

LOCAL AUTHORITY PERFORMANCE INDICATORS 2016

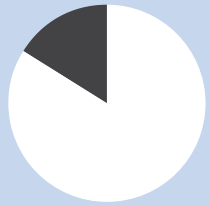
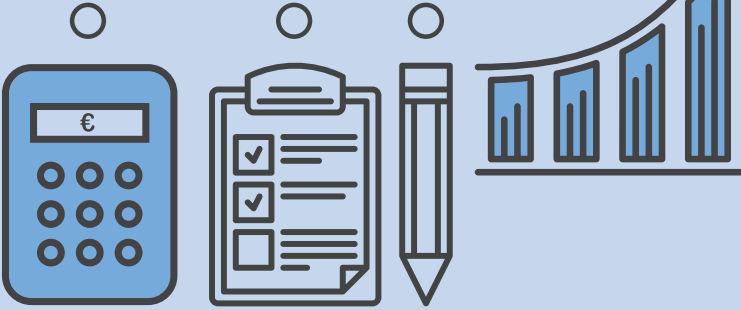


LOCAL AUTHORITY PERFORMANCE INDICATORS 2016

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

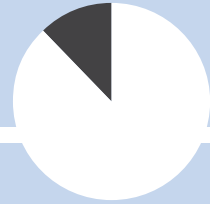
Every year, the sector publishes Performance Indicators to show the level of service provided by each City and County Council. This report provides an overview of the main indicators for 2016 and further details are available at www.lgma.ie and www.noac.ie.

FINANCE 2016



84%

Average rates collection



88%

Average rents & annuities collection



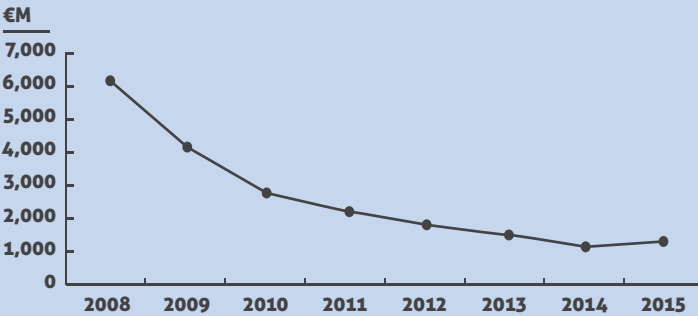
70%

Average housing loans collection

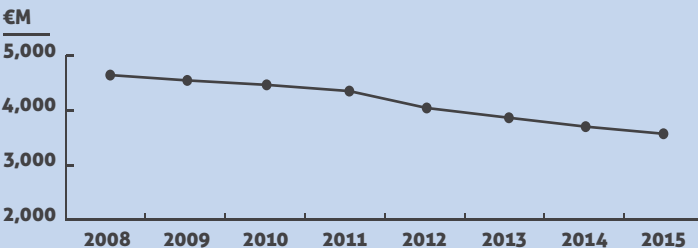
€842

Revenue Expenditure per Capita

Capital Expenditure 2008 - 2015



Revenue Expenditure 2008 - 2015



While City and County Councils still face financial challenges as a result of the economic downturn, there are positive signs. In 2012 the majority of councils were operating at a revenue deficit. In 2016 18 out of 31 were reporting a revenue surplus. Between 2008 and 2015 the revenue or current budgets of local councils reduced from **€4.72billion to €3.79billion**. Over the same period capital budgets reduced from **€6.13billion to €1.37billion**. In 2015 the revenue budget decreased by **2.3%** and the capital budget increased by **23%**.

HOUSING 2016



3.02%

Directly provided units
vacant as at 31/12/16

€969.12

Maintenance
cost per unit

21 weeks

Median re-let time

311,295

Registered tenancies

13,603

Private rented
dwellings inspected

€12,552

Re-let cost

8,587

Homeless adults and
dependents in
December 2017

75%

Inspected dwellings
in 2016 not compliant
with Standards
Regulations

37.5%

Dwellings that
became compliant
in 2016

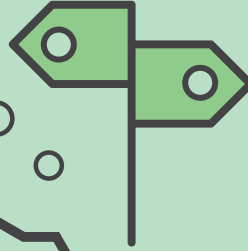
Rebuilding Ireland will invest **€5.35 billion**
in a social housing programme to deliver
47,000 units by 2021.

