



Service Indicators in Local Authorities 2005

Report to the Minister for the Environment, Heritage and

Local Government by the Local Government

Management Services Board

June 2006

Foreword

As Chairman of the Local Government Management Services Board, I have pleasure in submitting to the Minister for the Environment, Heritage and Local Government the second report on the local authority service indicators. It covers the year 2005 and is based on the material submitted by individual local authorities.

The report differs significantly from the first report and concentrates on analysis and comparison of the data between 2004 and 2005. It also includes conclusions and recommendations based on the Board's experience to date. We look forward to working with the Department and the local authorities and within the Local Government Customer Service Working Group in reviewing the process to date and ensuring its continuing relevance and value in the years ahead.

E. O'Connor

Chairman

Local Government Management Services Board

Contents

| | |
|---|-----|
| Foreword..... | 2 |
| Executive Summary..... | 5 |
| Section 1: Introduction..... | 9 |
| Background and Context | 9 |
| Local Government – the Government of Difference | 10 |
| What does local government do? | 15 |
| Developments in Service Indicators since 2004..... | 16 |
| Ongoing Improvements in Customer Service | 17 |
| Recent National Developments | 18 |
| Section 2: Method..... | 19 |
| What the Service Indicators Tell Us..... | 19 |
| The Data Gathering Process | 21 |
| Reading the Tables..... | 22 |
| Decimal Places | 23 |
| Comparison Between 2004 and 2005 | 23 |
| Other Factors | 23 |
| Section 3: Culture, Recreation and Amenity Facilities | 25 |
| Arts Grants..... | 25 |
| Library Service..... | 30 |
| Recreation Facilities..... | 42 |
| Section 4: Housing and Roads..... | 47 |
| Housing..... | 47 |
| Housing Policy | 47 |
| Section 5: Water | 72 |
| River Water Pollution | 72 |
| Drinking Water | 74 |
| Section 6: Planning..... | 77 |
| Section 7: Fire Service | 124 |
| Section 8: Environment | 133 |

Local Government Management Services Board

| | |
|---|-----|
| Section 9: Motor Tax | 180 |
| Section 10: Finance | 197 |
| Section 11: Internal - Corporate Indicators..... | 211 |
| Section 12: Concluding Remarks | 223 |
| References | 228 |
| Appendix One: Report of the Independent Assessment Panel..... | 229 |
| Appendix Two: Note on Methodology | 234 |
| Comparison: Measures of Central Tendency | 234 |
| Comparison: the Mean Average and the Median Average..... | 234 |
| Comparison: Percentiles (Quartiles)..... | 235 |

Executive Summary

1. This is the second report on the service indicators in local authorities. It covers the year 2005 and is based on data compiled by local authorities and submitted to the Local Government Computer Services Board (LGCSB) in the first instance and then to the Local Government Management Services Board (LGMSB). In a small number of cases the data came from a national source on behalf of all local authorities.
2. The Report covers 42 indicators with a total of 166 pieces of data.
3. The data is presented in tabular form with a comparison where appropriate between 2004 and 2005. In summary, the report confirms that:
 - The process is embedded within the local authority system and performance measurement has become widely accepted albeit in a short period of time;
 - Systems necessary to collect the data in a uniform and cost effective way continue to be refined: this means that consistency across local authorities, while improved, has not yet been fully achieved;
 - The issue of consistency is one which needs a continuing focus and effort: in this connection it is important to note that a number of the definitions for indicators have been changed or refined between 2004 and 2005. This makes comparison across authorities problematic;
 - Each local authority, whilst part of a uniform system, has unique features which may affect the range and level of service provided; this is highlighted throughout the report.
4. Extensive use is made of statistical analysis to assess the performance of the system as a whole in 2005, relative to 2004. Though it is a very short time period, nonetheless most of the indicators show that there has been an improved performance. Particular examples of this are:
 - An increase in the percentage of housing repairs completed from a median average of 85% in 2004 to 87.2% in 2005;
 - The average time to inform applicants for shared ownership decreased from 14 days in 2004 to 11 in 2005; for housing loans, from 15 to 13 days; however the time for local authority housing applicants increased slightly from 28 to 30 days;

Local Government Management Services Board

- Building control where, in spite of the sustained activity in the construction sector, there was an overall increase in the percentage of buildings inspected from a median average of 18.5% in 2004 to 20.8% in 2005;
 - An overall improvement in the time taken for the first fire tender to arrive at the scene of a call out – with 47.9% in less than 10 minutes (45.8% in 2004) and a fall in those over 20 minutes from 11.7% to 11.2%;
 - The environment indicators overall tell a positive story: an increase from 82% to 95% in the percentage of households who have a segregated collection of waste provided directly by the local authorities ; the average median for material collected from householders and recycled has risen from 16.7% in 2004 to 20.2% in 2005, while the percentage of materials collected and landfilled has fallen from an average median of 82% in 2004 to 77.5% in 2005;
 - The number of bring banks and civic amenity sites represents a significant improvement across a range of materials recycled – glass, cans, textiles, batteries oil and other.
 - Litter where the percentage of “litter-free” areas increased from 5% to 6.1% and that for “grossly polluted” decreased from 1.8% to 1.5%.
5. Some results show little change or in a small number of cases a disimprovement between the two years. Examples of these are:
- Housing loans, where there has been an increase in loan arrears more than 3 months old, from an average of 70.8 in 2004 to 82.8 in 2005.
 - A small decrease in the number of prosecutions taken for non-payment of on-the-spot fines for litter.
 - A decrease in the amount and area of road surface dressed.
6. One area that the report focuses on is the responsiveness that customers can expect from their local authority. In this connection the indicators on preplanning consultation, motor tax and housing are relevant. The figures for motor tax are interesting with a total of 4.6m transactions being handled in 2005; while the majority of these (59%) are carried out over the counter, 16% of transactions are now carried out online. Given that this service was only introduced in 2004, it demonstrates that customers are choosing to use a very efficient service delivery mode and one that enhances the experience for them. It will be interesting to monitor this in the years ahead.

7. The role of local authorities in libraries, arts, culture and recreation has increased considerably in recent years. The indicators do not capture the full extent of this involvement, a fact that has been acknowledged. Nonetheless, the data shows that between 2004 and 2005, the total expenditure on arts grants increased by 11.7%, with an increase in the median value of grants from (€)1,828 to (€)1,976. The report also confirms an increasing involvement by local authorities in the provision of playgrounds and other facilities in line with the National Play Policy.
8. The report confirms the extent of changes in either definitions or methodologies between 2004 and 2005. These changes were done either to improve the consistency or to enhance the richness and usefulness of the data. While there is a short term loss in terms of comparability of the data, it is hoped that this will be compensated for by the longer term benefits. In a small number of cases the changes were initiated by the LGMSB, in conjunction with practitioners, and work was undertaken to improve the collection systems and processes in place in local authorities. The fruits of this work should become apparent in the years ahead. This type of development is to be expected in the early years of measuring performance, and should also lead to a more cost effective approach to the data collection at individual local authority level. It provides additional evidence of the active use by local authorities of the material being generated through the indicators.
9. The overall intention of performance measurement is to improve the service from local authorities. By using the results, Managers at local level are enabled to focus attention on areas where improvement could be effected to the benefit of customers. This aspect will become increasingly important as the bank of data increases over time.
10. The LGMSB has amassed considerable experience in the course of working with local authorities on this initiative over the last two years. Arising from this experience, a number of recommendations are made which would enhance the process. These can be actioned either at individual local authority level or by the Local Government Customer Service Working Group which has been involved in the process since the beginning.
11. It is the view of the Board that a balance should be struck between the desirability of measuring all aspects of the work of local authorities on the one hand and the need to keep the effort

involved commensurate with the value that accrues. This might be borne in mind in the review process that is currently underway.

12. Finally, the report also incorporates as an appendix the report of the Independent Assessment Panel. This group was appointed by the Minister to review the approach by local authorities to the data collection and to verify their data. The Panel undertook a greater number of visits than in last year and in overall terms were satisfied that those local authorities were in compliance with the approach to and gathering of the data. Their role is an essential part of the process.

Section 1: Introduction

Background and Context

Wide-ranging measurement of performance across 42 indicators was implemented in the local authority system in 2004. The approach was based on a report published the previous year, *Delivering Value for People – Service Indicators in Local Authorities*. The Local Government Management Services Board (LGMSB) was given the task of external monitoring and verification of the data, as well as the compilation and analysis of a central set of indicators. The Board was also required to make an annual report to the Minister for the Environment, Heritage and Local Government. This is the second report, and covers data from all County and City Councils in respect of the year 2005. The format is quite different to the report in respect of 2004. In this case, the emphasis is on presenting the data for 2005 and comparing the results nationally with those for 2004.

The remainder of this section of the report covers some general information on local authorities, on recent relevant developments in local government and on the experience and learning to date from the initiative. It also highlights the diversity between local authorities. This should serve as useful contextual information for the reader.

Section Two of the report explains the method used in gathering the data and gives some guidance for the interpretation of the tables and the comparison between 2004 and 2005.

The core of the report presents the service indicator data, analysis and contextual information all together, structured under thematic headings, as follows:

Section 3: Culture, Recreation and Amenity Facilities

Section 4: Housing and Roads

Section 5: Water

Section 6: Planning

Section 7: Fire Service

Section 8: Environment

Section 9: Motor Tax

Section 10: Finance

Section 11: Internal - Corporate Indicators

In each case, the approach is the same: the Tables for 2005 are presented, followed by comparative data (2004/2005). After that, there is some discussion on highlights and key trends. Many local authorities provided summary explanations for their performance under certain indicators. Not surprisingly, similar factors affect performance across the sector. For ease of reading, these points have been collated and are made more generally except where there is a specific need: in such cases, they are included as footnotes to the relevant table. Local authorities may of course wish to use such information in presenting their performance locally.

Finally, Section 12 gives an overview and concluding remarks in relation to this year's service indicators, as well as recommendations for improving the process in the years ahead. Appendix One gives the report of the Independent Assessment Panel which inspected a number of the local authorities in the course of its evaluation of their data returns. Appendix Two provides a more detailed explanation of the methodology used in the report. Both the full report and the results of the Service Indicators for 2004 can be accessed on www.lgmsb.ie.

Local Government – the Government of Difference

In examining the data that follows in the main body of the report, it is important to bear in mind the diversity of local authorities. Each local authority is different, although providing a similar range of services. Their *raison d'être* is to respond to local needs as represented by local politicians, while taking into account national policies and priorities. They are part of a national system, but primarily focused on local need. As *Delivering Value for People – Service Indicators in Local Authorities* (2004) noted, experience from other countries suggests that diversity between local authority areas can have an important impact on performance:

“It is acknowledged in many of the examples in different countries, as well as in the literature on performance measurement, that a number of local factors over some of which a local authority has little or no control, will have an influence on indicators...” (Delivering Value for People, 29)

Key differences that are relevant include:

- Geographical size;
- Population density;
- Demographic change;
- Levels of poverty, unemployment and deprivation;
- Levels of inward investment.

Some of these features are illustrated in the diagrams that follow.

Fig 1: County and City Area by Size (Sq Km)

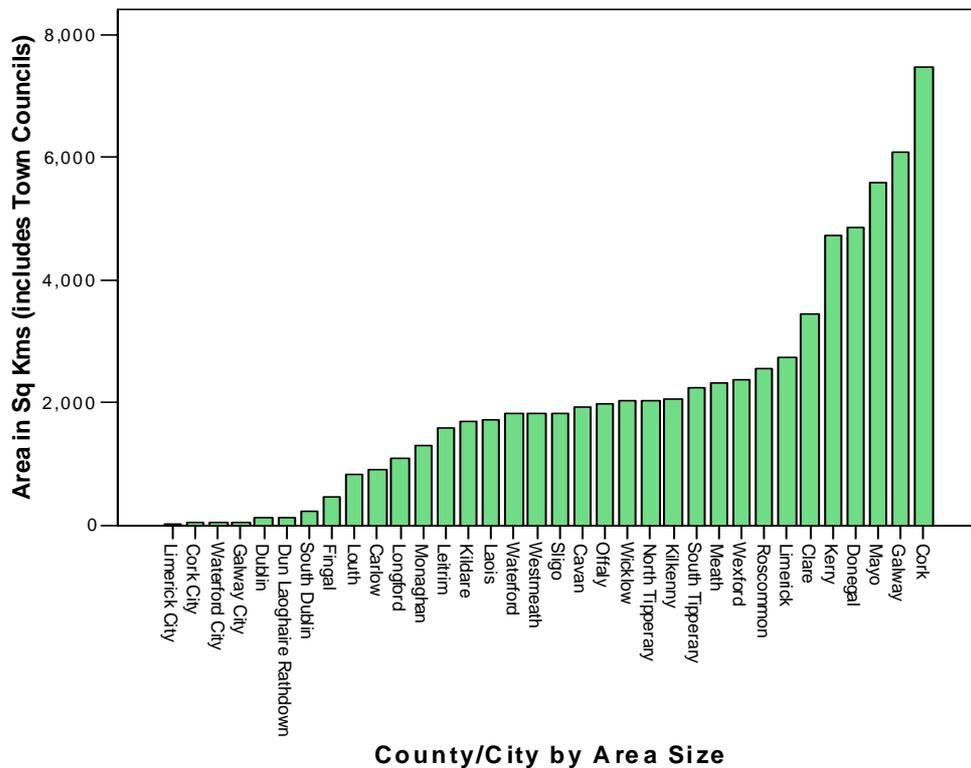
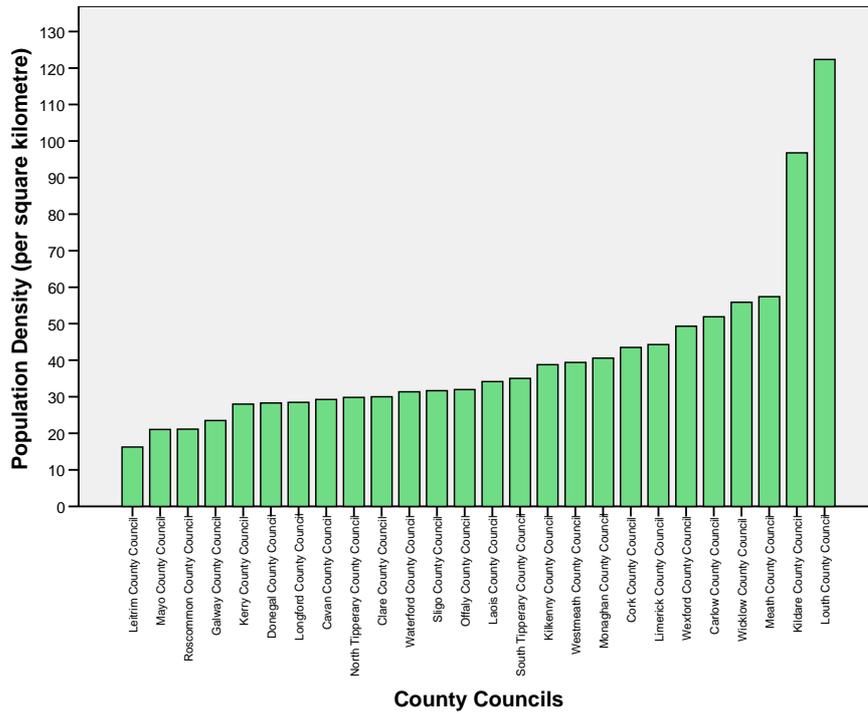
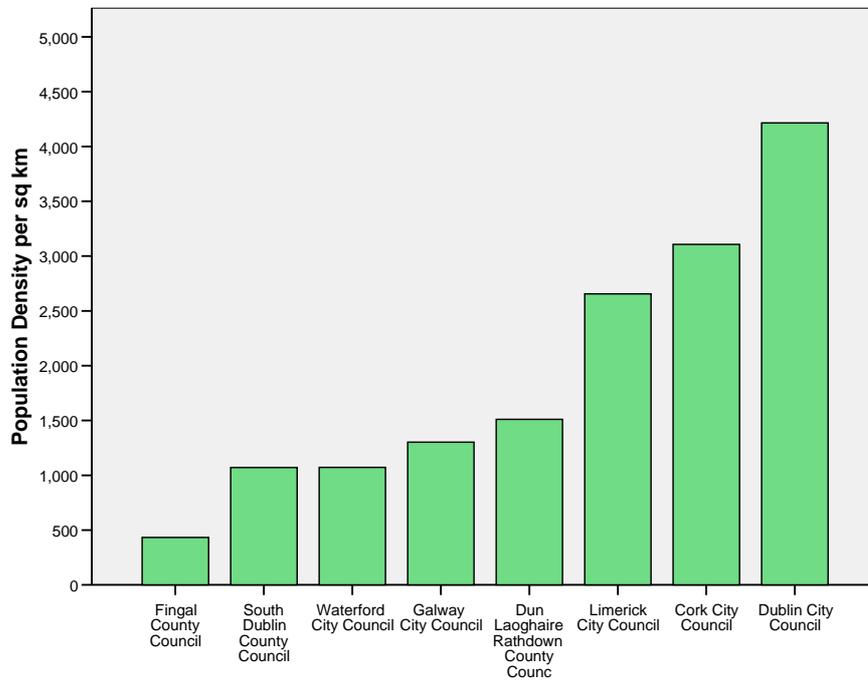


Fig 2: Local Authority Population Density – County Councils



Note: Dublin Councils & City Councils excluded from graph

Fig 3: Population Density – Dublin Authorities and City Councils



Based on 2002 Census data

Fig 4: Income Distribution by Local Authority

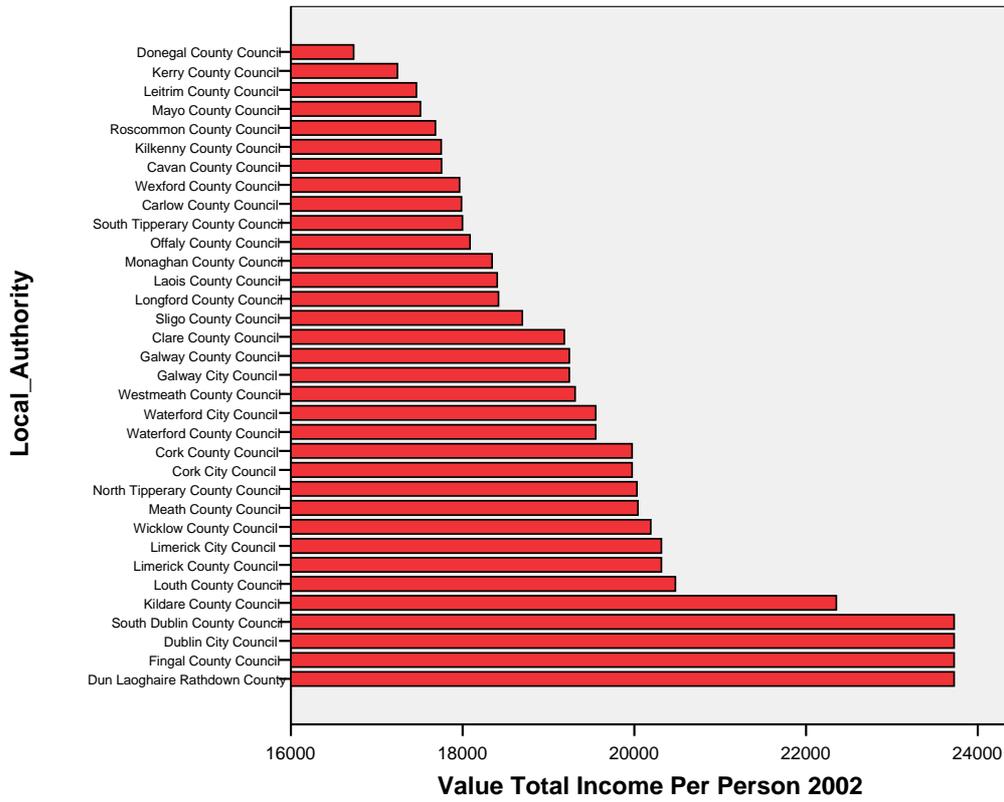
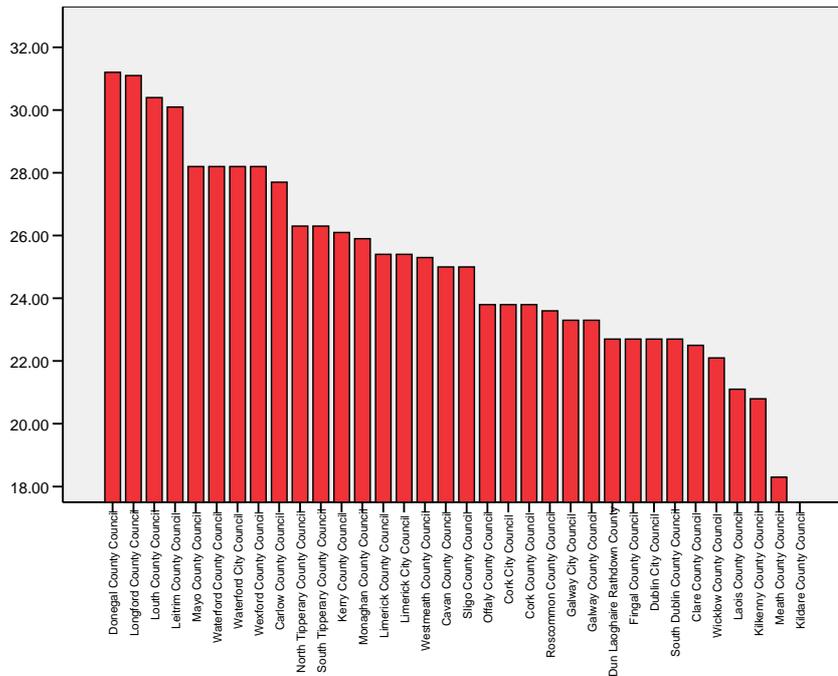


Fig 5: Percentage Recipients of Social Welfare Payments by County/ City Council 2004



% Recipients of Social Welfare Payments by County/City 2004

Source: CSO.

As *Delivering Value for People – Service Indicators in Local Authorities (2004)* emphasises, such differences show that it is not always meaningful to compare results *across local authorities*, but rather that it is more appropriate to compare *the performance of individual local authorities over time*:

“Where comparisons are drawn either at a local or a national level, they should be appropriate and in context (Delivering Value for People:30).”

The indicators are also useful in establishing the effectiveness of programmes, focusing on the quality of service delivery and the impact on the customer. In practice, they are used as an additional monitoring tool, providing evidence to elected members, City/County Managers and the public on a wide range of local authority services.

What does local government do?

The core functions of local government can be divided into eight broad categories, known as 'Programme Groups'. They are divided as follows:

- Programme Group 1 - Housing & Building
- Programme Group 2 - Road Transportation and Safety
- Programme Group 3 - Water Supply & Sewerage
- Programme Group 4 - Development Incentives and Controls
- Programme Group 5 - Environmental Protection
- Programme Group 6 – Recreation, Amenity & Culture
- Programme Group 7 - Agriculture, Education, Health and Welfare
- Programme Group 8 - Miscellaneous Services

The range of functions carried out by local authorities, and their impact on individuals, on the wider community and the economy as a whole are often taken for granted. On a local level, local authorities provide more than 100 different services; they employ 34,000 people; they are responsible for approximately 9.5 per cent of government's current expenditure; and manage fixed assets of approximately €81 billion.¹

In 2004, the cost of delivering local authority services was €7.4 billion. Just under half of the overall expenditure, €3.6 billion, was spent on revenue or current expenditure on day-to-day running costs such as staffing, housing maintenance and refuse collection; the remaining €3.8 billion was invested in capital projects such as recycling facilities, housing, improved road networks and water services (Source: DoEH&LG, *Local Authority Budgets 2004*).

¹ The Office for Local Authority Management has produced a number of general factsheets on local government services which can be accessed on www.lgmsb.ie; Indecon's "Review of Local Government Funding" (2006) is the most recent source of information on local government finance and can be accessed on: www.environ.ie.

The strong performance of the Irish economy has also had a considerable impact on local authorities in recent years. For instance, local authorities play a key role in the provision of necessary infrastructure under the National Development Plans, while the high level of activity in the construction industry is reflected in increased work in the area of planning. Likewise, the increasing national population places greater demands on local authorities' provision of housing and other services.

Developments in Service Indicators since 2004

The Minister for the Environment, Heritage and Local Government, Mr. Dick Roche, TD., launched the first report under this initiative on 21 July 2005. In his speech, the Minister recognised that the development of performance indicators was a significant innovation for the sector as a whole. He went on to outline that service indicators:

- underlined local government's continued and real commitment to the modernisation agenda;
- emphasised the clear focus of that agenda on the end-users of public services;
- are an important step in measuring performance right across the sector and provide a valuable baseline against which future performance can be assessed.

Since then there have been a number of developments of relevance. The initiative was one of 20 projects to receive a Public Service Excellence Award in 2005, out of 153 nominated entries. The project has also been the focus of considerable interest from other parts of the public service.

The need for consistency in approach has been identified by many writers, including Boyle (2000), as being critically important in the development of comparative performance indicators. The Minister accepted the desirability of maintaining the same set of forty-two indicators for a three-year period "to facilitate local authorities in tracking their performance over the three year period 2004 to 2006" (21st July 2005). This has also been helpful in "bedding down" the process.

However, the difficulty in achieving absolute consistency across a wide range of indicators and among the different, already existing data-collection methods used by local authorities has been recognised. The refinement of the methodology underpinning the indicators is an ongoing process designed to

achieve greater consistency and reflects the collective learning and experience from the production of the 2004 Indicators. During 2005, work was undertaken to further clarify the approach to be used in compiling data under some headings. In the light of the 2004 experience, revised guidance on how to calculate and collate the indicators was provided to local authorities in the form of a composite document produced by the DoEHLG: *National Service Indicators: Methodology for Compiling Data: Appendix II* (December 2005).² In a number of cases, the revised methodology required additional information to be submitted in relation to specific indicators. In others, most notably planning, these changes in the methodology were significant and should be borne in mind by the reader, as they limit the comparability of the 2004 and 2005 data. Additional guidance was produced by the LGMSB in relation to the calculation of corporate indicators, including sick leave absence indicators and the training and development indicator. It was hoped that this, too, would increase the accuracy of the data in this year's tables.

Ongoing Improvements in Customer Service

Apart from the Service Indicator initiative, local authorities continue to collaborate with the Department of Environment, Heritage and Local Government (DoEHLG) in order to maintain and drive a customer-focused approach. In July 2005, the Local Government Customer Service Group published new guidelines for local authorities on customer consultation and complaints procedures. The guidelines offer advice to local authorities on approaches to consulting service users in relation to the operation of their services and they also provide examples of good practice by local authorities. The Customer Complaints Guidelines draw on guidance from the Office of the Ombudsman on good practice and identify the key principles and features of an effective complaints system. They emphasise the importance of fostering a positive attitude to complaints within local authorities at all levels across the organisation and suggest that complaints procedures be kept simple and user-friendly.

² A copy of this document can be accessed on www.lgmsb.ie.

Recent National Developments

The local government system has taken a lead in developing a performance measurement system in the public sector. As part of the wider commitment to public service reform, the Government recently signalled its intention to develop and review a set of performance indicators to be used across the public service in a new reporting system to the Oireachtas (Speech by an Taoiseach, Mr Bertie Ahern, T.D. at the Inaugural IPA National Conference on "Moving Towards the Public Sector of the Future" in the Grand Hotel, Malahide, 8th June 2006). The local government system has gained much in the way of learning and experience from the service indicators process. This knowledge and best practice as it currently exists should be disseminated to other sectors in the public service in developing performance measurement tools.

Section 2: Method

What the Service Indicators Tell Us

There are service indicators across a wide range of services. The indicators are presented under ten headings: *Housing & Roads; Water; Planning; Fire Service; Environment; Culture, Recreation and Amenity; Motor Tax; Finance and Internal Corporate*. In many cases a given indicator is actually composed of several statistics.

There are two central criteria that service indicators should fulfil. Firstly, the indicators should measure something in a relatively straightforward manner so that the meaning is easily understood. Secondly, by using the indicators it should be possible to track change in performance over time.

In the first case, it is important that the selected service indicators are relatively easy to measure, that the data is available, and that the same method is used by every local authority to compile the data. For most of the indicators this is the case; however for some indicators it is important to note that existing internal data-gathering methods can vary and this variance may affect the result. With the introduction of an established set of service indicators, considerable effort has been applied, both nationally and locally, to standardising the methods for measuring the indicators involved. The revised guidelines issued by the DoEHLG (January 2006) are also intended to clarify exactly what is required for each indicator. However, through its contact with individual authorities, the LGMSB is aware that despite clarification and communication some variation in interpretation has persisted.

One downside of the “*straightforward to measure*” criterion for service indicators is that much of the work of local authorities is not easy to measure. Local authorities offer a wide range of services and supports to local activity and the breadth and diversity of this activity is not easily captured. For example, the variety of arts related assistance is not fully reflected under the funding-based indicators for local authority support of the arts. When reviewing the data then, it is important to remember the existence of this wider, more qualitative context to the figures.

The second aspect of service indicators is that *they should allow change in performance to be monitored over time*. Where possible, a change in performance should be open to interpretation as a positive or negative development in the level of service offered by a local authority. For example, an overall reduction in fire call-out or attendance times should indicate an improved performance. Or to take another example: if a higher percentage of household waste is recycled then this has to be seen as a positive development, in line with national and EU targets for recycling. On the other hand, figures such as tonnes of waste recycled are not indicators in themselves; they are merely data that allows us to calculate the percentage. For example: a decrease in tonnes recycled could be a good thing if less waste in general is being generated, but it could also be negative if it means that a lower percentage of waste is being recycled. For these reasons, the contextual information attaching to the indicators needs to be borne in mind when interpreting the data.

Caution should be exercised in treating the indicators in isolation from their contextual background for a number of reasons. Firstly, a “negative” result in relation to an indicator could reflect better quality data being used in calculations. Secondly, a positive development in local policy can sometimes have an unintentional impact on “performance” as measured by national indicators. For example: in examining its waste enforcement policy, a local authority might decide to prioritise its scarce resources in tackling serious illegal waste activities. In this case, the policy results in more effective enforcement – the prosecution of a small number of high profile offenders and the prevention of serious pollution activities on the ground – but the policy might also result in an overall decrease in the number of on-the-spot fines or prosecutions in respect of lesser offences. Similarly, another example would be where the reduction in the use of bring banks (a “negative” change in isolation) can be caused by increased collection of recyclables directly from households and an overall increase in waste recycled.

For some of the indicators it is not possible to be sure whether they have a positive or negative connotation, for example, the area of roads that was re-surfaced during the year. Even as a proportion of the total area of roads in a local authority area, it is not clear that an increase in the percentage re-surfaced is a positive development. Furthermore, such an increase could be due to more effort being spent on improving the roads, but it could also be due to poorly surfaced roads needing more frequent

re-surfacing, or it could simply be a reflection of increased usage. Readers are cautioned to be wary of those indicators where change is open to various interpretations.

While the forty two indicators were selected so that they could be easily understood, the data should be readily available and collectable and the results should also be meaningful in demonstrating local authority performance over time, and a balance has to be sought between the effectiveness of a particular indicator, and the efforts and resources involved in obtaining the data.

Awareness of some of the limitations outlined above is important. As indicated earlier, work undertaken during the year by the DoEHLG with the LGMSB and practitioners has resulted in some changes in definitions and methodology. Where these have a significant impact on the data relative to 2004, this is signalled in the relevant part of the report. Over time, this work will continue and should further reduce the potential for varied interpretation of the indicator methodology. During 2006, a review of the overall process has been initiated with a view to ensuring that the experience gained to date is reflected in the Service Indicators from 2007 onwards.

The Data Gathering Process

The LGMSB is required to report to the Minister for the Environment, Heritage and Local Government on the set of 42 local authority service indicators on an annual basis.

The data gathering process involves active collaboration between key stakeholders including local authorities, the LGMSB, and the Local Government Computer Services Board (LGCSB). Each local authority submitted their figures electronically to the LGCSB, with a deadline of 31st March 2006.³

The LGCSB then created data files from these submissions for use by the LGMSB. The tables and summary statistics which form the basis of this report were prepared by the LGMSB. As part of the

³ In practice, some local authorities had difficulties meeting this deadline. Also, as the process continued between April and June 2006 there were some revisions of the data. It is important that such teething problems are resolved, if service indicators are to become a routine aspect of local government.

quality assurance process, the LGMSB also identified anomalies in the data and, where necessary, gave local authorities an opportunity to review them.

Although every effort has been made to ensure the accuracy of the material contained in the report, complete accuracy cannot be guaranteed. All or part of this publication may be reproduced without permission, provided that the LGMSB is acknowledged as the source.

Reading the Tables

The 42 indicators each deal with an individual theme or local authority service. In the case of the 2005 indicators, this generated 166 separate pieces of data for analysis. For instance, P1 (Planning) required local authorities to submit 36 separate items of data.

The LGMSB considered how to present each indicator, and in some cases, the separate elements of each indicator, for ease of use and presentation. The reference numbers used throughout are those used in the agreed definitions and methodology. They are, therefore, easily recognised by staff of local authorities. In general each section includes the relevant tables for each indicator, standardised for ease of reference and showing one or more indicators for 2005 with the figure for each of the local authorities in alphabetical order. A national total is given where this is appropriate. Tables are generally preceded by contextual background information. Summary statistics are given as part of the comparison figures between 2004 and 2005. The 2004 Service Indicators are accessible at: www.lgmsb.ie.

In a number of cases, services are provided jointly by one authority for a number of other authorities, such as services provided by a city on behalf of a county. In these cases, the figures are presented for the authority actually providing the service. For example, Dublin City Council provides the fire service for the neighbouring authorities: Dún Laoghaire Rathdown, Fingal and South Dublin.

Decimal Places

Some indicators were reported by the local authorities with multiple decimal places. In order to preserve clarity in the tables, these figures were rounded. In most cases, percentages were rounded to one decimal place while counts were rounded to the nearest whole number. In areas where the indicator focuses on only a small range within percentages, these are given to two decimal places as this is more appropriate to highlight change in these cases. Numbers ending in 0.5 were consistently rounded up. In some cases percentage figures will total 100.1% or 99.9% due to rounding.

This approach has been adopted throughout the report to ensure a clear and consistent focus upon what the indicators represent, rather than on multiple decimal places that do not actually represent significant change.

Comparison Between 2004 and 2005

In this report, the national results for every indicator are, where appropriate, compared in the same manner between 2004 and 2005, as shown:

| Indicator number and title | | |
|----------------------------|-----------------------|--|
| N | Valid | This shows, for each year, the total number of authorities with valid figures for inclusion in the descriptive statistics |
| | Missing | This shows, for each year, the number of authorities for which the indicator was non-applicable. These are marked N/A in the tables. |
| Average | Median Mean | These are the average figures for each year. |
| Percentiles | 25% | This is the cut-off point for the lowest and highest quarters of the indicators (also called the “first quartile” and “fourth quartile” respectively). |
| | 75% | |

For a detailed explanation of “mean” and “median” averages and “percentiles” see Appendix Two.

Other Factors

Census Data

In a number of cases, the service indicators are used to chart the level of output produced or transactions dealt with, on a per capita basis. For instance, the environment indicators measure the number of recycling facilities per 5,000 head of population or tonnages recycled per 5,000 head of

population; indicators relating to recreational facilities such as swimming pools and playgrounds measure the number of swimming pool visits per 1,000 population and the number of playgrounds provided per 1,000 head of population respectively.

In each case, the indicators rely on census data from 2002 to calculate the indicators. At the time of writing, the CSO has yet to publish the findings of the 2006 Census but it is anticipated that this will reveal a substantial increase in the national population. Obviously, any revision in census figures will have implications for the future calculation of some indicators, and for comparison between 2004, 2005 and future years.

The LGMSB has also noted that the per capita indicators are measured using different population scales i.e. per 1,000 head of population in some cases, or in others per 5,000 head of population. The LGMSB considers that in future years it would be desirable to standardise these indicators to per 5,000 head of population scale for consistency.

Section 3: Culture, Recreation and Amenity Facilities

Arts Grants

Traditionally, local authorities have played a strong role in supporting local arts activities – e.g. through commissioning and funding local works of art, making locations available for exhibitions and displaying works of art in prominent public buildings. Most local authorities now employ an Arts Officer, part-funded by the Arts Council. Local authorities' remit in supporting the arts stems from a number of sources. For instance, Section 12 of the Arts Act, 1973, enables local authorities to “assist with money or...by the provision of services or facilities...an exhibition or other event the effect of which when held would, in the opinion of the authority, stimulate public interest in the arts, promote the knowledge, appreciation and practice of the arts, or assist in improving the standard of the arts”.

In more recent years, local authorities were given a wider role under the Local Government Act 2001 to “promote the interests of the local community” centred on a more holistic approach to community development, and such powers have been used to boost arts funding as part of long-term strategies to encourage both economic and cultural development. Nationally, the need for positive action to promote social inclusion activities in local areas has long been recognised, most especially through the roll-out of pilot Social Inclusion Units in local authorities. In turn, local councils have come to realise the merits of artistic and cultural activities as socially integrative forces. As a consequence, modern local authorities invest considerable sums in local arts centres, placing a greater emphasis on community participation in the arts at all levels.

The service indicators measure both the number and value of arts grants allocated by local authorities in a given year. It is recognised that the service indicators relate to Arts Grants only and are not a comprehensive measure of the total level of support, or of the range of varied arts programmes that are directly provided and supported throughout the country by local authorities.

Essentially, therefore, the indicators measure a small proportion only of the total support given to the arts by local authorities on a consistent basis. Many local authorities submitted examples of different

and greater forms of financial and other support and provided details of their overall expenditure on the arts. For instance, the indicators do not include local authority capital investment in art galleries and arts centres; they do not reflect total expenditure on council arts programmes, sponsorship of major arts festivals or provision of facilities for outdoor concerts; the Dublin City figures do not reflect the costs of running and refurbishing the Hugh Lane Art Gallery, while the Cork City figures do not reflect the costs of support to the City of Culture Arts Programme.

In addition, it has become clear that the two indicators may have been interpreted in different ways by local authorities. The reader should bear that in mind in reviewing and interpreting the data in the table that follows.

Table 1: Number and Value (€) of Arts Grants Allocated

| | AC 1 Total number of arts grants | AC 2 Total value (€) of arts grants allocated per 1,000 population |
|--------------------------------|---|---|
| Carlow County Council | 17 | 774 |
| Cavan County Council | 44 | 676 |
| Clare County Council | 78 | 3,573 |
| Cork City Council | 75 | 2,478 |
| Cork County Council | 136 | 514 |
| Donegal County Council | 84 | 219 |
| Dublin City Council | 86 | 706 |
| Dun Laoghaire Rathdown CC | 50 | 3,586 |
| Fingal County Council | 67 | 3,727 |
| Galway City Council | 80 | 3,846 |
| Galway County Council | 123 | 1,650 |
| Kerry County Council | 111 | 600 |
| Kildare County Council | 115 | 1,424 |
| Kilkenny County Council | 41 | 1,155 |
| Laois County Council | 26 | 2,341 |
| Leitrim County Council | 27 | 1,322 |
| Limerick City Council | 32 | 2,989 |
| Limerick County Council | 12 | 132 |
| Longford County Council | 45 | 2,688 |
| Louth County Council | 87 | 544 |
| Mayo County Council | 99 | 1,805 |
| Meath County Council | 86 | 156 |
| Monaghan County Council | 57 | 1,412 |
| North Tipperary County Council | 29 | 417 |
| Offaly County Council | 90 | 1,094 |
| Roscommon County Council | 46 | 495 |
| Sligo County Council | 96 | 9,228 |
| South Dublin County Council | 53 | 1,823 |
| South Tipperary County Council | 61 | 2,526 |
| Waterford City Council | 55 | 3,479 |
| Waterford County Council | 30 | 349 |
| Westmeath County Council | 66 | 459 |
| Wexford County Council | 92 | 4,905 |
| Wicklow County Council | 73 | 576 |
| Total | 2,269 | |

Comparison 2004 and 2005

| AC 1 | | | |
|------------------------------------|---------------|-------------|-------------|
| Total number of arts grants | | 2004 | 2005 |
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 49.5 | 66.5 |
| | Mean | 58.2 | 66.7 |
| Percentiles | 25% | 33.8 | 43.3 |
| | 75% | 77.5 | 87.8 |

| AC 2 | | | |
|--|---------------|----------------|----------------|
| Total value (€) of arts grants allocated per 1,000 population | | 2004 | 2005 |
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 1,170.2 | 1,367.2 |
| | Mean | 1,751.5 | 1,872.7 |
| Percentiles | 25% | 477.7 | 536.5 |
| | 75% | 2,594.5 | 2,763.2 |

Notwithstanding the limits to the indicators outlined earlier, and given that, in this case, different interpretations may have been applied, there is considerable variation in the amount of money spent on arts grants across the local authority sector. The median averages increased for both indicators between 2004 and 2005; the number of arts grants given out increased from an average of 49.5 to 66.5, while the value of arts grants increased from an average of €1,170 per 1,000 head of population to €1,367 – well above the rate of inflation.

Based on the per head of population data provided, total expenditure on arts grants increased by 11.7% between 2004 and 2005, from an estimated €6 million to €6.5 million (see over). One important test of these two indicators might be to examine the average size of grants. This is because one possible undesirable outcome from the indicators process might be for local authorities to grant more, smaller value grants in order to ensure an 'improvement' under AC1. However, an examination of the data shows that the median value of grants increased from €1,826 in 2004 to €1,976 in 2005, providing further reassurance of the overall positive performance of local authorities under these indicators.

Table 2: Composite Data on Local Authority Arts Grants

| | 2004 | 2005 |
|--------------------------------------|-------------|-------------|
| Total Expenditure | €6,067,646 | €6,546,109 |
| Average Expenditure per Grant | €1,826 | €1,976 |

Source: Estimated from 2004 and 2005 Service Indicator Data

*Library Service***Table 3: Library Service Opening Hours**

| | L 1.1 Average number of opening hours per week for full-time libraries | L 1.2 Average number of opening hours per week for part-time libraries (where applicable) |
|--------------------------------|---|--|
| Carlow County Council | 43.0 | 22.6 |
| Cavan County Council | 38.0 | 9.5 |
| Clare County Council | 38.7 | 17.6 |
| Cork City Council | 39.0 | N/A |
| Cork County Council | 40.8 | 16.7 |
| Donegal County Council | 37.0 | 16.0 |
| Dublin City Council | 43.5 | 21.5 |
| Dun Laoghaire Rathdown CC | 35.0 | 10.0 |
| Fingal County Council | 43.3 | 3.0 |
| Galway City Council | N/A | N/A |
| Galway County Council | 36.0 | 10.0 |
| Kerry County Council | 39.0 | N/A |
| Kildare County Council | 33.7 | 14.6 |
| Kilkenny County Council | 33.2 | 19.5 |
| Laois County Council | 35.0 | 9.7 |
| Leitrim County Council | 39.1 | 11.3 |
| Limerick City Council | 40.0 | N/A |
| Limerick County Council | 36.5 | 12.0 |
| Longford County Council | 47.0 | 18.8 |
| Louth County Council | 39.0 | 23.3 |
| Mayo County Council | 38.0 | 20.0 |
| Meath County Council | 40.7 | 17.0 |
| Monaghan County Council | 30.0 | 18.0 |
| North Tipperary County Council | 43.6 | 15.0 |
| Offaly County Council | 35.0 | 18.0 |
| Roscommon County Council | 31.3 | 18.3 |
| Sligo County Council | 35.0 | 15.0 |
| South Dublin County Council | 52.1 | 20.0 |
| South Tipperary County Council | 43.6 | 15.0 |
| Waterford City Council | 50.0 | 21.0 |
| Waterford County Council | 34.5 | 16.4 |
| Westmeath County Council | 41.3 | 16.5 |
| Wexford County Council | 27.0 | 11.0 |
| Wicklow County Council | 41.4 | 12.5 |

Comparison 2004 and 2005

| L 1.1 | | 2004 | 2005 |
|----------------------|---------------|-------------|-------------|
| Public opening hours | | 2004 | 2005 |
| N | Valid | 33 | 33 |
| | Missing | 1 | 1 |
| Average | Median | 38.7 | 39.0 |
| | Mean | 38.7 | 38.8 |
| Percentiles | 25% | 35.0 | 35.0 |
| | 75% | 42.5 | 42.2 |

| L 1.2 | | 2004 | 2005 |
|---|---------------|-------------|-------------|
| Average number of opening hours per week for part-time libraries (where applicable) | | 2004 | 2005 |
| N | Valid | 30 | 30 |
| | Missing | 4 | 4 |
| Average | Median | 15.0 | 16.5 |
| | Mean | 15.4 | 15.7 |
| Percentiles | 25% | 11.0 | 11.8 |
| | 75% | 18.9 | 19.0 |

Indicator L1 measures the average weekly opening hours to the public for full-time and part-time libraries. In practice, libraries may be constrained in the number of public opening hours they can provide by financial and staffing resources.

