

National Oversight and Audit Commission

Performance Indicators in Local Authorities 2016

NOAC Report No. 14 – January 2018

NOAC (the National Oversight and Audit Commission) was established in July 2014 under the 2014 Local Government Reform Act to provide independent oversight of the local government sector. The statutory functions assigned to NOAC include the scrutiny of the performance of local government bodies against relevant indicators (including indicators relating to customer service) that the Commission considers it appropriate to refer to. This report is based on data provided to the Local Government Management Agency by the 31 local authorities in response to a reporting guidelines document issued by NOAC in January 2017.

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Introduction

This is the third annual Performance Indicator report published by NOAC in relation to its function of scrutinising local authority performance against relevant indicators. The NOAC reports for 2014, 2015 and 2016 follow on from the service indicator reports published by the Local Government Management Agency (LGMA) in respect of local authority activity in the years 2004 to 2013.

NOAC again amended the set of indicators requested for this report to include additional Planning and Economic Development indicators. Also, the indicators relating to private rented housing, roads improvement and maintenance grant expenditure and the revenue account balance contain more information than the 2015 report. In the case of local authority private rented sector functions, the additional information sought arose from a report published by NOAC in October 2016 on Rented Houses Inspections (<http://noac.ie/wp-content/uploads/2016/11/NOAC-Private-Rented-Sector-Review.pdf>). That report noted that although there were high levels of non-compliance with the Standards Regulations, there was limited recourse to Improvement Notices and Prohibition Notices and follow-up inspections did not appear to achieve a high degree of compliance in many authorities. It concluded that there needs to be greater transparency around how issues identified in the course of inspections are followed up and resolved. For 2016 activity therefore, as well as the private rented dwelling inspection rate, the number of dwellings found not compliant with the Standards Regulations and the number that became compliant during 2016 were also collected.

Work on refining the indicators is an on-going process and NOAC recognises that a number of the indicators require modification or replacement with a more relevant data set. In some of these cases, including the waste brown bin indicator, it has decided to defer a decision until the outcome of other data collection initiatives planned or underway is known. In others, for example the community indicators, NOAC is waiting until it has had an opportunity to conduct a comprehensive review of the local authority activity in order to ascertain what would be the most relevant and useful indicator. As discussed in more detail in the housing commentary section of this report, NOAC also recently decided to develop a revised set of indicators for the housing programme. NOAC acknowledges that the 32 indicators contained in this report relate to only a sample of the functions carried out by local authorities.

The detailed results for the indicators are contained in either Tables or Maps numbered 1 to 27 on pages 27 to 78 of this report. The LGMA, which collected the data on NOAC's behalf, has provided commentary on the indicators at pages 79 to 97 and has also arranged publication of an infographical presentation of the overall data on its website at www.lgma.ie. A report on NOAC's quality assurance review of five of the 2016 indicators and of its validation visits to six of the local authorities is at pages 2 to 9. NOAC's commentary on the 2016 data and the picture it paints of local authority performance is at pages 10 to 25. Finally, NOAC's conclusions arising from the 2016 data collection and analysis exercise are at page 25.

A number of organisations are involved in the annual production of this report. First and foremost, the LGMA's input to the evolution of the guidelines to local authorities, maintenance of the LGRReturns system into which all the authorities entered the data, follow-up on individual data items and data presentation has been invaluable. NOAC would also like to express its appreciation for the efforts made by the 31 local authority co-ordinators to meet deadlines, respond to queries and make suggestions for improvements to the indicators. All local authorities met the earlier deadline for data input in 2017. In particular, NOAC would like to thank all the local authority staff who provided assistance to the data validation exercises carried out. NOAC is also grateful to staff of Enterprise Ireland, the Environmental Protection Agency, the Residential Tenancies Board and the Road Management Office as well as the Department of Housing, Planning and Local Government, Department of Transport, Tourism and Sport, Department of Communications, Climate Action and the Environment, the Department of Business, Enterprise and Innovation and the Department of Rural and Community Development who provided or reviewed data included in this report.

Quality Assurance Review of the Data

Selected Indicators and Local Authorities

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

- Housing: Average Re-letting Time and Cost
- Roads: Pavement Surface Condition Index Ratings
- Planning: Applications for Fire Safety Certificates
- Corporate: Working Days Lost to Sickness
- Corporate: Local Authority Website and Social Media Usage

The indicators were primarily selected to get a better understanding of the way that the data is compiled by the local authorities, particularly the new indicator in relation to the average time to deal with applications for fire safety certificates and the social media usage because of the huge variations in the data being supplied for this indicator each year.

The following six local authorities were chosen for review:

- Donegal County Council reviewed on 13th June 2017 by Martina Moloney and Connie Hanniffy
- Limerick City and County Council reviewed on 22nd June 2017 by Connie Hanniffy and John Buckley
- Monaghan County Council reviewed on 16th June 2017 by Martina Moloney and Sharon O'Connor
- Sligo County Council reviewed on 23rd June 2017 by Sharon O'Connor and John Buckley
- Tipperary County Council reviewed on 21st June 2017 by Connie Hanniffy and John Buckley
- Wexford County Council reviewed on 14th June 2017 by Martina Moloney and Sharon O'Connor

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

Meetings with Chief Executives

The NOAC members met with the Chief Executives of the six local authorities for a general discussion on overall performance issues and experience with the indicators and any follow-up to or analysis of the 2015 activity performance relative to other authorities and prior years that was carried out. The local authorities also provided the members with a brief overview of the context in which the authorities operate and their particular priorities and challenges. The members found these meetings to be very useful and the discussion aided their understanding of the issues and opportunities facing the individual authorities and how these varied with the geographical location.

All of the visited authorities, apart from Sligo County Council, provided details of analysis reports in which they compared the indicator performance with data for a set of other authorities that they considered to be of a similar profile. The members were particularly impressed by the very comprehensive and rigorous analysis carried out by Wexford County Council. NOAC notes that the Council is considering an IT system to support performance management and review and such an approach could also help other authorities to maximise the benefits of this annual exercise. These analysis reports were considered by the management teams, elected members and Audit Committees. Most of the authorities have set performance targets for selected indicators based on their analysis. NOAC commends the six authorities for their work in this area and encourages the other 25 local authorities to use the indicators in this way.

The NOAC members were struck by the considerable variation in challenges and opportunities confronted by the visited authorities. Sligo and Donegal County Councils are addressing significant revenue deficits (as outlined in NOAC's report *Financial Performance of Local Authorities 2013-2015*) and Wexford County Council also reduced a deficit in 2016. The implications of Brexit are a significant concern for the border counties of Donegal, Monaghan and Sligo and for Tipperary where agriculture is an important economic activity, while viewed as more of an employment opportunity by Wexford. Other challenges identified included modest rates bases and dependency on the local government equalisation fund, industrial job losses and dependency on agriculture, absence of public transport, increased demand for social housing due to population growth, inadequate private sector housing scheme construction taking place in County Monaghan, reduced funding for road maintenance and improvement since the late 2000's, climate change targets and inadequate broadband coverage. Continued expansion of tourism was highlighted as an opportunity to improve the local economy and increase the yield from rates. Initiatives being taken by the authorities included the Limerick 2030 Framework, an economic development plan targeted at the four key Wexford towns, the development of a small industry incubator space in Tipperary, a programme of enterprise and economic development in Sligo, further development of Donegal's tourism sector following on the success of the Wild Atlantic Way and collaborative work under way between the border counties and Northern Ireland authorities that share the border. Monaghan County Council uses a process called MonStat to track progress on the delivery of priority actions and projects throughout the year, which is an interesting model that could be replicated elsewhere.

A number of suggestions for changes to the performance indicators generally were made at these meetings, including the introduction of indicators relating to climate change targets, performance in dealing with social housing transfer applications, response times to tenant requests for maintenance and minimising the resource cost of tenancy refusals, the gap between the local authority and national unemployment rates and a general measurement of local authority (non-financial aid) efforts to bring about economic growth. NOAC will consider these suggestions in its annual review of the indicators.

Housing Re-Letting Time and Cost

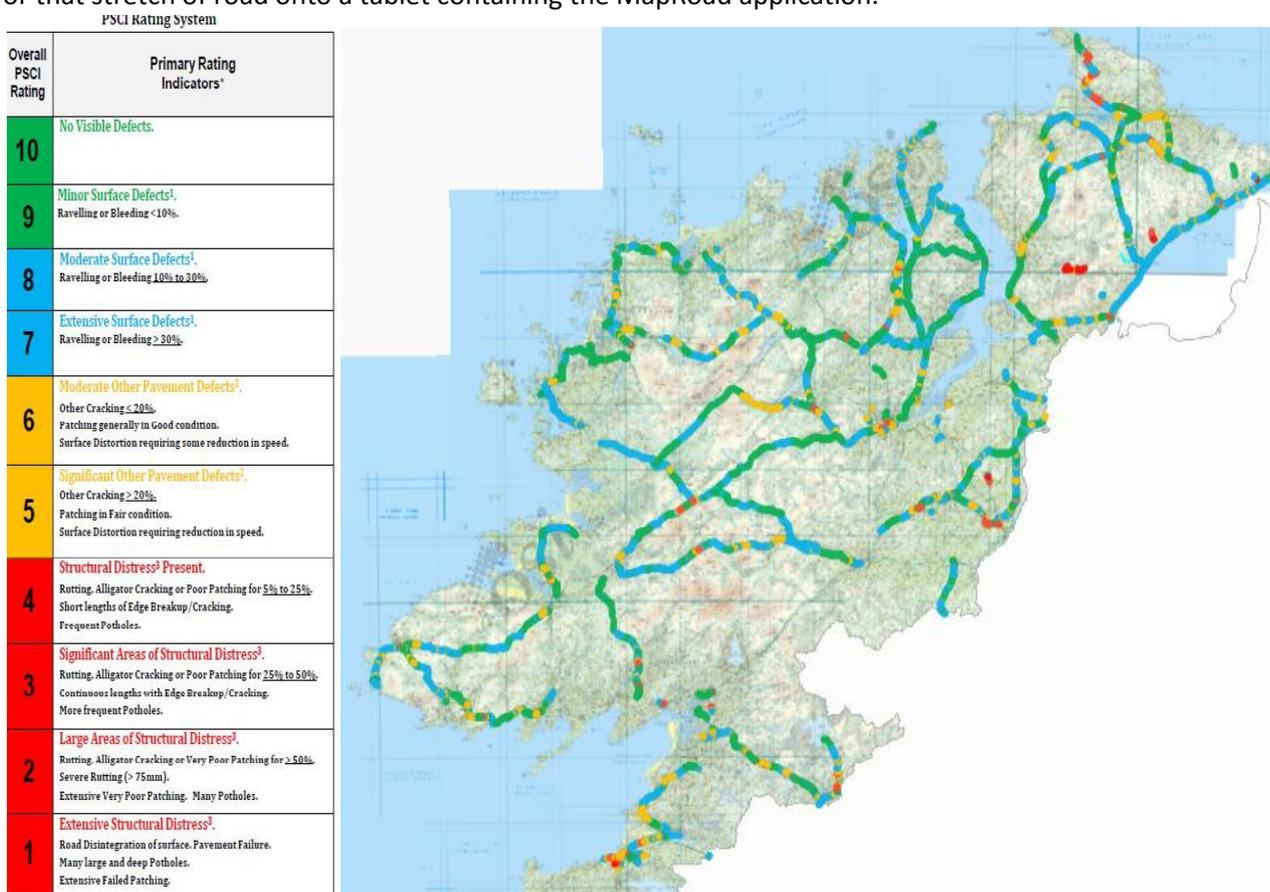
The average re-letting time and cost is intended to be based on all of the dwellings re-let during the course of the year (except those that had been vacant due to an estate-wide refurbishment scheme) with that number as the divisor of the total number of weeks that all of those houses were vacant prior to their re-letting and of the total amount spent on those dwellings during the vacancy. Issues that arose during the visits included inconsistency of treatment of succession tenancies (not covered in the guidelines), the non-inclusion of administrative overheads, and the exclusion of expenditure (a) where incurred in prior years in the case of some longstanding vacancies, (b) that exceeded the Voids Programme maximum allocation of €30,000, or (c) where due for payment in the following year. Succession tenancies are where the house remains in the occupation of the same family but the identity of the member/s who is/are the tenant is changed. These cases are not reflective of a local authority's performance in minimising vacancy periods within its stock and the guidelines will be amended next year to explicitly provide for their exclusion where the house is continuously occupied. In relation to the inconsistencies in calculating the re-letting cost, the guidelines clearly require the inclusion of all costs, including administrative overhead costs, regardless of the year in which incurred and there is no basis for omitting expenditure where it exceeds a particular threshold. All expenditure incurred on the re-let dwellings in the period between tenancies is required to be included so that the outcome average re-letting cost is accurate and consistent across the sector. Four of the six authorities amended their figures subsequent to the visit, although some of the changes were minor. NOAC will consult with the CCMA regarding the allocation of overheads, which was identified as an issue, and will draw the attention of the local authorities to the types of errors encountered in the validation visits to ensure accurate and consistent data.

A number of local authority houses in Donegal are Mica affected and the duration of vacancies in these houses will be lengthened by delays associated with testing and remediation arrangements. Monaghan and Donegal County Councils referred to a shortage of available contractors in the counties to carry out works as impacting on re-letting times.

In terms of good practice, almost all the authorities identify the new tenant and carry out pre-letting checks while the work on the dwellings is on-going, so as to ensure that the new tenant moves in shortly after the works are completed. Monaghan County Council's average re-letting time of 8.03 weeks is the shortest nationally and the officials outlined the stages of its re-letting process flow at the review visit. As an incentive for the tenant to keep the house in good condition and reduce future re-letting costs, Monaghan County Council has increased the tenant deposit from €100 to €500 by adding €2 a week to the rent until €500 has been accumulated. The advantage of this system is that a significant deposit can be put in place without the tenant having to provide a large lump sum at the outset. It is a practice that other authorities might consider emulating. It was suggested that accurate inclusion of all re-lettings costs associated with the particular dwellings re-let in a given year would be more easily achieved if the IT system operated on the basis of recording a separate job code per dwelling rather than per housing estate.

Roads Condition Surveys

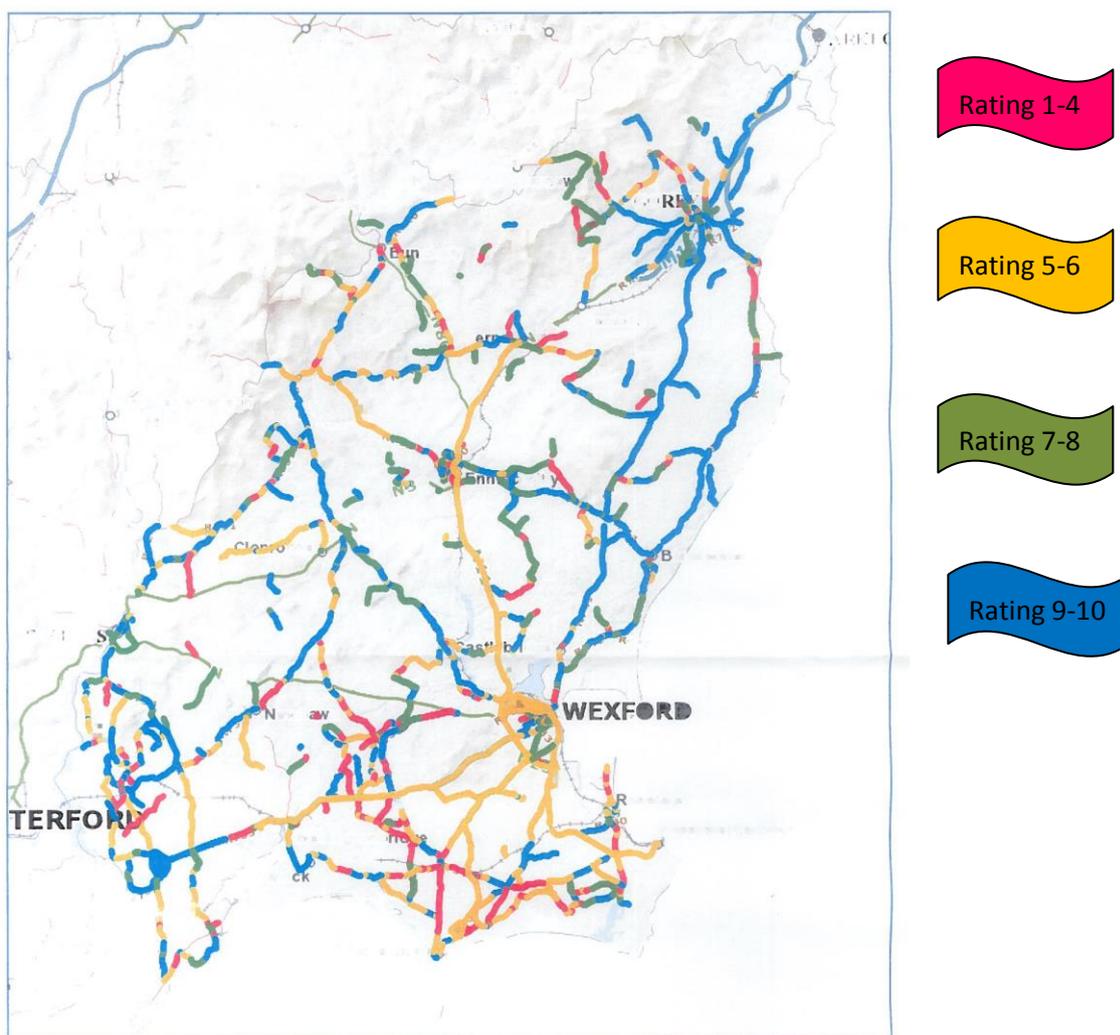
The visits established that a critical mass of road has now been surveyed and gives a reasonably representative picture of pavement condition. The guidelines issued by the Department of Transport, Tourism and Sport require that all regional roads are surveyed annually, primary and secondary roads every two years alternating the road type each year and tertiary roads every five years. The process involves a trained engineer/surveyor being driven along an area of road and entering the appropriate condition rating for that stretch of road onto a tablet containing the MapRoad application.



Donegal County Council – Regional Roads PSCI Ratings June 2017

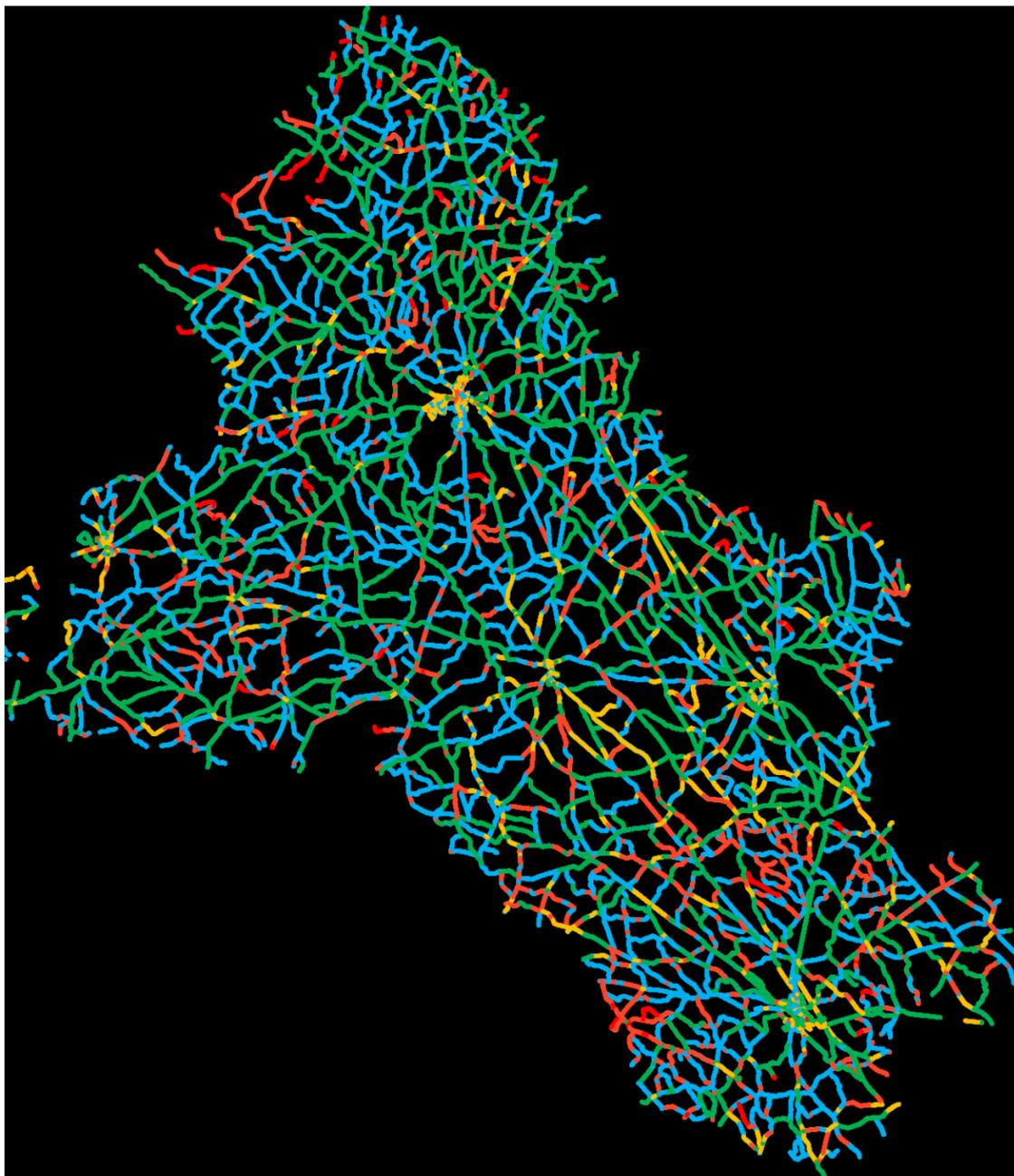
A GPS location tracker identifies the road. The survey data is then uploaded to the central MapRoad system maintained by the Roads Management Office and date tagged. The RMO supplies the PSCI ratings for the Performance Indicators report.

The PSCI ratings are visual surveys and authorities also rely on mechanical surveys conducted before and after improvement or maintenance work (Sideway-Force Coefficient Routine Investigation Machine, International Roughness Index, etc.) and comparisons of local authority road network maps with corresponding Ordnance Survey of Ireland data. Bias is prevented by ensuring that surveyors do not rate the roads in their area of responsibility. Consistency and comparability is addressed through training and operational manuals. A rotation of surveyors could enhance this further. Some authorities are contracting out this function.



Roads surveyed (PSCI) in Wexford since 1/1/2016 – includes nearly all of the regional roads

The authorities reported that the PSCI rating provides a useful input to decision-making on investment (in combination with considerations like traffic volume, local services, etc.). The nature of the investment involves balancing the need to protect and extend the life of good quality pavement and improve lower quality pavement. Some also reported that because investment has reduced substantially, the achievable coverage of their network would give a maintenance and improvement cycle spanning a generation. It was estimated that to maintain a steady state, investment would need to double as resources permit.



Rating: 1-4  5-6  7-8  9-10 

County Monaghan 2016 PSCI Map

Planning Fire Safety Certificates

This indicator was selected for review because it was introduced for the 2016 report. It relates to the average processing time for fire safety certificate applications only. The authorities were asked to provide the number of fire safety certificates issued in respect of applications received in 2016 and the number of weeks from the date of receipt of a valid and complete application to the date of issue, totalled for all certificates issued in respect of 2016 applications. Almost all the local authorities visited expressed the view that regularisation certificates, 7-day notices and revised certificates should be included in the indicator to fully reflect this planning function. One authority suggested that refused applications should also be covered by the indicator.

The other main issue that arose at the visits was variations in the start point of the time period counted. While the guidelines referred to the date of receipt of a complete and valid application, this was interpreted by one authority – Monaghan County Council – as the date on which the application had been validated, so its average time of 0.31 weeks does not include the time spent assessing and checking the application and is not comparable to the times returned by the other visited authorities. In addition, some of the authorities included the additional time incurred where an extension was sought by the applicant, which skewed the average.

While it would generally be expected that the bulk of applications received in a year will be finalised prior to the date in the following year on which the indicator is being compiled, any cases that do take longer will not be counted and, to that extent, performance will be overstated.

As well as the suggestion to widen the scope of the indicator to cover other certificates and refusals, one authority also suggested modifying the indicator to provide separately the average no. of weeks from date of receipt of the application (a) to the date of approval/signing of the certificate for those cases where no further information was requested and (b) to the date on which a request for further information issued for all other cases. Further consideration will be given to amending this indicator to address the concerns identified.

Working Days Lost to Sickness

Local authorities are asked to provide the total number of working days lost to medically certified and uncertified sick leave and also the amount of unpaid certified and uncertified sick days within those totals. As the percentage paid sick leave rate is then calculated by reference to the local authority's whole-time equivalent (WTE) staff number, the sick days returned should relate only to the individuals counted as part of their WTE complement for the first Corporate indicator. All the visited authorities confirmed that the returned sick days related to the personnel included within the WTE figure only. Sligo County Council advised that the sick leave data provided for the 2014 and 2015 Performance Indicator Reports was incorrect as it excluded those staff on Temporary Rehabilitation Remuneration pay. This was rectified for the 2016 report and explains the substantial increase in the paid certified sick leave rate for that authority, which, at 5.24%, is the highest nationally. At the visits, the authorities referred to the correlation between an ageing workforce and incidence of illness and to the various policies and practices employed to reduce the level of absenteeism. They also pointed out that any incidence of serious illness among their staff can have a large impact on their sick leave rate.

