

LOCAL AUTHORITY PERFORMANCE INDICATORS 2017

The 31 City and County Councils provide a wide range of public services throughout Ireland. These services affect the daily life of people and include housing, transport, planning, libraries, amenities, environmental management, fire and emergency services, infrastructure, community and economic development.

Every year, the sector publishes Performance Indicators to show the level of service provided by each City and County Council. This report provides an overview of the main indicators for 2017 and further details are available at www.lgma.ie and www.noac.ie.

FINANCE 2017



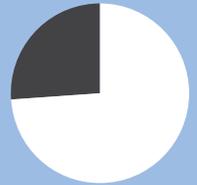
84%

Average commercial rates collection



89%

Median rents & annuities collection



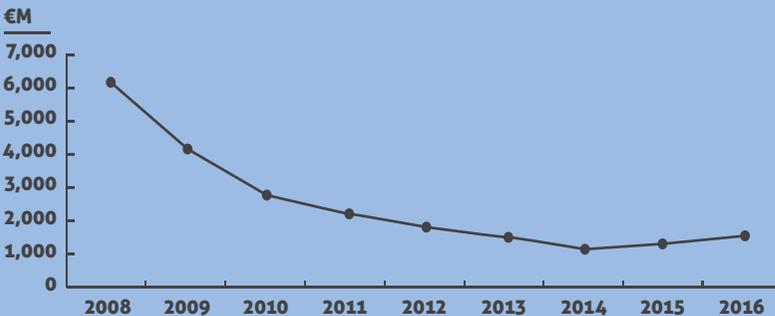
74%

Median housing loans collection

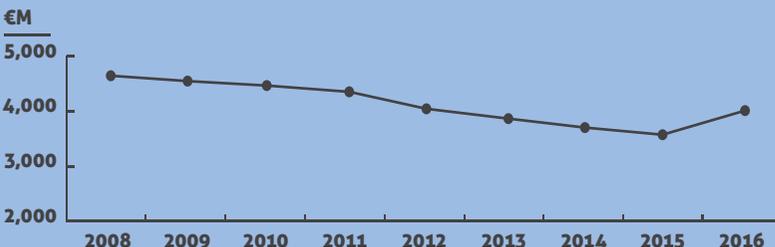
€898

Revenue Expenditure per Capita

Capital Expenditure 2008 - 2016



Revenue Expenditure 2008 - 2016



While City and County Councils still face financial challenges as a result of the economic downturn, there are positive signs. In 2012 the majority of councils were operating at a revenue deficit. In 2017 18 out of 31 were reporting a revenue surplus. Between 2008 and 2016 the revenue or current budgets of local councils reduced from **€4.72billion to €4.01billion**. Over the same period capital budgets reduced from **€6.13billion to €1.45billion**. In 2016 the revenue budget increased by **5.7%** and the capital budget increased by **5.9%**.

HOUSING 2017



2.7%

Average percentage
of dwellings vacant

€1,312

Maintenance
cost per unit

28.9 weeks

Average re-let time

327,187

Registered tenancies

16,230

Private rented
dwellings inspected

€17,107

Re-let cost

9,891

Homeless adults and
dependents in
July 2018

81%

Inspected dwellings
in 2017 not compliant
with Standards
Regulations

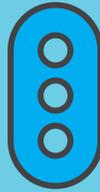
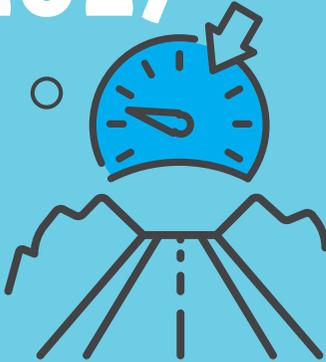
3,329

Dwellings that
became compliant
in 2017

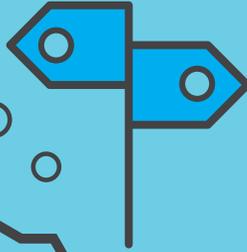
Rebuilding Ireland will invest over **€6 billion**
in a social housing programme to deliver
50,000 units by 2021.