According to the DoEHLG's guideline definitions for the indicators (January 2006), the average number of opening hours per week is to be defined as the 'average number of opening hours across all libraries (including mobile libraries)...This indicator should be presented as an average for the whole year, based on the compilation of data on a continuous basis from January until end December'.

However, based on consultation with local authorities, the LGMSB found that, in the absence of more detailed guidance notes setting out the standard method for calculating this indicator, some differences in interpretations for calculating it emerged. It is recommended that the methodology for the 2006 indicators be revised. This should ensure consensus on the precise methods for calculating this indicator, avoidance of confusion in future and further improvement in the quality of the data over time.

A number of authorities supplied additional information to clarify their results in Table 3. Factors cited include the provision of new additional facilities in 2005, the introduction of lunchtime and other extended opening and, in a small number of cases, the temporary closure of libraries, which of course had a negative impact. Wicklow County Council pointed out that their figure for 2005 is based on 50 weeks whilst that in 2004 was based on 51 weeks.

In the meantime, compared with 2004, there is no significant change in performance. The average full-time library is open for 39 hours a week in 2005, a slight increase on an average 38.7 in 2004, while the average number of hours for part-time libraries increased slightly from 15 to 16.5.

Table 4: Library Services - Registered Members

| | L 2 Number of registered library members as a percentage of the local population |
|--------------------------------|---|
| Carlow County Council | 18.4 |
| Cavan County Council | 15.6 |
| Clare County Council | 16.6 |
| Cork City Council | 18.0 |
| Cork County Council | 17.0 |
| Donegal County Council | 14.0 |
| Dublin City Council | 39.0 |
| Dun Laoghaire Rathdown CC | 26.0 |
| Fingal County Council | 44.2 |
| Galway City Council | N/A |
| Galway County Council | 17.2 |
| Kerry County Council | 39.0 |
| Kildare County Council | 17.6 |
| Kilkenny County Council | 23.3 |
| Laois County Council | 12.5 |
| Leitrim County Council | 24.3 |
| Limerick City Council | 13.9 |
| Limerick County Council | 15.5 |
| Longford County Council | 18.2 |
| Louth County Council | 12.6 |
| Mayo County Council | 17.4 |
| Meath County Council | 16.4 |
| Monaghan County Council | 15.7 |
| North Tipperary County Council | 13.0 |
| Offaly County Council | 13.0 |
| Roscommon County Council | 24.5 |
| Sligo County Council | 24.0 |
| South Dublin County Council | 33.0 |
| South Tipperary County Council | 13.0 |
| Waterford City Council | 28.5 |
| Waterford County Council | 23.3 |
| Westmeath County Council | 18.0 |
| Wexford County Council | 14.2 |
| Wicklow County Council | 23.6 |

Comparison 2004 and 2005

| L 2 Registered library members as a percentage of the local population | | 2004 | 2005 |
|---|---------------|-------------|-------------|
| N | Valid | 33 | 33 |
| | Missing | 1 | 1 |
| Average | Median | 17.3 | 17.6 |
| | Mean | 20.8 | 20.6 |
| Percentiles | 25% | 15.8 | 14.9 |
| | 75% | 24.1 | 24.2 |

L2 as an indicator measures the number of registered library members as a percentage of the total population and is intended to show the level of “active users” of the service. Of course, this indicator does not take into account persons who might use particular library services on an irregular or informal basis – for instance to carry out research or read newspapers. Neither does it measure the intensity of usage of the service. Also, libraries are making an increasing amount of material accessible online, and this level of activity, though highlighted by some authorities, is not formally reflected in the indicator.

Factors cited by authorities which need to be borne in mind in reviewing this data include the fact that in some cases there is a 3 year membership (rather than annual), in others additional facilities have come on stream since 2004. In addition, revised guidelines on the methodology were issued by the DoEHLG in January 2006.

In 2005, the median average library registration rates were 17.6%, a slight increase on an average of 17.3% for 2004. In examining the summary statistics, perhaps the most noteworthy trend in the data is the considerable variation in registration rates between the higher and lower quartiles. Also, in general terms, there is a significantly higher registration rate in three of the four Dublin authorities relative to almost all of the other local authorities. This might suggest significant differences in terms of accessibility of library services across the country, impacting on the levels of registration across the local authority system.

Table 5: Library Services - Items Issued

| | L 3.1 Number of books issued per head of population (county/city wide) | L 3.2 Number of other items issued per head of population (county/city wide) |
|--------------------------------|---|---|
| Carlow County Council | 3.30 | 0.27 |
| Cavan County Council | 3.00 | 0.00 |
| Clare County Council | 4.12 | 0.16 |
| Cork City Council | 5.00 | 1.00 |
| Cork County Council | 4.17 | 0.23 |
| Donegal County Council | 2.10 | 0.16 |
| Dublin City Council | 3.82 | 0.66 |
| Dun Laoghaire Rathdown CC | 4.00 | 0.30 |
| Fingal County Council | 4.63 | 0.90 |
| Galway City Council | N/A | N/A |
| Galway County Council | 2.46 | 0.06 |
| Kerry County Council | 2.63 | N/A |
| Kildare County Council | 2.40 | 0.16 |
| Kilkenny County Council | 3.58 | 0.27 |
| Laois County Council | 2.80 | 0.25 |
| Leitrim County Council | 4.59 | 0.15 |
| Limerick City Council | 3.15 | 0.35 |
| Limerick County Council | 2.85 | 0.07 |
| Longford County Council | 3.12 | 0.10 |
| Louth County Council | 2.74 | 0.40 |
| Mayo County Council | 3.99 | 0.14 |
| Meath County Council | 2.65 | 0.26 |
| Monaghan County Council | 2.54 | 0.13 |
| North Tipperary County Council | 2.79 | 0.07 |
| Offaly County Council | 3.00 | 0.00 |
| Roscommon County Council | 2.80 | 0.12 |
| Sligo County Council | 3.23 | 0.09 |
| South Dublin County Council | 3.59 | 0.60 |
| South Tipperary County Council | 2.79 | 0.07 |
| Waterford City Council | 6.60 | 2.40 |
| Waterford County Council | 3.12 | 0.08 |
| Westmeath County Council | 3.77 | 0.24 |
| Wexford County Council | 2.85 | 0.09 |
| Wicklow County Council | 3.67 | 0.21 |

Comparison 2004 and 2005

| L 3.1 | | | |
|---|---------------|-------------|-------------|
| Number of books issued per head of population (county/city-wide) | | 2004 | 2005 |
| N | Valid | 33 | 34 |
| | Missing | 1 | 0 |
| Average | Median | 3.1 | 3.1 |
| | Mean | 3.4 | 3.4 |
| Percentiles | 25% | 2.8 | 2.8 |
| | 75% | 3.7 | 3.9 |

| L 3.2 | | | |
|---|---------------|-------------|-------------|
| Number of other items issued per head of population (county/city-wide) | | 2004 | 2005 |
| N | Valid | 31 | 33 |
| | Missing | 3 | 1 |
| Average | Median | 0.2 | 0.2 |
| | Mean | 0.4 | 0.3 |
| Percentiles | 25% | 0.1 | 0.1 |
| | 75% | 0.4 | 0.3 |

L3 measures the library transactions in terms of books and other items issued per head of population. It should be noted that some rounding of decimal places took place in relation to this indicator. While the DoEHLG guideline methodology offers guidance on how to calculate the 'per head of population' figures it does not specify how local authorities should treat school borrowings in calculating the figures; it would appear from the contextual notes supplied that some local authorities may have routinely included school borrowings and also loans to hospitals, day-care centres etc., while other local authorities excluded such transactions. There may be a need to further clarify the methodology with regard to the calculation of these figures. The performance of authorities under this heading was again affected either by the addition of new libraries or the temporary closure of others in 2005.

The average figures for books and other items issued show little variation or change between 2004 and 2005. However, it is clear that in some cases the opening of new library facilities and/or increased

stock levels had a significant positive impact on indicators for the local authorities in question. In others, temporary closure and staff shortages again had a negative impact. The issue of accessibility to library services was already discussed in relation to Indicator L2, which showed levels of variation in registration rates. The descriptive statistics for Indicator L3 also highlight a significant variation in transaction rates, with a difference of 4.3 in the range (i.e. the difference between the minimum and maximum values). Two obvious hypotheses are worth exploring here as they may help to account for some of the difference in transaction rates. Firstly, one would expect there to be a positive relationship between the number of opening hours (for instance, in full-time libraries) and the number of books issued.

A statistical test confirms the strong positive correlation here.⁴ The strong correlation does not prove that longer opening hours result in higher numbers of transactions, but it does suggest at the very least that full-time libraries with longer opening hours tend to experience higher levels of lending. Of course it could well be that lending rates are influenced by additional variables – for instance, one could argue that libraries with longer opening hours generally tend to be better resourced and so naturally attract higher levels of lending. Nevertheless, this is an avenue that requires further research in due course.

One would expect there to be a positive relationship between the number of registered library users and the number of books issued. This is indeed the case. As the graph over illustrates, there is a positive correlation between the number of registered library users in 2005 and the number of books issued.⁵ Once again, further research in this area is needed before any conclusive remarks can be made. However, this statistical exploration could lend weight to arguments about the beneficial impact that a registration drive could have on participation/lending rates.

⁴ Pearson Correlation, significant at the 0.01 level.

⁵ Pearson Correlation, significant at the 0.05 level.

Fig 6: Scatterplot of Library Books Issued and Library Membership

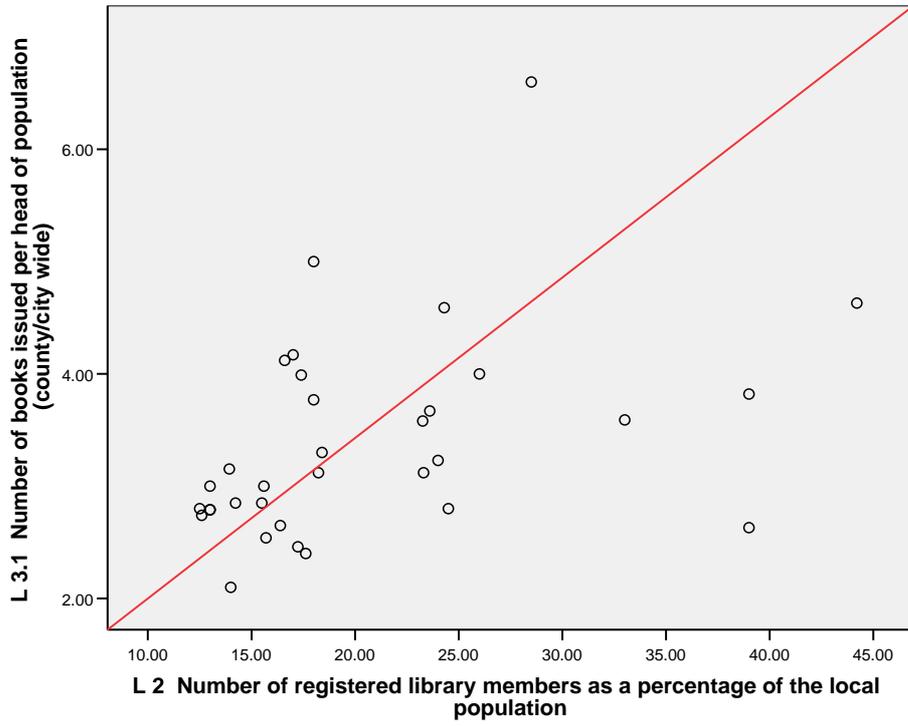


Table 6: Library Services - Availability of Internet

| | L 4 Percentage of libraries that offer Internet access to the public |
|--------------------------------|---|
| Carlow County Council | 100 |
| Cavan County Council | 58 |
| Clare County Council | 100 |
| Cork City Council | 100 |
| Cork County Council | 100 |
| Donegal County Council | 76 |
| Dublin City Council | 100 |
| Dun Laoghaire Rathdown CC | 100 |
| Fingal County Council | 100 |
| Galway City Council | N/A |
| Galway County Council | 100 |
| Kerry County Council | 100 |
| Kildare County Council | 100 |
| Kilkenny County Council | 100 |
| Laois County Council | 77 |
| Leitrim County Council | 100 |
| Limerick City Council | 100 |
| Limerick County Council | 70 |
| Longford County Council | 100 |
| Louth County Council | 100 |
| Mayo County Council | 94 |
| Meath County Council | 100 |
| Monaghan County Council | 100 |
| North Tipperary County Council | 100 |
| Offaly County Council | 100 |
| Roscommon County Council | 100 |
| Sligo County Council | 100 |
| South Dublin County Council | 100 |
| South Tipperary County Council | 100 |
| Waterford City Council | 100 |
| Waterford County Council | 100 |
| Westmeath County Council | 100 |
| Wexford County Council | 100 |
| Wicklow County Council | 100 |

Table 7: Library Services - Internet Usage

| | L 5 Number of Internet sessions provided per 1,000 population |
|--------------------------------|--|
| Carlow County Council | 468.0 |
| Cavan County Council | 407.0 |
| Clare County Council | 1,073.0 |
| Cork City Council | 500.0 |
| Cork County Council | 321.9 |
| Donegal County Council | 811.0 |
| Dublin City Council | 437.0 |
| Dun Laoghaire Rathdown CC | 288.0 |
| Fingal County Council | 528.5 |
| Galway City Council | N/A |
| Galway County Council | 315.0 |
| Kerry County Council | 470.0 |
| Kildare County Council | 154.8 |
| Kilkenny County Council | 99.0 |
| Laois County Council | 102.6 |
| Leitrim County Council | 977.5 |
| Limerick City Council | 288.8 |
| Limerick County Council | 275.0 |
| Longford County Council | 610.0 |
| Louth County Council | 698.4 |
| Mayo County Council | 520.0 |
| Meath County Council | 520.0 |
| Monaghan County Council | 226.0 |
| North Tipperary County Council | 243.2 |
| Offaly County Council | 230.0 |
| Roscommon County Council | 488.0 |
| Sligo County Council | 1,232.0 |
| South Dublin County Council | 280.1 |
| South Tipperary County Council | 243.2 |
| Waterford City Council | 1,431.0 |
| Waterford County Council | 813.0 |
| Westmeath County Council | 256.8 |
| Wexford County Council | 122.0 |
| Wicklow County Council | 358.0 |

Comparison 2004 and 2005

| L 4 | | | |
|---|---------------|-------------|-------------|
| Percentage of libraries that offer Internet access to the public | | 2004 | 2005 |
| N | Valid | 33 | 33 |
| | Missing | 1 | 1 |
| Average | Median | 100 | 100 |
| | Mean | 95 | 96.2 |
| Percentiles | 25% | 100 | 100 |
| | 75% | 100 | 100 |

Comparison 2004 and 2005

| L 5 | | | |
|--|---------------|--------------|---------------|
| Number of Internet sessions provided per 1,000 population | | 2004 | 2005 |
| N | Valid | 33 | 33 |
| | Missing | 1 | 1 |
| Average | Median | 358.0 | 407.05 |
| | Mean | 401.5 | 478.5 |
| Percentiles | 25% | 222.5 | 250.0 |
| | 75% | 556.0 | 569.3 |

L4 and L5 measure the extent of internet availability and usage in local authority libraries. The internet is now seen as a crucial research tool and free internet access through libraries is a valuable service to users – particularly in the light of national concern at the lack of access to broadband internet access in general, and within socially excluded communities in particular. The 2005 figures show that the vast majority of libraries now offer internet access as a standard part of their services. One authority (Dublin City) highlighted the fact that it provides qualitative internet access points with a high level of specialist staff mediation. In broad terms the figures for L5 also show that the number of individual internet sessions provided by local authorities increased by over 13% in 2005 compared with 2004. However, what the indicator is not able to show is the extent of internet usage by the general library membership and whether the majority of sessions provided are to a relatively small number of regular users of the service.

*Recreation Facilities***Table 8: Recreational Services - Playground Provision**

| | Rec 1.1 Number of children's playgrounds directly provided per 1,000 population | Rec 1.2 Number of children's playgrounds facilitated per 1,000 population |
|--------------------------------|--|--|
| Carlow County Council | 0.05 | 0.00 |
| Cavan County Council | 0.18 | 0.00 |
| Clare County Council | 0.06 | 0.02 |
| Cork City Council | 0.08 | 0.00 |
| Cork County Council | 0.03 | 0.11 |
| Donegal County Council | 0.12 | 0.15 |
| Dublin City Council | 0.17 | 0.00 |
| Dun Laoghaire Rathdown CC | 0.06 | 0.06 |
| Fingal County Council | 0.04 | 0.03 |
| Galway City Council | 0.25 | 0.02 |
| Galway County Council | 0.06 | 0.02 |
| Kerry County Council | 0.04 | 0.03 |
| Kildare County Council | 0.08 | 0.00 |
| Kilkenny County Council | 0.08 | 0.03 |
| Laois County Council | 0.00 | 0.00 |
| Leitrim County Council | 0.16 | 0.12 |
| Limerick City Council | 0.09 | 0.02 |
| Limerick County Council | 0.01 | 0.01 |
| Longford County Council | 0.06 | 0.03 |
| Louth County Council | 0.05 | 0.01 |
| Mayo County Council | 0.05 | 0.01 |
| Meath County Council | 0.08 | 0.00 |
| Monaghan County Council | 0.40 | 0.02 |
| North Tipperary County Council | 0.08 | 0.03 |
| Offaly County Council | 0.16 | 0.16 |
| Roscommon County Council | 0.20 | 0.20 |
| Sligo County Council | 0.03 | 0.05 |
| South Dublin County Council | 0.38 | 0.00 |
| South Tipperary County Council | 0.09 | 0.00 |
| Waterford City Council | 0.09 | 0.05 |
| Waterford County Council | 0.00 | 0.11 |
| Westmeath County Council | 0.05 | 0.00 |
| Wexford County Council | 0.14 | 0.00 |
| Wicklow County Council | 0.08 | 0.00 |

Comparison 2004 and 2005

| Rec 1.1 Number of children's playgrounds per 1,000 population (directly provided) | | 2004 | 2005 |
|--|---------------|-------------|-------------|
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 0.04 | 0.08 |
| | Mean | 0.08 | 0.10 |
| Percentiles | 25% | 0.03 | 0.05 |
| | 75% | 0.08 | 0.14 |

| Rec 1.2 Number of children's playgrounds per 1,000 population (facilitated) | | 2004 | 2005 |
|--|---------------|-------------|-------------|
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 0.01 | 0.02 |
| | Mean | 0.06 | 0.04 |
| Percentiles | 25% | 0.00 | 0.00 |
| | 75% | 0.04 | 0.05 |

Indicators Rec 1.1 and Rec 1.2 measure progress by local authorities in providing and facilitating playgrounds in local areas. Over the past ten years, the expansion of urban developments and the growth of new communities and housing estates has led to increased demand for new social infrastructure to cater for growing communities, and in particular, facilities which cater for young children.

"Ready Steady, Play: A National Play Policy" was published by the National Children's Office in 2004 and is a blueprint for improving the lives of children, especially those who experience disadvantage or who have particular needs. Local authorities are working in partnership with the National Children's Office in implementing the National Play Policy, to ensure that children will have access to play, sport, recreation and cultural activities to enrich their experience of childhood.

Under this policy funding was made available to local authorities for the provision of new playgrounds and refurbishment of existing ones around the country. In some cases, all such facilities are provided by the local authorities while in others the facility may be provided by a local community with financial

support by the local authority. It would be reasonable to expect the indicators to provide evidence of an increase in direct provision of playgrounds over the coming years.

Indeed, the summary statistics confirm a positive increase in direct provision of playgrounds from a median average of .04 to .08 per cent between 2004 and 2005, and a slight increase in the median average for playgrounds facilitated by local authorities from .01 to .02 per cent in the same period. As the per head of population percentage figures are very low in the case of this indicator it is reported to two decimal places.

Table 9: Recreation Services - Usage of Local Authority-Facilitated Swimming Pools

| | Rec 2 Number of visitors to local authority facilitated by swimming facilities per 1,000 population |
|--------------------------------|---|
| Carlow County Council | N/A |
| Cavan County Council | 1268 |
| Clare County Council | 4071 |
| Cork City Council | 4699 |
| Cork County Council | 1005 |
| Donegal County Council | 1674 |
| Dublin City Council | 2172 |
| Dun Laoghaire Rathdown CC | 2065 |
| Fingal County Council | 1589 |
| Galway City Council | 3366 |
| Galway County Council | 902 |
| Kerry County Council | 1551 |
| Kildare County Council | 1325 |
| Kilkenny County Council | 1358 |
| Laois County Council | 1900 |
| Leitrim County Council | 3454 |
| Limerick City Council | 2471 |
| Limerick County Council | N/A |
| Longford County Council | 2298 |
| Louth County Council | 1762 |
| Mayo County Council | 2501 |
| Meath County Council | 1406 |
| Monaghan County Council | N/A |
| North Tipperary County Council | 1619 ^a |
| Offaly County Council | N/A |
| Roscommon County Council | 2181 |
| Sligo County Council | 4182 |
| South Dublin County Council | 616 |
| South Tipperary County Council | 3743 |
| Waterford City Council | N/A |
| Waterford County Council | N/A |
| Westmeath County Council | 4095 |
| Wexford County Council | 1656 |
| Wicklow County Council | 2134 |

^a In supplying the data for 2005, North Tipperary indicated that their correct figure for 2004 was 1,377 and this has been reflected in the summary statistics

Comparison 2004 and 2005

| Rec 2 Number of visitors to local authority-facilitated swimming facilities per 1,000 population | | 2004 | 2005 |
|---|---------------|-------------|-------------|
| N | Valid | 26 | 28 |
| | Missing | 8 | 6 |
| Average | Median | 2280 | 1982 |
| | Mean | 2341 | 2252 |
| Percentiles | 25% | 1537 | 1442 |
| | 75% | 3094 | 3149 |

There has been a slight decrease in the median average number of visits, from 2,280 to 1,982 between 2004 and 2005. Several local authorities provided contextual information (i.e. factors that affected their performance) for this indicator e.g. temporary closure of pools, the closure of old pools and opening of new pools and/or leisure centres, the planned enhancement of facilities to encourage greater use and the fact that in some cases funding is provided to community managed swimming pools.

Section 4: Housing and Roads

Housing

Housing is one of the most important social functions undertaken by local authorities. Local authorities play a major role in the direct provision of housing by assisting persons to meet their own housing needs and by working with Voluntary Housing Bodies and Co-operatives whose aim is the provision of housing. Until recently, the emphasis was on house building, but the emphasis has now shifted to meeting a broader range of housing needs and there is a range of options offered by local authorities.

County, City and Town Councils are all Housing Authorities with responsibility for the planning and development of public housing within their functional areas. County Councils and City Councils have responsibility for *all* housing functions while there are some limitations to the powers of Town Councils in this area.

As is the case throughout this report, the figures in the service indicators for county authorities include those for towns in the authority's area. It is important to bear this in mind in reviewing the figures as the housing needs of urban and rural communities vary considerably requiring different responses from local authorities.

Housing Policy

The overall aim of housing policy is to enable every household to have available an affordable dwelling of good quality, suited to its needs, in a good environment and, as far as possible, with choice of tenure. The general strategy for realising the overall policy aim is that those who can afford to do so should provide housing for themselves, with the aid of the financial incentives available, and that those unable to do so from their own resources would have access to social housing or income support to rent private housing.

Housing authorities promote home ownership through the following options:

- Tenant Purchase Schemes
- Shared Ownership Scheme
- Affordable Housing Schemes
- Loans for acquisition/construction
- Mortgage Allowance Scheme
- Sale of low-cost housing sites.

In recent years, a strong emphasis has been placed on the management of the local authority housing stock, on improving the quality of the stock including the provision of planned and responsive maintenance programmes and on providing quality service to local authority clients. The latter area includes ensuring that clients have access to good information and advice on the range of options available to them. Transparency and simplification of procedures have also been targeted by local authorities.

Table 10: Current Status of Local Authority Housing Stock

| | H 1.1 Total number of dwellings in local authority stock | H 1.2 Overall percentage of dwellings that are let | H 1.3 Overall percentage of dwellings that are empty |
|--------------------------------|---|---|---|
| Carlow County Council | 1,263 | 98.8 | 1.2 |
| Cavan County Council | 1,567 | 95.1 | 4.9 |
| Clare County Council | 1,945 | 94.7 | 5.3 |
| Cork City Council | 7,999 | 94.0 | 6.0 |
| Cork County Council | 5,657 | 96.0 | 4.0 |
| Donegal County Council | 3,665 | 98.1 | 1.9 |
| Dublin City Council | 27,256 | 90.9 | 9.2 |
| Dun Laoghaire Rathdown CC | 4,152 | 96.0 | 4.1 |
| Fingal County Council | 3,765 | 98.9 | 1.2 |
| Galway City Council | 1,847 | 97.5 | 2.5 |
| Galway County Council | 1,956 | 95.93 | 4.1 |
| Kerry County Council | 3,585 | 95.4 | 4.6 |
| Kildare County Council | 2,761 | 98.1 | 1.9 |
| Kilkenny County Council | 1,662 | 97.7 | 2.4 |
| Laois County Council | 1,519 | 97.8 | 2.2 |
| Leitrim County Council | 953 | 97.1 | 2.9 |
| Limerick City Council | 3,279 | 95.0 | 5.0 |
| Limerick County Council | 1,734 | 98.1 | 1.9 |
| Longford County Council | 1,488 | 96.6 | 3.4 |
| Louth County Council | 2,954 | 97.5 | 2.5 |
| Mayo County Council | 2,067 | 95.0 | 5.0 |
| Meath County Council | 2,381 | 97.7 | 2.3 |
| Monaghan County Council | 1,041 | 97.3 | 2.7 |
| North Tipperary County Council | 1,604 | 97.4 | 2.6 |
| Offaly County Council | 1,344 | 97.6 | 2.4 |
| Roscommon County Council | 960 | 93.4 | 6.6 |
| Sligo County Council | 1,780 | 94.8 | 5.2 |
| South Dublin County Council | 7,950 | 99.3 | 0.7 |
| South Tipperary County Council | 2,428 | 96.4 | 3.6 |
| Waterford City Council | 2,647 | 97.1 | 2.9 |
| Waterford County Council | 1,394 | 97.6 | 2.4 |
| Westmeath County Council | 1,426 | 97.1 | 3.0 |
| Wexford County Council | 1,892 | 96.3 | 3.7 |
| Wicklow County Council | 3,767 | 98.8 | 1.2 |
| Total | 113,688 | | |

Comparison 2004 and 2005

| H 1.1 | | | |
|---|-------------|----------------|----------------|
| Total number of dwellings in local authority stock | | 2004 | 2005 |
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 1,901.5 | 1,950.5 |
| | Mean | 3,278.2 | 3,343.7 |
| Sum | Total | 111457 | 113688 |
| Percentiles | 25% | 1,445 | 1,511.3 |
| | 75% | 3,501.8 | 3,605 |

| H 1.2 | | | |
|---|---------------|-------------|-------------|
| Overall percentage of dwellings that are let | | 2004 | 2005 |
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 97.4 | 97.1 |
| | Mean | 97.1 | 96.6 |
| Percentiles | 25% | 96.2 | 95.3 |
| | 75% | 98.1 | 97.7 |

| H 1.3 | | | |
|---|---------------|-------------|-------------|
| Overall percentage of dwellings that are empty | | 2004 | 2005 |
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 2.8 | 2.9 |
| | Mean | 3.0 | 3.3 |
| Percentiles | 25% | 1.9 | 2.3 |
| | 75% | 3.9 | 4.7 |

The purpose of indicators H 1.1, H 1.2 and H 1.3 is to give an overview of the current status of local authorities' housing stock. The total number of Local Authority dwellings in 2005 (H1.1) is over 113,000. This is a very small increase on 2004. In this case, the more appropriate average to use is the mean average as it refers to a count of dwellings. The mean average increase between 2004 and 2005 is 65 dwellings per local authority.

Across all local authorities, 5,265 dwellings (4.6%) are empty compared with 3.9% of all dwellings in 2004. The median average is more appropriate for H 1.2 and H 1.3. In the case of H 1.2 (Overall percentage of dwellings that are let), the median average shows no appreciable change (a very small

decrease of 0.3%) in the average proportion of dwellings that are let. In the case of H 1.3, (Overall percentage of dwellings that are empty) there is a slight increase in the median average between 2004 and 2005 from 2.83 to 2.9 per cent.

Table 11: Profile of Vacant Dwellings in Local Authority Stock

| | H 1.4 Empty dwellings subject to major refurbishment schemes (percentage) | H 1.5 Empty dwellings unavailable for letting (percentage) | H 1.6 Empty dwellings available for letting (percentage) |
|--------------------------------|--|---|---|
| Carlow County Council | 0.0 | 33.0 | 67.0 |
| Cavan County Council | 15.6 | 47.7 | 52.3 |
| Clare County Council | 17.5 | 78.0 | 22.0 |
| Cork City Council | 54.5 | 72.2 | 27.8 |
| Cork County Council | 11.0 | 57.0 | 43.0 |
| Donegal County Council | 0.0 | 26.5 | 73.5 |
| Dublin City Council | 13.3 | 68.2 | 31.8 |
| Dun Laoghaire Rathdown CC | 81.7 | 64.9 | 35.1 |
| Fingal County Council | 0.0 | 90.0 | 10.0 |
| Galway City Council | 30.5 | 75.0 | 25.0 |
| Galway County Council | 0.0 | 78.94 | 23.7 |
| Kerry County Council | 28.5 | 82.2 | 17.8 |
| Kildare County Council | 0.0 | 59.6 | 40.4 |
| Kilkenny County Council | 51.3 | 100.0 | 0.0 |
| Laois County Council | 0.0 | 33.3 | 66.7 |
| Leitrim County Council | 41.1 | 98.5 | 1.5 |
| Limerick City Council | 74.0 | 62.0 | 38.0 |
| Limerick County Council | 24.2 | 32.0 | 68.0 |
| Longford County Council | 0.0 | 80.0 | 20.0 |
| Louth County Council | 43.2 | 83.3 | 16.7 |
| Mayo County Council | 13.0 | 48.0 | 52.0 |
| Meath County Council | 12.5 | 36.5 | 63.5 |
| Monaghan County Council | 39.0 | 68.5 | 31.5 |
| North Tipperary County Council | 29.3 | 41.4 | 58.6 |
| Offaly County Council | 41.0 | 21.0 | 79.0 |
| Roscommon County Council | 39.2 | 59.5 | 40.5 |
| Sligo County Council | 20.4 | 73.5 | 26.6 |
| South Dublin County Council | 13.4 | 98.0 | 2.0 |
| South Tipperary County Council | 1.1 | 78.4 | 21.6 |
| Waterford City Council | 38.9 | 93.5 | 6.5 |
| Waterford County Council | 4.4 | 38.2 | 61.8 |
| Westmeath County Council | 40.1 | 44.0 | 56.0 |
| Wexford County Council | 17.1 | 85.7 | 14.3 |
| Wicklow County Council | 13.6 | 46.0 | 54.0 |

Comparison 2004 and 2005

| H 1.4 | | | |
|---|---------------|-------------|-------------|
| Percentage of empty dwellings subject to major refurbishment schemes | | 2004 | 2005 |
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 21.8 | 17.3 |
| | Mean | 24.3 | 23.8 |
| Percentiles | 25% | 4.9 | 3.6 |
| | 75% | 34.9 | 39.4 |

| H 1.5 | | | |
|--|---------------|-------------|-------------|
| Percentage of empty dwellings unavailable for letting | | 2004 | 2005 |
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 73.1 | 66.5 |
| | Mean | 67.5 | 63.4 |
| Percentiles | 25% | 51.9 | 43.3 |
| | 75% | 82.0 | 80.6 |

| H 1.6 | | | |
|--|---------------|-------------|-------------|
| Percentage of empty dwellings available for letting | | 2004 | 2005 |
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 26.9 | 33.5 |
| | Mean | 32.0 | 36.7 |
| Percentiles | 25% | 18.0 | 19.5 |
| | 75% | 42.2 | 56.7 |

The purpose of these indicators is to show the profile of vacant local authority dwellings, thereby identifying those actually available for letting. It is important to note that a sizeable proportion of empty or refurbished dwellings are accounted for by a small number of large-scale urban renewal housing projects funded by the DoEHLG or by planned maintenance programmes funded by local authorities themselves, designed to improve the quality of the housing stock.

In the case of H1.4, “major refurbishment schemes” refers to those schemes approved by the DoEHLG. It was intended that these houses would be excluded when the figure for “empty dwellings available for letting” was being computed.

The median average of H 1.4 (Percentage of empty dwellings subject to major refurbishment schemes) shows that there is a decrease in the percentage of dwellings subject to DoEHLG approved refurbishment schemes. Based on the indicator data, a total of 1,215 dwellings were subject to refurbishment. This compared with 1,153 subject to refurbishment in 2004. This figure is important only to explain how many of the vacancies shown previously (H 1.3) are due to “major refurbishment”. Of course, local authorities may carry out their own renovation works too, but rarely on the same scale.

H 1.5 shows dwellings unavailable for letting for other reasons, while H 1.6 shows those vacant and actually available for letting. Again, in the column H1.5, the figures exclude those houses subject to major refurbishment – in other words the column represents the dwellings unavailable for letting for other reasons. Reasons given by authorities included: budget constraints, difficulties in engaging contractors, dwellings being detenanted awaiting redevelopment and regeneration being planned. In 2005, the mean average number of dwellings that are empty and unavailable for letting is 56 per local authority (excluding Dublin City Council from the calculation).

Perhaps the most meaningful indicator here is H 1.6, which shows the extent to which a local authority has vacant dwellings that could be let, thus raising the question of whether local authorities make efficient use of vacant and available dwellings in their housing stock.

So, in examining H 1.6, the first thing to note is the median average of 33.5 per cent (up 6.6 per cent from 2004). The figures suggest that one third of local authority dwellings that are empty, excluding those subject to major renovation work, are dwellings that are available for letting. The total number of empty dwellings available for lettings has declined slightly, from 32.6 per cent in 2004 to 30 per cent in 2005. It should be noted that, in some cases, this represents a very small number of dwellings.

Due to the different scale of local authority housing in Dublin City Council, this local authority stands out in terms of any count of dwellings. If Dublin City Council is excluded (due to its large housing stock) the mean average number is 21 vacant dwellings available for letting per local authority.

In summary, excluding Dublin City Council, which accounts for an additional 602 vacant and available dwellings, there are 698 vacant local authority dwellings nationwide that are available for letting. However, it should be noted that Dublin City Council's proportion of empty dwellings that are available for letting is 1.7% less than the national median average. This means that the percentage of dwellings in this category in Dublin is in line with the general national trend.

Table 12: Average Time to Re-let Dwellings

| | H 2 Average time taken to re-let dwellings available for letting (weeks) |
|--------------------------------|---|
| Carlow County Council | 3.3 |
| Cavan County Council | 5.0 |
| Clare County Council | 6.8 |
| Cork City Council | 5.7 |
| Cork County Council | 8.4 |
| Donegal County Council | 9.0 |
| Dublin City Council | 6.0 |
| Dun Laoghaire Rathdown CC | 3.8 |
| Fingal County Council | 3.0 |
| Galway City Council | 3.0 |
| Galway County Council | 24.0 |
| Kerry County Council | 7.7 |
| Kildare County Council | 2.0 |
| Kilkenny County Council | 1.8 |
| Laois County Council | 5.3 |
| Leitrim County Council | 1.8 |
| Limerick City Council | 1.0 |
| Limerick County Council | 4.5 |
| Longford County Council | 1.0 |
| Louth County Council | 0.6 |
| Mayo County Council | 8.0 |
| Meath County Council | 7.8 |
| Monaghan County Council | 4.4 |
| North Tipperary County Council | 1.8 |
| Offaly County Council | 2.0 |
| Roscommon County Council | 8.4 |
| Sligo County Council | 3.0 |
| South Dublin County Council | 0.2 |
| South Tipperary County Council | 4.7 |
| Waterford City Council | 2.2 |
| Waterford County Council | 1.0 |
| Westmeath County Council | 3.0 |
| Wexford County Council | 24.0 |
| Wicklow County Council | 6.8 |

Comparison 2004 and 2005

| H 2 Average time taken to re-let dwellings available for letting (in weeks) | | 2004 | 2005 |
|--|---------------|------------|------------|
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 4.0 | 4.1 |
| | Mean | 5.1 | 5.3 |
| Percentiles | 25% | 2.3 | 1.9 |
| | 75% | 7.1 | 7.0 |

The purpose of H 2 is to show how long it takes local authorities to re-let vacant dwellings. In reviewing data for 2005 relative to that for 2004, it should be noted that the method used to calculate time to re-let dwellings was clarified in 2005 as follows:

“Calculate the time taken in weeks to relet dwellings from the date when it becomes available for letting to the subsequent rent debit. Dwellings are available for letting when all necessary repairs are carried out which are deemed necessary to relet the dwelling... This indicator should be presented as an average for the whole year, based on the compilation of data on a continuous basis from January until December...” (Source: DoEHLG, Guidance Notes to Local Authorities, January 2006).

Apart from the clarification, a number of authorities offered additional explanations for their performance. These included: improvement due to a more effective monitoring system, disimprovement in the indicator results due to the level of refusals for refurbished/older houses, indecision on the part of applicants, and the installation of central heating prior to re-letting (Wicklow). In the latter case, the intention would be to improve the quality of houses prior to letting.

It is appropriate in this case to compare the median average between 2004 and 2005. This is because a small number of authorities disproportionately skew the mean average towards a higher value. This comparison shows a negligible increase in the median average time taken to re-let local authority dwellings (from 4 weeks in 2004 to 4.1 weeks in 2005).

It is important to note that a small number of “difficult” cases (e.g. where tenants consistently refuse a small number of dwellings) can disproportionately affect the performance. However, on the other hand, where this is the case, it may suggest the possibility that local authorities need to seek solutions to dwellings that are consistently refused.

Table 13: Housing Repairs Completed by Local Authorities

| | H 3 Number of repairs completed as a percentage of the number of valid repair requests received |
|--------------------------------|--|
| Carlow County Council | 90.0 |
| Cavan County Council | 75.0 |
| Clare County Council | 85.0 |
| Cork City Council | 100.0 |
| Cork County Council | 87.7 |
| Donegal County Council | 95.9 |
| Dublin City Council | 92.4 |
| Dun Laoghaire Rathdown CC | 98.0 |
| Fingal County Council | 99.0 |
| Galway City Council | 97.8 |
| Galway County Council | 44.0 |
| Kerry County Council | 87.9 |
| Kildare County Council | 89.0 |
| Kilkenny County Council | 77.5 |
| Laois County Council | 83.2 |
| Leitrim County Council | 93.1 |
| Limerick City Council | 80.0 |
| Limerick County Council | 85.0 |
| Longford County Council | 73.8 |
| Louth County Council | 79.0 |
| Mayo County Council | 86.7 |
| Meath County Council | 85.0 |
| Monaghan County Council | 97.7 |
| North Tipperary County Council | 86.6 |
| Offaly County Council | 93.5 |
| Roscommon County Council | 79.5 |
| Sligo County Council | 63.8 |
| South Dublin County Council | 96.1 |
| South Tipperary County Council | 86.7 |
| Waterford City Council | 84.6 |
| Waterford County Council | 69.0 |
| Westmeath County Council | 97.0 |
| Wexford County Council | 95.0 |
| Wicklow County Council | 90.0 |

Comparison 2004 and 2005

| H 3 Number of repairs completed as a percentage of the number of valid repair requests received | | 2004 | 2005 |
|--|---------------|-------------|-------------|
| N | Valid | 33 | 34 |
| | Missing | 1 | 0 |
| Average | Median | 85.0 | 87.2 |
| | Mean | 85.2 | 86.4 |
| Percentiles | 25% | 79.2 | 79.9 |
| | 75% | 90.7 | 95.2 |

The purpose of H3 is to show how many repairs local authorities carry out relative to requests received. The use of a percentage based on the number of valid requests received allows for comparison between different authorities.

The introduction of this indicator required some local authorities to introduce more formal reporting processes in relation to the number of repairs completed. As a result the quality of information received appears to have improved and in 2005, all local authorities were in a position to report on this indicator. In subsequent years, it will be possible to comment more fully on longer-term trends. However, it is clear from returns and information received that the systems in use to track this information vary and in some cases robust systems are not yet in place: this means that in some cases, the result is based on samples, or is an estimate. Difficulty in engaging contractors to undertake necessary works in rural areas has been cited as a particular problem in effecting repairs speedily.

The comparison shows a small improvement in this indicator. In 2005, the median average percentage of repairs completed was 87.2% of valid requests, an increase of 2.2% on 2004. Fourteen local authorities (out of the thirty-four) completed 90% or more repairs based on valid requests with nine completing 95% or more. Five local authorities completed 75% or less of valid repair requests.

