who facilitated and participated in assessment visits. It also wishes to express its appreciation to the staff of the LGMA who compiled the data in the report and provided the commentary at pages 81 to 107.

## Collecting the Performance Indicator Data

The LGMA forwarded to Chief Executives on 19 February 2015 the Guidance document on the completion of the Performance Indicators prepared by NOAC and tested by the LGMA with a number of local authority officials. The deadline notified to local authorities for submitting the data to the LGMA eReturns electronic system was 30 April 2015. By mid-May the following 22 local authorities had completed their returns:

Carlow County Council  
Cork County Council  
Donegal County Council  
Dublin City Council  
Dún Laoghaire-Rathdown County Council  
Fingal County Council  
Galway City Council  
Kerry County Council  
Kilkenny County Council  
Laois County Council  
Leitrim County Council  
Limerick City & County Council  
Longford County Council  
Louth County Council  
Meath County Council  
Monaghan County Council  
Offaly County Council  
South Dublin County Council  
Tipperary County Council  
Waterford City & County Council  
Westmeath County Council  
Wexford County Council

By mid-July 2015, the final three local authorities – Cork City Council and Galway and Wicklow County Councils – had completed their returns.

While NOAC is appreciative of the fact that the majority of local authorities had submitted their returns before the deadline or within a fortnight thereafter, the fact that it was mid-July before all the data items were submitted by all authorities delayed the commencement of the assessment process and delayed the review of the submitted data.

NOAC reviewed the data submitted by the local authorities by consulting with relevant Sections and/or publications of the Department of the Environment, Community and Local Government, the Department of Transport, Tourism and Sport and the Department of Jobs, Enterprise and Innovation for consistency and/or any views as to their reliability, reviewing any comments included by the local authorities for any discrepancies indicated in the data, checking for any inconsistencies in the data for similar types of local authority and

comparing 2013 data for those indicators reported on in both years for any inconsistencies. Arising from this exercise, NOAC requested the LGMA to query a number of data items with a number of local authorities. The NOAC secretariat also directly queried the figures that had been submitted by several authorities in respect of some indicators and appropriate adjustments were made to the reported indicators. In addition, Irish Water supplied their most recent data in respect of the unaccounted for water (UFW) indicator.

This part of the process has proved to be very time consuming and the lengthy delay in the LGMA obtaining responses from local authorities to queries concerning the accuracy of their submitted data added a further 15 weeks or so to the process of producing the Tables of the data at pages 22 to 79. This resulted in publication of the report being delayed until December 2015, which is unacceptably late in the year. NOAC expects to see a significant improvement of performance by all the relevant parties in future years in respect of the data collection and verification part of the process.

Notwithstanding the considerable effort expended in working to ensure the consistency and accuracy of the data contained in the Tables, some issues came to light via queries submitted by local authorities, notes added to their returns and an examination of the data that call into question the reliability of the data in a small number of cases. Where this arises, it is referenced in the subsequent sections of this report.

## Quality Assurance Review of the Data

### Background to the 2014 Assessment

A quality assurance review of the annual service indicators returns has been carried out each year since 2004 by an Independent Assessment Panel (IAP). In addition to its report on the 2013 service indicators, the Panel provided a strategic overview on indicators based on IAP experience and findings over the last ten years to, inter alia, assist NOAC in its deliberations on future developments. NOAC would like to express its appreciation to the IAP members, Eric Embleton and Arthur Coldrick, for the insights contained in their strategic overview and to acknowledge the verification and quality assurance work carried out by the Panel over the past 10 years.

NOAC decided that the best approach to carrying out the assessment of the indicators reporting on 2014 activity by local authorities would be to continue with a format similar to the one used in previous years by the IAP so as to provide a measure of continuity in the transition period. This format involved the IAP visiting selected local authorities to carry out an in-depth assessment of the accuracy and reliability of the returned data for selected indicators, which varied annually.

It was agreed that the members of the NOAC Performance Indicators Sub-Group (Martina Moloney, Constance Hanniffy and Paul Lemass), together with NOAC member John Buckley, would carry out the assessment role in respect of the 2014 indicators to confirm the validity and robustness of the data captured and to obtain a view of the usefulness of the indicators and any other relevant issues.

Prior to choosing the selection of indicators and local authorities for review, the sub-group decided that the NOAC secretariat should conduct a pilot visit looking at all of the indicators in a single local authority to get a better understanding of the systems and procedures in place for collecting, storing and reconciling the data and to see if there were any issues in relation to the collection of and reporting on particular indicators. NOAC is very grateful to the staff of Louth County Council who facilitated Declan Grehan and Paul Furey of the secretariat in this exercise.

Following the pilot review, the NOAC sub-group decided to choose 7 indicators for review. These were:

- Housing: Housing Voids
- Planning: Cost per Capita of the Planning Service
- Fire Services: Cost per Capita of the Fire Service
- Library: Library Visits
- Library: Cost per Capita of the Library Service

- Economic Development: Number of Jobs Created
- Finance: Summary of the Revenue Account Balance

The sub-group selected the following 8 local authorities for review, representing a mix of urban and rural authorities and of size of population served:

- ***Dún Laoghaire-Rathdown County Council*** reviewed on the 15<sup>th</sup> July 2015 by Paul Lemass and Constance Hanniffy with Paul Furey of the secretariat
- ***Meath County Council*** reviewed on the 15<sup>th</sup> July 2015 by Martina Moloney and John Buckley with Declan Grehan of the secretariat
- ***Fingal County Council*** reviewed on the 22<sup>nd</sup> July 2015 by Paul Lemass and Constance Hanniffy
- ***Carlow County Council*** reviewed on the 22<sup>nd</sup> July 2015 by Martina Moloney and John Buckley with Paul Furey of the secretariat
- ***Galway County Council*** reviewed on the 23<sup>rd</sup> July 2015 by John Buckley and Constance Hanniffy with Paul Furey of the secretariat
- ***Clare County Council*** reviewed on the 27<sup>th</sup> July 2015 by Martina Moloney with Paul Furey of the secretariat
- ***Cavan County Council*** reviewed on the 28<sup>th</sup> July 2015 by Martina Moloney with Paul Furey of the secretariat
- ***Cork City Council*** reviewed on the 12<sup>th</sup> August 2015 by John Buckley with Sheila McMahon of the secretariat.

### Findings

NOAC concluded that the 2014 published indicators reviewed in the year are relevant measures of performance and, apart from issues mentioned in this report, are based on reliable and accurate information.

It was confirmed that all financial information used was drawn from the Annual Financial Statements of each authority, which in turn are audited by the Local Government Audit Service. The source of all non-financial figures reviewed was confirmed. For those indicators that are based on the population served, the data was taken from the Census figures for 2011. In the case of the fire service, which spans boundaries, the relevant statistics are based on the 2011 Census adjusted by the National Directorate for Fire and Emergency Management to take account of actual boundaries of fire authority operations.

Based on the visits and subsequent follow-up work, certain adjustments have been made to the indicators as originally recommended or as reported. These adjustments are designed to improve the consistency or accuracy of the indicators.



- In the area of housing, the indicator titled 'Housing Voids' is headed in Table 2 as 'Percentage Vacant at 31/12/2014' and includes all vacancies at that date. This adjustment is designed to remove any confusion around the term 'voids' which, for the reviewed local authorities, is used to refer to stock that is vacant for more than six months, although the data they supplied included all the vacancies of shorter duration also.
- Fire authorities provide a first response to areas that span local authority boundaries. It was considered more appropriate to relate the cost of the services provided to the population being provided with a first response service, rather than the number of people residing in the local authority administrative area.
- The best available figures have been included for library visits based, where available, on actual daily records and, in their absence, on estimates derived from manual counts.
- The published financial performance figures relating to balances on the local authority accounts are based on cumulative surpluses or deficits (and not the outturn for the year as originally intended) and are consolidated figures incorporating the financial positions of all abolished local rating authorities in the area.
- All job creation figures are based on the annual survey of employment carried out by the Local Enterprise Offices with part-time jobs being counted as 0.5 of a full-time job.

NOAC will review the clarity of the guidelines in order to remove any possibilities for inconsistency in the returned data in respect of indicators for 2015 and subsequent years.

The teams that visited each authority can confirm that they were furnished with all the information and explanations that they sought. In most cases, information requested by NOAC was available at the time of the visit. However, in a number of instances, the NOAC secretariat needed to follow up some information following the review and this was provided promptly by the relevant local authority staff.

In regard to the use of the information, there was some variation in the degree to which the indicators formed an integral part of the management team's work programme and on-going performance review. Some local authorities have developed their own suite of local indicators that they view as relevant in assessing their performance throughout the year. However, the published indicators are viewed as a useful comparator of performance against other local authorities and over time.

There was little indication that authorities had a process for establishing targets associated with the indicators. Consequently, at this point, they are indicators of historic performance

only. The establishment of related targets could turn them into measures that could be used to gauge performance improvement.

The local authorities that were reviewed welcomed the reduction in the number of indicators from 46 to 35 and considered the new cost per capita indicators for the library, fire and planning services to be worthwhile.

### **Vacant Local Authority Housing (Table 2)**

The teams concluded that the authorities are, generally, capturing the information on vacant units in an accurate and timely way.

iHouse is the software used for recording data on the housing function in most of the local authorities reviewed. Meath County Council commenced using iHouse in July 2015, Dún Laoghaire-Rathdown County Council use OHMS (Organisation Housing Management System) and Cork City Council also use a system called FoxPro into which iHouse feeds. Under all the systems used, data is updated and checked at regular intervals. Meath County Council referred to the impact that the loss of rent collectors has had on how quickly the authority becomes aware of some vacancies whereby they often rely on word of mouth to inform them of a vacant unit. Both Meath and Carlow County Councils made the point that the generally increased requirements of the revised Building Standards Regulations had begun to impact on re-letting times and costs.

Maintenance in the reviewed local authorities is carried out by a mixture of direct labour and contractors, although some of the authorities visited now use only contractors to prepare units for re-letting. Average re-letting times and costs mentioned during review visits varied considerably from 6 to 25 weeks where major works were not required and from €9,000 to €23,000 per unit.

### **Cost Per Capita of the Planning Service (Table 15)**

The costs used to compile this indicator are drawn from the Annual Financial Statement and related to the census figures for the authority area. The main costs of the planning service are salaries, travel expenses and advertising and also costs associated with the preparation of Development Plans. There is some variation in the treatment of development planning costs. For instance, Cork City Council and Carlow County Council make an annual provision to evenly spread the costs associated with the production of their area's Development Plan. Meath County Council indicated that they use development levies to cover consultant costs related to the preparation of the Plan.

### **Cost Per Capita of the Fire Service (Table 17)**

Only six of the eight local authorities reviewed directly operate a fire service and of these only Cork City Council's fire brigade is a full-time only brigade. A complication in compiling this indicator is that, in most of the fire authorities reviewed, operational fire services were

both supplied to and received from neighbouring fire authorities, depending on the location of fire stations. There are varying types of agreements applicable to these arrangements and the view was expressed that the transfer payments received for the provision of such services did not generally cover the full cost. As a consequence of the service crossing local authority boundaries, as noted above, the indicators have been adjusted to relate the cost of the services provided to the populations actually served by each fire authority.

#### **Library Visits and Cost Per Capita of the Library Service (Table 19)**

An automatic or electronic count of all visitors to main library premises was in place in all the local authorities reviewed and the actual count, rather than an estimate based on the number of visitors in one week in October, was correctly returned to eReturns either initially or following the visit in the case of most of the local authorities. However, Clare and Dún Laoghaire-Rathdown County Councils returned extrapolated estimates from the electronic count taken in the first week in October even though all visits to their full-time libraries are counted electronically. Cavan County Council's figure relates to the (electronic) count in its full-time libraries only. In the case of some of the reviewed councils, the library premises included facilities for non-library or non-reading/educational related activities and visitors for those purposes were included in the counts. In relation to the appropriateness of the indicator, the point was made at several visits that there is an increasing level of on-line lending conducted remotely and this is not reflected in the relevant indicator. This will be reviewed for future returns.

The general view expressed was that the library indicators are an improvement on previous years. There will be a central library management system live from 2016 onwards which should see greater efficiencies.

#### **Number of Jobs Created (Table 26)**

All local authorities use the same system to record data relevant to this indicator. The system is the Grant Management Information System (GMIS), which was developed by Enterprise Ireland (EI) for the County and City Enterprise Boards that the Local Enterprise Offices (LEOs) replaced. For the purposes of this system, each local authority conducts an annual verification survey, usually at the end of November, to facilitate a factual measurement of jobs created each year with the assistance of the LEO. During 2014 there was a data reconciliation exercise conducted by EI that resulted in the removal or transfer to EI from the LEOs of a number of companies that had been counted as assisted by the Enterprise Boards up to then - in some cases, because the businesses had now grown beyond the micro enterprise level. There was a general feeling that since LEOs carry out a range of other functions that are not captured by the jobs created statistic, there may be merit in supplementing that indicator with an additional measure. This will be kept under review for future years.

### **Summary of the Revenue Account Balances (Table 22)**

The data for this indicator reflects the cumulative Income and Expenditure Account balance in the local authority's Annual Financial Statement at the end of each of the years 2010, 2011, 2012, 2013 and 2014. It is compiled taking account of the balances related to any abolished borough/town councils in the administrative area. The figures are in agreement with the Annual Financial Statement of each authority reviewed.

### Other Performance Matters

In the course of the visits, a number of performance-related matters were noted and discussed with staff in the areas reviewed. These included:

- The use of more detailed indicators and measures at local level that allow services to monitor their work plans is to be commended. In this respect, Cork City Council is exploring the development of a balanced scorecard system.
- In Dún Laoghaire-Rathdown, reduced costs in the planning area were due to staff reductions and some efficiency in printing costs.
- Currently, the four Dublin authorities have a co-ordinated procurement system for the purchase of new library stock. A considerable cost reduction was reported. Carlow County Council advised that a national co-ordinated procurement system is planned for 2016.
- It might be useful for authorities to consider conducting a periodic survey of the purpose of library visits using a method on the lines of that used by the Library Association of Ireland.
- Some authorities are considering or piloting self-service arrangements for libraries. These offer the potential to extend the opening hours and thereby the accessibility of services. It would be useful to evaluate the experience in these cases.
- LEO allocations in most areas were spread throughout the year but Dún Laoghaire-Rathdown reported that the allocation was spent by June which impacts on job creation in the second half of the year. There was some concern in all authorities that the impact of soft grant support was not being captured in the indicators.
- The use of a simple outturn position as a financial indicator was questioned in that it refers only to current budgets and does not relate the balance to the level of resources managed by an authority.
- Some authorities considered that a tourism related indicator would be a useful addition to the suite of measures since they see this area as a key development priority.

## **Performance Indicator Data – Key Messages**

### **Purpose of Indicators**

The aim of the indicators is to provide information on performance for each individual authority that can be used to compare outputs/outcomes across the various local authorities. Where the indicators are new or the calculation mechanisms have changed, comparison with performance in previous years is not possible. Where such comparative information is available, it is provided in the Summary Statistics and this facilitates comparison over time for each authority.

These indicators attempt to deliver a common approach to measurement and benchmarking and the availability of the information is intended to support all local authorities to improve the services they provide to local communities. NOAC believes that, by learning from one another, there is scope to develop and enhance best practice in the performance by local government bodies of their functions. The benchmarking process aids understanding of why councils vary in terms of performance. By making the information publicly available, citizens and service users can hold councils to account in relation to what is achieved on their behalf. It also allows councils themselves to ask questions about their services in order to make them better.

It is NOAC's objective, as it carries out thematic reviews into different aspects of local authority activity and acquires greater insight into the functions performed by local authorities, to develop over time more qualitative performance indicators that are focussed on outcomes as well as inputs and outputs.

In reviewing the data it must be recognised that local authorities vary in terms of their client base, scale, resource base, geography and topography, which may impact on service outputs/outcomes. In this context, NOAC will consider, in consultation with the LGMA, whether and to what extent there may be scope to group similar local authorities for comparative purposes, for example, urban, rural, levels of deprivation and affluence, etc.

The information presented in this report should be considered in the broader economic and financial context within which local authorities operate. The indicators show the reduction in staffing levels and levels of revenue collection. In addition, authorities are dependent on central Government funding which has reduced during the recession. It should also be noted that the provision of services by each local authority is governed by policy decisions which are taken at local level to match services to locally identified priorities and the needs of the population served.

## Housing Services

The total number of additional housing units provided in 2014 (Table 1) was 3,820, reflecting direct provision, and units provided under the Rental Accommodation Scheme, the Housing Assistance Payment Scheme and the Social Housing Leasing Initiative. The total stock available for social housing purposes at the end of 2014 (Table 2) stood at 153,773. 2014 saw the commencement of the roll out of the new Housing Assistance Payment Scheme through which 463 units became available. Authorities were asked to indicate the number of the housing units they own that were not tenanted on 31 December 2014 and the report shows the % this represents of the directly provided social housing stock of each local authority. The figures, which total 4,919 dwellings, vary from over 8% in Roscommon and Leitrim to 0.5% in Monaghan and South Dublin. The other authorities with vacancy rates greater than 4% are Cork and Dublin cities, Limerick city and county and Cavan, Galway, Longford, Mayo and Sligo counties. A higher level of vacancies may be due in some cases to a local authority policy of holding vacancies in certain estates pending planned refurbishment work and in others to certain stock not being popular with waiting list applicants. The level of vacancy will also reflect the extent to which the authority is proactive in placing tenants in vacated properties within the shortest possible timeframe. The 2014 mean vacancy figure is 3.45% and the median is 2.83%. The 2013 indicator excluded from the % vacant figures those units that were the subject of major refurbishment work, but the mean and median were quite similar in 2013 to the 2014 figures – at 3.23% and 2.6% respectively. This suggests that difficult to let housing stock and local authority policy and practice regarding minimising vacancies are the more likely determinants of performance in this area.

Table 3 shows average re-letting times from the date the previous tenant vacated the dwelling to the date of the new tenant's first rent debit varied from a low of 10 weeks in Laois to a high of 82 weeks in Cork city, with a median of 24 weeks. Although the Cork re-letting time was influenced by its policy of delaying the first rent debit by a week and having some older bedsit type units that can be difficult to let, this deviation from the median is significant. While 13 local authorities had average re-letting times of more than 30 weeks, 11 authorities achieved an average of less than 20 weeks, including 2 urban authorities (South Dublin – 11.1 weeks and Dún Laoghaire-Rathdown – 13.36 weeks). It is recognised that a number of authorities have provided explanations for their performance related to refurbishment of the units. It would be beneficial for individual authorities to review their performance in this area to ensure a timely turn-around of vacant units to meet the significant demand that exists for social housing.

There is also a significant variation in the average cost of pre-letting repairs from €1,266.57 in Cavan to €35,012.51 in Cork city, with a median cost of €8,375. Explanations that were provided for the variations include costs associated with the age of the property, the extent of the work required and the impact of hard to let properties. Average maintenance costs

relating to existing tenancies varied from €256.40 in Carlow to €4,075.28 in Westmeath with a median of €758.29 so, for this indicator also, deviations from the median were quite significant. Again, authorities, particularly those that are outliers, should review comparative costs of works needed to their housing stock to ensure that value for money is being achieved.

NOAC is currently carrying out a thematic study of the maintenance and management of local authority housing; the areas being examined include the level of vacancies, re-letting practices and maintenance expenditure. The outcome of this study will enable NOAC to decide if these indicators should be retained as they are or if they require amendment to ensure that they are a more meaningful measurement of performance in future years.

The other housing study that NOAC is conducting at present relates to the local authority function of implementing the private rented sector regulations. Table 4 shows that local authorities carried out a total of 18,553 inspections of private rented dwellings in 2014. This compares with 21,218 inspections in 2013 and 19,921 in 2012. Given the escalating number of households in the private rented sector, any reduction of activity in this area is an unwelcome development. The number of inspections as a percentage of the tenancies registered with the Private Residential Tenancies Board was at least 30% in the case of Cavan, South Dublin and Roscommon County Councils and NOAC acknowledges the high level of performance by Cavan County Council who have maintained an inspection rate equating to more than 30% of tenancies every year since this indicator was introduced in respect of 2008 activity. At the other end of the spectrum, inspections in Louth, consistent with its 2013 performance, amounted to less than 0.5% of registered tenancies. The level of inspections by authorities in the urban areas accounting for the location of 56% of the tenancies was mixed, varying from South Dublin's commendable inspection rate of 34% to 11.7% in Waterford city and county, 7.6% in Cork city, 4.6% in Dún Laoghaire-Rathdown, 3.6% in Dublin city, 3.3% in Limerick city and county, 2% in Fingal and 1.1% in Galway city. Performance in enforcing the private rented sector regulations will be considered further by NOAC in the study it is currently undertaking of this function.

There were 2,649 homeless adult individuals in emergency accommodation at 31 December 2014, of which 64% were in the Dublin area (Table 4). Although there may be no direct relationship between local authority performance and the number of persons who were homeless at any particular date, the proportion of those homeless on the day of the count who have been in emergency accommodation for more than 6 months out of the previous 12 months is a reflection of the success of local authority actions to address homelessness. The new homeless adults indicator shows that in the case of Dublin city (on behalf of the 4 Dublin authorities), Kildare, Sligo, Tipperary and Waterford Councils, more than half of the individuals in emergency accommodation at 31 December 2014 had spent more than 6 months in such accommodation.

The Implementation Plan on the State's Response to Homelessness was in operation for more than half of that year and Action 20 of this instructed local authorities to operate their Allocation Schemes so as to ensure that homeless households (families and individuals) and other vulnerable groups are allocated housing in accordance with the appropriate priority. Ministerial directions issued in August 2015 under the Housing (Miscellaneous Provisions) Act 2009 that make it mandatory for 50% of housing allocations by the Dublin authorities and 30% of allocations by the other urban authorities to be made to households that on 1 June 2015 were either (a) in emergency accommodation, (b) had an accommodation requirement arising from a disability or (c) qualified on exceptional medical or compassionate grounds, should begin to impact positively on the second part of this indicator in 2015.

### **Roads**

A new indicator has been introduced to provide information in relation to the quality of the non-national road network at Tables 6 to 9. The maintenance and improvement of roads is a key service provided by local authorities and impacts on the economic and social lives of the entire population. While only 5 councils had fully surveyed all their roads by the end of 2014 (Table 5), the majority of councils had completed at least some of the necessary survey work for this indicator. As the indicator is new, comparison with previous years is not possible. However, some key messages emerge. Looking at the median values, the survey results indicate that 5% of regional roads, which carry large traffic volumes, display structural distress and 19% have moderate to significant pavement defects. The comparable figures for the local primary roads are 8% and 27%. 15% of local secondary roads display structural distress, with 35% displaying pavement defects. The comparable figures for local tertiary roads are 28% and 27% respectively. This data will be useful in future years when comparative figures are available to assess trends in road quality and permit the targeting of resources to areas most in need.

### **Water Services**

The Unaccounted for Water (UFW) figures published in Table 11 were supplied by Irish Water and were derived from data provided to it by local authorities under a Service Level Agreement (SLA) in respect of January – June 2015, as this was the most reliable data available. The mean UFW outcome for the country as a whole of 46.7% is an increase over the 2013 figure, which was 39.5%. The explanation for this variation is more likely to be the fact that up to now the calculation was based on a combination of metered commercial water usage and estimated domestic consumption (as residential usage was not metered hitherto), than that the level of leakage has increased between 2013 and 2015. The UFW level varied considerably between local authorities – from 68% in Roscommon to 32% in Monaghan. The only other authorities with UFW rates of less than 40% were Cavan (33%), Clare (37%), Kildare (35%), Laois (36%), South Dublin (34%) and Wicklow (37%). The figure for Roscommon is somewhat of an outlier with the next highest rate being 58% in Mayo.



The Drinking Water quality data supplied by the Environmental Protection Agency relates to 2013. The median compliance rate for both microbiological and chemical analysis of public water supplies provided under an SLA with Irish Water is 99.4%. Three local authorities achieved perfect 100% scores – Galway City and Longford and Louth County Councils. The median compliance rate for private water supplies was 97.9%. The drinking water quality compliance indicator data was not included in recent Service Indicator Reports.