City and County Councils are central to the provision of social housing. They provide homes directly through their own housing stock and operate a number of social housing schemes such as the Rental Accommodation Scheme (RAS), the Housing Assistance Payment (HAP) and the Social Housing Current Expenditure Programme (SHCEP). Housing is a key priority for City and County Councils. Since the Action Plan for Housing and Homelessness: Rebuilding Ireland 2016 – 2021 was launched local authorities have accelerated the delivery of social housing.

ROADS 2017



95,574 Kms
of local and regional roads



83%

Regional roads surveyed
01/01/2016 - 31/12/2017

PSCI

79%

Local primary roads surveyed
01/01/2016 - 31/12/2017

60%

Local secondary roads surveyed
01/01/2016 - 31/12/2017

71%

Local tertiary roads surveyed
01/01/2016 - 31/12/2017

74%

Regional roads

No defects / minor defects or surface defects

58%

Local primary roads

No defects / minor defects or surface defects

48%

Local secondary roads

No defects / minor defects or surface defects

41%

Local tertiary roads

No defects / minor defects or surface defects



1,886 Kms

of regional and local primary, secondary and tertiary roads strengthened



2,148 Kms

of regional and local primary, secondary and tertiary roads resurfaced

There are **95,574 kms** of regional and local roads in Ireland and local councils repair and maintain these roads. The Pavement Surface Condition Index (PSCI) is used to rate the surface condition of the road network.

Regional and Local Primary Roads In 2017 **58% of Local Primary Roads** surveyed had no defects/minor defects or surface defects and **74% of Regional Roads** surveyed had no defects/minor defects or surface defects.

WASTE/WATER/ ENVIRONMENT 2017



98%

of drinking water in private schemes in compliance with statutory requirements

58,100

Samples taken from private drinking water schemes



669,323

Households availing of a 3 bin service



64,166

Environmental pollution complaints closed



80%

of areas litter free / unpolluted / slightly polluted

16%

of areas moderately polluted

2%

of areas significantly polluted

Since January 2014 water services transferred from City and County Councils to Irish Water under a Service Level Agreement.

Water A total of **58,100** samples were taken from private drinking water schemes and of these 98% were compliant with statutory requirements.

Environment City and County Councils regulate private collection services. In 2017 the number of households availing of a 3-bin collection service increased to **669,323**.

City and County Councils work with voluntary groups such as Tidy Town Committees to manage litter and pollution. In 2017, **80%** of areas surveyed were classified as unpolluted / litter-free / slightly polluted.

PLANNING 2017



17,321
Commencement notices



4,431
New buildings inspected



2,601

Enforcement cases resolved due to enforcement proceedings



15,874

Planning cases on hand at 31/12/17



6,591

Planning enforcement cases closed during 2017

1,423

Appeals to An Bord Pleanála

79% of which

were upheld by An Bord Pleanála

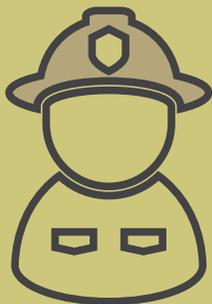
€28.31

Cost per capita of planning service

Planning and Development is an important function of City and County Councils. The service includes forward planning, development management, enforcement and preparation of the City or Council Development Plan. In 2017, the average cost per capita of the planning service across the sector was **€28.31**. A total of **15,874** planning cases were on hand at end 2017. **6,591** planning enforcement cases were closed during 2017; **1,423** planning decisions made by City and County Councils were appealed to An Bord Pleanála, who upheld **79%** of the decisions made by the councils.

City and County Councils were notified of **17,321** new buildings in 2017, **26%** were inspected by local councils.

FIRE SERVICE 2017



2,973

Applications for Fire Safety
Certificates

56%

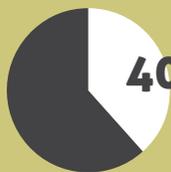
of applications decided
within 2 months

32,448

Emergency callouts 2017

€57.74

Cost per capita of fire service



40% Fire cases within
10 minutes



34% Non-fire cases
within 10 minutes

**1 minute
27 seconds**

Median time to mobilise
fire brigade (full-time)
(fire)

**5 minutes
29 seconds**

Median time to mobilise
fire brigade (part-time)
(fire)

**1 minute
35 seconds**

Median time to mobilise
fire brigade (full-time)
(non-fire)

**5 minutes
32 seconds**

Median time to mobilise
fire brigade (part-time)
(non-fire)

Local councils provide a critical range of emergency services. Fire brigades and other emergency services frequently cross their administrative boundaries to respond to an incident. In 2017 fire services responded to **32,448** emergency callouts.