Fig 7: Average Number of Repairs Completed as Percentage of Requests Received 2004 & 2005

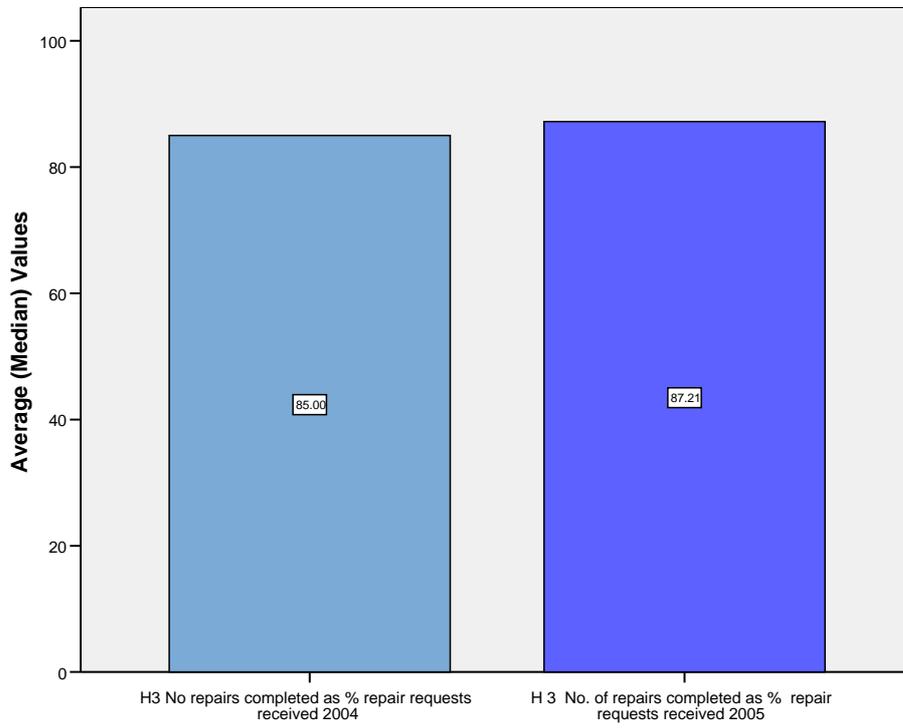


Table 14: Time Taken (days) to Deal With Applications for Local Authority Housing Services

| | H 4.1 Average time to inform applicants of shared ownership (days) | H 4.2 Average time to inform applicants of housing loans (days) | H 4.3 Average time to inform applicants of local authority housing (days) |
|--------------------------------|---|--|--|
| Carlow County Council | 7.0 | 5.0 | 33.7 |
| Cavan County Council | 21.0 | 12.0 | 32.0 |
| Clare County Council | 17.0 | 20.4 | 4.0 |
| Cork City Council | 14.0 | 12.0 | 26.8 |
| Cork County Council | 22.2 | 9.8 | 61.4 |
| Donegal County Council | 37.0 | 34.0 | 57.0 |
| Dublin City Council | 18.0 | 18.0 | 50.0 |
| Dun Laoghaire Rathdown CC | 12.0 | | 5.0 |
| Fingal County Council | 12.0 | 14.0 | 1.0 |
| Galway City Council | 7.0 | 7.0 | 42.0 |
| Galway County Council | 90.0 | 53.0 | 483.0 |
| Kerry County Council | 8.0 | 16.0 | 126.2 |
| Kildare County Council | 3.5 | 4.0 | 13.3 |
| Kilkenny County Council | 8.0 | 20.8 | 10.5 |
| Laois County Council | 4.0 | 4.0 | 5.0 |
| Leitrim County Council | 3.8 | 3.6 | 18.4 |
| Limerick City Council | 35.0 | 35.0 | 56.0 |
| Limerick County Council | 14.0 | 14.0 | 34.0 |
| Longford County Council | 5.0 | 5.0 | 10.0 |
| Louth County Council | 5.0 | 5.0 | 9.0 |
| Mayo County Council | 24.1 | 13.2 | 31.6 |
| Meath County Council | 10.0 | 10.0 | 35.0 |
| Monaghan County Council | 37.5 | 18.0 | 33.0 |
| North Tipperary County Council | 2.5 | 2.0 | 16.0 |
| Offaly County Council | 8.0 | 8.0 | 13.0 |
| Roscommon County Council | 12.5 | 13.0 | 52.6 |
| Sligo County Council | 9.3 | 14.5 | 9.5 |
| South Dublin County Council | 15.8 | 15.8 | 28.6 |
| South Tipperary County Council | 8.2 | 11.2 | 140.0 |
| Waterford City Council | 46.0 | 14.0 | 47.0 |
| Waterford County Council | 7.0 | 14.0 | 7.0 |
| Westmeath County Council | 20.0 | 20.0 | 35.0 |
| Wexford County Council | 6.0 | 9.0 | 4.4 |
| Wicklow County Council | 9.3 | 9.3 | 17.5 |

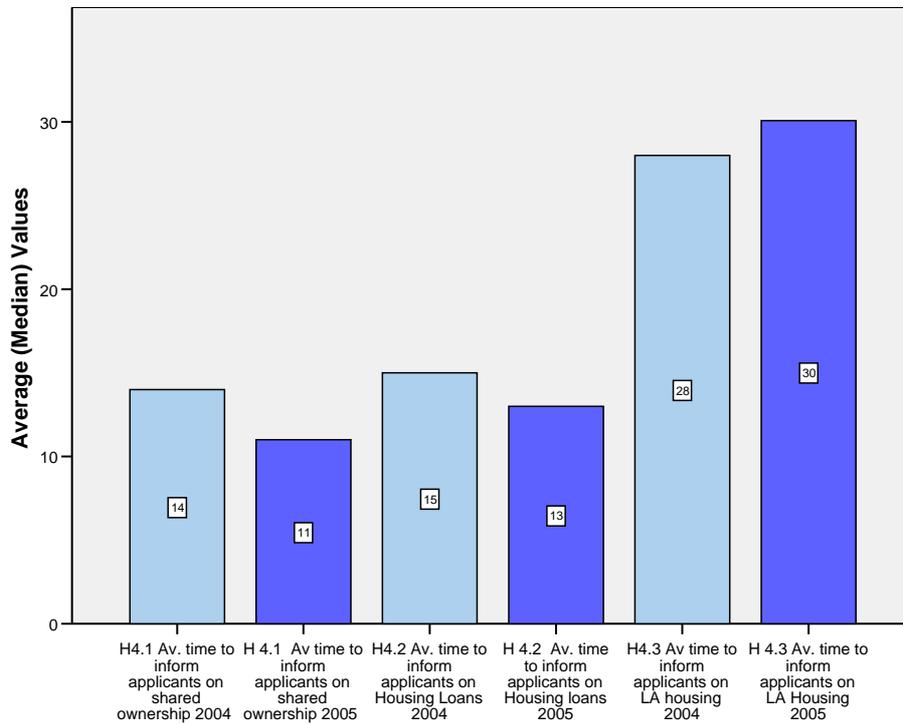
Comparison 2004 and 2005

| H 4.1 | | | |
|---|---------------|-------------|-------------|
| Average time to inform applicants of shared ownership (days) | | 2004 | 2005 |
| N | Valid | 33 | 34 |
| | Missing | 1 | 0 |
| Average | Median | 14.0 | 11.0 |
| | Mean | 16.0 | 16.5 |
| Percentiles | 25% | 7.0 | 7.0 |
| | 75% | 24.0 | 20.3 |

| H 4.2 | | | |
|---|---------------|-------------|-------------|
| Average time to inform applicants of housing loan (days) | | 2004 | 2005 |
| N | Valid | 33 | 34 |
| | Missing | 1 | 0 |
| Average | Median | 15.0 | 13.0 |
| | Mean | 16.1 | 14.1 |
| Percentiles | 25% | 10.2 | 7.5 |
| | 75% | 21.0 | 17.0 |

| H 4.3 | | | |
|--|---------------|-------------|-------------|
| Average time to inform applicants of local authority housing (days) | | 2004 | 2005 |
| N | Valid | 33 | 34 |
| | Missing | 1 | 0 |
| Average | Median | 28.0 | 30.1 |
| | Mean | 59.7 | 44.8 |
| Percentiles | 25% | 18.0 | 9.9 |
| | 75% | 92.0 | 47.8 |

Fig 8: Average Time Taken to Inform Applicants in Relation to Housing Applications



The purpose of indicators H 4.1, H 4.2 and H 4.3 is to measure the speed of service delivered by local authorities in informing applicants about their housing applications. Table 14 shows the average time it takes for local authorities to inform housing applicants in relation to shared ownership, housing loans and local authority housing.

A number of authorities outlined their particular approach to notifying applicants for the different housing options: particular attention was drawn to the assessment and verification processes used. These vary considerably across the country, and because of the range and level of detail, it is not practicable to include them in this composite report.

The median average time taken to inform applicants of shared ownership decreased from 14 days in 2004 to 11 days in 2005. The median average time taken to inform applicants of a housing loan (H 4.2) decreased from 15 days in 2004 to 13 days in 2005. The high number of applications received in 2005, relative to staff resources, was highlighted by a number of authorities, as was the process used to assess applications. In addition, the complexity of a small number of application(s) served to

adversely affect the result. The median average time taken to inform applicants of local authority housing increased slightly from 28 days in 2004 to 30 days in 2005: however in this case the median value does not tell the whole story as the maximum value recorded fell substantially from 483 to 332 days, and both the lower and upper quartile values are markedly reduced in 2005.

Again, in this case, particular caution needs to be exercised in comparing results. It is clear that the processes are very different, and many authorities set theirs out in considerable detail in support of their result. Because of the level of detail supplied these have not been included individually. However, it is clear that the turnaround time is also dependant on the quality and completeness of the application (including PPSN and birth certificates), the assessment (including home visit), and the time taken by the staff of the Health Service Executive to complete this assessment.

Table 15: Traveller Accommodation

| | H 5 Traveller families accommodated (as a percentage of the target in the local Traveller accommodation programme) |
|--------------------------------|---|
| Carlow County Council | 60.0 |
| Cavan County Council | 58.0 |
| Clare County Council | 73.0 |
| Cork City Council | 85.7 |
| Cork County Council | 53.4 |
| Donegal County Council | 115.4 |
| Dublin City Council | 27.4 |
| Dun Laoghaire Rathdown CC | 64.0 |
| Fingal County Council | 25.0 |
| Galway City Council | 110.0 |
| Galway County Council | 245.0 |
| Kerry County Council | 58.0 |
| Kildare County Council | 100.0 |
| Kilkenny County Council | 25.0 |
| Laois County Council | 188.9 |
| Leitrim County Council | 100.0 |
| Limerick City Council | 100.0 |
| Limerick County Council | 78.0 |
| Longford County Council | 125.0 |
| Louth County Council | 98.0 |
| Mayo County Council | 72.4 |
| Meath County Council | 175.0 |
| Monaghan County Council | 150.0 |
| North Tipperary County Council | 100.0 |
| Offaly County Council | 30.0 |
| Roscommon County Council | 75.0 |
| Sligo County Council | 23.1 |
| South Dublin County Council | 87.8 |
| South Tipperary County Council | 120.0 |
| Waterford City Council | 20.0 |
| Waterford County Council | 90.0 |
| Westmeath County Council | 30.0 |
| Wexford County Council | 70.0 |
| Wicklow County Council | 82.9 |

Comparison 2004 and 2005

| H 5 Traveller families accommodated (as a percentage of the target in the local Traveller accommodation programme) | | 2004 | 2005 |
|---|---------------|-------------|-------------|
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 77.0 | 80.5 |
| | Mean | 81.8 | 85.8 |
| Percentiles | 25% | 47.8 | 56.9 |
| | 75% | 100.0 | 102.5 |

As an indicator, H5 was intended to capture local authority progress in meeting traveller accommodation targets as outlined in the Traveller Accommodation Programme. However, the indicator makes the assumption that targets are annualised under the Traveller Accommodation Programme, whereas in fact local authority targets are generally set over a longer, four or five year time-period. In addition the indicator assumes that local targets will not change over time.

In many cases, local authorities have an overall five year objective in relation to traveller accommodation, rather than annual targets. Some authorities do have annual targets; others have an annual action plan. In reality, targets under Traveller Accommodation Programmes reflect local circumstances and need. It has also been pointed out that the achievement of targets is dependent on changing local circumstances, particularly in relation to the planning and local consultation processes. These consultation and planning processes would normally be front-loaded within a 5 year programme, with the actual provision of accommodation coming later.

As a result, local authorities generally reported annual targets based on a four to five year programme. On this basis, some authorities exceeded their annual targets and thus reported figures in excess of 100%.

Again, a number of local authorities submitted contextual information on this indicator. In many cases this information illustrates how small a number of dwellings is involved and how a single set-back can significantly impinge upon the percentage of targets met by an authority.

In these circumstances, it is suggested that it is inappropriate to compare local authorities under this indicator. Nevertheless based on data received, there is a 3.5% increase in the median average (percentage of targets met) from 2004 to 2005. In overall terms, there is evidence of an increase in local authorities meeting their targets, reflected in the increase in both the lowest and highest percentiles.

Table 16: Surface Dressing of Local and Regional Roads

| | R 1 Local and regional roads surface dressed per annum (square metres) | R 2 Percentage of local and regional roads surface dressed per annum |
|-----------------------------------|---|---|
| Carlow County Council | 254,940 | 4.9 |
| Cavan County Council | 1,067,977 | 10.0 |
| Clare County Council | 989,889 | 6.9 |
| Cork City Council | n/a | n/a |
| Cork County Council | 2,209,412 | 4.4 |
| Donegal County Council | 1,456,052 | 5.6 |
| Dublin City Council | n/a | n/a |
| Dun Laoghaire Rathdown CC | n/a | n/a |
| Fingal County Council | 209,100 | 3.8 |
| Galway City Council | n/a | n/a |
| Galway County Council | 919,521 | 3.5 |
| Kerry County Council | 389,000 | 2.2 |
| Kildare County Council | 492,718 | 4.9 |
| Kilkenny County Council | 675,561 | 5.1 |
| Laois County Council | 572,700 | 5.7 |
| Leitrim County Council | 618,190 | 8.0 |
| Limerick City Council | n/a | n/a |
| Limerick County Council | 781,743 | 5.0 |
| Longford County Council | 432,169 | 6.9 |
| Louth County Council | 550,457 | 9.0 |
| Mayo County Council | 814,509 | 3.9 |
| Meath County Council ^a | 732,380 | 6.0 |
| Monaghan County Council | 696,014 | 7.6 |
| North Tipperary County Council | 413,662 | 4.1 |
| Offaly County Council | 265,490 ^a | 2.6 |
| Roscommon County Council | 778,710 | 5.2 |
| Sligo County Council | 381,100 | 3.3 |
| South Dublin County Council | n/a | n/a |
| South Tipperary County Council | 310,940 | 2.2 |
| Waterford City Council | n/a | n/a |
| Waterford County Council | 643,406 | 5.8 |
| Westmeath County Council | 493,302 | 4.6 |
| Wexford County Council | 1,089,528 | 6.9 |
| Wicklow County Council | 684,150 | 6.9 |
| Total | 18,922,620 | |

^aThe return for 2004 inadvertently included road surface dressed under the Road Restoration/Reconstruction Programme

Comparison 2004 and 2005

| R 1 | | | |
|---|-------------|-------------|----------------|
| Local and regional roads surface dressed per annum (square metres) | | 2004 | 2005 |
| N | Valid | 27 | 28 |
| | Missing | 7 | 6 |
| Average | Median | 701,220 | 630798 |
| | Mean | 745,866 | 675,808 |
| Percentiles | 25% | 427,875 | 395,165 |
| | 75% | 100,825 | 806,387 |

| R 2 | | | |
|---|---------------|-------------|-------------|
| Percentage of local and regional roads surface dressed per annum | | 2004 | 2005 |
| N | Valid | 27 | 28 |
| | Missing | 7 | 6 |
| Average | Median | 6.2 | 5.04 |
| | Mean | 5.9 | 5.17 |
| Percentiles | 25% | 3.64 | 4.2725 |
| | 75% | 7 | 6.9 |

The purpose of indicators R1 and R2 was to show the maintenance of roads in the local authority area. It has been acknowledged that these indicators are limited in a number of ways. For instance they are not applicable to urban areas as they contain few “local” or “regional” roads (following the official designation of roads into these categories) and certain resurfacing is excluded. Some authorities also pointed out that the costs involved – e.g. bitumen, binder and labour have increased significantly in 2005 with a consequential impact on the area resurfaced.

With these caveats, the indicator R 1 shows the amount of road surface that was dressed (in metres squared). The mean average shows a decrease of 9% in 2005, compared to 2004.

The median average percentage of roads surface dressed also decreased from 6.2 in 2004 to 5 per cent in 2005.

This is another example of where it is inappropriate to compare different local authority areas as they vary widely in their size, in the number of local and regional roads they possess and in their revenue

relative to their size and length of roads. There is also a difficulty in interpreting a change as positive or negative, as it is not always certain that increases in surface dressing can be equated to providing “*better*” roads. There are many other factors involved, not least the quality and suitability of materials used, volume of traffic movements, the foundations of the road, etc.

Section 5: Water

Irish sanitary authorities are responsible for the production, monitoring and distribution of public water supplies. From 1st January 2004, sanitary functions which were formerly the remit of Town or Borough Councils now reside with County Councils.

The issue of the quality of water is a key one for Ireland. The EPA Report *“Water Quality in Ireland”* 1998-2000 pointed to the need for further major programmes to be introduced to improve the quality of water in rivers, lakes, estuaries and groundwaters. The two EU Directives which impact on local authorities in this area are the Water Framework Directive and the Nitrates Directive. The European Communities (Water Policy) Regulations, 2003 transpose the provisions of the Water Framework Directive into national law. These regulations assign responsibilities to the EPA, local authorities and other public authorities for implementation of the Water Framework Directive.

River Water Pollution

The intention of indicator E1 was to measure the extent of river pollution on a county basis. Under the Water Framework Directive, planning for the management and protection of the aquatic environment is based on river basins and RBD Districts, rather than administrative areas, e.g. county boundaries. The competent authorities in relation to a River Basin District are a) the local authorities acting jointly for the purpose of the establishment of environmental objectives or measures and the making of river basin management plans and b) the EPA for the purposes of reporting to the EU Commission. This is reflected in the figures (supplied by the EPA) contained in Table 17, which shows for each of the River Basin Districts, the percentage of pollution in four water quality classes – unpolluted, slightly polluted, moderately and seriously polluted. This data is captured in Figure 9.

Essentially this is the same data as presented in the 2004 report. This has been acknowledged and was noted in the guidance methodology for the 2005 Indicators which stated:

“The 2004 service indicator report reported on the basis of River Basin Districts, with the data imported directly from the EPA report for the period 2001 – 2003. Pending the publication of the next 3-year

report by the EPA, the statistics used for the 2004 service indicator report will be used for the 2005 report.”

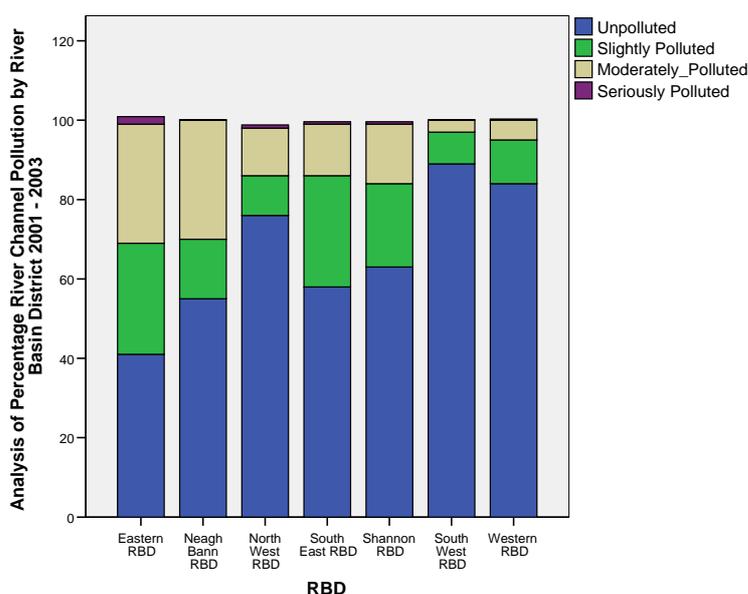
In summary, the data required for this indicator is not available for each local authority, nor is it available on an annual basis. For these reasons, it is recommended that this indicator is revised in due course to ensure it is more meaningful in subsequent years.

**Table 17: Percentage of River Channel Polluted by River Basin District
2001 - 2003**

| River Basin Districts | Unpolluted | Slightly Polluted | Moderately Polluted | Seriously Polluted |
|-----------------------|------------|-------------------|---------------------|--------------------|
| Eastern RBD | 41 | 28 | 30 | 1.9 |
| Neagh Bann RBD | 55 | 15 | 30 | 0.1 |
| North West RBD | 76 | 10 | 12 | 0.8 |
| South East RBD | 58 | 28 | 13 | 0.6 |
| Shannon RBD | 63 | 21 | 15 | 0.6 |
| South West RBD | 89 | 8 | 3 | 0.1 |
| Western RBD | 84 | 11 | 5 | 0.3 |

Notes: The data reproduced in this table has been supplied by the Environmental Protection Agency (EPA).

Fig 9: Percentage of River Channel Polluted 2001 – 2003



Source: EPA data, supplied to DoEH&LG, 2005

*Drinking Water***Table 18: Compliance of Drinking Water with Statutory Requirements**

| | E 2.1 Percentage of drinking water analysis results in compliance with statutory requirements (public schemes) | E 2.2 Percentage of drinking water analysis results in compliance with statutory requirements (private schemes) |
|--------------------------------|---|--|
| Carlow County Council | 99.35 | 97.43 |
| Cavan County Council | 94.97 | 98.38 |
| Clare County Council | 98.59 | 97.04 |
| Cork City Council | 97.78 | N/A |
| Cork County Council | 97.63 | 90.66 |
| Donegal County Council | 96.29 | 87.54 |
| Dublin City Council | 98.67 | N/A |
| Dun Laoghaire Rathdown CC | 98.91 | N/A |
| Fingal County Council | 98.36 | N/A |
| Galway City Council | 98.06 | N/A |
| Galway County Council | 94.80 | 91.00 |
| Kerry County Council | 95.49 | 88.26 |
| Kildare County Council | 99.30 | 97.90 |
| Kilkenny County Council | 96.92 | 90.87 |
| Laois County Council | 99.13 | 94.65 |
| Leitrim County Council | 95.97 | 91.96 |
| Limerick City Council | 99.13 | N/A |
| Limerick County Council | 99.01 | 96.83 |
| Longford County Council | 96.70 | 96.50 |
| Louth County Council | 97.81 | 81.46 |
| Mayo County Council | 97.95 | 90.77 |
| Meath County Council | 98.21 | 96.60 |
| Monaghan County Council | 96.72 | 93.01 |
| North Tipperary County Council | 99.23 | 99.47 |
| Offaly County Council | 98.82 | 98.98 |
| Roscommon County Council | 97.77 | 92.48 |
| Sligo County Council | 97.05 | 88.52 |
| South Dublin County Council | 99.31 | N/A ^a |
| South Tipperary County Council | 95.68 | 88.24 |
| Waterford City Council | 98.76 | N/A |
| Waterford County Council | 95.32 | 93.17 |
| Westmeath County Council | 98.24 | 98.53 |
| Wexford County Council | 96.27 | 86.18 |
| Wicklow County Council | 96.44 | 85.00 |

^aSouth Dublin County Council have one private group water scheme. However, it serves less than 50 persons and is exempt from the 2000 Regulations which took effect in 2004. It was covered by the Regulations prior to 2004.

Comparison 2004 and 2005

| E 2.1 Percentage of drinking water analysis results in compliance with statutory requirements (public) | | 2004 | 2005 |
|---|---------------|--------------|--------------|
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 97.60 | 97.88 |
| | Mean | 97.34 | 97.61 |
| Percentiles | 25% | 96.20 | 96.40 |
| | 75% | 99.03 | 98.84 |

| E 2.2 Percentage of drinking water analysis results in compliance with statutory requirements (private) | | 2004 | 2005 |
|--|---------------|--------------|--------------|
| N | Valid | 27 | 26 |
| | Missing | 7 | 8 |
| Average | Median | 92.70 | 92.75 |
| | Mean | 91.89 | 92.75 |
| Percentiles | 25% | 89.30 | 88.46 |
| | 75% | 95.20 | 97.14 |

Indicator E2 measures the quality of drinking water quality in Ireland. The indicator reflects the percentage of tests carried out in each authority area that are in compliance with statutory requirements and is based on data from the previous year, as published in the EPA's annual report on Drinking Water Quality. The data for 2005 is taken from the report, "Quality of Drinking Water in Ireland: A Report for the year 2004" (published in 2005).⁶ This is the first report based on new EU Regulations, the European Communities (Drinking Water) Regulations 2000 (SI No. 439 of 2000), which came into force on 1st January 2004.

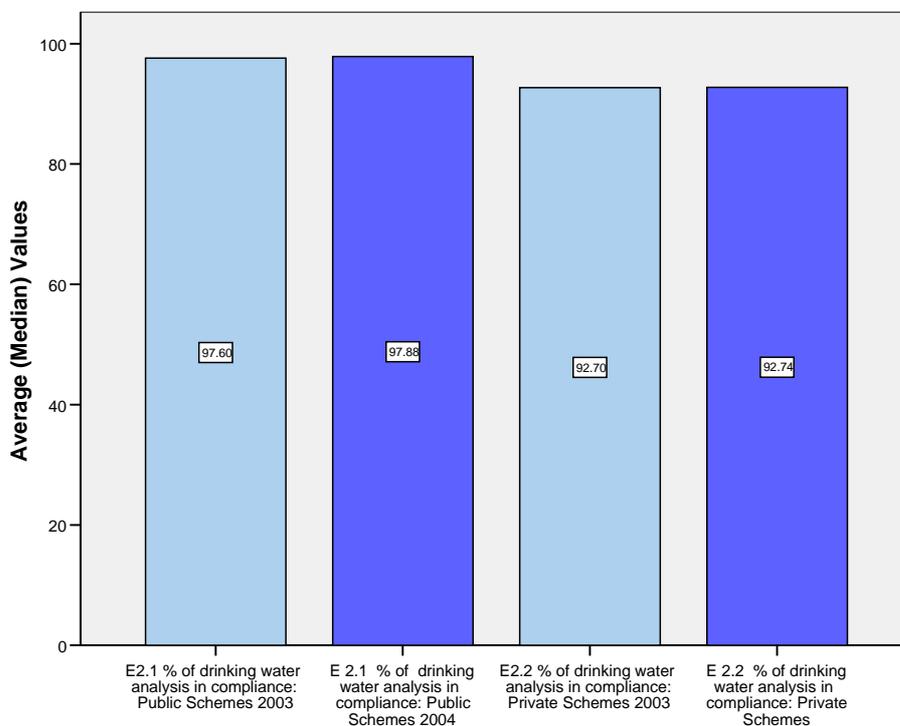
It should be noted that these are significantly different regulations from those used to measure water quality in the previous year's report, "The Quality of Drinking Water in Ireland: A Report for the Year 2003 with a Review of the Period 2001 – 2003".

⁶ Although the DoEH&LG Guidelines on this indicator state that the information "will be forwarded by the EPA directly to the LGCSB for onward transmission to local authorities and the LGMSB", this did not occur in practice. In the event the LGMSB obtained this data from the EPA's annual report on drinking water and, to ensure the figures were reported consistently, consulted with the authors. To eliminate the potential for error and inconsistency in reported figures, it is recommended that the

As a result, while the service indicator results for 2004 and 2005 both measure the level of water quality in local areas, the criteria upon which water quality is judged have also changed. Consequently, the two years' results are not directly comparable. On average, water quality for both public and private schemes improved slightly in 2004 compared with 2003, as measured by relevant EPA parameters in the two years.

The indicators reflect the fact that compliance levels have consistently been higher in the case of public water schemes compared to group water and other private schemes. This is confirmed by the EPA's most recent report, which concludes that: *"The quality of group water schemes has historically been inferior to that of the public water schemes* ("The Quality of Drinking Water in Ireland: A Report for the Year 2004: p. 24)."

Fig 10: Percentage of drinking water analysis results in compliance with statutory requirements 2004-2005



DoEH&LG put in place more formal arrangements with the EPA to ensure the information is provided directly to the LGMSB in an appropriate format in future years.

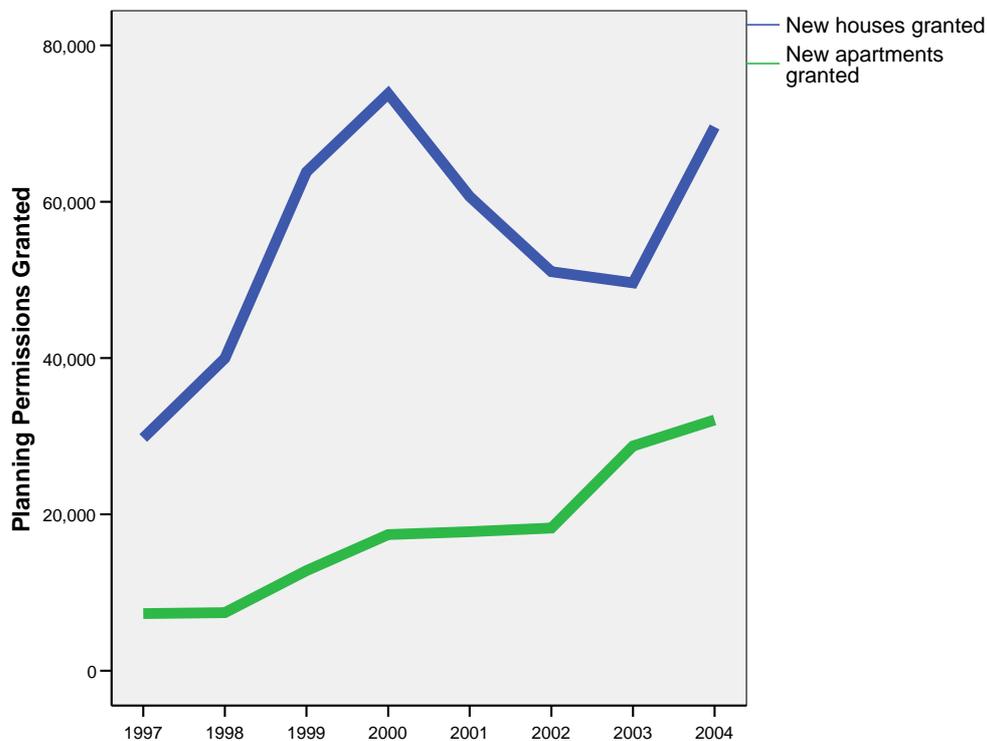
Section 6: Planning

The Planning Process

Planning permission is required in respect of any development of land, not being exempted development and in the case of development which is unauthorised, for the retention of that unauthorised development. Planning authorities include County and City Councils, Borough Councils and Town Councils. An Bord Pleanála deals with appeals of decisions made by a local authority. The role of local authorities in planning is concerned not only with carrying out the day to day operation of their regulatory role (planning control) but also with the developmental aspects of planning (forward planning).

As a result of the economic performance of the country generally in the past decade, there has been a huge increase in the number of planning applications handled by local authorities. Figure 11 shows the growth in the number of new houses and apartments for which planning permission was granted between the years 1997 and 2004.

Fig 11: Planning Permission Granted 1997 - 2004



Source: CSO Statistical Yearbook of Ireland 2005: 261

The provisions of the Planning and Development Act, 2000 have had a significant impact on the processes which local authorities are required to follow in dealing with planning applications.

The procedure to be followed in determining planning applications is clearly laid out in legislation. Where an application is made to a planning authority for permission for the development of land, and all requirements of the regulations are complied with, the authority may decide to grant the permission subject to or without conditions, or to refuse it. In making its decision in relation to an application, the planning authority is restricted to considering the proper planning and sustainable development of the area.

The permission granted may be subject to any number of conditions. The range of conditions that can be attached is set out in the Planning and Development Act, 2000. Local authorities are very aware of the onus on them to comply with the legislative requirements and of the serious implications arising for failure to do so.

The minimum period for determination of an application is five weeks from receipt of the planning application. The planning authority is obliged to make a decision on a valid planning application within eight weeks from date of receipt of the application, or within four weeks from the date of receipt of further information requested by the planning authority. If a decision is not given within an appropriate period, the applicant has permission by default. Two important caveats to this eight week rule apply and need to be taken into account when reviewing this indicator. Firstly, in the event that a local authority requires clarification on the details of a particular application a request for further information is issued. Secondly, in cases of large-scale applications which are particularly complex it is sometimes necessary for the local authority and the applicant to reach agreement whereby an extension of time is granted. These are two important exceptions to the eight week rule; in a small number of cases there is an overlap where a case involves both a request for further information, and an extension to time is also agreed.

Because of the importance of the planning function, the service indicators measure several aspects of the service provided by local authorities. These are, broadly:

- The volume of applications dealt with by local authorities; this is broken down by individual dwelling, new housing developments, other applications not requiring an Environmental Impact Assessment (EIA), and finally other applications requiring an EIA.
- The time taken by local authorities to deal with these categories of applications;
- Analysis of the outcome of each category of applications by the local authority in the first instance and by An Bord Pleanála in the case of appeals;
- Activity of local authorities on enforcement;
- Accessibility to advice and consultation on planning.

These headings are used throughout this section to summarise the main features of the data, with the relevant tables following immediately for ease of reference.

Following the publication of the 2004 Service Indicators report, the DoEHLG in consultation with local authorities made minor revisions to the methodology underpinning P1, the core planning indicator. The original methodology for the indicator asked local authorities to provide data on the number of planning applications decided within 8 weeks, and the number where further information was requested. *However, it did not allow for cases where a time extension is agreed.* Therefore, in preparation for the 2005 report, it was decided to seek additional information in relation to these cases to ensure that a fuller picture of the planning activity could be captured under this indicator. For clarification, therefore, the “number of applications decided” in 2005 refers to all applications where a decision was reached within 8 weeks; in addition, local authorities were asked to supply statistics on cases where further information was requested, and/or cases where an extension of time was agreed with an applicant. Whilst in theory the figures for 2004 and 2005 should be comparable, an examination of the results confirms that the change in definition has given rise to some disparity between the results from the two years (Source: DoEHLG Guidance Note, 2006).

Volume of Activity

Fig 12: No. of Planning Applications Decided 2004 - 2005

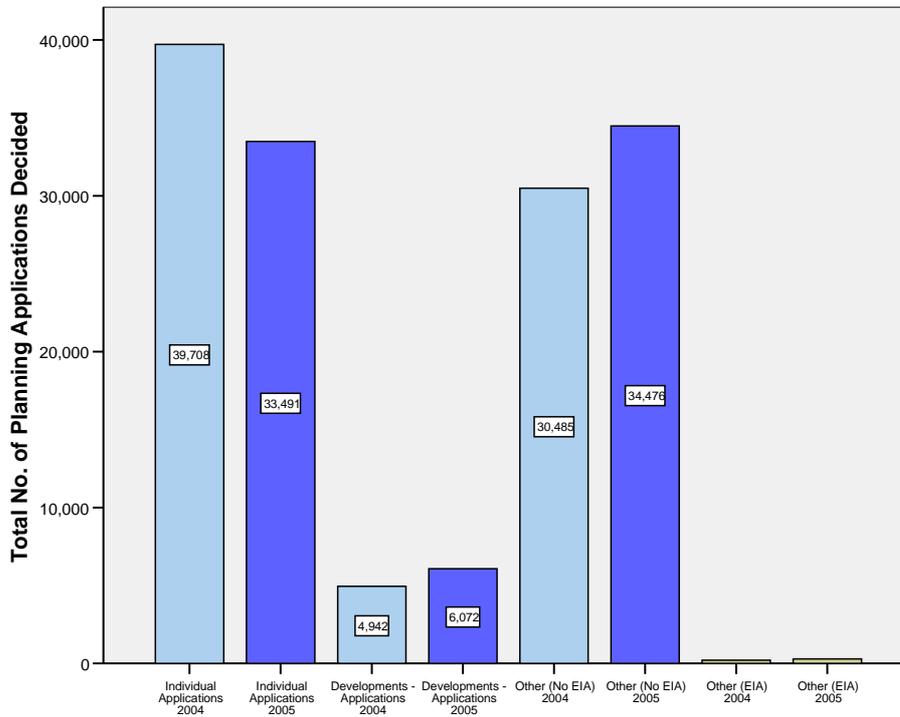


Figure 12 above shows the breakdown by type of the total of planning applications “decided” by the local authorities in 2005 accompanied by figures from the previous year. On their own these figures tell little about the performance of local authorities, but are useful to help gauge the level of activity across planning authorities.

According to the figures submitted, the total number of applications decided in 2005 was 74,330. In 2004 applications decided for individual houses accounted for approximately 53 per cent of total figures; this declined to approximately 45 per cent in 2005. The reduction in the number of such applications decided in 2005 may be accounted for by the increase in the number of applications submitted prior to the introduction of revised development contribution schemes. New developments decided now account for approximately 18 per cent of applications compared with just 6.5 per cent in 2004. The indicators also show that between 2004 and 2005 the total number of individual applications decided has declined by approximately 15.6 per cent; but the number of new housing developments decided has increased by 22.8 per cent; Other Applications decided - *not requiring* an

EIA, and Other Applications - *where an EIA is required*, increased by 13 per cent and 37.9 per cent, respectively. (See Table 28 for details).

Decisions by Time

P1 is designed to capture information on the number of decisions which were decided within the 8 week period. Although the standardisation of methodology this year should improve the quality and usefulness of the indicator over the longer term, this has been balanced with the unavoidable loss of some short-term comparability with 2004. Table 19 below illustrates the reduction in the average percentage of applications dealt with within 8 weeks as a consequence of the change in measurement. It is difficult to be certain how much of this change is attributable to the change in methodology; this could be monitored over the coming years.

Table 19: Number of Applications Decided 2004/2005

| Category | 2004 (Median Value) % | 2005 (Median Value) % |
|----------------------------------|--|--|
| Individual Planning Applications | 79.72 | 49.88 |
| New Developments | 75.07 | 41.85 |
| Other: No EIA Required | 86.62 | 70 |
| Other: EIA Required | 52.38 | 26.78 |

This indicator is reported on in further detail in the Tables which follow.

Average length of time to deal with further information cases

P1 also asks local authorities to report on the average length of time (in days) taken to deal with cases requiring further information. The summary results are presented in Figure 13 over, which shows that there has been a very slight increase in the average length of time taken to deal with individual applications (from 77.3 to 77.5 days); a decrease in the average time taken to deal with

developments (from 81 to 79.5 days); a slight increase in the average number of days taken to deal with other cases where an Environmental Impact Assessment is not required (from 77.3 to 78 days); while the average length of time to deal with Other applications where an Environmental Impact Assessment is required has reduced (from an average of 92.7 to 87.5 days).

The Tables that follow contain the detailed data by authority on these indicators, together with comparisons between 2004 and 2005.