### **Waste Service**

The July 2014 national target for household access to a 3 bin refuse collection service was 50%. Table 12 suggests that this target is being exceeded in the majority of large urban centres, with the highest penetration in the Fingal area at 77.87%. The lowest level of penetration is Donegal at just 0.1% or 60 households and the median value is 22.09%. The indicators suggest that the achievement of this target is more problematic in rural counties with poor outcomes of less than 10% in a number of cases. The data was obtained by the National Waste Collection Permit Office from the waste collectors. However, comparison of the total number of households with access to a 3-bin service of 522,141 with the 2013 Service Indicators report percentage of households receiving a waste collection service being provided with segregated collection for organics, which totalled 580,655 households, indicates some doubt over the reliability of data supplied in one or both years.

### **Planning Service**

It is disappointing to note from Table 15 that the buildings inspected as a percentage of new buildings whose commencement was notified to the authorities in 2014 was a reduction on the percentage inspected in 2013 in the case of the majority of authorities. The exceptions to this were Kerry, Kilkenny, Leitrim, Mayo, Monaghan, Carlow, Longford, Meath, Roscommon, Sligo and Waterford and, in the case of the latter 6 authorities, the percentage improvement was between 35% and 86%. The proportion of buildings inspected ranged from 11.02% in Fingal to 58.93% in Carlow and the median rate was 17.71%. However, on a more positive note, only 3 authorities (Fingal, South Dublin and Tipperary) had an inspection rate lower than the minimum 12% to 15% requirement specified in the February 2014 Code of Practice for Inspecting and Certifying Buildings and Works.

The new per capita planning service cost indicator showed a variation from €12.66 in Cork county to €53.19 per head in Roscommon, with a mean of €28.04 from which only 10 authorities deviated by more than 20%. As referred to on page 9, the assessment of this indicator highlighted that the timing and treatment of the costs associated with the six yearly Development Plan preparation can impact on the outcome.

In 2014 a total of 6,428 planning enforcement cases were referred to local authorities and 5,539 cases were closed that year (Table 16). The number of cases being investigated at the end of the year was 15,951, with a median per authority of 218. Carlow, Clare, Dún Laoghaire-Rathdown, Galway City, Kerry, Kildare, Kilkenny, Limerick, South Dublin, Wexford

and Wicklow all succeeded in closing more cases than were referred/initiated during the year. However, it should be noted that when asked to break down the cases closed in 2014 between those that were dismissed, those that required the authority to undertake statutory enforcement proceedings under the Planning and Development Act 2000 and those that were resolved to the authority's satisfaction through negotiations, the percentages do not total 100 in the case of 5 of the above-mentioned authorities (Dún Laoghaire-Rathdown, Kerry, Kildare, Limerick and Wicklow) together with Cork and Galway counties, Laois and Mayo. When queried, the explanation given for this was that the foregoing categories did not include 'civic cases', unauthorised developments and instances where there was insufficient information to process the case.

### **Fire Services**

Local authority fire and emergency services respond to fire and non-fire incidents throughout the country. Attendance at the scene is a key performance target for both full and part-time services and attendance response times are reported on in Table 18. Fire brigades were called out to attend over 21,600 fires and more than 9,000 other incidents in 2014 and attended the scene in less than 10 minutes in the case of 58% of these fires and 52% of the other incidents. The 2014 mean value for attendance at fire scenes within 10 minutes was 45.02%, an improvement on the 2013 figure of 44.08%. There is a considerable variation in attendance patterns between fulltime and part time fire authorities. Perhaps not surprisingly, the full time fire services in the larger urban areas have a quicker response time with Cork city achieving a 10 minute attendance at 89.42% of fire incidents. The percentage of incidents where attendance was greater than 20 minutes varied from a low of 1.22% in Cork city to a high of 27.09% in Galway County.

Table 17 contains a new indicator introduced to measure the cost of the fire service per head of population served. This indicator highlights the variation in cost for full-time brigades and part-time services. The highest per capita cost stood at €93.13 in Cork city and this service consists of full-time fire fighters only. It also achieved the best response times to incidents. The costs associated with the part-time services were generally lower, with the per capita cost in Kildare and Wexford coming in at less than €30. However, the figure for the part time service in Leitrim is €70. The median per capita cost for part-time brigades was €43.17. Further exploration of the cost indicators from comparable counties may facilitate the sharing of good practice and efficiency measures.

### **Library Services**

The number of library visits per 1,000 population (Table 19) shows a significant increase of 14% in 2014 over 2013. A new indicator of the cost per 1,000 population of operating the library service shows a wide variation from a high of €60,158.82 in Cork city, with four counties spending less than €20,000 per 1,000 population – the median is €27,089. While Cork city also had the greatest number of library visits per head of population, the cost/visit

ratio ranged from a low of 4.95 in Tipperary to a high of 13.46 in Sligo. Further analysis by comparable authorities may assist in understanding the factors which underlie the significant variations in the cost of the service provision.

### **Economic and Community Development and Job Creation**

The Local Government Reform Act 2014 has expanded the remit of local authorities in the area of economic and community development and a number of indicators reflect this change, but in some cases there was an issue regarding the availability of 2014 data.

In 2014, the transfer of the functions of the former County and City Enterprise Boards to the Local Enterprise Offices (LEOs) was completed. Table 26 shows the number of jobs created with assistance from the LEOs in 2014 amounted to 3,478.5. Progress was made in delivering on the target for participants in the Gateway programme (Table 20), with a median average of 64.19% success in the first year of the programme, and some authorities (Limerick, Louth, Mayo and Wicklow) even exceeding the target.

### **Corporate Services**

The Local Government Efficiency Review Group (2010) identified the need to reduce employment levels in local authorities in light of reducing resources and the need to deliver efficiencies. There has been a decrease of 2.67% in staff numbers in 2014 (Table 21), bringing the total reduction since 2008 from 35,007 to 26,807 whole-time equivalent (WTE) employees, or 23.4%.

There has been a reduction in the level of certified sickness absence, with the overall mean average decreasing by 8.27%. When unpaid sick leave is excluded as per the figures in Table 21, the mean average reduction in certified sick leave is 20.33%. The percentage of working days lost due to certified paid sick leave varied from 2.37% in Wicklow to 4.47% in Galway city. The median was 3.53% and in total only 6 local authorities deviated from this median by more than 20%.

A new indicator has been introduced which focuses on the cost of the ICT service within local authorities, but, as it is new, there is no comparator from previous years. However, the inter-authority comparisons indicate significant variation, from less than €2,000 per WTE in Cork county to more than €4,000 in Leitrim. The median expenditure was €2,913. Further analysis of comparable authorities may identify scope for learning to increase efficiency.

Another new indicator for 2014 was the number of page visits to the local authority website and it transpired that not all local authority websites were accessing a web site analytics service last year, so the information was incomplete or absent in respect of 5 authorities. Given the scope to improve customer service and efficiency through greater use of the internet, it would be desirable that this data is gathered to assess trends in the future.

## Financial Performance

A new set of indicators of the revenue account balances of local authorities, adjusted to include the figures relating to the abolished rating town and borough councils (relevant to 21 of the authorities), provides information at Table 22 on the trends in the balances over the five years from 2010 to 2014, a challenging period for local government and the broader public service. The overall revenue account credit balance for the sector is €3,361,659, showing a deterioration from 2010 of €30,928,280. A total of 14 authorities show a surplus and 17 are in a deficit situation. The deterioration is significant in the case of a small number of authorities and the 5 authorities with the most adverse balances (exceeding €5m) are Donegal, Mayo, Sligo, Waterford and Wexford, of which Sligo has the most negative balance of -€26m. While some of these authorities have made progress on arresting the worsening situation, a small number continue to be a cause of concern. In contrast, Dublin City's surplus increased by 71% from 2013 to its 2014 level of €28.35m. Fingal, South Dublin and Cork County also showed a surplus of more than €10m at the end of 2014. Westmeath moved from a deficit of around €1m per annum to a small surplus in 2014 and Clare, Kilkenny and Longford all significantly reduced their deficits in 2014. NOAC is undertaking a more in-depth analysis of the underlying issues associated with revenue account deficits.

The collection of revenue is an important element in the financing of local authorities and collection rates over the period 2010 to 2014 for rates, rents and annuities and housing loans are included in Tables 23 to 25. Collection levels for rates in 2014 varied from a high of 92% in Fingal to lows of 56% in Donegal and Louth, with a median level of 72%. NOAC is carrying out a review of rate collection performance to better understand the contributory factors. Median housing rent and annuity collection levels in 2014 amounted to 87%, with the highest performance in Laois and Monaghan at 95% and the lowest in South Dublin at 73%. Median housing loan collection levels show a deterioration from 80% in 2010 to 65% in 2014 and the outliers for this indicator were Fingal at 98% and Kildare and Sligo at 42% and 46% respectively.

## Conclusions and Recommendations

### Conclusions

The core purpose of the performance indicators is to support local government through benchmarking and tracking performance over time to continue to improve the services provided to the citizen by local authorities.

This performance indicator process has delivered useful comparative information for the local government service and will be built on over time, including by the addition of further indicators as the need arises.

The indicators will also help to identify areas of activity for more in-depth analysis by NOAC.

As 2014 was the first year of reporting on performance indicators to NOAC, the process of compilation, validation and review was very time-consuming. Hence the publication of the report is at a very late stage of the year. It is intended that, for the 2015 indicators, the process will be streamlined, with the aim of publishing the report at a much earlier date to ensure its relevance and provide the opportunity for the early application of any learning.

NOAC will review with the LGMA all aspects of the process of collecting the data and a workshop will be held with the local authority performance indicator co-ordinators prior to the issue of the 2015 data request. Following on from this, more detailed guidance for completion of the data returns will be developed for circulation to local authorities.

The identification of the most appropriate range of indicators is an iterative process. The learning from the indicator process this year will feed into a review to inform any amendments which may be necessary for future years. In addition, the role and priorities of local government change over time and the indicators must be dynamic to respond to these changes.

Queries received from local authorities have raised some issues for consideration by NOAC in relation to the potential value of continuing to include some of the indicators. These issues will be examined by NOAC for the purposes of the report dealing with 2015 activity. There are also some indicators that NOAC has already identified as potential candidates for inclusion in the future, some of which may be capable of being collected in respect of 2015.

As a number of reviews of different aspects of local authority activity being undertaken by NOAC are progressed, the knowledge gained will be applied to developing indicators that are to the greatest extent possible relevant, unambiguous and focussed on qualitative outcomes.

Notwithstanding some issues with the consistency and reliability of some of the indicators, variations in the 2014 data show differing levels of performance by authorities in a number

of areas. Many of these have been highlighted in the foregoing commentary. Where a local authority's performance is significantly below that of other similar profile authorities, it should undertake the necessary measures to bring about an improved performance in 2016 and subsequent years.

### Recommendations

Based on its review of the process at local authority level for the indicators reviewed, NOAC recommends that the 7 reviewed indicators should be retained subject to the following –

- Review whether any material inconsistency arises in the reported cost per capita of the planning service, given the practice of meeting the cost of development planning from provisions and other non-current funds in some authorities
- Provide greater clarification of the future procedure for counting or estimating library usage, including discounting non-library related use by members of the public, better capturing of all library related activities and the extent of online activity and capturing usage arising from any future self-service initiatives
- Review whether a measure of performance for LEOs can be constructed that takes account of activities other than those aimed at direct job creation
- Consider whether the financial balance of the local authority currently expressed as a monetary amount should be replaced by a measure that indicates the financial health of the authority by relating the surplus or deficit to its financial base.

More generally, NOAC recommends that –

- Targets be established by local authorities related to the indicators identified by NOAC and outturns be reviewed against those targets
- The targets and indicator outcomes be presented to local authority management teams, elected members and Audit Committees
- Year-on-year performance based on indicators, by reference to comparable authorities and against targets, be reviewed at least once annually by local authority management teams, elected members and Audit Committees.
- Comparable authorities analyse the cost indicators to identify the factors underlying significant variations in performance, ensure that value for money is being achieved and facilitate the sharing of approaches to efficiency measures.

## Section 1: Housing

**Table 1: Total Social Housing Dwellings Provided 01/01/2014 – 31/12/2014**

Authority	Total Social Housing Dwellings Provided 1/1/2014 - 31/12/2014	Total Dwellings Provided	Constructed	Purchased	Provided under RAS	Provided under HAP	Provided under SHLI
Carlow County	57	10	7	3	43	N/A	4
Cavan County	102	5	5	0	97	N/A	0
Clare County	98	20	12	8	62	N/A	16
Cork City	195	108	100	8	75	N/A	12
Cork County	242	7	6	1	77	55	103
Donegal County	31	4	2	2	21	N/A	6
Dublin City	485	205	159	46	76	N/A	204
Dun Laoghaire Rathdown	85	19	0	19	55	N/A	11
Fingal County	100	14	0	14	54	N/A	32
Galway City	16	0	0	0	7	N/A	9
Galway County	66	20	2	18	27	N/A	19
Kerry County	144	11	2	9	98	N/A	35
Kildare County	103	19	0	19	60	N/A	24
Kilkenny County	206	8	1	7	59	102	37
Laois County	34	21	1	20	0	N/A	13
Leitrim County	4	1	0	1	3	N/A	0
Limerick City & County	377	94	64	30	59	210	14
Longford County	13	5	0	5	7	N/A	1
Louth County	64	0	0	0	0	41	23
Mayo County	192	3	2	1	144	N/A	45
Meath County	97	9	0	9	52	N/A	36
Monaghan County	25	5	0	5	5	15	0
Offaly County	49	2	0	2	1	N/A	46
Roscommon County	71	3	0	3	68	N/A	0
Sligo County	67	5	0	5	59	N/A	3
South Dublin County	372	16	0	16	211	8	137
Tipperary County	148	6	0	6	103	N/A	39
Waterford City & County	77	11	0	11	25	32	9
Westmeath County	109	21	6	15	36	N/A	52
Wexford County	119	12	2	10	102	N/A	5
Wicklow County	72	10	1	9	62	N/A	0
<b>Totals</b>	<b>3,820</b>	<b>674</b>	<b>372</b>	<b>302</b>	<b>1,748</b>	<b>463</b>	<b>935</b>

<b>Total Social Housing provided 01/01/2014 to 31/12/2014</b>		
<b>Total Social Housing Dwellings Provided</b>		<b>2014</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>97</b>
	Mean	123.23
<b>Total LA Dwellings Provided</b>		<b>2014</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>10</b>
	Mean	21.74
<b>Provided under RAS</b>		<b>2014</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>59</b>
	Mean	56.39
<b>Provided under HAP</b>		<b>2014</b>
N	Valid	7
	Missing	24
<b>Average</b>	<b>Median</b>	<b>0</b>
	Mean	22.05
<b>Provided under SHLI</b>		<b>2014</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>14</b>
	Mean	30.16



**Table 2: Total Social Housing Dwellings Stock as at 31/12/2014**

Authority	Total Social Housing Dwellings as at 31/12/2014	Directly Provided	Provided under RAS	Provided under HAP	Provided under SHLI	Percentage Vacant at 31/12/2014
Carlow County	2153	1567	489	N/A	97	1.91
Cavan County	2530	1983	535	N/A	12	5.85
Clare County	2860	2313	416	N/A	131	3.11
Cork City	9766	8770	851	N/A	145	5.9
Cork County	8794	7175	767	55	797	3.94
Donegal County	5144	4635	316	N/A	193	3.67
Dublin City	27366	25444	1205	N/A	717 <sup>a</sup>	6.67 <sup>c</sup>
Dun Laoghaire Rathdown County	4957	4384	407	N/A	166	0.71
Fingal County	5577	4491	722	N/A	364	1.47
Galway City	2806	2258	380	N/A	168	2.92
Galway County	2692	2379	287	N/A	26	7.19
Kerry County	4843	4038	731	N/A	74	3.44
Kildare County	4471	3604	653	N/A	214	1.03
Kilkenny County	2807	2164	493	102	48	1.02
Laois County	2338	2019	160	N/A	159	0.74
Leitrim County	1014	940	74	N/A	0 <sup>b</sup>	8.72 <sup>d</sup>
Limerick City & County	6635	5211	1169	210	45	6.7
Longford County	2075	1889	170	N/A	16	5.82
Louth County	4260	3671	171	41	377	1.42
Mayo County	3124	2044	958	N/A	122	6.85
Meath County	3645	3100	425	N/A	120	2.1
Monaghan County	1713	1410	288	15	0	0.5
Offaly County	2116	1754	176	N/A	186	2.39
Roscommon County	1772	1348	420	N/A	4	8.75 <sup>e</sup>
Sligo County	2482	2096	351	N/A	35	5.06
South Dublin County	11034	8999	1480	8	547	0.47
Tipperary County	6306	4733	1268	N/A	305	2.83
Waterford City & County	6127	4755	1210	32	130	2.59
Westmeath County	2457	1777	398	N/A	282	0.9
Wexford County	5047	4207	759	N/A	81	1.02
Wicklow County	4862	4353	486	N/A	23	1.33
<b>Totals</b>	<b>153,773</b>	<b>129,511</b>	<b>18,215</b>	<b>463</b>	<b>5,584</b>	

<sup>a</sup> Dublin City: Includes 323 unsold affordable units: Social RAS and repossessed.

<sup>b</sup> Leitrim: Call for units under RAS/SHLI issued in 2014 - only resulted in 1 unit being secured under RAS - issues particularly in Carrick on Shannon.

<sup>c</sup> Dublin City: This includes all 1696 void units. 1.19% vacant in real terms. i.e. 25444 less 1411 unavailable = 24,033 of which 285 were void at 31/12/2014.

<sup>d</sup> Leitrim: Indicator previously excluded units subject to major refurbishment/long term voids.

<sup>e</sup> Roscommon: The vacant stock includes a number of rural houses which are in isolated locations with no demand identified. It is proposed to sell the houses with Department approval. Included is a number of units of Traveller-specific accommodation with no demand identified.

<b>Total Social Housing Dwellings Stock at 31/12/2014</b>		
<b>Total Dwellings</b>		<b>2014</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>3,645.00</b>
	Mean	4,960.42
<b>Directly Provided</b>		<b>2014</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>3,100.00</b>
	Mean	4,177.77
<b>Provided under RAS</b>		<b>2014</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>486.00</b>
	Mean	587.58
<b>Provided under HAP</b>		<b>2014</b>
N	Valid	7
	Missing	24
<b>Average</b>	<b>Median</b>	<b>41.00</b>
	Mean	66.14
<b>Provided under SHLI</b>		<b>2014</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>130.00</b>
	Mean	180.13
<b>Percentage of Directly Provided Vacant at 31/12/14</b>		<b>2014</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>2.83</b>
	Mean	3.45

<b>Summary Statistics 2010 - 2014</b>						
<b>The total number of dwellings in local authority stock*</b>						
		<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
<b>N</b>	Valid	34	34	34	33	31
	Missing	0	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>2,333.00</b>	<b>2,348.00</b>	<b>2,483.50</b>	<b>2,506.00</b>	<b>3,100.00</b>
	Mean	3,766.80	3,847.30	3,853.10	3,937.82	4,177.77

\*The comparison of data between 2014 and previous years is calculated by comparing the average median and mean of social housing stock that was directly provided by local authorities as at 31/12/2014 with the total number of dwellings in local authority stock as recorded in 'Table 31: Current Status of Local Authority Housing Stock/Total Number of Dwellings in Local Authority Stock' – Service Indicators in Local Authorities 2010 - 2013.

**Table 3: Average Re-letting Time & Cost; Maintenance Cost by Unit**

Authority	Re-letting Time (Weeks)	Re-let Cost Average (€)	Maintenance Cost by Unit (€)
Carlow County	24.66	9,821.28	256.40
Cavan County	38.24	1,266.57	343.14
Clare County	43.61	9,095.54	551.32
Cork City	82.54	35,012.51	1,401.45
Cork County	65.82	17,512.21	1,837.31
Donegal County	38.02	4,762.10	308.00
Dublin City	23.35	15,875.17	2,680.49
Dun Laoghaire Rathdown	13.36	4,978.82	1,727.93
Fingal County	24.48	10,934.88	758.29
Galway City	36	14,000.00	576.54
Galway County	51.19	8,033.58	766.15
Kerry County	48.84	17,888.28	529.91
Kildare County	14.83	11,530.15	506.92
Kilkenny County	18.36	9,529.89	946.51
Laois County	10.17	3,061.11	868.21
Leitrim County	57.8	8,237.84	1,329.85
Limerick City & County	67.5	6,653.81	841.28
Longford County	16.24	4,734.50	586.26
Louth County	25.83	4,022.83	914.42
Mayo County	38	7,281.15	384.05
Meath County	15	19,999.00	801.00
Monaghan County	19.45	4,395.55	836.76
Offaly County	37.4	8,375.00	535.00
Roscommon County	56.39	7,167.18	474.00
Sligo County	12.55	5,989.15	403.51
South Dublin County	11.1	12,442.85	1,140.23
Tipperary County	21.28	5,716.19	478.93
Waterford City & County	21	12,712.00	477.00
Westmeath County	18.47	9,887.07	4,075.28
Wexford County	12.78	2,950.00	955.45
Wicklow County	20.97	14,016.59	555.19

<b>Average Re-letting Time, Cost &amp; Maintenance Cost</b>		
<b>Re-letting Time (Weeks)</b>		<b>2014</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>24.48</b>
	Mean	31.78
<b>Re-let Cost Average (€)</b>		<b>2014</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>8,375.00</b>
	Mean	9,931.70
<b>Maintenance Cost by Unit (€)</b>		<b>2014</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>758.29</b>
	Mean	930.54

<b>Summary Statistics 2010 - 2014</b>						
<b>Re-letting Time (Weeks)*</b>						
		<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
N	Valid	34	33	34	33	31
	Missing	0	1	0	0	0
<b>Average</b>	<b>Median</b>	<b>24.33</b>	<b>26.6</b>	<b>23.85</b>	<b>22.20</b>	<b>24.48</b>
	Mean	25.76	30.41	26.95	24.71	31.78

\*The comparison of data between 2014 and 2013 is calculated by comparing the average median and mean of the re-letting time (weeks) 2014 with the total of the average time taken (in weeks) from the date of vacation and from the works being completed to the date of the first rent debit ('Table 31: Current Status of Local Authority Housing Stock/Total Number of Dwellings in Local Authority Stock' in previous years' Service Indicator reports)

**Table 4:** Private Rented Sector Inspections; Long term Homeless Adults

Authority	Total Number of Registered Tenancies at end 2014	Number of Private Rented Inspections Carried Out	Nos of Adults in Emergency Accomd. on 31/12/14	% of persons in Emergency Accommodation at 31/12/2014 using emergency accommodation services in excess of 6 months over the year
Carlow County	3320	328	10	10
Cavan County	2356	808	0	0
Clare County	4400	391	19	15.79
Cork City	15988	1211	173	20.23
Cork County	16728	802	2	0
Donegal County	5567	576	21	19.05
Dublin City	69396	2511	1692 <sup>a</sup>	54.43
Dun Laoghaire Rathdown	14850	683	<sup>a</sup>	
Fingal County	19652	397	<sup>a</sup>	
Galway City	12123	138	59	32.2
Galway County	5944	57	24	45.83
Kerry County	7156	714	31	35.48
Kildare County	11452	579	53	52.83
Kilkenny County	3895	381	42	47.62
Laois County	3589	162	3	33.33
Leitrim County	1289	62	0	0
Limerick City & County	12043	402	245	33.88
Longford County	2065	173	14	50
Louth County	5510	23	25	4
Mayo County	5535	322	0	0
Meath County	6929	122	35	5.71
Monaghan County	1583	221	1	0
Offaly County	3011	50	6	33.33
Roscommon County	2493	748	0	0
Sligo County	4984	804	8	75
South Dublin County	8200	2799	<sup>a</sup>	
Tipperary County	6663	191	21	52.38
Waterford City & County	7588	886	70	62.86
Westmeath County	5841	820	19	5.26
Wexford County	7894	826	35	22.86
Wicklow County	6981	366	41	46.34
<b>Totals</b>	<b>285,025</b>	<b>18,553</b>	<b>2,649</b>	

<sup>a</sup> DCC; manages homelessness responses on behalf of Dublin authorities, so DLR, Fingal and South Dublin are included in Dublin City.