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

ROADS 2016



94,405 Kms
of local and regional roads



98% Regional roads surveyed

PSCI

90% Local primary roads surveyed

82% Local secondary roads surveyed

66% Local tertiary roads surveyed

75%

Regional roads

No visible / minor defects or surface defects

58%

Local primary roads

No visible / minor defects or surface defects

48%

Local secondary roads

No visible / minor defects or surface defects

42%

Local tertiary roads

No visible / minor defects or surface defects



1,737 Kms

of regional and local primary, secondary and tertiary roads strengthened



2,070 Kms

of regional and local primary, secondary and tertiary roads resealed

There are **94,405 kms** of regional and local roads in Ireland and local councils repair and maintain these roads. The Pavement Surface Condition Index (PSCI) is used to rate the surface condition of the road network.

Regional and Local Primary Roads In 2016 **58% of Local Primary Roads** surveyed had no visible/minor defects or surface defects and **75% of Regional Roads** surveyed had no visible/minor defects or surface defects.

WASTE/WATER/ ENVIRONMENT

2016



98%

of drinking water in private schemes in compliance with statutory requirements

58,806

Samples taken from private drinking water schemes



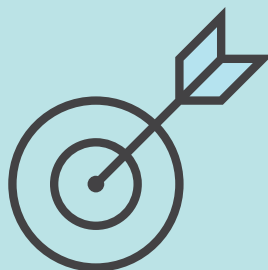
640,227

Households availing of a 3 bin service



60,602

Environmental pollution complaints closed



85%

of areas litter free / unpolluted / slightly polluted

14%

of areas moderately polluted

1%

of areas significantly polluted

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

Water A total of **58,806** samples were taken from private drinking water schemes and of these 98% were compliant with statutory requirements.

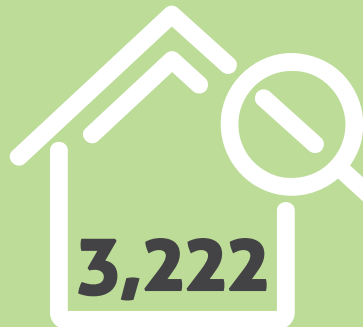
Environment City and County Councils regulate private collection services. In 2016 the number of households availing of a 3-bin collection service increased by **11% to 640,227**.

City and County Councils work with voluntary groups such as Tidy Town Committees to manage litter and pollution. In 2016 **85%** of areas surveyed were classified as unpolluted / litter-free / slightly polluted.

PLANNING 2016



12,922
Commencement notices



3,222
New buildings inspected



2,686

Enforcement
cases resolved



16,829

Planning cases on
hand at 31/12/16



5,863

Planning cases
closed during 2016

1,451 of which

Appeals to
An Bord Pleanála

78%

Upheld by
An Bord Pleanála

€26.96

Cost per capita
of planning service

Planning and Development is an important function of City and County Councils. The service includes forward planning, development management, enforcement and preparation of the County or City Development Plan. In 2016, the average cost per capita of the planning service across the sector was **€26.96**. In 2016 a total of **16,829** planning cases were on hand; **5,863** planning cases were closed; **1,451** planning decisions made by City and County Councils were appealed to An Bord Pleanála, who upheld **78%** of the decisions made by the councils.

City and County Councils were notified of **12,922** new buildings in 2016, **25%** were inspected by local councils.

FIRE SERVICE 2016



2,445

Fire Safety Certificates Issued

5.4

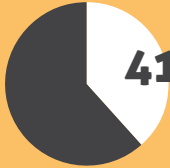
Average number of weeks to deal with Fire Safety Certificates

32,098

Emergency callouts 2016

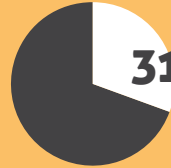
€56.07

Cost per capita of fire service



41%

Fire cases within 10 minutes



31%

Non-fire cases within 10 minutes

1 minute 31 seconds

Average time to mobilise fire brigade (full-time) (Fire)

5 minutes 38 seconds

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

1 minute 43 seconds

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

5 minutes 54 seconds

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

Local councils provide a critical range of emergency services. Fire brigades and other emergency services frequently cross their administrative boundaries to respond to an incident. In 2016 fire services responded to **32,098** emergency callouts.

The cost per capita of the fire service was **€56.07**. The cost varies from council to council, depending on whether the fire service provided is full or part-time and the geography and topography of an area.

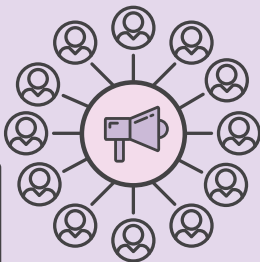
Fire scenes

The average time taken to mobilise the fire brigade to fire scenes from full-time stations was **1 minute 31 seconds** and from part-time stations it was **5 minutes 38 seconds**. Almost **41%** of fire scenes were attended within 10 minutes and **86%** were attended within 20 minutes.