The members were satisfied at the visits that the number of sick days had been correctly calculated from the systems (LA Core in five cases and Integra in the other) utilised. Future guidance will need to remind authorities to manually add in the sick days taken by any staff included in their WTE allocation whose sick leave is not included in the system download due to subsequent retirement. A suggestion was made that the data presented in the report should also include the percentage of all sick leave represented by 'long-term sick leave'.

Social Media

At the visits, the local authorities provided the members with the backup documentation from Google Analytics confirming the page views figures for 2016 for the various websites they operate that were supplied to LGReturns. Five of the visited authorities reported planning and two reported libraries as among the most frequently accessed website pages. The range of topics also reported included housing, recruitment, community (including the Public Participation Network (PPN)),

environment, Christmas festivities, dogs lost and found, public swimming pools and office opening hours/contact details.

The indicator seeking the number of social media users following the local authority on any social media sites at the end of the year was introduced for the 2015 report and there was a huge variation in the level of followers (from 750 in Clare to 87,132 in Cork City). This indicator was selected for review so as to get an understanding of how it is compiled and whether the variations could be attributable to the manner of compilation. Three of the six visited local authorities did not obtain the number of Twitter followers until after the end of March 2017 and so their figures do not relate to 31 December 2016 as the platforms allows a maximum of 3 months data to be reviewed.

All of the visited local authorities use Facebook and Twitter and their social media user figures for these services were taken from Twitter analytics and Facebook Insights. All counted their Twitter followers but some authorities counted their Facebook likes rather than their 'fans' or 'friends' and this can mean individual followers being counted multiple times. Another factor that can impact heavily on the count of social media followers is the number of separate social media accounts being operated by the authority, whereby individuals sign up for several different accounts and are then counted multiple times as users of each of those sites.

Other social media sites being used by some of the authorities were LinkedIn by Sligo and Monaghan, Instagram by Limerick and Sligo and Monaghan also uses Google+, Pinterest and YouTube. The authorities reported that the most active social media platforms relate to libraries, fire service, sports, arts, road works and closures, elections, festivals and bad weather. The indicator returns do not include users of MapAlerter, which is utilised by some authorities to issue road alerts or notifications to affected customers about water outages, etc.

Some of the visited authorities, in which the social media/website function was being managed by the IT Department, were considering holding the function within Communications in the context of the objectives of their social media strategies.

The point was made that a poorly designed website will result in a greater number of page views while the user searches for the required information and that the number of visitors to the website or a combination of page views, visitors and user sessions would be a better indicator of website usage. The suggestion was also made that a combination of Reaches, Likes, Friends and Page Views would better reflect the impact of the authority's social media platforms.

Housing Programme Data Issues

Subsequent to the validation exercise, issues emerged in relation to the data provided for the H1 and H2 indicators. In an effort to address the issues, a detailed assessment was undertaken by NOAC in a sample of local authorities. It was recognised from the outset that the data gathered would be different from some other published data in relation to housing as the Performance Indicator data is gathered for a different purpose and based on different calculation methodologies.

Some of the issues related to timing, for example, the date on which transactions were deemed completed, which resulted in an overlap between years and, in the validation exercise, it was possible to reconcile a number of these inconsistencies. Other differences encountered are associated with significant changes introduced in the Housing programme, with new housing delivery mechanisms, definitions and recording arrangements. However, the outcome of the assessment suggested that there were also a number of inconsistencies, variations in interpretation of the Guidelines issued by NOAC, and errors identified in some of the data submitted.

Given the findings of the sample examined, NOAC made the decision not to publish these indicators for 2016 and instead to focus on a redesign of the indicators for 2017 to better align with the priorities identified in Rebuilding Ireland, which was introduced in July 2016. These revised indicators will be accompanied by guidelines which will provide greater clarity to local authorities for the data preparation process.

Performance Indicator Data – Key Messages

Purpose of the Indicators

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

It is important to NOAC that the indicators are a useful reflector of performance and that they are used by the authorities to set priorities and targets and to seek to strengthen areas where their comparative performance is less than optimal. NOAC is pleased to see that the local authorities are increasingly analysing their indicator outturns and setting targets for improving performance in specific areas. It was particularly gratifying to receive from Wexford County Council in April this year its comprehensive performance analysis report and details of its consideration by the Council's management team and by the elected members, referral to the Audit Committee and consultation with staff on indicators that have been targeted for improvement. This level of engagement makes the not insignificant task involved in compiling the data worth the effort.

It will inevitably be the case that the indicators will continue to evolve as time passes. The objective remains the compilation of a balanced set of indicators that address operational efficiency, results achieved and customer access and service. NOAC's Performance Indicators Sub-Group will review again the indicators between publication of the 2016 report and the end of the year to address some of the issues that have arisen.

Comparison

NOAC is beginning to examine the scope for grouping local authorities for comparative reporting purposes. It noted during its validation visits that some authorities had themselves begun to compile information comparing their performance against a selection of other authorities of similar size or profile. As an initial step, NOAC has included comparisons of performance between some authorities for a selection of the indicators and hopes that this improves the usefulness of the data.

Housing

Performance indicators dealing with changes to local authority social housing stock have not been included in this year's report as discussed at pages 8-9.

The national average re-letting time (from the date the tenant vacated the dwelling to the date of the first rent debit) in 2016 was 32.99 weeks and the average re-letting cost was €15,877, both representing an increase on 2015 values. Table 1 shows that average re-letting times were less than 20 weeks for Carlow, Cork County, Dún Laoghaire-Rathdown, Fingal, Kildare, Kilkenny, Laois, Limerick, Louth, South Dublin, Westmeath and Wicklow Councils, as well as Monaghan County Council, which had the shortest re-letting time as referred to earlier. Average re-letting costs rose for 21 authorities. Local authorities are asked to provide figures relating to all re-let dwellings during the year, including any that required substantial refurbishment work due to dereliction – the only re-lettings that do not have to be included are those where the vacancy was due to the inclusion of the dwelling in an estate-wide refurbishment scheme. The longer national average re-letting time in 2016 may be a product of the return of an increasing number of long-term voids to occupation arising from the Department of Housing, Planning and Local Government's Vacant Properties (Voids)

Programme referred to in NOAC's report on the [Management and Maintenance of Local Authority Housing](#).

A comparison of average re-letting times for the six main urban authorities of Cork, Dublin and Galway cities, Dún Laoghaire-Rathdown, Fingal and South Dublin reveals major variations in both the average re-letting times and costs. South Dublin and Dún Laoghaire-Rathdown had low re-letting times of 10.95 weeks and 13.02 weeks respectively and the other two Dublin authorities averaged 18.53 weeks (Fingal) and 20.31 weeks (Dublin City). Galway was considerably longer at 45.53 weeks and Cork City Council's average re-letting time was the longest nationally at almost 111 weeks. The re-letting cost is lowest in Dún Laoghaire-Rathdown and Fingal at €10,700 and €11,900 respectively. Expenditure on the re-let units averaged between €18,000 and €19,700 for South Dublin, Galway and Dublin cities and Cork City was again considerably higher at €28,900. The proportion of the stock re-let during the year varied substantially also from Fingal's 1.6% (76 units) to Dublin City's 3.5% or 897 units.

Figure 1: Average re-letting times and costs of urban authorities

Local Authority	Unit Re-letting Time	Unit Re-letting Cost	No. of Units
Cork City	110.96 weeks	€28,878	284
Dublin City	20.31 weeks	€19,681	897
Galway City	45.53 weeks	€18,282	74
Dún Laoghaire-Rathdown	13.02 weeks	€10,706	110
Fingal	18.53 weeks	€11,888	76
South Dublin	10.95 weeks	€18,057	164

Expenditure on repair and maintenance of local authority houses in Table 1 averaged €1,506 per house in 2016, again an increase on 2015 when maintenance expenditure averaged €1,293. The figure was less than €1,000 for 16 authorities, with the three lowest being Sligo at €345, followed by Offaly at €461 and Roscommon at €502. The highest maintenance cost was Dublin City at €2,809, followed by Cork City at €2,751 and Cork County at €1,788.

NOAC amended for 2016 the indicator in Table 2 dealing with local authority private rented sector activity arising from its review of the performance of these functions reported on in October 2016 at <http://noac.ie/wp-content/uploads/2016/11/NOAC-Private-Rented-Sector-Review.pdf>. The main change was the addition of a data item dealing with the number of dwellings, previously identified as non-compliant with the Standards Regulations, determined by the local authority to have become compliant during the year. This item was included in the context of the large numbers of non-compliant dwellings uncovered at inspections and the low numbers of Improvement and Prohibition Notices being issued annually. The data shows that the inspection rate of registered tenancies continues to be low at 4.4% and the number of inspected dwellings that are found not to be compliant with the Standards Regulations continues to be high at 75% or 10,206 dwellings. Five local authorities bucked this trend with failure rates of less than 50%, most notably Wicklow where only 10 of the 357 dwellings inspected were found not to be compliant. The authorities have advised that the number of non-compliant dwellings that became compliant in 2016 was 5,101, whereas Improvement or Prohibition Notices were issued or legal proceedings were initiated in 2016 in less than 2,500 cases.

The number of homeless adults in emergency accommodation at the year-end (Table 2) had risen from 3,508 in 2015 to 4,186 in 2016, an increase of 19.3%. This is an unwelcome statistic. However, the rate of increase in this category of homelessness was lower than 2015's 32.4%. The long-term nature of the homelessness also increased in 2016, both absolutely and as a percentage of the number at year-end, with 2,447 of these individuals having been continuously or cumulatively in

emergency accommodation for at least half of the year. In 2016, only Leitrim and Roscommon County Councils had no adults in emergency accommodation at the end of the year.

Roads

Of all services provided by local authorities, the service that perhaps impacts to the greatest extent on the population is the Roads service. People cannot leave their homes without travelling on the road network. The tourism, business and agriculture sectors are dependent on the road network also. It is fundamental to economic and social activity throughout the country.

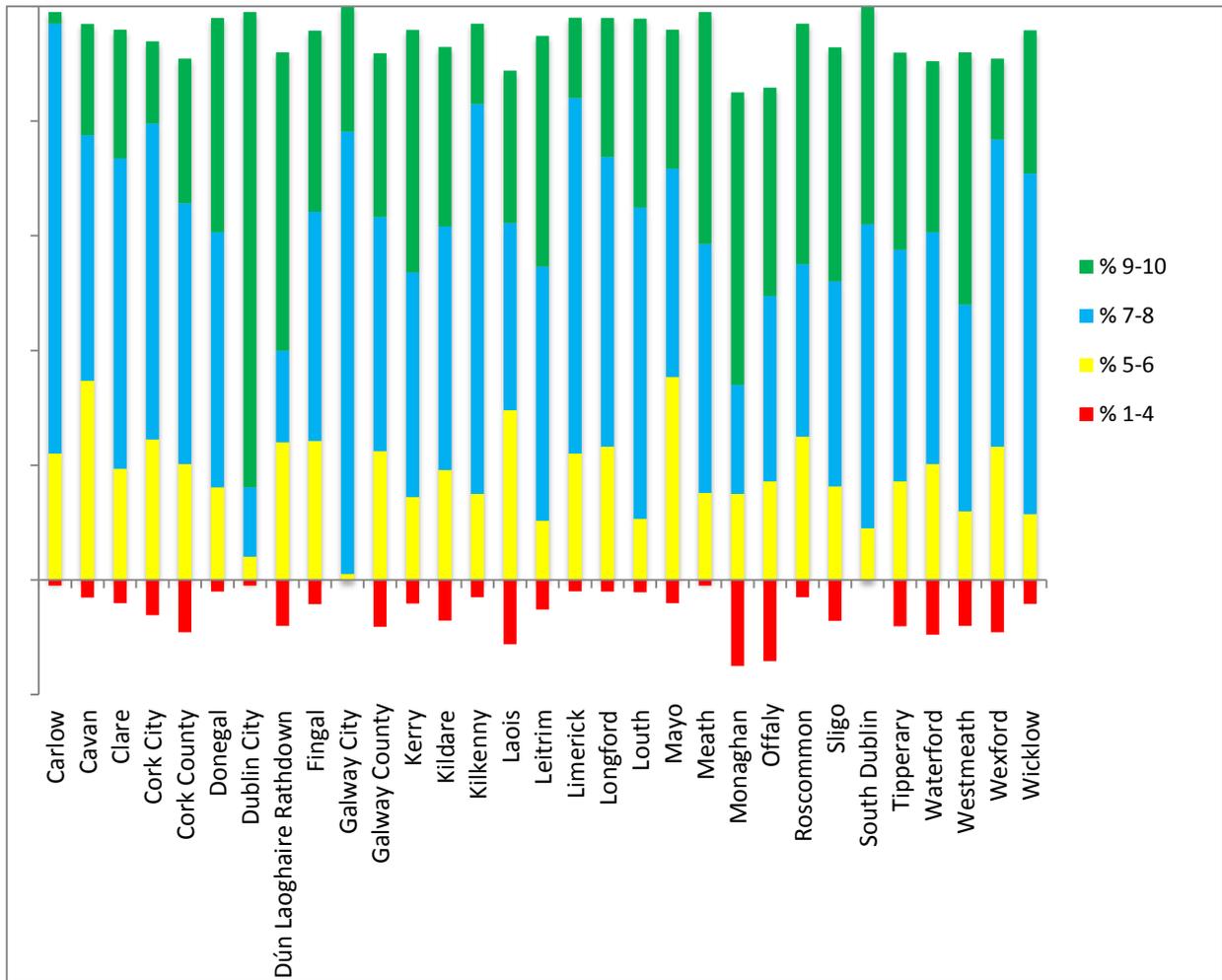
It is appropriate, therefore, that NOAC publishes the Pavement Surface Condition Index (PSCI) data, which is compiled under the guidance of the Department of Transport, Tourism and Sport, as outlined in the section dealing with data verification and validation. The data in Tables 3 to 9 relates solely to regional and local roads and does not include national routes for which responsibility is shared with Transport Infrastructure Ireland. The published PSCI ratings in Tables 4 to 7 show the proportion of roads that fall within the grouped condition categories of 1-4 (some to severe structural distress), 5-6 (surface defects, localised distress), 7-8 (surface defects) and 9-10 (no defects or less than 10% defective).

Regional Roads

Regional roads are the arteries that connect many parts of the country. NOAC welcomes the fact that nationally more than 98% of regional roads have received a PSCI rating. This represents a vast increase on the proportion of regional roads surveyed at the end of 2015 (59%). The guidance from the Department of Transport, Tourism and Sport requires that the regional road network is surveyed on an annual basis. This approach will provide useful comparative data on a temporal basis on this important local service. Monaghan County Council was the only authority to comply in 2016 with the requirement to carry out an annual survey of all the regional roads.

The bar chart below shows the proportion of regional roads in each of the four grouped categories of condition ratings for the 31 local authorities, with the worst condition data presented as a negative value.

Figure 2: Regional Road PSCI Ratings



The information provided indicates that the county with the highest proportion of regional roads in the poorest condition is Monaghan, at 15%. This represents an increase of 2% from the 2015 indicator, which stood at 13%. Interestingly, Monaghan is also the county, among rural authorities, with the highest proportion of regional roads in category 9/10 (best condition) at 51%. Figure 3 below sets out the counties with the highest proportion of their regional roads in the poorest category.

Figure 3: Regional Roads PSC Rating 1-4 (Structural Defects)

Monaghan	15%
Offaly	14%
Laois	11%
Cork County	9%
Waterford	9%
Wexford	9%

Figure 4 below shows those authorities with the highest proportion of their regional roads having few or no defects. On average, just 30% of regional roads are in this category. Therefore, 70% have surface or structural defects.

Figure 4: Regional Roads PSCI Rating 9-10 (Little or no Defects)

Dublin City	82%
Dún Laoghaire-Rathdown	52%
Monaghan	51%
Westmeath	44%
Roscommon	42%
Kerry	41%
Sligo	40%
Meath	40%

It is recognised that cross authority comparisons of performance indicators can represent a challenge, having regard to the variation in characteristics, geographic, topographic and socio-economic factors, population distribution, resource availability and local service prioritisation. However, in previous reports NOAC has suggested that local authorities identify comparators that may be appropriate in the case of specific indicators, with a view to sharing learning and best practice. An example of such a comparison is set out in Figure 5, which indicates the variation in the quality of the road network in six of the larger rural counties. It is evident from the data that the proportion of regional road with structural defects in these counties varies from 2% in Donegal to 9% in Cork and Wexford. Likewise, the proportion of regional roads with few defects varies from 14% in Wexford to 41% in Kerry. This data may benefit from further exploration by the authorities concerned.

**Figure 5: Proportion of Regional Roads in Categories 1-4 and 9-10
Comparison between selected authorities**

Local Authority	Category 1-4 (Structural Distress)	Category 9-10 (Few or no Defects)
Cork County	9%	25%
Donegal	2%	37%
Galway County	8%	28%
Kerry	4%	41%
Mayo	4%	24%
Wexford	9%	14%

It should be noted that, in discussions with the visited local authorities, the reduction in funding available to the Roads programme over the last decade was raised, which has led to a significant increase in the surface dressing interval.

Local Road Condition Ratings

Local Primary roads also represent a very important part of the local road network. The guidance from the Department of Transport, Tourism and Sport requires that local primary roads be surveyed every two years. The proportion of such roads surveyed to date exceeds 90% for 20 authorities. NOAC acknowledges and welcomes the progress that has been made and looks forward to an increase in the survey work from current levels in the remaining authorities, for example, Dublin City (58%), Fingal (29%), Leitrim (70%), Westmeath (69%) and Wexford (66%). It was noted in the verification visits, that a number of authorities are now prioritising this work or organising to have it carried out by contract.

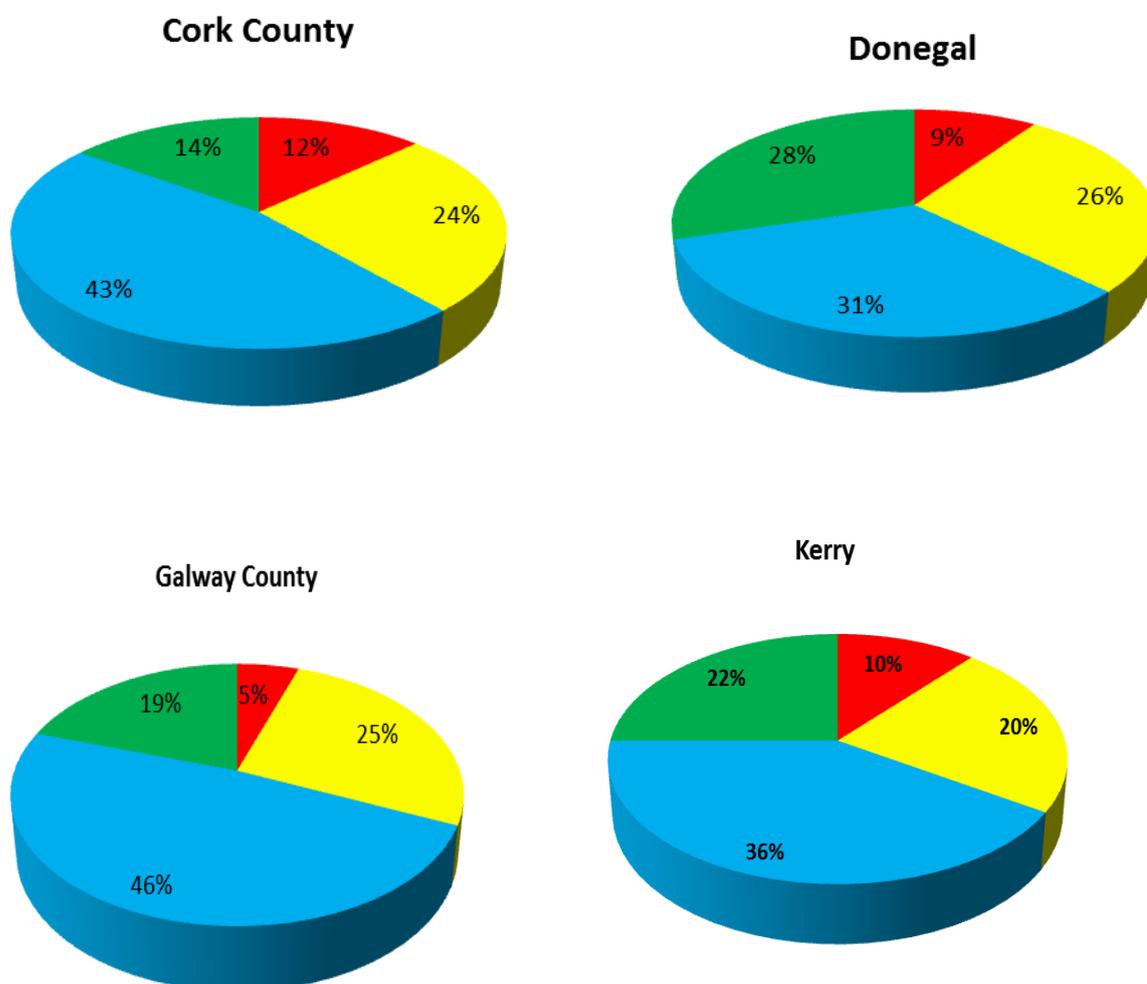
Local authorities indicated at the validation visits that surveying of some tertiary roads was difficult or impossible due to their condition preventing vehicular access, so an outturn of 100% is not likely to ever be achieved in respect of these roads for the majority of authorities. Fingal County Council

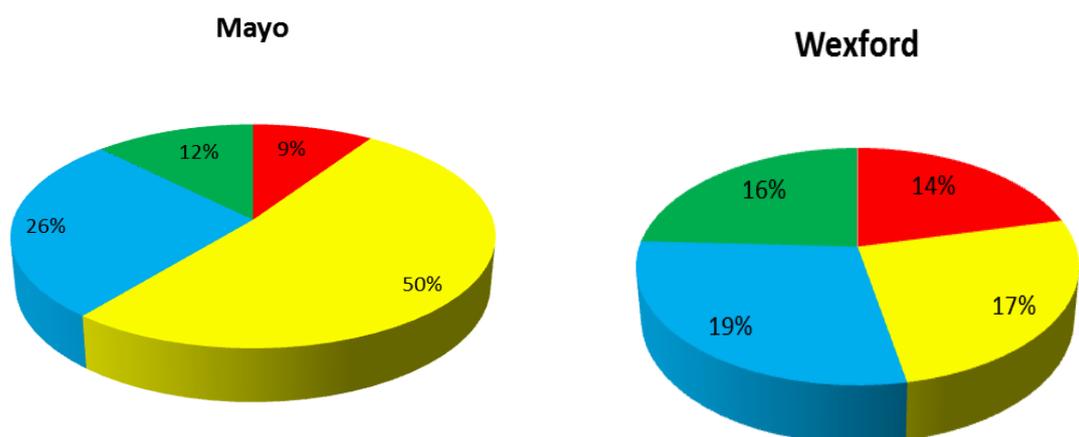
only began reporting road condition ratings to the MapRoad system in 2016, so it has the lowest proportion of local roads with a Pavement Surface Condition Rating at 29% of primary roads, 32% of secondary roads and 5% of tertiary roads.

In terms of the road condition, 10% or more of roads were structurally distressed in the case of 12 authorities for local primary roads, 18 for local secondary roads and 19 authorities for local tertiary roads. Monaghan and South Dublin were the only authorities with more than half of local primary roads rated as in a good condition, Monaghan and Dún Laoghaire-Rathdown were the only authorities with more than a quarter of local secondary roads in good condition and Dún Laoghaire-Rathdown was the only authority that rated more than a quarter of local tertiary roads as being in a good condition.

The proportional surface ratings of total local primary road kilometres in the six large rural counties included in Figure 5 above are illustrated in the following pie charts:

**Figure 6: Proportion of Local Primary Roads in PSCI Categories
Comparison between selected authorities**





The proportion of local primary roads in the poorest condition categories is less than 15% in all six counties. The variation in the percentage of roads in the best condition categories is greater, ranging from Mayo’s 12% to Donegal’s 28%. The relative proportions in each of the road categories are similar for Donegal and Kerry whereas half of Mayo’s roads have localised structural distress or cracking and nearly half of Cork and Galway’s local primary road networks have some surface defects.

Road Grants

For the first time, the Improvement and Maintenance Grant data in respect of local roads is included in Table 9. The figures nationally for Improvement and Maintenance Grants expenditure and works in 2016 are in Figure 7 below:

Figure 7: Improvement and Maintenance Grants 2016

	Km Strengthened	Improvement Grants	Km Resealed	Maintenance Grants
Regional Road	307.9	€45,006,732	350.9	€11,251,112
Local Road	1,429	€100,532,979	1,719.3	€29,334,533

While regional road Improvement Grants (Table 8) in 2016 at €45m were over €3m or 6.4% less than in 2015, the 308km of roads strengthened represented a reduction of almost 15% on the kilometres strengthened in 2015. The 2016 regional road Maintenance Grant amount was slightly less than the 2015 amount and the kilometres resealed were slightly higher at 351km.