<b>Private rented sector inspections - Long term Homeless Adults</b>		
<b>Total Number of Registered Tenants</b>		<b>2014</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>5,944.00</b>
	Mean	9,194.35
<b>Number of Inspections Carried Out</b>		<b>2014</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>397.00</b>
	Mean	598.48
<b>PASS Homeless Adults</b>		<b>2014</b>
N	Valid	28
	Missing	3
<b>Average</b>	<b>Median</b>	<b>21.00</b>
	Mean	94.61
<b>Long-term Homeless as % of Total</b>		<b>2014</b>
N	Valid	28
	Missing	3
<b>Average</b>	<b>Median</b>	<b>33.33</b>
	Mean	30.34

<b>Summary Statistics 2012 - 2014</b>			
	<b>Total Number of Registered Tenancies</b>		
	<b>2012</b>	<b>2013</b>	<b>2014</b>
<b>Median</b>	<b>4,338.00</b>	<b>5,052.00</b>	<b>5,944.00</b>
Mean	7,202.64	8,430.41	9,194.35
	<b>Number of Inspections Carried Out</b>		
	<b>2012</b>	<b>2013</b>	<b>2014</b>
<b>Median</b>	<b>437</b>	<b>550</b>	<b>397</b>
Mean	585.91	642.97	598.48

## Section 2: Roads

**Table 5:** Percentage (based on length) of both regional and local roads whose PSCI condition has been recorded as at 31/12/2014

	Overall Percentage Regional	Overall Percentage Local
<b>Carlow County</b>	44 <sup>a</sup>	86
<b>Cavan County</b>	100	100
<b>Clare County</b>	100	23
<b>Cork City</b>	0 <sup>a</sup>	0
<b>Cork County</b>	39.37	75.51
<b>Donegal County</b>	100 <sup>a</sup>	67.71
<b>Dublin City</b>	12.3	87.04
<b>Dun Laoghaire Rathdown</b>	N/A	N/A
<b>Fingal County</b>	N/A	N/A
<b>Galway City</b>	0	0
<b>Galway County</b>	100	100
<b>Kerry County</b>	75.69	51.28
<b>Kildare County</b>	12.1	33.79
<b>Kilkenny County</b>	5	44.5
<b>Laois County</b>	87	73
<b>Leitrim County</b>	8	55
<b>Limerick City &amp; County</b>	31 <sup>a</sup>	87
<b>Longford County</b>	32.5	11.5
<b>Louth County</b>	8.82	65.46
<b>Mayo County</b>	21.07	15.48
<b>Meath County</b>	0	0
<b>Monaghan County</b>	100	100
<b>Offaly County</b>	64	89
<b>Roscommon County</b>	100	0
<b>Sligo County</b>	100	100
<b>South Dublin County</b>	N/A	N/A
<b>Tipperary County</b>	68	71
<b>Waterford City &amp; County</b>	92	85
<b>Westmeath County</b>	22.32	23.45
<b>Wexford County</b>	51.8	40.6
<b>Wicklow County</b>	100	100



<sup>a</sup> In a number of local authorities mechanical surveys were carried out of the road network. This information is available to local authorities but not recorded in Map Road.

<b>Summary Statistics for overall PSCI Condition surveyed</b>		
<b>The overall %s (based on length) of the Regional roads in their area whose PSCI condition has been recorded as at 31/12/2014.</b>		<b>2014</b>
N	Valid	28
	Missing	3
<b>Average</b>	<b>Median</b>	<b>57.90</b>
	Mean	53.83
<b>The overall %s (based on length) of the Local roads in their area whose PSCI condition has been recorded as at 31/12/2014.</b>		<b>2014</b>
N	Valid	28
	Missing	3
<b>Average</b>	<b>Median</b>	<b>66.36</b>
	Mean	56.62

**Table 6: Ratings in Pavement Surface Condition Index<sup>a</sup> –Regional as at 31/12/2014**

Authority	Structural Distress				Pavement Defects		Surface Defects		Not Visible/Minor	
	Cat. 1	Cat. 2	Cat. 3	Cat. 4	Cat. 5	Cat. 6	Cat. 7	Cat. 8	Cat. 9	Cat. 10
Carlow County	0	0	0	12	4	12	12	46	12	0
Cavan County	0	0	0	2	8	31	15	15	16	1
Clare County	0	0	0	2	4	14	28	34	11	7
Cork City	N/A <sup>b</sup>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Cork County	0.01	0.44	0.75	6	7.68	13.69	18.58	25.6	22.2	5.06
Donegal County	1.77	0.44	0.41	8.48	14.75	20.36	20.57	16	12.41	4.83
Dublin City	0	0.48	1.5	4.75	6.8	27.31	0.85	14.88	20.49	22.94
Dun Laoghaire Rathdown	N/A <sup>b</sup>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Fingal County	N/A <sup>b</sup>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Galway City	0	0	0	0	8.9	0	4.3	40.2	16	30
Galway County	0	0.02	0.41	15.03	9.98	13.18	21.15	20.7	11.8	7.74
Kerry County	0	1	2	4.8	3.3	10.8	27.3	18.9	27.7	4.3
Kildare County	2.26	0.75	0.75	5.26	3.38	8.65	16.92	21.43	24.81	15.79
Kilkenny County	0	0	0	21	15	4	18	40	2	0
Laois County	0	0	2	9	13	20	15	18	16	6
Leitrim County	0	0	0	0	74	20	2	3	1	0
Limerick City & County	0	0	0	0.35	4.16	13.68	21.29	44.73	14.99	0.79
Longford County	0	0	0	13	11	34	9	11	21	1
Louth County	0	0	0	4	4	34	24	26	8	0
Mayo County	0	0	0	0.84	6.3	13.15	2.47	46.18	19.47	11.61
Meath County	N/A <sup>b</sup>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Monaghan County	0	0	0	16	1	2	29	26	24	2
Offaly County	0	0.02	1.8	12.08	3.48	10.85	11.95	15.31	41.5	3.01
Roscommon County	0.42	0	1.63	10.88	3.46	7.36	11.9	32.2	19.78	12.38
Sligo County	1	1	2	3	3	9	14	22	33	12
South Dublin County	N/A <sup>b</sup>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Tipperary County	0	1	1	6	7	13	31	19	18	4
Waterford City & County	0	0	0	4	5	6	29	28	27	1
Westmeath County	0	0	0	2	17	25	47	8	2	0
Wexford County	0	0	2	14	6	9	21	15	21	12
Wicklow County	0	0	0	0.19	0.93	0.31	31.35	48.92	10.18	8.12

These comments apply to tables 6-9;

<sup>a</sup>Ref. Appendix page 80 for category clarifications

<sup>b</sup>Cork City, DLR, Fingal, Meath & S Dublin: Surveys only commenced in 2015.

Ratings in Pavement Surface Condition Index - Regional		
Cat 1		<b>2014</b>
N	Valid	26
	Missing	5
<b>Average</b>	<b>Median</b>	<b>0.00</b>
	Mean	0.21
Cat 2		<b>2014</b>
N	Valid	26
	Missing	5
<b>Average</b>	<b>Median</b>	<b>0.00</b>
	Mean	0.20
Cat 3		<b>2014</b>
N	Valid	26
	Missing	5
<b>Average</b>	<b>Median</b>	<b>0.00</b>
	Mean	0.63
Cat 4		<b>2014</b>
N	Valid	26
	Missing	5
<b>Average</b>	<b>Median</b>	<b>5.03</b>
	Mean	6.79
Cat 5		<b>2014</b>
N	Valid	26
	Missing	5
<b>Average</b>	<b>Median</b>	<b>6.15</b>
	Mean	9.43
Cat 6		<b>2014</b>
N	Valid	26
	Missing	5
<b>Average</b>	<b>Median</b>	<b>13.08</b>
	Mean	14.32
Cat 7		<b>2014</b>
N	Valid	26
	Missing	5
<b>Average</b>	<b>Median</b>	<b>18.29</b>
	Mean	18.56
Cat 8		<b>2014</b>
N	Valid	26
	Missing	5
<b>Average</b>	<b>Median</b>	<b>21.72</b>
	Mean	25.23

Cat 9		2014
N	Valid	26
	Missing	5
<b>Average</b>	<b>Median</b>	<b>17.00</b>
	Mean	17.44
Cat 10		2014
N	Valid	26
	Missing	5
<b>Average</b>	<b>Median</b>	<b>4.57</b>
	Mean	6.64

**Table 7: Ratings in Pavement Surface Condition Index - Local Primary as at 31/12/2014**

Authority	Structural Distress				Pavement Defects		Surface Defects		Not Visible/Minor	
	Cat. 1	Cat. 2	Cat. 3	Cat. 4	Cat. 5	Cat. 6	Cat. 7	Cat. 8	Cat. 9	Cat. 10
Carlow County	0	0	0	2	4	20	41	28	4	0
Cavan County	0	0	0	4	12	33	32	12	7	1
Clare County	0	0	1	4	5	17	29	27	11	6
Cork City	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Cork County	0.11	0.44	1.1	11.23	8.36	15.09	23.2	25.63	13.12	1.72
Donegal County	0.53	0.77	1.37	7.19	13.14	22.43	22.39	12.52	18.24	1.43
Dublin City	0.08	0.48	2.01	9.61	9.75	34.64	3.61	11.2	18.14	10.48
Dun Laoghaire Rathdown	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Fingal County	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Galway City	0	0	0	0	26	52	12	0	9.3	0
Galway County	0	0	0.49	6.54	6.88	21.36	19	29.37	15.14	1.16
Kerry County	0.2	0.7	3.5	9.7	12.1	13.5	28.7	12.5	16	3.1
Kildare County	2.48	0.83	1.65	9.09	14.05	16.53	18.18	17.36	10.74	9.09
Kilkenny County	0	0	1	8	20	22	24	14	9	1
Laois County	0	1	3	13	15	29	19	15	4	1
Leitrim County	0	0	0	2	7	15	33	30	12	0
Limerick City & County	0	0.06	0.18	3.03	6.26	17.22	40.7	23.36	7.68	1.49
Longford County	0	0	0	7	11	24	10	19	27	2
Louth County	0	0	0	5	14	29	39	11	2	0
Mayo County	2.6	4.45	20.83	0.64	3.1	1.12	4.81	37.64	22.76	2.05
Meath County	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Monaghan County	0	0	1	8	1	5	28	31	23	4
Offaly County	0.01	1.28	5.65	33.3	11.17	14.48	11.51	5.71	16.43	0.46
Roscommon County	0	0	0	0	0	0	0	0	0	0
Sligo County	0	0	2	11	10	13	15	14	30	5
South Dublin County	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Tipperary County	0	1	3	12	10	17	26	17	12	2
Waterford City & County	0	0	1	3	4	19	44	21	6	1
Westmeath County	0	0	4	11	15	34	33	2	2	0
Wexford County	0	0	4	20	11	13	16	12	15	8
Wicklow County	0	0.86	1.1	4.67	4.49	6.74	51.13	25.62	4.49	0

Ratings in Pavement Surface Condition Index - Local Primary		
Cat 1		<b>2014</b>
N	Valid	26
	Missing	5
<b>Average</b>	<b>Median</b>	<b>0.00</b>
	Mean	0.23
Cat 2		<b>2014</b>
N	Valid	26
	Missing	5
<b>Average</b>	<b>Median</b>	<b>0.00</b>
	Mean	0.46
Cat 3		<b>2014</b>
N	Valid	26
	Missing	5
<b>Average</b>	<b>Median</b>	<b>1.05</b>
	Mean	2.23
Cat 4		<b>2014</b>
N	Valid	26
	Missing	5
<b>Average</b>	<b>Median</b>	<b>7.10</b>
	Mean	7.88
Cat 5		<b>2014</b>
N	Valid	26
	Missing	5
<b>Average</b>	<b>Median</b>	<b>10.00</b>
	Mean	9.78
Cat 6		<b>2014</b>
N	Valid	26
	Missing	5
<b>Average</b>	<b>Median</b>	<b>17.11</b>
	Mean	19.43
Cat 7		<b>2014</b>
N	Valid	26
	Missing	5
<b>Average</b>	<b>Median</b>	<b>23.60</b>
	Mean	24.01
Cat 8		<b>2014</b>
N	Valid	26
	Missing	5
<b>Average</b>	<b>Median</b>	<b>16.00</b>
	Mean	17.46

Cat 9		2014
N	Valid	26
	Missing	5
<b>Average</b>	<b>Median</b>	<b>11.50</b>
	Mean	12.16
Cat 10		2014
N	Valid	26
	Missing	5
<b>Average</b>	<b>Median</b>	<b>1.30</b>
	Mean	2.38

**Table 8:** Ratings in Pavement Surface Condition Index - Local Secondary as at 31/12/2014

Authority	Structural Distress				Pavement Defects		Surface Defects		Not Visible/Minor	
	Cat. 1	Cat. 2	Cat. 3	Cat. 4	Cat. 5	Cat. 6	Cat. 7	Cat. 8	Cat. 9	Cat. 10
Carlow County	0	0	1	6	16	32	34	10	1	0
Cavan County	1	0	1	9	19	33	25	8	3	0
Clare County	0	1	2	15	11	18	25	23	3	3
Cork City	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Cork County	0.47	1.48	4.49	16.63	10.95	15.48	22.34	17.34	8.64	2.16
Donegal County	1.82	2.93	2.46	1.26	15.09	23.71	19.75	10.44	11.58	0.95
Dublin City	0	1.42	1.04	17.8	8.35	34.74	4.31	11.01	15.86	6.9
Dun Laoghaire Rathdown	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Fingal County	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Galway City	1.9	0	0.22	0.86	24.48	28.4	34.54	9.2	0.26	0
Galway County	0.08	0.73	2.2	12.58	15.28	25.51	22.83	16.29	4.27	0.22
Kerry County	0.4	2.7	4.8	16.6	14.7	13.7	27.5	8.3	9.6	1.7
Kildare County	0.94	1.18	2.82	11.29	11.53	26.35	13.65	18.35	11.29	2.59
Kilkenny County	0	2	3	10	17	20	16	12	14	6
Laois County	0	2	3	13	16	25	21	14	6	0
Leitrim County	0	0	1	6	21	30	32	8	2	
Limerick City & County	0.19	0.14	0.66	4.64	11.21	23.25	39.49	15.45	4.13	0.85
Longford County	0	0	0	4	11	22	5	7	51	0
Louth County	0	1	1	6	21	40	23	8	1	0
Mayo County	0	2.31	11.46	6.61	3.46	10.11	3.58	51.34	11.13	0
Meath County	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Monaghan County	0	0	2	14	1	5	28	28	18	4
Offaly County	0.64	2.02	6.39	34.26	10.29	9.81	9.9	4.17	21.13	1.4
Roscommon County	0	0	0	0	0	0	0	0	0	0
Sligo County	2	1	5	15	15	15	18	11	16	4
South Dublin County	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Tipperary County	0	3	8	16	12	18	22	11	8	2
Waterford City & County	1	0	1	5	8	24	43	15	3	1
Westmeath County	2	1	2	12	17	38	26	2	0	0
Wexford County	0	1	8	24	12	11	15	10	14	4
Wicklow County	0	2.21	9.63	13.28	12.23	11.42	22.51	16.63	12.02	0.08



Ratings in Pavement Surface Condition Index - Local Secondary		
Cat 1		<b>2014</b>
N	Valid	26
	Missing	5
<b>Average</b>	<b>Median</b>	<b>0.00</b>
	Mean	0.48
Cat 2		<b>2014</b>
N	Valid	26
	Missing	5
<b>Average</b>	<b>Median</b>	<b>1.00</b>
	Mean	1.12
Cat 3		<b>2014</b>
N	Valid	26
	Missing	5
<b>Average</b>	<b>Median</b>	<b>2.10</b>
	Mean	3.24
Cat 4		<b>2014</b>
N	Valid	26
	Missing	5
<b>Average</b>	<b>Median</b>	<b>11.65</b>
	Mean	11.19
Cat 5		<b>2014</b>
N	Valid	26
	Missing	5
<b>Average</b>	<b>Median</b>	<b>12.12</b>
	Mean	12.87
Cat 6		<b>2014</b>
N	Valid	26
	Missing	5
<b>Average</b>	<b>Median</b>	<b>22.63</b>
	Mean	21.29
Cat 7		<b>2014</b>
N	Valid	26
	Missing	5
<b>Average</b>	<b>Median</b>	<b>22.43</b>
	Mean	21.28
Cat 8		<b>2014</b>
N	Valid	26
	Missing	5
<b>Average</b>	<b>Median</b>	<b>11.00</b>
	Mean	13.29

Cat 9		2014
N	Valid	26
	Missing	5
<b>Average</b>	<b>Median</b>	<b>8.32</b>
	Mean	9.61
Cat 10		2014
N	Valid	26
	Missing	5
<b>Average</b>	<b>Median</b>	<b>0.90</b>
	Mean	1.57

**Table 9: Ratings in Pavement Surface Condition Index - Local Tertiary as at 31/12/2014**

Authority	Structural Distress				Pavement Defects		Surface Defects		Not Visible/Minor	
	Cat. 1	Cat. 2	Cat. 3	Cat. 4	Cat. 5	Cat. 6	Cat. 7	Cat. 8	Cat. 9	Cat. 10
Carlow County	1	4	6	20	20	22	19	6	1	0
Cavan County	3	2	1	9	18	30	27	9	1	0
Clare County	22	5	7	15	12	8	17	6	6	2
Cork City	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Cork County	5.47	6.43	8.38	16.13	12.59	12.17	18.65	12.15	6.26	1.77
Donegal County	9.41	8.88	4.21	12.32	10.95	14.47	16.63	9.03	12.57	1.52 <sup>B</sup>
Dublin City	0.04	0.86	1.26	12.57	7.13	36.05	3.84	10.18	19.82	8.25
Dun Laoghaire Rathdown	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Fingal County	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Galway City	0	0	0.07	0.09	34.7	62	36	2.6	0	0
Galway County	3.62	4.17	6.95	21.15	17.39	20.02	17.3	6.54	2.53	0.32
Kerry County	3	3.5	4.5	17.1	13.7	15.8	26.5	7.5	7.9	0.4
Kildare County	2.56	7.69	10.26	17.95	15.38	7.69	12.82	20.51	2.56	2.56
Kilkenny County	8	28	7	4	6	3	19	4	20	1
Laois County	1	3	5	15	17	16	19	9	13	2
Leitrim County	1	3	4	13	25	26	18	8	2	0
Limerick City & County	4.42	2.94	4.02	16.05	18.24	25.25	21.41	6.05	1.63	0
Longford County	0	0	0	0	2	22	18	16	42	0
Louth County	0	5	7	18	24	34	7	4	0	0
Mayo County	16.32	3.69	7.28	8.53	2.56	5.69	8.92	28.3	5.19	13.52
Meath County	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Monaghan County	2	2	4	15	1	2	35	23	15	2
Offaly County	3.57	3.31	11.75	29.43	7.2	7.9	10.57	5.49	18.82	1.95
Roscommon County	0	0	0	0	0	0	0	0	0	0
Sligo County	11	4	8	19	13	11	17	6	10	2
South Dublin County	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Tipperary County	4	9	10	24	9	13	14	9	6	3
Waterford City & County	4	1	2	7	9	17	29	15	12	6
Westmeath County	2	7	9	19	21	16	24	2	0	0
Wexford County	7	11	13	25	5	7	12	8	10	2
Wicklow County	0	13.48	18.48	8.26	3.55	0	27.84	28.39	0	0

Ratings in Pavement Surface Condition Index - Local Tertiary		
Cat 1		<b>2014</b>
N	Valid	26
	Missing	5
<b>Average</b>	<b>Median</b>	<b>3.00</b>
	Mean	4.40
Cat 2		<b>2014</b>
N	Valid	26
	Missing	5
<b>Average</b>	<b>Median</b>	<b>3.85</b>
	Mean	5.34
Cat 3		<b>2014</b>
N	Valid	26
	Missing	5
<b>Average</b>	<b>Median</b>	<b>6.48</b>
	Mean	6.16
Cat 4		<b>2014</b>
N	Valid	26
	Missing	5
<b>Average</b>	<b>Median</b>	<b>15.00</b>
	Mean	13.95
Cat 5		<b>2014</b>
N	Valid	26
	Missing	5
<b>Average</b>	<b>Median</b>	<b>12.30</b>
	Mean	12.52
Cat 6		<b>2014</b>
N	Valid	26
	Missing	5
<b>Average</b>	<b>Median</b>	<b>15.14</b>
	Mean	16.69
Cat 7		<b>2014</b>
N	Valid	26
	Missing	5
<b>Average</b>	<b>Median</b>	<b>18.00</b>
	Mean	18.29
Cat 8		<b>2014</b>
N	Valid	26
	Missing	5
<b>Average</b>	<b>Median</b>	<b>8.00</b>
	Mean	10.07

Cat 9		2014
N	Valid	26
	Missing	5
<b>Average</b>	<b>Median</b>	<b>6.00</b>
	Mean	8.28
Cat 10		2014
N	Valid	26
	Missing	5
<b>Average</b>	<b>Median</b>	<b>1.26</b>
	Mean	1.93

**Table 10:** Percentage of Motor Tax Transactions performed online as at 31/12/2014

<b>Authority</b>	<b>Percentage of Motor Tax Online</b>
<b>Carlow County</b>	43.31
<b>Cavan County</b>	49.57
<b>Clare County</b>	51.85
<b>Cork City</b>	N/A
<b>Cork County</b>	62.96 <sup>a</sup>
<b>Donegal County</b>	35.8
<b>Dublin City</b>	71.79 <sup>b</sup>
<b>Dun Laoghaire Rathdown</b>	N/A <sup>c</sup>
<b>Fingal County</b>	N/A <sup>c</sup>
<b>Galway City</b>	N/A <sup>c</sup>
<b>Galway County</b>	52.52
<b>Kerry County</b>	59.88
<b>Kildare County</b>	66.73
<b>Kilkenny County</b>	52.93
<b>Laois County</b>	42.74
<b>Leitrim County</b>	44.02
<b>Limerick City &amp; County</b>	50.46
<b>Longford County</b>	38.57
<b>Louth County</b>	47.42
<b>Mayo County</b>	46.26
<b>Meath County</b>	66.31
<b>Monaghan County</b>	39.66
<b>Offaly County</b>	47.24
<b>Roscommon County</b>	39.81
<b>Sligo County</b>	43.65
<b>South Dublin County</b>	N/A <sup>c</sup>
<b>Tipperary County</b>	57.71
<b>Waterford City &amp; County</b>	55.25
<b>Westmeath County</b>	41.34
<b>Wexford County</b>	53.39
<b>Wicklow County</b>	61.06

<sup>a</sup> Cork County: Cork County Council administers the motor tax service on behalf of Cork City Council

<sup>b</sup> Dublin: Dublin City Council administers the motor tax service on behalf of DLR, Fingal & South Dublin County Councils

<sup>c</sup> N/A: Not Applicable as per above notes

<b>Summary Statistics 2010 - 2014</b>						
<b>Percentage of Motor Tax Transactions performed online</b>		<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
N	Valid	29	29	29	29	26
	Not Applicable	5	5	5	5	5
<b>Average</b>	<b>Median</b>	<b>29.20</b>	<b>33.00</b>	<b>37.38</b>	<b>40.50</b>	<b>50.02</b>
	Mean	31.20	34.90	38.83	41.93	50.86

## Section 3: Water

**Table 11:** Unaccounted for Water (UFW) as Percentage of Total Volume of Water Supplied under an SLA; Percentage Drinking Water supplied under an SLA in Compliance with Statutory Requirements