Fig 13: Average Time Taken in days for Further Information Cases

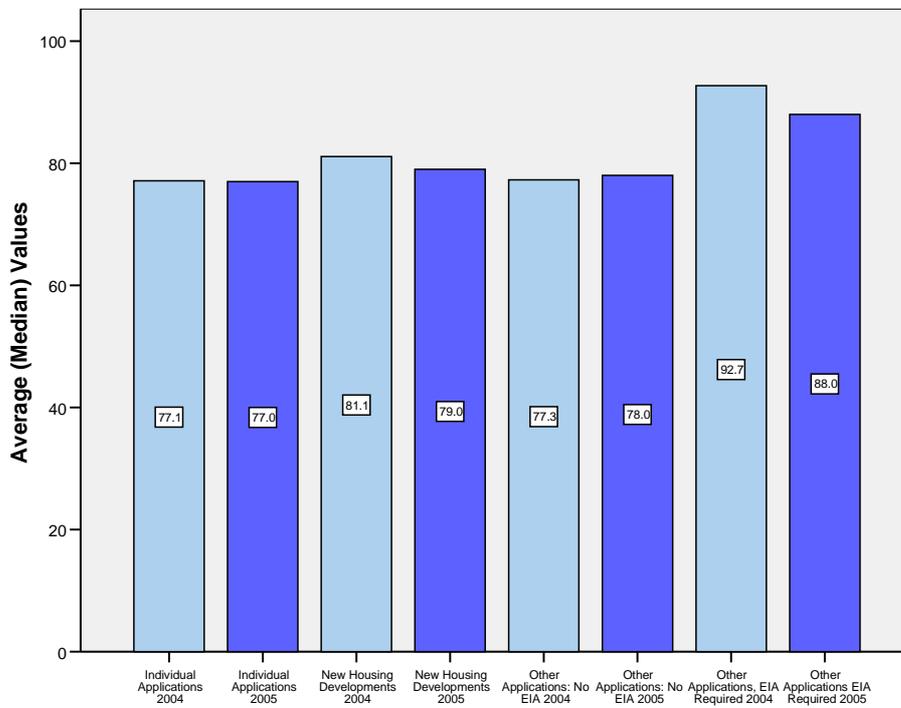


Table 20: Individual Houses - Decisions by Time

| | P 1.1 Individual Houses - Number of applications decided | P 1.2 Number of decisions which were decided within 8 weeks | P 1.3 Number of decisions which required the submission of further information | P 1.4 Number of decisions where an extension of time was agreed to by the applicant | P 1.5 Average length of time (days) taken to decide an application where further information was sought |
|---------------------------------------|---|--|---|--|--|
| Carlow County Council | 359 | 177 | 178 | 1 | 155 |
| Cavan County Council | 1537 | 1097 | 440 | 0 | 73 |
| Clare County Council | 985 | 422 | 499 | 56 | 75 ^j |
| Cork City Council | 96 | 63 | 33 | 0 | 76 |
| Cork County Council | 3451 | 1733 | 1544 | 174 | 78 |
| Donegal County Council ^a | 4080 | 2614 | 1373 | 97 | 62 |
| Dublin City Council | 534 | 461 | 65 | 8 | 73 |
| Dun Laoghaire Rathdown CC | 312 | 183 | 127 | 1 | 84 |
| Fingal County Council | 415 | 320 | 92 | 3 | 73 |
| Galway City Council | 52 | 25 ^d | 25 | 2 | 79 ^k |
| Galway County Council | 2606 | 1016 | 935 | 462 | 81 |
| Kerry County Council | 1925 | 938 | 831 ^f | 99 | 80 |
| Kildare County Council | 1014 | 349 | 652 | 13 | 66 |
| Kilkenny County Council | 741 | 376 | 351 | 8 | 79 |
| Laois County Council | 499 | 316 | 182 | 1 | 77 |
| Leitrim County Council | 744 | 346 ^e | 395 | 11 ^h | 70 |
| Limerick City Council | 13 | 10 | 3 | 0 | 75 |
| Limerick County Council | 1033 | 358 | 596 | 69 | 80 |
| Longford County Council | 551 | 393 | 84 | 74 | 78 |
| Louth County Council | 745 | 346 | 395 | 4 | 66 |
| Mayo County Council ^b | 1920 | 644 | 1181 | 81 | 71 |
| Meath County Council | 950 | 555 | 378 | 17 | 78 |
| Monaghan County Council | 700 | 326 | 365 | 9 | 79 |
| North Tipperary County Council | 514 | 261 | 156 | 81 | 79 |
| Offaly County Council | 584 | 265 | 316 | 3 | 75 |
| Roscommon County Council ^c | 1288 | 488 | 782 | 15 | 80 |
| Sligo County Council | 935 | 719 | 152 ^g | 71 | 91 |
| South Dublin County Council | 335 | 222 | 112 | 1 | 77 |
| South Tipperary County Council | 670 ⁱ | 420 | 231 | 2 | 86 |
| Waterford City Council | 39 | 26 | 13 | 0 | 72 |
| Waterford County Council | 712 | 320 | 390 | 2 | 72 |
| Westmeath County Council | 722 | 356 | 362 | 4 | 81 |
| Wexford County Council | 1746 | 832 | 874 | 40 | 82 |
| Wicklow County Council | 684 | 339 | 275 | 70 | 76 |
| Total | 33491 | | | | |

Local Government Management Services Board

- ^a The total no. of applications determined within 8 weeks plus the F.I.'s and extensions of time do not add up to 4,080 as some applicants sought an extension and also an F.I. was requested.
- ^b The sum of columns B, C and D do not equal column A as a result of overlapping number of applications in column B, C and D.
- ^c This figure contains 3 cases under the Old Regulations which do not fall under the time limits of the sub categories.
- ^d Lower than 2004 -error in I-Plan calculation for 2004.
- ^e 3 'complete' applications involved time extensions and were thus determined outside of the 8 weeks.
- ^f 57 applications determined under old Planning Regs. (2 calendar months). All remaining were determined within 8 week period (2002 Regs).
- ^g Some applications on time extension also on FI request.
- ^h 8 of the cases where a time extension was involved were also cases where further information was required and these 8 cases are included in both the further information and time extension figures
- ⁱ Difference of 17 between total B,C,D and A, accounted for by approvals and material contravention
- ^j This figure also includes applications under old regulations where more than one Extension of Time was accepted and where the time to make a decision was longer than one year.
- ^k Includes 2 cases where an extension of time was agreed, thus increasing the average

Comparison 2004 and 2005

| P 1.2 | | Changed indicator in 2005 |
|--|---------------|----------------------------------|
| Number of decisions which were decided within 8 weeks | | |
| N | Valid | 34 |
| | Missing | 0 |
| Average | Median | 352.5 |
| | Mean | 509.3 |
| Percentiles | 25% | 264.0 |
| | 75% | 577.3 |

| P 1.3 | | New indicator in 2005 |
|---|---------------|------------------------------|
| Number of decisions which required the submission of further information | | |
| N | Valid | 34 |
| | Missing | 0 |
| Average | Median | 356.5 |
| | Mean | 423.2 |
| Percentiles | 25% | 123.3 |
| | 75% | 610.0 |

| P 1.4 | | New indicator in 2005 |
|--|---------------|------------------------------|
| Number of decisions where an extension of time was agreed to by the applicant | | |
| N | Valid | 34 |
| | Missing | 0 |
| Average | Median | 8.5 |
| | Mean | 43.5 |
| Percentiles | 25% | 1.8 |
| | 75% | 70.3 |

| P 1.5 | | | |
|--|---------------|-------------|-------------|
| Average length of time (days) taken to decide an application where further information was sought | | | |
| | | 2004 | 2005 |
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 77.3 | 78 |
| | Mean | 76.8 | 79 |
| Percentiles | 25% | 73.5 | 73.0 |
| | 75% | 80.3 | 80.0 |

Table 21: Housing Developments - Decisions by Time

| | P 1.10 Developments - Number of applications decided | P 1.11 Number of decisions which were decided within 8 weeks | P 1.12 Number of decisions which required the submission of further information | P 1.13 Number of decisions where an extension of time was agreed to by the applicant | P 1.14 Average length of time (days) taken to decide an application where further information was sought |
|--------------------------------|---|---|--|---|---|
| Carlow County Council | 65 | 24 | 38 | 3 | 196 |
| Cavan County Council | 229 | 103 | 126 | 1 | 75 |
| Clare County Council | 155 ^a | 61 | 80 | 16 | 97 |
| Cork City Council | 96 | 46 | 46 | 4 | 77 |
| Cork County Council | 437 | 200 | 216 | 21 | 78 |
| Donegal County Council | 499 ^b | 246 | 231 | 23 | 64 |
| Dublin City Council | 314 | 228 | 86 | 0 | 75 |
| Dun Laoghaire Rathdown CC | 129 | 64 | 65 | 0 | 86 |
| Fingal County Council | 161 | 83 | 78 | 0 | 77 |
| Galway City Council | 42 | 23 ^d | 19 | 1 | 82 ⁱ |
| Galway County Council | 202 | 66 | 103 | 32 | 75.27 |
| Kerry County Council | 570 | 253 | 272 ^f | 38 | 78 |
| Kildare County Council | 182 | 63 | 114 | 5 | 82 |
| Kilkenny County Council | 88 | 25 | 63 | 0 | 81 |
| Laois County Council | 86 | 39 | 46 | 1 | 80 |
| Leitrim County Council | 120 | 39 ^e | 80 | 4 ^g | 77 ^j |
| Limerick City Council | 11 | 4 | 7 | 0 | 73 |
| Limerick County Council | 144 | 37 | 103 | 6 | 82 |
| Longford County Council | 175 | 60 | 66 | 49 | 79 |
| Louth County Council | 101 | 46 | 55 | 0 | 74 |
| Mayo County Council | 221 ^c | 62 | 143 | 17 | 74 |
| Meath County Council | 132 | 74 | 56 | 2 | 84 |
| Monaghan County Council | 122 | 37 | 83 | 2 | 81 |
| North Tipperary County Council | 72 | 17 | 46 | 10 | 85 |
| Offaly County Council | 86 | 37 | 48 | 1 | 79 |
| Roscommon County Council | 287 | 63 | 217 | 3 | 83 |
| Sligo County Council | 118 | 48 | 58 | 15 | 95 |
| South Dublin County Council | 82 | 32 | 49 | 1 | 79 |
| South Tipperary County Council | 121 ^h | 58 | 62 | 0 | 80 |
| Waterford City Council | 24 | 11 | 13 | 0 | 77 |
| Waterford County Council | 70 | 27 | 43 | 0 | 76 |
| Westmeath County Council | 110 | 39 | 70 | 1 | 130 |
| Wexford County Council | 644 | 303 | 323 | 18 | 93 |
| Wicklow County Council | 177 | 103 | 69 | 5 | 83 |
| Total | 6072 | | | | |

^a This is an increase of almost 30 over last year which reflects the increase in zoned land around the County under Local Area Plans.

^b The total no of applications determined within 8 weeks plus the F.I.'s and extensions of time do not add up to 499 as some apps sought an extension and also an F.I. was requested.

^c The sum of columns B, C and D do not equal column A as a result of overlapping number of applications in column B, C, and D.

^d Lower than 2004 -error in I-Plan calculation for 2004.

^e 1 'complete' application involved a time extension and thus was determined outside of 8 weeks.

^f 7 applications under old Planning Regs. (2 calendar months). All remaining applications were determined within 8 week period (2002 Regs)

^g 3 of the cases where a time extension was involved were also cases involving further information and these applications are included in both the further information and time extension figures.

^h Difference between B, C ,D and A accounted for by approval

ⁱ Includes 1 case where an extension of time was agreed, thus increasing the average.

^j Average is negatively impacted by 2 cases where the time extension involved was lengthy - if these 2 applications were excluded average would be reduced to 73.9 days

Comparison 2004 and 2005

| P 1.11 | | Changed indicator in 2005 |
|--|---------------|----------------------------------|
| Number of decisions which were decided within 8 weeks | | |
| N | Valid | 34 |
| | Missing | 0 |
| Average | Median | 53.0 |
| | Mean | 77.1 |
| Percentiles | 25% | 35.8 |
| | 75% | 76.3 |

| P 1.12 | | New indicator in 2005 |
|---|---------------|------------------------------|
| Number of decisions which required the submission of further information | | |
| N | Valid | 34 |
| | Missing | 0 |
| Average | Median | 67.5 |
| | Mean | 93.4 |
| Percentiles | 25% | 47.5 |
| | 75% | 105.8 |

| P 1.13 | | New indicator in 2005 |
|--|---------------|------------------------------|
| Number of decisions where an extension of time was agreed to by the applicant | | |
| N | Valid | 34 |
| | Missing | 0 |
| Average | Median | 2.5 |
| | Mean | 8.2 |
| Percentiles | 25% | 0.0 |
| | 75% | 15.3 |

| P 1.14 | | | |
|--|---------------|-------------|-------------|
| Average length of time (days) taken to decide an application where further information was sought | | | |
| | | 2004 | 2005 |
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 81.0 | 79.5 |
| | Mean | 84.8 | 84.9 |
| Percentiles | 25% | 78.4 | 76.8 |
| | 75% | 86.1 | 83.3 |

Table 22: Applications Not Requiring an Environmental Impact Assessment - Decisions by Time

| | P 1.19 Not requiring EIA - Number of applications decided | P 1.20 Number of decisions which were decided within 8 weeks | P 1.21 Number of decisions which required the submission of further information | P 1.22 Number of decisions where an extension of time was agreed to by the applicant | P 1.23 Average length of time (days) taken to decide an application where further information was sought |
|---|--|---|--|---|---|
| Carlow County Council | 405 | 295 | 105 | 6 | 156 |
| Cavan County Council | 447 | 353 | 94 | 1 | 74 |
| Clare County Council | 940 | 606 | 327 | 8 | 81 ⁱ |
| Cork City Council | 728 | 562 | 146 | 20 | 76 |
| Cork County Council | 3644 | 2464 | 1075 | 105 | 78 |
| Donegal County Council ^a | 1066 | 841 | 206 | 16 | 65 |
| Dublin City Council | 2978 | 2608 | 368 | 2 | 72 |
| Dun Laoghaire Rathdown CC | 1705 | 1403 | 285 | 4 | 81 |
| Fingal County Council | 1483 | 1301 | 177 | 5 | 74 |
| Galway City Council | 511 | 360 ^c | 150 | 3 | 79 ^j |
| Galway County Council | 1708 | 1240 | 353 | 102 | 75 |
| Kerry County Council | 1621 | 1080 | 504 ^e | 34 | 79 |
| Kildare County Council | 1260 | 679 | 571 | 10 | 67 |
| Kilkenny County Council | 972 | 695 | 276 | 1 | 83 |
| Laois County Council | 716 | 499 | 215 | 2 | 78 |
| Leitrim County Council | 388 | 252 ^d | 133 | 9 ^f | 72 |
| Limerick City Council | 356 | 227 | 129 | 0 | 69 |
| Limerick County Council | 1125 | 763 | 319 | 19 | 82 |
| Longford County Council | 426 | 274 | 99 | 53 | 76 |
| Louth County Council | 1073 | 756 | 310 | 7 | 71 |
| Mayo County Council ^b | 1000 | 631 | 346 | 18 | 69 |
| Meath County Council | 1570 | 1086 | 477 | 7 | 78 |
| Monaghan County Council | 610 | 410 | 197 | 3 | 80 |
| North Tipperary County Council | 551 | 421 | 110 | 20 | 80 |
| Offaly County Council | 522 | 338 | 171 | 13 | 84 |
| Roscommon County Council | 459 | 244 | 213 | 2 | 81 |
| Sligo County Council | 288 | 230 | 55 | 7 | 86 |
| South Dublin County Council | 1139 | 893 | 243 | 3 | 76 |
| South Tipperary County Council ^g | 724 | 570 | 152 | 1 | 80 |
| Waterford City Council | 328 | 238 | 90 | 0 | 70 |
| Waterford County Council | 587 | 437 | 146 | 4 | 73 |
| Westmeath County Council | 490 | 304 | 186 | 2 ^h | 87 |
| Wexford County Council | 1550 | 854 | 683 | 13 | 90 |
| Wicklow County Council | 1106 | 771 | 317 | 18 | 80 |
| Total | 34476 | | | | |

Local Government Management Services Board

^a The total no of applications determined within 8 weeks plus the F.I.'s and extensions of time do not add up to 1066 as some apps sought an extension and also an F.I. was requested.

^b The sum of columns B, C and D do not equal column A as a result of overlapping number of applications in column B, C, and D.

^c Lower than 2004 -error in I-Plan calculation for 2004

^d 3 'complete' applications involved time extensions and thus were determined outside the 8 week period

^e 3 applications determined under old Planning Regs (2 calendar months). All remaining were determined within 8 week period (2002 Regs)

^f 6 of the cases where a time extension was involved were also cases involving further information and these 6 applications are included in both the further information and the time extension figures.

^g Difference Between B, C, D and A accounted for by material contravention.

^h These also counted under F.

ⁱ In this period there were a number of applications decided which were made under old regulations where more than one extension in time was allowed.

^j Includes 3 cases where an extension of time was agreed, thus increasing the average.

Comparison 2004 and 2005

| P 1.20 | | Changed indicator in 2005 |
|--|---------------|----------------------------------|
| Number of decisions which were decided within 8 weeks | | |
| N | Valid | 34 |
| | Missing | 0 |
| Average | Median | 588.0 |
| | Mean | 726.0 |
| Percentiles | 25% | 329.5 |
| | 75% | 863.8 |

| P 1.21 | | New indicator in 2005 |
|---|---------------|------------------------------|
| Number of decisions which required the submission of further information | | |
| N | Valid | 34 |
| | Missing | 0 |
| Average | Median | 209.5 |
| | Mean | 271.4 |
| Percentiles | 25% | 142.8 |
| | 75% | 331.8 |

| P 1.22 | | New indicator in 2005 |
|--|---------------|------------------------------|
| Number of decisions where an extension of time was agreed to by the applicant | | |
| N | Valid | 34 |
| | Missing | 0 |
| Average | Median | 7.0 |
| | Mean | 15.2 |
| Percentiles | 25% | 2.0 |
| | 75% | 18.0 |

| P 1.23 | | | |
|--|---------------|-------------|-------------|
| Average length of time (days) taken to decide an application where further information was sought | | | |
| | | 2004 | 2005 |
| N | Valid | 0 | 34 |
| | Missing | 34 | 0 |
| Average | Median | 77.3 | 78.0 |
| | Mean | 78.0 | 79.5 |
| Percentiles | 25% | 73.7 | 72.8 |
| | 75% | 81.2 | 81.0 |

**Table 23: Applications Requiring an Environmental Impact Assessment -
Decisions by Time**

| | P 1.28 Requiring EIA - Number of applications decided | P 1.29 Number of decisions which were decided within 8 weeks | P 1.30 Number of decisions which required the submission of further information | P 1.31 Number of decisions where an extension of time was agreed to by the applicant | P 1.32 Average length of time (days) taken to decide an application where further information was sought |
|-------------------------------------|--|---|--|---|---|
| Carlow County Council | 4 | 1 | 3 | 0 | 71 |
| Cavan County Council | 5 | 2 | 3 | 0 | 81 |
| Clare County Council | 7 | 4 | 3 | 0 | 96 ^d |
| Cork City Council | 1 | 1 | 0 | 0 | 0 |
| Cork County Council | 13 | 5 | 7 | 1 | 104 |
| Donegal County Council ^a | 34 | 23 | 10 | 2 | 66 |
| Dublin City Council | 7 | 3 | 4 | 0 | 121 |
| Dun Laoghaire Rathdown CC | 9 | 2 | 7 | 0 | 98 |
| Fingal County Council | 9 | 2 | 5 | 2 | 87 |
| Galway City Council | 3 | 2 | 1 | 0 | 80 |
| Galway County Council | 17 | 8 | 6 | 2 | 88 |
| Kerry County Council | 11 | 2 | 9 | 0 | 98 |
| Kildare County Council ^b | 9 | 2 | 5 | 4 | 299 ^e |
| Kilkenny County Council | 4 | 1 | 3 | 0 | 90 |
| Laois County Council | 2 | 2 | 0 | 0 | 0 |
| Leitrim County Council | 6 | 0 ^c | 4 | 2 | 85 ^f |
| Limerick City Council | 1 | 0 | 1 | 0 | 72 |
| Limerick County Council | 29 | 12 | 14 | 3 | 90 |
| Longford County Council | 12 | 1 | 4 | 7 | 90 |
| Louth County Council | 10 | 5 | 5 | 0 | 80 |
| Mayo County Council | 13 | 5 | 6 | 2 | 73 |
| Meath County Council | 12 | 5 | 7 | 0 | 137 |
| Monaghan County Council | 1 | 0 | 1 | 0 | 83 |
| North Tipperary County Council | 12 | 2 | 8 | 2 | 95 |
| Offaly County Council | 8 | 3 | 5 | 0 | 109 |
| Roscommon County Council | 8 | 0 | 8 | 0 | 117 |
| Sligo County Council | 5 | 3 | 2 | 0 | 70 |
| South Dublin County Council | 4 | 1 | 3 | 0 | 91 |
| South Tipperary County Council | 8 | 2 | 6 | 0 | 122 |
| Waterford City Council | 2 | 0 | 2 | 0 | 95 |
| Waterford County Council | 7 | 2 | 3 | 2 | 78 |
| Westmeath County Council | 4 | 0 | 4 | 0 | 81 |
| Wexford County Council | 2 | 2 | 0 | 0 | 0 |
| Wicklow County Council | 12 | 3 | 8 | 1 | 86 |
| Total | 291 | | | | |

Service Indicators in Local Authorities 2005

- ^a The total of applications determined within 8 weeks plus the F.I.'s and extensions of time do not add up to 34 as some apps sought an extension and also F.I. was requested.
- ^b no of decision within 8 week+no of decisions requiring FI+no of decisions where ext of time was sought does not add to no of apps decided. Valid reason on file and can be forwarded to LGCSB on request.
- ^c the 2 'complete' applications involved time extensions and thus were determined outside the 8 weeks.
- ^d Some cases required clarification of further information.
- ^e High figure due to 1 application of a complex nature.
- ^f Average is impacted by the 2 cases where time extensions were involved

Comparison 2004 and 2005

| P 1.29 | | Changed indicator in 2005 |
|--|---------------|----------------------------------|
| Number of decisions which were decided within 8 weeks | | |
| N | Valid | 34 |
| | Missing | 0 |
| Average | Median | 2.0 |
| | Mean | 3.1 |
| Percentiles | 25% | 1.0 |
| | 75% | 3.3 |

| P 1.30 | | New indicator in 2005 |
|---|---------------|------------------------------|
| Number of decisions which required the submission of further information | | |
| N | Valid | 34 |
| | Missing | 0 |
| Average | Median | 4.0 |
| | Mean | 4.6 |
| Percentiles | 25% | 2.8 |
| | 75% | 7.0 |

| P 1.31 | | New indicator in 2005 |
|--|---------------|------------------------------|
| Number of decisions where an extension of time was agreed to by the applicant | | |
| N | Valid | 34 |
| | Missing | 0 |
| Average | Median | 0.0 |
| | Mean | 0.9 |
| Percentiles | 25% | 0.0 |
| | 75% | 2.0 |

| P 1.32 | | 2004 | 2005 |
|--|---------------|-------------|-------------|
| Average length of time (days) taken to decide an application where further information was sought | | | |
| N | Valid | 29 | 34 |
| | Missing | 5 | 0 |
| Average | Median | 92.7 | 87.5 |
| | Mean | 89.2 | 89.2 |
| Percentiles | 25% | 77.3 | 76.8 |
| | 75% | 104.2 | 98.0 |

Role of An Bord Pleanála

The 1976 Act provided for the establishment of an independent appeals body, An Bord Pleanála, to adjudicate on planning appeals, references etc. The Minister may give the Board general direction as to policy but he has no power to issue a directive in any individual case. Section 126 of the 2000 Act sets out that:

“It shall be the duty of the Board to ensure that appeals and referrals are disposed of as expeditiously as may be and, for that purpose, to take all such steps as are open to it to ensure that, in so far as is practicable, there are no avoidable delays at any stage in the determination of appeals and referrals”.

The Board may in determining an appeal decide to grant a permission even if the proposed development contravenes materially the development plan in the planning authority area. However, where a planning authority has decided to refuse permission on the grounds that a proposed development materially contravenes the development plan, the Board may only grant permission where it considers that:

- 1) the proposed development is of strategic or national importance;
- 2) there are conflicting objectives in the development plan or the objectives are not clearly stated;
- 3) permission for the proposed development should be granted having regard to regional planning guidelines for the area, or Ministerial guidelines or policy directives, the statutory obligations of any local authority in the area, and any relevant policy of the government;
- 4) permission for the proposed development should be granted having regard to the pattern of development, and permissions granted, in the area since the making of the development plan.

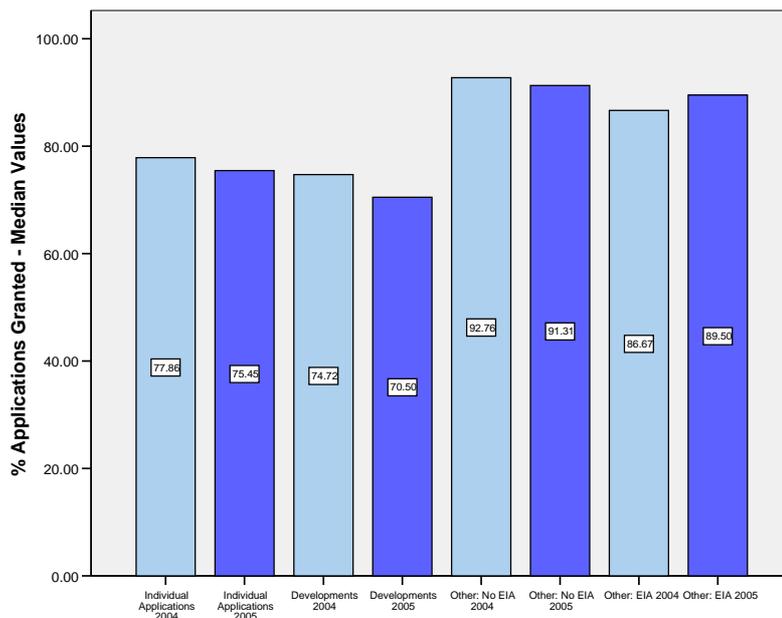
Decisions of An Bord Pleanála can be appealed on a point of law to the High Court.

Tables 24 to 28 provide a comprehensive analysis by application type of the outcome of the full planning process – from decision by the local authority to, where applicable, outcome of decision of An Bord Pleanála. It is important to note in examining this data that “the percentage of cases where the decision was confirmed by An Bord Pleanála” refers to decisions of the local authority that were upheld *with or without variation* by An Bord. In many cases, An Bord, in confirming the decision of the local authority, may make some minor variation or addition to conditions.

Grant/Refusal Rates by Category

As already discussed the Planning Indicators capture grant and refusal rates for each category of planning application. Figure 14 illustrates the general trends. Between 2004 and 2005, there has been a decrease in the permissions granted for individual houses, from a median value of 77.86 per cent in 2004 to 75.45 per cent in 2005; the median value of new developments granted has also fallen from 74.72 to 70.50 per cent; the median value of other applications, requiring an EIA also fell from 92.76 to 91.31 per cent, while there was an increase in the median value of other applications, requiring an EIA, which has risen from 86.67 to 89.5 per cent.

Fig 14: Percentage of Planning Applications Granted 2004 - 2005



Changes to the way in which this indicator is measured in 2005 mean that it is not appropriate to compare levels of planning decisions that have been confirmed by An Bord Pleanála between the two years. Nevertheless, it is possible to compare the level of decisions that have been reversed when referred to An Bord Pleanála. Here comparing 2004 and 2005, the level of reversals has fallen in the case of individual houses from a median average of 32 per cent to 26.7, and in the case of new housing developments from 31.5 to 25.5 per cent. In respect of Other Applications, where no EIA is required, the reversal rate has increased slightly from 24 per cent in 2004 to 26.3 per cent in 2005. These general trends are illustrated in Figure 15 below.

Fig 15: Trends in Decision Making by An Bord Pleanála

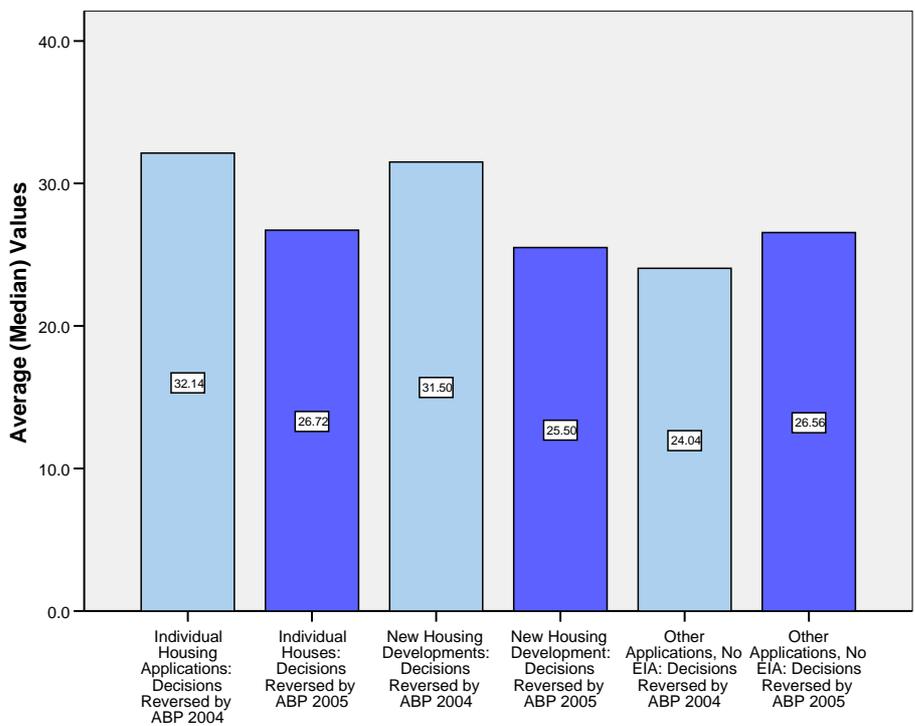


Table 24: Individual Applications - Analysis of Decisions

| | P 1.6 Individual Houses - Percentage of Grants | P 1.7 Individual Houses - Percentage of Refusals | P 1.8 Percentage of cases where the decision was confirmed by An Bord Pleanála | P 1.9 Percentage of cases where the decision was reversed by An Bord Pleanála |
|-------------------------------------|---|---|---|--|
| Carlow County Council | 76 | 24 | 67 | 33 |
| Cavan County Council | 80.16 | 19.84 | 48.39 | 51.61 |
| Clare County Council | 76.55 | 23.45 | 64.44 | 35.56 ^e |
| Cork City Council | 64.58 | 35.42 | 76.47 | 23.53 |
| Cork County Council | 71 | 29 | 58 | 42 |
| Donegal County Council | 78.63 | 21.37 | 45.45 | 54.55 |
| Dublin City Council | 69.8 | 30.2 | 77.5 | 22.5 |
| Dun Laoghaire Rathdown CC | 68.58 | 31.42 | 62.82 | 37.18 |
| Fingal County Council | 62 | 38 | 76 | 24 |
| Galway City Council | 76.92 | 23.08 | 75 | 25 |
| Galway County Council | 82.58 | 17.42 | 79.76 | 20.24 |
| Kerry County Council | 78.96 | 21.04 | 66.04 | 33.96 |
| Kildare County Council ^b | 63.51 | 36.49 | 46.81 | 53.19 |
| Kilkenny County Council | 74.9 | 25.1 | 81.25 | 18.75 |
| Laois County Council | 77.96 | 22.04 | 77.78 | 22.22 |
| Leitrim County Council | 81.32 | 18.68 | 60.71 ^c | 39.29 ^f |
| Limerick City Council | 46.15 | 53.85 | 80 | 20 |
| Limerick County Council | 77.44 | 22.56 | 82.86 | 17.14 |
| Longford County Council | 82.4 | 17.6 | 68.18 | 31.82 |
| Louth County Council | 86.44 | 13.56 | 58.62 ^d | 41.38 ^g |
| Mayo County Council | 85 | 15 | 65 | 35 |
| Meath County Council | 59.59 | 40.41 | 85.5 | 14.5 |
| Monaghan County Council | 81 | 19 | 82 | 18 |
| North Tipperary County Council | 86.38 | 13.62 | 91.67 | 8.33 |
| Offaly County Council | 74.64 | 25.36 | 87 | 13 |
| Roscommon County Council | 80.12 | 19.88 | 64.86 | 35.14 |
| Sligo County Council | 84 | 16 | 81 | 19 |
| South Dublin County Council | 57.91 | 42.09 | 74.47 | 25.53 |
| South Tipperary County Council | 74 | 26 | 64 | 36 |
| Waterford City Council | 71.29 | 28.71 | 100 | 0 |
| Waterford County Council | 72.2 | 27.8 | 70.37 | 29.63 |
| Westmeath County Council | 71.33 | 28.67 | 86.2 | 13.8 |
| Wexford County Council | 67 | 33 | 63 | 37 |
| Wicklow County Council ^a | 69.62 | 30.38 | 72.09 | 27.91 |

Service Indicators in Local Authorities 2005

^a Percentage grant weighted by number of applications per LA is 69.62%. Confirmation of decision by An Bord Pleanála is 72.09%.

^b Kildare County Council confirmed that the relevant number of cases were 644, 370, 22 and 25.

^c 17 of 28 applications determined by An Bord Pleanála

^d Of 745 cases determined, only 29 cases (or 3.89%) were appealed to an Bord Pleanála. Of these 29 cases, 17 decisions were confirmed, with or without variations, by ABP.

^e This reflects an increase on 2004. A number of appeals of grants of permission issued by Clare County Council were overturned on appeal by the National Roads Authority.

^f 11 of 28 applications determined by An Bord Pleanála.

^g 12 out of the 39 cases appealed (and 745 determined) were reversed by ABP.

Comparison 2004 and 2005

| P 1.6 Individual Houses - Percentage of Grants | | 2004 | 2005 |
|---|---------------|-------------|-------------|
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 77.9 | 75.5 |
| | Mean | 77.1 | 73.8 |
| Percentiles | 25% | 72.0 | 69.4 |
| | 75% | 84.9 | 80.4 |

| P 1.7 Individual Houses - Percentage of Rrefusals | | 2004 | 2005 |
|--|---------------|-------------|-------------|
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 22.2 | 24.6 |
| | Mean | 22.9 | 26.2 |
| Percentiles | 25% | 15.1 | 19.6 |
| | 75% | 28.0 | 30.6 |

| P 1.9 Percentage of cases where the decision was reversed by An Bord Pleanala | | 2004 | 2005 |
|--|---------------|-------------|-------------|
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 32.1 | 26.7 |
| | Mean | 32.7 | 28.2 |
| Percentiles | 25% | 23.0 | 18.9 |
| | 75% | 43.2 | 36.3 |

Table 25: Housing Developments - Analysis of Decisions

| | P 1.15 Developments - Percentage of Grants | P 1.16 Developments - Percentage of Refusals | P 1.17 Percentage of cases where the decision was confirmed by An Bord Pleanala | P 1.18 Percentage of cases where the decision was reversed by An Bord Pleanala |
|--------------------------------|---|---|--|---|
| Carlow County Council | 74 | 26 | 74 | 26 |
| Cavan County Council | 82.97 | 17.03 | 81.82 | 18.18 |
| Clare County Council | 64.52 | 35.48 | 90.5 | 9.5 |
| Cork City Council | 66.67 | 33.33 | 80.65 | 19.35 |
| Cork County Council | 70 | 30 | 58 | 42 |
| Donegal County Council | 81.96 | 18.04 | 66.67 | 33.33 |
| Dublin City Council | 62.7 | 37.3 | 72 | 28 |
| Dun Laoghaire Rathdown CC | 67.44 | 32.56 | 69.56 | 30.44 |
| Fingal County Council | 71 | 29 | 74 | 26 |
| Galway City Council | 64.29 | 35.71 | 66.67 | 33.33 |
| Galway County Council | 76.73 | 22.27 | 67.86 | 32.14 |
| Kerry County Council | 67.72 | 32.28 | 56.82 | 43.18 |
| Kildare County Council | 67.03 | 32.97 | 83.87 | 16.13 |
| Kilkenny County Council | 72.73 | 27.27 | 82.35 | 17.65 |
| Laois County Council | 63.53 | 36.47 | 90.91 | 9.09 |
| Leitrim County Council | 75 | 25 | 92.31 | 7.69 |
| Limerick City Council | 54.55 | 45.45 | 100 | 0 |
| Limerick County Council | 77.08 | 22.92 | 73.33 | 26.67 |
| Longford County Council | 87.43 | 12.57 | 67.86 | 32.14 |
| Louth County Council | 73.27 | 26.73 | 54.55 | 45.45 |
| Mayo County Council | 87 | 13 | 75 | 25 |
| Meath County Council | 71.68 | 28.32 | 95.1 | 4.9 |
| Monaghan County Council | 80 | 20 | 67 | 33 |
| North Tipperary County Council | 87.5 | 12.5 | 100 | 0 |
| Offaly County Council | 66.3 | 33.7 | 92 | 8 |
| Roscommon County Council | 84.67 | 15.33 | 72.22 | 27.78 |
| Sligo County Council | 82 | 18 | 50 | 50 |
| South Dublin County Council | 64.63 | 35.37 | 67.65 | 32.35 |
| South Tipperary County Council | 68 | 32 | 89 | 11 |
| Waterford City Council | 66.67 | 33.33 | 83.33 | 16.67 |
| Waterford County Council | 72.86 | 27.14 | 80 | 20 |
| Westmeath County Council | 59.1 | 40.9 | 75 | 25 |
| Wexford County Council | 56 | 44 | 67 | 33 |
| Wicklow County Council | 63.69 | 36.31 | 86.07 | 13.93 |

Comparison 2004 and 2005

| P 1.15 Developments - Percentage of Grants | | 2004 | 2005 |
|---|---------------|-------------|-------------|
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 74.7 | 70.5 |
| | Mean | 73.8 | 71.5 |
| Percentiles | 25% | 69.3 | 64.6 |
| | 75% | 80.4 | 77.8 |

| P 1.16 Development - Percentage of Refusals | | 2004 | 2005 |
|--|---------------|-------------|-------------|
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 25.3 | 29.5 |
| | Mean | 26.3 | 28.5 |
| Percentiles | 25% | 19.6 | 22.2 |
| | 75% | 30.7 | 35.4 |

| P 1.17 Percentage of cases where the decision was confirmed by An Bord Pleanala | | 2005 |
|--|---------------|-------------|
| N | Valid | 34 |
| | Missing | 0 |
| Average | Median | 74.5 |
| | Mean | 76.6 |
| Percentiles | 25% | 67.5 |
| | 75% | 86.8 |

| P 1.18 Percentage of cases where the decision was reversed by An Bord Pleanala | | 2004 | 2005 |
|---|---------------|-------------|-------------|
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 31.5 | 25.5 |
| | Mean | 31.8 | 23.4 |
| Percentiles | 25% | 17.7 | 13.2 |
| | 75% | 43.6 | 32.5 |

Table 26: Applications Not Requiring an Environmental Impact Assessment - Analysis of Decisions

| | P 1.24 Not requiring EIA - Percentage of Grants | P 1.25 Not requiring EIA - Percentage of Refusals | P 1.26 Percentage of cases where the decision was confirmed by An Bord Pleanala | P 1.27 Percentage of cases where the decision was reversed by An Bord Pleanala |
|--------------------------------|--|--|--|---|
| Carlow County Council | 96 | 4 | 79 | 21 |
| Cavan County Council | 91.73 | 8.27 | 100 | 0 |
| Clare County Council | 90.85 | 9.15 | 85 | 15 |
| Cork City Council | 84.89 | 15.11 | 83.02 | 16.98 |
| Cork County Council | 90 | 10 | 60 | 40 |
| Donegal County Council | 91.37 | 8.63 | 45.16 | 54.84 |
| Dublin City Council | 89.4 | 10.6 | 77.5 | 22.5 |
| Dun Laoghaire Rathdown CC | 91.29 | 8.71 | 80.62 | 19.38 |
| Fingal County Council | 89 | 11 | 71 | 29 |
| Galway City Council | 78.67 | 21.33 | 73.21 | 26.79 |
| Galway County Council | 92.39 | 7.61 | 72.73 | 27.27 |
| Kerry County Council | 91.24 | 8.76 | 63.64 | 36.36 |
| Kildare County Council | 92.46 | 7.54 | 65 | 35 |
| Kilkenny County Council | 92.8 | 7.2 | 80.49 | 19.51 |
| Laois County Council | 90.66 | 9.34 | 70.83 | 29.17 |
| Leitrim County Council | 93.3 | 6.7 | 64.71 | 35.29 |
| Limerick City Council | 90.45 | 9.55 | 66.67 | 33.33 |
| Limerick County Council | 94.76 | 5.24 | 71.43 | 28.57 |
| Longford County Council | 95.31 | 4.69 | 83.33 | 16.67 |
| Louth County Council | 93.48 | 6.52 | 78.72 | 21.28 |
| Mayo County Council | 97 | 3 | 78 | 22 |
| Meath County Council | 83.35 | 16.65 | 83.17 | 16.83 |
| Monaghan County Council | 96 | 4 | 56 | 44 |
| North Tipperary County Council | 96.37 | 3.63 | 54.55 | 45.45 |
| Offaly County Council | 86.97 | 13.03 | 84 | 16 |
| Roscommon County Council | 95.42 | 4.58 | 58.82 | 41.18 |
| Sligo County Council | 93 | 7 | 86 | 14 |
| South Dublin County Council | 91.31 | 8.69 | 72.06 | 27.94 |
| South Tipperary County Council | 94 | 6 | 72 | 28 |
| Waterford City Council | 85.37 | 14.63 | 73.68 | 26.32 |
| Waterford County Council | 91.31 | 8.69 | 68.18 | 31.82 |
| Westmeath County Council | 89.39 | 10.61 | 88 | 12 |
| Wexford County Council | 89 | 11 | 77 | 23 |
| Wicklow County Council | 86.37 | 13.63 | 80.69 | 19.31 |

Comparison 2004 and 2005

| P 1.24 | | | |
|-----------------------------|---------------|-------------|-------------|
| Not requiring EIA - | | | |
| Percentage of Grants | | 2004 | 2005 |
| N | Valid | 0 | 34 |
| | Missing | 34 | 0 |
| Average | Median | 92.8 | 91.3 |
| | Mean | 92.0 | 91.0 |
| Percentiles | 25% | 89.9 | 89.3 |
| | 75% | 95.0 | 93.6 |

| P 1.25 | | | |
|-------------------------------|---------------|-------------|-------------|
| Not requiring EIA - | | | |
| Percentage of Refusals | | 2004 | 2005 |
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 7.2 | 8.7 |
| | Mean | 8.0 | 9.0 |
| Percentiles | 25% | 5.1 | 6.4 |
| | 75% | 10.1 | 10.7 |

| P 1.26 | | |
|-------------------------------|---------------|-------------|
| Percentage of cases | | |
| where the decision was | | |
| confirmed by An Bord | | |
| Pleanala | | |
| | | 2005 |
| N | Valid | 34 |
| | Missing | 0 |
| Average | Median | 73.5 |
| | Mean | 73.7 |
| Percentiles | 25% | 66.3 |
| | 75% | 81.3 |

| P 1.27 | | | |
|-------------------------------|---------------|-------------|-------------|
| Percentage of cases | | | |
| where the decision was | | | |
| reversed by An Bord | | | |
| Pleanala | | | |
| | | 2004 | 2005 |
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 24.0 | 26.6 |
| | Mean | 26.0 | 26.4 |
| Percentiles | 25% | 18.2 | 18.7 |
| | 75% | 31.4 | 33.8 |

Table 27: Applications Requiring an Environmental Impact Assessment - Analysis of Decisions

| | P 1.33 Requiring EIA - Percentage of Grants | P 1.34 Requiring EIA - Percentage of Refusals | P 1.35 Percentage of cases where the decision was confirmed by An Bord Pleanala | P 1.36 Percentage of cases where the decision was reversed by An Bord Pleanala |
|--------------------------------|--|--|--|---|
| Carlow County Council | 75 | 25 | 100 | 0 |
| Cavan County Council | 100 | 0 | 100 | 0 |
| Clare County Council | 71.43 | 28.57 | 50 | 50 |
| Cork City Council | 100 | 0 | 100 | 0 |
| Cork County Council | 77 | 23 | 75 | 25 |
| Donegal County Council | 94.12 | 5.88 | 85.72 | 14.28 |
| Dublin City Council | 85.7 | 14.3 | 100 | 0 |
| Dun Laoghaire Rathdown CC | 88.88 | 11.12 | 25 | 75 |
| Fingal County Council | 89 | 11 | 100 | 0 |
| Galway City Council | 100 | 0 | 100 | 0 |
| Galway County Council | 88.24 | 11.76 | 100 | 0 |
| Kerry County Council | 90.91 | 9.09 | 83.33 | 16.67 |
| Kildare County Council | 100 | 0 | 75 | 25 |
| Kilkenny County Council | 50 | 50 | 50 | 50 |
| Laois County Council | 100 | 0 | 100 | 0 |
| Leitrim County Council | 100 | 0 | 0 | 100 |
| Limerick City Council | 100 | 0 | 0 | 0 |
| Limerick County Council | 93.1 | 6.9 | 100 | 0 |
| Longford County Council | 75 | 25 | 100 | 0 |
| Louth County Council | 90 | 10 | 100 | 0 |
| Mayo County Council | 58 | 42 | 75 | 25 |
| Meath County Council | 80 | 20 | 76.99 | 23.01 |
| Monaghan County Council | 100 | 0 | 100 | 0 |
| North Tipperary County Council | 58.33 | 41.67 | 100 | 0 |
| Offaly County Council | 62.5 | 37.5 | 100 | 0 |
| Roscommon County Council | 100 | 0 | 0 | 100 |
| Sligo County Council | 80 | 20 | 0 | 100 |
| South Dublin County Council | 75 | 25 | 100 | 0 |
| South Tipperary County Council | 100 | 0 | 100 | 0 |
| Waterford City Council | 100 | 0 | 0 | 0 |
| Waterford County Council | 85.71 | 14.29 | 100 | 0 |
| Westmeath County Council | 100 | 0 | 100 | 0 |
| Wexford County Council | 50 | 50 | 0 | 0 |
| Wicklow County Council | 100 | 0 | 100 | 0 |

Comparison 2004 and 2005

| P 1.33 Requiring EIA - Percentage of Grants | | 2004 | 2005 |
|--|---------------|-------------|-------------|
| N | Valid | 29 | 34 |
| | Missing | 5 | 0 |
| Average | Median | 86.7 | 89.5 |
| | Mean | 83.0 | 85.8 |
| Percentiles | 25% | 68.8 | 75.0 |
| | 75% | 100.0 | 100.0 |

| P 1.34 Requiring EIA - Percentage of Refusals | | 2004 | 2005 |
|--|---------------|-------------|-------------|
| N | Valid | 29 | 34 |
| | Missing | 5 | 0 |
| Average | Median | 12.5 | 10.5 |
| | Mean | 14.4 | 14.2 |
| Percentiles | 25% | 0.0 | 0.0 |
| | 75% | 28.8 | 25.0 |

| P 1.35 Percentage of cases where the decision was confirmed by An Bord Pleanala | | 2005 |
|--|---------------|--------------|
| N | Valid | 34 |
| | Missing | 0 |
| Average | Median | 100.0 |
| | Mean | 73.4 |
| Percentiles | 25% | 50.0 |
| | 75% | 100.0 |

| P 1.36 Percentage of cases where the decision was reversed by An Bord Pleanala | | 2004 | 2005 |
|---|---------------|-------------|-------------|
| N | Valid | 28 | 34 |
| | Missing | 6 | 0 |
| Average | Median | 0.0 | 0.0 |
| | Mean | 11.6 | 17.8 |
| Percentiles | 25% | 0.0 | 0.0 |
| | 75% | 23.8 | 25.0 |