Motor Tax

The percentages of motor tax transactions conducted online shown in Map 1 on page 45 are considerably higher for each local authority than the figures reported in the Performance Indicators report for 2015 and previous years. This is due to the fact that in previous years the online motor tax transactions were calculated as a percentage of all payment transactions (including Trade Plates, arrears and replacement Vehicle Registration Certificates), so the figures would have been somewhat understated. While this means that the 2016 data is not directly comparable to that published in previous years, it provides a more accurate basis for comparison in future years.

Water

Table 10 is the 2016 compliance rate with the requirements of the Drinking Water Regulations for the group (public and private) water schemes and small private supplies to which the regulations are applicable. In total, these schemes serve about 7% of the population. This data was provided by the EPA from water testing results supplied by the local authorities who are responsible for enforcing compliance with the regulations. The compliance rate is calculated as the number of tests that complied with all the microbiological, chemical and indicator parameter values as a percentage of the total number of tests carried out on these supplies. The 2016 figures show an improved compliance rate for just 9 authorities, with Dún Laoghaire-Rathdown and Westmeath repeating their 100% success rate from 2015. The compliance rate dis-improved, therefore, for the other 17 authorities monitoring private drinking water supplies. Wexford County Council again had the lowest compliance rate at 92.34%, which compares to its 2015 result of 94.07%. As in previous years, when the non-compliance with the less significant indicator parameters is discounted, the compliance rate then varies from 98.76% to 100%, which is reasonably similar to the 2015 results. 58,806 samples were analysed in 2016 producing an average compliance rate of 97.77%.

Waste/Environment

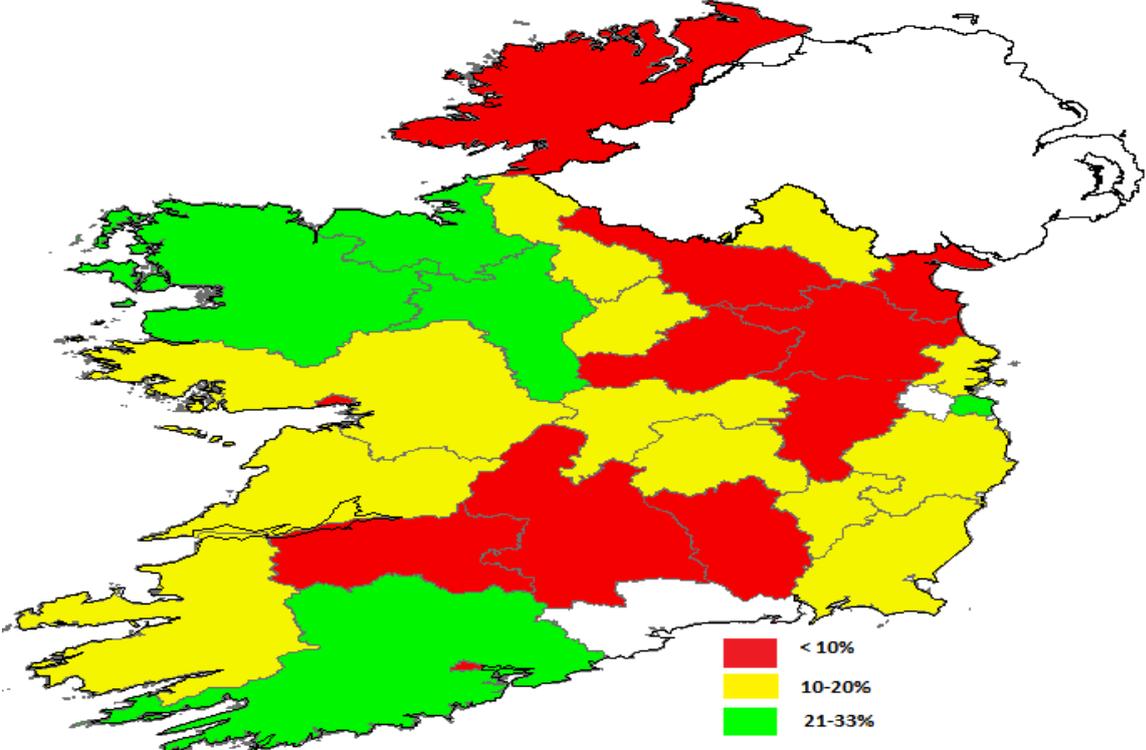
Table 11 shows the number and percentage of households availing of a brown bin collection service, as supplied by the National Waste Collection Permit Office. Since 1 July 2016, the Household Food Waste and Bio-Waste Regulations requirement to have access to such a service applies to all agglomerations greater than 500 and the requirement applied to agglomerations greater than 1,500 from 1 July 2015. In 2016, 37.7% of households (based on the 2016 Census) availed of a brown bin service, which was a small increase on the equivalent 2015 outturn of 33.9%. However, the household proportion declined in the case of the following 6 authorities: Cork City, Kerry, Kilkenny, Laois, Offaly and Wexford. The highest uptake was in Fingal at 79.9% and Donegal continued to have the least uptake at 1.25% or 730 households. The median rate was just 27.96%. The authorities showing the biggest changes in service usage during the year were South Dublin with an additional 20,041 households, Tipperary with 6,866 more households, Clare with 3,737 additional households and Cork City with 3,169 fewer households accessing a brown bin service.

As referred to in the 2015 report, the local authority function is to ensure that food waste in the agglomerations to which the Regulations relate is either home composted or brought to an authorised facility for treatment or collected by an authorised waste collector. This indicator shows the scale of the compliance checking function that arises but not the level of local authority activity in performing the function. Following publication of the 2015 Performance Indicators Report, NOAC's Performance Indicators Sub-Group consulted with the EPA and Waste Enforcement Regional Lead Authority (WERLA) for the Connacht/Ulster Region in relation to their RMCEI (Recommended Minimum Criteria for Environmental Inspections) development of a Local Authority Environmental Enforcement Performance Framework and regional waste plan monitoring proposals respectively. As the data being captured in this area is evolving, NOAC decided to defer amendment of this indicator until a clearer picture emerges of the data that is available.

Table 12 shows that complaints to local authorities relating to pollution rose by 15% in 2016. Complaints increased for 26 authorities with the most significant being the 33% increase in Westmeath and the almost 300% increase in Galway City. The cases relate to all pollution types, including air, noise, water, litter and waste. The number of cases finalised during the year rose for 24 authorities and by 12.6% overall. A total of 6,300 or 9.9% of the 63,587 pollution cases that arose in 2016 were on hand at the end of the year.

The litter pollution monitoring figures are in Table 13. NOAC is pleased to see that Limerick City and County resumed participation in the litter monitoring system in 2016, but notes, in addition to South Dublin’s continuing non-participation, that Waterford is not included in the 2016 figures. The positives in Table 13 are that 25 of the 29 monitored local authorities had no areas of gross pollution and the rate was low for the other four, 12 authorities had no areas of significant litter pollution in 2016 and just over half of authorities increased the litter free portion of their counties. For 18 authorities, the combined areas that were litter free or only slightly polluted increased in 2016 and the increase was particularly substantial in the case of Kilkenny (by 23%) and Leitrim (by 12% to be one of only two counties, along with Laois, that had no areas of moderate, significant or gross litter pollution in 2016). In the other direction, the combined litter free or slightly polluted areas of Cork County reduced from 90% to 78% and in Meath from 77% to 25%. Only two authorities had substantial areas of either significant or gross littering and these were Louth and Meath at 25%. Figure 8 shows the litter free rates nationally grouped into three percentage bands.

Figure 8: Percentage of Areas Litter Free/Unpolluted



Planning

The 12,922 new buildings notified to local authorities in 2016 were almost 37% greater than the 2015 total, reflecting an increase in construction activity nationally. The number of new buildings that were the subject of a commencement notice declined for only three authorities – Carlow, Fingal and Monaghan County Councils. While there was a 26% increase in the overall total of buildings inspected in 2016, 12 local authorities carried out fewer inspections than the previous year and the proportion of notified new buildings that were inspected reduced for 20 of the 31 authorities. As a result, Cork, Galway and Westmeath County Councils did not meet the minimum 12-15% inspection requirement contained in the February 2014 *Code of Practice for Inspecting and Certifying Buildings and Works*. Nationally, however, a quarter of notified new buildings were inspected in 2016. Table 14 shows that Dublin City Council achieved a very high inspection rate of 75% in 2016, which was far ahead of the next highest performance of nearly 49% by Meath County Council. NOAC was pleased to note that

Waterford City and County Council, which did not carry out inspections in 2015 due to resourcing issues, resumed this work in 2016 and inspected a commendable 30% of new buildings notified to it. Planning applications are also on the increase with local authorities issuing 26,328 planning decisions in 2016 as opposed to 22,862 in 2015 and 20,093 in 2014. While planning decisions rose by 15%, the number of appeals increased by only 4%, bringing the total of appealed decisions in 2016 to 1,451 (Table 14). The overall Bord Pleanála confirmation rate of the original local authority decision improved from 74% in 2015 to 78% in 2016. The Planning Board confirmed, with or without variation, Longford County Council's decision in all of its 5 appealed decisions. Other local authorities with an 80% or higher confirmation rate were Cork City and Cork County, Carlow, Dún Laoghaire-Rathdown, Kildare, Limerick, Mayo, Monaghan, Offaly, Roscommon and Waterford. The only local authority with a confirmation rate below 50% was Cavan County Council at 43% of its seven appealed decisions.

Local authorities investigated 5,996 planning enforcement cases in 2016 that were either referred to them by the public or initiated by the authorities themselves and closed 5,863 cases that year (Table 15). Both of these figures were somewhat lower than the figures for 2015. 46% of total cases closed in 2016 were due to enforcement proceedings taken by the authorities, 17% were resolved through negotiation and the remainder were too trivial or minor to pursue, statute barred, the development was exempt or insufficient information was available. The cases resolved through negotiations were those where the subject of the complaint took remedial action to resolve the issue or submitted a retention application and the matter never reached the stage of a warning letter or other enforcement proceeding.

The average per capita cost of the planning service in 2016 in Table 16 was €26.96, which was only fractionally higher than in the previous year. The cost per individual authority ranged from Galway City Council's €36.24 to Cavan County Council's €15.25. Cavan also had the lowest per capita cost in both 2015 and 2014.

The validation visits carried out by NOAC with six of the authorities indicated some consistency issues in the calculation of the average number of weeks taken to deal with application for fire safety certificates in Table 16. Authorities were asked to count the weeks from the date of receipt of a complete and valid application. It is likely that the authorities who returned an exceptionally short time period counted only the period from the date on which the application was validated to the date of issue of the certificate, as was the case with Monaghan County Council. The inclusion of extension periods requested by certificate applicants may have increased the average outturn in some cases also. Both the lowest average processing time of 0.11 weeks by South Dublin and the highest average of 11.9 weeks by Galway City should be viewed in this context and, as indicated earlier, this indicator will be reviewed for the 2017 activity report.

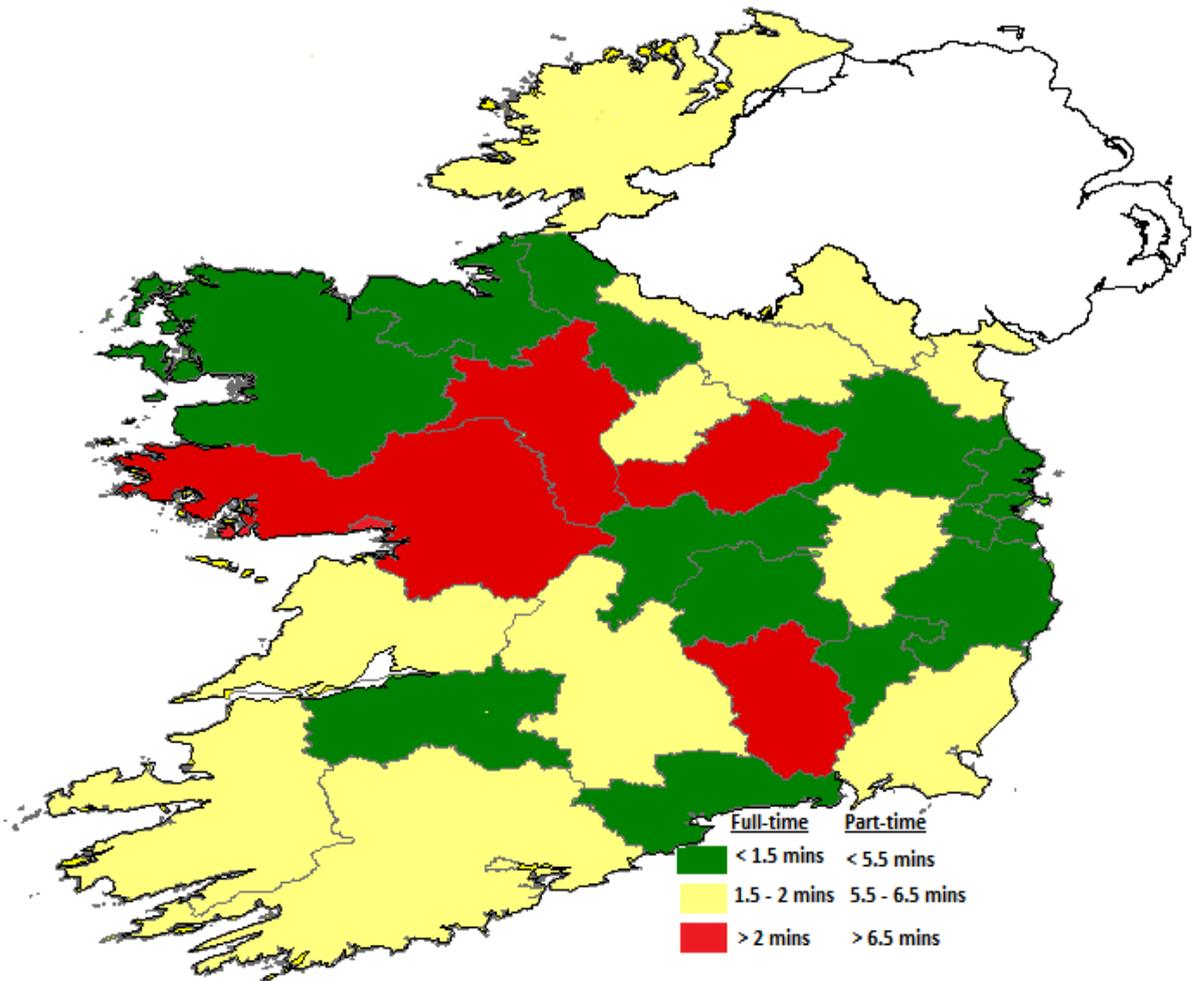
Fire Services

The cost per capita of providing the fire service was lower in 2016 than the previous year for 18 local authorities, including Cork City Council, which again had the highest per capita cost (at €84.65) due to being the only exclusively full-time brigade. Dublin City Council, which has a small number of part-time fire fighters, had the second highest cost at €75.65, a reduction of 6% on the 2015 cost. The per capita cost figures in Table 17 are based on the populations provided a first response by each fire authority and these population figures have been calculated from the 2016 Census Small Area Population Statistics that were published by the Central Statistics Office on 20 July 2017. The populations served by fire authorities used for the 2014 and 2015 Performance Indicator reports were based on the 2011 Census, thus affecting the comparability of the data. The lowest cost was in Meath at €26.47 per person and Kildare and Wexford had the next lowest cost and the same three authorities had the lowest per capita cost in 2014 and 2015. As in previous years, these figures can have slight anomalies

due to costs relating to particular population segments being included for the authority in which they are located, while the populations may be counted for the fire authority actually providing the service. Also some authorities incur costs in relation to regional control centres. The national average per capita cost of providing the fire service in 2016 was €56.07 and the median cost was €45.44.

Four of the six full-time brigades improved their average mobilisation times for both fires and emergencies in 2016, whereas only half of the part-time brigades achieved an improvement in mobilisation times. Figure 9 shows the mobilisation times for fires nationally, grouped into three percentage bands for full-time and part-time brigades.

Figure 9: Mobilisation Times for Fires

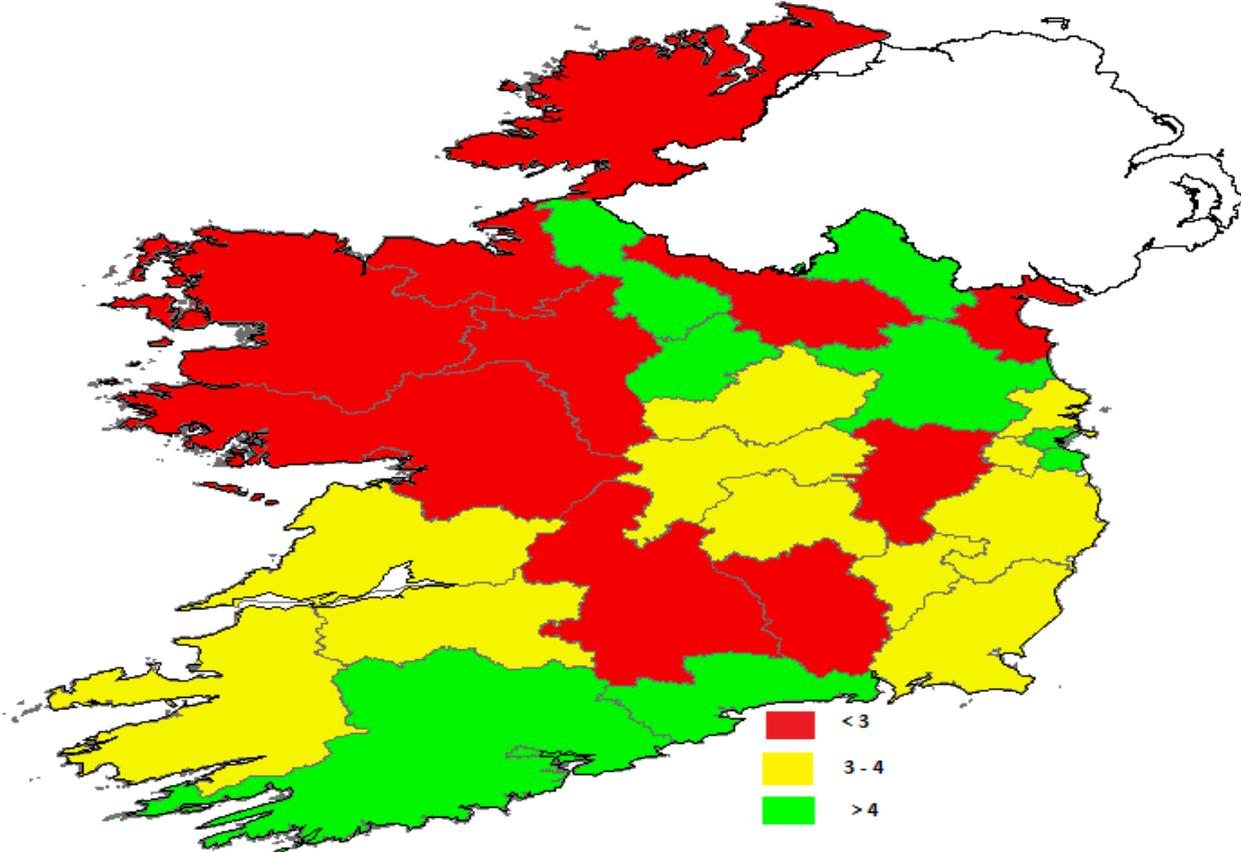


Roscommon County Council had the longest average mobilisation times of 7.49 minutes for fires and 7.57 minutes for other incidents. Sligo County Council had the quickest part-time brigade average mobilisation time to fires of 4.26 minutes and its mobilisation time for non-fire incidents was only 6 seconds slower and also the fastest. Based on the data in Table 18, the proportion of fires in which the first fire tender reached the scene in less than 10 minutes increased in the case of 18 fire authorities and 10 authorities increased the proportion of other emergency incidents being attended within 10 minutes. However, in the case of 13 fire authorities, the proportion of fires where first fire tender attendance took longer than 20 minutes increased. There was an increase in the proportion of other emergency incidents taking more than 20 minutes for first fire tender attendance at the scene for 16 authorities also. On a positive note, Sligo reduced by more than 20 percentage points the proportion of fires taking longer than 20 minutes to attend. The 22,400 fires attended in 2016 were 4% fewer than in 2015, but other emergency call-outs increased by over 10% to 9,700.

Library Service

As well as the number of visits to libraries per head of population in 2016, Table 19 shows the number of items borrowed during the year to better indicate the extent of the usage of the services offered by the libraries. In addition to books, magazines, CDs and DVDs issued to borrowers, the figures include items accessed online through services such as ProQuest, Mango Languages, E-Books, E-Audio Books, etc. and magazine reports downloaded to an app or read on a web browser. Nationally, library visits totalled 17.18m in 2016 and items borrowed were less than a million higher at 18.17m, suggesting that a lot of library visits are for reasons other than to borrow reading material. In 2016, library visits exceeded items borrowed in the case of 12 local authorities, 11 of which were in this position last year also. Overall, the average number of library visits per head of population was 3.61, a decline on the 2015 average of 3.68 reflecting a 1.8% decrease in library visits nationally. Figure 10 shows the per capita visits grouped in three bands. Cork City Council’s visitor numbers were very impressive at 6.2 per head of population and Louth County Council was again the lowest at 1.84, which was a reduction on its 2015 outturn of 1.88 visits per capita.

Figure 10: Library Visits per Person



The overall per capita cost of operating the library service increased fractionally in 2016 to €30.05 from €30.02 in 2015. As was the case in 2014 and 2015, Cork City Council spent the most per head on its library service at €57.47, followed by Leitrim at €47.58. It would appear that Cork City Council’s consistently higher expenditure is translating into greater usage of its library services. The lowest expenditure per capita was Mayo at €17.39, closely followed by Galway at €17.58.

Comparing the outturns for this indicator for four midlands local authorities with similar characteristics in Figure 11 reveals that while the visits per head of population are near to the average for three (Laois at 3.09, Offaly at 3.34 and Westmeath at 3.46), the fourth - Longford County Council - has the second highest visitor numbers in the country at 5.19 per capita. Items borrowed per capita were 2.93 for

Laois, 3.07 for Offaly, 3.22 for Longford and 4.23 for Westmeath. The cost of operating the library service in Longford was the third highest in the country at €46.22 in 2016, which may have contributed to the high visitor numbers. The cost for the other three authorities was below the national average at €28.05 for Offaly, €27.44 for Westmeath and €22.54 for Laois.

Figure 11: Library Indicators Per Capita for Selected Local Authorities

Local Authority	Visits	Items Borrowed	Cost
Laois	3.09	2.93	€22.54
Longford	5.19	3.22	€46.22
Offaly	3.34	3.07	€28.05
Westmeath	3.46	4.23	€27.44

Youth/Community

Table 20 shows that 100% attendance by the secondary schools in their area at the 2016 Annual General Meeting of Comhairle na nÓg was achieved by seven local authorities – Galway City, Laois, Leitrim, Monaghan, Offaly, Roscommon and Westmeath County Councils. An attendance rate of less than 50% arose only in Cork County, Dublin City, Dún Laoghaire-Rathdown, Fingal and Limerick. Fingal was the lowest at one third participation, in contrast with its outturn of 63% the previous year. The total number of secondary schools was five fewer in 2016 at 714 but the number of schools represented at the Comhairle na nÓg AGM remained the same at 486. Dún Laoghaire-Rathdown’s resumption of this activity in 2016, with 15 of its 31 schools participating, was countered by a slight decline in the participation rate in several authorities.

The number of organisations on the County Register for the Public Participation Network at the end of 2016 was 7% higher than in 2015 at 11,915. 1,693 of these registered for the first time in 2016 and 2,284 of the organisations (19.2%) opted to be part of the Social Inclusion College within the Network. This proportion was somewhat lower than the corresponding figure for 2015 of 19.8%.

Corporate

As indicated in Table 21, total whole-time equivalent staff employed by the local authority sector at the end of 2016 was 26,858.45. This was the first time since the end of 2008 where there was an increase in the number of staff and the 1% increase related to total additional staff for the sector of 289 whole-time equivalents. Notwithstanding the overall increase, staff numbers reduced in the following nine authorities over the course of 2016: Dublin City, Carlow, Cork County, Dún Laoghaire-Rathdown, Mayo, Roscommon, Sligo, Waterford and Westmeath.

Sick Leave: The overall medically certified paid sick leave rate for the sector in 2016 was 3.76% or 8.53 days per whole-time equivalent. This is a 6.8% increase on the 2015 rate of 3.52% or 7.99 days per whole-time equivalent. The self-certified paid sick leave rate was 0.38%, representing a very slight reduction on the 2015 rate of 0.39%. Sligo County Council had the highest certified sick leave rate of 5.24% and Westmeath had again the lowest rate at a very commendable 1.68%, an improvement on its previous year’s rate of 2.2%. In 2016, the following 21 authorities exceeded their 3.5% public sector sick leave target: Cork and Dublin cities, Carlow, Donegal, Dún Laoghaire-Rathdown, Fingal, Galway County, Kerry, Kildare, Kilkenney, Laois, Leitrim, Limerick, Longford, Louth, Offaly, Roscommon, Sligo, South Dublin, Tipperary and Waterford, whereas in 2015 this target was not met by 15 authorities.