Authority	UFW as % of Total Volume Supplied (Jan. – June 2015)	Percentage of Public Drinking Water Supplies in Compliance with Statutory requirements in 2013	Percentage of Private Drinking Water Supplies in Compliance with Statutory requirements in 2013
Carlow County	48	99.1	99.6
Cavan County	33	97.9	97.3
Clare County	37	99.2	99.2
Cork City	41	94.5	92.5
Cork County	57	98.8	92.7
Donegal County	41	96.7	91.8
Dublin City	48	99.6	N/A
Dun Laoghaire Rathdown	50	99.7	100
Fingal County	44	99.7	N/A
Galway City	56	100	N/A
Galway County	52	99.5	99
Kerry County	57	97.8	93.8
Kildare County	35	99.7	99.2
Kilkenny County	48	99.6	96.2
Laois County	36	99.6	97.9
Leitrim County	55	99.4	99
Limerick City & County	49	99.8	99.2
Longford County	44	100	93.4
Louth County	42	100	99.5
Mayo County	58	97.4	96.7
Meath County	43	99.9	95.8
Monaghan County	32	99.4	98.8
Offaly County	56	99.4	98
Roscommon County	68	98.5	96.9
Sligo County	54	99.6	99.8
South Dublin County	34	99.7	N/A
Tipperary County	48	99.4	98.1
Waterford City & County	52	95.5	93
Westmeath County	47	99.7	97.9
Wexford County	41	98.7	95.4
Wicklow County	37	97.8	93



<b>UFW Percentage of Total Volume of Water Supplied &amp; Percentage Drinking Water in Compliance with Statutory Requirements</b>		
Unaccounted for water as percentage of total volume of water supplied Jan – June 2015		
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>48</b>
	Mean	46.7
Percentage of Public Drinking Water Supplies in Compliance with Statutory requirements in 2013		
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>99.40</b>
	Mean	98.89
Percentage of Private Drinking Water Supplies in Compliance with Statutory requirements in 2013		
N	Valid	27
	Missing	4
<b>Average</b>	<b>Median</b>	<b>97.90</b>
	Mean	96.80

## Section 4: Waste/Environment

**Table 12:** Number of Waste Facility Permits/Certificates in effect; Number & Percentage of Households with Access to 3 Bin Service

Authority	No. of Waste Facility Permits or Certs of Registration in effect 31/12/2014	Households with Access to a 3 Bin Service	Percentage of Households with Access to a 3 Bin Service
Carlow County	14	3547	18.32
Cavan County	24	937	3.64
Clare County	26	18624	43.79
Cork City	16	29812	63.28
Cork County	105	18725	13.33
Donegal County	83	60	0.1
Dublin City	24	81567	39.24
Dun Laoghaire Rathdown	8	34537	45.57
Fingal County	15	72378	77.87
Galway City	0	21261	76.76
Galway County	33	6580	10.85
Kerry County	51	14681	27.65
Kildare County	23	29344	41.62
Kilkenny County	28	2695	8.02
Laois County	26	5972	21.39
Leitrim County	3	6698	54.78
Limerick City & County	49	33074	47.64
Longford County	12	3883	26.95
Louth County	37	11342	25.84
Mayo County	49	4650	9.7
Meath County	41	8027	12.96
Monaghan County	18	1389	6.53
Offaly County	15	3240	12.21
Roscommon County	10	1671	7.08
Sligo County	8	5397	22.09
South Dublin County	36	44655	49.68
Tipperary County	38	16805	28.84
Waterford City & County	26	25043	59.29
Westmeath County	24	1355	4.42
Wexford County	52	6104	11.66
Wicklow County	30	8088	17
<b>Totals</b>	<b>924</b>	<b>522,141</b>	

<b>Number of Waste Facility Permits/Certificates in effect &amp; Number/ Percentage of Households with Access to a 3 Bin Service</b>		
<b>Waste Facility Permits/Certificates in effect</b>		<b>2014</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>26</b>
	Mean	29.81
<b>Households with Access to a 3 Bin Service</b>		<b>2014</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>8,027.00</b>
	Mean	16,843.26
<b>Percentage of Households with Access to a 3 Bin Service</b>		<b>2014</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>22.09</b>
	Mean	28.65

**Table 13:** Waste Complaints Referred to EPA Office of Environmental Enforcement because problem persisted after investigation by LA; Percentage of Other Environmental Pollution Complaints Closed in 2014

Authority	Waste Complaints Referred to the OEE in 2014	% Litter Complaint Cases Closed	% Air Complaint Cases Closed	% Noise Complaint Cases Closed	% Water Complaint Cases Closed
Carlow County	7	93.15	100	100	100
Cavan County	0	98.21	100	100	97
Clare County	0	100	100	100	73.45
Cork City	0	19.6	100	89.47	85.71
Cork County	0	93.46	59.78	78.79	66.16
Donegal County	4	95.56	90.91	95.45	65.88
Dublin City		100	94.83	89.5	100
Dun Laoghaire Rathdown	0	100	100	96.43	98.78
Fingal County	0	91.9	4.73	5.2	85.71
Galway City	3	86.99	88.37	97.67	100
Galway County	2	87.7	87.72	100	85.71
Kerry County	1	95.68	72.46	28	70.14
Kildare County	0	88.5	100	93.33	66.94
Kilkenny County	0	95.5	94.87	66.67	87.5
Laois County	1	95.68	85.71	66.67	82.46
Leitrim County	0	81.82	40	80	36.36
Limerick City & County	1	92.01	97.5	89.11	100
Longford County	0	97.94	100	100	42.86
Louth County	0	81.49	100	100	96.3
Mayo County	0	84.2	81.63	100	78.67
Meath County	63	90.92	66.18	70.59	69.72
Monaghan County	1	100	100	N/A	71.77
Offaly County	0	96.81	37.5	42.31	25.58
Roscommon County	0	91.38	77.27	42.86	46.67
Sligo County	1	99.66	64.29	100	86.61
South Dublin County	5	87.29	96.12	96.21	100
Tipperary County	18	83.77	71.26	74.19	70.31
Waterford City & County	3	100	100	100	66.67
Westmeath County	0	94.69	81.58	103.85 <sup>a</sup>	60
Wexford County	1	85.71	48.28	56.67	69.74
Wicklow County	2	75.68	80.74	60	78.57
<b>Totals</b>	<b>113</b>				

<sup>a</sup>Westmeath; Contrary to the issued guidelines, the cases closed figure includes cases carried over from 2013

<b>Waste Complaints Lodged with EPA Office of Environmental Enforcement because problem persisted after investigation by LA; Percentage of Other Environmental Pollution Complaints Closed in 2014</b>		
<b>Persistent Waste Complaints</b>		<b>2014</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>0.50</b>
	Mean	3.77
<b>Complaint Cases Closed % (Litter)</b>		<b>2014</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>93.15</b>
	Mean	89.85
<b>Complaint Cases Closed % (Air)</b>		<b>2014</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>88.37</b>
	Mean	81.35
<b>Complaint Cases Closed% (Noise)</b>		<b>2014</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>91.42</b>
	Mean	80.77
<b>Complaint Cases Closed % (Water)</b>		<b>2014</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>78.57</b>
	Mean	76.30

**Table 14:** Percentage Area within the Five Levels of Litter Pollution

Authority	Unpolluted or litter free	Slightly polluted	Moderately polluted	Significantly polluted	Grossly polluted
Carlow County	2	97	1	0	0
Cavan County	2	90	5	3	0
Clare County	10	70	16	2	2
Cork City	2	81	16	1	0
Cork County	0 <sup>a</sup>	94	6	0	0
Donegal County	9	79	12	0	0
Dublin City	14	48	29	8	1
Dun Laoghaire Rathdown	43	43	12	2	0
Fingal County	7	64	27	2	0
Galway City	0	58	36	6	0
Galway County	12	52	24	11	1
Kerry County	19	66	15	0	0
Kildare County	25	48	23	4	0
Kilkenny County	4	63	31	2	0
Laois County	10	87	3	0	0
Leitrim County	N/A	N/A	N/A	N/A	N/A
Limerick City & County	N/A	N/A	N/A	N/A	N/A
Longford County	21	61	13	5	0
Louth County	4	56	36	4	0
Mayo County	19	55	25	1	0
Meath County	1	73	24	1	1
Monaghan County	1	81	18	0	0
Offaly County	13	70	16	1	0
Roscommon County	12	79	9	0	0
Sligo County	12	50	36	1	1
South Dublin County	N/A	N/A	N/A	N/A	N/A
Tipperary County	14	74	10	1	1
Waterford City & County	5	75	19	1	0
Westmeath County	1	87	12	0	0
Wexford County	37	51	12	0	0
Wicklow County	8	70	21	1	0

<sup>a</sup> Cork County: Applies to West Cork monitoring only for all five levels

<b>Percentage Area Within the Five Levels of Litter Pollution</b>						
<b>Unpolluted or Litter Free</b>		<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
N	Valid	32	32	32	33	28
	Missing	2	2	2	0	3
<b>Average</b>	<b>Median</b>	<b>0.5</b>	<b>9</b>	<b>8</b>	<b>11</b>	<b>9.50</b>
	Mean	3.77	11.3	10.3	10.84	10.93
<b>Slightly Polluted</b>		<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
N	Valid	32	32	32	33	28
	Missing	2	2	2	0	3
<b>Average</b>	<b>Median</b>	<b>65</b>	<b>67.5</b>	<b>61</b>	<b>63</b>	<b>70</b>
	Mean	62.6	63.8	62.41	61.64	68.64
<b>Moderately Polluted</b>		<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
N	Valid	32	32	32	33	28
	Missing	2	2	2	0	3
<b>Average</b>	<b>Median</b>	<b>20.5</b>	<b>21</b>	<b>23</b>	<b>21</b>	<b>16</b>
	Mean	22.8	23.2	22.88	22.88	18.11
<b>Significantly Polluted</b>		<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
N	Valid	32	32	32	33	28
	Missing	2	2	2	0	3
<b>Average</b>	<b>Median</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>
	Mean	3.1	2.3	3.66	3.58	2.04
<b>Grossly Polluted</b>		<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
N	Valid	32	32	32	33	28
	Missing	2	2	2	0	3
<b>Average</b>	<b>Median</b>	<b>0</b>	<b>0</b>	<b>1.5</b>	<b>0</b>	<b>0</b>
	Mean	0.4	0.4	0.41	0.48	0.25

<b>Summary Statistics 2010 - 2014</b>					
	2010	2011	2012	2013	2014
Unpolluted or Litter Free	11.30	10.30	10.84	11.42	10.93
Slightly Polluted	62.60	63.80	62.41	61.64	68.64
Moderately Polluted	22.80	23.20	22.88	22.88	18.11
Significantly Polluted	3.10	2.30	3.66	3.58	2.04
Grossly Polluted	0.40	0.40	0.41	0.48	0.25

## Section 5: Planning

**Table 15:** New Building Inspections; Referrals to An Bord Pleanála; Cost per Capita of the Planning Service

Authority	New Buildings Inspected as percentage of new buildings notified	Number of LA planning decisions subject of an appeal to ABP and determined by the Board in 2014	% of the determinations that confirmed with or without variation the decision made by the LA	Cost per Capita of the Planning Service (€)
Carlow County	58.93	12	66.67	21.55
Cavan County	16.34	4	25	16.02
Clare County	12.94	25	44	34.53
Cork City	32.62	24	70.83	32.37
Cork County	13.66	92	59.78	12.66
Donegal County	17.71	29	65.52	26.52
Dublin City	17.86	208	76.92	24.27
Dun Laoghaire Rathdown	23.28	40	60	35.55
Fingal County	11.02	75	74.67	36.10
Galway City	22.22	37	72.97	36.69
Galway County	27.86	38	71.05	21.22
Kerry County	57.88	43	46.51	19.67
Kildare County	12.02	74	78.38	26.97
Kilkenny County	16.36	12	75	24.45
Laois County	15.79	7	85.71	21.25
Leitrim County	16.28	5	60	39.44
Limerick City & County	12.89	53	71.7	28.94
Longford County	28.33	7	42.86	37.83
Louth County	18.8	30	86.67	25.86
Mayo County	13.89	18	83.33	22.88
Meath County	39.56	31	61.29	22.09
Monaghan County	19.28	8	75	26.17
Offaly County	36.89	12	33.33	29.55
Roscommon County	22.95	8	75	53.19
Sligo County	18.54	9	66.67	34.85
South Dublin County	11.52	47	74.47	23.83
Tipperary County	11.69	35	74.29	29.43
Waterford City & County	27.19	24	79.17	16.81
Westmeath County	12.02	11	72.73	32.46
Wexford County	16.92	24	62.5	26.97
Wicklow County	12.85	53	73.58	29.26



<b>Summary Statistics for Table 15 for 2014</b>		
<b>Buildings Inspected as % of new buildings notified</b>		<b>2014</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>17.71</b>
	Mean	21.81
<b>Number of LA planning decisions subject of an appeal to ABP that were determined by the Board in 2014</b>		<b>2014</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>35.32</b>
	Mean	25.00
<b>% of the determinations that confirmed with or without variation the decision made by the LA</b>		<b>2014</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>71.70</b>
	Mean	66.63
<b>Cost per Capita of the Planning Service</b>		<b>2014</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>€26.97</b>
	Mean	€28.04

<b>Summary Statistics 2010 - 2014</b>						
<b>Buildings Inspected as % of New Buildings Notified*</b>						
		<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
N	Valid	34	34	34	33	31
	Missing	0	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>19.90</b>	<b>19.36</b>	<b>19.19</b>	<b>19.86</b>	<b>17.71</b>
	Mean	24.80	22.00	22.60	22.51	21.81

\*The comparison of data between 2014 and previous years is calculated by comparing the average median and mean of the buildings inspected as a percentage of new buildings notified in 2014 with the buildings inspected as a percentage of new buildings notified to the local authority as recorded in Table 51 - Buildings inspected as a percentage of new buildings notified to the local authority (Service Indicators in Local Authorities 2010 -2013)

**Table 16:** Performance of Enforcement within local authorities.

Authority	Total number of planning enforcement cases referred/initiated 1/1/2014 to 31/12/2014	Total number of planning cases being investigated as at 31/12/2014	Total No. of cases closed during 2014	% of the closed cases that were dismissed	% of closed cases resolved to the LA's satisfaction	% of closed cases due to enforcement proceedings
Carlow County	7	126	89	47.19	32.58	20.22
Cavan County	57	39	28	0	78.57	21.43
Clare County	231	829	311	20.58	42.12	37.3
Cork City	66	89	52	30.77	5.77	63.46
Cork County	377	1040	343	0	4.37	89.5
Donegal County	186	2006	131	56.49	11.45	32.06
Dublin City	943	1822	739	59.81	31.12	9.07
Dun Laoghaire Rathdown	215	172	228	0	18.86	50
Fingal County	195	80	115	4.35	0	95.65
Galway City	450	35	453	22.96	0	77.04
Galway County	269	1269	179	63.69	22.35	13.97
Kerry County	228	655	235	5.53	48.51	67.66
Kildare County	257	1500	262	35.88	25.57	8.02
Kilkenny County	104	363	119	39.5	48.74	11.76
Laois County	101	218	98	6.12	2.04	37.76
Leitrim County	31	19	12	66.67	25	8.33
Limerick City & County	422	1110	451	0.22	33.92	25.06
Longford County	34	52	5	20	60	20
Louth County	199	288	120	0	6.67	93.33
Mayo County	152	115	100	47	53	68
Meath County	404	937	350	36.57	38.29	25.14
Monaghan County	135	211	69	37.68	8.7	53.62
Offaly County	52	25	27	22.22	0	77.78
Roscommon County	92	57	35	54.29	11.43	34.29
Sligo County	216	671	197	25.38	15.74	58.88
South Dublin County	168	324	172	0	50	50
Tipperary County	184	149	35	65.71	34.29	0
Waterford City & County	202	100	102	10.78	76.47	12.75
Westmeath County	63	122	37	40.54	0	59.46
Wexford County	161	692	201	0.5	64.68	34.83
Wicklow County	227	836	244	2.05	16.8	56.15
<b>Totals</b>	<b>6,428</b>	<b>15,951</b>	<b>5,539</b>			

For a number of local authorities the cumulative total of the % of the closed cases that were dismissed, the % of cases closed as resolved to the LA's satisfaction and the % of closed cases due to enforcement proceedings are not equal to 100%. This is due to issues around the scope of the definition of the classification of cases closed.

<b>Summary Statistics</b>		
Total number of planning enforcement cases referred/initiated 1/1/2014 to 31/12/2014		<b>2014</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>186.00</b>
	Mean	207.35
Total number of planning cases being investigated as at 31/12/2014		<b>2014</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>218.00</b>
	Mean	514.55
Total number of cases closed during 2014		<b>2014</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>120.00</b>
	Mean	178.68
% of the closed cases that were dismissed		<b>2014</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>22.96</b>
	Mean	26.53
% of closed cases resolved to the LAs satisfaction		<b>2014</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>25.00</b>
	Mean	27.97
% closed cases due to enforcement proceedings		<b>2014</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>37.30</b>
	Mean	42.34

## Section 6: Fire

**Table 17:** Cost per Capita of the Fire Service & Service Mobilisation

Authority	Cost per Capita (€) <sup>a</sup>	Average Time to Mobilise Fire Brigade (Fire in Minutes)		Average Time to Mobilise Fire Brigade (Non-fire in Minutes)	
		Full-Time Station	Part-time Station	Full-Time Station	Part-time Station
Carlow County	43.17	N/A	6.18	N/A	6.78
Cavan County	53.47	N/A	5.17	N/A	6.25
Clare County	44.13	N/A	5.55	N/A	5.65
Cork City	93.13	1.71	N/A	1.76	N/A
Cork County	42.23	N/A	5.44	N/A	5.47
Donegal County	40.97	N/A	6.05	N/A	5.9
Dublin City	74.13	1.41	6.24	1.48	6.42
Dun Laoghaire Rathdown	N/A	N/A	N/A	N/A	N/A
Fingal County	N/A	N/A	N/A	N/A	N/A
Galway City	N/A	N/A	N/A	N/A	N/A
Galway County	44.15	2.58	5	2.33	4.65
Kerry County	46.90	N/A	6.2	N/A	6.12
Kildare County	28.25	N/A	5.41	N/A	5.46
Kilkenny County	51.40	N/A	6.88	N/A	6.55
Laois County	50.70	N/A	5.33	N/A	5.33
Leitrim County	70.00	N/A	4.92	N/A	4.7
Limerick City & County	75.72	1.28	5.28	1.41	6.18
Longford County	49.01	N/A	5.3	N/A	5.31
Louth County	50.90	2.21	3.8	2.05	2.91
Mayo County	38.85	N/A	6	N/A	5.93
Meath County	30.40	N/A	5.2	N/A	5.31
Monaghan County	41.58	N/A	6.27	N/A	6
Offaly County	38.30	N/A	5.07	N/A	5.42
Roscommon County	58.60	N/A	6.18	N/A	6.24
Sligo County	58.41	N/A	4.25	N/A	4.32
South Dublin County	N/A	N/A	N/A	N/A	N/A
Tipperary County	46.48	N/A	6	N/A	6.32
Waterford City & County	59.26	1.6	5.83	1.81	5.67
Westmeath County	32.85	N/A	6.2	N/A	7.23
Wexford County	29.00	N/A	6.87	N/A	7.72
Wicklow County	41.00	N/A	5.5	N/A	6.04

<sup>a</sup> The per capita cost is based on the population to which the fire authority provides a first response

<b>Cost per Capita of the Fire Service (€)</b>				
		Full-Time Station	Full & Part-Time Station	Part-Time Station
N	Valid	1	5	21
<b>Average</b>	<b>Median</b>	<b>93.13</b>	<b>59.26</b>	<b>43.17</b>
	Mean	93.13	60.83	44.56

<b>Average time to Mobilise Fire Brigade (Fire in Minutes)</b>					
Full-Time Station		2014	Part-time Station		2014
N	Valid	6	N	Valid	26
<b>Average</b>	<b>Median</b>	<b>1.66</b>	<b>Average</b>	<b>Median</b>	<b>5.53</b>
	Mean	1.8		Mean	5.62
<b>Average time to Mobilise Fire Brigade (Non-Fire in Minutes)</b>					
Full-Time Station		2014	Part-time Station		2014
N	Valid	6	N	Valid	26
<b>Average</b>	<b>Median</b>	<b>1.79</b>	<b>Average</b>	<b>Median</b>	<b>5.92</b>
	Mean	1.81		Mean	5.76

**Table 18:** Mobilisation Times (%) Attendances at Scenes of Fire & non-Fire Cases

Authority	Percentage of Fire Cases within 10 Minutes	Percentage of Fire Cases between 10 and 20 Minutes	Percentage of Fire Cases after 20 Minutes	Percentage of Non-Fire Cases within 10 Minutes	Percentage of Non-Fire Cases between 10 and 20 Minutes	Percentage of Non-Fire Cases after 20 Minutes
Carlow County	44.91	44.53	10.57	34.21	52.63	13.16
Cavan County	32.54	50.3	17.16	36.02	40.76	23.22
Clare County	44.7	33.11	22.19	28.47	51.04	20.49
Cork City	89.42	9.36	1.22	86.6	11.86	1.55
Cork County	32.77	44.92	22.32	32.93	51.92	15.16
Donegal County	30.7	53.24	16.07	36.23	54.34	9.43
Dublin City	77.92	19.85	2.23	75.84	20.01	4.15
Dun Laoghaire Rathdown	N/A	N/A	N/A	N/A	N/A	N/A
Fingal County	N/A	N/A	N/A	N/A	N/A	N/A
Galway City	N/A	N/A	N/A	N/A	N/A	N/A
Galway County	44.35	28.56	27.09	56.26	29.22	14.52
Kerry County	31.6	50.56	17.84	31.94	51.33	16.73
Kildare County	23.55	65.16	11.29	26.03	63.17	10.79
Kilkenny County	23.6	56.4	20	21.5	51.4	27.1
Laois County	38.14	51.69	10.17	30.41	56.68	12.9
Leitrim County	46.94	46.94	6.12	50	36.51	13.49 <sup>a</sup>
Limerick City & County	73.12	19.64	7.24	58.75	30.67	10.58
Longford County	46.94	46.94	6.12	38.27	51.85	9.88
Louth County	70.99	25.38	3.63	58.53	35.48	5.99
Mayo County	30.76	44.43	24.81	38.49	53.56	7.95
Meath County	38.92	48.89	12.18	22.54	59.68	17.78
Monaghan County	33.69	57.22	9.09	15.2	72	12.8
Offaly County	56.61	36.56	6.83	42.71	50	7.29
Roscommon County	33.33	54.94	11.73	36.54	51.92	11.54
Sligo County	48.65	38.57	12.78	35.37	54.88	9.76
South Dublin County	N/A	N/A	N/A	N/A	N/A	N/A
Tipperary County	45.64	43.29	11.07	27.22	53.87	18.91
Waterford City & County	68.67	25.17	6.17	58.42	30.36	11.22
Westmeath County	31.73	57.99	10.28	18.75	50	31.25
Wexford County	36.16	40.75	23.09	16	50	34
Wicklow County	39.08	50.85	10.07	25.71	61.14	13.14

<b>Fire &amp; Non-fire Cases Mobilisation Times (%)</b>		
Percentage of Fire Cases within 10 Minutes		<b>2014</b>
N	Valid	27
	Missing	4
<b>Average</b>	<b>Median</b>	<b>39.08</b>
	Mean	45.02
Percentage of Fire Cases between 10 and 20 Minutes		<b>2014</b>
N	Valid	27
	Missing	4
<b>Average</b>	<b>Median</b>	<b>44.91</b>
	Mean	42.42
Percentage of Fire Cases after 20 Minutes		<b>2014</b>
N	Valid	27
	Missing	4
<b>Average</b>	<b>Median</b>	<b>11.07</b>
	Mean	12.57
Percentage of Non-Fire Cases within 10 Minutes		<b>2014</b>
N	Valid	27
	Missing	4
<b>Average</b>	<b>Median</b>	<b>35.37</b>
	Mean	38.48
Percentage of Non-Fire Cases between 10 and 20 Minutes		<b>2014</b>
N	Valid	27
	Missing	4
<b>Average</b>	<b>Median</b>	<b>51.40</b>
	Mean	47.27
Percentage of Non-Fire Cases after 20 Minutes		<b>2014</b>
N	Valid	27
	Missing	4
<b>Average</b>	<b>Median</b>	<b>12.90</b>
	Mean	14.25

<b>Summary of Statistics 2010-2014 Based on Mean (average)</b>					
	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
<b>% of Fire Cases within 10 Minutes</b>	44.97	45.96	45.51	44.08	45.02
<b>% of Fire Cases between 10 and 20 Minutes</b>	39.30	40.09	42.72	42.36	42.42
<b>% of Fire Cases after 20 Minutes</b>	15.70	13.93	11.77	13.49	12.57
<b>% of Non-fire Cases within 10 Minutes</b>	40.60	39.70	39.30	37.45	38.48
<b>% of Non-fire Cases between 10 and 20 Minutes</b>	45.70	46.50	47.40	47.38	47.27
<b>% of Non-fire Cases after 20 Minutes</b>	13.70	13.80	13.20	15.37	14.25



## Section 7: Library

**Table 19:** Library Visits; Cost of Operating a Library Service

Authority	Visits per 1,000 Population	Cost per 1,000 Population (€)
Carlow County	3279.57	27,182.01
Cavan County	3298.03	24,271.05
Clare County	3932.3	35,067.39
Cork City	6214.88	60,158.82
Cork County	4031.25	25,929.34
Donegal County	2109.94	21,825.38
Dublin City	5232.44	42,781.59
Dun Laoghaire Rathdown	2821.32 <sup>a</sup>	33,020.61
Fingal County	4391.57	44,424.50
Galway City	N/A	N/A
Galway County	2719.54	18,911.90
Kerry County	3622.63	25,475.24
Kildare County	3542.36	28,056.57
Kilkenny County	3298.61	26,610.06
Laois County	3652.6	23,952.52
Leitrim County	6206.37 <sup>b</sup>	43,113.59
Limerick City & County	3552.1	26,995.42
Longford County	4565.38	41,100.13
Louth County	2363.77	23,344.87
Mayo County	2430.38	17,299.71
Meath County	3673.58	19,177.93
Monaghan County	4829.26	34,615.74
Offaly County	3357.04	27,660.63
Roscommon County	3304.46	22,086.68
Sligo County	2327.47	31,317.89
South Dublin County	4572.69	34,162.72
Tipperary County	3779.43	18,721.64
Waterford City & County	4396.45	35,629.67
Westmeath County	3603.94	27,892.26
Wexford County	4833.82	26,453.27
Wicklow County	3283.23	20,787.80

<sup>a</sup> DLR: Blackrock Library reopened 16/06/14; footfall multiplied by 34 weeks only. Dun Laoghaire Library closed 12/9/14; no count included in 2014 returns.