The cost per capita of the fire service was **€57.74**. The cost varies from council to council, depending on whether the fire service provided is full or part-time and the geography and topography of an area.

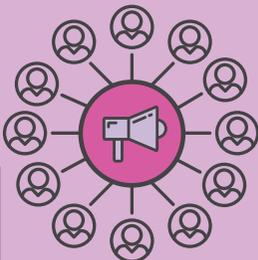
Fire scenes

The average time taken to mobilise the fire brigade to fire scenes from full-time stations was **1 minute 27 seconds** and from part-time stations it was **5 minutes 29 seconds**. **40%** of fire scenes were attended within 10 minutes and **85%** were attended within 20 minutes.

Non-fire scenes

The average time taken to mobilise the fire brigade to non-fire scenes from full-time stations was **1 minute 35 seconds** and from part-time stations it was **5 minutes 32 seconds**. On average almost **34%** of non-fire scenes were attended within 10 minutes and **86%** were attended within 20 minutes.

LIBRARY SERVICES, COMMUNITY & YOUTH 2017



330

Public Libraries

16,935,372

Library visits

3.56

Visits per head
of population

€31

Cost per capita of
operating a library service

13,920,251

Items issued to borrowers

13,329



Organisations on the Public
Participation Network

69%

Local schools involved in the local
Comhairle na nÓg/Youth Council

Libraries There are 330 public libraries operated by City and County Councils throughout Ireland. In 2017 there were **16,935,372** visits to public libraries and **13,920,251** items were borrowed, including books, dvds, audio, ebooks, e-magazines, e-audio and ProQuest. In addition to borrowing items, people visit the library to source information, participate in events and courses, and to access PCs and Wi-Fi. The cost per capita of the library service is **€31**. Free membership was introduced to public libraries in January 2016. www.librariesireland.ie

Community and Voluntary City and County Councils play a central role in the development of their local communities. The Public Participation Networks (PPNs) were set up in 2014 as a way for communities to take an active role in local policy making. There are **13,329** organisations on the Public Participation Network.

Young People Comhairle na nÓg or Youth Councils foster civic participation among young people. **69%** of second level schools participated in the local Comhairle na nÓg/Youth Council in 2017.

CORPORATE 2017



27,380

Employees

3.78%

Working days lost to sickness
absence: medically certified

0.38%

Working days lost to sickness
absence: self-certified



1,703,665

Followers on social media accounts

69,679,675

Page views of Council websites



€3,048.41

Cost of ICT per employee

72%

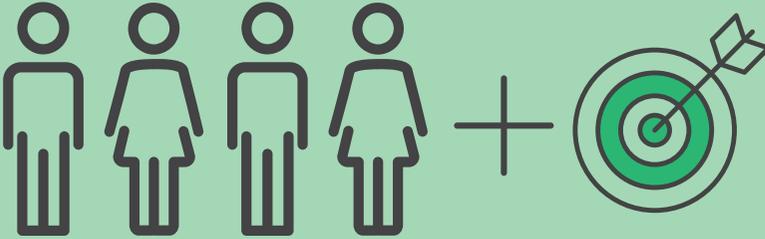
Motor tax transactions online

There are **27,380** employees in the local government sector carrying out a range of roles and with a broad range of skills. Roles include administrators, town planners, scientists, engineers, architects, outdoor workers etc.

More people are using ICT to engage with their City or County Council. In 2017 there were over **69 million** page views of websites operated by local authorities and a total of **1,703,665** followers of council social media accounts. In 2012, **51%** of motor tax transactions were carried out online, by 2017 that figure rose to **72%**.

ECONOMIC DEVELOPMENT 2017

3,252
Jobs created with
assistance of LEOs



1,189

Trading online vouchers



8,393

Business owners received
one-to-one mentoring



29 OF 31

local authorities have
developed a tourism strategy



26 OF 31

local authorities have a
designated Tourism Officer

City and County Councils play a central role in driving the economic development of their areas, through the provision of infrastructure, business parks, tourism attractions and amenities. They work with a wide range of partners including state agencies and local community groups to attract investment and create and sustain jobs.



For further information visit **www.noac.ie** or **www.lgma.ie**