Social Media: As already mentioned, the indicator dealing with local authority social media presence was the subject of review visits to six local authorities and these highlighted some issues relating to the multiple counting of followers where the local authority operated multiple sites and how to best assess social media reach by authorities. As indicated in Table 22, total page views for all authorities in 2016 amounted to 59m which works out at an average of 12.4 pages per head of population. Total social media users at end 2016 were 1.16m which, if unique, would equate to 24.4% of the population. The increase in the followers of all local authority social media accounts at end 2015 was 80.5%. Cork City Council reported the highest number of page views per head of population and Waterford City and County Council reported the greatest number of social media followers relative to its population.

ICT Cost: Table 22 also shows the cost of ICT per whole-time equivalent staff member in 2016. The lowest cost was Dublin City Council at €1,925.43 and the highest was Carlow at €4,187.42. The average in 2016 was €2,680.80 and the median was €2,813.10, which is lower than the median values for this indicator in both the 2015 and 2014 reports. The overall cost of ICT in local authorities in 2016 was €72m.

Finance

Table 23 contains a summary of the Revenue Account balances for the years 2012 to 2016, but in nearly all cases figures relating to 2016 are provisional, as the audits by the Local Government Audit Service were not yet completed when the data was supplied.

The cumulative balances at end 2015 have been amended by Dublin City, South Dublin, Offaly and Westmeath from the figures provided for the 2015 Performance Indicators Report. The incorrect figure supplied by Dublin City (€245,934 instead of €28,600,516, i.e. the figure for 2015 and not the cumulative figure at end 2015) was of a magnitude that resulted in an apparent overall debit balance of €16.1m in the Performance Indicators report for 2015. Further to the corrected data supplied by the four authorities, the actual position at end 2015 was an overall Revenue Account credit balance of €12,281,635. The figures supplied in respect of 2016 indicate that the overall credit balance net of transfers to and from reserves had increased to €29,240,149 by the end of that year.

NOAC is pleased to note that the number of authorities with a deficit on the Revenue Account decreased from 16 to 13 by the end of 2016 with Clare, Kilkenny and Louth County Councils having cleared their deficits. Another positive is that 12 of those 13 authorities reduced their deficit in 2016, the exception being Galway County whose deficit increased by 3.9%. In addition, all but one of the authorities with a cumulative surplus Revenue Account balance at the end of 2015 increased that surplus during 2016, with Dublin City's 8.7% reduction being the only exception.

Viewing the cumulative deficits and surpluses as a percentage of Total Income in 2016 shows that most of the deficits represent less than 5% of Total Income. Waterford, Offaly and Donegal's deficits are between 5 and 7% and Sligo's significant deficit of 37.38% of Total Income is a reduction on the 2015 figure of 40.43%. Similarly, only Dún Laoghaire-Rathdown, Fingal and South Dublin are running surpluses of more than 5% at 5.97%, 7.4% and 5.35% respectively.

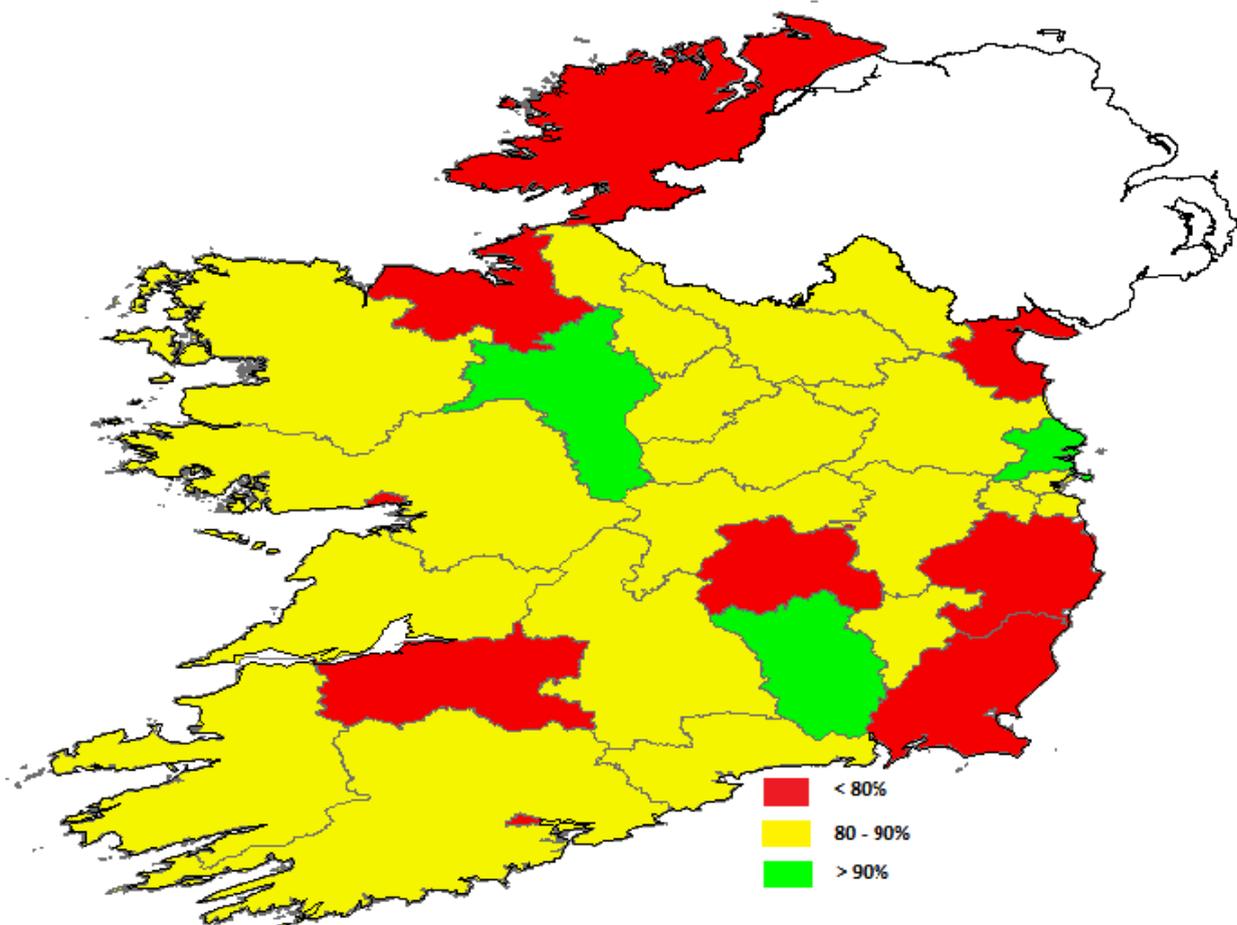
The final column in Table 23 shows the Revenue Expenditure in 2016 per head of population within the local authority. This is a new data item included by NOAC at the suggestion of the Meath County Council Audit Committee. The median per capita expenditure was €780.18 and the average was €842. The lowest was Meath at €522.27 and the highest was Dublin City at €1,388.41. Other councils with lower per capita expenditure were Fingal, Wicklow, Kildare and Galway County and with higher per capita expenditure were Cork City, Leitrim, Limerick and Waterford. Higher per capita expenditure

may in some cases be attributable to City authorities providing services to significant numbers of non-residents.

Local authority revenue collection rates in Tables 24 to 26 are based on the amount collected relative to the amount levied for the year plus pre-existing arrears and less write offs/waivers and, in the case of rates, vacant property adjustments and specific doubtful arrears to include accounts in examinership/receivership/liquidation where no communication has been received and cases of vacancy applications pending and not yet decided at year end.

Table 24 shows the *commercial rates* collection levels for the five years from 2012 to 2016 and Figure 12 below relates to the 2016 outturn figures. The only two authorities that had a reduction on their 2015 collection level were Fingal, which still had the highest collection performance at 95.6% and Roscommon, which had a dramatic improvement in 2015 to 93% and is still in the top three performances at 91%. The lowest collection level in 2016 was 68% by Donegal and Louth County Councils, but both of these authorities are to be commended on their improved performances from 61.2% and 60% respectively in 2015. The median rates collection level in 2016 was 82.3%, which is an improvement on the 2015 median of 80.2% that represented a large increase on the 2014 median of 72%.

Figure 12: Rates Collected in 2016



Rent and annuities collection performance in Table 25 declined from 2015 performance for 12 authorities and stayed the same for a further eight, with the median 2016 value of 88% staying the same as in 2015. Collection performance ranged from Tipperary's excellent 97% to Louth's poor outturn of 71%, representing a further reduction on its 2015 lowest collection rate of 73%. It is recommended that Louth County Council take measures to improve performance in this area.

Fingal's revenue collection skills were again utilised to good effect in its 2016 *housing loans* yield (Table 26) of just over 100%, which is more than twice the rate of the lowest performer – Kildare County Council – who collected just 47% of the housing loan repayments due in 2016. While this represented an improvement on its 2015 performance at just 43%, Kildare County Council is the only authority to have collected less than 50% of housing loans in each of the last five years and urgently needs to put in place measures to improve the collection yield. Some authorities showed significant variations on the 2015 collection level, notably Roscommon whose housing loan collection yield dropped 17 percentage points, South Dublin with a 9 percentage point reduction, Westmeath with a 12 percentage point increase and Dublin City, whose housing loan collection rate improved by 7 percentage points. In all, 24 authorities either maintained or improved collection performance for this revenue source in 2016.

Economic Development

Map 2 on page 75 shows the net number of jobs created with the assistance of the Local Enterprise Offices (LEOs) in 2016 in each county where each part-time job is counted as half of a full-time job. The national total is 3,355, which is a welcome 6% increase on the corresponding figure for 2015. This represented an increase for 16 authorities and, in some cases this was very significant, especially Dún Laoghaire-Rathdown at 602%, Monaghan at 203% and Kilkenny at 103%. The extent of decreases in the jobs created was less marked, with the greatest reduction in Laois at 70% followed by Waterford at 40%.

New indicators introduced for 2016 in Table 27 include the recipients of mentoring organised by the LEOs and take-up of the Trading Online Voucher (TOV) scheme. There were a total of 7,564 participants in the mentoring scheme in 2016 and the numbers ranged from 1,154 organised by the Dublin LEO to 26 arranged by the Donegal LEO. The TOV scheme is administered by the network of LEOs on behalf of the Department of Communications, Climate Action and the Environment. It applies to small businesses, with 10 or fewer employees and less than €2m in revenue, that have a limited online trading presence. Approved applicants have 3 months within which to complete the work outlined in their application prior to claiming payment of the voucher, which is to a maximum value of the lower of €2,500 and 50% of eligible expenditure. The data contained in Table 27 relates to the number of voucher applications approved by each LEO during 2016 and the number within that actually drawn down before the end of the year. However, it was not possible for some authorities to identify which vouchers drawn down in 2016 had been approved in 2015, so the drawn down figures for the Carlow, Cavan, Galway, Kerry, Kilkenny, Longford, Louth, Mayo, Roscommon, Waterford and Wicklow LEOs include vouchers approved in 2015 also.

Performance Indicators Report 2016 - Conclusions

Local authorities spend billions annually (€4bn in 2016) providing economic and social services to the citizen. Performance Indicators are an important resource for management, elected members and the citizen to review aspects of their activity in the interest of accountability and transparency. NOAC uses the information contained in the Performance Indicators reports when compiling profiles of individual local authorities based on the content of the reports it has issued since its establishment.

The meetings with the visited local authority Chief Executives and staff uncovered examples of good practice and showed that the indicators are being used to compare performance, identify areas for improvement and set targets.

NOAC encourages all local authorities to use comparators of performance when and where appropriate to see what they can learn from one another to improve performance and to engage with audit committees, elected members and relevant staff throughout the organisation to increase awareness and understanding, with the opportunity for learning and implementing change at the frontline.

While NOAC was satisfied, in relation to the indicators selected for validation, that the systems used by the visited local authorities to record the required data were generally reliable, issues were identified in relation to some of the housing data provided that resulted in the decision not to publish the H1 and H2 indicators. NOAC is anxious that authorities ensure that their systems accurately record all housing data, including expenditure on an individual dwelling basis for re-letting and maintenance costs. The issue of application of overheads will be clarified as soon as possible.

In the course of the validation visits, a number of additional clarifications that can usefully be added to the guidelines relating to 2017 activity were noted, with a view to ensuring consistent interpretation and application of the guidelines.

Aside from the housing indicators already referred to, NOAC was satisfied that the indicators are relevant. It will give consideration to modifying the indicators relating to fire safety certificates and social media reach in light of the points and suggestions made and issues that arose at the visits. It will also bear in mind the suggestions for additional indicators made at the meetings with the Chief Executives.

As discussed in more detail in the quality assurance review of the data section of this report, NOAC will develop a revised set of indicators for the housing programme for 2017. It is proposed to enhance the guidelines for compiling these indicators with greater clarity also.

Section 1: Housing

The tables dealing with **Total Social Housing Dwellings Provided 1/1/2016 to 31/12/2016** and **Social Housing Dwellings Stock as at 31/12/2016** have been omitted from this report due to concerns about the reliability of data provided by many local authorities in respect of some of the schemes for the provision of social housing. This is discussed in more detail at pages 8-9 of the report.

Table 1: Vacancy Rate at 31/12/2016; Average Re-Letting Time and Cost; Maintenance Cost by Unit

Authority	% of Local Authority owned Dwellings that were Vacant on 31/12/2016	Average Time from Date of Vacation of Dwelling to the Date in 2016 when a new Tenancy had Commenced (Weeks)	Average Cost Expended on Getting the Re-tenanted Dwellings Ready for Re-letting (€)	Average per Dwelling Expenditure in 2016 on Repair and Maintenance of LA Housing (€)
Carlow County	1.86	12.89	15,418.89	665.73
Cavan County	4.43	57.38	10,221.82	1,034.87
Clare County	3.84	32.77	17,862.12	794.68
Cork City	3.51	110.96	28,878.20	2,751.45
Cork County	2.58	16.78	13,435.35	1,787.58
Donegal County	3.30	41.90	9,865.18	812.78
Dublin City	5.33	20.31	19,680.78	2,809.03
Dún Laoghaire-Rathdown	1.10	13.02	10,706.24	1,768.55
Fingal County	1.97	18.53	11,887.97	805.60
Galway City	1.91	45.53	18,281.77	1,603.66
Galway County	3.76	49.86	19,091.86	1,050.43
Kerry County	3.58	38.89	10,474.25	569.69
Kildare County	1.84	15.82	46,180.73	1,669.27
Kilkenny County	1.23	17.75	11,164.31	1,299.86
Laois County	1.37	10.92	5,402.73	917.72
Leitrim County	8.35	79.42	16,242.34	1,325.35
Limerick City & County	3.73	17.39	13,380.25	613.89
Longford County	5.13	47.54	9,157.86	685.47
Louth County	1.31	16.63	9,974.63	1,432.82
Mayo County	3.04	48.80	11,528.61	943.26
Meath County	1.76	20.90	30,258.26	908.28
Monaghan County	1.04	8.03	11,664.39	1,013.24
Offaly County	1.56	22.31	17,274.00	461.00
Roscommon County	6.07	64.82	10,275.12	501.96
Sligo County	6.09	79.64	14,930.74	345.02
South Dublin County	0.53	10.95	18,057.43	1,106.22
Tipperary County	2.73	25.89	6,833.37	623.64
Waterford City & County	2.40	21.00	9,374.42	969.12
Westmeath County	0.65	8.67	12,551.65	647.87
Wexford County	1.31	20.21	6,535.53	1,101.49
Wicklow County	0.96	19.42	18,103.18	1,251.54

Average Re-letting Time, Cost & Maintenance		
Re-letting Time (Weeks)		2016
N	Valid	31
	Missing	0
	Median	20.90
Re-Let Cost Average (€)		2016
N	Valid	31
	Missing	0
	Median	12,551.65
Maintenance Cost by Unit (€)		2016
N	Valid	31
	Missing	0
	Median	969.12

Summary Statistics 2012-2016						
Re-letting Time (Weeks)		2012	2013	2014	2015	2016
N	Valid	34	33	31	31	31
	Missing	0	0	0	0	0
	Median	23.85	22.20	24.28	22.56	20.90
Percentage of LA Housing Vacant at 31/12/2016 (%)		2016				
N	Valid	31				
	Missing	0				
Average	Mean	3.02				
	Median	2.40				

Table 2: Private Rented Sector Inspections; Long-term Homeless Adults

Authority	Total No. of Registered Tenancies in the LA Area at the end June 2016	No. of Dwellings Inspected in 2016	% Inspected Dwellings in 2016 not Compliant with Standards Regulations	No. of Non-Compliant Dwellings that became Compliant during 2016	No. of Adults Classified as Homeless and in Emergency Accommodation on the Night of 31/12/2016	% of Adults who on that Date had been in Emergency Accommodation for 6 Months
Carlow County	3,740	317	98.11	73	3	66.67
Cavan County	2,827	656	23.78	4	2	0.00
Clare County	4,765	491	92.06	39	31	80.65
Cork City	17,554	619	71.89	600	227	32.16
Cork County	17,476	756	96.96	90	6	0.00
Donegal County	6,351	519	85.36	18	13	23.08
Dublin City	72,900	1,751	79.27	1,749	2,922	66.97
Dún Laoghaire-Rathdown	15,552	305	60.33	94	N/A	N/A
Fingal County	20,438	321	65.11	209	N/A	N/A
Galway City	13,082	103	84.47	21	104	26.92
Galway County	6,290	35	97.14	6	40	57.50
Kerry County	7,554	804	75.12	509	35	14.29
Kildare County	12,062	378	49.74	77	94	61.70
Kilkenny County	4,206	249	100.00	305	71	52.11
Laois County	3,668	40	25.00	10	7	0.00
Leitrim County	1,505	66	75.76	15	0	0.00
Limerick City and County	13,211	1,352	99.78	6	143	48.95
Longford County	2,482	47	14.89	4	17	35.29
Louth County	6,411	183	100.00	0	113	24.78
Mayo County	6,186	96	51.04	18	7	42.86
Meath County	7,375	109	89.91	11	54	20.37
Monaghan County	2,011	397	68.01	111	1	0.00
Offaly County	3,287	26	100.00	26	16	6.25
Roscommon County	2,838	154	65.58	11	0	0.00
Sligo County	5,198	300	88.00	132	8	37.50
South Dublin County	14,811	1,433	83.39	388	N/A	N/A
Tipperary County	7,327	314	64.97	23	68	17.65
Waterford City and County	8,242	921	50.49	170	89	56.18
Westmeath County	6,685	303	82.18	248	18	38.89
Wexford County	8,446	201	96.52	119	51	58.82
Wicklow County	6,815	357	2.80	15	46	32.61
Totals	311,295	13,603		5,101	4,186	

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

Private Rented Sector Inspections - Long Term Homeless Adults		
Total No. of Registered Tenancies		2016
N	Valid	31
	Missing	0
Average	Mean	10,042
	Median	6,685
No. of Dwellings Inspected		2016
N	Valid	31
	Missing	0
Average	Mean	438.81
	Median	314.00
% of Inspected Dwellings Not Compliant		2016
N	Valid	31
	Missing	0
Average	Mean	75.03
	Median	79.27
No. of Non-Compliant Dwellings that Became Compliant in 2016		2016
N	Valid	31
	Missing	0
Average	Mean	165
	Median	39
PASS Homeless Adults		2016
N	Valid	28
	Missing	3
Average	Mean	150
	Median	33
Long Term Homeless as % of Total No of Homeless Adults		2016
N	Valid	28
	N/A	3
Average	Mean	58.46
	Median	32.39

Summary Statistics 2012-2016						
Total Registered Tenancies		2012	2013	2014	2015	2016
Average	Mean	7202.64	8,430.41	9,194.35	9,959.00	10,041.77
	Median	4,338.00	5,052.00	5,944.00	6,583.00	6,685.00
Inspections Carried out*		2012	2013	2014	2015	2016
Average	Mean	585.91	642.97	598.48	561.61	438.81
	Median	437.00	550.00	397.00	379.00	314.00

Note: Number of dwellings inspected in 2016

Section 2: Roads

Table 3: Road Kilometres that have received a Pavement Surface Condition Index (PSCI) Rating

Authority	% Regional Road KM that Ever Received a PSCI Rating	% Local Primary Road KM that Ever Received a PSCI Rating	% Local Secondary Road KM that Ever Received PSCI Rating	% Local Tertiary Road KM that Ever Received a PSCI Rating	% Total Regional Roads that Received a PSCI Rating During 2016
Carlow County	100	98	99	84	94
Cavan County	98	97	97	81	82
Clare County	98	88	91	83	10
Cork City	98	91	86	72	84
Cork County	99	93	87	83	8
Donegal County	99	94	95	68	95
Dublin City	99	58	58	54	99
Dún Laoghaire-Rathdown	100	98	95	79	2
Fingal County	95	29	32	5	25
Galway City	96	98	94	92	16
Galway County	98	95	93	83	8
Kerry County	97	88	93	77	81
Kildare County	99	80	47	13	82
Kilkenny County	100	96	41	7	90
Laois County	98	81	79	62	6
Leitrim County	97	70	71	58	4
Limerick City and County	100	98	98	81	77
Longford County	99	89	82	56	89
Louth County	94	80	86	22	2
Mayo County	99	97	39	26	23
Meath County	99	99	97	92	8
Monaghan County	100	100	99	95	100
Offaly County	99	97	94	81	5
Roscommon County	100	98	97	82	83
Sligo County	98	97	95	77	58
South Dublin County	100	97	24	17	93
Tipperary County	99	93	92	64	38
Waterford City and County	94	97	98	88	82
Westmeath County	100	69	93	72	99
Wexford County	99	66	50	36	90
Wicklow County	96	96	96	67	86

Summary Statistics for overall PSCI Condition surveyed		
% Regional Road KM that have Ever Received a PSCI Rating		2016
N	Valid	31
	Missing	0
Average	Mean	98
	Median	99
% Local Primary Road KM that have Ever Received a PSCI Rating		2016
N	Valid	31
	Missing	0
Average	Mean	90
	Median	95
% Local Secondary Road KM that have Ever Received PSCI Rating		2016
N	Valid	31
	Missing	0
Average	Mean	82
	Median	93
% Local Tertiary Road KM that have Ever Received a PSCI Rating		2016
N	Valid	31
	Missing	0
Average	Mean	66
	Median	72
% Regional Roads that Received a PSCI Rating During 2016		2016
N	Valid	31
	Missing	0
Average	Mean	49
	Median	81

Table 4: Pavement Surface Condition Index Ratings - Regional Roads

Authority	% Total Regional Road Kilometres with a PSCI Rating of 1-4	% Total Regional Road Kilometres with a PSCI Rating of 5-6	% Total Regional Road Kilometres with a PSCI Rating of 7-8	% Total Regional Road Kilometres with a PSCI Rating of 9-10
Carlow County	1	22	75	2
Cavan County	3	34	42	19
Clare County	4	19	53	22
Cork City	6	24	54	14
Cork County	9	20	45	25
Donegal County	2	16	44	37
Dublin City	1	4	12	82
Dún Laoghaire-Rathdown	8	24	16	52
Fingal County	4	23	38	30
Galway City	0	1	74	21
Galway County	8	22	40	28
Kerry County	4	14	38	41
Kildare County	7	19	42	31
Kilkenny County	3	15	68	14
Laois County	11	29	32	26
Leitrim County	5	10	43	39
Limerick City and County	2	22	62	14
Longford County	2	23	50	24
Louth County	2	10	51	31
Mayo County	4	35	36	24
Meath County	1	15	43	40
Monaghan County	15	15	19	51
Offaly County	14	17	32	36
Roscommon County	3	25	30	42
Sligo County	7	16	35	40
South Dublin County	0	9	53	38
Tipperary County	8	17	40	34
Waterford City and County	9	19	38	28
Westmeath County	8	12	36	44
Wexford County	9	23	53	14
Wicklow County	4	11	57	24

Ratings in Pavement Surface Condition Index - Regional Roads		
PSCI Rating 1-4		2016
N	Valid	31
	Missing	0
Average	Mean	6
	Median	4
PSCI Rating 5-6		2016
N	Valid	31
	Missing	0
Average	Mean	19
	Median	19
PSCI Rating 7-8		2016
N	Valid	31
	Missing	0
Average	Mean	44
	Median	42
PSCI Rating 9-10		2016
N	Valid	31
	Missing	0
Average	Mean	31
	Median	30