Non-fire scenes

The average time taken to mobilise the fire brigade to non-fire scenes from full-time stations was **1 minute 43 seconds** and from part-time stations it was **5 minutes 54 seconds**. On average almost **31%** of non-fire scenes were attended within 10 minutes and **81%** were attended within 20 minutes.

LIBRARY SERVICES, COMMUNITY & YOUTH 2016



330

Public Libraries

17,178,052

Library visits

3.61

Visits per head
of population

€30.05

Cost per capita of
operating a library service

18,173,449

Items issued to borrowers

11,915



Organisations on the Public
Participation Network

486

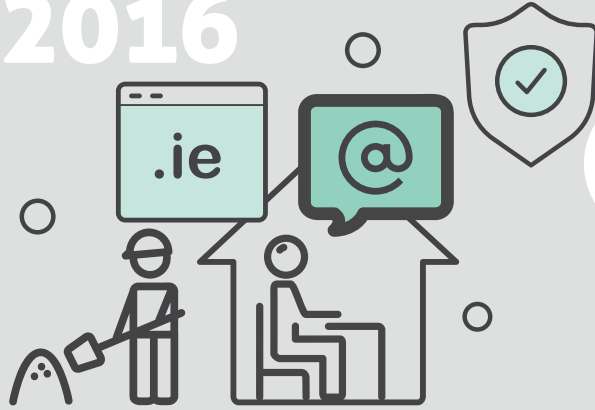
Local schools involved in the local Youth
Council / Comhairle na nÓg Scheme

Libraries There are 330 public libraries operated by City and County Councils throughout Ireland. In 2016 there were 17,178,052 visits to public libraries and 18,173,449 items were borrowed, including books, DVDs, audio, ebooks, e-magazines, e-audio and ProQuest. In addition to borrowing items, people visit the library to source information, participate in events and courses, and to access PCs and Wi-Fi. The cost per capita of the library service is **€30.05**. Free membership was introduced to public libraries in January 2016. www.librariesireland.ie

Community and Voluntary City and County Councils play a central role in the development of their local communities. The Public Participation Networks (PPNs) were set up in 2014 as a way for communities to take an active role in local policy making. There are **11,915** organisations on the Public Participation Network.

Young People The Youth Councils or Comhairle na nÓg foster civic participation among young people. By 2016 **68%** of second level schools participated in the Local Youth Council/Comhairle na nÓg scheme.

CORPORATE 2016



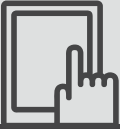
26,858
Employees

3.76%

Working days lost to sickness
absence: medically certified

0.38%

Working days lost to sickness
absence: self-certified



1,163,551

Followers on social media accounts

59,149,740

Page views of Council websites



€2,680.80

Cost of ICT per employee

70%

Motor tax transactions online

There are **26,858** employees in the local government sector carrying out a range of roles and with a broad range of skills. Roles include administrators, town planners, scientists, engineers, architects, outdoor workers etc.

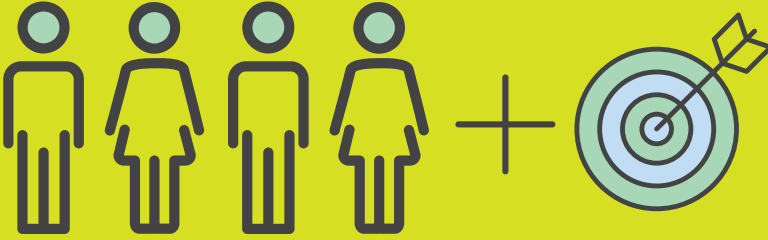
More people are using ICT to engage with their City or County Council. In 2016 there were over **59million** page views of websites operated by local authorities and a total of **1,163,551** followers of council social media accounts. In 2012, **51%** of motor tax transactions were carried out online, by 2016 that figure rose to **70%**.

ECONOMIC DEVELOPMENT

2016

3,355

Jobs created with assistance of LEOs



1,141

Trading online vouchers



7,564

Business owners received one-to-one mentoring

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

Tourism

Local authorities made an operational/revenue contribution to tourism attractions of **c.€28 million** in 2016. In the period 2011-2016, local authorities leveraged capital investment of **c.€171 million** in tourist attractions, with **c.€73 million** of this investment made by local authorities and c.€97.6million made by other stakeholders.

In 2016, local authorities leveraged **c.€22 million** in tourism infrastructure with **c.€15 million** coming directly from local authorities and **c.€7 million** from other sources. Local authorities also invested **c.€15 million** in events in 2016.



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