<sup>b</sup> Leitrim: Count in October 2014 related to 5 full time libraries only and did not include 4 part-time libraries - these will be included for 2015.

		<b>Cost per 1,000 Population (€)</b>
N	Valid	30
	Not Applicable	1
<b>Average</b>	<b>Median</b>	<b>27,088.72</b>
	Mean	29,600.90

<b>Summary Statistics 2010 - 2014</b>						
<b>Number of visits to full time libraries per 1,000 population</b>		<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
N	Valid	32	32	32	28	30
	Missing	2	2	2	3	1
<b>Average</b>	<b>Median</b>	<b>3,198.44</b>	<b>3,179.67</b>	<b>3,119.62</b>	<b>3176.65</b>	<b>3,622.63</b>
	Mean	3,482.00	3,431.20	3,405.76	3811.40	3,820.55

## Section 8: Youth

**Table 20:** Youth and Community Participation

Authority	Percentage of local schools and youth clubs involved in the local Youth Council/ Comhairle na n-Óg scheme	Number of Gateway participants as a Percentage of allocated placements to the LA	Number of nominees to LCDC membership via the PPN structures from the most marginalised SICAP groups	Number progressing to FT, PT or self-employment within 6 months of receipt of a Goal 3 employment support
Carlow County	59.09	80.00	0	158
Cavan County	7.63	49.09	0	229
Clare County	66.67	20.00	0	240
Cork City	42.86	85.45	0	251
Cork County	43.24	64.19	0	426
Donegal County	99.09	35.00	3 <sup>a</sup>	357
Dublin City	37.19	12.20	0	0 <sup>a</sup>
Dun Laoghaire Rathdown	82.50	30.91	0	339
Fingal County	53.57	64.65	0	458
Galway City	100.00	70.91	1	252
Galway County	57.41	76.25	0	973
Kerry County	67.74	43.75	0	350
Kildare County	77.78	33.64	0	282
Kilkenny County	36.36	61.25	0	110
Laois County	51.22	34.55	0	40
Leitrim County	100.00	89.09	2	N/A
Limerick City & County	21.57	107.27	3	407
Longford County	100.00	3.64	1	75
Louth County	66.67	101.25	0	N/A
Mayo County	96.55	108.75	4	N/A
Meath County	88.46	88.18	0	0
Monaghan County	76.19	72.73	2	0
Offaly County	92.86	60.00	2	0
Roscommon County	48.44	100.00	4	87
Sligo County	36.36	60.00	2	146
South Dublin County	36.61	51.16	2	339
Tipperary County	62.16	87.50	2	87 <sup>b</sup>
Waterford City & County	81.56	16.30	0	150
Westmeath County	38.46	100.00	2	223
Wexford County	72.97	40	0	318
Wicklow County	21.10	102.50	1	112

PPN structures were not established in a significant number of local authorities by 31/12/2014. Therefore no data is available in most cases.

<sup>a</sup> **Dublin:** Goal 3 support initiative is not administered by Dublin City Council

<sup>b</sup> **Tipperary:** In 2014 Tipperary Co. Co. didn't have responsibility for the Community Development Programme, it was been managed by Pobal and rolled out by the Local Development Companies.

<b>Summary Statistics 2010 - 2014</b>						
<b>Percentage of local schools and youth clubs involved in the local Youth Council/ Comhairle na n-Óg scheme</b>		<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
<b>N</b>	Valid	34	34	34	34	30
	Missing	0	0	0	0	1
<b>Average</b>	<b>Median</b>	<b>72.7</b>	<b>70.7</b>	<b>57.74</b>	<b>60</b>	<b>62.16</b>
	Mean	66.3	66.1	62.08	61.23	62.01

<b>Number of Gateway participants as a Percentage of allocated placements to the Local Authority</b>		
<b>N</b>	Valid	31
	Not Applicable	0
<b>Average</b>	<b>Median</b>	<b>64.19</b>
	Mean	62.91

## Section 9: Corporate

**Table 21:** Corporate Performance Indicators:

Authority	Total Number of Whole Time Equivalent (WTE) Staff in LA at 31/12/2014	Percentage of paid working days lost to medically certified sickness absence	Percentage of paid working days lost to self-certified sickness absence	Total Number of Page Visits to the LA Website	Overall cost of ICT provision per WTE (€)
Carlow County	264.86	3.92	0.38	73,000	3,828.00
Cavan County	360.55	2.96	0.18	346,731	2,660.53
Clare County	712.81	2.98	0.28	1,449,000	2855.68
Cork City	1,210.06	3.30	0.47	3,330,926	2,006.00
Cork County	1,947.31	4.03	0.45	1,074,320	1,941.78
Donegal County	832.33	3.55	0.36	662,228	2,677.59
Dublin City	5,445.70	3.10	0.57	6,217,659	2,004.28
Dun Laoghaire Rathdown	951.00	3.67	0.41	3,376,564	2,930.00
Fingal County	1,250.66	3.62	0.34	4,084,084	2,832.80
Galway City	410.10	4.47	0.34	631,242	3,348.11
Galway County	752.08	3.45	0.34	1,215,021	2,632.18
Kerry County	1,050.34	2.92	0.29	424,306	2,274.00
Kildare County	793.70	3.58	0.30	2,025,763	2,443.00
Kilkenny County	486.86	2.76	0.37	2,024,488	3,423.81
Laois County	347.57	3.83	0.35	483,393	2,975.00
Leitrim County	258.70	4.06	0.33	333,958	4,342.31
Limerick City & County	1,008.14	3.19	0.34	2,350,583	3,078.06
Longford County	272.85	3.54	0.33	405,001	2,684.41
Louth County	606.05	3.71	0.52	N/A	2,495.00
Mayo County	927.01	3.09	0.24	1,679,000	2,648.34
Meath County	621.98	3.72	0.37	1,793,412	3,477.11
Monaghan County	362.74	3.53	0.15	398,227	3,639.71
Offaly County	374.79	3.12	0.30	774,354	3,026.00
Roscommon County	407.89	2.97	0.28	135,000	3,037.00
Sligo County	414.44	3.55	0.25	244,291	2,913.00
South Dublin County	1,055.69	3.73	0.45	5,066,374	3,613.85
Tipperary County	1,002.33	3.73	0.30	914,200	2,533.00
Waterford City & County	773.13	2.77	0.41	1,171,104	3,424.00
Westmeath County	480.54	2.46	0.34	667,790	2,654.00
Wexford County	746.00	2.84	0.35	1,818,084	3,148.00
Wicklow County	678.65	2.37	0.30	787,662 <sup>a</sup>	3,341.00
<b>Totals</b>	<b>26,806.86</b>			<b>45,957,765</b>	

<sup>a</sup> Wicklow: On site web analytics for rebuilt site www.wicklow.ie from April 14 pro rata for full year.

<b>Summary Statistics for Whole Time Equivalent Numbers</b>		
<b>Total Number of WTE Staff in LA</b>		<b>2014</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>712.81</b>
	Mean	864.74

<b>Summary Sick-Leave Statistics 2010 - 2014</b>						
<b>Percentage of paid working days lost to sickness absence through medically certified leave</b>		<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
N	Valid	34	34	34	34	31
	Missing	0	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>4.46</b>	<b>4.44</b>	<b>4.26</b>	<b>4.15</b>	<b>3.53</b>
	Mean	4.41	4.55	4.32	4.23	3.37
<b>Percentage of paid working days lost to sickness absence through self-certified leave</b>		<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
N	Valid	34	34	34	34	31
	Missing	0	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>0.61</b>	<b>0.65</b>	<b>0.54</b>	<b>0.36</b>	<b>0.34</b>
	Mean	0.65	0.67	0.58	0.38	0.35

<b>Summary Statistics for Website Visits 2014</b>		
<b>Total Number of Page Visits to the LA website</b>		<b>2014</b>
N	Valid	30
	Missing	1
<b>Average</b>	<b>Median</b>	<b>994,260</b>
	Mean	1,531,926
<b>Overall cost of ICT provision per WTE (€)</b>		<b>2014</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>2,913</b>
	Mean	2,932

## Section 10: Finance

**Table 22:** Five Year summary of Revenue Account Balances

Authority	Revenue Balance 2010 (€)	Revenue Balance 2011 (€)	Revenue Balance 2012 (€)	Revenue Balance 2013 (€)	Revenue Balance 2014 (€)
Carlow County	-16,164	81,605	54,410	100,223	366,510
Cavan County	1,915,467	1,916,065	1,917,053	1,742,633	1,742,757
Clare County	-834,554	-1,031,196	-1,390,003	-1,411,673	-800,990
Cork City	400,584	458,945	549,743	734,369	772,919
Cork County	20,564,757	21,014,047	16,278,256	11,277,149	10,601,829
Donegal County	-11,616,173	-10,660,644	-15,581,989	-15,752,132	-14,966,588
Dublin City	15,384,124	20,113,211	16,186,509	16,576,645	28,354,582
Dun Laoghaire Rathdown	9,109,484	9,550,465	9,601,934	9,648,543	9,699,927
Fingal County	17,650,810	17,673,622	17,476,011	15,947,275	15,967,583
Galway City	-67,743	44,603	61,283	192,170	254,693
Galway County	-1,372,635	-1,390,913	-1,884,518	-1,898,994	-1,891,838
Kerry County	4,659,570	5,418,545	5,847,957	6,093,078	6,184,008
Kildare County	-3,833,735	-2,585,424	-2,251,727	-1,815,805	-1,445,710
Kilkenny County	-104,307	-600,931	-155,280	-138,666	-68,390
Laois County	-519,500	-499,962	-494,535	-493,027	-393,286
Leitrim County	-123,121	-117,645	-1,479,205	-1,579,451	-1,426,331
Limerick City & County	594,107	112,544	-22,982	573,822	597,517
Longford County	265,311	-172,844	-107,413	-109,957	-34,755
Louth County	7,459,608	7,228,037	4,052,228	1,442,529	-2,607,460
Mayo County	-1,975,407	-1,699,872	-2,524,603	-5,394,107	-5,059,930
Meath County	-8,328,417	-7,149,012	-7,385,723	-4,544,412	-3,837,962
Monaghan County	-1,220,210	-943,259	-1,485,128	-3,309,389	-2,879,914
Offaly County	-2,463,992	-4,609,616	-5,782,975	-5,293,325	-4,731,779
Roscommon County	72,909	99,816	110,589	149,312	166,812
Sligo County	-11,433,513	-14,790,779	-17,512,053	-26,027,015	-26,602,276
South Dublin County	12,083,109	12,093,400	12,095,145	10,729,452	12,051,637
Tipperary County	5,641,981	5,579,540	5,676,314	5,503,094	5,545,536
Waterford City & County	-7,571,170	-7,508,460	-8,484,387	-8,886,424	-8,567,745
Westmeath County	-1,219,398	-1,039,857	-982,392	-951,062	27,702
Wexford County	-7,668,596	-7,552,979	-8,563,365	-10,267,403	-9,873,539
Wicklow County	-1,143,247	-1,420,281	-1,393,802	-4,084,330	-3,783,860

*In the case of 2014 the unaudited AFSs were used. The balances are the cumulative end year balances, net of transfers to/from reserves, and include the dissolved town and borough councils.*

5 Year summary of Revenue Account Balances		
2010 Balance		
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>-€104,307.00</b>
	Mean	€1,106,127.06
2011 Balance		
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>€172,844.00</b>
	Mean	€1,213,250.68
2012 Balance		
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>€155,280.00</b>
	Mean	€400,817.81
2013 Balance		
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>€138,666.00</b>
	Mean	€362,802.52
2014 Balance		
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>-€68,390.00</b>
	Mean	€108,440.61



**Table 23:** Five Year summary of percentage collection levels for Commercial Rates

Authority	Commercial Rates Percentage 2010	Commercial Rates Percentage 2011	Commercial Rates Percentage 2012	Commercial Rates Percentage 2013	Commercial Rates Percentage 2014
Carlow County	70	74	70	73	75
Cavan County	78	73	68	70	70
Clare County	80	79	78	80	75
Cork City	81	79	76	72	72
Cork County	83	82	79	80	79
Donegal County	61	56	59	57	56
Dublin City	82	80	80	81	84
Dun Laoghaire Rathdown	81	76	75	78	78
Fingal County	83	85	83	90	92
Galway City	64	62	62	62	66
Galway County	78	72	69	65	67
Kerry County	78	76	76	75	78
Kildare County	81	77	73	74	78
Kilkenny County	87	88	85	89	89
Laois County	81	77	74	70	69
Leitrim County	78	72	64	65	60
Limerick City & County	74	70	66	65	65
Longford County	79	75	71	70	70
Louth County	65	60	50	49	56
Mayo County	83	84	80	78	75
Meath County	84	80	77	80	81
Monaghan County	74	68	64	65	64
Offaly County	84	81	82	82	82
Roscommon County	77	79	78	77	80
Sligo County	79	68	62	59	67
South Dublin County	80	74	74	77	80
Tipperary County	84	79	78	77	72
Waterford City & County	78	73	72	70	72
Westmeath County	85	80	79	79	73
Wexford County	72	66	67	68	71
Wicklow County	77	74	71	70	69

*In the case of 2014 the unaudited AFSs were used.*

<b>Summary Statistics for the collection levels for Commercial Rates (2010-2014)</b>		
<b>Commercial Rates Percentage 2010</b>		
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>79.00</b>
	Mean	78.10
<b>Commercial Rates Percentage 2011</b>		
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>76.00</b>
	Mean	74.81
<b>Commercial Rates Percentage 2012</b>		
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>74.00</b>
	Mean	72.32
<b>Commercial Rates Percentage 2013</b>		
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>73.00</b>
	Mean	72.48
<b>Commercial Rates Percentage 2014</b>		
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>72.00</b>
	Mean	73.06

**Table 24:** Five Year summary of Percentage collection levels for Rent & Annuities

Authority	Rent & Annuities Percentage 2010	Rent & Annuities Percentage 2011	Rent & Annuities Percentage 2012	Rent & Annuities Percentage 2013	Rent & Annuities Percentage 2014
Carlow County	92	91	92	91	91
Cavan County	84	81	80	80	83
Clare County	87	86	85	82	86
Cork City	91	89	87	85	83
Cork County	94	93	92	89	91
Donegal County	88	87	87	88	89
Dublin City	79	79	77	78	78
Dun Laoghaire Rathdown	81	80	79	77	80
Fingal County	93	87	89	89	91
Galway City	78	76	76	77	78
Galway County	92	91	90	88	88
Kerry County	96	95	94	98	94
Kildare County	82	82	83	83	87
Kilkenny County	88	88	89	90	92
Laois County	93	94	94	94	95
Leitrim County	94	93	91	91	87
Limerick City & County	93	91	90	89	87
Longford County	88	88	88	85	86
Louth County	87	86	84	76	82
Mayo County	83	83	82	80	83
Meath County	88	85	86	87	84
Monaghan County	95	95	95	95	95
Offaly County	87	87	86	88	85
Roscommon County	89	91	89	91	93
Sligo County	86	85	82	79	77
South Dublin County	77	75	74	75	73
Tipperary County	93	92	93	93	92
Waterford City & County	87	83	82	82	78
Westmeath County	87	90	90	95	93
Wexford County	93	92	90	91	90
Wicklow County	95	93	92	92	92

*In the case of 2014 the unaudited AFSs were used.*

<b>5 Year summary of percentage collection levels for Rent &amp; Annuities</b>		
<b>Rent &amp; Annuities Percentage 2010</b>		
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>88.00</b>
	Mean	88.39
<b>Rent &amp; Annuities Percentage 2011</b>		
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>88.00</b>
	Mean	87.35
<b>Rent &amp; Annuities Percentage 2012</b>		
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>88.00</b>
	Mean	86.71
<b>Rent &amp; Annuities Percentage 2013</b>		
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>88.00</b>
	Mean	86.39
<b>Rent &amp; Annuities Percentage 2014</b>		
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>87.00</b>
	Mean	86.55

**Table 25:** Five Year summary of percentage collection levels for Housing Loans

Authority	Housing Loan Percentage 2010	Housing Loan Percentage 2011	Housing Loan Percentage 2012	Housing Loan Percentage 2013	Housing Loan Percentage 2014
Carlow County	81	80	72	71	82
Cavan County	85	82	74	67	67
Clare County	76	67	60	57	61
Cork City	86	82	76	78	74
Cork County	75	70	61	60	53
Donegal County	80	75	67	66	63
Dublin City	77	71	68	61	58
Dun Laoghaire Rathdown	81	73	64	64	57
Fingal County	95	94	90	98	98
Galway City	77	72	72	78	81
Galway County	84	83	78	76	75
Kerry County	90	90	88	87	83
Kildare County	54	57	49	44	42
Kilkenny County	76	73	67	74	77
Laois County	86	81	76	67	62
Leitrim County	74	71	65	63	60
Limerick City & County	80	78	77	75	77
Longford County	84	77	67	61	57
Louth County	67	64	60	60	66
Mayo County	69	66	61	63	65
Meath County	86	84	77	69	63
Monaghan County	89	86	84	85	81
Offaly County	68	63	59	60	62
Roscommon County	62	57	50	42	53
Sligo County	65	57	51	46	46
South Dublin County	102	100	98	96	90
Tipperary County	80	75	74	77	76
Waterford City & County	76	67	57	57	53
Westmeath County	53	48	47	54	54
Wexford County	90	88	82	78	75
Wicklow County	80	75	74	75	73

*In the case of 2014 the unaudited AFSs were used.*

<b>5 Year summary of percentage collection levels for Housing Loans</b>		
<b>Housing Loan Percentage 2010</b>		
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>80.00</b>
	Mean	78.32
<b>Housing Loan Percentage 2011</b>		
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>75.00</b>
	Mean	74.39
<b>Housing Loan Percentage 2012</b>		
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>68.00</b>
	Mean	69.19
<b>Housing Loan Percentage 2013</b>		
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>67.00</b>
	Mean	68.03
<b>Housing Loan Percentage 2014</b>		
N	Valid	31
	Missing	0
<b>Average</b>	<b>Median</b>	<b>65.00</b>
	Mean	67.23

## Section 11: Economic Development

**Table 26:** Number of Jobs Created in 2014 with assistance from the Local Enterprise Office

Authority	No. of Jobs Created with assistance from the LEO with each part time job = 0.5 full time job
Carlow County	186.5
Cavan County	103
Clare County	215.5
Cork City	156.5
Cork County	328
Donegal County	45.5
Dublin City	435.5
Dun Laoghaire Rathdown	125.5
Fingal County	114.5
Galway City	N/A
Galway County	83
Kerry County	61
Kildare County	92.5
Kilkenny County	128
Laois County	33
Leitrim County	95
Limerick City & County	157.5
Longford County	74.5
Louth County	45.5
Mayo County	50
Meath County	102
Monaghan County	67
Offaly County	98.5
Roscommon County	11
Sligo County	59
South Dublin County	43
Tipperary County	149.5
Waterford City & County	91.5
Westmeath County	48.5
Wexford County	171.5
Wicklow County	106.5
<b>Total</b>	<b>3,478.50</b>

<b>Average Number of Jobs Created in 2014 with assistance from the Local Enterprise Office</b>		
N	Valid	30
	Not Applicable	1
<b>Average</b>	<b>Median</b>	<b>93.75</b>
	Mean	115.95



## Appendix: PSCI Ratings Indicators

Overall Rating	Primary Rating Indicators*	Secondary Rating Indicators*
10	<u>No visible defects.</u>	Road surface in perfect condition, like new.
9	<u>Less than 10 % of surface with surface defects<sup>1</sup></u>	Road surface in very good condition.
8	<u>10% to 30% of surface with surface defects<sup>1</sup></u>	Little or No Other defects.
7	<u>Greater than 30% of surface with surface defects<sup>1</sup></u>	Little or No Other defects. Old surface with aged appearance.
6	<u>Less than 20% of other Cracking<sup>2</sup> may be present.</u> <u>Patching generally in good condition.</u> <u>May be out of shape requiring some reduction in driver speed.</u>	Surface defects <sup>1</sup> may be present. No structural distresses <sup>3</sup>
5	<u>Greater than 20% Cracking<sup>2</sup> present.</u> <u>Patching generally in fair condition.</u> <u>Out of shape requiring reduction in driver speed.</u> <u>Very localised structural distress<sup>3</sup> (&lt; 5 sq.m of surface) may be present.</u>	Surface defects <sup>1</sup> may be present.
4	<u>Structural Distress<sup>3</sup> present.</u> <u>Rutting or Alligator Cracking for 5% to 25% of surface.</u> <u>Short lengths of Edge Breakup/Cracking.</u> <u>Small number of Potholes.</u>	Other defects may be present.
3	<u>Significant areas of Structural distress<sup>3</sup>.</u> <u>Rutting or Alligator Cracking for 25% to 50% of surface.</u> <u>Significant continuous lengths with Edge Breakup/Cracking.</u> <u>Frequent Potholes.</u>	Other defects may be present.
2	<u>Large areas of Structural distress<sup>3</sup>.</u> <u>Rutting or Alligator Cracking for over 50% of surface.</u> <u>Severe Rutting (over 75 mm deep).</u> <u>Extensive Patching in very poor condition.</u> <u>Many Potholes.</u>	Very difficult to drive on.
1	<u>Severe Structural distress<sup>3</sup> with extensive loss of pavement surface.</u> <u>Road Disintegration of surface.</u> <u>Many large and deep Potholes.</u> <u>Patching in failed condition.</u>	Severe Deterioration Virtually undriveable.