Table 5: Pavement Surface Condition Index Ratings - Local Primary Roads

Authority	% Total Local Primary Road Kilometres with a PSCI Rating of 1-4	% Total Local Primary Road Kilometres with a PSCI Rating of 5-6	% Total Local Primary Road Kilometres with a PSCI Rating of 7-8	% Total Local Primary Road Kilometres with a PSCI Rating of 9-10
Carlow County	0	34	63	1
Cavan County	3	44	40	10
Clare County	3	19	49	17
Cork City	9	22	36	24
Cork County	12	24	43	14
Donegal County	9	26	31	28
Dublin City	7	29	9	13
Dún Laoghaire-Rathdown	10	37	13	38
Fingal County	5	6	16	2
Galway City	0	19	75	4
Galway County	5	25	46	19
Kerry County	10	20	36	22
Kildare County	11	19	30	20
Kilkenny County	11	54	29	2
Laois County	14	32	28	7
Leitrim County	2	17	41	10
Limerick City and County	4	24	58	12
Longford County	7	39	28	15
Louth County	4	32	39	5
Mayo County	9	50	26	12
Meath County	6	23	48	22
Monaghan County	16	12	15	57
Offaly County	32	26	26	13
Roscommon County	9	63	15	11
Sligo County	13	26	33	25
South Dublin County	2	15	24	56
Tipperary County	15	21	40	17
Waterford City and County	22	40	23	12
Westmeath County	9	17	31	12
Wexford County	14	17	19	16
Wicklow County	9	20	54	13

Ratings in Pavement Surface Condition Index		
Local Primary Roads		
PSCI Rating 1-4		2016
N	Valid	31
	Missing	0
Average	Mean	11
	Median	9
PSCI Rating 5-6		2016
N	Valid	31
	Missing	0
Average	Mean	31
	Median	24
PSCI Rating 7-8		2016
N	Valid	31
	Missing	0
Average	Mean	40
	Median	31
PSCI Rating 9-10		2016
N	Valid	31
	Missing	0
Average	Mean	18
	Median	13

Table 6: Pavement Surface Condition Index Ratings - Local Secondary Roads

Authority	% Total Local Secondary Road Kilometres with a PSCI Rating of 1-4	% Total Local Secondary Road Kilometres with a PSCI Rating of 5-6	% Total Local Secondary Road Kilometres with a PSCI Rating of 7-8	% Total Local Secondary Road Kilometres with a PSCI Rating of 9-10
Carlow County	2	60	37	0
Cavan County	10	59	23	5
Clare County	8	26	44	13
Cork City	8	23	38	17
Cork County	19	25	32	11
Donegal County	15	26	37	17
Dublin City	10	25	11	12
Dún Laoghaire-Rathdown	10	39	11	35
Fingal County	13	8	9	2
Galway City	0	13	74	7
Galway County	12	34	40	7
Kerry County	16	24	35	18
Kildare County	9	13	19	6
Kilkenny County	8	21	9	3
Laois County	14	32	27	6
Leitrim County	6	36	28	1
Limerick City and County	8	37	48	5
Longford County	11	44	13	14
Louth County	6	51	25	4
Mayo County	6	11	9	13
Meath County	8	30	44	15
Monaghan County	13	5	52	29
Offaly County	34	21	22	17
Roscommon County	16	61	13	7
Sligo County	26	26	31	12
South Dublin County	0	3	13	8
Tipperary County	27	23	31	11
Waterford City and County	32	43	19	4
Westmeath County	6	28	49	10
Wexford County	17	11	12	10
Wicklow County	11	24	49	12

Ratings in Pavement Surface Condition Index - Local Secondary Roads		
PSCI Rating 1-4		2016
N	Valid	31
	Missing	0
Average	Mean	17
	Median	10
PSCI Rating 5-6		2016
N	Valid	31
	Missing	0
Average	Mean	35
	Median	26
PSCI Rating 7-8		2016
N	Valid	31
	Missing	0
Average	Mean	36
	Median	28
PSCI Rating 9-10		2016
N	Valid	31
	Missing	0
Average	Mean	12
	Median	10

Table 7: Pavement Surface Condition Index Ratings - Local Tertiary Roads

Authority	% Total Local Tertiary Road Kilometres with a PSCI Rating of 1-4	% Total Local Tertiary Road Kilometres with a PSCI Rating of 5-6	% Total Local Tertiary Road Kilometres with a PSCI Rating of 7-8	% Total Local Tertiary Road Kilometres with a PSCI Rating of 9-10
Carlow County	9	36	39	0
Cavan County	15	41	22	3
Clare County	29	24	23	7
Cork City	8	22	39	3
Cork County	31	22	23	7
Donegal County	28	15	16	9
Dublin City	7	23	9	15
Dún Laoghaire-Rathdown	3	27	18	31
Fingal County	2	1	2	0
Galway City	0	5	85	2
Galway County	25	29	25	4
Kerry County	19	23	25	10
Kildare County	5	3	3	2
Kilkenny County	3	1	2	1
Laois County	14	20	17	11
Leitrim County	12	29	16	1
Limerick City and County	20	30	28	3
Longford County	17	20	10	9
Louth County	6	12	3	1
Mayo County	5	8	5	8
Meath County	17	31	30	14
Monaghan County	18	4	51	22
Offaly County	34	14	15	18
Roscommon County	31	39	8	4
Sligo County	34	19	17	7
South Dublin County	3	3	8	3
Tipperary County	27	13	16	8
Waterford City and County	31	34	13	10
Westmeath County	19	23	23	7
Wexford County	19	5	7	5
Wicklow County	9	14	32	12

Ratings in Pavement Surface Condition Index - Local Tertiary Roads		
PSCI Rating 1-4		2016
N	Valid	31
	Missing	0
Average	Mean	28
	Median	17
PSCI Rating 5-6		2016
N	Valid	31
	Missing	0
Average	Mean	30
	Median	20
PSCI Rating 7-8		2016
N	Valid	31
	Missing	0
Average	Mean	29
	Median	17
PSCI Rating 9-10		2016
N	Valid	31
	Missing	0
Average	Mean	13
	Median	7

Table 8: Regional Road Grant Works

Authority	KM Regional Road Strengthened Using Road Improvement Grants	Road Improvement Grant amount spent on Regional Road (Strengthening) (€)	KM Regional Road Resealed Using Road Maintenance Grants	Road Maintenance Grant amount spent on Regional Road (Resealing) (€)
Carlow County	3.9	354,242	6.0	206,331
Cavan County	10.8	1,358,734	13.9	340,668
Clare County	13.4	1,198,668	13.3	356,286
Cork City	0.3	120,131	0.0	0
Cork County	21.5	4,640,672	37.8	1,106,058
Donegal County	20.6	2,354,469	23.3	757,533
Dublin City*	12.3	3,502,939	0.0	0
Dún Laoghaire-Rathdown*	0.0	0	0.0	0
Fingal County*	16.6	2,237,092	0.0	0
Galway City	1.3	333,604	0.0	0
Galway County	31.2	4,100,407	30.2	973,603
Kerry County	13.5	2,077,038	20.9	563,447
Kildare County	11.7	2,037,144	16.3	490,076
Kilkenny County	6.2	921,451	12.2	432,242
Laois County	3.4	586,800	11.8	575,850
Leitrim County	12.4	1,283,398	7.5	297,327
Limerick City and County	11.5	1,680,548	11.7	363,358
Longford County	3.1	400,424	4.2	130,126
Louth County	4.8	920,137	5.3	213,817
Mayo County	11.8	2,417,605	19.2	826,590
Meath County	8.4	1,220,807	17.9	603,766
Monaghan County	10.0	787,292	4.9	176,195
Offaly County	8.8	1,027,221	5.9	223,500
Roscommon County	9.7	1,846,280	0.1	4,900
Sligo County	3.4	489,642	8.3	220,625
South Dublin County*	2.9	585,531	0.0	0
Tipperary County	15.0	1,846,803	29.6	962,724
Waterford City and County	3.7	580,487	13.0	468,789
Westmeath County	7.8	880,842	4.4	117,279
Wexford County	18.8	2,300,964	14.5	403,084
Wicklow County	9.1	915,360	18.7	436,938
TOTALS	307.9	45,006,732	350.9	11,251,112

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

Summary Statistics for Regional Road Grants Work		
KM Regional Road Strengthened Using Road Improvement Grants		2016
N	Valid	31
	Missing	0
Average	Mean	9.9
	Median	9.7
Road Improvement Grant amount spent on Regional Road (Strengthening) (€)		2016
N	Valid	31
	Missing	0
Average	Mean	1,451,830
	Median	1,198,668
KM Regional Road Resealed Using Road Maintenance Grants		2016
N	Valid	31
	Missing	0
Average	Mean	11.3
	Median	11.7
Road Maintenance Grant amount spent on Regional Road (Resealing) (€)		2016
N	Valid	31
	Missing	0
Average	Mean	362,939
	Median	340,668

Table 9: Local Road Grant Works

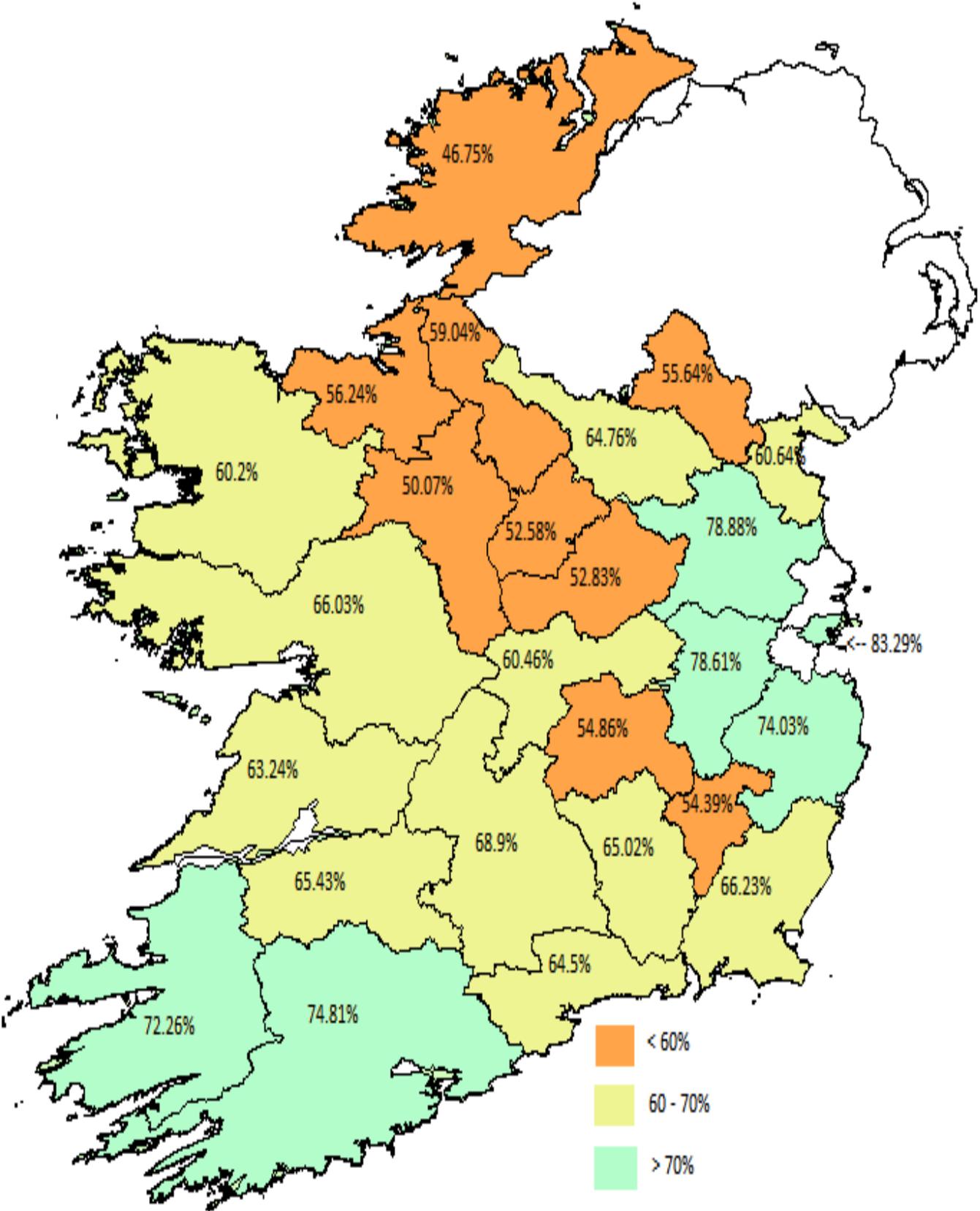
Authority	KM Local Road Strengthened Using Road Improvement Grants	Road Improvement Grant amount spent on Local Road (Strengthening) (€)	KM Local Road Resealed Using Road Maintenance Grants	Road Maintenance Grant amount spent on Local Road (Resealing) (€)
Carlow County	35.8	1,501,498	16.6	331,204
Cavan County	45.2	2,340,810	62.0	956,552
Clare County	56.7	3,362,742	99.9	1,475,715
Cork City	2.5	620,513	0.0	0
Cork County	123.8	9,599,754	264.3	4,238,442
Donegal County	126.1	7,383,235	119.3	2,000,734
Dublin City*	14.6	2,502,856	0.0	0
Dún Laoghaire-Rathdown*	8.6	2,558,107	0.0	0
Fingal County*	10.3	1,008,735	0.0	0
Galway City	5.6	563,039	0.0	0
Galway County	80.8	5,627,120	86.7	1,713,544
Kerry County	63.2	4,848,979	69.9	1,390,109
Kildare County	29.8	2,895,461	50.3	898,347
Kilkenny County	37.1	3,749,927	42.7	819,402
Laois County	21.1	1,897,040	12.9	356,330
Leitrim County	55.2	2,084,471	33.9	650,656
Limerick City and County	52.2	4,195,961	67.6	1,270,246
Longford County	39.2	2,033,071	37.5	546,825
Louth County	18.3	1,421,012	20.7	531,584
Mayo County	79.8	5,691,080	128.4	1,915,057
Meath County	55.1	3,820,470	91.7	1,242,103
Monaghan County	37.9	2,838,700	47.8	915,664
Offaly County	27.0	2,239,394	35.6	683,611
Roscommon County	124.6	4,099,787	97.1	1,672,263
Sligo County	37.9	2,689,586	57.2	892,209
South Dublin County*	16.4	1,710,968	0.0	0
Tipperary County	81.5	6,414,332	75.2	1,459,154
Waterford City and County	30.9	3,113,114	45.6	917,436
Westmeath County	47.9	2,481,865	69.5	846,010
Wexford County	35.0	3,023,096	55.9	1,095,524
Wicklow County	28.9	2,216,256	31.0	515,812
TOTALS	1,429.0	100,532,979	1,719.3	29,334,533

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

Summary Statistics for Local Road Grants Work		
KM Local Road Strengthened Using Road Improvement Grants		2016
N	Valid	31
	Missing	0
Average	Mean	46.1
	Median	37.9
Road Improvement Grant amount spent on Local Road (Strengthening) (€)		2016
N	Valid	31
	Missing	0
Average	Mean	3,242,999
	Median	2,689,586
KM Local Road Resealed Using Road Maintenance Grants		2016
N	Valid	31
	Missing	0
Average	Mean	55.5
	Median	47.8
Road Maintenance Grant amount spent on Local Road (Resealing) (€)		2016
N	Valid	31
	Missing	0
Average	Mean	946,275
	Median	892,209

Summary Statistics 2012-2016						
% Motor Tax Transactions Performed Online		2012	2013	2014	2015	2016
N	Valid	29	29	26	26	26
	N/A	5	5	5	5	5
	Median	37.38	40.5	50.02	56.6	63.87

Map 1: % Motor Tax Transactions Conducted Online



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

Section 3: Water

Table 10: % Drinking Water in Private Schemes in Compliance with Statutory Requirements

Authority	% of Drinking Water in Private Schemes in Compliance with Statutory Requirements
Carlow County	97.56
Cavan County	98.39
Clare County	99.37
Cork City	95.00
Cork County	93.55
Donegal County	94.19
Dublin City	N/A
Dún Laoghaire-Rathdown	100.00
Fingal County	95.58
Galway City	N/A
Galway County	98.59
Kerry County	97.28
Kildare County	99.02
Kilkenny County	97.74
Laois County	98.43
Leitrim County	99.27
Limerick City and County	99.62
Longford County	94.54
Louth County	99.84
Mayo County	98.71
Meath County	98.65
Monaghan County	99.06
Offaly County	98.93
Roscommon County	99.01
Sligo County	98.76
South Dublin County	N/A
Tipperary County	99.13
Waterford City and County	94.45
Westmeath County	100.00
Wexford County	92.34
Wicklow County	95.26

Summary Statistics for % Private Water in Compliance		
		2016
N	Valid	28
	Not applicable	3
Average	Mean	97.77
	Median	98.62

Section 4: Waste/Environment

Table 11: Households Availing of a 3 Bin Service

Authority	No. of Households Availing of a 3 Bin Service at 31/12/2016	% of Households Availing of a 3 Bin Service
Carlow County	3,808	18.61
Cavan County	1,471	5.49
Clare County	24,926	57.50
Cork City	35,931	72.78
Cork County	27,200	18.62
Donegal County	730	1.25
Dublin City	95,423	45.10
Dún Laoghaire-Rathdown	35,220	44.83
Fingal County	77,190	79.90
Galway City	22,266	77.24
Galway County	8,723	13.91
Kerry County	22,772	41.95
Kildare County	34,182	46.60
Kilkenny County	2,343	6.74
Laois County	4,832	16.66
Leitrim County	8,145	65.66
Limerick City and County	41,396	58.29
Longford County	4,291	28.43
Louth County	14,329	31.59
Mayo County	5,076	10.41
Meath County	17,579	27.53
Monaghan County	2,208	10.22
Offaly County	3,465	12.75
Roscommon County	2,162	9.02
Sligo County	6,108	24.67
South Dublin County	70,010	75.77
Tipperary County	20,587	34.85
Waterford City and County	24,640	56.70
Westmeath County	1,505	4.75
Wexford County	8,009	14.83
Wicklow County	13,700	27.96
TOTALS	640,227	

Households Availing of a 3 Bin Service		
Households Availing of a 3 Bin Service		2016
N	Valid	31
	Missing	0
	Median	13,700
% of Households Availing of a 3 Bin Service		2016
N	Valid	31
	Missing	0
	Mean	37.71
	Median	27.96

Table 12: Environmental Pollution Complaints

Authority	Total No. of Pollution Cases that were the Subject of a Complaint during 2016	Total No. of Pollution Cases Closed During 2016	Total No. of 2016 Pollution Cases on Hand at 31/12/16
Carlow County	1,143	1,036	107
Cavan County	722	695	134
Clare County	1,255	1,106	202
Cork City	1,472	1,449	59
Cork County	2,242	1,966	851
Donegal County	1,189	938	460
Dublin City	15,095	14,988	151
Dún Laoghaire-Rathdown	2,621	2,648	76
Fingal County	2,128	2,159	270
Galway City	1,583	1,529	99
Galway County	1,602	1,575	396
Kerry County	1,052	975	24
Kildare County	1,608	1,518	100
Kilkenny County	1,083	970	108
Laois County	856	831	32
Leitrim County	457	308	149
Limerick City and County	4,087	4,189	207
Longford County	1,236	1,285	64
Louth County	1,948	1,971	50
Mayo County	1,122	1,089	268
Meath County	1,401	1,457	73
Monaghan County	525	519	46
Offaly County	933	848	85
Roscommon County	622	700	82
Sligo County	610	708	126
South Dublin County	4,516	4,316	200
Tipperary County	1,394	1,250	144
Waterford City and County	2,353	2,386	95
Westmeath County	1,117	924	193
Wexford County	3,341	2,706	738
Wicklow County	2,274	1,563	711
TOTALS	63,587	60,602	6,300

Environmental Pollution Cases		
No. of Pollution Cases Subject of a Complaint		2016
N	Valid	31
	Missing	0
Average	Mean	2,051
	Median	1,394
No. of Pollution Cases Closed		2016
N	Valid	31
	Missing	0
Average	Mean	1,955
	Median	1,285
No. of Pollution Cases on Hand at 31/12/16		2016
N	Valid	31
	Missing	0
Average	Mean	203
	Median	126

Table 13: Local Authority Area within the 5 Levels of Litter Pollution

Authority	% Area Unpolluted or Litter Free	% Area Slightly Polluted	% Area Moderately Polluted	% Area Significantly Polluted	% Area Grossly Polluted
Carlow County	18	81	1	0	0
Cavan County	1	88	10	1	0
Clare County	14	76	10	0	0
Cork City	6	82	11	1	0
Cork County	33	45	18	4	0
Donegal County	7	77	16	0	0
Dublin City	11	55	27	7	0
Dún Laoghaire-Rathdown	26	47	25	2	0
Fingal County	16	65	17	2	0
Galway City	7	75	15	3	0
Galway County	13	47	30	8	2
Kerry County	20	76	4	0	0
Kildare County	7	77	14	2	0
Kilkenny County	9	76	14	1	0
Laois County	14	86	0	0	0
Leitrim County	20	80	0	0	0
Limerick City and County	1	57	36	5	1
Longford County	17	72	11	0	0
Louth County	0	57	18	22	3
Mayo County	32	53	13	2	0
Meath County	0	25	50	25	0
Monaghan County	16	73	11	0	0
Offaly County	13	60	27	0	0
Roscommon County	31	66	3	0	0
Sligo County	30	68	2	0	0
South Dublin County					
Tipperary County	8	76	14	2	0
Waterford City and County					
Westmeath County	5	74	20	1	0
Wexford County	12	66	22	0	0
Wicklow County	11	61	18	9	1

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

NOTE: Data was not available for South Dublin County Council or Waterford City and County Council.

Percentage Area within the Five Levels of Litter Pollution						
Unpolluted or Litter Free		2012	2013	2014	2015	2016
N	Valid	31	33	28	31	29
	Missing	2	0	3	0	2
	Median	8	11	9.5	14	13
Slightly polluted		2012	2013	2014	2015	2016
N	Valid	31	33	28	31	29
	Missing	2	0	3	0	2
	Median	61	63	70	66	72
Moderately polluted		2012	2013	2014	2015	2016
N	Valid	31	33	28	31	29
	Missing	2	0	3	0	2
	Median	23	21	16	15	14
Significantly polluted		2012	2013	2014	2015	2016
N	Valid	31	33	28	31	29
	Missing	2	0	3	0	2
	Median	3	2	1	2	1
Grossly polluted		2012	2013	2014	2015	2016
N	Valid	31	33	28	31	29
	Missing	2	0	3	0	2
	Median	1.5	0	0	0	0

Section 5: Planning

Table 14: New Building Inspections; Referrals to An Bord Pleanála (ABP)

Authority	New Buildings Inspected as % of New Buildings Notified	No. of LA Planning Decisions the Subject of an Appeal to ABP that were Determined by ABP in 2016	% of Determinations that Confirmed (With or Without Variations) the Decision made by the Local Authority
Carlow County	37.50	13	84.62
Cavan County	25.74	7	42.86
Clare County	20.40	39	58.97
Cork City	35.03	37	81.08
Cork County	6.46	102	82.35
Donegal County	25.00	39	64.10
Dublin City	75.13	314	78.66
Dún Laoghaire-Rathdown	13.33	159	82.39
Fingal County	16.84	89	77.53
Galway City	13.60	31	67.74
Galway County	11.46	32	75.00
Kerry County	13.81	36	58.33
Kildare County	22.14	72	83.33
Kilkenny County	42.52	17	76.47
Laois County	14.35	6	66.67
Leitrim County	31.82	7	57.14
Limerick City and County	13.79	32	81.25
Longford County	15.00	5	100.00
Louth County	12.42	31	74.19
Mayo County	14.29	27	96.30
Meath County	48.55	51	76.47
Monaghan County	16.53	11	81.82
Offaly County	38.46	17	88.24
Roscommon County	19.42	6	83.33
Sligo County	18.68	16	75.00
South Dublin County	18.83	72	79.17
Tipperary County	27.50	25	72.00
Waterford City and County	29.87	30	80.00
Westmeath County	3.53	14	78.57
Wexford County	27.76	42	71.43
Wicklow County	21.23	72	77.78
TOTAL		1,451	

Table 15: Planning Enforcement Cases Closed as Resolved

Authority	Total No. of Planning Cases Referred to or Initiated by the LA During 2016 that were Investigated	Total No. of Cases Closed During 2016	% Closed Cases Dismissed under s.152(2)* or Statute Barred or Exempted Development	% Closed Cases Resolved to the LA's Satisfaction through Negotiations	% Closed Cases due to Enforcement Proceedings	Total No. of Planning Cases being Investigated as at 31/12/2016
Carlow County	81	59	40.68	13.56	45.76	159
Cavan County	115	72	34.72	13.89	51.39	102
Clare County	145	190	30.53	12.11	57.37	680
Cork City	111	88	31.82	20.45	47.73	177
Cork County	313	144	38.89	2.08	59.03	1,190
Donegal County	131	136	56.62	3.68	39.71	2,073
Dublin City	1,096	909	46.42	0.00	53.58	1,869
Dún Laoghaire-Rathdown	327	291	9.62	27.49	62.89	279
Fingal County	203	83	30.12	0.00	69.88	225
Galway City	219	180	66.67	0.00	33.33	82
Galway County	234	83	51.81	3.61	44.58	1,716
Kerry County	207	272	32.35	11.76	55.88	551
Kildare County	139	398	78.89	12.56	8.54	990
Kilkenny County	95	111	26.13	25.23	48.65	312
Laois County	102	149	29.53	9.40	61.07	134
Leitrim County	35	6	66.67	16.67	16.67	64
Limerick City and County	371	417	38.61	11.03	50.36	1,010
Longford County	54	39	35.90	15.38	48.72	59
Louth County	188	207	13.04	38.16	48.79	200
Mayo County	155	73	30.14	1.37	68.49	801
Meath County	427	400	42.00	41.75	16.25	752
Monaghan County	103	83	32.53	4.82	62.65	271
Offaly County	51	29	17.24	0.00	82.76	68
Roscommon County	79	45	48.89	20.00	31.11	89
Sligo County	122	211	23.22	14.22	62.56	492
South Dublin County	89	171	25.73	55.56	18.71	314
Tipperary County	194	230	51.30	0.00	48.70	660
Waterford City and County	165	100	3.00	93.00	4.00	266
Westmeath County	70	49	18.37	8.16	73.47	222
Wexford County	181	415	17.35	40.24	42.41	245
Wicklow County	194	223	29.15	4.48	66.37	777
TOTALS	5,996	5,863				16,829

* Planning and Development Act 2000

Table 16: Average Time for Fire Safety Certificates; Cost per Capita of the Planning Service

Authority	Average No. of Weeks taken to Deal with Fire Safety Certificate Applications Received in 2016	Cost Per Capita of the Planning Service (€)
Carlow County	10.55	23.73
Cavan County	7.92	15.25
Clare County	1.48	30.41
Cork City	2.58	31.16
Cork County	2.57	28.90
Donegal County	9.98	22.83
Dublin City	4.61	24.86
Dún Laoghaire-Rathdown	7.71	33.75
Fingal County	11.15	33.73
Galway City	11.90	36.24
Galway County	10.00	18.49
Kerry County	3.38	30.52
Kildare County	9.16	28.56
Kilkenny County	0.69	25.19
Laois County	5.54	20.32
Leitrim County	0.94	34.24
Limerick City and County	3.49	23.04
Longford County	3.37	34.52
Louth County	0.20	25.12
Mayo County	2.63	25.89
Meath County	8.25	25.51
Monaghan County	0.31	31.23
Offaly County	4.22	29.13
Roscommon County	7.13	35.16
Sligo County	8.74	30.85
South Dublin County	0.11	25.80
Tipperary County	11.19	28.32
Waterford City and County	2.81	22.63
Westmeath County	3.55	21.45
Wexford County	9.14	22.78
Wicklow County	8.00	25.01

NOTE: In the case of most local authorities, unaudited 2016 AFSs were used for the per capita cost.