Table 28: Planning Applications by Category

| | P 1.1 Individual Houses - Number of applications decided | P 1.10 Developments - Number of applications decided | P 1.19 Not requiring EIA - Number of applications decided | P 1.28 Requiring EIA - Number of applications decided |
|--------------------------------|---|---|--|--|
| Carlow County Council | 359 | 65 | 405 | 4 |
| Cavan County Council | 1537 | 229 | 447 | 5 |
| Clare County Council | 985 | 155 | 940 | 7 |
| Cork City Council | 96 | 96 | 728 | 1 |
| Cork County Council | 3451 | 437 | 3644 | 13 |
| Donegal County Council | 4080 | 499 | 1066 | 34 |
| Dublin City Council | 534 | 314 | 2978 | 7 |
| Dun Laoghaire Rathdown CC | 312 | 129 | 1705 | 9 |
| Fingal County Council | 415 | 161 | 1483 | 9 |
| Galway City Council | 52 | 42 | 511 | 3 |
| Galway County Council | 2606 | 202 | 1708 | 17 |
| Kerry County Council | 1925 | 570 | 1621 | 11 |
| Kildare County Council | 1014 | 182 | 1260 | 9 |
| Kilkenny County Council | 741 | 88 | 972 | 4 |
| Laois County Council | 499 | 86 | 716 | 2 |
| Leitrim County Council | 744 | 120 | 388 | 6 |
| Limerick City Council | 13 | 11 | 356 | 1 |
| Limerick County Council | 1033 | 144 | 1125 | 29 |
| Longford County Council | 551 | 175 | 426 | 12 |
| Louth County Council | 745 | 101 | 1073 | 10 |
| Mayo County Council | 1920 | 221 | 1000 | 13 |
| Meath County Council | 950 | 132 | 1570 | 12 |
| Monaghan County Council | 700 | 122 | 610 | 1 |
| North Tipperary County Council | 514 | 72 | 551 | 12 |
| Offaly County Council | 584 | 86 | 522 | 8 |
| Roscommon County Council | 1288 | 287 | 459 | 8 |
| Sligo County Council | 935 | 118 | 288 | 5 |
| South Dublin County Council | 335 | 82 | 1139 | 4 |
| South Tipperary CC | 670 | 121 | 724 | 8 |
| Waterford City Council | 39 | 24 | 328 | 2 |
| Waterford County Council | 712 | 70 | 587 | 7 |
| Westmeath County Council | 722 | 110 | 490 | 4 |
| Wexford County Council | 1746 | 644 | 1550 | 2 |
| Wicklow County Council | 684 | 177 | 1106 | 12 |
| Total | 33,491 | 6,072 | 34,476 | 291 |

Comparison 2004 and 2005

| P 1.1 Individual Houses - Number of applications decided | | 2004 | 2005 |
|---|---------------|--------------|--------------|
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 797.5 | 717.0 |
| | Mean | 1167.9 | 985.0 |
| Percentiles | 25% | 486.5 | 478.0 |
| | 75% | 1528.3 | 1096.8 |

| P 1.10 Developments - Number of applications decided | | 2004 | 2005 |
|---|---------------|--------------|--------------|
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 107.5 | 125.5 |
| | Mean | 145.4 | 178.6 |
| Percentiles | 25% | 80.5 | 86.0 |
| | 75% | 168.5 | 206.8 |

| P 1.19 Not requiring EIA - Number of applications decided | | 2004 | 2005 |
|--|---------------|--------------|--------------|
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 617.0 | 834.0 |
| | Mean | 896.6 | 1014.1 |
| Percentiles | 25% | 440.8 | 482.3 |
| | 75% | 1211.0 | 1315.8 |

| P 1.28 Requiring EIA - Number of applications decided | | 2004 | 2005 |
|--|---------------|-------------|-------------|
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 6.0 | 7.5 |
| | Mean | 6.2 | 8.6 |
| Percentiles | 25% | 2.0 | 4 |
| | 75% | 8.0 | 12 |

Table 29: Planning Enforcement

| | P 2.1 Planning Enforcement: Total number of cases subject to complaints that are investigated | P 2.2 Total number of cases subject to complaints that are dismissed | P 2.3 Total number of cases subject to complaints that were resolved through negotiations |
|--|--|---|--|
| Carlow County Council | 104 | 0 | 64 |
| Cavan County Council | 96 | 5 | 0 |
| Clare County Council | 285 | 41 | 45 |
| Cork City Council | 266 | 11 | 245 |
| Cork County Council | 561 | 3 | 417 |
| Donegal County Council | 131 | 6 | 29 |
| Dublin City Council | 1107 | 308 | 1216 |
| Dun Laoghaire Rathdown CC | 277 | 146 | 247 |
| Fingal County Council ^a | 528 | 114 | N/A ^a |
| Galway City Council | 309 | 79 | 0 |
| Galway County Council | 422 | 0 | 0 |
| Kerry County Council | 680 | 170 | 311 |
| Kildare County Council | 464 | 59 | 70 |
| Kilkenny County Council | 205 | 15 | 253 |
| Laois County Council | 117 | 0 | 25 |
| Leitrim County Council | 165 | 8 | 70 |
| Limerick City Council | 53 | 0 | 16 |
| Limerick County Council | 340 | 88 | 237 |
| Longford County Council | 152 | 4 | 57 |
| Louth County Council | 851 | 43 | 76 |
| Mayo County Council | 218 | 12 | 4 |
| Meath County Council | 410 | 6 | 47 |
| Monaghan County Council | 83 | 29 | 3 |
| North Tipperary County Council | 212 | 28 | 70 |
| Offaly County Council | 98 | 20 | 28 |
| Roscommon County Council | 55 | 10 | 10 |
| Sligo County Council | 152 | 19 | 20 |
| South Dublin County Council | 418 | 155 | 109 |
| South Tipperary County Council | 149 | 2 | 45 |
| Waterford City Council | 110 | 3 | 0 |
| Waterford County Council | 167 | 5 | 5 |
| Westmeath County Council | 130 | 0 | 0 |
| Wexford County Council | 374 | 60 | 37 |
| Wicklow County Council | 359 | 8 | 103 |
| Total | 10,048 | 1,457 | 3,859 |
| ^a Figure not available for 2005. System to record this information set up for 2006. | | | |

Comparison 2004 and 2005

| P 2.1 Planning Enforcement - total number of cases subject to complaints that are investigated | | 2004 | 2005 |
|---|---------------|--------------|--------------|
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 247.0 | 215.0 |
| | Mean | 299.3 | 295.5 |
| Percentiles | 25% | 109.0 | 126.8 |
| | 75% | 457.3 | 412.0 |

| P 2.2 Total number of cases subject to complaints that are dismissed | | 2004 | 2005 |
|---|---------------|-------------|-------------|
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 5.0 | 11.5 |
| | Mean | 47.4 | 42.9 |
| Percentiles | 25% | 0.0 | 3.8 |
| | 75% | 47.8 | 59.3 |

| P 2.3 Total number of cases subject to complaints that were resolved through negotiations | | New indicator in 2005 |
|--|---------------|--------------------------------------|
| N | Valid | 33 |
| | Missing | 1 |
| Average | Median | 45.0 |
| | Mean | 116.9 |
| Percentiles | 25% | 7.5 |
| | 75% | 106.0 |

Indicator P2 charts the level of action taken by local authorities in relation to planning enforcement. This includes information on the number of cases investigated and subsequently dismissed, or resulting in further enforcement actions taken. The detailed breakdown of complaints investigated is set out in Table 29. Following publication of the 2004 Service Indicators report, it was recognised that local authorities also resolve a number of planning cases through negotiations, and Table 29 reflects this additional information.

In 2005 a total of 10,048 planning enforcement cases were investigated compared with 10,176 in 2004. 1,457 cases, or 15 per cent of the total, were dismissed in 2005 compared with 16 per cent in 2004. It has been pointed out that the figures for the number of cases dismissed may include cases registered as enforcement complaints but subsequently found to be either vexatious, a minor breach, or no breach of the planning regulations.

In addition, in 2005, local authorities managed to resolve almost 3,900 cases through active negotiation so that those involved will have taken steps to ensure compliance with a planning permission.

Table 30: Planning Enforcement: Actions Taken

| | P 2.4 Total Number of enforcement procedures taken through warning letters | P 2.5 Total Number of enforcement procedures taken through enforcement notices | P 2.6 Total number of prosecutions |
|--------------------------------|---|---|---|
| Carlow County Council | 34 | 21 | 0 |
| Cavan County Council | 18 | 15 | 0 |
| Clare County Council | 212 | 146 | 28 |
| Cork City Council | 243 | 18 | 0 |
| Cork County Council | 635 | 62 | 38 |
| Donegal County Council | 90 | 17 | 4 |
| Dublin City Council | 772 | 252 | 78 |
| Dun Laoghaire Rathdown CC | 260 | 62 | 22 |
| Fingal County Council | 298 | 77 | 27 |
| Galway City Council | 230 | 156 | 74 |
| Galway County Council | 315 | 29 | 0 |
| Kerry County Council | 444 | 152 | 27 |
| Kildare County Council | 176 | 162 | 46 |
| Kilkenny County Council | 108 | 186 | 7 |
| Laois County Council | 112 | 32 | 1 |
| Leitrim County Council | 139 | 11 | 1 |
| Limerick City Council | 37 | 9 | 1 |
| Limerick County Council | 212 | 128 | 15 |
| Longford County Council | 77 | 52 | 11 |
| Louth County Council | 377 | 174 | 32 |
| Mayo County Council | 69 | 26 | 0 |
| Meath County Council | 238 | 57 | 10 |
| Monaghan County Council | 83 | 53 | 5 |
| North Tipperary County Council | 206 | 35 | 35 |
| Offaly County Council | 233 | 66 | 7 |
| Roscommon County Council | 52 | 35 | 0 |
| Sligo County Council | 158 | 24 | 2 |
| South Dublin County Council | 346 | 152 | 29 |
| South Tipperary County Council | 189 | 34 | 2 |
| Waterford City Council | 56 | 39 | 3 |
| Waterford County Council | 101 | 88 | 10 |
| Westmeath County Council | 38 | 33 | 0 |
| Wexford County Council | 102 | 120 | 26 |
| Wicklow County Council | 318 | 118 | 34 |
| Total | 6,978 | 2,641 | 575 |

Comparison 2004 and 2005

| P 2.4 | | | |
|---|---------------|--------------|--------------|
| Total number of enforcement procedures taken through warning letters | | 2004 | 2005 |
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 145.0 | 182.5 |
| | Mean | 199.2 | 205.2 |
| Percentiles | 25% | 61.8 | 81.5 |
| | 75% | 357.5 | 269.5 |

| P 2.5 | | | |
|---|---------------|-------------|-------------|
| Total Number of enforcement procedures taken through enforcement notices | | 2004 | 2005 |
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 73.0 | 55.0 |
| | Mean | 88.5 | 77.7 |
| Percentiles | 25% | 33.8 | 28.3 |
| | 75% | 122.8 | 132.5 |

| P 2.6 | | | |
|-------------------------------------|---------------|-------------|-------------|
| Total number of prosecutions | | 2004 | 2005 |
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 13.5 | 8.5 |
| | Mean | 22.2 | 16.9 |
| Percentiles | 25% | 2.8 | 1.0 |
| | 75% | 29.3 | 28.3 |

Table 30 sets out the planning enforcement activities undertaken by local authorities. Given that in 2005 over 10,000 cases were investigated, local authorities have taken active enforcement in relation to a high proportion of cases, with a total of over 6,900 warning letters issued, over 2,600 enforcement notices issued and 575 prosecutions ensuing. In addition, it has already been noted that local authorities resolve a number of cases through active negotiations.

Compared with 2004, the typical number of warning letters issued has risen from a median average of 145 to 182 in 2005. This level of activity could be regarded as evidence of the importance local authorities attach to this activity. Although the total number of enforcement notices issued, and the

total number of prosecutions secured in 2005 have both fallen in comparison with 2004, several authorities pointed out that a number of cases are with their legal advisors, and prosecutions have commenced or were pending at the end of 2005.

Table 31: Planning - Public Opening Hours

| P 3 Planning Offices: Average number of opening hours per week | |
|---|------|
| Carlow County Council | 35 |
| Cavan County Council | 36.3 |
| Clare County Council | 31 |
| Cork City Council | 35 |
| Cork County Council | 35 |
| Donegal County Council | 35 |
| Dublin City Council | 37.5 |
| Dun Laoghaire Rathdown CC | 30 |
| Fingal County Council | 30 |
| Galway City Council | 35 |
| Galway County Council | 34 |
| Kerry County Council | 40 |
| Kildare County Council | 35.5 |
| Kilkenny County Council | 35 |
| Laois County Council | 32.5 |
| Leitrim County Council | 35 |
| Limerick City Council | 35 |
| Limerick County Council | 33.3 |
| Longford County Council | 34.4 |
| Louth County Council | 39.2 |
| Mayo County Council | 35 |
| Meath County Council | 32.1 |
| Monaghan County Council | 35 |
| North Tipperary County Council | 35 |
| Offaly County Council | 30.3 |
| Roscommon County Council | 27.5 |
| Sligo County Council | 35 |
| South Dublin County Council | 43 |
| South Tipperary County Council | 35 |
| Waterford City Council | 35 |
| Waterford County Council | 35.8 |
| Westmeath County Council | 35 |
| Wexford County Council | 30 |
| Wicklow County Council | 35 |

Comparison 2004 and 2005

| P 3 | | | |
|---|---------------|-------------|-------------|
| Planning Offices: | | | |
| Average number of opening hours per week | | 2004 | 2005 |
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 35.0 | 35.0 |
| | Mean | 33.7 | 34.5 |
| Percentiles | 25% | 32.0 | 33.1 |
| | 75% | 35.0 | 35.0 |

Indicator P3 focuses on the average number of hours that the planning desk is open to the general public. As the comparison Table above shows, there has been no noticeable change in this indicator, with the average number of opening hours remaining at 35.

Table 32: Pre-planning Consultation

| | P 4.1 Number of pre-planning consultation meetings held | P 4.2 Average length of time from request for consultation with local authority planner to actual formal meeting for pre-planning consultation (days) |
|-------------------------------------|--|--|
| Carlow County Council | 210 ^a | 22.8 |
| Cavan County Council | 600 | 14 |
| Clare County Council | 1656 ^b | 16 |
| Cork City Council | 1500 | 10 |
| Cork County Council | 1117 ^c | 11 |
| Donegal County Council | 438 ^d | 25.2 |
| Dublin City Council | 378 | 12 |
| Dun Laoghaire Rathdown CC | 240 | 7 |
| Fingal County Council | 826 | 7 |
| Galway City Council | 697 | 6.7 |
| Galway County Council | 1958 | 29.7 |
| Kerry County Council | 898 | 12.2 |
| Kildare County Council | 494 ^d | 14 |
| Kilkenny County Council | 2126 | 9.6 |
| Laois County Council | 900 ^e | 12 |
| Leitrim County Council ^f | 38 | 14 |
| Limerick City Council | 150 | 10 |
| Limerick County Council | 520 | 19 |
| Longford County Council | 250 | 15 |
| Louth County Council | 1034 | 9.8 |
| Mayo County Council ^g | 452 | 0 |
| Meath County Council | 1356 | 12 |
| Monaghan County Council | 1887 | 5 |
| North Tipperary County Council | 152 | 16 |
| Offaly County Council | 1081 | 30.5 |
| Roscommon County Council | 0 | 0 |
| Sligo County Council | 1524 | 10 |
| South Dublin County Council | 376 | 9.3 |
| South Tipperary County Council | 1299 | 15 |
| Waterford City Council | 57 | 22 |
| Waterford County Council | 1075 | 17.5 |
| Westmeath County Council | 797 | 26.6 |
| Wexford County Council | 1362 | 43 |
| Wicklow County Council | 442 | 8 |

^a Covers period 1/6/05 – 31/12/05 only.
^b Meetings held are primarily pre-plannings but some relate to clarification of issues raised in FI, major developments. The figure is the number of formal meetings held.
^c The figures relate to meetings with Senior Executive Planners. Area Planners provide advice to the public by way of telephone contact. 13,542 such calls were dealt with in 2005.
^d This figure is based on informal meetings held by planners with members of the public and public representations prior to planning applications being submitted. The formal pre-planning system will come into operation in April 2006.

Local Government Management Services Board

^e Figure includes pre-planning clinics.

^f Typically 18 Pre-Planning meetings are held each week. In addition to this a substantial number of informal meetings are held.

^g Pre-Planning Clinics held every Wednesday, no appointment necessary. A number of informal planning meetings also take place over the phone.

Comparison 2004 and 2005

| P 4.1 | | New indicator in 2005 |
|--|---------------|------------------------------|
| Number of pre-planning consultation meetings held | | |
| N | Valid | 34 |
| | Missing | 0 |
| Average | Median | 747.0 |
| | Mean | 817.1 |
| Percentiles | 25% | 344.5 |
| | 75% | 1313.3 |

| P 4.2 | | | |
|--|---------------|-------------|-------------|
| Average length of time from request for consultation with local authority planner to actual formal meeting for pre-planning consultation (days) | | | |
| | | 2004 | 2005 |
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 12.1 | 12.1 |
| | Mean | 16.3 | 14.5 |
| Percentiles | 25% | 9.5 | 9.5 |
| | 75% | 20.0 | 17.9 |

Under Section 247 of the Planning & Development Act 2000 planning authorities are obliged to consult with applicants and provide them with relevant advice and guidance in relation to the procedures involved in considering their application. As stated in the legislation: "...the planning authority shall advise the person concerned of the procedures involved in considering a planning application, including any requirements of the permissions regulations, and shall, as far as possible, indicate the relevant objectives of the development plan which may have a bearing on the decision of the Planning Authority".

Planning authorities are aware of the importance of pre-planning engagement with applicants, as it ensures the process as a whole works smoothly, is seen to be objective, open and fair, and improves the citizen focus.

In 2004, indicator P4 measured the average length of time (in days) between a request for a pre-planning meeting, and that meeting taking place. In 2005, in addition to this information, local authorities were asked to provide details of the number of pre-planning meetings held with applicants. As this is a new element to the indicator, a comparison cannot be made, but 13 local authorities held more than one thousand separate pre-planning meetings in 2005. Full details are presented in Table 32. The contextual notes received indicate that there has been no noticeable change in the time it takes to arrange a pre-planning consultation, which on average takes approximately 12 days. However there is an improvement in the slowest quartile of times, with a reduction from 20 days in 2004 to 17.9 days in 2005

Table 33: Building Regulations Inspections by Local Authorities

| | P 5 Buildings inspected as a percentage of new buildings notified to the local authority |
|--------------------------------|---|
| Carlow County Council | 19 |
| Cavan County Council | 21.25 |
| Clare County Council | 15.52 |
| Cork City Council | 29 |
| Cork County Council | 16.14 |
| Donegal County Council | 17.44 |
| Dublin City Council | 14 |
| Dun Laoghaire Rathdown CC | 12.98 |
| Fingal County Council | 22 |
| Galway City Council | 42.8 |
| Galway County Council | 25 |
| Kerry County Council | 28 |
| Kildare County Council | 36 |
| Kilkenny County Council | 12.8 |
| Laois County Council | 12.1 |
| Leitrim County Council | 23.3 |
| Limerick City Council | 31.82 |
| Limerick County Council | 22.55 |
| Longford County Council | 13.9 |
| Louth County Council | 23.13 |
| Mayo County Council | 20.35 |
| Meath County Council | 100 |
| Monaghan County Council | 19 |
| North Tipperary County Council | 12.3 |
| Offaly County Council | 29.9 |
| Roscommon County Council | 21.92 |
| Sligo County Council | 15 |
| South Dublin County Council | 18.7 |
| South Tipperary County Council | 15.4 |
| Waterford City Council | 35 |
| Waterford County Council | 29.85 |
| Westmeath County Council | 9.6 |
| Wexford County Council | 22.35 |
| Wicklow County Council | 12.47 |

Comparison 2004 and 2005

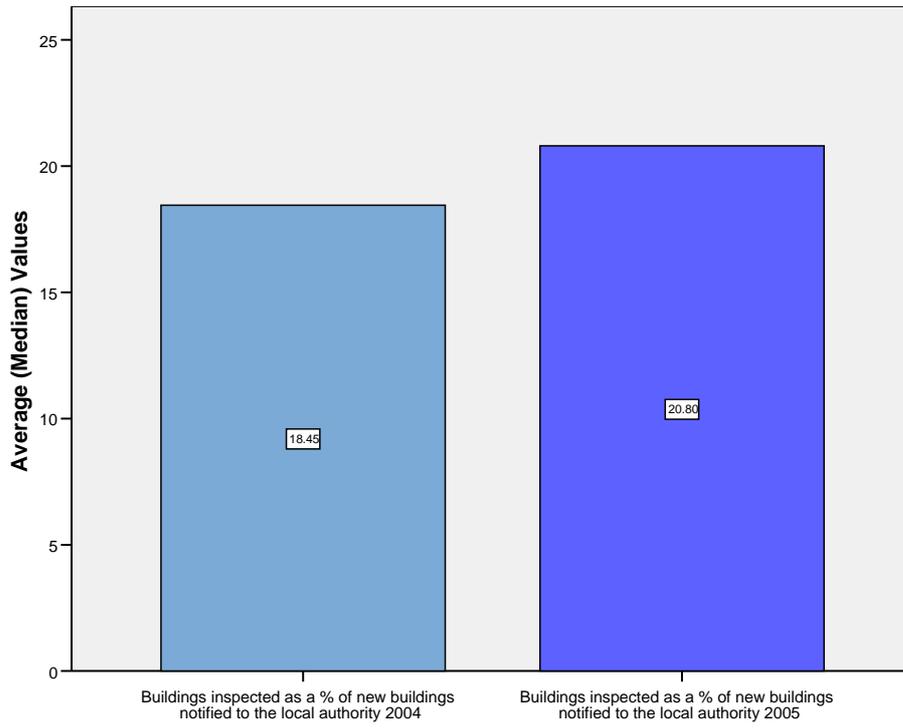
| P 5 | | 2004 | 2005 |
|---|---------------|-------------|-------------|
| Buildings inspected as a percentage of new buildings notified to the local authority | | | |
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 18.5 | 20.8 |
| | Mean | 22.9 | 23.6 |
| Percentiles | 25% | 12.9 | 14.8 |
| | 75% | 24.3 | 28.3 |

P5 measures the percentage of new buildings and developments notified to local authorities which were inspected under section 11 of the Building Control Act 1990. Local authorities have, in agreement with the DoEH&LG, adopted a target of inspecting a representative sample of buildings, currently equivalent to 12 to 15 per cent of developments in the functional area of each building control authority. Within that overall target, priority is given to building works that are the subject of any complaints and buildings used by large numbers of people, including offices, apartment blocks, hotels and cinemas.

Obviously, sustained construction activity together with a record housing boom means a significant increase in the number of inspections required to meet the targets. This has placed a far more onerous burden on local authorities.

There has been an increase in the median average of 2.3% from 2004 to 2005. Both the lowest and highest quartile show an improved performance: the lowest quartile increased from 12.9% to 14.8%, while the highest quartile increased considerably from 24.3% to 28.3%.

Fig: 16: Buildings Inspected by Local Authorities



Section 7: Fire Service

Local authorities provide a critical range of emergency services that at times can be taken for granted. Each major local authority has been designated as a fire authority. In 220 fire stations across the country, approximately 3,000 full and part-time fire service personnel respond to a wide variety of emergencies.

In a number of cases neighbouring authorities share arrangements to provide fire cover. So, for example, Dublin City Council provides cover for Fingal, South Dublin and Dun Laoghaire Rathdown Councils; in the same manner, Galway County Council provides cover for the Galway City area under a shared services agreement.

Computer Aided Mobilisation Project (CAMP) has been one of the most significant developments in the fire services nationally in recent years. It is a communications infrastructure for receiving calls and directing emergency fire services. There are three CAMP centres in the country – one based in Limerick (CAMP Munster), one in Dublin (CAMP East) and the third in Castlebar (CAMP West). Almost all areas are now integrated into the CAMP structure, and the remaining ones will be included in the near future. The new system will ensure that an effective emergency call service is available to the public when they need emergency services and also that the most appropriate fire brigades, having regard to the location and nature of the incidents, are alerted and mobilised promptly and respond efficiently to call outs.

In the Tables that follow, 'n/a' denotes cases where fire authorities operate a retained service, or where services are shared, and so the indicator is only reported by the relevant local authorities.

Table 34: Mobilisation of Fire Brigades

| | E 3.1 Average time to mobilise fire brigades in full-time stations (minutes) | E 3.2 Average time to mobilise fire brigades in part-time stations (minutes) |
|-------------------------------------|---|---|
| Carlow County Council | n/a | 5.1 |
| Cavan County Council | n/a | 6.1 |
| Clare County Council | n/a | 5.1 |
| Cork City Council | 1.4 | n/a |
| Cork County Council | n/a | 5.1 |
| Donegal County Council | n/a | 5.7 |
| Dublin City Council | 1.5 | 5.3 |
| Dun Laoghaire Rathdown CC | n/a | n/a |
| Fingal County Council | n/a | n/a |
| Galway City Council | n/a | n/a |
| Galway County Council | 2.4 | 4.6 |
| Kerry County Council | n/a | 5.4 |
| Kildare County Council | n/a | 5.6 |
| Kilkenny County Council | n/a | 5.8 |
| Laois County Council | n/a | 5.1 |
| Leitrim County Council | n/a | 4.8 |
| Limerick City Council | 1.7 | n/a |
| Limerick County Council | n/a ^b | 4.4 ^b |
| Longford County Council | n/a | 4.2 |
| Louth County Council | 2.4 | 4.5 |
| Mayo County Council | n/a | 5.4 |
| Meath County Council | n/a | 5.3 |
| Monaghan County Council | n/a | 4.8 |
| North Tipperary County Council | n/a | 5.6 |
| Offaly County Council | n/a | 5.6 |
| Roscommon County Council | n/a | 7.0 |
| Sligo County Council | n/a | 4.3 |
| South Dublin County Council | n/a | n/a |
| South Tipperary County Council | n/a | 6.2 |
| Waterford City Council ^a | 3.7 | n/a |
| Waterford County Council | n/a | 4.5 |
| Westmeath County Council | n/a | 5.3 |
| Wexford County Council | n/a | 6.7 |
| Wicklow County Council | n/a | 5.9 |

^aA full 4 shift system is in operation only from November 2005; previously the service was full-time duty during the day and part-time at night.
^bThe data for E3 and E4 was generated from internal software.

Comparison 2004 and 2005

| E 3.1 | | | |
|---|---------------|-------------|-------------|
| Average time (minutes) to mobilise fire brigades in full-time stations | | 2004 | 2005 |
| N | Valid | 6 | 6 |
| | Missing | 28 | 28 |
| Average | Median | 2.1 | 2.0 |
| | Mean | 2.2 | 2.2 |
| Percentiles | 25% | 1.5 | 1.4 |
| | 75% | 2.8 | 2.7 |

| E 3.2 | | | |
|---|---------------|-------------|-------------|
| Average time (minutes) to mobilise fire brigades in part-time stations | | 2004 | 2005 |
| N | Valid | 27 | 27 |
| | Missing | 7 | 7 |
| Average | Median | 5.3 | 5.3 |
| | Mean | 5.3 | 5.3 |
| Percentiles | 25% | 4.7 | 4.8 |
| | 75% | 5.9 | 5.7 |

The purpose of indicators E 3.1 and E 3.2 is to show how reactive a fire station is to a call out. The indicators measure the time between the call to mobilise and the time when the fire crew leaves the station, in both full and part-time stations.

Historically full-time fire stations have faster call-out times in comparison with part-time stations, and this is confirmed by evidence from both years of service indicators. In 2005, the median average call-out time for full-time stations is 2 minutes, compared to 5.3 minutes for part-time stations.

Of course, this difference is accounted for by the nature of the two systems. While full-time stations are manned by crews in the full-time employment of the fire authority, part-time (or '*retained*') fire fighters carry out their duties on a part-time basis, typically in addition to other employment. Factors such as number of staff and distance from base and traffic delays were cited by authorities as relevant.

Looking at general trends between 2004 and 2005, there is no real variation between the performance in respect of both full-time and part-time call-outs.

Table 35: First Attendance at Fire Scene

| | E 4.1 First attendance at scene within 10 minutes (percentage) | E 4.2 First attendance at scene after 10 minutes but within 20 minutes (percentage) | E 4.3 First attendance at scene after 20 minutes (percentage) |
|--------------------------------|---|--|--|
| Carlow County Council | 62.5 | 34.0 | 3.5 |
| Cavan County Council | 66.3 | 30.0 | 3.7 |
| Clare County Council | 48.8 ^a | 35.4 | 15.8 |
| Cork City Council | 87.5 | 11.5 | 1.0 |
| Cork County Council | 47.8 | 38.9 | 13.3 |
| Donegal County Council | 40.0 | 45.0 | 15.0 |
| Dublin City Council | 75.0 | 22.0 | 3.0 |
| Dun Laoghaire Rathdown CC | n/a | n/a | n/a |
| Fingal County Council | n/a | n/a | n/a |
| Galway City Council | n/a | n/a | n/a |
| Galway County Council | 48.8 | 32.5 | 18.7 |
| Kerry County Council | 40.9 | 46.4 | 12.7 |
| Kildare County Council | 32.9 | 55.5 | 11.6 |
| Kilkenny County Council | 42.2 | 48.2 | 9.6 |
| Laois County Council | 34.0 | 51.0 | 15.0 |
| Leitrim County Council | 45.0 ^b | 44.2 | 10.8 |
| Limerick City Council | 92.2 | 7.2 | 0.6 |
| Limerick County Council | 43.4 | 43.1 | 13.5 |
| Longford County Council | 37.0 | 50.0 | 13.0 |
| Louth County Council | 67.2 | 24.4 | 8.4 |
| Mayo County Council | 48.7 ^c | 36.9 | 14.4 |
| Meath County Council | 33.0 | 51.0 | 16.0 |
| Monaghan County Council | 64.2 | 30.3 | 5.5 |
| North Tipperary County Council | 46.9 | 43.5 | 9.7 |
| Offaly County Council | 58.6 | 37.0 | 4.4 |
| Roscommon County Council | 38.0 | 43.0 | 19.0 |
| Sligo County Council | 57.6 | 28.5 | 14.0 |
| South Dublin County Council | n/a | n/a | n/a |
| South Tipperary County Council | 48.0 | 39.0 | 13.0 |
| Waterford City Council | 66.0 | 27.0 | 7.0 |
| Waterford County Council | 66.1 | 25.4 | 8.6 |
| Westmeath County Council | 42.6 | 47.8 | 9.6 |
| Wexford County Council | 39.5 | 44.1 | 16.5 |
| Wicklow County Council | 39.0 ^d | 52.0 | 9.0 |

^a Decrease in percentage of first attendances within 10 mins is a consequence of increase in mobilisation time.
^b Reflects rural nature of county and distances travelled.
^c Based on fire only incident types for year ended 31/12/05
^d Increase in attendance at scene times from last year may be due to traffic congestion.

Comparison 2004 and 2005

| E 4.1 First attendance at scene within 10 minutes (percentage) | | 2004 | 2005 |
|---|---------------|-------------|-------------|
| N | Valid | 29 | 30 |
| | Missing | 5 | 4 |
| Average | Median | 45.8 | 47.9 |
| | Mean | 51.3 | 52.0 |
| Percentiles | 25% | 39.0 | 39.9 |
| | 75% | 62.7 | 64.7 |

| E 4.2 First attendance at scene after 10 minutes but within 20 minutes (percentage) | | 2004 | 2005 |
|--|---------------|-------------|-------------|
| N | Valid | 29 | 30 |
| | Missing | 5 | 4 |
| Average | Median | 42.1 | 39.0 |
| | Mean | 37.4 | 37.5 |
| Percentiles | 25% | 28.5 | 29.6 |
| | 75% | 47.0 | 46.8 |

| E 4.3 First attendance at scene after 20 minutes (percentage) | | 2004 | 2005 |
|--|---------------|-------------|-------------|
| N | Valid | 29 | 30 |
| | Missing | 5 | 4 |
| Average | Median | 11.7 | 11.2 |
| | Mean | 11.3 | 10.5 |
| Percentiles | 25% | 7.1 | 6.6 |
| | 75% | 15.8 | 14.5 |

It is to be expected that local variation in these indicators (E4.1 – E4.3) will occur – due to several factors including the nature of the area, the number and location of stations, the size and geography of the county or city, traffic congestion etc.

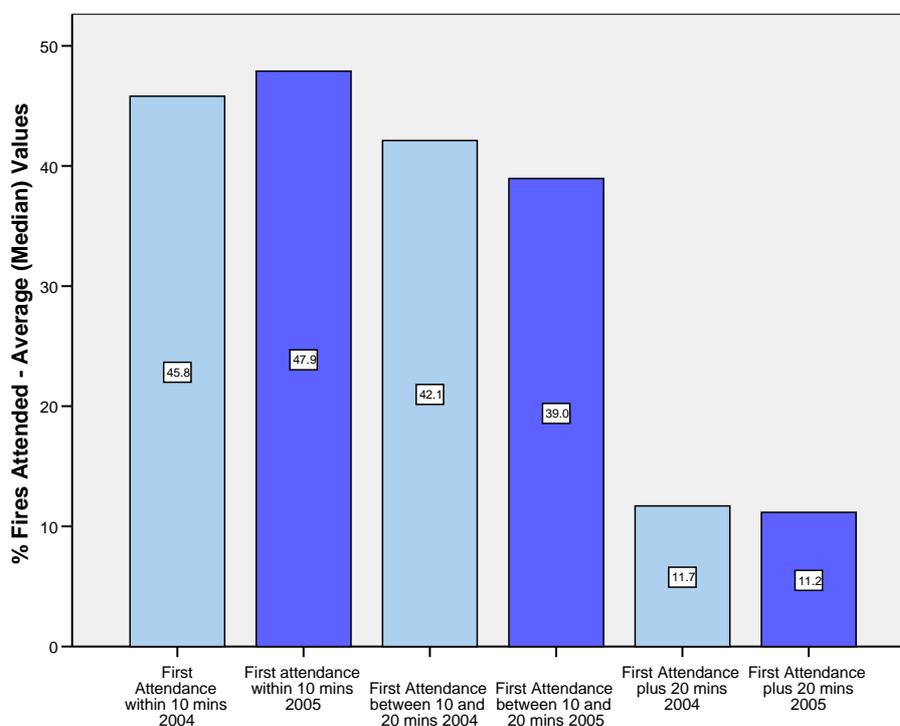
The purpose of indicator E4 – ‘*the percentage of attendance at a scene in less than 10, 10 – 20 and over 20 minutes*’ – is to measure the time it takes for the first fire tender to arrive at the scene of a call-out.

The interpretation of this indicator is relatively straightforward: in the long-term, an increase in the percentage of fires attended within 10 minutes is positive. Equally, a decrease in the percentage of

attendances after 20 minutes is positive. However, the interpretation of change in the middle value – the percentage of first attendances between 10 and 20 minutes is less obvious. In the short-term, an increase in this indicator is positive, only in so far as it is combined with a decrease in the percentage of first attendances greater than 20 minutes.

In the case of the 2004 and 2005 statistics, local authorities show an overall improvement in performance on this indicator; on average the percentage of first attendances at the scene in less than 10 minutes has increased from 45.8 to 47.9; at the same time the percentage of first attendances arriving at the scene in over 20 minutes has fallen slightly, from 11.7 to 11.2.

Fig 17: Percentage of First Attendance at the Scene



In terms of the variation between local authorities, it would seem reasonable to suggest that there may be a relationship between slower attendance times and factors such as population density or geographical location. Based on anecdotal evidence, and some of the contextual explanations supplied by local authorities, one would expect there to be a positive relationship between the geographical size of a local authority (measured in sq km) and the percentage of attendances over 20 minutes – in other words, the larger the local authority area, the longer it generally takes to reach the

scene of an incident. One would also expect there to be a negative relationship between population density and attendance times – in other words it generally takes less time to reach the scene of an incident in areas of higher population density.

Using the 2005 Service Indicators, statistical tests confirm a strong positive correlation between geographical area of a local authority and the percentage of attendances over 20 minutes⁷; at the same time, there is a strong negative correlation between population density of a local authority and the percentage of attendances in under ten minutes.⁸ Obviously the results are interesting, but further analysis is needed in this area.

⁷ Pearson Correlation of +.63, significant at the 0.01 level.

⁸ Pearson Correlation of -.591, significant at the 0.01 level

Table 36: Applications for Fire Safety Certificates

| | E 5.1 Number of Applications for Fire Safety Certificates Received | E 5.2 Number of Applications for Fire Safety Certificates Processed |
|--|---|--|
| Carlow County Council | 131 | 126 |
| Cavan County Council | 160 | 146 |
| Clare County Council | 277 | 242 |
| Cork City Council | 279 | 308 |
| Cork County Council | 861 | 876 |
| Donegal County Council | 242 | 234 |
| Dublin City Council | 830 | 817 |
| Dun Laoghaire Rathdown County Council | 341 | 404 |
| Fingal County Council | 590 | 547 |
| Galway City Council | 167 | 146 |
| Galway County Council | 410 | 355 |
| Kerry County Council | 291 | 329 |
| Kildare County Council | 443 | 442 |
| Kilkenny County Council | 189 | 189 |
| Laois County Council | 139 | 136 |
| Leitrim County Council | 78 | 70 |
| Limerick City Council | 128 | 123 |
| Limerick County Council | 200 | 205 |
| Longford County Council | 107 | 96 |
| Louth County Council | 229 | 217 |
| Mayo County Council | 321 | 276 |
| Meath County Council | 352 | 337 |
| Monaghan County Council | 107 | 110 |
| North Tipperary County Council | 121 | 121 |
| Offaly County Council | 128 | 126 |
| Roscommon County Council | 107 | 85 |
| Sligo County Council | 212 | 183 |
| South Dublin County Council | 340 | 273 |
| South Tipperary County Council | 112 | 137 |
| Waterford City Council | 104 | 94 |
| Waterford County Council | 99 | 89 |
| Westmeath County Council | 199 | 183 |
| Wexford County Council | 287 | 254 |
| Wicklow County Council | 228 | 236 |
| Total | 8809 | 8512 |
| Note: Number processed may exceed number received where this represents the processing of applications received from previous years. | | |

Comparison 2004 and 2005

| E 5.1 | | | |
|---|---------------|--------------|--------------|
| Total number of fire certification applications received | | | |
| | | 2004 | 2005 |
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 223.0 | 206.0 |
| | Mean | 244.8 | 259.1 |
| Total | Sum | 8322 | 8809 |
| Percentiles | 25% | 115.8 | 126.3 |
| | 75% | 286.3 | 325.8 |

| E 5.2 | | | |
|--|---------------|--------------|--------------|
| Total number of fire certification applications processed | | | |
| | | 2004 | 2005 |
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 218.0 | 197.0 |
| | Mean | 235.8 | 250.3 |
| Total | Sum | 8016 | 8512 |
| Percentiles | 25% | 116.8 | 125.3 |
| | 75% | 279.5 | 313.3 |

Indicator E5 records the number of fire certificate applications received and processed by a local authority. This indicator records the quantity of certificates dealt with during a given period rather than telling the reader anything more about the performance of the local authority and as a result it tells us a limited amount about the performance of local authorities.

There was a 8% decrease in the median average number of fire certification applications received between 2004 and 2005, and a 10% decrease in the median number of applications processed over the same period. However, both the lowest and highest quartiles saw an increase in the number of applications received and processed.

Section 8: Environment

Environmental sustainability can be defined as 'development that meets the needs of the present without compromising the ability of future generations to meet their own needs' (DoEHLG website). National policy has consistently emphasised the need to promote sustainable development and balanced growth in order to maintain and improve our quality of life.

While economic and social development brings with it a wide range of benefits for society, the boom in housing construction, population increases, changes in settlement and transport patterns all represent major challenges for policy-makers and society. This is because such trends place increased stress on our natural resources and environmental systems such as water, land and air. In terms of Irish sustainable development the most pressing challenge is how we manage the whole area of waste generation. According to the most recent Irish statistics, average household waste generation per capita has risen from 428 kg in 2003 to 430 kg in 2004 (Sources: EPA, *National Waste Report*, 2004: 12; EPA *Attitudes on the Environment*. 2006: 9).

Irish local authorities play a key role in the response to the race against waste. The situation has been transformed from the 'early years' of waste management in Ireland when local authorities were primarily responsible for traditional waste functions such as street cleansing and the collection and disposal of municipal waste. Municipal waste collected by, or on behalf of, local authorities was mainly disposed to landfill. In the context of the time, this was seen as an efficient and low cost solution, most appropriate to Ireland; recycling targets were few and far between; we had no national recycling targets or waste minimisation strategies; polluters had no obligation to recover or dispose of waste in an environmentally-friendly manner.

A lot has changed over a short time period, both in terms of progress in meeting recycling targets and in a sea-change in public attitudes and perceptions of environmental problems. In 1993, the Environmental Protection Agency was established to underpin a more pro-active national and local approach to protecting the environment. The EPA was tasked with environmental licensing and enforcement, and supervision of local authority environmental activities. The Waste Management Act

1996 subsequently provided a radical new regulatory framework while also strengthening local authority powers and giving them new functions.

Local authorities have since worked to implement Regional Waste Management Plans, rolling out segregated waste collection and recycling facilities in local areas, driving local recycling targets and in turn reducing our collective reliance on landfill. The EPA's National Waste Database has consistently tracked progress achieved in terms of increasing recycling rates: in 1995 4.3% of household waste was recycled; by 2001 this figure had increased to 5.6%, and by 2004 it stood at 19.5% (EPA National Waste Database 2004: p:15).

In response to concerted environmental awareness campaigns on a national and local level, the focus on the waste management problem is such that 56% of Irish adults now consider it to be the most serious environmental issue in Ireland (Source: EPA *Attitudes on the Environment*, 2006: 7). The same survey shows that public habits have also been affected, with 96% of Irish households now recycling their waste. This is partly a reflection of a growing awareness by the public of the issue but also a result of increased public opportunities to recycle waste.

Table 37: Percentage of Households Provided With Segregated Waste Collection

| E 6.1 Households provided with segregated waste collection (percentage) | |
|--|------------------|
| Carlow County Council | n/a |
| Cavan County Council | 52.8 |
| Clare County Council | n/a ^a |
| Cork City Council | 88.0 |
| Cork County Council | 5.8 ^b |
| Donegal County Council | n/a |
| Dublin City Council | 95.0 |
| Dun Laoghaire Rathdown CC | 95.1 |
| Fingal County Council | 95.0 |
| Galway City Council | 98.0 |
| Galway County Council | n/a |
| Kerry County Council | 100.0 |
| Kildare County Council | 95.0 |
| Kilkenny County Council | 100.0 |
| Laois County Council | n/a |
| Leitrim County Council | n/a |
| Limerick City Council | n/a |
| Limerick County Council | n/a |
| Longford County Council | n/a |
| Louth County Council | n/a |
| Mayo County Council | n/a |
| Meath County Council | 84.0 |
| Monaghan County Council | n/a |
| North Tipperary County Council | n/a |
| Offaly County Council | n/a |
| Roscommon County Council | n/a |
| Sligo County Council | n/a |
| South Dublin County Council | 97.0 |
| South Tipperary County Council | 82.1 |
| Waterford City Council | 98.0 |
| Waterford County Council | 100.0 |
| Westmeath County Council | 100.0 |
| Wexford County Council | 100.0 |
| Wicklow County Council | n/a |

^aClare CC provided figure of 65% for last year. This was attributable to refuse collection service carried out by Ennis TC last year. This year, service was privatised, and so N/A applies.

^bKerbside collection of recyclables introduced on a pilot basis in one area in 2005. The figure in the Table represents the number of householders serviced as a percentage of the total number of householders in the County.