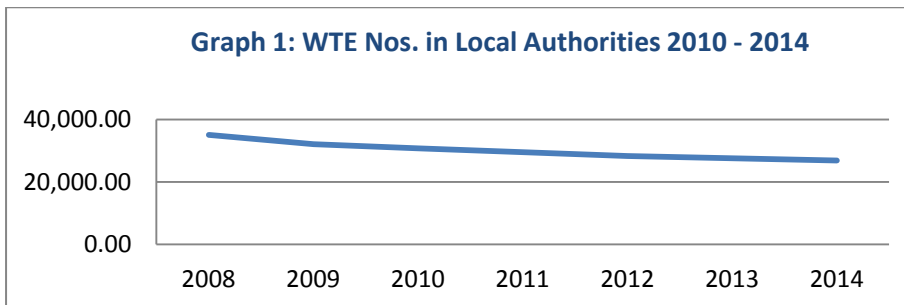
## LGMA Commentary

### Part One: Background

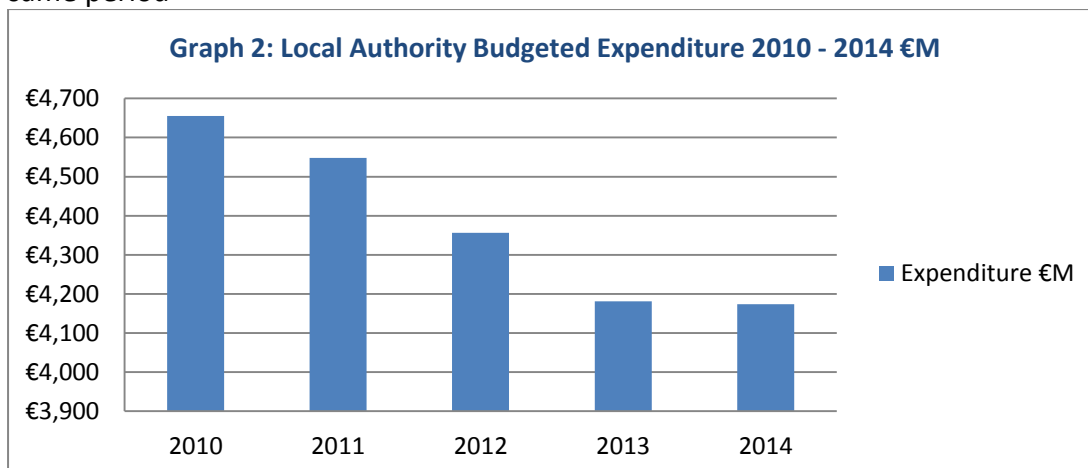
The Local Government Management Agency (LGMA) is committed to the ongoing measurement of local authority performance. The LGMA welcomes the establishment of the National Oversight and Audit Commission (NOAC), its focus on transparent performance measurement and realistic metrics for measuring local authorities' performance. While the previous 'service indicators' demonstrated changes in service delivery, the move to new performance indicators will give a base for enhanced analysis of the performance of local authorities from 2014 onwards. These changes came about through multi-party engagement which included the County & City Management Association (CCMA) Key Performance Indicator Working Group and consultations with practitioners in local authorities.

This report must be considered in the context of the most radical reform programme implemented and delivered in local government in over 100 years. The change delivered and led by local authorities collectively and individually cannot be underestimated and must be commended especially in the light of the reduced resources and increased demand for services that local authorities experienced.

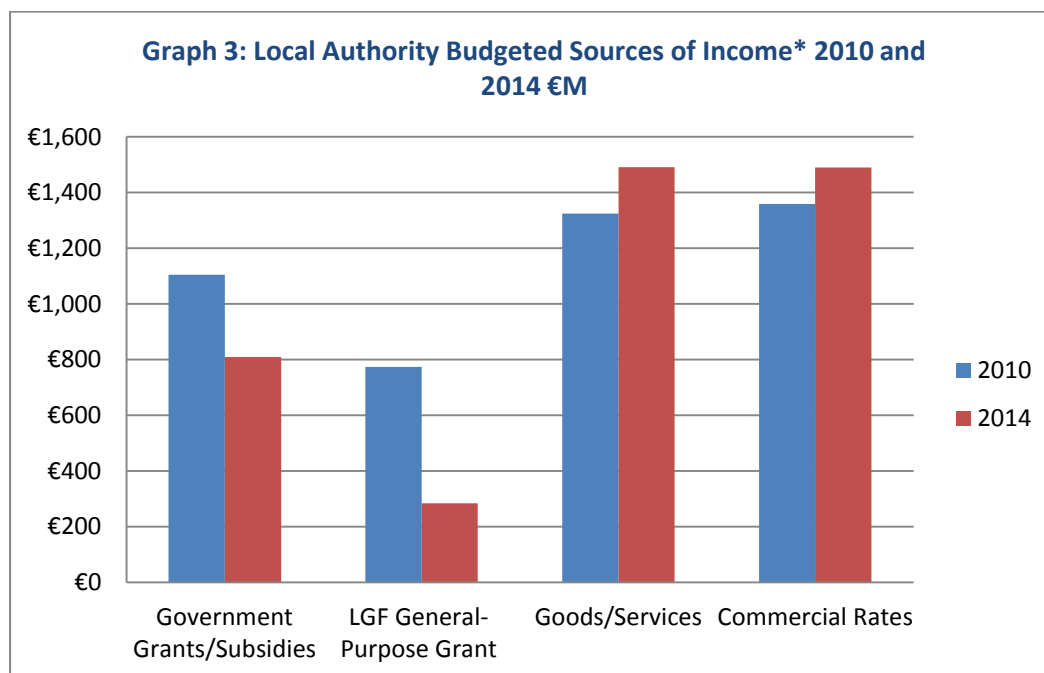
This reform was delivered in the context of a significant contraction of 12.69% in local authority staffing numbers between 2010 and 2014.



Graph 2 below shows a reduction of 10.36% in local authority budgeted expenditure in the same period



Graph 3 illustrates the changing composition of income derived by local authorities in the years 2010 and 2014



\*For the purpose of this Graph 3 the Provision for Debit/Credit Balances and County Demand are excluded.

Local Authority Revenue Account Summary 2003 - 2014 €'m					
Year	2010	2011	2012	2013	2014
<b>Expenditure</b>	<b>€4,655.7</b>	<b>€4,547.90</b>	<b>€4,356.20</b>	<b>€4,180.6</b>	<b>€4,173.4</b>
<i>Financed By</i>					
Government Grants/Subsidies	€1,105.4	€1,128.6	€958.2	€849.2	€809.6
Pension Related Deductions	€78.9	€78.2	€78.3	€76.3	€74.1
LGF General-Purpose Grant	€773.9	€705.4	€651.9	€637.2	€284.3
Goods/Services	€1,324.8	€1,246.7	€1,180.2	€1,133.5	€1,490.7
Commercial Rates	€1,358.7	€1,367.6	€1,461.4	€1,469.1	€1,490.1
Provision for Debit/Credit Balances	€14.2	€22.0	€26.3	€20.2	€24.1
County Demand	-€0.2	-€0.6	-€0.036	-€4.9	€0.5
<b>Total Receipts</b>	<b>€4,655.7</b>	<b>€4,547.9</b>	<b>€4,356.2</b>	<b>€4,180.6</b>	<b>€4,173.4</b>

Local authorities responded positively to the ‘Putting People First’<sup>1</sup> agenda and continued to implement changes for a more efficient and effective offering. Against the background of the continued contraction in local government staffing and funding, 2014 saw the sector successfully deliver an ambitious reform programme through the vehicle of the Local Government Reform Act 2014.

The principal changes brought about by the Act and delivered by the sector included:

- A reduction in the number of local authorities from 114 to 31 through the dissolution of 80 town councils and five borough councils and the merger of Waterford County and City Councils, Limerick County and City Councils and North Tipperary and South Tipperary County Councils;
- The establishment of Municipal Districts to carry out assigned Council functions at local level;
- The establishment of Irish Water. On 1<sup>st</sup> January 2014 Irish Water became the water authority for Ireland with local authorities providing water services on the basis of Service Level Agreements with Irish Water. The transition was complex and extensive and included a considerable alteration of financial arrangements for local authorities;
- The conferring of additional responsibility on local authorities to lead local economic, enterprise and community development, including the establishment of Local Enterprise Offices (LEO), Local Community Development Committees (LCDC) and Public Participation Networks (PPN);
- New provisions regarding funding, financial management, audit and oversight.

In addition to the delivery of significant reform measures local authorities designed and implemented shared services across the sector in the area of building control oversight, road management, procurement and payroll. This shared approach facilitated local authorities in continuing to ‘do more with less’ by delivering quality services efficiently and in new innovative ways.

It is encouraging to report that 3,478.5 jobs were created with assistance from the Local Enterprise Offices (LEOs) and these offices are now well integrated within local authorities. A broader scope to this indicator could potentially capture the performance of the wider economic development role of local authorities and give a truer insight into all the support that contributes to economic development at a local level.

As housing remains high on political and public-interest agendas, the indicators will continue to monitor the performance in this area and the requirements for local authorities under the Social Housing Strategy 2020. The critical role that local authorities play in the provision of housing units continues to be challenging, in the context of the current landscape where

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<sup>1</sup> Putting People First – Action Programme for Effective Local Government (Department of the Environment, Community and Local Government 2012)

there are serious issues around supply and demand. As local authorities work to deliver on the Social Housing Strategy it is expected that an increase in acquisitions and return-to-market of 'void' units will become evident over the next few years. The mechanisms by which local authorities are delivering on housing requirements are evolving: for example the introduction of the Housing Assistance Payment Scheme (HAP) encourages the continuation of employment without jeopardising a social housing claim.

The new cost per capita indicators for the fire and planning services, and cost per 1,000 population for library services, provide transparent data which can assist with monitoring value for money over the coming years. Movement towards a shared services delivery model in 2014 in areas of payroll, building regulations and human resources have provided increased efficiency in service delivery. The sector continues to seek efficiencies through further reform of service delivery models as exemplified by the rollout of a central library management system from mid-2016 onwards.

### Measuring Performance

The overall intention of performance measurement is to improve the service from local authorities. By using the results, decision makers at local level can focus attention and resources on areas where improvement could be effected to the benefit of customers. This function will become increasingly meaningful as the bank of data increases over time.

The performance indicators are presented under the following performance indicator headings: *Housing; Roads; Water; Waste/Environment; Planning; Fire Service; Library/Recreation; Youth/Community; Corporate; Finance; and Economic Development*. In many cases a given indicator is actually composed of several statistics.

The LGMA welcomes the focus on performance measurement and the increased accountability it brings with it. However, it is important to be cognisant of the following:

- Each local authority is different: Although providing a similar range of services local authorities respond to local needs as represented by local politicians, while taking into account national policies and priorities.
- The scale of the diversity between local authority areas can have an important impact on performance. Key differences that are relevant include:
  - Geographical size of the area under the authority;
  - Population density;
  - Sources of revenue available to an authority;
  - Levels of poverty, unemployment and deprivation;
  - The size and nature of the local economy; and
  - The scale of the demand for the services provided by the local authority.

It is therefore not always meaningful to compare results *across local authorities*, but rather it is often more appropriate to compare *the performance of individual local authorities over time*.

Furthermore caution should be exercised in treating the indicators in isolation from their contextual background. The implementation of national policy could, in the short term, impact “negatively” on local authority performance, as in the case of the 2014 housing indicator where performance is affected by the implementation of an extensive voids refurbishment programme. This programme will result in an improvement in both the quantity and quality of local authority housing stock but, in the short term, increases both the cost of re-letting dwellings and the time taken to do so. The roll out of new policy in the areas of housing provision and the LCDCs, neither of which were fully embedded in 2014, is apparent in the data returned by local authorities.

It must also be acknowledged that the publication of performance indicators is just one of many ways in which local authorities are accountable for the services they provide. Other means of reporting include monthly council meetings, the annual budget process and the publication of local authority Annual Financial Statements (AFSs). Under the Local Government Reform Act 2014 elected members have a strengthened role in policy formulation and implementation and, since 2015, the powers to vary the rate of Local Property Tax (LPT). Other governance provisions of the Act include the requirements on chief executives to submit monthly management reports to Councillors, the establishment of Strategic Policy Committees for Economic Development and Enterprise and the development and publication of annual service delivery plans.

Finally it is important to note that in the area of performance management it is often easier to measure quantity than quality. Local authorities offer a wide range of services and support to their community, the breadth and diversity of which is not easily captured through performance indicators. For example, the role that local authorities play in facilitating and enabling economic growth and community development is not fully reflected under the indicator for economic development or youth and community. The existence of this wider, more qualitative context to both the data and role of local authorities should also be considered.

## **Methodology**

This report is based on data compiled by local authorities and submitted to the Local Government Management Agency (LGMA). In a small number of cases the data came from a national source on behalf of all local authorities such as the EPA and Tobin Consulting Engineers.

Data is presented in tabular form and supported by graphs where relevant.

- Where an indicator is new it is not possible to compare 2014 data with previous years;
- Where the exact same information has been previously recorded a comparison with data from 2010 to 2014 is provided;
- Where the same information is recorded, albeit in a different format to previous years, and a comparison is valid, this data is provided with an explanation as to how the comparison is made;
- Where the underlying methodology for calculating the data has been revised, direct comparisons with previous years is difficult and potentially misleading. Where this is the case no comparison is made with data from previous years.

The Report covers 35 indicators with a total of 176 pieces of data. Where relevant contextual notes are provided by local authorities and published with the respective tables

### **Reporting of Averages - Mean Average / Median Average**

The mean average is obtained by aggregating a number of scores and dividing the total by the number of scores. It is appropriate to use the mean average when discussing the distribution of a count between the total number.

The median average is obtained by placing all the numbers in rank order and finding the value that sits half-way between the smallest and the largest number. It is more accurate to emphasise the median average when looking at most of the performance indicators. This is because they are small sets of numbers and divergent scores (outliers) can disproportionately bias the mean average, making it unrepresentative of the majority of scores.

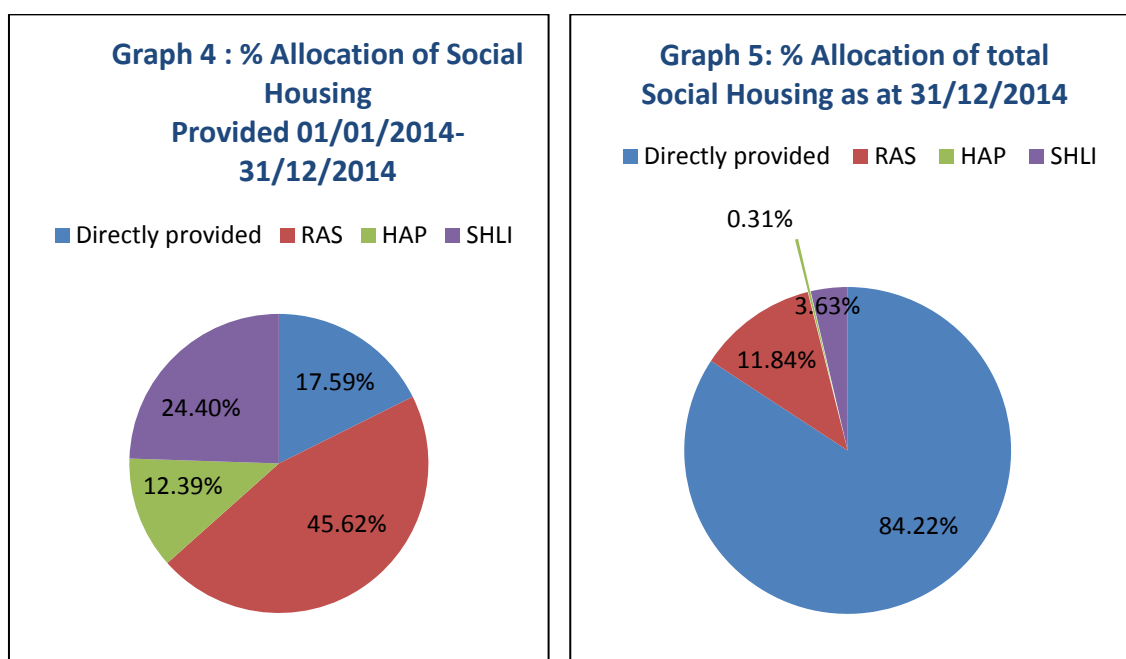
## Part Two: Findings

### 2.1 Housing

The provision of housing and housing services is a key local authority function. The 2014 performance indicators focus on a range of inputs and outputs in this area and provide data on

- Social housing stock and the means of provision of dwellings;
- Percentage of dwellings vacant as at 31/12/2014;
- Average re-letting time for dwellings and re-let cost per unit and
- The number of inspections carried out on registered tenancies.

New performance indicators record both the total number of social housing dwellings provided by the sector in the period 01/01/2014 to 31/12/2014 and the means by which they were provided. The total number of dwellings provided by the local authority sector during the year 2014 was 3,830. The introduction of the Housing Assistance Payment Scheme (HAP) in 2014, initially on a pilot basis to Limerick City and County Council and subsequently on an incremental basis to five other local authorities<sup>2</sup>, saw 12.39% of dwellings being allocated through this mechanism.



The total number of social housing dwellings in the sector as at 31/12/2014 was 153,773. Of this stock 129,511 were directly provided by local authorities. This represents a slight decrease from the aggregate number of directly provided units by local authorities in 2013. It should be noted however that, as in the case of Dublin City Council, a number of single

<sup>2</sup>Kilkenny, Cork, Louth and Monaghan County Councils and Waterford City and County Council



void units were amalgamated into larger units as part of the refurbishment programme. This would have caused some of the reduction in the total number of housing stock. Some tenant purchases completed in 2014 would have been a further contributing factor.

Graph 5 above shows that 84.22% of the housing stock in 2014 was directly provided by local authorities with the remainder being provided through Rental Accommodation Scheme (RAS), Social Housing Leasing Initiative (SHLI) and HAP.

This indicator also measures the percentage of directly provided social housing stock that was vacant as at 31/12/2014. The median average percentage of vacant units was 2.89%. Based on data provided, a total of 4,919 units were vacant which accounts for 3.8% of the sector's directly provided social housing stock. This indicator includes both housing stock that was subject to major refurbishment, and therefore unavailable for tenancy during that period, and units for which there was no actual demand, thereby lying vacant. No direct comparison is made with data from previous years' service indicators as the relevant indicator excluded dwellings that were subject to refurbishment.

The performance indicators measure the average re-letting time for local authority dwellings, the average re-let cost per unit and the maintenance cost per unit per local authority. Data shows that the median average re-letting time increased from 22.2 weeks in 2013 to 24.48 weeks in 2014.

Average	Re-letting time (Weeks)	Re-let cost average €	Maintenance Cost by Unit €
Median	24.48	8375.0	758.3
Mean	31.78	9,931.70	930.54

The calculation of the re-let cost and the maintenance cost by unit is a new performance indicator and no comparison can be made with previous years.

While these figures provide an important baseline from which to measure future performance, local authorities have highlighted a number of factors which need to be taken into account when examining these tables:

- **2014 Voids Scheme:** In 2014 the DECLG made funding available to local authorities to refurbish dwellings that were previously categorised as “void”. Going forward this will increase local authority housing stock and provide quality units to individuals and families. However, for the purpose of 2014, dwellings that had been vacant for a long period of time and previously classified as void were reclassified as local authority housing stock with a correlating increase to the average number of weeks which

dwellings were counted as vacant. Furthermore these dwellings required considerable refurbishment to make them habitable for local authority tenants impacting on both the time taken to re-let the unit and the re-let average cost. This was highlighted as an issue by Dublin City Council and Donegal, Leitrim and Galway County Councils.

- **The demand for dwellings:** In a number of rural authorities there was little or no demand for social housing units due to their rural or isolated location. These units can be empty for a considerable period of time adding to the re-letting time average. This was highlighted as an issue by Leitrim and Roscommon County Councils.

This indicator also measures the number of adult individuals placed in emergency accommodation by local authorities through PASS (Pathway Accommodation and Support System) on 31/12/2014 and the percentage of those individuals who were classified as long-term homeless. PASS is used by local authorities to place individuals in emergency accommodation. Data provided shows that 2,649 adults were placed in emergency accommodation by local authorities on the last day of 2014. Of these, 1,238 were long-term homeless, that is, adult individuals who were using emergency accommodation services in excess of six months, either continuously or cumulatively, over the year. Figures show that both the majority of adult individuals placed in emergency accommodation and the majority of individuals classified as long-term homeless are in Dublin City, reflecting both the physical location of the number of beds available and the prevalence of the problem in the capital city.

## 2.2 Roads

A major function of a local authority is to use public funds to provide a comfortable, safe and economical road surface. This requires balancing priorities and making difficult decisions in order to manage pavements. The MapRoad system, utilised by local authorities and supported by a Pavement Surface Condition Index (PSCI) rating system, (see Appendix at page 80) provides a standardised means to rate the surface condition, the most vital element in any pavement management system.

There are almost 91,000kms of regional and local roads in Ireland which accounts for 94% of the country's road network and they carry 54% of all road traffic

The PSCI rating system, approved by the Department of Transport, Tourism and Sport (DTTAS), provides local authorities with a standardised means to assess and rate the surface condition of roads. Using a ratings scale of 1 to 10, where 1 indicates extensive structural distress and 10 indicates no visible defects, local authorities can measure and record the condition of regional and primary roads at a given time. On average local authorities had recorded and rated 57.9% of their regional roads and 66.36% of their local roads against the PSCI as at 31/12/2014.

It is important to note that a number of local authorities<sup>3</sup> had not commenced the assessment of regional and local roads against the PSCI rating system in 2014. Where this is the case, an N/A or 'not applicable' is recorded. In addition a number of local authorities had undertaken mechanical surveys of their pavement surfaces prior to 2014 which, although available to local authorities, were not recorded against the MapRoad System.

Where undertaken, Tables 6 to 9 record the rating, on the condition of regional and local roads, as a percentage of the road that was surveyed by local authorities and recorded on the MapRoad system as at 31/12/2014. For the purpose of analysing the data presented in these tables we have condensed the 10 categories, as per Department of Transport, Tourism and Sport, under four headings; Structural Distress (Category 1-4), Pavement Defects (Category 5-6), Surface Defects (Category 7-8) and Minor/No Visible Defects (Category 9-10). The colour coding used is similar to that used for the PSCI Rating Table.

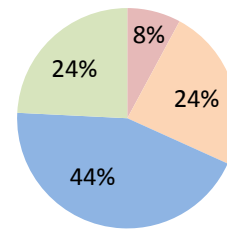
The data recorded in these tables, summarised in Graphs 6-10 over, indicates that, *where surveyed*, the condition rating for regional and local roads is as follows:

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<sup>3</sup> Cork City Council, Dun Laoghaire Rathdown, Fingal, Meath and South Dublin County Council did not undertake the PSCI survey in 2014

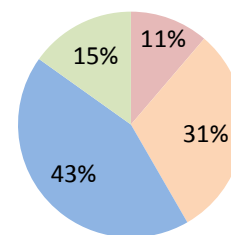
- 24% of **Regional roads** surveyed have minor or no surface defects (Cat. 9-10), 44% have extensive to moderate surface defects (Cat. 7-8), 24% have moderate to significant pavement defects (Cat. 5-6) and 8% have some level of structural distress (Cat. 1-4);

**Graph 6: Regional PSCI Ratings as % average of road surveyed (2014)**



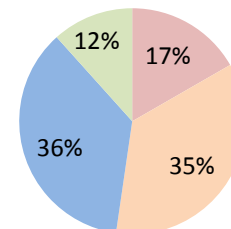
- 15% of **Local Primary roads** surveyed have minor or no surface defects (Cat. 9-10), 43% have extensive to moderate surface defects (Cat. 7-8), 31% have moderate to significant pavement defects (Cat. 5-6) and 11% have some level of structural distress (Cat. 1-4);

**Graph 7: Local Primary Road PSCI Ratings as % average of road surveyed (2014)**



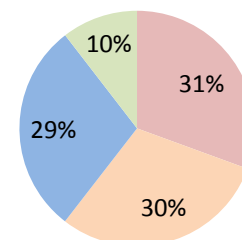
- 12% of **Local Secondary roads** surveyed have minor or no surface defects (Cat. 9-10), 36% have extensive to moderate surface defects (Cat. 7-8), 35% have moderate to significant pavement defects (Cat. 5-6) and 17% have some level of structural distress (Cat. 1-4); and

**Graph 8: Local Secondary Road PSCI Ratings as % average of road surveyed (2014)**

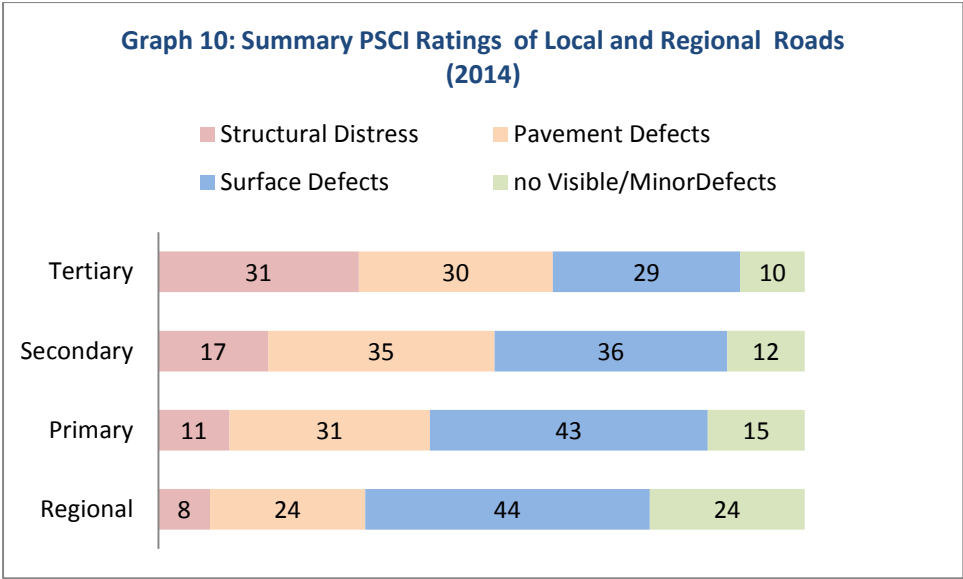


- 10% of **Local Tertiary roads** surveyed have minor or no surface defects (Cat. 9-10), 29% have extensive to moderate surface defects (Cat. 7-8), 30% have moderate to significant pavement defects (Cat. 5-6) and 31% have some level of structural distress (Cat. 1-4).