Summary Building Inspection Statistics 2012-2016						
Buildings Inspected as % of New Buildings Notified to the LA						
		2012	2013	2014	2015	2016
N	Valid	34	33	31	31	31
	Missing	0	0	0	0	0
	Median	19.19	19.86	17.71	24.00	19.42

Summary Statistics for Planning 2016		
No. of LA Planning Decisions the Subject of an Appeal to ABP that were Determined by the Board in 2016		2016
N	Valid	31
	Missing	0
Average	Mean	47
	Median	31
% of the Determinations that Confirmed (With or Without Variations) the Decision made by the LA		2016
N	Valid	31
	Missing	0
Average	Mean	77.60
	Median	77.78

Average No. of Weeks to Deal with Fire Safety Certificates Received in 2016		
N	Valid	31
	Missing	0
	Mean	5.40
	Median	4.61

Cost per Capita of the Planning Service (€)		
N	Valid	31
	Missing	0
Average	Mean	26.96
	Median	25.89

Section 6: Fire Service

Table 17: Cost per Capita of the Fire Service and Service Mobilisation

Authority	Cost Per Capita of the Fire Service (€)	Average Time to Mobilise Fire Brigade in Respect of Fire (Minutes)		Average Time to Mobilise Fire Brigade in Respect of Non-Fire Emergency Incidents (Minutes)	
		Full-Time Station	Part-Time Station	Full-Time Station	Part-Time Station
Carlow County	35.65	N/A	5.42	N/A	6.21
Cavan County	57.28	N/A	5.77	N/A	5.97
Clare County	50.66	N/A	5.75	N/A	5.82
Cork City*	84.65	1.56	N/A	1.53	N/A
Cork County	45.44	N/A	5.52	N/A	5.75
Donegal County	44.59	N/A	6.02	N/A	6.08
Dublin City*	75.65	1.46	6.17	1.51	6.23
Dún 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*	42.73	2.44	5.03	2.42	4.70
Kerry County	44.79	N/A	6.32	N/A	6.58
Kildare County	28.21	N/A	6.17	N/A	6.02
Kilkenny County	54.95	N/A	6.95	N/A	6.51
Laois County	41.89	N/A	5.21	N/A	5.24
Leitrim County	65.63	N/A	4.49	N/A	4.60
Limerick City and County*	76.00	1.45	6.57	1.48	5.37
Longford County	47.95	N/A	5.92	N/A	6.22
Louth County*	52.61	1.78	4.30	2.26	2.65
Mayo County	44.61	N/A	5.39	N/A	5.45
Meath County	26.47	N/A	5.07	N/A	5.42
Monaghan County	42.47	N/A	6.16	N/A	6.22
Offaly County	41.50	N/A	5.19	N/A	5.20
Roscommon County	58.59	N/A	7.49	N/A	7.57
Sligo County	55.86	N/A	4.26	N/A	4.32
South Dublin County	N/A	N/A	N/A	N/A	N/A
Tipperary County	48.93	N/A	5.53	N/A	6.09
Waterford City and County*	66.72	1.47	5.17	1.88	5.70
Westmeath County	33.35	N/A	6.52	N/A	7.00
Wexford County	31.12	N/A	6.14	N/A	7.46
Wicklow County	35.50	N/A	5.07	N/A	5.18

NOTE: In the case of most local authorities, unaudited 2016 AFSs were used.

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

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

Table 18: First Attendance at Scenes of Fire and Other Emergency Incidents

Authority	% of Fire Cases in which First Attendance is within 10 Minutes	% Fire Cases in which First Attendance is between 10 and 20 Minutes	% of Fire Cases in which First Attendance is after 20 Minutes	% of All Other Emergency Incidents in which First Attendance is within 10 Minutes	% of All Other Emergency Incidents in which First Attendance is between 10 and 20 Minutes	% of All Other Emergency Incidents in which First Attendance is after 20 Minutes
Carlow County	46.28	39.19	14.53	33.67	56.12	10.20
Cavan County	32.20	55.93	11.86	27.05	49.11	23.84
Clare County	44.86	32.70	22.43	30.60	44.78	24.63
Cork City	89.57	9.85	0.59	87.79	11.87	0.35
Cork County	39.26	42.69	18.05	29.54	53.03	17.43
Donegal County	28.21	57.18	14.62	32.23	53.49	14.29
Dublin City	77.92	19.85	2.23	75.84	20.01	4.15
Dún 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	43.65	31.27	25.08	54.58	32.78	12.65
Kerry County	32.03	49.61	18.36	27.78	59.40	12.82
Kildare County	20.40	66.18	13.42	18.97	66.38	14.66
Kilkenny County	26.24	58.82	14.93	24.14	54.48	21.38
Laois County	38.10	52.38	9.52	35.91	44.75	19.34
Leitrim County	35.35	48.48	16.16	42.03	50.00	7.97
Limerick City and County	68.10	24.17	7.73	55.53	35.48	9.00
Longford County	45.36	45.36	9.27	27.27	56.36	16.36
Louth County	76.95	20.36	2.69	59.91	35.38	4.72
Mayo County	40.65	45.89	13.47	42.05	49.24	8.71
Meath County	34.84	54.42	10.75	25.08	60.34	14.58
Monaghan County	28.34	58.29	13.37	21.79	56.41	21.79
Offaly County	46.36	46.36	7.27	30.39	56.86	12.75
Roscommon County	16.30	59.03	24.67	27.61	50.75	21.64
Sligo County	60.80	33.67	5.53	41.07	48.21	10.71
South Dublin County	N/A	N/A	N/A	N/A	N/A	N/A
Tipperary County	46.44	41.28	12.27	29.44	53.58	16.98
Waterford City and County	66.88	25.94	7.19	50.72	39.49	9.78
Westmeath County	27.29	57.57	15.14	17.82	57.43	24.75
Wexford County	36.44	41.48	22.07	30.77	39.32	29.91
Wicklow County	47.84	41.24	10.92	29.95	58.45	11.59

Cost Per Capita (€) Fire Service				
		Full-Time Station	Full & Part-Time Station	Part-Time Station
N	Valid	1	5	21
	Missing	0	0	0
Average	Mean	84.65	69.45	42.10
	Median	84.65	66.72	44.61

Average Time to Mobilise Fire Brigade (Fire in Minutes)					
Full-Time Station		2016	Part-Time Station		2016
N	Valid	6	N	Valid	26
	Missing	0		Missing	0
	Median	1.52		Median	5.64
Average Time to Mobilise Fire Brigade (Non-Fire in Minutes)					
Full-Time Station		2016	Part-Time Station		2016
N	Valid	6	N	Valid	26
	Missing	0		Missing	0
	Median	1.71		Median	5.90

Fire and Non-Fire Attendance Times (%)			
% of Fire Cases within 10 Minutes			2016
N	Valid		27
	Missing		0
	Median		40.65
% of Fire Cases 10 - 20 Minutes			2016
N	Valid		27
	Missing		0
	Median		45.36
% of Fire Cases after 20 Minutes			2016
N	Valid		27
	Missing		0
	Median		13.37
% of Non-Fire Cases within 10 Minutes			2016
N	Valid		27
	Missing		0
	Median		30.60
% of Non-Fire Cases 10 - 20 Minutes			2016
N	Valid		27
	Missing		0
	Median		50.75
% of Fire Cases after 20 Minutes			2016
N	Valid		27
	Missing		0
	Median		14.29

Section 7: Library

Table 19: Library Visits and Items Issued; Cost of Operating a Library Service

Authority	No. of Library Visits per Head of Population	No. of Items Issued to Borrowers in the Year	Cost per Capita (€)
Carlow County	3.34	192,649	28.25
Cavan County	2.41	125,766	26.01
Clare County	3.35	536,584	34.39
Cork City	6.20	847,847	57.47
Cork County	4.13	1,767,926	21.84
Donegal County	2.11	328,145	23.27
Dublin City	4.62	2,305,193	42.99
Dún Laoghaire-Rathdown	4.64	1,502,156	37.55
Fingal County	3.87	1,119,390	39.31
Galway City	N/A	N/A	N/A
Galway County	2.31	744,410	17.58
Kerry County	3.24	710,826	25.28
Kildare County	2.72	666,643	24.07
Kilkenny County	2.99	318,682	32.01
Laois County	3.09	248,035	22.54
Leitrim County	4.99	107,306	47.58
Limerick City and County	3.61	649,878	30.43
Longford County	5.19	131,451	46.22
Louth County	1.84	367,054	22.58
Mayo County	2.65	567,191	17.39
Meath County	4.01	526,218	19.60
Monaghan County	4.52	336,656	38.22
Offaly County	3.34	239,312	28.05
Roscommon County	2.07	171,050	25.94
Sligo County	1.91	184,425	30.11
South Dublin County	3.58	1,075,266	36.38
Tipperary County	2.90	480,400	19.82
Waterford City and County	4.44	472,708	37.55
Westmeath County	3.46	375,880	27.44
Wexford County	3.89	598,716	24.80
Wicklow County	3.55	475,686	18.86
TOTAL		18,173,449	

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

NOTE: In the case of most local authorities, unaudited 2016 AFSs were used.

Summary Statistics for 2016		
Cost Per Capita of Operating Library Service (€)		2016
N	Valid	30
	N/A	1
Average	Mean	30.05
	Median	27.75
No. of Library Visits per Head of Population		2016
N	Valid	30
	N/A	1
Average	Mean	3.61
	Median	3.41
No. of Items Issued to Borrowers in the Year		2016
N	Valid	30
	N/A	1
Average	Mean	605,782
	Median	478,043

Section 8: Youth and Community

Table 20: Youth and Community Participation

Authority	% of Local Schools Involved in the Local Youth Council/ Comhairle na nÓg Scheme	Number of Organisations on the County Register at 31/12/2016	% of Organisations on the County Register that Opted to be Part of the Social Inclusion College Within the PPN
Carlow County	72.73	370	10.81
Cavan County	90.91	183	26.78
Clare County	84.21	198	20.71
Cork City	50.00	91	68.13
Cork County	35.59	868	17.86
Donegal County	85.19	470	18.94
Dublin City	35.44	610	32.46
Dún Laoghaire-Rathdown	48.39	280	19.29
Fingal County	33.33	462	12.77
Galway City	100.00	117	41.03
Galway County	77.14	630	15.08
Kerry County	88.00	512	19.14
Kildare County	87.50	488	17.42
Kilkenny County	50.00	234	26.92
Laois County	100.00	304	13.16
Leitrim County	100.00	188	32.45
Limerick City and County	48.28	442	11.76
Longford County	88.89	158	14.56
Louth County	66.67	211	35.55
Mayo County	96.55	377	25.99
Meath County	85.71	441	12.70
Monaghan County	100.00	356	14.33
Offaly County	100.00	259	9.27
Roscommon County	100.00	265	13.96
Sligo County	92.31	386	10.62
South Dublin County	68.57	423	30.02
Tipperary County	75.76	1145	11.44
Waterford City and County	94.44	523	17.40
Westmeath County	100.00	490	27.96
Wexford County	86.36	286	21.68
Wicklow County	69.57	148	28.38
TOTAL		11,915	

Summary Statistics 2012-2016						
% of Local Schools Involved in the Local Youth Council/ Comhairle na nÓg Scheme		2012	2013	2014	2015	2016
	N	Valid	34	34	30	30
	Missing	0	0	1	1	0
	Mean	46.74	44.41	51.86	67.59	68.07
	Median	57.74	60.00	62.16	88.46	85.71

Summary Statistics 2016		
Number of Organisations on the County Register at 31/12/2016		2016
N	Valid	31
	Missing	0
Average	Mean	384
	Median	370
% of Organisations on the County Register that Opted to be Part of the Social Inclusion College within the PPN		2016
N	Valid	31
	Missing	0
Average	Mean	19
	Median	19

Section 9: Corporate

Table 21: Total Whole-time Equivalent Staff; % Medically Certified and Self-Certified Paid Sick Leave

Authority	Total Number of Whole Time Equivalent (WTE) Staff in LA at 31/12/2016	% of Paid Working Days Lost to Medically Certified Sickness Absence in 2016	% of Paid Working Days Lost to Self-Certified Sickness Absence in 2016
Carlow County	261.79	5.15	0.34
Cavan County	372.30	3.38	0.23
Clare County	719.34	2.95	0.25
Cork City	1,241.21	3.81	0.45
Cork County	1,933.31	3.49	0.31
Donegal County	893.11	3.85	0.34
Dublin City	5,290.15	3.78	0.52
Dún Laoghaire-Rathdown	908.10	3.78	0.52
Fingal County	1,257.05	4.27	0.34
Galway City	421.41	3.4	0.38
Galway County	751.40	4.25	0.28
Kerry County	1,080.88	3.84	0.33
Kildare County	848.50	4.06	0.34
Kilkenny County	501.63	4.81	0.37
Laois County	390.89	3.95	0.41
Leitrim County	255.69	5.01	0.3
Limerick City and County	1,068.09	3.54	0.33
Longford County	280.68	3.69	0.31
Louth County	596.81	3.63	0.71
Mayo County	923.81	3.47	0.26
Meath County	645.91	3.25	0.4
Monaghan County	386.57	3.25	0.15
Offaly County	378.40	3.62	0.23
Roscommon County	384.75	3.53	0.23
Sligo County	380.71	5.24	0.24
South Dublin County	1,102.47	4.25	0.45
Tipperary County	982.83	4.35	0.3
Waterford City and County	769.17	3.51	0.34
Westmeath County	438.39	1.68	0.23
Wexford County	724.25	3.15	0.39
Wicklow County	668.85	3.14	0.31
TOTALS	26,858.45		

Table 22: Website Page Views and Social Media Followers; Cost of ICT per WTE

Authority	Total Page Views of the LA websites in 2016	Total No. of Followers at end 2016 of the LA's Social Media Accounts	Overall Cost of ICT Provision per WTE (€)
Carlow County	256,714	19,450	4,187.42
Cavan County	938,948	69,125	2,813.10
Clare County	1,769,530	116,730	2,058.82
Cork City	3,608,353	101,088	2,009.10
Cork County	2,969,667	46,394	2,798.09
Donegal County	1,155,122	30,091	2,527.73
Dublin City	12,036,784	53,073	1,925.43
Dún Laoghaire-Rathdown	3,122,115	35,548	4,153.41
Fingal County	3,433,047	43,029	3,189.33
Galway City	812,504	12,809	3,602.98
Galway County	1,245,291	13,226	2,174.07
Kerry County	1,320,325	35,589	2,436.63
Kildare County	2,257,475	31,051	2,176.92
Kilkenny County	2,492,663	44,527	3,430.20
Laois County	536,014	36,692	2,634.78
Leitrim County	233,911	4,650	3,568.04
Limerick City and County	3,337,779	37,233	2,685.63
Longford County	429,395	1,414	2,493.82
Louth County	1,006,487	5,600	2,935.61
Mayo County	1,480,748	22,626	2,678.94
Meath County	1,988,993	54,381	3,787.18
Monaghan County	704,134	34,043	2,995.37
Offaly County	576,020	17,603	2,695.96
Roscommon County	474,433	5,432	2,935.00
Sligo County	518,468	7,746	3,486.98
South Dublin County	3,521,639	38,245	3,337.41
Tipperary County	1,304,601	19,164	2,745.12
Waterford City and County	1,769,684	150,673	2,829.40
Westmeath County	782,396	38,710	3,115.30
Wexford County	2,213,788	20,547	2,476.88
Wicklow County	852,712	17,062	3,535.59
TOTALS	59,149,740	1,163,551	

Summary Statistics for Whole-Time Equivalent		
Total Number of WTE Staff in LA		2016
N	Valid	31
	Missing	0
Average	Mean	866.40
	Median	719.34

Summary Sick-Leave Statistics 2012-2016						
Percentage of paid working days lost due to sickness absence through medically certified leave		2012	2013	2014	2015	2016
N	Valid	34	34	31	31	31
	Missing	0	0	0	0	0
	Median	4.26	4.15	3.53	3.48	3.69
Percentage of paid working days lost due to sickness absence through self-certified leave		2012	2013	2014	2015	2016
N	Valid	34	34	31	31	31
	Missing	0	0	0	0	0
	Median	0.54	0.36	0.34	0.33	0.33

Summary Statistics for Website Visits 2016		
Total number of page visits to the websites of the LA		2016
N	Valid	31
	Missing	0
Average	Mean	1,908,056
	Median	1,304,601

Summary Statistics for Social Media 2016		
Total number of social media users at 31/12/2016 following the LA on social media sites		2016
N	Valid	31
	Missing	0
Average	Mean	37,534
	Median	34,043

Summary Statistics for ICT Cost per WTE 2016		
Overall cost of ICT provision per WTE (€)		2016
N	Valid	31
	Missing	0
Average	Mean	2,680.80
	Median	2,813.10

Section 10: Finance

Table 23: 5 Year Summary of Revenue Account Balance; Expenditure per Capita in 2016

Authority	Revenue Balance 2012 (€)	Revenue Balance 2013 (€)	Revenue Balance 2014 (€)	Revenue Balance 2015 (€)	Revenue Balance 2016 (€)	Cumulative surplus or deficit at 31/12/2016 as % of AFS Total Income	Revenue Expenditure per Capita in 2016
Carlow County	54,410	100,223	366,510	432,645	610,507	1.21	780.18
Cavan County	1,917,053	1,742,633	1,742,757	1,742,864	1,742,974	2.81	755.85
Clare County	-1,390,003	-1,411,673	-800,990	-250,136	499,966	0.47	813.03
Cork City	549,743	734,369	772,919	779,934	832,282	0.54	1,192.53
Cork County	16,278,256	11,147,760	10,601,829	12,217,343	12,779,003	4.08	692.46
Donegal County	-15,581,989	-15,752,132	-14,966,588	-14,345,654	-9,717,139	-6.85	837.69
Dublin City	16,186,509	16,576,645	28,354,582	28,600,516	26,101,486	3.21	1,388.41
Dún Laoghaire-Rathdown	9,601,934	9,648,543	9,699,927	9,721,176	9,764,273	5.97	685.74
Fingal County	17,476,011	15,947,275	15,967,583	15,972,157	15,974,676	7.40	599.01
Galway City	61,283	192,170	254,693	370,930	933,557	1.15	910.23
Galway County	-1,884,518	-1,898,994	-1,891,838	-1,886,030	-1,959,192	-1.65	648.10
Kerry County	5,847,957	6,093,078	6,184,008	6,271,768	6,355,246	4.71	860.10
Kildare County	-2,251,727	-1,815,805	-1,445,710	-1,199,572	-959,050	-0.61	639.06
Kilkenny County	-155,280	-138,666	-68,390	-18,233	5,231	0.01	751.73
Laois County	-494,535	-493,027	-393,286	-297,863	-198,369	-0.33	653.49
Leitrim County	-1,479,205	-1,579,451	-1,426,331	-1,324,122	-266,479	-0.73	1,114.59
Limerick City and County	-22,982	573,822	599,562	759,891	810,407	0.36	1,090.16
Longford County	-18,245	91,710	126,465	142,995	174,151	0.42	926.21
Louth County	4,052,228	1,442,529	-2,607,460	-2,510,886	0	0.00	716.54
Mayo County	-2,524,603	-5,394,107	-5,059,930	-4,656,196	-4,351,379	-3.34	962.88
Meath County	-7,385,729	-4,546,950	-3,840,500	-2,892,155	-2,495,446	-2.23	522.27
Monaghan County	-1,485,128	-3,309,389	-2,879,914	-2,704,446	-2,219,049	-3.67	972.20
Offaly County	-5,782,975	-5,293,325	-4,734,970	-4,154,223	-3,611,785	-6.07	742.85
Roscommon County	110,589	149,312	166,812	150,145	172,692	0.28	914.97
Sligo County	-17,512,053	-26,027,015	-26,602,276	-25,942,602	-23,831,345	-37.38	943.11
South Dublin County	12,095,145	10,729,452	12,051,637	12,100,808	12,111,427	5.35	698.11
Tipperary County	5,676,314	5,503,094	5,536,783	5,542,326	5,547,270	3.88	856.02
Waterford City and County	-8,484,387	-8,886,424	-8,677,450	-7,997,198	-7,622,473	-5.93	1,057.90
Westmeath County	-982,392	-951,062	27,702	248,619	335,712	0.47	749.60
Wexford County	-856,365	-10,267,403	-9,873,539	-9,160,549	-5,303,779	-4.98	661.52
Wicklow County	-1,393,802	-4,084,330	-3,783,860	-3,432,617	-2,975,226	-3.10	638.21

NOTE: In the case of most local authorities, unaudited 2016 AFSs were used.

5 Year Summary of Revenue Account Balances		
2012 Balance		2012
N	Valid	31
	Missing	0
Average	Mean	€403,694.00
	Median	-€ 155,280.00
2013 Balance		2013
N	Valid	31
	Missing	0
Average	Mean	-€ 360,552.84
	Median	-€ 138,666.00
2014 Balance		2014
N	Valid	31
	Missing	0
Average	Mean	€109,701.19
	Median	-€ 68,390.00
2015 Balance		2015
N	Valid	31
	Missing	0
Average	Mean	€396,181.77
	Median	-€ 18,233.00
2016 Balance		2016
N	Valid	31
	Missing	0
Average	Mean	€943,230.61
	Median	-€155,280.00
Cumulative surplus/deficit as % of AFS Total Income		2016
N	Valid	31
	Missing	0
Average	Mean	0.68
	Median	0.28
Revenue Expenditure per Capita (€)		2016
N	Valid	31
	Missing	0
Average	Mean	842.00
	Median	780.18

Table 24: Five Year Summary of Percentage Collection Levels for Commercial Rates

Authority	% Commercial Rates Collected 2012	% Commercial Rates Collected 2013	% Commercial Rates Collected 2014	% Commercial Rates Collected 2015	% Commercial Rates Collected 2016
Carlow County	70.0	73.0	75.0	84.0	88.0
Cavan County	68.0	70.0	70.0	82.0	83.0
Clare County	75.0	75.0	75.0	82.0	84.0
Cork City	76.0	72.0	72.0	78.0	79.0
Cork County	79.0	80.0	79.0	86.0	88.0
Donegal County	59.5	57.1	56.3	62.8	68.0
Dublin City	80.0	81.0	84.0	88.0	90.0
Dún Laoghaire-Rathdown	75.0	78.0	78.0	85.0	85.0
Fingal County	83.2	90.2	92.1	96.1	95.6
Galway City	62.0	62.0	66.0	72.0	75.0
Galway County	69.0	65.0	67.0	81.0	84.0
Kerry County	75.5	75.4	77.6	79.6	81.3
Kildare County	73.0	74.0	78.0	82.0	83.0
Kilkenny County	81.0	86.0	89.0	92.0	94.0
Laois County	74.0	70.0	69.0	75.0	76.0
Leitrim County	64.0	65.0	60.0	79.0	81.0
Limerick City and County	66.0	65.0	65.0	75.0	77.0
Longford County	71.3	69.8	69.7	82.0	84.0
Louth County	50.0	49.0	56.0	60.0	68.0
Mayo County	78.0	77.0	75.0	80.2	82.3
Meath County	79.0	82.0	81.0	85.0	89.0
Monaghan County	64.0	65.0	64.0	77.0	82.0
Offaly County	81.8	81.7	82.1	84.8	87.1
Roscommon County	78.0	77.0	80.0	93.0	91.0
Sligo County	62.0	59.0	67.0	74.0	76.0
South Dublin County	74.0	77.0	80.0	81.0	83.0
Tipperary County	78.0	77.0	72.0	78.0	81.0
Waterford City and County	72.0	70.0	72.0	79.0	81.0
Westmeath County	77.0	76.4	72.6	79.0	81.0
Wexford County	66.7	67.8	70.6	75.0	79.1
Wicklow County	65.0	64.0	69.0	76.0	79.0

NOTE: In the case of most local authorities, unaudited 2016 AFSs were used.