Comparison 2004 and 2005

| E 6.1 | | 2004 | 2005 |
|--------------------|---------------|-------------|-------------|
| N | Valid | 18 | 17 |
| | Missing | 16 | 17 |
| Average | Median | 82.1 | 95.1 |
| | Mean | 75.4 | 87.4 |
| Percentiles | 25% | 71.8 | 86.0 |
| | 75% | 97.0 | 100.0 |

Indicator E6 measures the extent to which segregated collection of waste (otherwise known as 'kerbside collection') has been rolled out to householders on a nationwide basis. **This indicator applies only where refuse collection is carried out directly by local authorities.** As a result, there are 18 valid cases for 2004 and this reduces to 17 valid cases for 2005 with 'N/A' applying in all other cases. A number of local authorities that have a privatised service provided some information in relation to the level of segregated collection by private collectors.

The median average on this indicator has increased from 82 per cent to 95 per cent between 2004 and 2005. The lowest quartile has increased from 71.75 per cent to 86 per cent, while the upper quartile also increased from 97 per cent to 100 per cent.

Table 38: Household Waste Collected and Sent for Recycling

| | E 7.2 Percentage of household waste recycled | E 8.2 Percentage of household waste landfilled |
|--------------------------------|---|---|
| Carlow County Council | n/a | n/a |
| Cavan County Council | 30 | 70.0 |
| Clare County Council | 20.2 | 79.8 |
| Cork City Council | 13.5 | 86.5 |
| Cork County Council | 4.58 | 96.5 |
| Donegal County Council | 12 | 88.0 |
| Dublin City Council | 13 | 87.0 |
| Dun Laoghaire Rathdown CC | 24.31 | 75.7 |
| Fingal County Council | 13.2 | 86.8 |
| Galway City Council | 52 | 48.0 |
| Galway County Council | 30.0 | 70.0 |
| Kerry County Council | 22.4 | 72.3 |
| Kildare County Council | 22.5 | 77.5 |
| Kilkenny County Council | 9.7 | 82.0 |
| Laois County Council | 23.2 | 76.8 |
| Leitrim County Council | 19.53 | 80.5 |
| Limerick City Council | 14 | 42.0 |
| Limerick County Council | 14.9 | 69.3 |
| Longford County Council | 51.28 | 48.7 |
| Louth County Council | 25.88 | 74.1 |
| Mayo County Council | 5.84 | 94.2 |
| Meath County Council | 23.62 | 76.4 |
| Monaghan County Council | 16.91 | 80.2 |
| North Tipperary County Council | 24 | 76.0 |
| Offaly County Council | 18.14 | 81.9 |
| Roscommon County Council | 18.96 | 81.0 |
| Sligo County Council | 18.5 | 81.5 |
| South Dublin County Council | 18.65 | 81.4 |
| South Tipperary County Council | 24 | 71.0 |
| Waterford City Council | 46 | 54.0 |
| Waterford County Council | 41.26 | 58.7 |
| Westmeath County Council | 27 | 73.0 |
| Wexford County Council | 20.7 | 79.3 |
| Wicklow County Council | 2 | 98.0 |

Comparison 2004 and 2005

| E 7.1 Tonnes of household waste recycled | | New indicator in 2005 |
|---|---------------|--------------------------------------|
| N | Valid | 34 |
| | Missing | 0 |
| Average | Median | 5253 |
| | Mean | 6030 |
| Percentiles | 25% | 2749 |
| | 75% | 8217.50 |

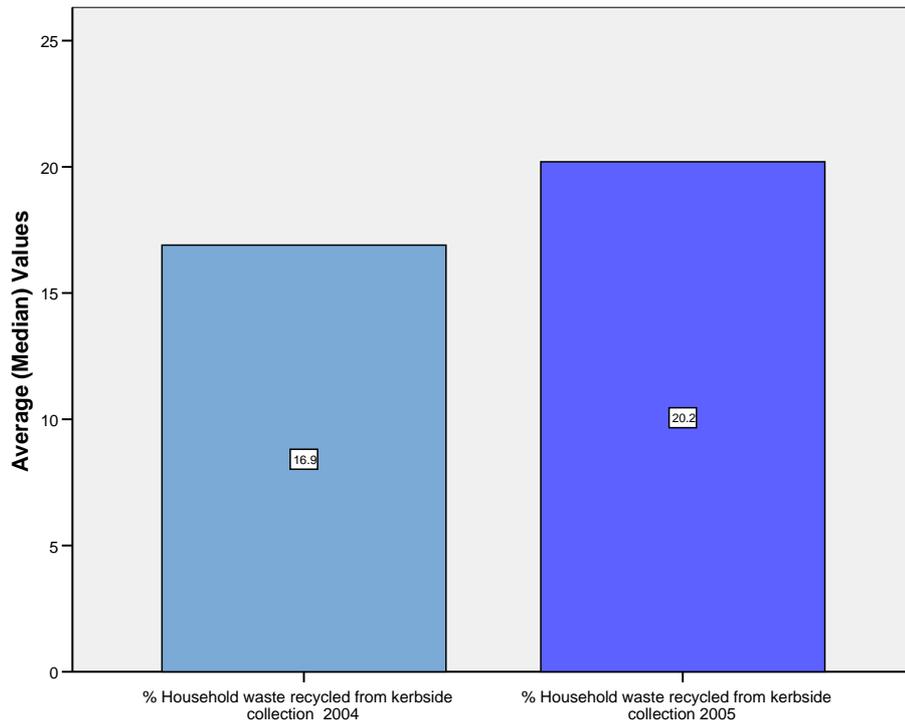
| E 7.2 Percentage of household waste recycled | | 2004 | 2005 |
|---|---------------|--------------|--------------|
| N | Valid | 34 | 33 |
| | Missing | 3 | 4 |
| Average | Median | 16.75 | 20.20 |
| | Mean | 19.23 | 21.87 |
| Percentiles | 25% | 14 | 13.75 |
| | 75% | 22 | 25.10 |

Indicators E7 and E8 measure the percentage of household waste sent for recycling and sent to landfill. It is important to remember that these figures represent materials collected from households arising from refuse/kerbside collection *only*; additional information on materials recycled from bring banks and civic amenity sites are available in subsequent indicators.

Based on the indicators, the total estimated amount landfilled for 2005 was 857,076 tonnes (see Table 41), while it is estimated that over 199,000 tonnes of household waste were recycled through segregated collection. As similar information was not requested in 2004, comparable data is not available.⁹ However, information on the *percentage* of materials collected and recycled from households – excluding recycling facilities – is comparable and this has risen from an average median of 16.7 per cent to 20.2 per cent. At the same time, the percentage of materials collected and landfilled has fallen from an average median of 82 per cent in 2004 to 77.5 in 2005. The analysis is based on 33 cases where local authorities were in a position to supply information; one local authority experienced difficulties in obtaining information from a private operator. The positive trend in this indicator could be interpreted as a positive outcome from the acceleration in the “*Race Against Waste*” campaign and more particularly in the decision to introduce pay-by-use waste collection.

⁹ The EPA reports on tonnages for municipal waste collected and landfilled on an annual basis, but this includes total municipal waste figures; according to the 2004 National Waste Database report, 1.8m tonnes of total municipal waste were landfilled in 2004.

Fig 18: Percentage of Household Waste Recycled from Kerbside Collection 2004 - 2005



Again it is important to emphasise that the recycling/landfill rates cited in relation to E7 and E8 above do not tell the whole story, and in fact underestimate the true extent of local authority recycling rates. **This is because they do not include materials recycled from bring banks, civic amenity centres etc.** Accordingly for the 2005 Indicators report, local authorities were also asked to provide additional data on tonnages sent for recycling and landfill, so that these figures could be combined with extrapolated tonnage rates from recycling facilities, to provide a more realistic picture of overall recycling rates for 2005.

Based on estimates provided by 33 local authorities, approximately 199,000 tonnes were collected through kerbside collection, with an additional estimated 169,946 tonnes recycled through recycling facilities such as bring banks and civic amenity sites (see Table 39 below).

Table 39: Estimated Tonnages Household Waste Recycled and Landfilled 2005¹⁰

| | |
|---|---------|
| Tonnages: Recycling Facilities | 169,946 |
| Tonnages: Kerbside | 199,009 |
| Tonnages: Landfilled | 857,076 |
| Est Recycling Rate for 33 local authorities | 30% |

Local authorities highlighted the source of their data and in some cases the practical difficulties involved in getting up-to-date statistics from AERs (Annual Environmental Reports) in relation to tonnages recycled. In some cases figures are estimated based on 2004 data. Nevertheless, based on the estimates supplied, the median average recycling rate for all materials recycled through kerbside and other facilities is in the order of 30 per cent.

Table 40: Est. Household Recycling Rates

| Estimated 2005 | | Estimated Recycling Rate 2005 | Estimated Landfill Rate 2005 |
|--------------------|---------------|-------------------------------|------------------------------|
| N | Valid | 33 | 33 |
| | Missing | 1 | 1 |
| Average | Median | .31 | .69 |
| | Mean | .34 | .66 |
| Percentiles | 25% | .27 | .59 |
| | 75% | .41 | .73 |

It is evident, both from discussions with local authorities, and from contextual information provided, that local authorities experienced significant challenges in obtaining accurate data on materials collected, particularly in relation to private operators. This is despite the fact that private refuse collectors are obligated under waste permitting regulations to provide accurate data to local authorities and to the EPA. As EPA National Waste reports consistently emphasise, the robustness and accuracy of this data is essential both from an operational point of view and for long-term policy-making; accordingly, it is suggested that the DoEHLG

¹⁰ Data presented excludes one local authority because data for kerbside collection is not available at present.

Local Government Management Services Board

take steps to assist local authorities in obtaining better quality information from private operators in future years.

Table 41: Household Waste Collected and Sent for Landfilling

| | E 7.1 Tonnes of household waste recycled | E 8.2 Tonnage of household waste going to landfill |
|---|---|---|
| Carlow County Council | n/a | 15,661 |
| Cavan County Council | 3,783 | 7,462 |
| Clare County Council | 8,428 | 33,295 |
| Cork City Council | 6,240 | 40,095 |
| Cork County Council | 1,085 | 30,699 |
| Donegal County Council | 2,825 | 20,684 |
| Dublin City Council ^a | 21,358 | 149,702 |
| Dun Laoghaire Rathdown CC | 11,908 | 37,078 |
| Fingal County Council | 10,036 | 65,931 |
| Galway City Council | 9,578 | 8,999 |
| Galway County Council | 7,357 | 18,567 |
| Kerry County Council ^b | 5,412 | 17,460 |
| Kildare County Council | 9,571 | 31,685 |
| Kilkenny County Council | 1,704 | 29,743 |
| Laois County Council | 3,677 | 12,207 |
| Leitrim County Council ^c | 923 | 3,803 |
| Limerick City Council | 3,592 | 11,212 |
| Limerick County Council | 4,542 | 21,046 |
| Longford County Council | 3,891 | 3,698 |
| Louth County Council | 7,202 | 20,623 |
| Mayo County Council | 2,142 | 34,525 |
| Meath County Council | 12,415 | 40,131 |
| Monaghan County Council | 2,168 | 8,791 |
| North Tipperary County Council | 5,253 | 16,518 |
| Offaly County Council | 2,756 | 12,438 |
| Roscommon County Council | 2,169 | 9,269 |
| Sligo County Council | 2,742 | 12,135 |
| South Dublin County Council | 15,308 | 66,794 |
| South Tipperary County Council | 5,608 | 16,659 |
| Waterford City Council | 6,135 | 7,210 |
| Waterford County Council | 8,007 | 11,400 |
| Westmeath County Council | 4,759 | 13,174 |
| Wexford County Council | 6,018 | 23,009 |
| Wicklow County Council | 417 | 17,799 |
| Total | - | 857,076 |
| ^a Approximately 40% of recycling is through Bring facilities; this has been omitted from the Tables because of the revised methodology. ^b Figures reflect waste recycled by the 4 local authorities and the private collectors. ^c This figure reflects door-to-door collection only. | | |

Comparison 2004 and 2005

| E 8.1 Tonnes of household waste going to landfill | | New indicator in 2005 |
|--|---------------|--------------------------------------|
| N | Valid | 33 |
| | Missing | 4 |
| Average | Median | 77.50 |
| | Mean | 75.95 |
| Percentiles | 25% | 70.50 |
| | 75% | 84.18 |

| E 8.2 Percentage of household waste going to landfill | | 2004 | 2005 |
|--|---------------|--------------|--------------|
| N | Valid | 34 | 33 |
| | Missing | 3 | 4 |
| Average | Median | 82.15 | 77.50 |
| | Mean | 79.96 | 75.95 |
| Percentiles | 25% | 77.93 | 70.50 |
| | 75% | 86.00 | 84.18 |

E9 – Recycling Facilities and Materials Recycled

E9 is a set of indicators designed to monitor waste management infrastructure and capacity – in other words, the number of bring banks and civic amenity sites provided by local authorities and the amount and range of materials recycled throughout the recycling network. The summary Table 42 presented below illustrates significant improvement across four of the five indicators across a range of materials recycled. The results are consistent with the findings of the EPA’s National Waste Report for 2004, which found that ‘the availability of infrastructure for collection of recyclables is improving each year’ (National Waste Report: 53) and reported that there was a total of 1,929 bring banks and 69 civic amenity sites, including private facilities, in operation in 2004 (Ibid: 54).

Table 42 presents a summary of local authority bring banks catering for the different categories of recyclables in comparison with similar figures for the previous year. Local authorities were only asked to provide details of the total number of bring banks for each category; as there is a degree of overlap, it is not possible to accurately calculate the total number of bring banks. Nevertheless it seems that there are almost 1,800 bring banks provided by or facilitated by local authorities and the range of materials being catered for is continually improving.

Table 42: Summary of Information on Local Authority Bring Banks

| Number of Bring Banks | 2004 | 2005 | % Inc |
|------------------------------|-------------|-------------|--------------|
| Glass | 1767 | 1788 | 1% |
| Cans | 1584 | 1645 | 4% |
| Textiles | 243 | 291 | 20% |
| Batteries | 437 | 521 | 19% |
| Oil | 19 | 16 | -16% |
| Other | 312 | 319 | 2% |

It should be noted that, in comparison with 2004, the number of bring banks has fallen in a small number of local authorities. It is important that this indicator is not interpreted in isolation but should be seen in the context of a more holistic suite of recycling options and responses to waste management issues. In some cases, bring banks have been withdrawn from inappropriate sites following consultation with local residents or to prevent illegal dumping. In others, a reduction in the number of bring banks is as a consequence of an increase in the number of civic amenity sites, or an

enhanced recycling service for particular materials; and finally, in some cases, a fall in the number of bring banks is simply a reflection of the introduction of an improved segregated collection service

In relation to Indicators E9.3.1 to E9.3.5 (Textiles), it was pointed out by a number of authorities that other arrangements e.g. collections by charitable organisations or private collectors are in place, but there is no data available on them. It is clear that those authorities that opened new civic amenity sites in 2004 saw a change/increase in their figures for 2005. For instance it may have resulted in some recycling banks being removed from bring sites and placed in civic amenity sites.

Table 43 presents a summary of the number of civic amenity sites in operation across the local authority system. The total numbers of civic amenity sites catering for glass has risen from 69 in 2004 to 79 in 2005, a 14.5 per cent increase, which can be seen as a significant investment by local authorities in enhancing increased capacity.¹¹

Table 43: Summary of Local Authority Civic Amenity Sites

| Number of Civic Amenity Sites Catering for Material Categories | 2004 | 2005 | % Inc |
|---|-------------|-------------|--------------|
| Glass | 69 | 79 | 14% |
| Cans | 66 | 79 | 20% |
| Textiles | 45 | 62 | 38% |
| Batteries | 62 | 75 | 21% |
| Oil | 54 | 68 | 26% |
| Other | 65 | 84 | 29% |

¹¹ Although the Table shows there are 84 Civic Amenity sites catering for 'other' materials, it is thought that the figures catering for glass, batteries and cans are more representative for comparative purposes.

Table 44 gives an estimate of the combined total number of bring banks and civic amenity sites, together with the percentage increase on 2004.

Table 44: Total of Local Authority Recycling Facilities

| Year | 2004 | 2005 | % Inc |
|-----------|------|------|-------|
| Glass | 1836 | 1867 | 2% |
| Cans | 1650 | 1724 | 4% |
| Textiles | 288 | 353 | 23% |
| Batteries | 499 | 596 | 19% |
| Oil | 73 | 84 | 15% |
| Other | 377 | 403 | 7% |

Table 45 presents summary statistics in relation to the total number of recycling facilities per 5,000 population. On an individual local authority basis this indicator provides a reasonable indication of the level of coverage of recycling facilities to cater for the local population. The story is a positive one with the average number of facilities increasing across all material types.

Table 45: Number of Recycling Facilities per 5,000 Population

| Locations per 5000 population | 2004 | 2005 |
|-------------------------------|-------|-------|
| Glass | 2.86 | 2.92 |
| Cans | 2.70 | 2.77 |
| Textiles | 0.27 | 0.37 |
| Batteries | 0.14 | 0.172 |
| Oil | 0.075 | 0.095 |
| Other | 0.19 | 0.24 |

It would be reasonable to expect increased capacity, as illustrated in the tables above, to be matched by a substantial increase in usage and tonnages recycled. Local authorities provided data in relation to tonnage figures per 5,000 population. The LGMSB used this data to derive estimates of total tonnage figures presented in Table 46 over.

**Table 46: Estimate of (Median) Average Tonnages recycled from Recycling Facilities,
2004 and 2005 compared**

| Category | 2004 | 2005 |
|--------------------|-------------|-------------|
| Glass | 1,190 | 1,535 |
| Cans | 58 | 69 |
| Textiles | 50 | 89 |
| Batteries | 18.4 | 29 |
| Oil | 5.3 | 7 |
| Other | 780 | 1,565 |
| Recycling Tonnages | 2,1012 | 3,294 |

**Table 47: Estimate of Total tonnages recycled from recycling facilities
2004 and 2005 compared**

| Category | 2004 | 2005 |
|--------------------|-------------|-------------|
| Glass | 55,217 | 67,912 |
| Cans | 2,478 | 3,131 |
| Textiles | 2,430 | 3,853 |
| Batteries | 716 | 1,024 |
| Oil | 255 | 306 |
| Other | 86,592 | 93,721 |
| Recycling Tonnages | 147,688 | 169,947 |

The variation in the figures for tonnages collected could suggest that different areas of the country have been quicker or indeed slower to adapt to the habit of recycling, and it could be argued that this variation could be affected by the availability of recycling facilities. Statistical tests were carried out to explore whether there was a relationship between the number of recycling facilities in a local authority and tonnage figures recycled; but in each case, the tests were inconclusive or insignificant. Further research is needed in this area.

The Tables that follow capture the environmental infrastructure indicators in further detail for individual local authorities and basic descriptive statistics are provided to compare 2004 and 2005.

Table 48: Recycling Facilities - Glass

| | E 9.1.1 Number of Bring Banks – Glass | E 9.1.2 Number of Civic Amenity Sites – Glass | E 9.1.3 Total Number of Facilities – Glass | E 9.1.4 Number of locations per 5000 population – Glass | E 9.1.5 Tonnes collected for recycling per 5000 population – Glass |
|-------------------------------------|--|--|---|--|---|
| Carlow County Council | 37 | 3 | 40 | 4.3 | 76.4 |
| Cavan County Council | 28 | 2 | 30 | 2.7 | 69.2 |
| Clare County Council | 52 | 4 | 56 | 2.7 | 68.9 |
| Cork City Council | 38 | 1 | 39 | 1.6 | 80.5 |
| Cork County Council | 168 | 9 | 177 | 2.7 | 128.0 |
| Donegal County Council | 56 | 2 | 58 | 2.1 | 71.9 |
| Dublin City Council | 100 | 2 | 102 | 1.0 | 72.0 |
| Dun Laoghaire Rathdown CC | 54 | 1 | 55 | 1.4 | 120.6 |
| Fingal County Council | 70 | 3 | 73 | 1.9 | 108.1 |
| Galway City Council | 14 | 0 | 14 | 1.1 | 137.5 |
| Galway County Council | 93 | 3 | 96 | 3.4 | 65.4 |
| Kerry County Council | 84 | 5 | 89 | 3.4 | 81.2 |
| Kildare County Council | 37 | 2 | 39 | 1.2 | 75.0 |
| Kilkenny County Council | 41 | 3 | 44 | 2.8 | 91.6 |
| Laois County Council | 37 | 1 | 38 | 3.3 | 58.4 |
| Leitrim County Council | 38 | 2 | 40 | 7.8 | 96.9 |
| Limerick City Council | 16 | 1 | 17 | 1.6 | 68.7 |
| Limerick County Council | 47 | 4 | 51 | 2.1 | 48.3 |
| Longford County Council | 25 | 1 | 26 | 4.2 | 62.9 |
| Louth County Council | 39 | 1 | 40 | 2.0 | 99.4 |
| Mayo County Council | 87 | 2 | 89 | 3.8 | 74.0 |
| Meath County Council | 25 | 2 | 27 | 1.0 | 63.4 |
| Monaghan County Council | 22 | 1 | 23 | 2.2 | 76.1 |
| North Tipperary CC | 39 | 2 | 41 | 3.4 | 106.3 |
| Offaly County Council | 48 | 3 | 51 | 4.0 | 80.0 |
| Roscommon County Council | 38 | 3 | 41 | 3.8 | 73.8 |
| Sligo County Council | 49 | 2 | 51 | 4.4 | 94.3 |
| South Dublin County Council | 39 | 1 | 40 | 0.8 | 72.8 |
| South Tipperary CC | 72 | 2 | 74 | 4.6 | 101.0 |
| Waterford City Council | 26 | 1 | 27 | 3.0 | 104.0 |
| Waterford County Council | 41 | 3 | 44 | 3.9 | 103.3 |
| Westmeath County Council | 48 | 2 | 50 | 3.5 | 72.1 |
| Wexford County Council | 120 | 2 | 122 | 5.3 | 101.8 |
| Wicklow County Council ^a | 60 | 3 | 63 | 2.7 | 104.5 |

^aFigure based on tonnages of waste brought (not collected) to the facilities.

Comparison 2004 and 2005

| E 9.1.1 Number of Bring Banks - Glass | | 2004 | 2005 |
|--|---------------|-------------|-------------|
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 41.5 | 41.0 |
| | Mean | 52.0 | 52.6 |
| Percentiles | 25% | 35.0 | 37.0 |
| | 75% | 60.3 | 62.5 |

| E 9.1.2 Number of Civic Amenity Sites - Glass | | 2004 | 2005 |
|--|---------------|-------------|-------------|
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 2.0 | 2.0 |
| | Mean | 2.0 | 2.3 |
| Percentiles | 25% | 1.0 | 1.0 |
| | 75% | 3.0 | 3.0 |

| E 9.1.3 Total Number of Facilities - Glass | | 2004 | 2005 |
|---|---------------|-------------|-------------|
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 44.5 | 44.0 |
| | Mean | 54.0 | 54.9 |
| Percentiles | 25% | 36.3 | 38.8 |
| | 75% | 63.0 | 65.5 |

| E 9.1.4 Number of locations per 5000 of population - Glass | | 2004 | 2005 |
|---|---------------|-------------|-------------|
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 2.9 | 2.8 |
| | Mean | 2.9 | 2.9 |
| Percentiles | 25% | 1.8 | 1.8 |
| | 75% | 3.7 | 3.8 |

| E 9.1.5 | | | |
|--|---------------|-------------|-------------|
| Tonnages collected for recycling per 5000 of population - Glass | | 2004 | 2005 |
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 66.1 | 78.2 |
| | Mean | 69.1 | 85.5 |
| Percentiles | 25% | 55.5 | 71.2 |
| | 75% | 80.8 | 102.2 |

Table 49: Recycling Facilities - Cans

| | E 9.2.1 Number of Bring Banks – Cans | E 9.2.2 Number of Civic Amenity Sites – Cans | E 9.2.3 Total Number of Facilities – Cans | E 9.2.4 Number of locations per 5000 population – Cans | E 9.2.5 Tonnes collected for recycling per 5000 population – Cans |
|-----------------------------|---|---|--|---|--|
| Carlow County Council | 37 | 3 | 40 | 4.3 | 6.8 |
| Cavan County Council | 28 | 2 | 30 | 2.7 | 6.7 |
| Clare County Council | 52 | 4 | 56 | 2.7 | 5.6 |
| Cork City Council | 7 | 1 | 8 | 0.3 | 4.5 |
| Cork County Council | 171 | 9 | 180 | 2.8 | 4.7 |
| Donegal County Council | 56 | 2 | 58 | 2.1 | 13.8 |
| Dublin City Council | 78 | 2 | 80 | 0.8 | 2.3 |
| Dun Laoghaire Rathdown CC | 37 | 1 | 38 | 1.0 | 4.5 |
| Fingal County Council | 60 | 3 | 63 | 1.6 | 1.8 |
| Galway City Council | n/a | n/a | n/a | n/a | n/a |
| Galway County Council | 93 | 3 | 96 | 3.4 | 2.8 |
| Kerry County Council | 84 | 5 | 89 | 3.4 | 6.2 |
| Kildare County Council | 35 | 2 | 37 | 1.1 | 1.5 |
| Kilkenny County Council | 40 | 3 | 43 | 2.7 | 6.2 |
| Laois County Council | 37 | 1 | 38 | 3.3 | 1.3 |
| Leitrim County Council | 38 | 2 | 40 | 7.8 | 4.7 |
| Limerick City Council | 19 | 1 | 20 | 1.9 | 2.9 |
| Limerick County Council | 47 | 4 | 51 | 2.1 | 5.1 |
| Longford County Council | 25 | 1 | 26 | 4.2 | 4.0 |
| Louth County Council | 39 | 1 | 40 | 2.0 | 3.9 |
| Mayo County Council | 87 | 2 | 89 | 3.8 | 3.3 |
| Meath County Council | 27 | 2 | 29 | 1.1 | 2.2 |
| Monaghan County Council | 22 | 1 | 23 | 2.2 | 2.1 |
| North Tipperary CC | 39 | 2 | 41 | 3.4 | 3.2 |
| Offaly County Council | 48 | 3 | 51 | 4.0 | 4.0 |
| Roscommon County Council | 38 | 3 | 41 | 3.8 | 4.8 |
| Sligo County Council | 49 | 2 | 51 | 4.4 | 6.0 |
| South Dublin County Council | 22 | 1 | 23 | 0.5 | 1.2 |
| South Tipperary CC | 72 | 2 | 74 | 4.6 | 2.0 |
| Waterford City Council | 26 | 1 | 27 | 3.0 | 3.6 |
| Waterford County Council | 0 ^a | 3 | 3 | 0.3 | 0.0 ^b |
| Westmeath County Council | 48 | 2 | 50 | 3.5 | 3.0 |
| Wexford County Council | 121 | 2 | 123 | 5.3 | 5.4 |
| Wicklow County Council | 63 | 3 | 66 | 2.9 | 10.3 ^c |

^a Waterford County Council: provide a kerbside collection directly.
^b Included with recycling figures for household waste.
^c Wicklow County Council: Based on figures for tonnage of waste brought (not collected) to the facilities.

Comparison 2004 and 2005

| E 9.2.1 | | | |
|-------------------------------------|---------------|-------------|-------------|
| Number of Bring Banks - Cans | | 2004 | 2005 |
| N | Valid | 33 | 33 |
| | Missing | 1 | 1 |
| Average | Median | 39.0 | 39.0 |
| | Mean | 48.0 | 49.9 |
| Percentiles | 25% | 30.0 | 27.5 |
| | 75% | 55.5 | 61.5 |

| E 9.2.2 | | | |
|---|---------------|-------------|-------------|
| Number of Civic Amenity Sites - Cans | | 2004 | 2005 |
| N | Valid | 33 | 34 |
| | Missing | 1 | 0 |
| Average | Median | 2.0 | 2.0 |
| | Mean | 2.0 | 2.4 |
| Percentiles | 25% | 1.0 | 1.0 |
| | 75% | 3.0 | 3.0 |

| E 9.2.3 | | | |
|--|---------------|-------------|-------------|
| Total Number of Facilities - Cans | | 2004 | 2005 |
| N | Valid | 33 | 34 |
| | Missing | 1 | 0 |
| Average | Median | 41.0 | 41.0 |
| | Mean | 50.0 | 52.2 |
| Percentiles | 25% | 32.0 | 29.5 |
| | 75% | 58.0 | 64.5 |

| E 9.2.4 | | | |
|--|---------------|-------------|-------------|
| Number of locations per 5000 of population - Cans | | 2004 | 2005 |
| N | Valid | 33 | 34 |
| | Missing | 1 | 0 |
| Average | Median | 2.7 | 2.8 |
| | Mean | 2.7 | 2.8 |
| Percentiles | 25% | 1.7 | 1.7 |
| | 75% | 3.4 | 3.8 |

| E 9.2.5 | | | |
|---|---------------|-------------|-------------|
| Tonnages collected for recycling per 5000 of population - Cans | | 2004 | 2005 |
| N | Valid | 33 | 34 |
| | Missing | 1 | 0 |
| Average | Median | 3.0 | 4.0 |
| | Mean | 3.6 | 4.3 |
| Percentiles | 25% | 2.0 | 2.3 |
| | 75% | 4.4 | 5.5 |

Table 50: Recycling Facilities - Textiles

| | E 9.3.1 Number of Bring Banks – Textiles | E 9.3.2 Number of Civic Amenity Sites – Textiles | E 9.3.3 Total Number of Facilities – Textiles | E 9.3.4 Number of Locations per 5000 population – Textiles | E 9.3.5 Tonnes collected for recycling per 5000 population - Textiles |
|---------------------------------------|---|---|--|---|--|
| Carlow County Council | 0 | 3 | 3 | 0.3 | 8.8 |
| Cavan County Council | 20 | 2 | 22 | 2.0 | 12.5 |
| Clare County Council | 8 | 3 | 11 | 0.5 | 8.8 |
| Cork City Council | 0 | 0 | 0 | 0.0 | 0.0 |
| Cork County Council | 31 | 6 | 37 | 0.6 | 1.7 |
| Donegal County Council | 36 | 2 | 38 | 1.4 | 9.8 |
| Dublin City Council | 27 | 2 | 29 | 0.3 | 4.3 |
| Dun Laoghaire Rathdown CC | 12 | 1 | 13 | 0.3 | 11.7 |
| Fingal County Council | 8 | 3 | 11 | 0.3 | 5.1 |
| Galway City Council | 4 | 1 | 5 | 0.4 | N/A ^a |
| Galway County Council | 0 | 3 | 3 | 0.0 | 0.1 |
| Kerry County Council | 0 | 0 | 0 | 0.0 | 0.0 |
| Kildare County Council | 10 | 2 | 12 | 0.4 | 0.5 |
| Kilkenny County Council | 1 | 1 | 2 | 0.1 | 5.4 |
| Laois County Council | 8 | 1 | 9 | 0.8 | 7.6 |
| Leitrim County Council | 15 | 2 | 17 | 3.3 | 2.7 |
| Limerick City Council | 7 | 1 | 8 | 0.7 | 1.6 |
| Limerick County Council | 10 | 3 | 13 | 0.5 | 6.4 |
| Longford County Council | 0 | 1 | 1 | 0.2 | 0.9 |
| Louth County Council | 0 | 1 | 1 | 0.1 | 4.5 |
| Mayo County Council | 1 | 2 | 3 | 0.1 | 4.5 |
| Meath County Council | 22 | 2 | 24 | 0.9 | 6.8 |
| Monaghan County Council | 0 | 1 | 1 | 0.1 | 3.7 |
| North Tipperary CC | 6 | 1 | 7 | 0.6 | 2.8 |
| Offaly County Council | 6 | 2 | 8 | 2.0 | 7.0 |
| Roscommon County Council | 0 | 3 | 3 | 0.3 | 4.2 |
| Sligo County Council | 4 | 1 | 5 | 0.4 | 3.4 |
| South Dublin County Council | 8 | 1 | 9 | 0.2 | 5.2 |
| South Tipperary CC | 0 | 0 | 0 | 0.0 | 0.0 |
| Waterford City Council | 6 | 1 | 7 | 0.8 | 4.0 |
| Waterford County Council ^b | 0 | 3 | 3 | 0.3 | 0.8 |
| Westmeath County Council | 20 | 2 | 22 | 1.5 | 8.2 |
| Wexford County Council | 10 | 2 | 12 | 0.5 | 3.9 |
| Wicklow County Council | 11 | 3 | 14 | 0.6 | 20.7 ^c |

^a Facilitated bring sites: tonnage per 5,000 not available.
^b Kerbside collection provided by local authority. Tonnes relate to collection other than kerbside returned with recyclable household waste.
^c Based on figure of tonnage of waste brought (not collected) to the facilities. Seasonal Collection

Comparison 2004 and 2005

| E 9.3.1 Number of Bring Banks - Textiles | | 2004 | 2005 |
|---|---------------|-------------|-------------|
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 4.0 | 6.5 |
| | Mean | 7.2 | 8.6 |
| Percentiles | 25% | 0.0 | 0.0 |
| | 75% | 9.5 | 11.3 |

| E 9.3.2 Number of Civic Amenity Sites - Textiles | | 2004 | 2005 |
|---|---------------|-------------|-------------|
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 1.0 | 2.0 |
| | Mean | 1.3 | 1.8 |
| Percentiles | 25% | 0.0 | 1.0 |
| | 75% | 2.0 | 3.0 |

| E 9.3.3 Total Number of Facilities - Textiles | | 2004 | 2005 |
|--|---------------|-------------|-------------|
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 5.5 | 8.0 |
| | Mean | 8.5 | 10.4 |
| Percentiles | 25% | 1.0 | 3.0 |
| | 75% | 12.3 | 13.3 |

| E 9.3.4 Number of Locations per 5000 population - Textiles | | 2004 | 2005 |
|---|---------------|-------------|-------------|
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 0.3 | 0.4 |
| | Mean | 0.4 | 0.6 |
| Percentiles | 25% | 0.1 | 0.2 |
| | 75% | 0.6 | 0.8 |

| E 9.3.5 Tonnages per 5000 population - Textiles | | 2004 | 2005 |
|--|---------------|-------------|-------------|
| N | Valid | 33 | 33 |
| | Missing | 1 | 1 |
| Average | Median | 2.6 | 4.3 |
| | Mean | 3.4 | 5.1 |
| Percentiles | 25% | 0.9 | 1.7 |
| | 75% | 5.5 | 7.3 |

Table 51: Recycling Facilities - Batteries

| | E 9.4.1 Number of Bring Banks - Batteries | E 9.4.2 Number of Civic Amenity Sites - Batteries | E 9.4.3 Total Number of Facilities- Batteries | E 9.4.4 Number of Locations per 5000 population - Batteries | E 9.4.5 Tonnes collected for recycling per 5000 population - Batteries |
|-----------------------------|--|--|--|--|---|
| Carlow County Council | 18 | 3 | 21 | 2.3 | 7.1 |
| Cavan County Council | 0 | 2 | 2 | 1.4 | 1.8 |
| Clare County Council | 0 | 4 | 4 | 0.2 | 2.0 |
| Cork City Council | 0 | 1 | 1 | 0.0 | 0.6 |
| Cork County Council | 0 | 9 | 9 | 0.1 | 1.3 |
| Donegal County Council | 6 | 2 | 8 | 0.3 | 0.5 |
| Dublin City Council | 12 | 2 | 14 | 0.1 | 0.8 |
| Dun Laoghaire Rathdown CC | 14 | 1 | 15 | 0.2 | 1.4 |
| Fingal County Council | 56 | 3 | 59 | 1.5 | 0.9 |
| Galway City Council | 0 | 1 | 1 | 0.1 | 0.0 |
| Galway County Council | 0 | 3 | 3 | 0.1 | 1.0 |
| Kerry County Council | 0 | 5 | 5 | 0.2 | 1.4 |
| Kildare County Council | 125 | 2 | 127 | 3.8 | 0.7 |
| Kilkenny County Council | 67 | 1 | 68 | 4.3 | 0.7 |
| Laois County Council | 0 | 1 | 1 | 0.1 | 4.3 |
| Leitrim County Council | 1 | 2 | 3 | 0.6 | 1.0 |
| Limerick City Council | 2 | 1 | 3 | 0.3 | 0.6 |
| Limerick County Council | 0 | 3 | 3 | 0.1 | 2.7 |
| Longford County Council | 0 | 0 | 0 | 0.0 | 0.0 |
| Louth County Council | 0 | 1 | 1 | 0.1 | 2.5 |
| Mayo County Council | 0 | 2 | 2 | 0.1 | 2.1 |
| Meath County Council | 0 | 2 | 2 | 0.1 | 0.3 |
| Monaghan County Council | 0 | 1 | 1 | 0.1 | 0.8 |
| North Tipperary CC | 0 | 2 | 2 | 0.2 | 2.4 |
| Offaly County Council | 0 | 2 | 2 | 0.2 | 4.0 |
| Roscommon County Council | 0 | 3 | 3 | 0.3 | 3.5 |
| Sligo County Council | 4 | 2 | 6 | 0.5 | 0.4 |
| South Dublin County Council | 30 | 1 | 31 | 0.7 | 0.8 |
| South Tipperary CC | 0 | 2 | 2 | 0.1 | 1.1 |
| Waterford City Council | 0 | 1 | 1 | 0.1 | 0.7 |
| Waterford County Council | 55 | 3 | 58 | 5.1 | 1.0 |
| Westmeath County Council | 0 | 2 | 2 | 0.1 | 2.1 |
| Wexford County Council | 113 | 2 | 115 | 5.0 | 0.1 |
| Wicklow County Council | 18 | 3 | 21 | 0.9 | 1.8 ^a |

^a Based on figure of tonnage of waste brought (not collected) to the facilities.

Comparison 2004 and 2005

| E 9.4.1 | | | |
|--|---------------|-------------|-------------|
| Number of Bring Banks - Batteries | | 2004 | 2005 |
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 0.0 | 0.0 |
| | Mean | 12.9 | 15.3 |
| Percentiles | 25% | 0.0 | 0.0 |
| | 75% | 8.8 | 15.0 |

| E 9.4.2 | | | |
|--|---------------|-------------|-------------|
| Number of Civic Amenity Sites - Batteries | | 2004 | 2005 |
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 2.0 | 2.0 |
| | Mean | 1.8 | 2.2 |
| Percentiles | 25% | 1.0 | 1.0 |
| | 75% | 2.3 | 3.0 |

| E 9.4.3 | | | |
|---|---------------|-------------|-------------|
| Total Number of Facilities - Batteries | | 2004 | 2005 |
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 3.0 | 3.0 |
| | Mean | 14.7 | 17.5 |
| Percentiles | 25% | 1.0 | 2.0 |
| | 75% | 11.3 | 16.5 |

| E 9.4.4 | | | |
|--|---------------|-------------|-------------|
| Number of Locations per 5000 population - Batteries | | 2004 | 2005 |
| N | Valid | 33 | 34 |
| | Missing | 1 | 0 |
| Average | Median | 0.1 | 0.2 |
| | Mean | 0.6 | 0.9 |
| Percentiles | 25% | 0.1 | 0.1 |
| | 75% | 0.4 | 0.7 |

| E 9.4.5 | | | |
|---|---------------|-------------|-------------|
| Tonnages per 5000 population - Batteries | | 2004 | 2005 |
| N | Valid | 33 | 34 |
| | Missing | 1 | 0 |
| Average | Median | 0.80 | 1.01 |
| | Mean | 1.03 | 1.54 |
| Percentiles | 25% | 0.36 | 0.67 |
| | 75% | 1.64 | 2.08 |

Table 52: Recycling Facilities - Oil

| | E 9.5.1 Number of Bring Banks - Oil | E 9.5.2 Number of Civic Amenity Sites - Oil | E 9.5.3 Total Number of Facilities - Oil | E 9.5.4 Number of Locations per 5000 population - Oil | E 9.5.5 Tonnes collected for recycling per 5000 population - Oil |
|-----------------------------|--|--|---|--|---|
| Carlow County Council | 0 | 3 | 3 | 0.3 | 1.7 |
| Cavan County Council | 0 | 2 | 2 | 0.2 | 0.0 |
| Clare County Council | 0 | 4 | 4 | 0.2 | 0.8 |
| Cork City Council | 0 | 1 | 1 | 0.0 | 0.3 |
| Cork County Council | 0 | 9 | 9 | 0.1 | 0.3 |
| Donegal County Council | 0 | 2 | 2 | 0.1 | 0.1 |
| Dublin City Council | 2 | 2 | 4 | 0.0 | 0.1 |
| Dun Laoghaire Rathdown CC | 0 | 1 | 1 | 0.0 | 0.8 |
| Fingal County Council | 0 | 2 | 2 | 0.1 | 0.2 |
| Galway City Council | 0 | 1 | 1 | 0.1 | N/A |
| Galway County Council | 0 | 3 | 3 | 0.1 | 0.7 |
| Kerry County Council | 0 | 5 | 5 | 0.2 | 0.2 |
| Kildare County Council | 0 | 2 | 2 | 0.1 | 0.2 |
| Kilkenny County Council | 0 | 1 | 1 | 0.1 | 0.1 |
| Laois County Council | 0 | 1 | 1 | 0.1 | 1.1 |
| Leitrim County Council | 10 | 2 | 12 | 2.3 | 1.6 ^a |
| Limerick City Council | 0 | 1 | 1 | 0.1 | 0.7 |
| Limerick County Council | 0 | 3 | 3 | 0.1 | 0.3 |
| Longford County Council | 0 | 0 | 0 | 0.0 | 0.0 |
| Louth County Council | 0 | 1 | 1 | 0.1 | 1.2 |
| Mayo County Council | 0 | 2 | 2 | 0.1 | 0.5 |
| Meath County Council | 0 | 2 | 2 | 0.1 | 0.6 |
| Monaghan County Council | 0 | 1 | 1 | 0.1 | 0.0 |
| North Tipperary CC | 0 | 1 | 1 | 0.1 | 0.9 |
| Offaly County Council | 0 | 2 | 2 | 0.2 | 0.0 |
| Roscommon County Council | 0 | 2 | 2 | 0.2 | 0.3 |
| Sligo County Council | 0 | 0 | 0 | 0.0 | 0.0 |
| South Dublin County Council | 0 | 1 | 1 | 0.0 | 0.7 |
| South Tipperary CC | 0 | 2 | 2 | 0.1 | 0.2 |
| Waterford City Council | 0 | 1 | 1 | 0.1 | 0.3 |
| Waterford County Council | 0 | 3 | 3 | 0.3 | 0.0 |
| Westmeath County Council | 0 | 2 | 2 | 0.1 | 0.4 |
| Wexford County Council | 4 | 1 | 5 | 0.2 | 0.1 |
| Wicklow County Council | 0 | 2 | 2 | 0.0 | 0.5 ^b |

^aLeitrim recycled 1,364 litres per 5,000 population. Data converted to tonnes (1,000 litres = 1.2 tonnes).
^bBased on figure of tonnage of waste brought (not collected) to the facilities.