**Graph 9: Local Tertiary Road PSCI Ratings as % average of road surveyed (2014)**

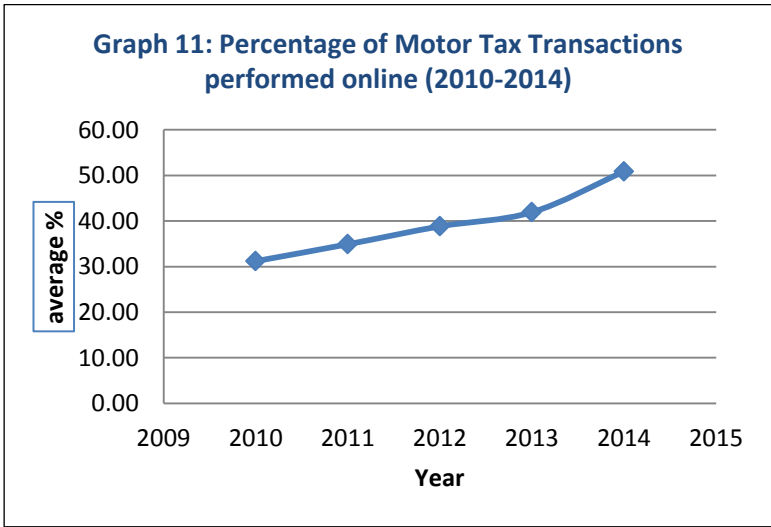


- **Legend:** Cat. 1-4 (Structural Distress)    Cat. 5-6 (Pavement Defects)    Cat. 7-8 (Surface Defects)    Cat. 9-10 (no Visible/Minor Defects)



Using this data it will be possible for local authorities to track and trend the condition of the road network, both globally and broken into its components (Regional, Local etc.), to assess the treatment required and to allocate road budgets accordingly. The PSCI ratings will also support the development of key performance indicators (KPIs) and enable performance to be compared with other networks in other countries. PSCI can also be used by the DTTAs to determine the requirements for funding the road pavement network, both at present and for the future.

The indicators also show that the percentage of motor tax transactions carried out on-line continues to grow: from a median average of 29.2% in 2010 to 50.02% in 2014, an overall increase of 71.3% in the use of this facility.



## 2.3 Water

Irish Water was the statutory body for the provision of water from 01/01/2014. The data provided in Table 11 in Section 3 on unaccounted for water (UFW), as a percentage of total volume of water supplied between January and June 2015, was provided by the local authorities to Irish Water and was based on actual consumption information available. Data previously published on UFW in the service indicator reports involved a degree of estimation to calculate the indicator because a number of assumptions were required about the level of water *produced* and water *consumed* - in relation to the number of household/non-domestic connections, levels of household consumption, and telemetry. The roll out of domestic metering by Irish Water across the county in 2014 has enabled a calculation of UFW using data based on actual domestic consumption from Irish Water which now presents a more robust baseline.

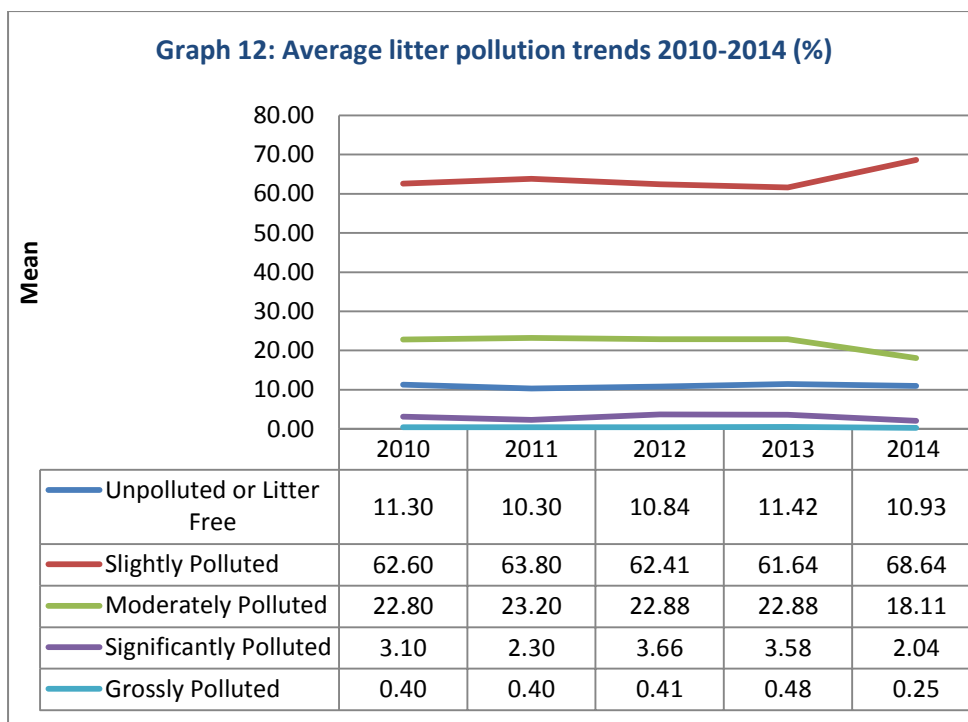
This indicator also shows that 99.4% of public drinking water supplies and 97.9% of private drinking water supplies were in compliance with statutory requirements in 2013.

## 2.4 Waste / Environment

A number of indicators measure local authority performance in the delivery of environmental services. This area includes a broad spectrum of services from assessing pollution potential and water quality, to driving waste management, enforcement of litter pollution legislation and the creation of greater environmental awareness. Performance indicators in this area record that in 2014:

- 522,141 households had access to a three-bin service;
- 113 complaints relating to waste were referred to the EPA Office of Environmental Enforcement (OEE) because they persisted after investigation of the complaint by local authorities;
- A total of 54,934 complaints were made to local authorities in regard to litter, noise, air and water pollution.

The promotion of litter free towns and cities is an important function for local authorities. Graph 12 below shows that while the percentage of areas classified as “litter free” decreased slightly from 11.30 to 10.93 between 2010 and 2014 (an overall decrease of 3.27%), areas slightly polluted increased from 62.60 to 68.64 (an overall increase of 9.65%) and areas categorised as significantly polluted decreased from 0.4 to 0.25 (an overall decrease of 37.5%). Data used for this indicator was available in respect of 28 of the 31 local authorities. It was submitted by Tobin Consulting Engineers and informs the National Litter Pollution Monitoring System Report as produced by same.



*Source: Tobin Consulting Engineers*

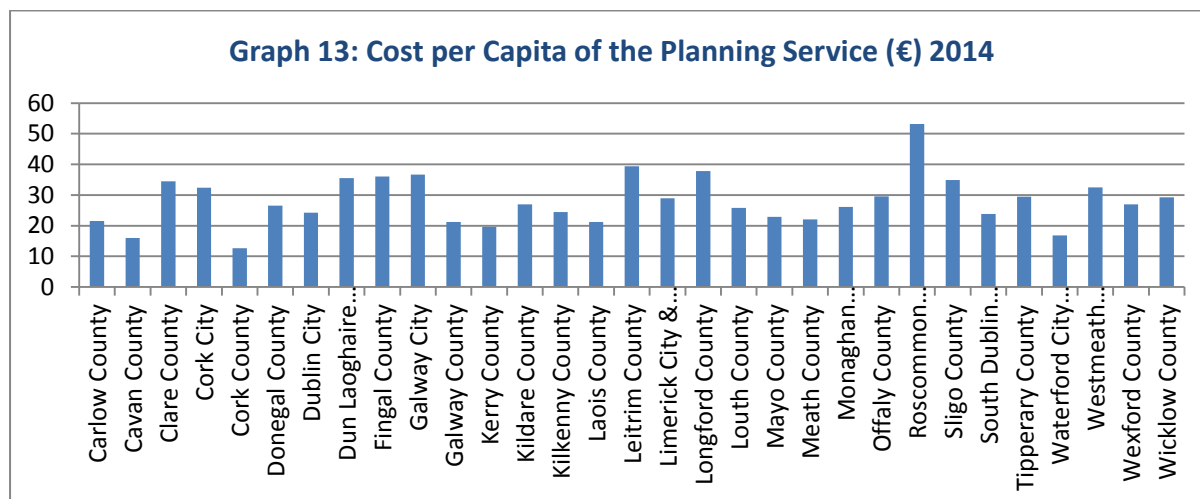
## 2.5 Planning

The role of local authorities in planning is concerned not only with carrying out the day to day operation of their regulatory role (planning control) but also with the developmental aspects of planning (forward planning). A number of indicators are used to measure aspects of the service provided by local authorities and record the following:

- The mean average percentage of new buildings inspected is 22.11%, which is approximately 47% above the recommended inspection rate of 15%. This data is compiled by calculating the number of new buildings notified to the local authority in 2014 that were the subject of an inspection as a percentage of the total number of new buildings where a valid commencement notice was issued in 2014. The new Regulations, implemented in March 2014, clarifies that the responsibility for ensuring compliance with all relevant building regulations rests with the owner of the building.
- A total of 1,095 local authority planning decisions were the subject of an appeal to An Bord Pleanála and were determined in 2014. An Bord Pleanála upheld, either with or without variation, the decision made by the local authority in question in 71.7% of these cases.

A new performance indicator measures the cost per capita of the planning service for 2014 activity. The median average per capita cost was €26.97 and ranged from €12.66 for Cork County Council to €53.19 in Roscommon County Council. The information used to compile

this figure includes the cost of forward planning, development management and enforcement and can be influenced by the significant costs associated with the preparation and publication of a County Development Plan. It should be noted that the publication of a County Development Plan is periodic and that practices vary between authorities in the allocation of the costs associated with the preparation of the Plans.



## 2.6 Fire

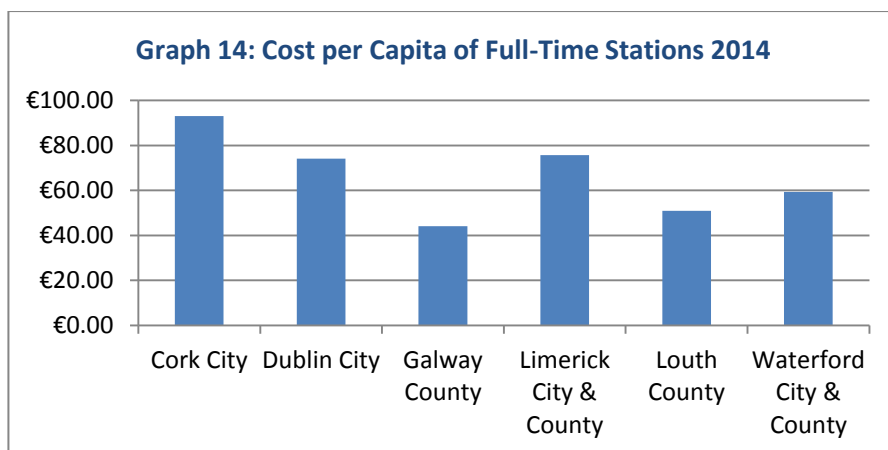
As well as retaining the indicators dealing with the time taken to mobilise for incidents and the percentage of cases where attendance is within 10 minutes, between 10 and 20 minutes or greater than 20 minutes, an additional indicator related to the per capita cost of the fire service was introduced for 2014 activity.

### Per Capita Cost

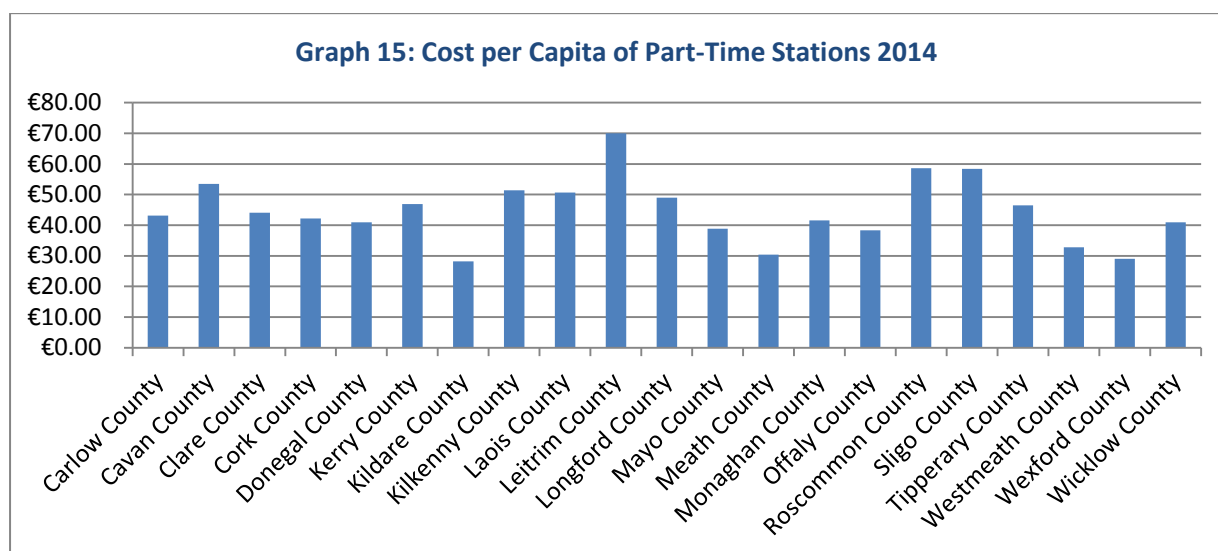
The per capita cost for the fire service<sup>4</sup> ranged from €93.13 for Cork City to €28.25 for Kildare County Council. Per capita costs are heavily influenced by whether the fire service is a full-time or part-time brigade. Cork City Council is the only fire authority operating a full-time brigade with no retained fire-fighters. While Dublin City Council, which provides the service to the greater Dublin area, operates a predominantly full-time brigade, it employs a number of retained fire-fighters and its cost per capita is lower than Cork City at €74.13. The other four authorities who employ full-time fire-fighters (Galway County Council – which operates as a shared service for Galway City, Limerick and Waterford City and County Councils and Louth County Council) have a per capita cost ranging from €75.72 to €44.15. The mean average per capita cost of the fire service where there is a combination of full and part time stations is €60.83.

<sup>4</sup> In this case per capita costs are based on the 2011 Census figures for the population served by the fire service in question and not the 2011 census figures relating to the administrative area as used for calculating the per capita cost of planning and libraries.





The per capita cost of the fire authorities with only part-time or retained fire-fighters ranges from €28.25 in Kildare County Council to €70 in Leitrim County Council – the median average for these 21 fire authorities is €43.17. Mayo, Meath, Offaly and Westmeath County Councils all have a per capita cost under €40, and Wexford County Council’s per capita cost is below €30.



Local authorities provide a critical range of emergency services to the community and frequently cross their administrative boundaries to respond to an incident. It should also be noted that there are a range of agreements in place between local authorities with regard to supplying operational fire services and receiving such services from a neighbouring fire authority depending on the location of fire stations. Where this applies, the transfer payments received for the provision of such services may not generally cover the full cost of the service.

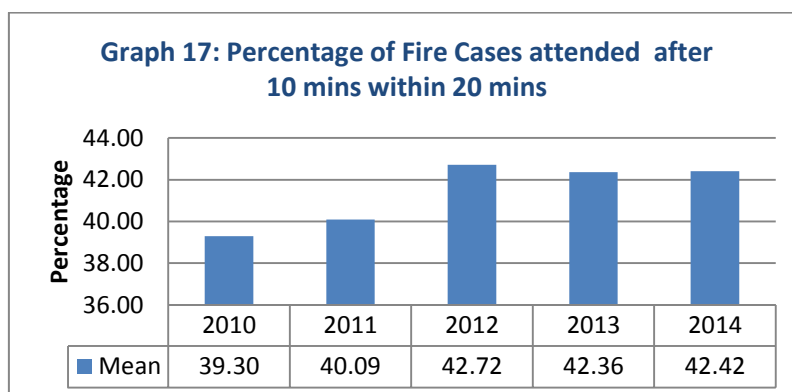
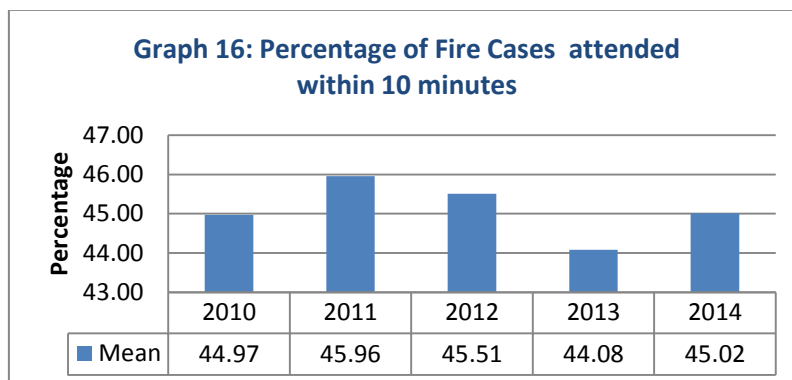
**Mobilisation**

This indicator reports the number of minutes from the time of the call-out to the time that the first responders leave the fire station averaged over all call-outs between 1/1/2014 and 31/12/2014; the data is derived from the Computer-Aided Mobilisation Project (CAMP)

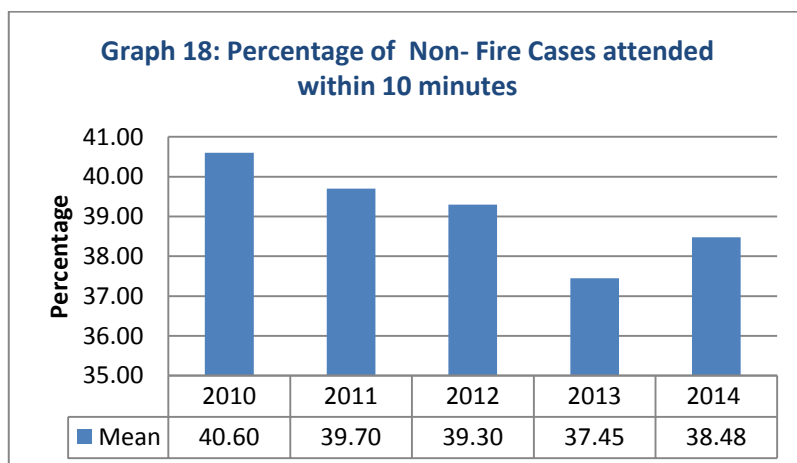
system. The median average number of minutes taken to mobilise the fire brigade in full-time stations was 1.66 minutes in the case of fire incidents and 1.79 minutes in the case of other incident types. ‘Non-fire’ incidents include road traffic incidents, hazardous material incidents, and special services. The corresponding figures for part-time stations ranged from 5.53 minutes for fire call outs and 5.92 minutes in respect of non-fire call outs.

A total of 21,660 fires were attended by the brigades in 2014 and the fire brigade was at the scene in less than 10 minutes in the case of 58.6% or 12,694 of these. Attendance took between 10 and 20 minutes in the case of 6,989 or 32.3% of the fires and more than 20 minutes for 1,977 or 9.1% of the fires. In the case of four of the six fire authorities with full-time fire-fighters, responses to fires were in less than 10 minutes in over 70% of call-outs and the response time was less than 20 minutes in at least 92% of Cork and Dublin City, Limerick and Waterford City and County Councils and Louth County Council call-outs to fires. Regarding response times to non-fire incidents, Cork and Dublin City brigades achieved a sub-10 minute response time in more than 75% of incidents. Offaly was the only part-time brigade to attend more than 40% of non-fire incidents in less than 10 minutes. All the brigades with full-time fire-fighters reported response times of less than 20 minutes to at least 85% of non-fire call-outs.

Graphs 16 and 17 show an increase both in the percentage of fire cases attended within 10 minutes, and between 10 and 20 minutes between 2010 and 2014.



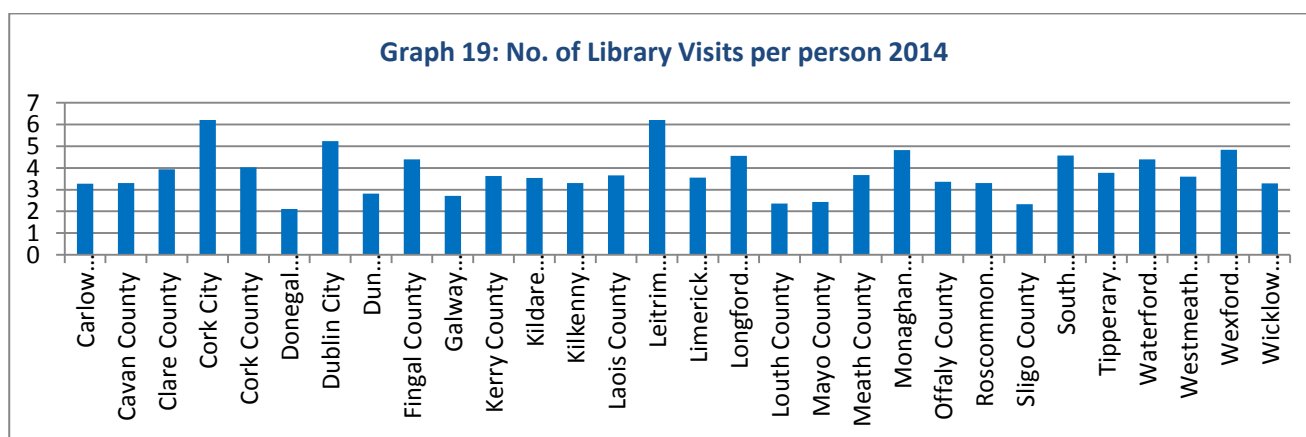
In the same period there was also an increase in the percentage of non-fire cases attended within 10 minutes



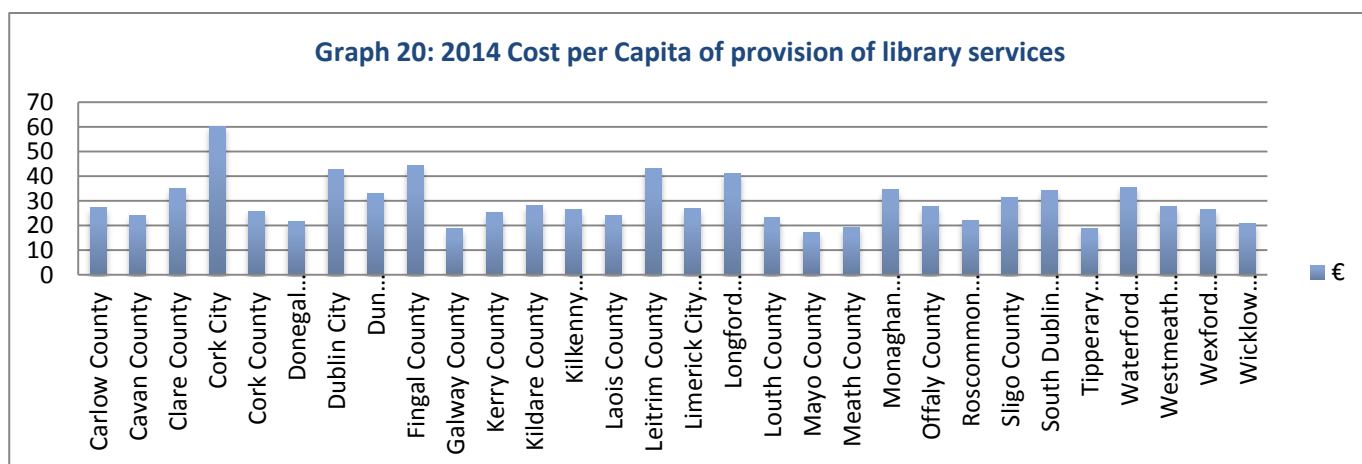
## 2.7 Library

Where the local authority does not operate an electronic count system, the number of library visits per 1,000 population is calculated by multiplying the number of library visits in a particular six day period by 50 for the yearly total. This indicator does not take account of the amount of weekly opening hours or the number of libraries within a local authority. Nor does it reflect the increasing use of on-line lending that is conducted remotely.