5 Year Summary of the Percentage Collection Levels for Commercial Rates 2012-2016		
Commercial Rates %		2012
N	Valid	31
	Missing	0
	Median	74.0
Commercial Rates %		2013
N	Valid	31
	Missing	0
	Median	73.0
Commercial Rates %		2014
N	Valid	31
	Missing	0
	Median	72.0
Commercial Rates %		2015
N	Valid	31
	Missing	0
	Mean	82.5
	Median	80.2
Commercial Rates %		2016
N	Valid	31
	Missing	0
	Mean	84.4
	Median	82.3

NOTE: Means for Commercial Rates are not available for the years 2012 - 2014.

Table 25: Five Year Summary of Percentage Collection Levels for Rent & Annuities

Authority	% Rent & Annuities Collected 2012	% Rent & Annuities Collected 2013	% Rent & Annuities Collected 2014	% Rent & Annuities Collected 2015	% Rent & Annuities Collected 2016
Carlow County	92.0	91.0	91.0	92.0	88.0
Cavan County	80.0	81.0	83.0	84.0	84.0
Clare County	85.0	85.0	86.0	87.0	86.0
Cork City	87.0	85.0	83.0	81.0	81.0
Cork County	92.0	89.0	91.0	93.0	93.0
Donegal County	86.9	86.6	89.3	89.8	89.0
Dublin City	77.0	78.0	78.0	80.0	78.0
Dún Laoghaire-Rathdown	79.0	77.0	80.0	79.0	77.0
Fingal County	88.7	88.9	90.6	90.1	89.8
Galway City	76.0	77.0	78.0	79.0	76.0
Galway County	90.0	88.0	88.0	90.0	91.0
Kerry County	94.3	94.4	93.6	94.1	93.6
Kildare County	83.0	84.0	87.0	88.0	88.0
Kilkenny County	89.0	90.0	92.0	92.0	93.0
Laois County	94.0	94.0	95.0	96.0	95.0
Leitrim County	91.0	91.0	87.0	86.0	88.0
Limerick City and County	90.0	89.0	87.0	89.0	94.0
Longford County	88.1	86.2	86.2	88.0	90.0
Louth County	84.0	83.0	82.0	73.0	71.0
Mayo County	82.0	83.0	83.0	84.5	84.8
Meath County	87.0	87.0	84.0	86.0	87.0
Monaghan County	95.0	95.0	95.0	95.0	95.0
Offaly County	85.8	88.0	86.0	86.0	86.0
Roscommon County	89.0	91.0	93.0	89.0	92.0
Sligo County	82.0	80.0	77.0	78.0	78.0
South Dublin County	74.0	75.0	73.0	74.0	75.0
Tipperary County	93.0	93.0	92.0	95.0	97.0
Waterford City and County	82.0	82.0	78.0	79.0	79.0
Westmeath County	90.4	93.5	94.0	95.0	96.0
Wexford County	90.0	89.9	90.4	92.0	89.9
Wicklow County	92.0	93.0	92.0	93.0	90.0

NOTE: In the case of most local authorities, unaudited 2016 AFSs were used.

5 Year Summary of the Percentage Collection Levels for Rent & Annuities 2012-2016		
Rent & Annuities %		2012
N	Valid	31
	Missing	0
	Median	88.1
Rent & Annuities %		2013
N	Valid	31
	Missing	0
	Median	88.0
Rent & Annuities %		2014
N	Valid	31
	Missing	0
	Median	87.0
Rent & Annuities %		2015
N	Valid	31
	Missing	0
	Median	88.0
Rent & Annuities %		2016
N	Valid	31
	Missing	0
	Median	88.0

Table 26: Five Year Summary of Percentage Collection Levels for Housing Loans

Authority	% Housing Loans Collected 2012	% Housing Loans Collected 2013	% Housing Loans Collected 2014	% Housing Loans Collected 2015	% Housing Loans Collected 2016
Carlow County	72.0	71.0	82.0	91.0	91.0
Cavan County	74.0	67.0	67.0	73.0	77.0
Clare County	61.0	57.0	61.0	58.0	60.0
Cork City	76.0	78.0	74.0	71.0	70.0
Cork County	61.0	60.0	53.0	54.0	55.0
Donegal County	67.1	65.9	63.3	63.4	66.0
Dublin City	68.0	61.0	58.0	59.0	66.0
Dún Laoghaire-Rathdown	64.0	64.0	57.0	62.0	62.0
Fingal County	90.0	98.0	97.8	97.9	100.1
Galway City	72.0	78.0	81.0	77.0	80.0
Galway County	78.0	76.0	75.0	76.0	76.0
Kerry County	88.0	86.6	82.5	80.3	81.0
Kildare County	49.0	44.0	42.0	43.0	47.0
Kilkenny County	68.0	74.0	77.0	82.0	80.0
Laois County	76.0	67.0	62.0	64.0	65.0
Leitrim County	65.0	63.0	60.0	65.0	63.0
Limerick City and County	77.0	75.0	77.0	78.0	74.0
Longford County	67.1	60.8	56.0	55.0	57.0
Louth County	60.0	60.0	66.0	69.0	73.0
Mayo County	61.0	63.0	65.0	67.8	68.3
Meath County	77.0	69.0	63.0	66.0	67.0
Monaghan County	85.0	81.0	80.0	80.0	80.0
Offaly County	59.2	60.4	61.6	61.1	59.0
Roscommon County	50.0	42.0	53.0	75.0	58.0
Sligo County	53.0	47.0	46.0	55.0	57.0
South Dublin County	98.0	96.0	90.0	90.0	81.0
Tipperary County	74.0	77.0	76.0	77.0	79.0
Waterford City and County	57.0	57.0	53.0	56.0	58.0
Westmeath County	47.3	54.5	62.0	73.0	85.0
Wexford County	82.3	77.7	75.3	80.0	85.7
Wicklow County	74.0	74.0	73.0	76.0	76.0

NOTE: In the case of most local authorities, unaudited 2016 AFSs were used.

5 Year Summary of the Percentage Collection Levels for Housing Loans 2012-2016		
Housing Loan %		2012
N	Valid	31
	Missing	0
	Median	68.0
Housing Loan %		2013
N	Valid	31
	Missing	0
	Median	67.0
Housing Loan %		2014
N	Valid	31
	Missing	0
	Median	65.0
Housing Loan %		2015
N	Valid	31
	Missing	0
	Median	71.0
Housing Loan %		2016
N	Valid	31
	Missing	0
	Median	70.0

Table 27: Trading Online Vouchers and Mentoring Participants

Authority	No. of Trading Online Vouchers Approved by the LEO in 2016	No. of Those Trading Online Vouchers that were Drawn Down in 2016	No. of Participants who Received Mentoring from 01/01/2016 to 31/12/2016
Carlow County*	22	19	147
Cavan County*	14	11	98
Clare County	37	19	43
Cork City	35	15	203
Cork County	102	53	629
Donegal County Council	25	6	26
Dublin City	104	49	1,154
Dún Laoghaire-Rathdown	74	30	389
Fingal County	51	10	748
Galway City	N/A	N/A	N/A
Galway County*	54	35	69
Kerry County*	64	43	138
Kildare County	25	6	344
Kilkenny County*	28	24	303
Laois County	18	17	218
Leitrim County	18	9	107
Limerick City and County	58	27	232
Longford County*	12	8	67
Louth County*	39	38	124
Mayo County*	22	20	191
Meath County	11	4	229
Monaghan County	22	15	71
Offaly County	14	10	190
Roscommon County*	18	15	265
Sligo County	27	16	163
South Dublin County	37	21	420
Tipperary County	33	17	143
Waterford City and County*	49	28	180
Westmeath County	25	14	105
Wexford County	45	31	132
Wicklow County*	58	48	436
TOTALS	1,141	658	7,564

* The Trading Online Vouchers drawn down figure for these local authorities relates to 2015 and 2016 approvals.

Summary Statistics for 2016		
Average number of Jobs created in 2016 with assistance from the Local Enterprise Office		
N	Valid	30
	N/A	1
Average	Mean	111.8
	Median	101.0
Average number of Trading Online Vouchers Approved by the Local Enterprise Office in 2016		
N	Valid	30
	N/A	1
Average	Mean	38
	Median	31
No. of those Trading Online Vouchers that were Drawn Down in 2016		
N	Valid	30
	N/A	1
Average	Mean	22
	Median	18
Average number of Participants who Received Mentoring from 01/01/2016 to 31/12/2016		
N	Valid	30
	N/A	1
Average	Mean	252
	Median	185

1. INTRODUCTION

- 1.1. This commentary prepared by the LGMA provides the context on the 2016 performance indicators for the local government sector in Ireland. The indicators are collected and analysed by the LGMA on behalf of NOAC as part of the Commission's role in monitoring the performance of local authorities. This report presents the performance of local authorities in 2016 using indicators identified by NOAC. While the indicators address the core functions of local authorities, it is acknowledged by NOAC that they do not reflect the extensive range of services delivered by city and county councils throughout the State.
- 1.2. This section presents a summary of the key results, the methodology used to gather the indicators, and provides an overview of the financial and economic context in which local authorities operated. The remainder of the report provides a commentary on the indicators for a range of functions including housing, roads, water, waste/environment, planning, fire services, library/recreation, youth/community, corporate, finance and economic development.

SUMMARY OF RESULTS – AT A GLANCE

- 1.3. The highlights of the **2016** performance indicators are:

- ❖ The median time to **re-let** a social house **reduced** from 22.6 weeks in 2015 **to 20.9 weeks** in 2016. However, there is an increased median cost of repair of a unit increased from €10,522 in 2015 to **€12,552** in 2016.
- ❖ The number of tenancies in the private rented sector increased by almost 1% between 2015 and 2016 to **311,295 units**.
- ❖ Local authorities manage and maintain **94,405km** of regional and local **roads**.
- ❖ **70.1%** of **motor tax** transactions were conducted **online**.
- ❖ The median value of areas surveyed that are **unpolluted/litter free/slightly polluted** was **85%**.
- ❖ **63,587 pollution complaints** were made to local authorities.
- ❖ **58,806 samples** were taken at **private water schemes**.
- ❖ There was a **36.9%** increase in **new builds** notified to local authorities.
- ❖ Almost **17.2 million visits** to libraries where **18.2 million items** were **borrowed**.
- ❖ **26,858 people working in local government**, a reduction from 35,007 in 2008.
- ❖ There were over **59.1 million** visits to local authority **websites**. The number following local authorities via **social media** increased by 80.5% to **1.16 million** in 2016.

- ❖ The Local Enterprise Offices assisted the creation of **3,355** whole time equivalent jobs. In addition local authorities play a key role in job creation and economic development, such as planning, infrastructure, tourism and enterprise space. A **Broadband Officer** has been assigned in each local authority to support the rollout of broadband infrastructure.

METHODOLOGY

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

- The requested indicators required 83 data entries inputted by each local authority. This involved 2,573 individual data entries¹;
- 31 Heads of Implementation coordinated this activity locally;
- A total of 741 people were involved in inputting the data reflecting the range of services being measured;
- The data was inputted to a bespoke software system, 'LG Returns';
- The data was inputted by local authorities between March and April 2017;
- Once inputted, the data was validated and audited from April to August 2017 by the LGMA and NOAC;
- The LGMA collated further datasets from external sources including the Central Statistics Office (CSO), the Department of Housing, Planning and Local Government (DHPLG), the Department of Transport, Tourism and Sport (DTTAS), the Road Management Office (RMO), the Residential Tenancies Board, the National Waste Collection Permit Office (NWCPO), Enterprise Ireland (EI), the Environmental Protection Agency (EPA) and Tobin Consulting;
- Following validation of the data, the LGMA prepared this commentary on the data; and
- NOAC audited the results and used the data to analyse the performance of local authorities.

COMPARING LOCAL AUTHORITY PERFORMANCE

1.5. Each local authority is different. While local authorities provide a similar range of services, they must take account of national policies, local needs and the democratic priorities of a particular

¹ While 34 indicators were collected, NOAC published results for 32 indicators.

area. In addition, the diversity between local authorities has an impact on performance measurement. For example, geographic spread, population density, resources and socio-economic profiles are among a range of factors that will affect the demand for different services locally. Thus, rather than make comparisons between local authorities, it is more appropriate to measure performance of individual local authorities addressing local priorities over time.

REPORTING AVERAGES

- 1.6. Where possible mean or average figures are used to illustrate the performance of the local government sector in aggregate. This raises a number of methodological challenges. Mean or average figures are only available where volumetric data is available. Where this is not the case, or where use of an average is not appropriate, median values are used to show the mid-point between the lowest and largest number reported by local authorities. This is sometimes a more accurate reflection of performance because the divergent scores can disproportionately bias the mean, making it unrepresentative. The report clearly states whether average, mean or median is used.

CONTEXT

- 1.7. The paragraphs that follow provide the economic and financial context in which local authorities operated in 2016.

The Irish Economy

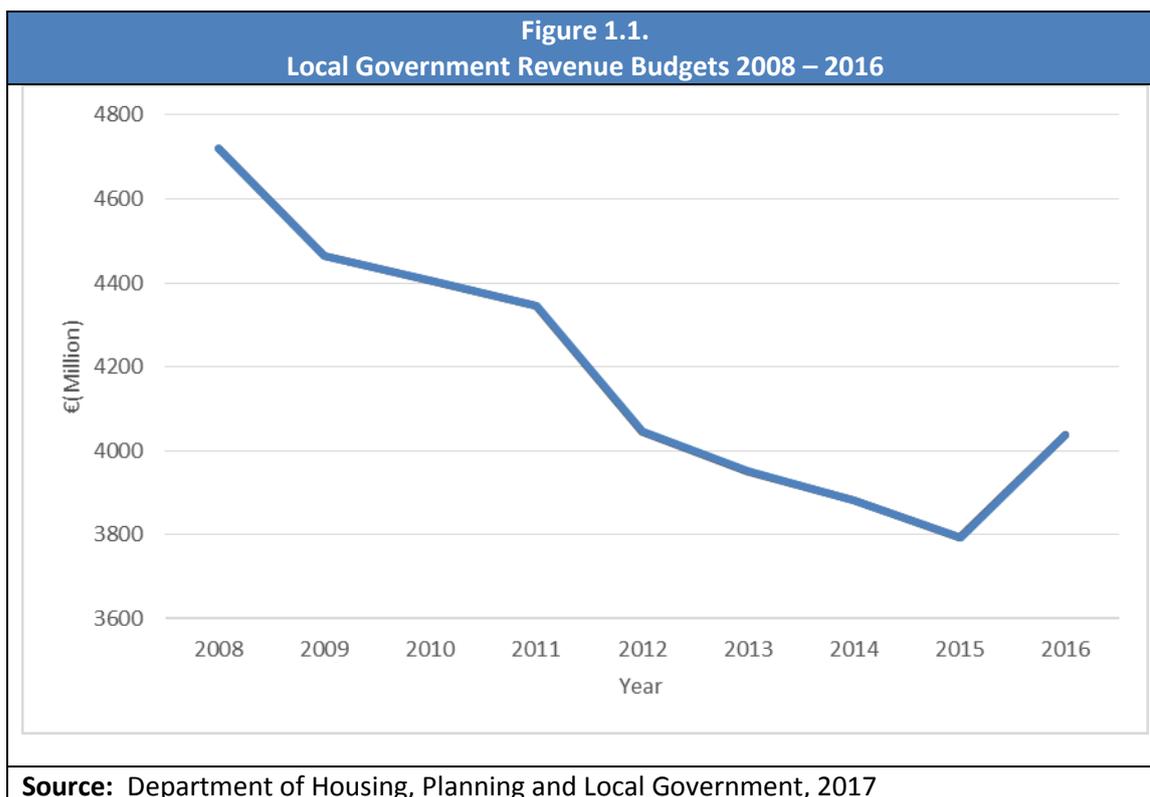
- 1.8. The Irish economy experienced significant growth with GDP increasing by 5.1% and GNP increasing by 9.6%² in 2016. By December 2016, the seasonally adjusted monthly unemployment rate fell to 7.2%, a decline from 8.9% in December 2015³.

Local Government Resources

- 1.9. As illustrated in Figure 1.1. overleaf, local government revenue budgets significantly reduced from €4.72 billion in 2008 to a low of €3.79 billion in 2015. In 2016 there was some improvement in the local government financial position when the aggregate local government revenue budget was €4.04 billion.

²Central Statistics Office (July 2017), National Income and Expenditure Annual Results 2016.

³Central Statistics Office (January 2017), Monthly Unemployment.



- 1.10. Local government capital expenditure reduced by 81.8% from €6.13 billion to €1.11 billion in the period 2008 to 2014 respectively. In 2015, local government capital expenditure increased to €1.37 billion.
- 1.11. As presented later in this report, staffing levels in local government reduced from 35,007 in 2008 to 26,569 in 2015, a reduction of 24.1% over the period. In 2016, the total number of whole-time equivalents increased to 26,858, an increase of 1.1%.

Local Government Reform

- 1.12. Since the publication of the *Report of the Local Government Efficiency Review Group* in 2010 and *Putting People First: Action Programme for Effective Local Government* in 2012, the local government sector has implemented significant reforms. These are underpinned by the Local Government Reform Act 2014. In particular, the town councils were abolished and municipal districts were established reforming the democratic structures and governance of city and county councils.
- 1.13. Local authorities play an expanded role in community and economic development, with the establishment of the Local Community and Development Committees and the adoption of the Local Economic and Community Plans. These plans set out an integrated approach to social, cultural and economic development of local areas. Local Enterprise Offices were set up to support entrepreneurship in each local authority area. In parallel, water services have been transferred to Irish Water under a Service Level Agreement with each local authority.

- 1.14. In addition to the changes in the democratic and functional structures, the local government sector implemented a series of efficiency reforms. Shared services were established to deliver back office services such as payroll and procurement and a range of other functions such as environmental services, road management and building control.
- 1.15. The Programme for Partnership Government commits to continued reform of local government and the sector continues to meaningfully participate on the national public services reform agenda that is led by the Department of Public Expenditure and Reform.

2. HOUSING

- 2.1. The local government sector, working with the DHPLG, is committed to the delivery of the ***Rebuilding Ireland Action Plan for Housing and Homelessness***, which was published by the Government in July, 2016. The Action Plan commits to delivering 47,000 units by 2021. This represents an investment of €5.35 billion in housing by the Government over the period 2016 to 2021. The housing performance indicators in this report measure housing maintenance and management, private rented inspections and homelessness. In addition to these important services, housing services of local authorities provide disability grants, are responsible for estate management, administer the tenant purchase scheme, housing loans and rents and provide traveller accommodation.

HOUSING MANAGEMENT

- 2.2. The median time from vacation of the dwelling to commencement of a new tenancy shortened from 22.6 weeks in 2015 to 20.9 weeks. The median cost of repair and maintenance of a unit increased by 19.3% from €10,522 in 2015 to €12,552 in 2016. The median cost of housing maintenance in 2016 increased by 32.4% to €969 per unit.

HOMELESSNESS

- 2.3. The performance indicators use data as at 31st December 2016 when there was a total of 4,186 adults homeless and in emergency accommodation, of which 58.5% were in emergency accommodation for 6 months continuously. Subsequently, according to statistics published by the DHPLG, by October 2017 there was a total of 5,298 homeless adults and 1,463 homeless families, with 3,194 dependents. In 2016, 3,000 people exited homelessness into independent tenancies. In the first six months of 2017, over 1,800 exited homelessness into independent tenancies.

PRIVATE RENTED SECTOR

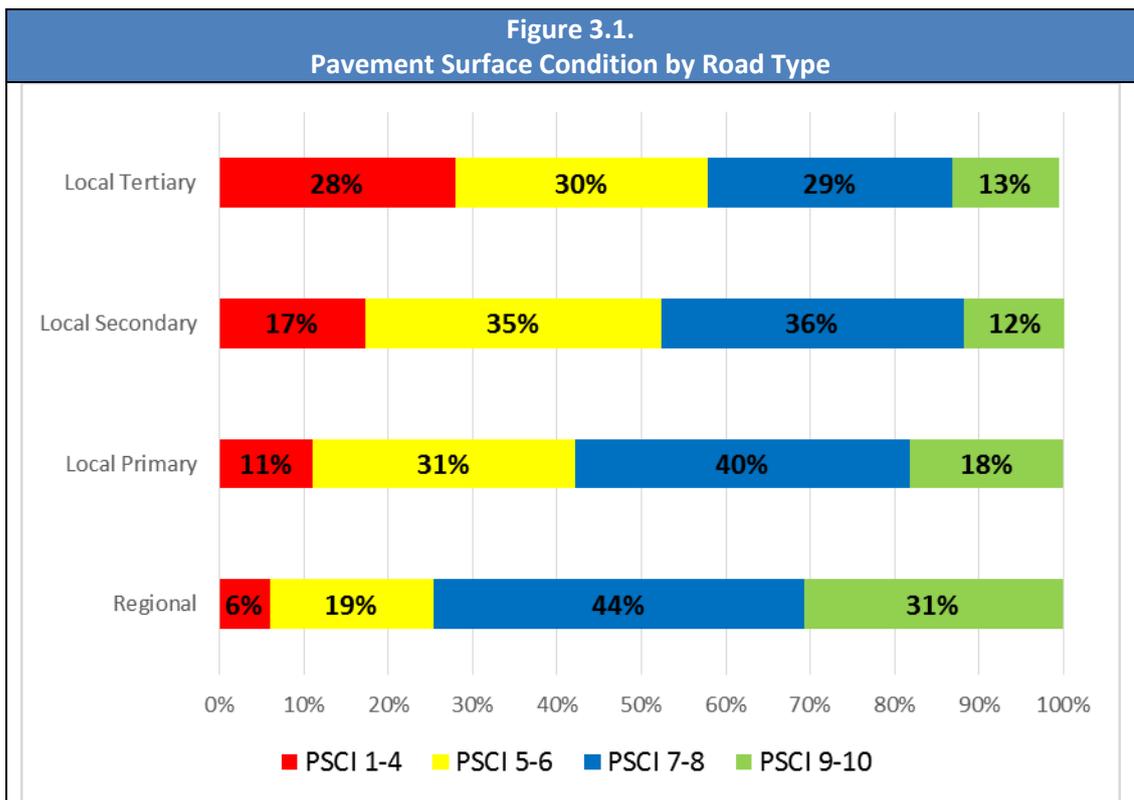
- 2.4. Between 2015 and 2016 the total number of registered tenancies increased from 308,729 to 311,295, an increase of less than 1%. This illustrates the pressures on the private rented sector. A total of 13,603 units were inspected by local authorities, of which 75% were found to be not compliant with current standards regulations.

3. ROADS

- 3.1. Local government is responsible for a total of **94,405km** of regional, local primary, local secondary and local tertiary roads in Ireland. With the exception of a number of urban local authorities, road maintenance is primarily funded through grants from the DTTAS. Between 2007 and 2017 the roads grants maintenance from DTTAS reduced from €607.5 million to €321.5 million.
- 3.2. The performance indicators present information on the road surface ratings, and the road maintenance programme. Local government plays a key role in relation to roads and transportation, including public lighting, traffic management, pedestrian pathways, parking management, road safety, safety in severe weather conditions such as flooding and cold weather, and traffic management for festivals and events.

PAVEMENT SURFACE CONDITION INDEX

- 3.3. The Pavement Surface Condition Index (PSCI) is a standardised means to assess and rate the surface conditions for roads. The data on road surfaces is derived from a central system called MapRoad. Improvements to MapRoad in 2016 enabled more accurate reporting of the data. In 2016, there were:
- A total of **13,119 km** of regional roads in Ireland, of which 98.4% were PSCI rated.
 - A total of **23,791km** of local primary roads, of which 90.4% were PSCI rated.
 - A total of **33,382km** of local secondary roads, 82.4% of which were PSCI rated.
 - A total of **24,113km** of local tertiary roads, of which 65.6% were PSCI rated.
- 3.4. For the purpose of the performance indicators, the roads that have a PSCI rating are categorised as follows:
- **Category 1-4:** Structural Distress
 - **Category 5-6:** Surface Defects; Localised Distress
 - **Category 7-8:** Surface Defects
 - **Category 9-10:** No/Minor Defects
- 3.5. The PSCI Rating for Regional Roads, Local Primary Roads, Local Secondary Roads and Local Tertiary Roads are presented in Figure 3.1.