Comparison 2004 and 2005

| E 9.5.1 Number of Bring Banks - Oil | | 2004 | 2005 |
|--|---------------|-------------|-------------|
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 0.0 | 0.0 |
| | Mean | 0.6 | 0.5 |
| Percentiles | 25% | 0.0 | 0.0 |
| | 75% | 0.0 | 0.0 |

| E 9.5.2 Number of Civic Amenity Sites - Oil | | 2004 | 2005 |
|--|---------------|-------------|-------------|
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 1.0 | 2.0 |
| | Mean | 1.6 | 2.0 |
| Percentiles | 25% | 1.0 | 1.0 |
| | 75% | 2.0 | 2.0 |

| E 9.5.3 Total Number of Facilities - Oil | | 2004 | 2005 |
|---|---------------|-------------|-------------|
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 1.0 | 2.0 |
| | Mean | 2.1 | 2.5 |
| Percentiles | 25% | 1.0 | 1.0 |
| | 75% | 3.0 | 3.0 |

| E 9.5.4 Number of Locations per 5000 population - Oil | | 2004 | 2005 |
|--|---------------|-------------|-------------|
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 0.1 | 0.1 |
| | Mean | 0.1 | 0.2 |
| Percentiles | 25% | 0.0 | 0.1 |
| | 75% | 0.1 | 0.2 |

| E 9.5.5 Tonnages per 5000 population - Oil | | 2004 | 2005 |
|---|---------------|-------------|-------------|
| N | Valid | 33 | 33 |
| | Missing | 1 | 1 |
| Average | Median | 0.16 | 0.3 |
| | Mean | 0.36 | 0.41 |
| Percentiles | 25% | 0.04 | 0.10 |
| | 75% | 0.67 | 0.71 |

Table 53: Recycling Facilities - Other

| | E 9.6.1 Number of Bring Banks - Other | E 9.6.2 Number of Civic Amenity Sites – Other | E 9.6.3 Total Number of Facilities - Other | E 9.6.4 Number of Locations per 5000 population - Other | E 9.6.5 Tonnes collected for recycling per 5000 location - Other |
|-----------------------------|--|--|---|--|---|
| Carlow County Council | 4 | 3 | 7 | 0.8 | 82.3 |
| Cavan County Council | 28 | 2 | 30 | 2.7 | 56.7 |
| Clare County Council | 7 | 4 | 11 | 0.5 | 97.7 |
| Cork City Council | 0 | 6 | 6 | 0.2 | 63.6 |
| Cork County Council | 108 | 9 | 117 | 1.8 | 335.8 |
| Donegal County Council | 5 | 2 | 7 | 0.3 | 64.3 |
| Dublin City Council | 10 | 2 | 12 | 0.1 | 45.0 |
| Dun Laoghaire Rathdown CC | 8 | 1 | 9 | 0.2 | 282.7 |
| Fingal County Council | 8 | 3 | 11 | 0.3 | 69.7 |
| Galway City Council | 0 | 1 | 1 | 0.1 | N/A |
| Galway County Council | 0 | 3 | 3 | 0.4 | 42.4 |
| Kerry County Council | 7 | 5 | 12 | 0.5 | 51.0 |
| Kildare County Council | 0 | 2 | 2 | 0.1 | 46.7 |
| Kilkenny County Council | 1 | 1 | 2 | 0.1 | 83.4 |
| Laois County Council | 0 | 1 | 1 | 0.1 | 356.3 |
| Leitrim County Council | 0 | 2 | 2 | 0.4 | 31.4 |
| Limerick City Council | 1 | 1 | 2 | 0.2 | 18.3 |
| Limerick County Council | 44 | 4 | 48 | 2.0 | 74.3 |
| Longford County Council | 0 | 1 | 1 | 0.2 | 28.0 |
| Louth County Council | 39 | 1 | 40 | 2.0 | 425.5 |
| Mayo County Council | 0 | 2 | 2 | 0.1 | 112.2 |
| Meath County Council | 0 | 2 | 2 | 0.1 | 174.0 |
| Monaghan County Council | 0 | 1 | 1 | 0.1 | 263.0 |
| North Tipperary CC | 0 | 2 | 2 | 0.2 | 76.5 |
| Offaly County Council | 0 | 3 | 3 | 0.2 | 61.0 |
| Roscommon County Council | 0 | 3 | 3 | 0.3 | 113.9 |
| Sligo County Council | 0 | 2 | 2 | 0.2 | 32.0 |
| South Dublin County Council | 10 | 2 | 12 | 0.3 | 109.2 |
| South Tipperary CC | 0 | 2 | 2 | 0.1 | 23.5 |
| Waterford City Council | 0 | 1 | 1 | 0.1 | 51.1 |
| Waterford County Council | 0 | 3 | 3 | 0.3 | 45.1 |
| Westmeath County Council | 0 | 2 | 2 | 0.1 | 110.0 |
| Wexford County Council | 36 | 2 | 38 | 1.3 | 81.6 |
| Wicklow County Council | 3 | 3 | 6 | 0.3 | 133.8 |

Comparison 2004 and 2005

| E 9.6.1 | | | |
|--------------------------------------|---------------|-------------|-------------|
| Number of Bring Banks – Other | | 2004 | 2005 |
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 1.5 | 0.0 |
| | Mean | 9.2 | 9.4 |
| Percentiles | 25% | 0.0 | 0.0 |
| | 75% | 8.3 | 8.0 |

| E 9.6.2 | | | |
|--|---------------|-------------|-------------|
| Number of Civic Amenity Sites - Other | | 2004 | 2005 |
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 2.0 | 2.0 |
| | Mean | 1.9 | 2.5 |
| Percentiles | 25% | 1.0 | 1.0 |
| | 75% | 2.3 | 3.0 |

| E 9.6.3 | | | |
|---|---------------|-------------|-------------|
| Total Number of Facilities - Other | | 2004 | 2005 |
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 4.0 | 3.0 |
| | Mean | 11.1 | 11.9 |
| Percentiles | 25% | 2.0 | 2.0 |
| | 75% | 10.0 | 11.3 |

| E 9.6.4 | | | |
|--|---------------|-------------|-------------|
| Number of Locations per 5000 population - Other | | 2004 | 2005 |
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 0.20 | 0.24 |
| | Mean | 0.69 | 0.48 |
| Percentiles | 25% | 0.10 | 0.12 |
| | 75% | 0.52 | 0.44 |

| E 9.6.5 | | | |
|--------------------------|---------------|--------------|--------------|
| Tonnages per 5000 | | | |
| location - Other | | 2004 | 2005 |
| N | Valid | 34 | 33 |
| | Missing | 0 | 1 |
| Average | Median | 54.95 | 74.30 |
| | Mean | 80.16 | 110.36 |
| Percentiles | 25% | 15.71 | 45.94 |
| | 75% | 77.62 | 113.04 |

Table 54: Litter Pollution

| | E 10.7.1 Percentage of areas within the local authority area that are litter free | E 10.7.2 Percentage of areas within the local authority area that are slightly polluted | E 10.7.3 Percentage of areas within the local authority area that are moderately polluted | E 10.7.4 Percentage of areas within the local authority area that are significantly polluted | E 10.7.5 Percentage of areas within the local authority area that are grossly polluted |
|--------------------------|--|--|--|---|---|
| Carlow County Council | N/A | N/A | N/A | N/A | N/A |
| Cavan County Council | 2% | 36% | 44% | 15% | 2% |
| Clare County Council | 5% | 43% | 39% | 11% | 2% |
| Cork City Council | 1% | 54% | 33% | 12% | 1% |
| Cork County Council | N/A | N/A | N/A | N/A | N/A |
| Donegal County Council | 4% | 31% | 53% | 12% | 0% |
| Dublin City Council | 2% | 51% | 41% | 5% | 0% |
| Dun Laoghaire Rathdown | 2% | 52% | 32% | 12% | 3% |
| Fingal County Council | 0% | 37% | 61% | 2% | 0% |
| Galway City Council | 0% | 53% | 29% | 15% | 3% |
| Galway County Council | 1% | 38% | 42% | 14% | 5% |
| Kerry County Council | 4% | 60% | 33% | 3% | 0% |
| Kildare County Council | N/A | N/A | N/A | N/A | N/A |
| Kilkenny County Council | 0% | 53% | 44% | 3% | 0% |
| Laois County Council | 3% | 60% | 18% | 8% | 13% |
| Leitrim County Council | 10% | 52% | 38% | 0% | 0% |
| Limerick City Council | 6% | 51% | 36% | 5% | 1% |
| Limerick County Council | 8% | 34% | 47% | 10% | 1% |
| Longford County Council | 18% | 53% | 22% | 7% | 0% |
| Louth County Council | 14% | 59% | 23% | 3% | 0% |
| Mayo County Council | 0% | 75% | 15% | 8% | 3% |
| Meath County Council | 10% | 56% | 29% | 6% | 0% |
| Monaghan County Council | 2% | 81% | 15% | 2% | 0% |
| North Tipperary CC | 11% | 31% | 40% | 10% | 8% |
| Offaly County Council | 3% | 61% | 27% | 5% | 5% |
| Roscommon CC | 14% | 63% | 19% | 5% | 0% |
| Sligo County Council | 5% | 17% | 54% | 22% | 2% |
| South Dublin CC | 2% | 44% | 36% | 14% | 4% |
| South Tipperary CC | 23% | 38% | 24% | 14% | 2% |
| Waterford City Council | 0% | 56% | 44% | 0% | 0% |
| Waterford County Council | 5% | 76% | 19% | 0% | 0% |
| Westmeath County Council | N/A | N/A | N/A | N/A | N/A |
| Wexford County Council | N/A | N/A | N/A | N/A | N/A |
| Wicklow County Council | 0% | 50% | 10% | 40% | 0% |

| Categories | 2004 | 2005 |
|------------------------|--------------|--------------|
| Litter Free | 5.1% | 6.1% |
| Slightly Polluted | 45.3% | 49.5% |
| Moderately Polluted | 34.4% | 34.4% |
| Significantly Polluted | 10.5% | 8.5% |
| Grossly Polluted | 1.8% | 1.5% |

The most significant development in the 2005 litter pollution survey is an increase in unpolluted (LPI 1) areas from 5.1% to 6.1%. There is also a significant increase in the slightly polluted (LPI 2) category, from 45.3% in 2004 to 49.5% in 2005. The percentage of moderately polluted (LPI 3) areas account for 34.4 % of areas surveyed, a decrease of 2.9% on 2004. The percentage of areas classified as significantly polluted (LPI 4) has also decreased from 10.5% in 2004 to 8.5% in 2005. The percentage of grossly polluted (LPI 5) areas is slightly decreased from 1.8% to 1.5%.

The service indicator is based on data from the National Litter Pollution Monitoring System supplied by TES Consulting Engineers, who are responsible for the collation and capture of the litter statistics. The System has been fully established since 2001 and initially requires local authorities to identify potential litter generator in their local authority functional area. The LGCSB has developed a Litter Geographical Information System (GIS) software package to assist local authorities to map potential sources of litter and identify survey locations. Therefore the first years "Set-Up" Phase is time consuming, however in subsequent years a set number of Litter Pollution and Quantification Surveys are completed and the Potential Litter Generators are updated to take account of the development of new building etc.

In 2005 3,951 surveys were completed, while 3,117 surveys were completed in 2004. The increase in the number of surveys is due to an increase in the number of local authorities who returned Litter Pollution Surveys to the Litter Monitoring Body; 57 in 2005 and 48 in 2004.

Table 55: Environmental Complaints and Enforcement

| | E 11.1 Total number of cases subject to complaints concerning environmental pollution | E 11.2 Number of cases investigated | E 11.3 Number of enforcement procedures taken |
|--|--|--|--|
| Carlow County Council | 1,344 | 1,344 | 79 |
| Cavan County Council | 856 | 728 | 433 |
| Clare County Council | 2,199 | 2,190 | 975 |
| Cork City Council | 1,013 | 1,013 | 73 |
| Cork County Council | 680 | 138 | 26 |
| Donegal County Council | 1,491 | 1,442 | 56 |
| Dublin City Council | 9,574 | 9,574 | 283 |
| Dun Laoghaire Rathdown CC | 3,316 | 3,173 | 184 |
| Fingal County Council | 3,893 | 3,792 | 49 |
| Galway City Council | 1,236 | 1,236 | 4 |
| Galway County Council | 582 | 582 | 106 |
| Kerry County Council | 1,624 | 1,312 | 134 |
| Kildare County Council | 1,437 | 1,146 | 256 |
| Kilkenny County Council | 1,331 | 1,131 | 340 |
| Laois County Council | 448 | 296 | 71 |
| Leitrim County Council | 1,020 | 1,020 | 570 |
| Limerick City Council | 1,271 | 1,141 | 155 |
| Limerick County Council | 2,282 | 2,209 | 366 |
| Longford County Council | 1,042 | 1,042 | 765 |
| Louth County Council | 2,720 | 2,542 | 396 |
| Mayo County Council | 1,260 | 1,254 | 50 |
| Meath County Council | 2,475 | 2,475 | 171 |
| Monaghan County Council | 412 | 414 | 51 |
| North Tipperary County Council | 586 | 586 | 289 ^a |
| Offaly County Council | 550 | 550 | 81 |
| Roscommon County Council | 613 | 528 | 33 |
| Sligo County Council | 1,239 | 1,138 | 306 ^b |
| South Dublin County Council | 8,732 | 8,732 | 98 |
| South Tipperary County Council | 781 | 781 | 113 |
| Waterford City Council | 1,488 | 1,488 | 123 |
| Waterford County Council | 1,103 | 1,099 | 124 |
| Westmeath County Council | 1,093 | 1,093 | 753 |
| Wexford County Council | 2,394 | 2,212 | 156 |
| Wicklow County Council | 1,115 ^c | 1,107 | 1,102 |
| Total | 63,200 | | 8,771 |
| ^a Return for 2004 did not include warning letters. | | | |
| ^b Figure for 2004 should have been 284. | | | |
| ^c Figure does not include Town Council investigations under Litter, Air, Noise and Water. Includes 24 complaints investigated under both waste and air. | | | |

Comparison 2004 and 2005

| E 11.1 | | | |
|---|---------------|--------------|----------------|
| Total number of cases subject to complaints concerning environmental pollution | | 2004 | 2005 |
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 956.0 | 1,249.5 |
| | Mean | 1,373.8 | 1,858.8 |
| Percentiles | 25% | 475.8 | 837.3 |
| | 75% | 1,804.8 | 2,219.8 |

| E 11.2 | | | |
|-------------------------------------|---------------|--------------|----------------|
| Number of cases investigated | | 2004 | 2005 |
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 938.0 | 1,139.5 |
| | Mean | 1,322.5 | 1,779.7 |
| Percentiles | 25% | 474.3 | 767.8 |
| | 75% | 1,593.8 | 2,194.8 |

| E 11.3 | | | |
|---|---------------|--------------|--------------|
| Number of enforcement procedures taken | | 2004 | 2005 |
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 139.5 | 144.5 |
| | Mean | 202.1 | 258.0 |
| Percentiles | 25% | 54.3 | 72.5 |
| | 75% | 262.3 | 346.5 |

The number of complaints in E11.1 include complaints about litter, waste, air, water, noise and other. It is apparent that in many cases, complaints were resolved verbally with advice and no necessity for investigation, others were dismissed as being vexatious, while some complaints were still under investigation at year end.

Overall the number of complaints has increased by 27 per cent, from 49,708 to 63,200 – this could be evidence of a greater level of enforcement activity and higher profile within waste management

sections, also the fact that many local authority environmental enforcement units are just getting off the ground.

At the same time there was an increase in the number of cases investigated – from 44,964 in 2004 to 60,508 in 2005 representing an increase of 34.5 per cent. 15 local authorities reported that they had investigated 100 per cent of complaints and the median average percentage investigated had increased from 99 per cent in 2004 to 100 per cent in 2005, although the average percentage investigated by those local authorities in the lower quartile had decreased slightly from 93 per cent to 91 per cent.

Table 56: Participation by Schools in Environmental Campaigns

| | E 12.1 Primary Schools participating in environmental campaigns (percentage) | E 12.2 Secondary Schools participating in environmental campaigns (percentage) |
|-------------------------------------|---|---|
| Carlow County Council | 66.0 | 60.0 |
| Cavan County Council | 34.0 | 50.0 |
| Clare County Council | 60.0 | 63.6 |
| Cork City Council | 16.0 | 23.0 |
| Cork County Council | 29.5 | 45.9 |
| Donegal County Council ^a | 38.8 | 74.1 |
| Dublin City Council | 35.0 | 30.0 |
| Dun Laoghaire Rathdown CC | 82.0 | 75.0 |
| Fingal County Council | 65.0 | 69.0 |
| Galway City Council | 88.5 | 90.0 |
| Galway County Council | 62.0 | 78.0 |
| Kerry County Council | 75.0 | 37.0 |
| Kildare County Council | 60.0 | 59.0 |
| Kilkenny County Council | 51.0 | 53.0 |
| Laois County Council | 43.0 | 80.0 |
| Leitrim County Council | 72.5 | 55.5 |
| Limerick City Council | 53.0 | 50.0 |
| Limerick County Council | 49.0 | 76.0 |
| Longford County Council | 90.0 | 100.0 |
| Louth County Council | 42.5 | 68.8 |
| Mayo County Council | 43.0 | 57.0 |
| Meath County Council | 52.0 | 48.0 |
| Monaghan County Council | 17.7 | 64.6 |
| North Tipperary County Council | 55.0 | 43.0 |
| Offaly County Council | 53.0 | 72.0 |
| Roscommon County Council | 45.0 | 66.0 |
| Sligo County Council | 59.0 | 82.0 |
| South Dublin County Council | 52.0 | 44.0 |
| South Tipperary County Council | 26.3 | 43.0 |
| Waterford City Council | 67.0 | 64.0 |
| Waterford County Council | 62.0 | 66.0 |
| Westmeath County Council | 47.0 | 64.0 |
| Wexford County Council | 53.0 | 70.0 |
| Wicklow County Council | 85.0 | 83.0 |

^aAn error in 2004 calculation: should read 76 out of 196 schools.

Comparison 2004 and 2005

| E 12.1 Primary schools participating in environmental campaigns (percentage) | | | |
|---|---------------|-------------|-------------|
| | | 2004 | 2005 |
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 46.0 | 53.0 |
| | Mean | 50.1 | 53.8 |
| Percentiles | 25% | 38.7 | 42.9 |
| | 75% | 60.8 | 65.3 |

| E 12.2 Secondary schools participating in environmental campaigns (percentage) | | | |
|---|---------------|-------------|-------------|
| | | 2004 | 2005 |
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 54.6 | 64.0 |
| | Mean | 53.9 | 61.9 |
| Percentiles | 25% | 43.0 | 49.5 |
| | 75% | 66.3 | 74.3 |

As well as providing recycling infrastructure and enforcement activities, local authorities play an important role in increasing environmental awareness. In particular local authorities have recognised the importance of getting the message across effectively to young people. Staff of local authorities work closely with various bodies, principally An Taisce, in promoting active engagement in environmental campaigns amongst primary and secondary schools. On average, the indicators show an increase in participation in the "Green Schools" campaign - up from an average of 46 to 53 per cent in primary schools, and from 54.6 to 64 per cent in secondary schools.

It was pointed out that schools may take part in environmental activities in ways other than those reflected by this indicator – e.g. in Council sponsored environmental programmes, tidy schools competitions, as distinct from the An Taisce Green Schools campaign, which is what this indicator reflects.

The service indicators distinguish between large scale environmental pollution and smaller scale litter pollution. Large scale environmental pollution is measured in the indicators by the number of environmental complaints, investigations and prosecutions and these indicators have already been discussed above. The extent of local authority activity in relation to smaller scale litter pollution is measured by indicators E10 and E11 which record the number of litter wardens employed by local authorities, the number of fines issued and other measures taken to prevent litter pollution.

Given its impact on tourism and the image of the country generally, litter pollution is understandably an issue of local and national concern. Apparently there is a contradiction between public expressions of concern in relation to litter pollution – where most adults will agree that it is a widespread problem – while at the same time 5 per cent of all adults admit to illegally disposing of waste in business skips or public litter bins (Source: EPA Attitudes on the Environment, 2006: 11).

Table 57: Litter Wardens Employed by Local Authorities

| | E 10.1 Number of Full- Time Litter Wardens | E 10.2 Number of Part-Time Litter Wardens | E 10.3 Number of Litter Wardens (Full-Time and Part-Time) per 5000 Population |
|---|---|--|--|
| Carlow County Council | 2 | 0 | 0.2 |
| Cavan County Council | 3 | 7 | 0.9 |
| Clare County Council | 6 | 2 | 0.4 |
| Cork City Council | 3 | 0 | 0.1 |
| Cork County Council | 5 | 19 | 2.7 |
| Donegal County Council | 7 | 3 | 0.4 |
| Dublin City Council | 18 | 0 | 0.2 |
| Dun Laoghaire Rathdown CC | 5 | 0 | 0.2 |
| Fingal County Council | 6 | 0 | 0.1 |
| Galway City Council | 1 | 7 ^b | 0.6 |
| Galway County Council | 1 | 13 | 0.5 |
| Kerry County Council | 3 | 8 | 0.4 |
| Kildare County Council | 3 | 6 | 0.3 |
| Kilkenny County Council | 3 | 7 | 0.6 |
| Laois County Council | 3 | 2 | 0.4 |
| Leitrim County Council | 0 | 5 | 1.0 |
| Limerick City Council | 3 | 2 | 0.5 |
| Limerick County Council | 3 | 2 | 0.2 |
| Longford County Council | 4 | 5 | 1.5 |
| Louth County Council | 7 | 0 | 0.3 |
| Mayo County Council | 2 | 7 | 0.4 |
| Meath County Council | 3 | 28 | 1.2 |
| Monaghan County Council | 0 | 13 | 1.3 |
| North Tipperary County Council | 2 | 5 | 0.6 |
| Offaly County Council | 4 | 4 | 0.6 |
| Roscommon County Council | 2 | 12 | 1.3 |
| Sligo County Council | 2 | 0 | 0.2 |
| South Dublin County Council | 6 | 0 | 0.1 |
| South Tipperary County Council | 3 | 10 | 0.8 |
| Waterford City Council | 2 | 2 | 0.5 |
| Waterford County Council | 3 | 2 | 0.4 |
| Westmeath County Council | 2 | 5 | 0.5 |
| Wexford County Council | 13 | 0 | 0.6 |
| Wicklow County Council | 6 ^a | 4 ^a | 0.4 |
| Total | 136 | 180 | |
| ^a Wicklow Co Co, Wicklow TC, Bray TC, Arklow TC only - National Park Rangers and Other Council Employees (45 in number) have also been authorised under the relevant legislation to issue litter fines | | | |
| ^b Part time wardens referred to are Community wardens employed by the city council | | | |

Comparison 2004 and 2005

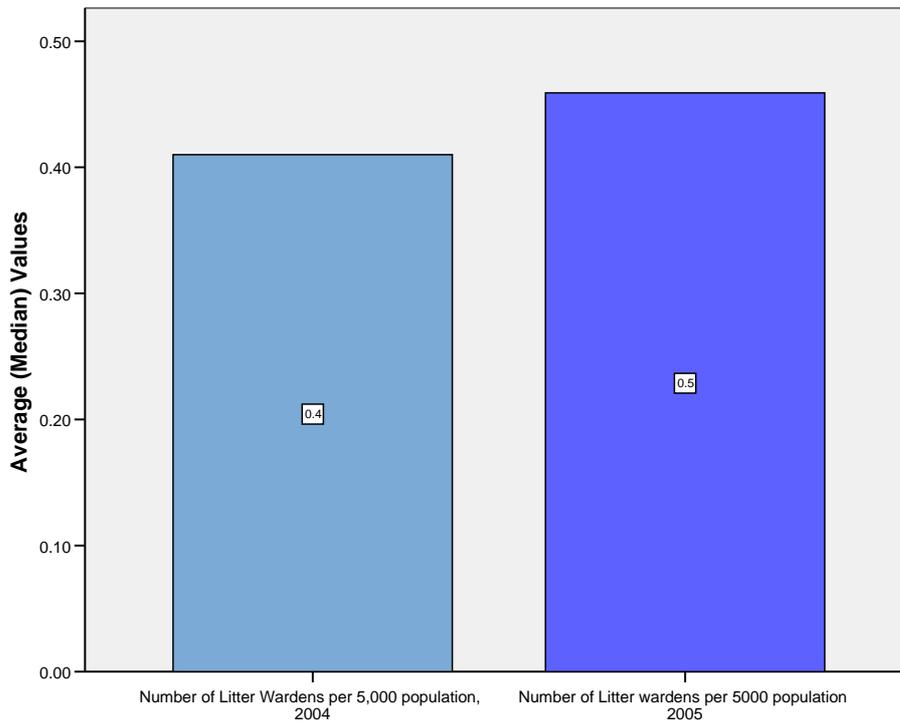
| E 10.1 Number of full-time litter wardens | | 2004 | 2005 |
|--|---------------|-------------|-------------|
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 3.0 | 3.0 |
| | Mean | 4.0 | 4.0 |
| Percentiles | 25% | 2.0 | 2.0 |
| | 75% | 5.3 | 5.3 |

| E 10.2 Number of part-time litter wardens | | 2004 | 2005 |
|--|---------------|-------------|-------------|
| N | Valid | 3 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 3.0 | 4.0 |
| | Mean | 4.4 | 5.3 |
| Percentiles | 25% | 0.0 | 0.0 |
| | 75% | 7.0 | 7.0 |

| E 10.3 Number of Litter wardens (full-time and part-time) per 5000 population | | 2004 | 2005 |
|--|---------------|-------------|-------------|
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 0.4 | 0.5 |
| | Mean | 0.5 | 0.6 |
| Percentiles | 25% | 0.2 | 0.3 |
| | 75% | 0.6 | 0.7 |

The day to day monitoring of litter and the issuing of litter fines is carried out by litter wardens; in some cases, park wardens and other staff also have the power to issue litter fines and take prosecutions. Nationally there is a total of 316 wardens engaged in this activity of whom 136 are full-time and 180 are part-time. Compared with 2004 the total number of *full-time* wardens remains unchanged but the indicators also show that resources in this area have been enhanced over a short time period with a 19 per cent increase in the number of *part-time* wardens. Accordingly, the average number of full and part-time Litter Wardens per 5,000 head of population has increased from .4 to .5 between 2004 and 2005.

Fig: 19: No. of Litter Wardens (full-time and part-time) per 5,000 Population



Of course caution needs to be exercised in citing the per head of population measure on its own because it treats full and part-time wardens equally; as a result, this part of the indicator is disproportionately influenced by an increase in part-time staff. It should also be noted that local authorities have established environmental enforcement teams in recent years and these new resources are not captured by this indicator.

Table 58 summarises the activities of local authorities in relation to the issuing of on-the-spot fines. The total number of litter fines issued was 25,970 in 2005, representing an increase of almost 25 per cent on 2004. In relation to follow-up action in respect of non-payment of fines, 7.4% of these (just over 1,900) resulted in prosecutions, compared with 9% in the previous year. The total number of prosecutions secured fell from 764 in 2004 to 580 in 2005, but this decrease does not reflect instances where settlements were agreed out of court. A number of local authorities also highlighted increased difficulties in obtaining evidence to secure convictions.

Table 58: Enforcement of Litter Laws

| | E 10.4 Number of on- the-spot fines | E 10.5 Number of prosecution cases taken because of non-payment of on-the-spot fines | E 10.6 Number of litter prosecutions secured |
|---|--|---|---|
| Carlow County Council | 303 | 73 | 4 |
| Cavan County Council | 168 | 5 | 4 |
| Clare County Council | 515 | 29 | 14 |
| Cork City Council | 1,235 | 73 | 4 |
| Cork County Council | 1,196 | 52 | 18 |
| Donegal County Council | 533 | 0 | 0 |
| Dublin City Council | 9,774 | 237 ^c | 59 |
| Dun Laoghaire Rathdown CC | 650 | 30 | 14 |
| Fingal County Council | 608 ^a | 57 | 13 |
| Galway City Council | 73 | 2 | 1 |
| Galway County Council | 335 | 56 | 33 |
| Kerry County Council | 410 | 43 | 12 |
| Kildare County Council | 1,238 | 90 | 44 |
| Kilkenny County Council | 424 | 39 | 20 |
| Laois County Council | 474 | 39 | 11 ^e |
| Leitrim County Council | 154 | 23 ^d | 3 |
| Limerick City Council | 797 | 263 | 66 |
| Limerick County Council | 112 | 1 | 0 |
| Longford County Council | 563 | 40 | 17 |
| Louth County Council | 1,222 | 222 | 83 |
| Mayo County Council | 395 | 15 | 4 |
| Meath County Council | 718 | 14 | 13 |
| Monaghan County Council | 122 | 27 | 4 |
| North Tipperary County Council | 141 | 33 | 15 |
| Offaly County Council | 359 | 14 | 14 |
| Roscommon County Council | 78 | 1 | 1 |
| Sligo County Council | 225 | 12 | 4 |
| South Dublin County Council | 1,042 | 131 | 46 |
| South Tipperary County Council | 365 | 8 | 1 |
| Waterford City Council | 274 | 13 | 13 |
| Waterford County Council | 202 | 26 | 7 |
| Westmeath County Council | 327 | 94 | 11 |
| Wexford County Council | 190 | 29 | 5 |
| Wicklow County Council | 748 ^b | 130 ^b | 22 ^b |
| Total | 25,970 | 1,921 | 580 |
| ^a In addition to Litter Fines issued, Fingal issued 619 non-statutory warning notices ^b Figures reduced from last year- Abandoned cars now dealt with under waste management. ^c The 2005 figure relates to successful prosecutions for non-payment of on the spot fines only. Does not include out of court settlements (62), returned summons (72) and cases which did not proceed (70) | | | |

^d A total of 23 prosecutions were initiated in 2005 - a number were resolved prior to court hearing and 11 have yet to be heard

^e Of the 39 prosecution cases taken, 11 resulted in convictions. Of the 28 other cases some were not processed because the fines were paid in advance of the court hearing and in the other cases there were difficulties in tracing the offenders and as a result the cases could not be proceeded with

Comparison 2004 and 2005

| E 10.4 Number of on-the-spot fines | | 2004 | 2005 |
|---|---------------|--------------|--------------|
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 336.0 | 402.5 |
| | Mean | 613.0 | 763.8 |
| Percentiles | 25% | 204.3 | 199.0 |
| | 75% | 654.3 | 725.5 |

| E 10.5 Number of prosecution cases taken because of non-payment of on-the-spot fines | | 2004 | 2005 |
|---|---------------|-------------|-------------|
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 25.5 | 31.5 |
| | Mean | 57.1 | 56.5 |
| Percentiles | 25% | 9.5 | 13.8 |
| | 75% | 57.5 | 73.0 |

| E 10.6 Number of litter prosecutions secured | | 2004 | 2005 |
|---|---------------|-------------|-------------|
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 8.5 | 12.5 |
| | Mean | 22.5 | 17.1 |
| Percentiles | 25% | 2.0 | 4.0 |
| | 75% | 20.3 | 18.5 |

In public opinion surveys, there appears to be widespread support for the allocation of additional funding and resources to deal with the whole area of environmental protection and the problem of litter in particular, with 67% of those surveyed willing to pay extra taxes to provide for a greater number of litter wardens (Source: EPA Attitudes on the Environment: 22). In this context it is worth exploring whether extra staff resources make a difference in terms of measured litter prevention activity. One would assume that there is a positive relationship between the number of Litter Wardens employed and the number of on-the-spot fines imposed by local authorities.

Statistical test confirms a strong positive correlation here between the number of full-time Litter Wardens employed and the number of on-the-spot fines imposed.¹² However, there is no strong correlation between the number of part-time Litter Wardens and number of fines, or the number of Litter Wardens per head of population. The strong correlation in the case of full-time Litter Wardens does not prove that employing additional full-time wardens makes a difference to the number of fines given out; rather what it does suggest is that local authorities with a greater number of full-time Wardens tend to give out a higher number of litter fines. Of course, local authority practices by their nature reflect local need and circumstance; in some instances authorities have refocused their environmental protection teams and their efforts on catching and prosecuting large scale polluters.

¹² Pearson Correlation, significant at the 0.01 level

Section 9: Motor Tax

In the delivery of motor tax services, local authorities operate as an agent for central government. In practice this is one of the most highly visible customer services which local authorities provide and one which impacts on a great number of people.

A number of local authorities in recent years have opened local offices so as to provide a service point closer and more convenient to their customers and some of these offices also include the motor tax service. Local authorities place a strong emphasis on providing a high quality speedy accessible service to customers, whether they choose to visit the office to do their business in person, have their application dealt with through the post, or renew their registration on-line.

Since March 1st 2004, the option has been available to conduct motor tax activities on-line, and in late 2005, the Minister for the Environment, Heritage and Local Government, Mr. Dick Roche TD., further extended on-line motor tax services so that customers can now tax new or imported vehicles on-line. The on-line motor tax service is a positive development in so far as it offers customers an additional degree of flexibility and convenience. In a wider context, An Taoiseach, Mr. Ahern, in a recent speech on public sector reform, highlighted the benefits of the on-line motor tax service. He noted that:

"Public Service organisations are undergoing their own process of renewal and transformation...We need to maximise the benefits of Information Technology in ways that have often eluded us so far. The motor tax on-line service is a good example of the contribution that technology can make."

(Speech by the Taoiseach, Mr Bertie Ahern, T.D. at the Inaugural IPA National Conference on "Moving Towards the Public Sector of the Future" in the Grand Hotel, Malahide, 8th June 2006.)

The number of vehicles registered has risen significantly over the past 20 years, resulting in a greatly increased level of business in motor tax offices. According to the latest available data from the Bulletin of Motor and Vehicle Statistics, the total number of licensed vehicles on the road has risen from 911,000 vehicles in 1980 to over 2 million vehicles in 2004 – an increase of approximately 123% (See Figure 20). In a number of cases, motor tax offices provide services for more than one authority e.g.

Dublin City Council provide a service to Fingal, Dun Laoghaire Rathdown and South Dublin County Council. Therefore, this indicator is not applicable to those local authorities.

Fig 20: No. of Licensed Vehicles 1980 -2004

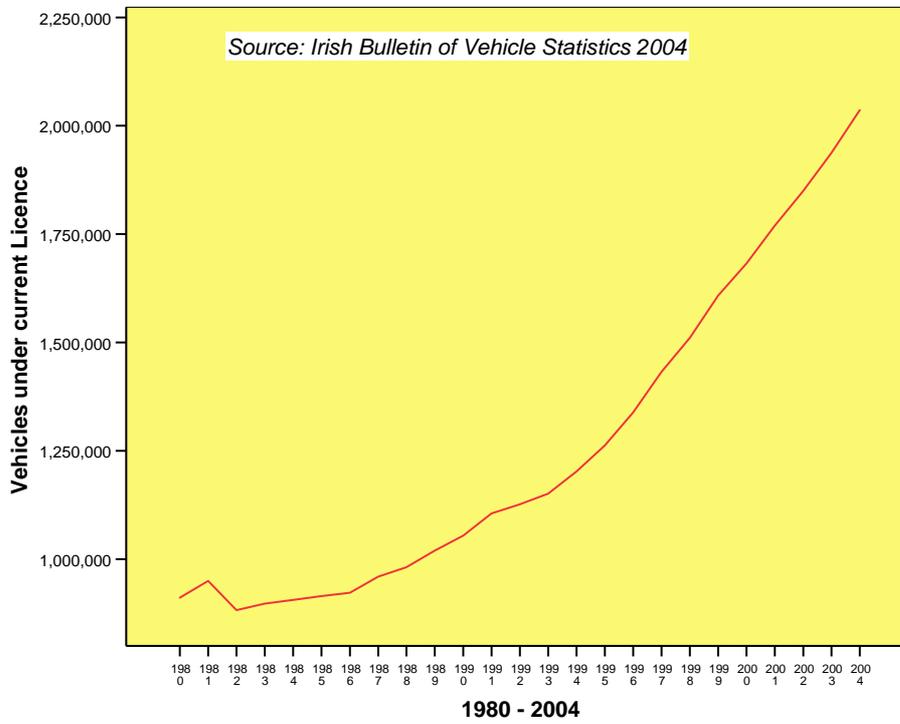


Table 59: Motor Taxation - Number of Transactions

| | M 1.1 Number of motor tax transactions which are dealt with over counter | M 1.2 Number of motor tax transactions which are dealt with by post | M 1.3 Number of motor tax transactions which are dealt with in other ways (e.g. on-line, by telephone) |
|-------------------------------------|---|--|---|
| Carlow County Council | 52528 | 11936 | 8221 |
| Cavan County Council | 50758 | 16198 | 6931 |
| Clare County Council | 93501 | 26372 | 16511 |
| Cork City Council | N/A | N/A | N/A |
| Cork County Council | 264077 | 190172 | 94559 |
| Donegal County Council | 138453 | 14395 | 10255 |
| Dublin City Council | 564327 | 284779 | 287718 |
| Dun Laoghaire Rathdown CC | N/A | N/A | N/A |
| Fingal County Council | N/A | N/A | N/A |
| Galway City Council | N/A | N/A | N/A |
| Galway County Council | 169625 | 50668 | 36634 |
| Kerry County Council | 89159 | 56053 | 19547 |
| Kildare County Council | 116937 | 51979 | 44044 |
| Kilkenny County Council | 78293 | 13816 | 13815 |
| Laois County Council | 40320 | 20249 | 8379 |
| Leitrim County Council | 22707 | 8047 | 3028 |
| Limerick City Council | 35534 | 11060 | 8914 |
| Limerick County Council | 93286 | 39410 | 21493 |
| Longford County Council | 30561 | 5103 | 2841 |
| Louth County Council | 65219 | 6604 | 12250 |
| Mayo County Council | 76495 | 33229 | 15009 |
| Meath County Council | 130281 | 32751 | 30499 |
| Monaghan County Council | 45967 | 14496 | 4934 |
| North Tipperary County Council | 49381 | 24521 | 10852 |
| Offaly County Council | 55050 | 21812 | 9027 |
| Roscommon County Council | 39603 | 23895 | 6405 |
| Sligo County Council | 42851 | 7562 | 7372 |
| South Dublin County Council | N/A | N/A | N/A |
| South Tipperary County Council | 79955 | 18540 | 9940 |
| Waterford City Council | 40791 | 6076 | 7458 |
| Waterford County Council | 54660 | 11850 | 8280 |
| Westmeath County Council | 62717 | 21854 | 10778 |
| Wexford County Council | 81226 | 67591 | 21273 |
| Wicklow County Council ^a | 94400 | 25882 | 26107 |

^a Motor tax discs are issued at point of contact with the majority being processed within 1-3 days. Driving licence applications are received at 3 separate locations and forwarded to County Buildings on a twice weekly basis for processing. These are treated as postal applications but date of receipt is taken as initial date. This results in a standard delay of 3 to 5 days before processing can commence. Daily data is now used to compile these statistics.

Comparison 2004 and 2005

| M 1.1 Number of motor tax transactions which are dealt with over the counter | | New indicator in 2005 |
|---|---------------|------------------------------|
| N | Valid | 29 |
| | Missing | 5 |
| Average | Median | 65,219 |
| | Mean | 95,126 |
| Sum | Total | 2758662 |
| Percentiles | 25% | 44,409 |
| | 75% | 93,950 |

| M 1.2 Number of motor tax transactions which are dealt with by post | | New indicator in 2005 |
|--|---------------|------------------------------|
| N | Valid | 29 |
| | Missing | 5 |
| Average | Median | 21,812 |
| | Mean | 38,513 |
| Sum | Total | 1116900 |
| Percentiles | 25% | 11,893 |
| | 75% | 36,320 |

| M 1. Number of motor tax transactions which are dealt with in other ways (e.g. online, by telephone) | | New indicator in 2005 |
|---|---------------|------------------------------|
| N | Valid | 29 |
| | Missing | 5 |
| Average | Median | 10778 |
| | Mean | 26313 |
| Sum | Total | 763074 |
| Percentiles | 25% | 7,840 |
| | 75% | 21,928 |

Table 60: Motor Taxation - Analysis of Transactions

| | M 1.4 % Motor Tax Counter | M 1.5 % Motor Tax Post | M 1.6 % Motor Tax On-line |
|--------------------------------|------------------------------|---------------------------|------------------------------|
| Carlow County Council | 72 | 16 | 11 |
| Cavan County Council | 69 | 22 | 9 |
| Clare County Council | 69 | 19 | 12 |
| Cork City Council | N/A | N/A | N/A |
| Cork County Council | 48 | 35 | 17 |
| Donegal County Council | 85 | 9 | 6 |
| Dublin City Council | 50 | 25 | 25 |
| Dun Laoghaire Rathdown CC | N/A | N/A | N/A |
| Fingal County Council | N/A | N/A | N/A |
| Galway City Council | N/A | N/A | N/A |
| Galway County Council | 66 | 20 | 14 |
| Kerry County Council | 54 | 34 | 12 |
| Kildare County Council | 55 | 24 | 21 |
| Kilkenny County Council | 74 | 13 | 13 |
| Laois County Council | 58 | 29 | 12 |
| Leitrim County Council | 67 | 24 | 9 |
| Limerick City Council | 64 | 20 | 16 |
| Limerick County Council | 60.1 | 25.6 | 13.9 |
| Longford County Council | 79 | 13 | 7 |
| Louth County Council | 78 | 8 | 15 |
| Mayo County Council | 61 | 27 | 12 |
| Meath County Council | 67 | 17 | 16 |
| Monaghan County Council | 70 | 22 | 8 |
| North Tipperary County Council | 58 | 29 | 13 |
| Offaly County Council | 64 | 25 | 11 |
| Roscommon County Council | 57 | 34 | 9 |
| Sligo County Council | 74 | 13 | 13 |
| South Dublin County Council | N/A | N/A | N/A |
| South Tipperary County Council | 74 | 17 | 9 |
| Waterford City Council | 75 | 11 | 14 |
| Waterford County Council | 73 | 16 | 11 |
| Westmeath County Council | 66 | 23 | 11 |
| Wexford County Council | 48 | 40 | 13 |
| Wicklow County Council | 64.5 | 18 | 18 |

Comparison 2004 and 2005

| M 1.4 Motor tax transactions at counter (percentage) | | 2004 | 2005 |
|---|---------------|-------------|-------------|
| N | Valid | 29 | 29 |
| | Missing | 5 | 5 |
| Average | Median | 67.6 | 66.0 |
| | Mean | 69.1 | 65.47 |
| Percentiles | 25% | 62.0 | 58.0 |
| | 75% | 77.2 | 74.0 |

| M 1.5 Motor tax transactions by post (percentage) | | 2004 | 2005 |
|--|---------------|-------------|-------------|
| N | Valid | 29 | 29 |
| | Missing | 5 | 5 |
| Average | Median | 28.3 | 22.0 |
| | Mean | 28.2 | 21.7 |
| Percentiles | 25% | 22.0 | 16.0 |
| | 75% | 34.3 | 26.3 |

| M 1.6 Motor tax transactions by other means (percentage) | | 2004 | 2005 |
|---|---------------|-------------|-------------|
| N | Valid | 28 | 29 |
| | Missing | 6 | 5 |
| Average | Median | 0.0 | 12.0 |
| | Mean | 2.8 | 12.8 |
| Percentiles | 25% | 0.0 | 10 |
| | 75% | 5.9 | 14.5 |

This indicator (M.1) measures the number and percentage of motor tax transactions dealt with by motor tax authorities directly over the counter, by post, or online. According to DoEHLG guidance to local authorities, “transactions” are taken to include applications for motor tax discs, driver licences, and other relevant transactions dealt with.

For the purposes of the report, local authorities supplied information directly on counter and postal transactions; information in relation to on-line transactions was supplied by the Vehicle Registration Unit in Shannon. As the information was provided from two separate sources, this created some practical difficulties in reporting on the statistics, as local authorities did not have access to data for on-line transactions and so were not in a position to accurately calculate total percentage figures themselves. Where necessary these were re-calculated by the LGMSB using the completed data-set.