The number of library visits per 1,000 population increased by 14% since 2013. The median number of library visits in 2014 is 3.62 per person compared with 3.18 in 2013. The most visits were recorded in Cork City with 6.2 visits per person. The least number of library visits per population were recorded by Donegal County Council with an average of 2.1 visits to the library per person.



This indicator also measures the cost of operating the library service by local authority. It is compiled by calculating the cost for the local authority of operating the library and archival service divided by 1,000 population of the local authority area. The median average cost per 1,000 population is €27,088.72 which equates to €27.08 per capita. The cost per 1,000 population ranged from €60,158.82 in Cork City to €17,299.71 in Mayo County Council. Graph 20 below illustrates the range of per cost per capita across the sector.



## 2.8 Youth and Community Participation

The role of local authorities, in particular in the community and enterprise development area and their contribution to the national Action Plan for Jobs has never been more important. The new Community indicators measure data on a range of programmes, through which local authorities engage with their community and provide employment opportunities and support to disadvantaged groups including the long term unemployed.

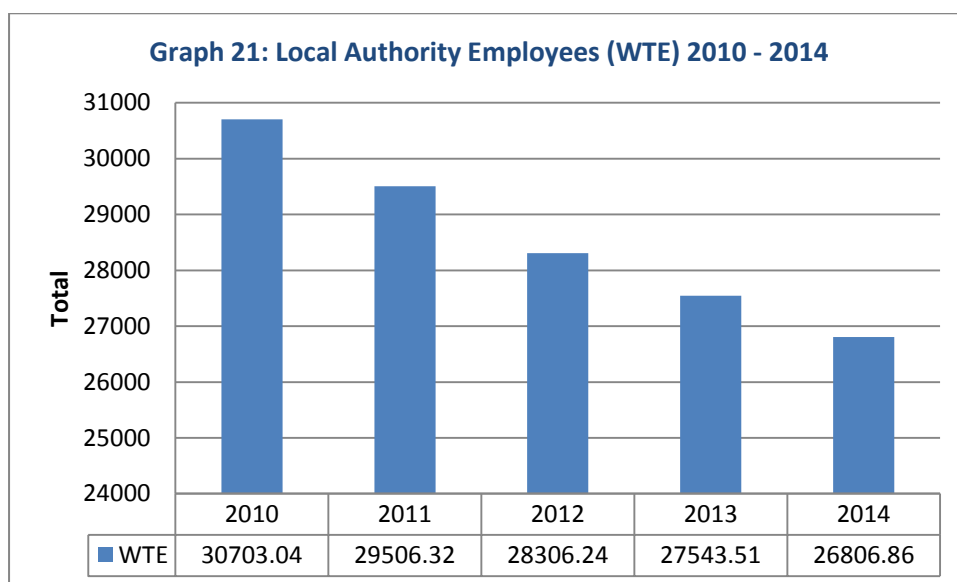
The total number of second level schools and youth groups within the sector on 31<sup>st</sup> December 2014 was 2,012 of which an average of 62% were involved in the local youth Council/Comhairle na n-Óg scheme. Gateway is a local authority labour activation 22-month scheme, run in conjunction with the Department of Social Protection (DSP) that provides short-term work and training opportunities for long-term unemployed people who have been on the Live Register for over two years. The statistics show that local authorities employed a median average of 64.9% of their assigned participant targets on the scheme in the first full year of the programme, with six local authorities exceeding their target number of participants placed on the scheme. A number have continued to recruit beyond the target assigned. Twenty local authorities achieved above 50% of their target with just four local authorities below 20% of their target. The optimisation of the referral process from DSP, along with the resolution of issues with unions in 2014, resulted in a more significant take up of participants in the second half of 2014.

Through its engagement with target groups and youths in the Local Community Development Programme (succeeded in 2015 by the Social Inclusion Community Activation Programme (SICAP)), participating local authorities supported 6,169 individuals to full-time, part-time or self-employment within six months of receiving targeted employment support.

The Local Government Reform Act 2014 provides for the establishment of local community development committees (LCDCs). The main function of an LCDC is to prepare, implement and monitor the community elements of the six-year local economic and community plan. Table 20 records the number of private sector nominees from the Public Participation Network (PPN) structures to the LCDC through the social inclusion process (Roma, Travellers, Unemployed, People with disabilities, families from disadvantaged areas). It should be noted that the PPN was not operational until December 2014 in most local authorities, so a true measurement of the performance in this area will not be available until the 2015 figures are compiled.

## 2.9 Corporate

In the face of budgetary pressures the number of staff working in local authorities continued to decline in 2014 with the whole time equivalent (WTE) recorded at 26,806.86<sup>5</sup> at 31/12/2014 a decrease of 2.67% from 2013 and 23.42% since 2008 as demonstrated by this new indicator.

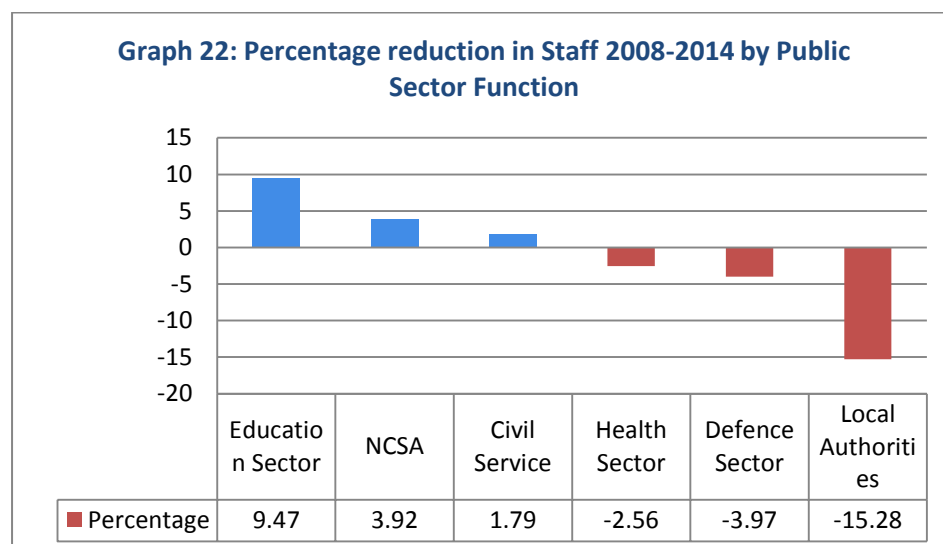


During the same period, staffing numbers in the public sector decreased from 320,387.15 (Q4 2008) to 289,642.87 (Q4 2014)<sup>6</sup> with the proportion of local authority staff decreasing

<sup>5</sup> This is the composite figure compiled from the data submitted by local authorities for the Performance Indicator Report. Figures for 2010 – 2013 are sourced from <http://databank.per.gov.ie/>.

<sup>6</sup> [http://databank.per.gov.ie/Public\\_Service\\_Numbers.aspx?rep=SectorTrend](http://databank.per.gov.ie/Public_Service_Numbers.aspx?rep=SectorTrend)

from 10.93% to 9.25%, a total reduction of 15.37%. Figures compiled by the Department of Public Expenditure and Reform and illustrated in Graph 22 confirm that local government has incurred the highest proportionate staffing reduction of any one sector in the public service.

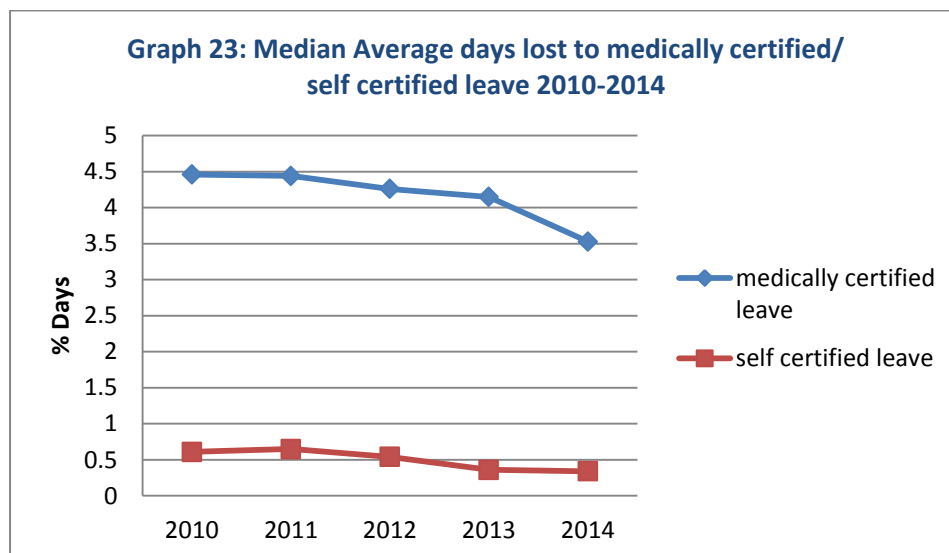


Source: <http://www.databank.per.gov.ie>

Trends in Percentage of Composition of Public Sector Staffing (2008-2014)								
	2008	2009	2010	2011	2012	2013	2014	Overall percentage increase/decrease
<b>Civil Service</b>	12.27	12.02	11.91	12.31	12.49	12.53	12.49	<b>1.79</b>
<b>Defence Sector</b>	3.52	3.45	3.37	3.41	3.43	3.4	3.38	<b>-3.97</b>
<b>Education Sector</b>	29.66	30.05	30.67	30.59	31.18	31.78	32.47	<b>9.47</b>
<b>Health Sector</b>	34.65	35.32	35.29	35.11	34.9	34.68	33.76	<b>-2.56</b>
<b>Justice Sector</b>	4.9	4.86	4.81	4.79	4.59	4.52	4.41	<b>-10</b>
<b>Local Authorities</b>	10.93	10.31	10.03	9.92	9.73	9.56	9.25	<b>-15.37</b>
<b>NCSA</b>	4.08	3.98	3.92	3.87	3.67	3.54	4.24	<b>3.92</b>

## Absenteeism

Sickness absence has a significant impact on financial resources, staffing resources, service delivery and employee morale<sup>7</sup>. The local government sector records a significant decrease in the percentage of working days lost to sickness absence through both medically certified and self-certified leave with figures showing a continued downward trend in these indicators.



The percentage of working days lost to sickness absence through certified leave continued its decline from a median average of 4.46% in 2010 to 3.53% in 2014, a total decrease of 20.85%. The percentage of working days lost to sickness through uncertified leave has decreased from a median average of 0.61 days in 2010 to 0.34 days in 2014 a total decrease of 44.26%. It should be noted that the figures for 2014 do not include absences that were unpaid.

While there will always be a certain level of absenteeism recorded in both certified and uncertified sick leave, which reflect legitimate sickness absence, the figures reported would suggest the sector is taking a proactive approach, including utilising the Public Service Sick Leave Scheme introduced from 31 March 2014, to manage excessive or unnecessary certified absences, with the mean average for certified sick leave decreasing by 20.33% between 2013 and 2014. This indicator provides a benchmark for local authorities to monitor sickness absence and continue to improve performance in this area.

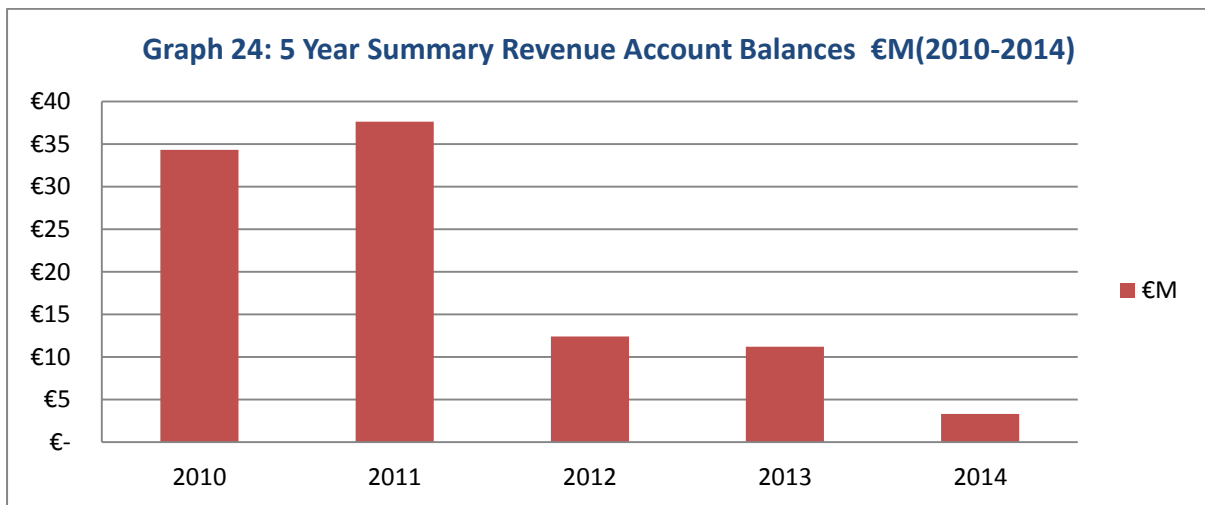
## 2.10 Finance

The publication of the five year summary of Revenue Account Balances is a new indicator and is reflective of the Income and Expenditure Account balance in the local authority's Annual Financial Statements for each of the years from 2010 through to 2014. Data presented includes figures for the abolished borough and town councils for the years 2010 to 2013 and reflects the cumulative balance to 31 December 2014.

<sup>7</sup> Ref DECLG VFM Report 2013

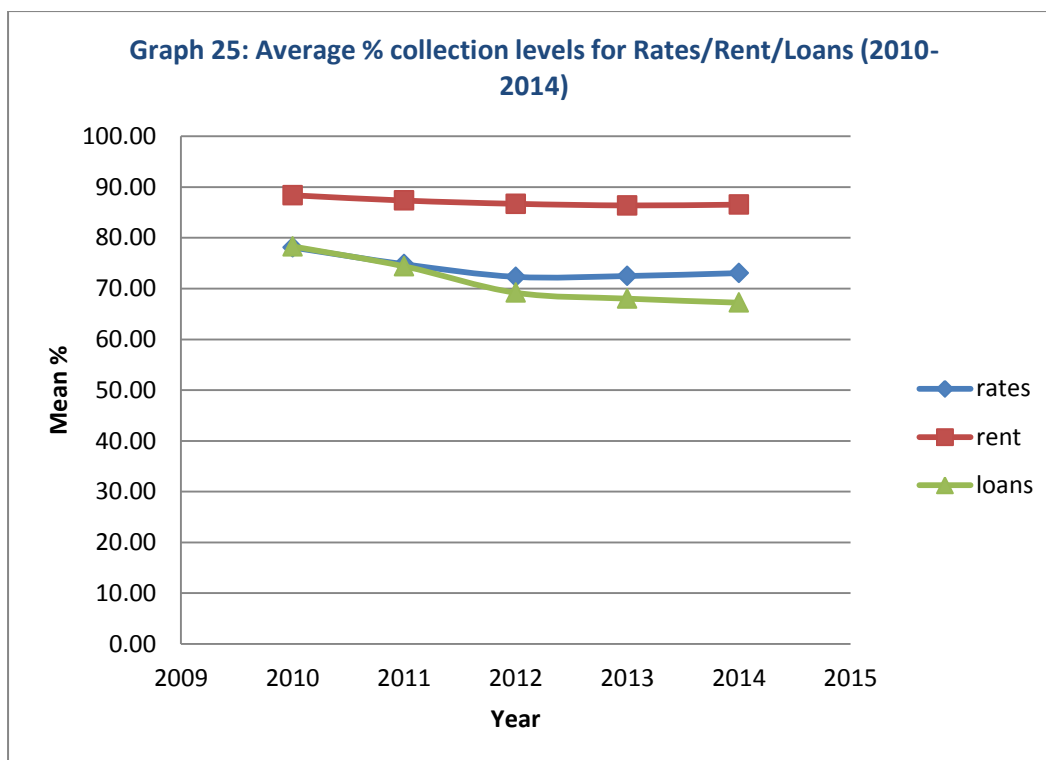
The revenue income and expenditure account includes the day-to-day running costs of the local authority and payroll, operational, administration, establishment and financial expenditure. Income includes grants and subsidies as well as charges for the provision of goods and services, including commercial rates.

Fourteen (45%) of 31 local authorities have a positive revenue balance, eight of which is in excess of €1m. Seventeen (55%) of 31 local authorities have a negative revenue balance, 13 of which are in excess of €1m. While the revenue balance of 11 local authorities has worsened by more than €1m over the 5 year period, 15 of the 17 local authorities with a negative revenue balance as at 31 December 2014 have shown an improvement in that year.



### Collection of Rates

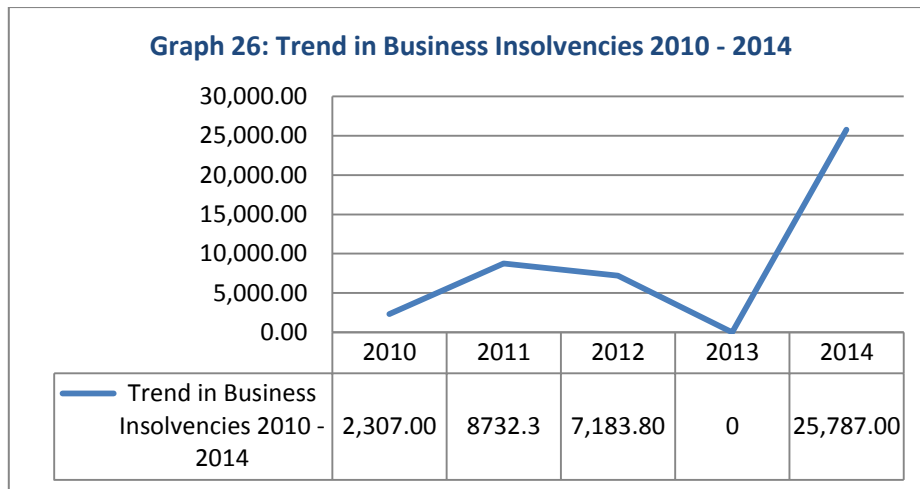




### Commercial Rates

The percentage of commercial rates collected for each city and county council in 2014 ranged from 92% to 56% with an overall mean average of 73.06%. This represented a small increase of 0.8% on the overall collection rate from 2013 and should be welcomed in the context of the financial pressures that continued to be experienced by rate payers in 2014. This upward trajectory reflects the concerted effort being made by local authorities across the country, through a range of measures, to improve commercial rate collection and should yield higher collection rates into 2015. In overall terms the returns show that the collection rate improved in 13 local authorities, remained static in seven and decreased in 11.

There are a number of complex contributory factors that impact on local authority debt collection and which should be considered when analysing local authority performance in this area. These include: The **amalgamation of the former Town Council** rates books into the county depressed the overall collection rate by 10% in 2014. In many cases collection systems were not as developed as the county processes. **Number of Insolvencies** – local authorities welcome the reduction in the number of businesses going into insolvency in 2014, however the cumulative effect of insolvencies, which in many cases are carried forward year-on-year, places a significant burden on the collection of commercial rates for local authorities by increasing arrears and eroding the commercial rate base.



*Source: Vision-net Annual Business Review 2015*

Local authorities, while conscious of the trading difficulties of many rate payers, have adopted a series of measures designed to increase collection rates including: improving business processes; centralising debt collection units; managing accounts in arrears through the promotion of direct debit payments; implementing payment incentive schemes; and implementing strong enforcement procedures which include progressing “won’t pay” cases to the District Court and having judgements put on properties.

#### **Collection of Rents and Annuities**

The percentage of rents and annuities collected for each city and county council in 2014 ranged from 95% to 73% with an overall mean average of 86.55%. This is a marginal increase on the sectoral average of 86.39% in 2013 and is a small decrease on the 2010 average of 88.39%. In overall terms the returns show that the collection rate improved in 14 local authorities, remained static in five and decreased in 12.

Local authorities operate an early intervention policy to identify accounts that are falling into arrears. This will often involve setting up a payment plan, that is both affordable and sustainable for the tenant, to clear arrears arising.

#### **Collection of Housing Loans**

The continued decline in the collection levels for housing loans reflect the challenging economic environment which prevails for local authority customers. The percentage of collection levels for housing loans collected for each city and county council in 2014 ranged from 98% to 42% with an overall mean average of 67.23%. This is a marginal decrease on the sectoral average of 68.03% in 2013, and an overall decrease of 14% on the 2010 average of 78.32%. In overall terms the returns show that the collection rate improved in eight local authorities, remained static in four and decreased in 19.

In the case of housing loans, local authorities acted as a ‘lender of last resort’ giving loans to individuals who otherwise would not have been in a position to get a loan from a bank or building society. Anecdotal evidence would suggest that the recent recovery in the economy

is not reflected in the incomes of local authority borrowers with many still in negative equity and finding the repayment of loans challenging. This has a significant negative effect on housing loan arrears in general.

The establishment of the Mortgage Arrears Resolution Process (MARP), a statutory framework for customers to pay arrears over a long period of time, provides a vehicle for local authority customers to agree a repayment scheme that is fair to both the lending authority and the borrower. While the sector welcomes this arrangement it has resulted in both the period of loan repayments being extended and the value of individual repayments being decreased.

## **2.11 Economic Development**

Local authorities play a critical role in facilitating and enabling economic development across the country through a broad range of direct and indirect mechanisms. 2014 saw this role being strengthened with the establishment of a Local Enterprise Office (LEO) in every local authority to provide advice, information and meaningful support to both start-up and growing businesses<sup>8</sup>.

As recorded in Table 26, 3,478.5 new jobs were created with the assistance of LEOs during 2014. This figure relates to new jobs, and does not take account of employment that was sustained or opportunities that were created through training, mentoring and development programmes run by the LEOs. Looking ahead, this indicator has the potential to be broadened to capture not just the performance of LEOs in grant assisted job creation but in the wider function of support and promotion of local enterprise.

## **2.12 Conclusion**

This report documents the performance of local authorities in the implementation of the wide range of functions they provide and gives valuable insight into the ways and means these services are delivered. The data reflects performance at a set point in time and provides a baseline from which future performance can be measured, emerging trends and issues can be assessed and comparisons between local authority performances can be made. In a number of cases however the value of the data gathered and the methodology used to gather it requires further refinement to ensure relevance to the measurement of

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<sup>8</sup> The Local Enterprise Offices (LEOs) were established on the 15th April 2014 upon the dissolution of the County Enterprise Boards. Services areas formerly delivered by the CEB were then integrated into mainstream Local Authority Services and enhanced.

performance within the local authorities. This is particularly the case with regard to the roads, community and finance indicators.

Tracking the indicators will give stakeholders a tool to identify where change is happening, and, as appropriate, address the underlying cause or make use of the opportunities it presents to take informed future-orientated action. The LGMA looks forward to its continued involvement in this process.