ROAD GRANTS WORKS

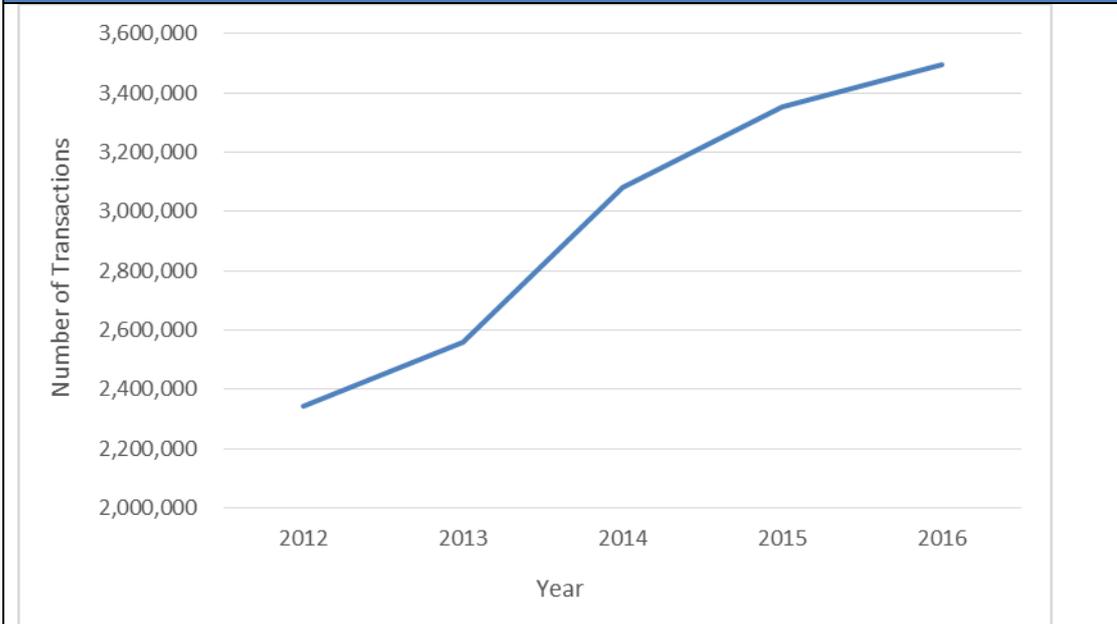
3.6. In 2016, the Department of Transport, Tourism and Sport (DTTAS) and the local authorities invested:

- €45 million to strengthen 307.9km of regional roads and €11.3 million to reseal 350.9km of regional roads; and
- €100.5 million in strengthening 1,429km of local roads and €29.3 million to reseal 1,719km of local roads.

MOTOR TAX ONLINE

In 2016 3,495,742 motor tax transactions were conducted online. This represents 70.1% of motor tax transactions. In 5 years, between 2012 and 2016, the number of motor tax transactions online increased by 49.2%.

Figure 3.2.
Motor Tax Transactions Online



4. WATER & ENVIRONMENT

WATER SERVICES

- 4.1. As previously stated, water services are transferred from local authorities to Irish Water under a Service Level Agreement with each local authority. In 2016 a total of 58,806 samples were taken at private water schemes, an increase of 6.6% over the number of samples taken in 2015. In 2016 97.8% of samples were compliant with statutory requirements.

ENVIRONMENT

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

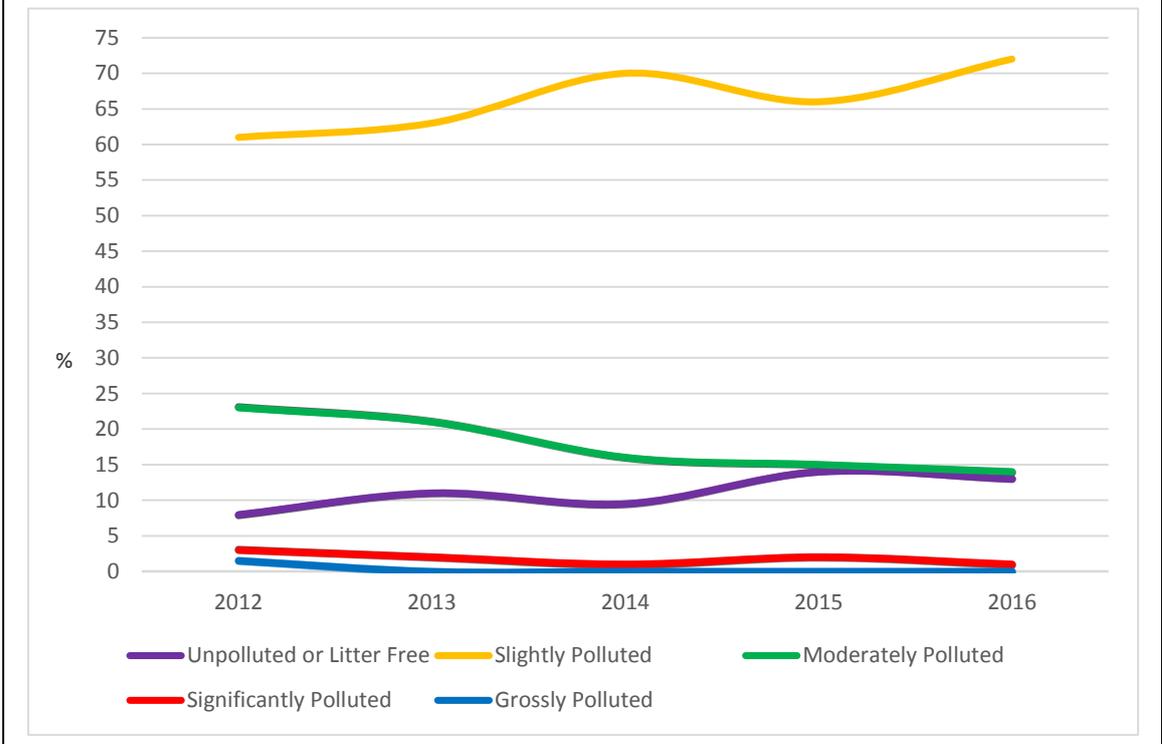
The total number of households with a 3-bin service increased by 11.3% from 575,078 in 2015 to 640,227 in 2016. By 2016 37.7% of households availed of a 3-bin service, an increase from 33.9% in 2015.

POLLUTION & LITTER

- 4.3. In 2016 a total of 63,587 pollution complaints⁴ were made to local authorities, an increase of 15% above the number of complaints made in 2015.
- 4.4. Local authorities, in partnership with voluntary groups such as Tidy Towns and Chambers of Commerce, are working to reduce the level of litter in their areas. In 2016, the median value of the areas surveyed that were unpolluted/litter-free/slightly polluted was 85%, an improvement from the equivalent figure of 69% in 2012, as illustrated in Figure 4.1. The median level of moderately/significantly/grossly polluted areas has reduced from 27.5% to 15% in the same period.

⁴ This includes litter, air, noise, waste or water pollution

Figure 4.1.
Trends in Median Levels of Litter Pollution 2012 - 2016



5. PLANNING

- 5.1. Local authorities play forward planning, regulatory, development management and enforcement roles for their areas.

NEW BUILDINGS INSPECTED

- 5.2. In 2016 local authorities were notified of a total of 12,922 new buildings, an increase of 36.9% over 2015 figures. Of these, local authorities inspected 3,222 in 2016, representing an annual increase of 26.1% of inspections of new buildings carried out by local authorities.

APPEALS TO AN BORD PLEANÁLA

- 5.3. A total of 1,451 planning decisions made by local authorities were appealed to An Bord Pleanála in 2016. Of these, 77.6% of decisions made by local authorities were confirmed by An Bord Pleanála, an improvement over 2015 when 74.3% of decisions made by local authorities were upheld by An Bord Pleanála.

COST PER CAPITA OF PLANNING SERVICES

- 5.4. The cost of planning services includes forward planning, development management and enforcement. In 2016, the cost per capita of planning services across the sector was €26.96.

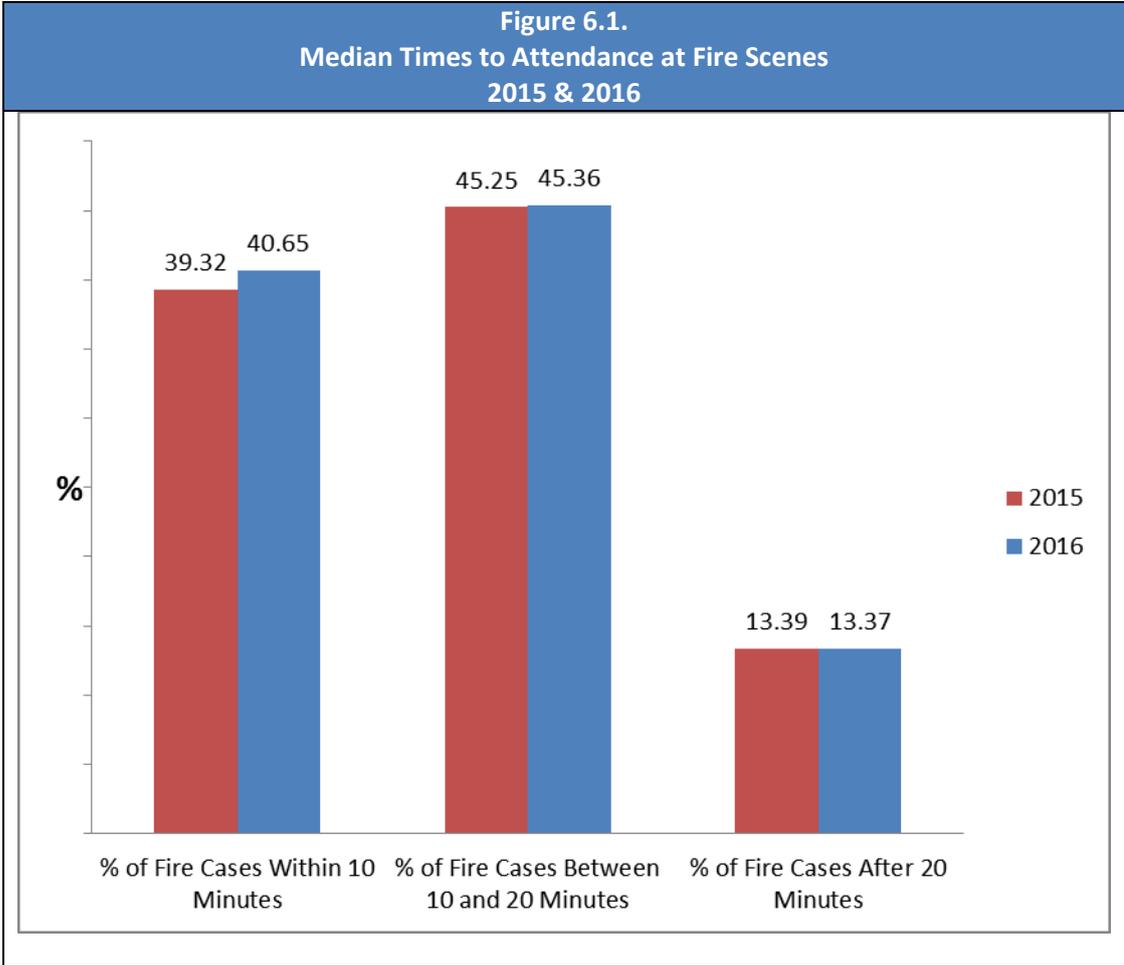
6. FIRE SERVICE

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

FIRE SCENES

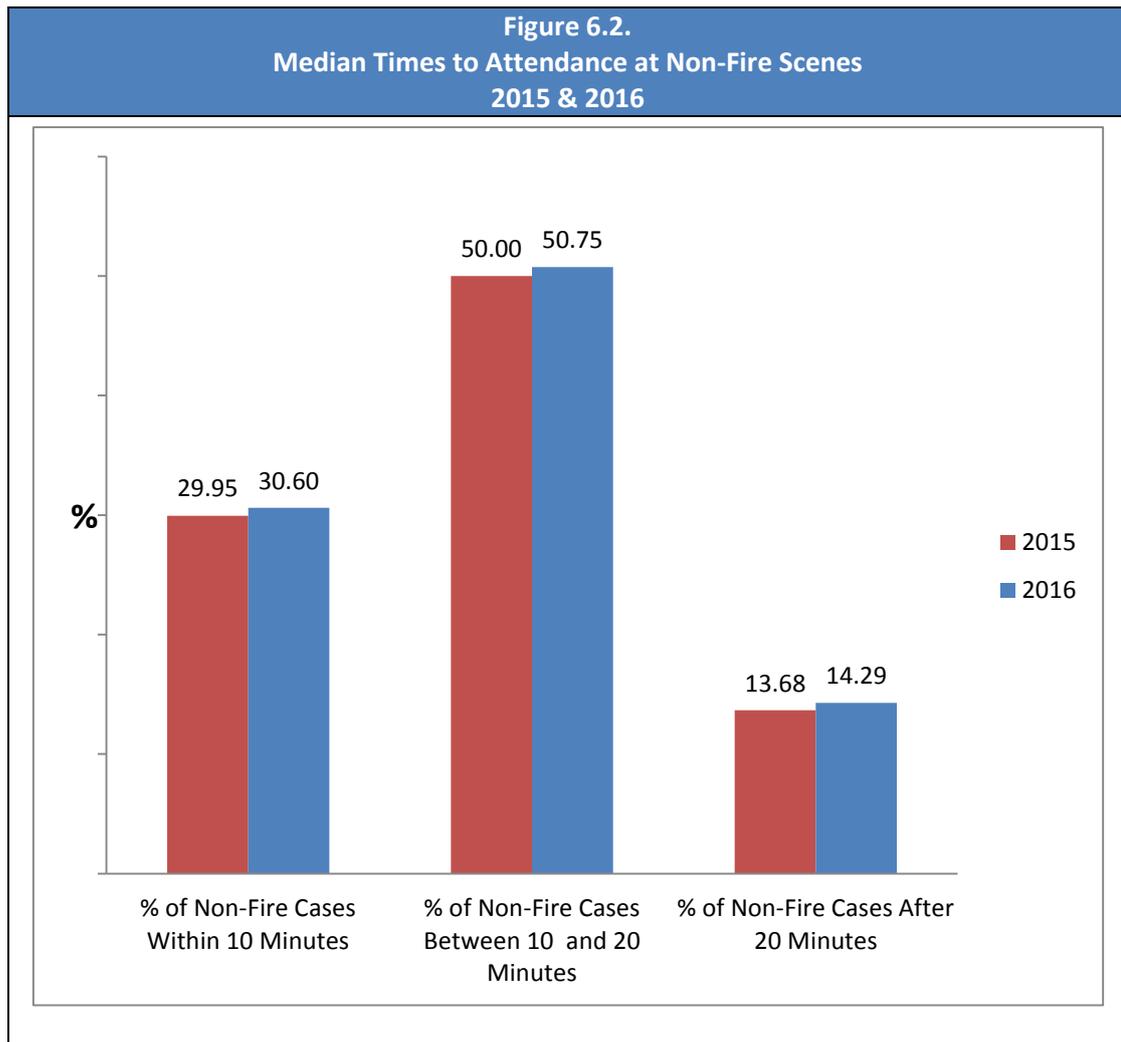
6.2. In the case of fire, in 2016 the median number of minutes taken to mobilise the fire brigade in full-time stations was 1 minute 31 seconds, while the time in part-time fire stations was 5 minutes 38 seconds. This compared with 1 minute 36 seconds and 5 minutes 27 seconds respectively in 2015.

6.3. Figure 6.1. below compares the median times of first attendance at a fire scene in respect in 2015 and 2016. This highlights relatively consistent attendance times between 2015 and 2016. It shows almost 41% of fire scenes are attended within 10 minutes while 86% are attended within 20 minutes. This compares with 40% and 85% respectively in 2015.



NON-FIRE SCENES

- 6.4. In 2016 it took a median of 1 minute 43 seconds to **mobilise** from full-time fire stations and 5 minutes 54 seconds to mobilise from part-time fire stations. This compares with response times of 1 minute 44 seconds and 5 minutes 40 seconds respectively in 2015.
- 6.5. Median **attendance** to non-fire scenes is presented in Figure 6.2 below, showing that in 2016 on average almost 31% of non-fire scenes were attended within 10 minutes and 81% were attended within 20 minutes.



COST PER CAPITA

- 6.6. The average per capita⁵ cost of fire services across the local government sector in 2016 was €56.07. The cost of operating fire services is influenced by whether the fire service operates a full-time or part-time fire brigade. Cork City is the only fire authority operating a full-time brigade with no retained fire-fighters. Dublin City provides the service for the Dublin local authorities, Dublin City, Fingal, South Dublin and Dún Laoghaire-Rathdown. Galway County Council operates a shared service for Galway City and County Councils.

⁵ 17,226 of the population receiving its first response from the Northern Ireland Fire Service has been excluded from the cost calculation.

7. LIBRARY SERVICES, YOUTH & COMMUNITY

LIBRARY SERVICES

- 7.1. In 2016 there were a total of 17,178,052 visits to libraries run by local authorities, a reduction of 1.8% over 2015. A total of 18,173,449 items⁶ were borrowed, a decrease of 0.1% since 2015. In addition to borrowing, people visit libraries to find information, get help from a librarian, participate in events and courses, access PCs and Wi-Fi, and for study and community space.
- 7.2. The cost per capita of operating the library service in 2016 was €30.05. In 2015, this was €30.02.

PUBLIC PARTICIPATION NETWORKS

- 7.3. Public Participation Networks enable the public to take an active and formal role in the policy making activities of local authorities that will affect their own communities. In 2016, a total of 11,915 community organisations were included in the County Register, an increase of 778 since 2015. Of these, 19.2% opted to be part of the Social Inclusion College of their respective Public Participation Network. Community organisations may opt to participate in one of the two other Colleges of the PPN: the Community and Voluntary College, or the Environmental College.

YOUTH

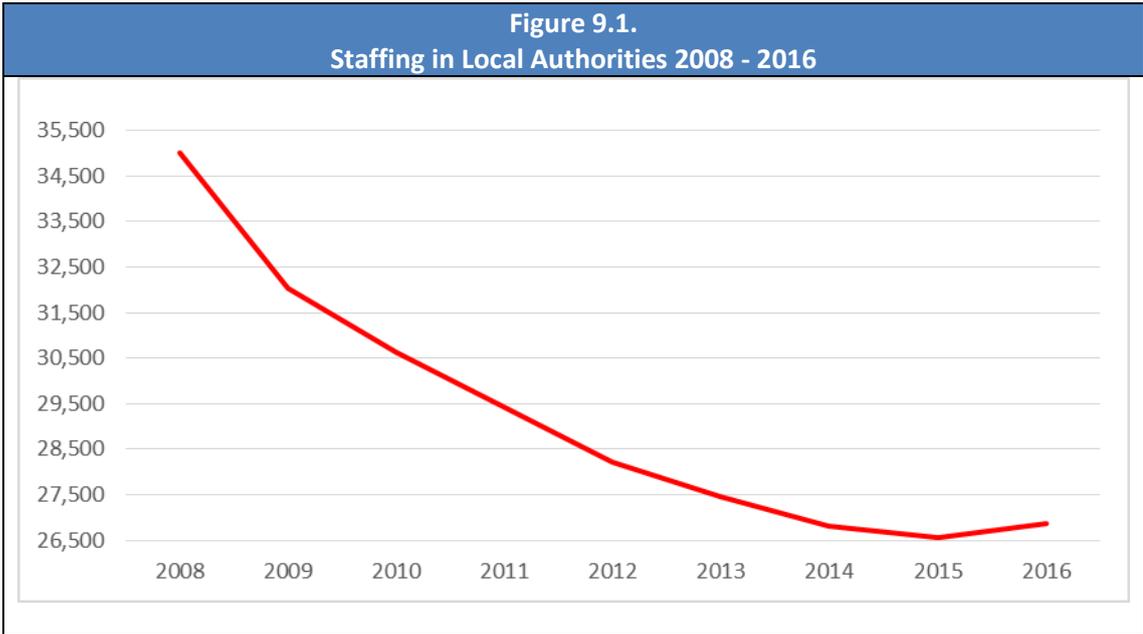
- 7.4. Comhairle na nÓg are local councils for young people to provide them with an opportunity to be involved in the development of local policies. In 2016, 68.1% of second level schools participated in the Youth Councils/Comhairle na nÓg, an increase from 67.6% in 2015.

⁶ Library borrowings include books, DVDs, audio, ebooks, e-magazines, e-audio and ProQuest etc.

8. CORPORATE

STAFFING

8.1. The number of whole time equivalent staff working in local authorities fell from 35,007 in 2008 to 26,858 in 2016, a reduction of 23.3%. The reduction rate slowed between 2013 and 2015 and in 2016 there was a small increase of 1.1% in the number of whole time equivalent staff employed in the local government sector to 26,858. As a result of the public sector recruitment embargo, by 2017 75% of staff working in local authorities are over 41 years of age. Only 4% of staff of local authorities are under 30 years.



WORKING DAYS LOST TO SICKNESS

8.2. The mean paid working days lost to medically certified leave rose from 3.52% in 2015 to 3.76% in 2016 and the mean paid working days lost to self-certified sick leave was 0.38%.

USE OF WEBSITES AND SOCIAL MEDIA

8.3. In 2016, there were a total of 59,149,740 page views of local authority websites, an increase of 6% over the 2015 figure. In the same period, there was a significant increase of 80.5% in followers of social media pages of local authorities from 644,521 to 1,163,551. These increases may in part be attributed to new online services, re-branding of services or greater public awareness of local authority online presence.

COST PER CAPITA OF ICT

8.4. In 2016, the mean cost per capita of ICT provision per whole time equivalent across the local government sector was €2,680.80.

9. FINANCE

- 9.1. As outlined in Section One, local authorities operated in a particularly challenging financial environment between 2008 and 2015, with a very modest recovery in local government finance in 2016. As a result, by 2012 the majority of councils were operating at a revenue deficit. However, by 2016 the number of local authorities operating at a deficit reduced to 13 from 16 in 2015.
- 9.2. The total revenue expenditure by local authorities in 2016 is budgeted to be €4.04bn, which represents a spend of €842 per capita based on 2016 Census data.

COMMERCIAL RATES

- 9.3. The local government sector implemented a comprehensive debt management programme that involved improved processes, alignment in reporting with methods used by other public sector bodies and a focused debt management training programme. Furthermore, rates collection targets were set for each local authority. In 2016, the collection of Commercial Rates improved in 28 local authorities, remained static in 1 local authority and declined in 2 local authorities. The mean level of rates collection increased from 82.5% in 2015 to 84.4% in 2016.

RENTS & ANNUITIES

- 9.4. The median collection rate for Rents and Annuities remained the same in 2016 at 88%. Collection rates improved in 11 local authorities, remained static in 8 authorities and declined in 12 local authorities.

HOUSING LOANS

- 9.5. In 2016 the collection of housing loans improved in the case of 19 local authorities, remained static in 5 local authorities and declined in 7 local authorities. The median reduced slightly from 71%⁷ in 2015 to 70% in 2016. It should be noted that the loan book of a local authority who loaned as a 'lender of last resort' will be slower to recover than the loan books of a bank or building society. The Mortgage Arrears Resolution Process (MARP) is a statutory framework for customers to pay arrears over a long period of time and will therefore increase the period of loan repayments while reducing the value of individual repayments.

⁷ In 2015, the median reported of 73% was based on unaudited figures and was subsequently revised to 71%.

10. ECONOMIC DEVELOPMENT

- 10.1. Local authorities play a significant role in relation to economic development. In addition to adopting and coordinating the implementation of the Local Economic and Community Plans (LECPs) and the Regional Action Plans for Jobs, the sector provides planning and development services, physical infrastructure, and supports social enterprises. It delivers a range of festivals, events and place branding, bringing tourism into cities and towns throughout Ireland.

The Local Enterprise Offices (LEOs) are central to local economic development. This support structure contributes to the creation and sustainability of jobs in local communities, strengthening new and existing business development nationwide. In 2016 the LEOs assisted businesses to create an additional 3,355 whole time equivalent jobs⁸, an increase of 203 over 2015. Two new performance indicators were measured in 2016, focusing on Trading Online Vouchers and Mentoring Recipients. The number of Trading Online Vouchers approved by the LEOs in 2016 was 1,141, while 658 were drawn down during the year. The total number of participants that received mentoring in 2016 was 7,564.

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

⁸ Where part-time jobs were created they were counted as 0.5 of a whole time equivalent. This represents a net increase in jobs created by LEO clients, and takes into account job losses. A total of 7,883 jobs were created by LEO clients and total employment by the 6,846 LEO client companies stood at 34,634 at end 2016.