For the 2005 report, local authorities were asked to provide actual figures (in addition to percentages) in relation to the number of transactions. This had not been done in 2004. This was in order to assist in quality assuring the data, to reduce potential for errors and to ensure that figures could be aggregated accurately. In future years, it may prove more efficient for all information to be provided directly from the Vehicle Registration Unit database. This would ensure consistency between both sets of statistics, while data could be checked with local authorities where necessary.

Over time, this indicator will allow local authorities to assess levels of activity in terms of transactions, and also to track the extent of business carried out online.¹³ The 2005 figures show that over 4.6m motor transactions were carried out in 2005. Based on the total figures shown in Table 61, the majority (59 per cent) were carried out over the counter on a face-to-face basis with customers; a further 24 per cent were carried out by post, while 16 per cent of all transactions are now conducted online.

¹³ The *2004 Service Indicators Report* incorrectly stated that approximately 13.2 per cent of transactions were carried out online (2004: p. 74, Fig. 41). Following the publication of the 2004 report, the LGMSB identified an error in this aggregate statistic which was extrapolated from other data. This error does not impact on any individual service indicator Table; amended figures for 2004 presented in comparison with 2005 in Figure 21.

Table 61: Motor Tax Transactions by Category

| Category | Transactions | Percentage |
|-----------------|---------------------|-------------------|
| <i>Counter</i> | 2,758,662 | 59% |
| <i>Post</i> | 1,116,900 | 24% |
| <i>Online</i> | 763,074 | 16% |
| <i>Total</i> | 4,638,636 | 100% |

As discussed above, the actual figures for motor tax transactions were not available for 2004; this resulted in some difficulties being experienced in extrapolating aggregate figures in the 2004 report. Accordingly, it is not appropriate to compare Table 60 above with aggregated figures for 2004.

However, it is possible to compare *average* figures under the three categories of transaction. The most obvious trend has been the consistent growth in the level of on-line transactions over a relatively short time period, matched by a reduction in the level of postal activity. In 2004, the median average percentage of motor transactions over the counter was 67.6 per cent; by 2005, this figure had fallen slightly to 66 per cent. In 2004 local authorities reported a median average 28.3 per cent of transactions as postal but in 2005 this declined to an average of 22 per cent. Percentile figures also confirm this decline; the upper (75%) quartile fell from an average of 34.3 per cent in 2004 to 26.3 per cent in 2005; at the same time the lower (25%) quartile also fell from 22 to 16 per cent.

In 2004 a small number of local authorities reported significant levels of on-line activity, but in most cases a relatively small number of on-line applications were reported. As a result, the median value for 2004 was negligible; but by 2005 this has risen to a median average of 12 per cent. Indeed, the growth in demand for on-line services is illustrated by the fact that in 2005 approximately one quarter of Dublin City Council's motor tax activities occur on-line. This should be viewed as a positive development in improving the motor tax experience for the customer.

Fig 21: Methods of Payment of Motor Tax 2004 -2005

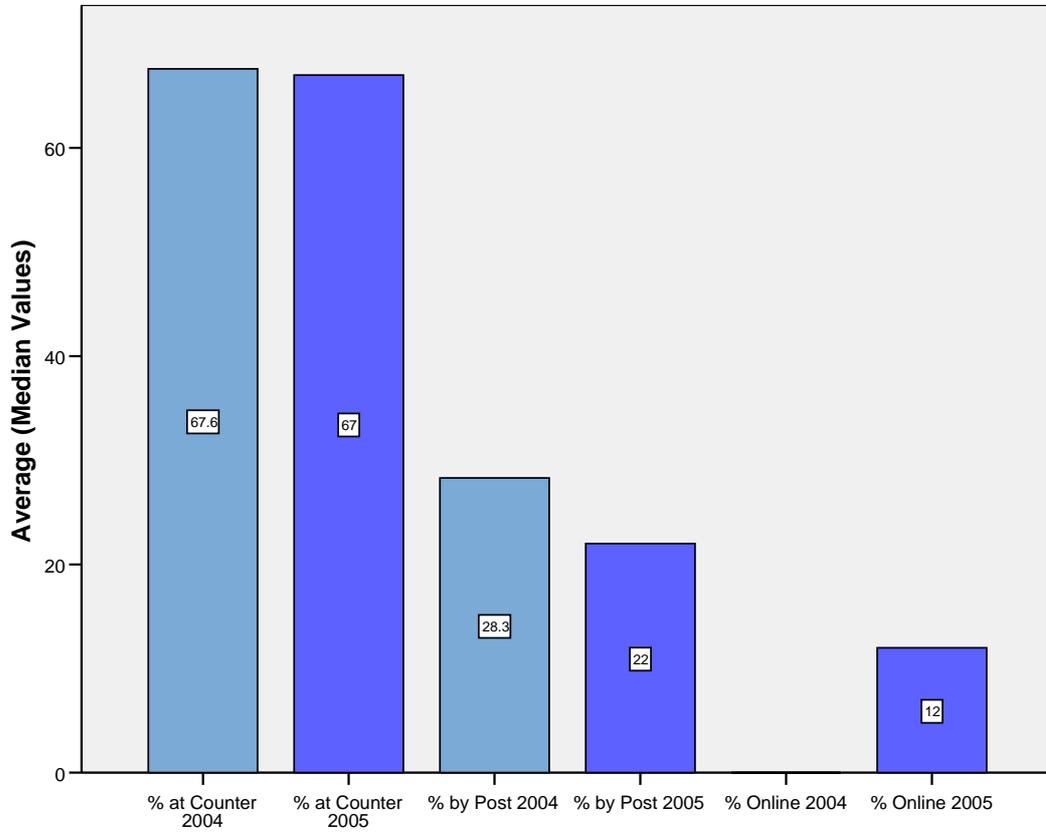


Table 62: Motor Taxation - Time Taken to Process Postal Applications

| | M 2.1 No. of motor tax applications dealt with on same day | M 2.2 No. of motor tax applications dealt with on the third day or less | M 2.3 No. of motor tax applications dealt with on fifth day or less | M 2.4 No. of motor tax applications dealt with in over five days |
|--------------------------------|---|--|--|---|
| Carlow County Council | 10736 | 0 | 0 | 1200 |
| Cavan County Council | 4198 | 6479 | 3514 | 2007 |
| Clare County Council | 26106 | 266 | 0 | 0 |
| Cork City Council | N/A | N/A | N/A | N/A |
| Cork County Council | 186211 | 3725 | 172 | 0 |
| Donegal County Council | 13963 | 432 | 0 | 0 |
| Dublin City Council | 16332 | 149121 | 60173 | 59153 |
| Dun Laoghaire Rathdown CC | N/A | N/A | N/A | N/A |
| Fingal County Council | N/A | N/A | N/A | N/A |
| Galway City Council | N/A | N/A | N/A | N/A |
| Galway County Council | 37580 | 4153 | 0 | 0 |
| Kerry County Council | 42230 | 12645 | 1111 | 67 |
| Kildare County Council | 4230 | 19790 | 13942 | 14017 |
| Kilkenny County Council | 5006 | 2997 | 926 | 2820 |
| Laois County Council | 12612 | 3778 | 1768 | 2091 |
| Leitrim County Council | 35586 | 2676 | 697 | 451 |
| Limerick City Council | 5461 | 5393 | 404 | 250 |
| Limerick County Council | 41124 | 2067 | 64 | 10 |
| Longford County Council | 5103 | 0 | 0 | 0 |
| Louth County Council | 1541 | 2477 | 947 | 1639 |
| Mayo County Council | 9452 | 8385 | 3441 | 11951 |
| Meath County Council | 21251 | 11500 | 0 | 0 |
| Monaghan County Council | 11729 | 2935 | 0 | 0 |
| North Tipperary County Council | 9255 | 9458 | 2161 | 4137 |
| Offaly County Council | 8102 | 9631 | 2927 | 1251 |
| Roscommon County Council | 18380 | 5345 | 70 | 100 |
| Sligo County Council | 6551 | 686 | 200 | 125 |
| South Dublin County Council | N/A | N/A | N/A | N/A |
| South Tipperary County Council | 17222 | 1295 | 15 | 8 |
| Waterford City Council | 4366 | 1646 | 53 | 11 |
| Waterford County Council | 7550 | 3720 | 465 | 115 |
| Westmeath County Council | 17332 | 4522 | 0 | 0 |
| Wexford County Council | 58849 | 8742 | 0 | 0 |
| Wicklow County Council | 4330 | 10220 | 3397 | 7935 |
| Total | 642,388 | 294,084 | 96,447 | 109,338 |

Comparison 2004 and 2005

| M 2.1 Number of motor tax applications dealt with on same day | | 2004 | 2005 |
|--|---------------|---------------|---------------|
| N | Valid | 29 | 29 |
| | Missing | 5 | 5 |
| Average | Median | 15,425 | 10,736 |
| | Mean | 24,277 | 20,992 |
| Percentiles | 25% | 8,121 | 5,282 |
| | 75% | 26,740 | 19,816 |

| M 2.2 Number of motor tax applications dealt with on third day or less | | 2004 | 2005 |
|---|---------------|--------------|--------------|
| N | Valid | 29 | 29 |
| | Missing | 5 | 5 |
| Average | Median | 3,749 | 3,778 |
| | Mean | 17,678 | 10,083 |
| Percentiles | 25% | 1,190 | 1,471 |
| | 75% | 8,749 | 9,100 |

| M 2.3 Number of motor tax applications dealt with on fifth day or less | | 2004 | 2005 |
|---|---------------|-------------|--------------|
| N | Valid | 29 | 29 |
| | Missing | 5 | 5 |
| Average | Median | 231 | 200.0 |
| | Mean | 11,576 | 3,326 |
| Percentiles | 25% | 0.0 | 0.0 |
| | 75% | 2,793 | 1,965 |

| M 2.4 Number of motor tax applications dealt with in over five days | | 2004 | 2005 |
|--|---------------|-------------|-------------|
| N | Valid | 29 | 29 |
| | Missing | 5 | 5 |
| Average | Median | 48 | 115 |
| | Mean | 3,790 | 3,772 |
| Percentiles | 25% | 0.0 | 0.0 |
| | 75% | 2,459 | 2,049 |

**Table 63: Motor Taxation - Time Taken to Process Postal Applications
(Percentage)**

| | M 2.5 % of motor tax applications dealt with on same day | M 2.6 % of motor tax applications dealt with on third day or less | M 2.7 % of motor tax applications dealt with on fifth day or less | M 2.8 % of motor tax applications dealt with over five days |
|--------------------------------|--|---|---|---|
| Carlow County Council | 90 | 0 | 0 | 10 |
| Cavan County Council | 26 | 40 | 22 | 12 |
| Clare County Council | 99 | 1 | 0 | 0 |
| Cork City Council | N/A | N/A | N/A | N/A |
| Cork County Council | 98 | 2 | 0 | 0 |
| Donegal County Council | 97 | 3 | 0 | 0 |
| Dublin City Council | 5.74 | 52.36 | 21.13 | 20.77 |
| Dun Laoghaire Rathdown CC | N/A | N/A | N/A | N/A |
| Fingal County Council | N/A | N/A | N/A | N/A |
| Galway City Council | N/A | N/A | N/A | N/A |
| Galway County Council | 90 | 10 | 0 | 0 |
| Kerry County Council | 75.34 | 22.56 | 1.98 | 0.12 |
| Kildare County Council | 8.1 | 38 | 26.9 | 27 |
| Kilkenny County Council | 43 | 25 | 8 | 24 |
| Laois County Council | 62.28 | 18.66 | 8.73 | 10.33 |
| Leitrim County Council | 93.27 | 5.02 | 0.83 | 0.88 |
| Limerick City Council | 47.45 | 46.86 | 3.51 | 2.18 |
| Limerick County Council | 90.88 | 6.45 | 1.64 | 1.04 |
| Longford County Council | 100 | 0 | 0 | 0 |
| Louth County Council | 23.34 | 37.5 | 14.34 | 24.82 |
| Mayo County Council | 28.45 | 25.23 | 10.35 | 35.97 |
| Meath County Council | 65 | 35 | 0 | 0 |
| Monaghan County Council | 80 | 20 | 0 | 0 |
| North Tipperary County Council | 37 | 38 | 9 | 16 |
| Offaly County Council | 36.98 | 43.96 | 13.36 | 5.7 |
| Roscommon County Council | 76.92 | 22.37 | 0.29 | 0.42 |
| Sligo County Council | 89 | 8 | 2 | 1 |
| South Dublin County Council | N/A | N/A | N/A | N/A |
| South Tipperary County Council | 92.89 | 6.97 | 0.08 | 0.06 |
| Waterford City Council | 71.86 | 27.09 | 0.87 | 0.18 |
| Waterford County Council | 64 | 31 | 4 | 1 |
| Westmeath County Council | 79 | 21 | 0 | 0 |
| Wexford County Council | 87.07 | 12.93 | 0 | 0 |
| Wicklow County Council | 16.73 | 39.49 | 13.12 | 30.66 |

Comparison 2004 and 2005

| M 2.5 Motor tax applications dealt with on same day (percentage) | | 2004 | 2005 |
|---|---------------|-------------|-------------|
| N | Valid | 29 | 29 |
| | Missing | 5 | 5 |
| Average | Median | 74.0 | 75.3 |
| | Mean | 66.5 | 64.6 |
| Percentiles | 25% | 46.5 | 37.0 |
| | 75% | 94.0 | 90.4 |

| M 2.6 Motor tax applications dealt with on third day or less (percentage) | | 2004 | 2005 |
|--|---------------|-------------|-------------|
| N | Valid | 29 | 29 |
| | Missing | 5 | 5 |
| Average | Median | 19.0 | 22.4 |
| | Mean | 20.9 | 22.1 |
| Percentiles | 25% | 3.9 | 6.7 |
| | 75% | 32.5 | 37.8 |

| M 2.7 Motor tax applications dealt with on fifth day or less (percentage) | | 2004 | 2005 |
|--|---------------|-------------|-------------|
| N | Valid | 29 | 29 |
| | Missing | 5 | 5 |
| Average | Median | 1.5 | 1.6 |
| | Mean | 6.1 | 5.6 |
| Percentiles | 25% | 0.0 | 0.0 |
| | 75% | 10.8 | 9.7 |

| M 2.8 Motor tax applications dealt with over five days (percentage) | | 2004 | 2005 |
|--|---------------|-------------|-------------|
| N | Valid | 29 | 29 |
| | Missing | 5 | 5 |
| Average | Median | 0.5 | 1.0 |
| | Mean | 6.5 | 7.7 |
| Percentiles | 25% | 0.0 | 0.0 |
| | 75% | 11.0 | 14.0 |

Indicator M2 measures the time taken to process postal applications. Although limited to postal applications only, nevertheless it is an important indicator of the quality of service delivered to customers. Between 2004 and 2005 the actual number of postal applications decreased by 34%. The overall local authority performance improved over the same period – the proportion of postal applications dealt with on the same day rose between 2004 and 2005, from 42 to 55 per cent; the proportion of applications dealt with in more than one but less than 3 days fell from 31 to 26 per cent; the percentage of applications dealt with in between 3 to 5 days fell dramatically from 20 per cent to 9 per cent. That data depicts a positive performance, with 81.34 per cent of applications dealt with in less than 3 days, as compared with 73.2 per cent in 2004, a rise of 11 per cent. The only negative trend can be seen in the increase in the percentage of applications dealt with in more than five days from 7 to 10 per cent; however the number of actual applications affected reduced slightly in the same period.

Table 64: Number and Percentage of Applications Dealt with By Time

| Category | 2004 | % | 2005 | |
|---|-------------|----------|-------------|------|
| Number and % Counter Applications dealt with on Same Day | 704,029 | 42% | 602,143 | 55% |
| Number and % Counter Applications dealt with >1 < 3 days | 512,671 | 31% | 289,685 | 26% |
| No. and % Counter Applications dealt with >3 < 5 days | 335,702 | 20% | 95,645 | 9% |
| No. and % Counter Applications dealt with > 5 days | 109,902 | 7% | 108,958 | 10% |
| Total | 1,662,304 | 100% | 1,096,431 | 100% |

Fig 22: Average Length of Time To Process Postal Applications

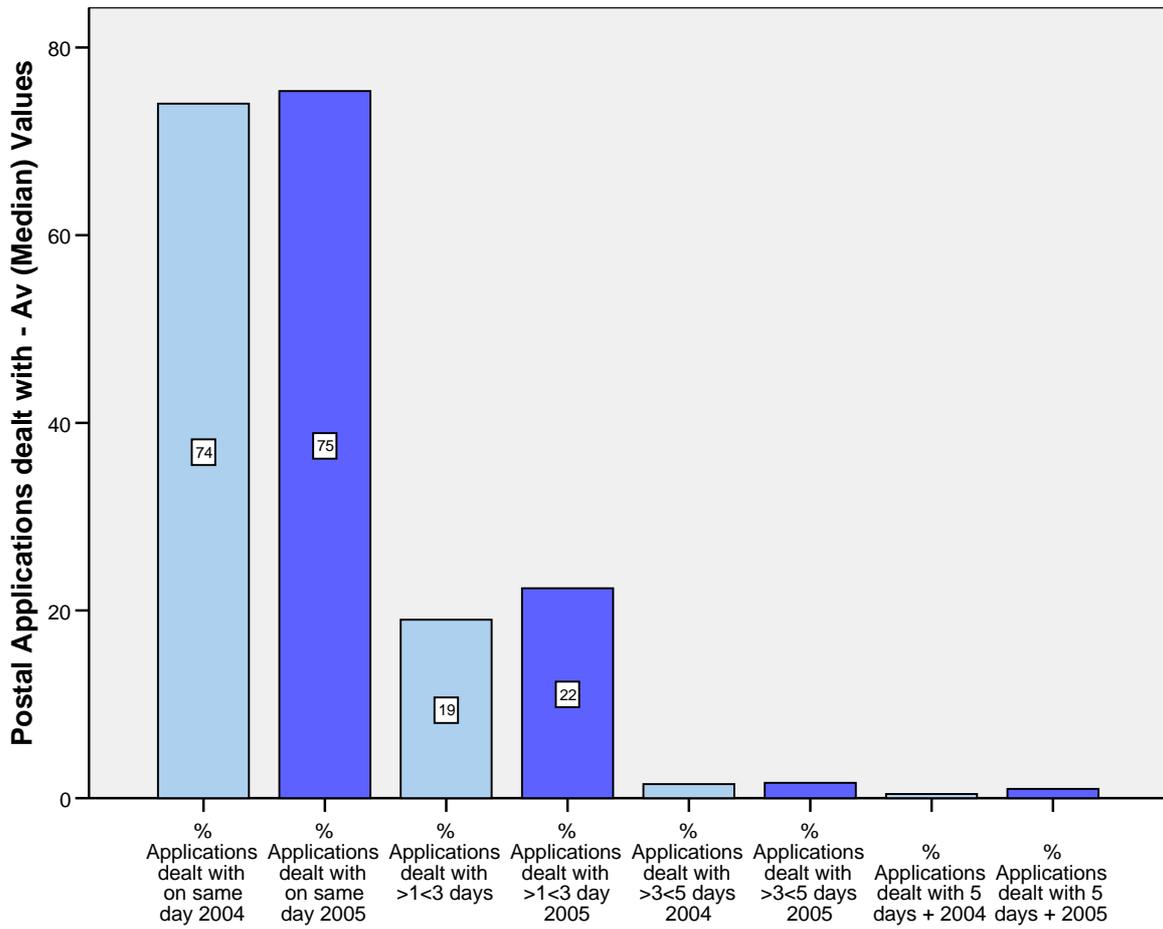


Table 65: Motor Taxation Offices Opening Hours

| | M 3 Average number of opening hours per week |
|--------------------------------|---|
| Carlow County Council | 25 |
| Cavan County Council | 30 |
| Clare County Council | 31.5 |
| Cork City Council | N/A |
| Cork County Council | 34 |
| Donegal County Council | 24 ^a |
| Dublin City Council | 30 |
| Dun Laoghaire Rathdown CC | N/A |
| Fingal County Council | N/A |
| Galway City Council | N/A |
| Galway County Council | 32.5 |
| Kerry County Council | 30 |
| Kildare County Council | 26.87 |
| Kilkenny County Council | 32.5 |
| Laois County Council | 32.5 |
| Leitrim County Council | 30 |
| Limerick City Council | 30 |
| Limerick County Council | 30 |
| Longford County Council | 35 |
| Louth County Council | 28.75 |
| Mayo County Council | 21.15 ^b |
| Meath County Council | 28 |
| Monaghan County Council | 27.5 |
| North Tipperary County Council | 30 |
| Offaly County Council | 29 |
| Roscommon County Council | 22.5 |
| Sligo County Council | 32.5 |
| South Dublin County Council | N/A |
| South Tipperary County Council | 30.8 |
| Waterford City Council | 33.75 |
| Waterford County Council | 32.5 |
| Westmeath County Council | 35 |
| Wexford County Council | 35 |
| Wicklow County Council | 30 |

^aService provided from 6 locations.
^bService available for the same number of hours in Castlebar, Ballina and Belmullet.

Comparison 2004 and 2005

| M 3 Average number of opening hours per week | | 2004 | 2005 |
|---|---------------|-------------|-------------|
| N | Valid | 29 | 29 |
| | Missing | 5 | 5 |
| Average | Median | 30.0 | 30.0 |
| | Mean | 29.9 | 30.0 |
| Percentiles | 25% | 28.4 | 28.4 |
| | 75% | 32.5 | 32.5 |

Table 65 gives the number of hours on which each motor tax office is open to the public. It shows that the typical motor tax authority is open for an average of 30 hours, with a minimum being 21 hours and a maximum of 35 hours per week. There is no meaningful change in this measurement since last year's report.

Section 10: Finance

Finance

The current expenditure of local authorities is financed through state grants, rates on commercial and industrial property and miscellaneous income, e.g. charges for services, housing rents, housing loan repayments etc. Revenue Expenditure is currently funded by a mixture of:

- ✓ Charges for Goods & Services
- ✓ Specific State Grants
- ✓ Commercial Rates
- ✓ Local Government Fund

Fig 23: 2004 Revenue Sources: Local Authority Budgets 2004

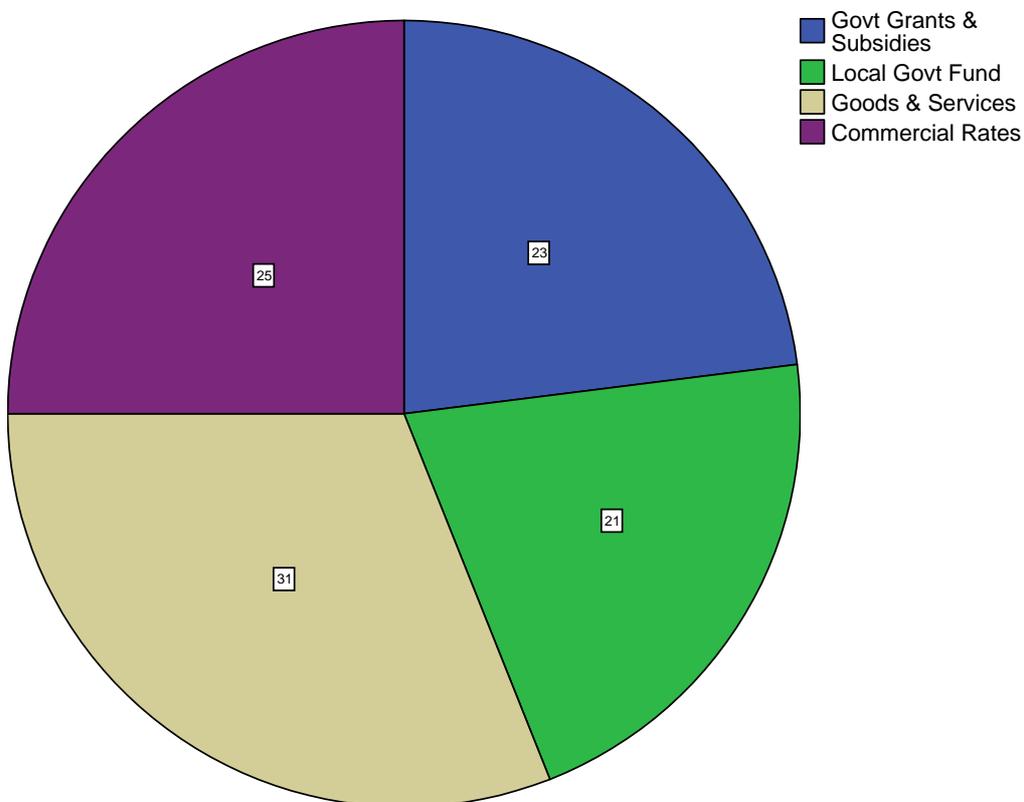


Fig 24: 2004: Local Authority Current Revenue:

| Category | 2004 €million | % of Current Revenue |
|--------------------------------------|--------------------------|---------------------------------|
| Local Charging for Goods/Services | 1,125* | 31 |
| Commercial Rates | 908* | 25 |
| Government Grants/Subsidies | 838* | 23 |
| LGF | 747* | 21 |
| Total | 3,616.30 | 100% |
| <i>* Figures are rounded</i> | | |

The actual breakdown of income from the different sources of funding across individual local authorities varies widely with some authorities having a greater capacity to earn revenue through the provision of services and collection of commercial rates than others.

Charges & Fees for Goods & Services

Local authorities receive income by applying charges to the use of certain services.

Examples of services to which charges apply include:

- ✓ Planning Applications
- ✓ Commercial Water Charges
- ✓ Housing Rents
- ✓ Waste Collection / Disposal
- ✓ Public Parking
- ✓ Fire Services
- ✓ Swimming Pool Receipts
- ✓ Casual Trading Licences

In the case of planning fees and motor tax, local authority charges are set centrally by the Minister for the Environment and Local Government. For other services such as housing rents and parking fees the charges are set locally by the elected representatives.

In many cases, fees charged by local authorities do not cover the full economic cost of services. Planning application fees, for example, are estimated to cover only one third of the true cost of

processing a planning application while the full economic cost of call-outs for the fire service is not reflected in charges.

It is crucially important for local authorities to have systems in place to maximise their income through effective collection and follow up. There has been a major investment in recent years in a new Financial Accounting System that provides greatly improved management information. This enables local authorities to account for transactions and extract information that will allow for more effective financial management generally.

Table 66 over is a composite, presenting the performance of local authorities in collecting monies due to them in terms of the percentage of total amounts due under the following headings – Housing Rents, Housing Loans and Commercial Rates.

Table 66: Local Authority Revenue - Summary of Collection

| | Rev 1.1 Housing rent - Amount collected at year end as percentage of amount due | Rev 2.1 Housing loans - Amount collected at year end as percentage amount due | Rev 3 Rates - Amount collected at year- end as percentage of amount due |
|-------------------------------------|--|--|--|
| Carlow County Council | 95 | 89 | 95 |
| Cavan County Council | 87.4 | 91 | 96 |
| Clare County Council | 88.75 | 82 | 97.28 |
| Cork City Council | 92.43 | 91.44 | 92.43 |
| Cork County Council | 89.01 | 78.05 | 95.84 |
| Donegal County Council | 83.93 | 76 | 88 |
| Dublin City Council | 86.1 | 93.1 | 89 |
| Dun Laoghaire Rathdown CC | 87.64 | 120.6 ^d | 93.27 |
| Fingal County Council | 88.83 | 93.98 | 95.43 |
| Galway City Council | 82 | 96 | 88 |
| Galway County Council | 95 | 90 | 88 |
| Kerry County Council | 91.37 | 88.84 | 94.03 |
| Kildare County Council | 80.04 | 75 | 96.3 |
| Kilkenny County Council | 90.3 | 92.1 | 97.4 |
| Laois County Council | 85 | 94 | 92 |
| Leitrim County Council | 93.04 | 69.2 | 93.7 |
| Limerick City Council | 88.04 | 96.71 | 85.22 |
| Limerick County Council | 96.72 | 76 | 98 |
| Longford County Council | 90.5 | 83.8 | 93.8 |
| Louth County Council | 90.94 | 95.98 | 85.31 |
| Mayo County Council | 74 | 74.01 | 95 |
| Meath County Council | 90 ^a | 95 | 96 |
| Monaghan County Council | 92.7 | 80.5 | 94.3 |
| North Tipperary County Council | 96 | 81 | 97 |
| Offaly County Council | 86.33 | 84.62 | 92.64 |
| Roscommon County Council | 92 | 81.76 | 93.75 |
| Sligo County Council | 88 | 89 | 90 |
| South Dublin County Council | 83.34 | 98.63 | 91.7 |
| South Tipperary County Council | 99.51 | 86.71 | 96.23 |
| Waterford City Council | 89 | 89 | 96 |
| Waterford County Council | 88.07 | 89.16 | 94.07 |
| Westmeath County Council | 81 ^b | 75 ^e | 93 |
| Wexford County Council | 92.55 | 101.1 | 90.57 |
| Wicklow County Council ^c | 93.67 | 95.96 ^f | 86.44 |

^a53 weeks accrued in 2005.
^b 90% of arrears accounted for by 38% of accounts in arrears.
^cFigures included from each local authority in Wicklow, weighted based on total number of social houses.
^dEstimated figure.
^e90% of arrears accounted for by 45% of accounts in arrears.
^fAmount due is as reported in Appendix 7 of Annual Financial Statement.

Comparison 2004 and 2005

| Rev 1.1 | | | |
|---|---------------|-------------|-------------|
| Housing rent collected at year end as a percentage of amount due | | 2004 | 2005 |
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 89.0 | 89.0 |
| | Mean | 88.8 | 89.1 |
| Percentiles | 25% | 85.0 | 86.3 |
| | 75% | 93.2 | 92.6 |

| Rev 2.1 | | | |
|---|---------------|-------------|-------------|
| Housing loans: Amount collected at year end as percentage amount due | | 2004 | 2005 |
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 89.4 | 89.0 |
| | Mean | 86.7 | 88.1 |
| Percentiles | 25% | 81.0 | 80.9 |
| | 75% | 91.7 | 94.3 |

| Rev 3 | | | |
|--|---------------|-------------|-------------|
| Rates: Amount collected at year-end as a percentage of amount due | | 2004 | 2005 |
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 93.1 | 93.8 |
| | Mean | 92.6 | 93.0 |
| Percentiles | 25% | 90.9 | 90.0 |
| | 75% | 95.8 | 96.0 |

These figures show that local authorities experience relatively low levels of rent arrears, with an average of 89 per cent of total amounts due in rents collected in a timely manner. This is similar to the 2004 figure. Equally, Housing Loan collection Rates (Rev 2.1) shows little overall change, with a minimal decrease in the value of loans owing (0.4%); between 2004 and 2005 there has been a small increase in the overall percentage of Commercial Rates collected (0.7%). It is envisaged that this type of information will be especially useful to local authority managers in controlling finances generally and in monitoring performance over time.

Table 67: Housing Rent - Collection Statistics

| | Rev 1.1 Housing Rent - Amount collected at year end as a percentage of amount due | Rev 1.2 Housing Rent Arrears: Amount 4-6 weeks old | Rev 1.3 Housing Rent Arrears: Amount 6-12 weeks old | Rev 1.4 Housing Rent Arrears: Amount more than 12 weeks old |
|--------------------------------|--|---|--|--|
| Carlow County Council | 95 | 12 | 11 | 55 |
| Cavan County Council | 87.4 | 10.9 | 8.9 | 55.2 |
| Clare County Council | 88.75 | 25.39 | 15.54 | 59.06 |
| Cork City Council | 92.43 | 9.13 | 18.67 | 52.85 |
| Cork County Council | 89.01 | 3.06 | 8.34 | 71.78 |
| Donegal County Council | 83.93 | 3.11 | 6.33 | 88.37 |
| Dublin City Council | 86.1 | 4 | 9.9 | 86.1 |
| Dun Laoghaire Rathdown CC | 87.64 | 6.17 | 15.79 | 68.39 |
| Fingal County Council | 88.83 | 4.85 | 13.1 | 74.85 |
| Galway City Council | 82 | 2 | 8 | 85 |
| Galway County Council | 95 | 12 | 7 | 9 |
| Kerry County Council | 91.37 | 8.93 | 12.91 | 67.41 |
| Kildare County Council | 80.04 | 0 | 0 | 0 |
| Kilkenny County Council | 90.3 | 8.1 | 12.1 | 71.9 |
| Laois County Council | 85 | 3.93 | 6.47 | 83.71 |
| Leitrim County Council | 93.04 | 11.11 | 10.28 | 64.24 |
| Limerick City Council | 88.04 | 12.73 | 9.46 | 77.81 |
| Limerick County Council | 96.72 | 13 | 20 | 42 |
| Longford County Council | 90.5 | 6 | 12 | 64 |
| Louth County Council | 90.94 | 10.01 | 13.81 | 64.71 |
| Mayo County Council | 74 | 2.72 ^a | 3.66 | 90.38 |
| Meath County Council | 90 | 11.76 | 14.48 | 61.12 |
| Monaghan County Council | 92.7 | 8.5 | 27.9 | 63.6 |
| North Tipperary County Council | 96 | 8 | 16 | 63 |
| Offaly County Council | 86.33 | 5.21 | 9.32 | 77.67 |
| Roscommon County Council | 92 | 10 | 13 | 75 |
| Sligo County Council | 88 | 1 | 3 | 92 |
| South Dublin County Council | 83.34 | 11.79 | 12.18 | 50.72 |
| South Tipperary County Council | 99.51 | 12.38 | 13.05 | 47.71 |
| Waterford City Council | 89 | 5.19 | 7.08 | 77.98 |
| Waterford County Council | 88.07 | 2.69 | 7.74 | 82.14 |
| Westmeath County Council | 81 | 3.3 | 6 | 88.3 |
| Wexford County Council | 92.55 | 0.35 | 13.07 | 14.32 |
| Wicklow County Council | 93.67 | 9.96 ^b | 10.54 | 61.82 |

^aFigures omit arrears for 0-3 weeks of 3.29%.
^bArrears <4 weeks = 17.68%.

Comparison 2004 and 2005

| Rev 1.2 | | | |
|------------------------------|---------------|-------------|-------------|
| Housing Rent Arrears: | | | |
| Amount 4-6 weeks old | | 2004 | 2005 |
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 7.8 | 8.1 |
| | Mean | 9.2 | 7.6 |
| Percentiles | 25% | 5.9 | 3.3 |
| | 75% | 9.7 | 11.3 |

| Rev 1.3 | | | |
|------------------------------|---------------|-------------|-------------|
| Housing Rent Arrears: | | | |
| Amount 6-12 weeks old | | 2004 | 2005 |
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 13.6 | 10.8 |
| | Mean | 14.6 | 11.1 |
| Percentiles | 25% | 9.9 | 7.6 |
| | 75% | 18.6 | 13.3 |

| Rev 1.4 | | | |
|--------------------------------------|---------------|-------------|-------------|
| Housing Rent Arrears: | | | |
| Amount more than 12 weeks old | | 2004 | 2005 |
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 65.0 | 66.1 |
| | Mean | 65.5 | 64.3 |
| Percentiles | 25% | 55.3 | 55.2 |
| | 75% | 74.1 | 79.0 |

It has already been noted that an average of 11% of total amounts due in housing rents are in arrears for 2005. Rev 1.2 – Rev 1.4 measure the “age” of Rent Arrears in greater detail.¹⁴ Overall, the indicators show a stable situation across 2004 and 2005. Compared with 2004, the average percentage of arrears cases 4-6 weeks old has increased by 4%; total arrears 6-12 weeks old has decreased substantially (-20%) while arrears over 12 weeks old has increased slightly (1.7%).

¹⁴ As these categories do not deal with arrears cases less than 4 weeks old, the totals do not add up to 100 per cent.

Table 68: Housing Loans - Collection Statistics

| | Rev 2.1 Housing loans: Amount collected at year end as percentage amount due | Rev 2.2 Housing loans: % arrears 1 month old | Rev 2.3 Housing loans 2-3 months old | Rev 2.4 Housing loans more than 3 months old |
|--------------------------------|---|---|---|---|
| Carlow County Council | 89 | 5 | 5 | 87 |
| Cavan County Council | 91 | 6.19 | 8.54 | 87.92 ^c |
| Clare County Council | 82 | 9.46 | 18.81 | 71.73 |
| Cork City Council | 91.44 | 54.97 | 13.98 | 31.05 |
| Cork County Council | 78.05 | 8.83 | 8.63 | 82.54 |
| Donegal County Council | 76 | 5 | 1 | 94 |
| Dublin City Council | 93.1 | 0.3 | 3.9 | 95.8 |
| Dun Laoghaire Rathdown CC | 100 | 11.8 | 10.04 | 74.95 |
| Fingal County Council | 93.98 | 10.96 | 3.48 | 85.56 |
| Galway City Council | 96 | 12 | 8 | 70 |
| Galway County Council | 90 | 28 | 32 | 40 |
| Kerry County Council | 88.84 | 3.11 | 5.45 | 86.04 |
| Kildare County Council | 75 | 0 | 0 | 0 |
| Kilkenny County Council | 92.1 | 4.8 | 6.7 | 85.6 |
| Laois County Council | 94 | 10 | 13 | 77 |
| Leitrim County Council | 69.2 | 4.54 | 1.63 | 93.83 |
| Limerick City Council | 96.71 | 10.06 | 7.44 | 82.49 |
| Limerick County Council | 76 | 3 | 2 | 93 |
| Longford County Council | 83.8 | 9 | 3 | 83 |
| Louth County Council | 95.98 | 4.58 | 4.18 | 89.05 |
| Mayo County Council | 74.01 | 1.42 | 4.69 | 93.89 |
| Meath County Council | 95 | 6.16 | 5.42 | 85.13 |
| Monaghan County Council | 80.5 | 7.4 | 3.8 | 88.8 |
| North Tipperary County Council | 81 | 3 | 2 | 94 ^a |
| Offaly County Council | 84.62 | 6.96 | 4.37 | 82.56 |
| Roscommon County Council | 81.76 | 1 | 2 | 97 |
| Sligo County Council | 89 | 3 | 3 | 93 |
| South Dublin County Council | 98.63 | 57 | 15 | 28 |
| South Tipperary County Council | 86.71 | 4.28 | 15.22 | 80.51 |
| Waterford City Council | 89 | 37.59 | 11.39 | 51.02 |
| Waterford County Council | 89.16 | 8.5 | 10.01 | 70.56 |
| Westmeath County Council | 75 | 8.9 | 3.4 | 86.2 |
| Wexford County Council | 101.1 | 0 | 0.87 | 7.2 |
| Wicklow County Council | 95.96 | 17 | 8.46 | 74.55 ^b |

^aThis includes arrears accrued on half yearly SDA loans which is raised in December for the period July to December and is therefore automatically included in this category. A high proportion would actually be paid in January 2006.
^bHigh percentage reflects a number of accounts with long term difficulties which are the subject of legal proceedings.
^cRates schedule write-offs not included.

Comparison 2004 and 2005

| Rev 2.2 Housing loan arrears 1 month old | | 2004 | 2005 |
|---|---------------|-------------|-------------|
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 8.2 | 6.6 |
| | Mean | 12.3 | 10.7 |
| Percentiles | 25% | 3.8 | 3.1 |
| | 75% | 16.3 | 10.3 |

| Rev 2.3 Housing loan arrears 2-3 months old | | 2004 | 2005 |
|--|---------------|-------------|-------------|
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 7.1 | 5.2 |
| | Mean | 11.0 | 7.3 |
| Percentiles | 25% | 3.0 | 3.0 |
| | 75% | 14.1 | 10.0 |

| Rev 2.4 Housing loan arrears more than 3 months old | | 2004 | 2005 |
|--|---------------|-------------|-------------|
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 70.8 | 82.8 |
| | Mean | 70.5 | 74.6 |
| Percentiles | 25% | 58.5 | 71.4 |
| | 75% | 86.7 | 90.0 |

Similar to housing rents, on average 89 per cent of total amounts owing for housing loans are collected in a timely manner; based on the summary statistics, there is a decrease in housing loan arrears less than 1 month old, and similarly a decrease in loan arrears between 2 to 3 months old. There is an increase in loan arrears more than 3 months old, from an average of 70.8% in 2004 to 82.8% in 2005.

Refuse Charges

Under the Waste Management Act, 1996, local authorities have a duty to collect, or arrange for the collection of household waste. However, according to the legislation the duty imposed on city and county councils does not apply where there is an adequate waste collection service in the local authority's functional area or where the cost of collection of the waste would be unreasonably high (Waste Management Act 1996, Section 33).

During the 1960s and 1970s Local Authorities were primarily responsible for 'traditional' waste functions such as the collection and disposal of municipal waste and generally expanded their refuse collection service. However, financial restrictions in the 1980's led to a reduction in direct provision of refuse collection services by local authorities, and in some areas, private contractors began to operate. In 1996, private operators provided refuse services in ten County/City Council areas (Source: Coughlan and de Butleir: 1996: 99).

Since the late 1990's, the rising costs associated with operating refuse services and recycling activities has led to a reversal in the trend of direct provision of refuse collection services. Indeed, the majority of local authorities have now withdrawn from the service. 17 local authorities¹⁵ are still directly involved in refuse collection; elsewhere private collectors provide a collection service on a fee-paying basis.

Indicator Rev 4 gives a measure of the proportion of householders who are paying refuse charges for 2005. Only those authorities who provide the service directly have a return in this table.

Based on the average figures, the proportion of households paying for refuse collection has risen from an 84 per cent in 2004 to 92 per cent in 2005.

¹⁵ In the case of Clare County Council, the refuse collection service was privatised in 2005; however Ennis Town Council still provide a direct service.

Table 69: Refuse Charges - Collection Statistics

| | Rev 4 Percentage of households paying refuse charges at year end |
|--------------------------------|---|
| Carlow County Council | N/A |
| Cavan County Council | 100 |
| Clare County Council | 97 |
| Cork City Council | 91.18 |
| Cork County Council | 62.84 |
| Donegal County Council | N/A |
| Dublin City Council | 82 |
| Dun Laoghaire Rathdown CC | 34.49 ^b |
| Fingal County Council | 100 |
| Galway City Council | 78 |
| Galway County Council | N/A |
| Kerry County Council | 99.38 |
| Kildare County Council | 82 ^a |
| Kilkenny County Council | 100 |
| Laois County Council | N/A |
| Leitrim County Council | N/A |
| Limerick City Council | N/A |
| Limerick County Council | N/A |
| Longford County Council | N/A |
| Louth County Council | N/A |
| Mayo County Council | 92 |
| Meath County Council | N/A |
| Monaghan County Council | N/A |
| North Tipperary County Council | N/A |
| Offaly County Council | N/A |
| Roscommon County Council | N/A |
| Sligo County Council | N/A |
| South Dublin County Council | 100 |
| South Tipperary County Council | 92.03 |
| Waterford City Council | 100 |
| Waterford County Council | 100 |
| Westmeath County Council | N/A |
| Wexford County Council | 64.26 |
| Wicklow County Council | N/A |

^aThis figure represents payments of waste charge, in part of in full, processed in 2005. It includes waivers processed in 2005 which are deemed to have paid the charge in full. All transactions processed on the billing system in 2005 are credited to 2005.

^bPay by weight from 1/1/05. Figure represents 3 quarters only; 4th quarter statement issued March 2006.

Comparison 2004 and 2005

| Rev 4 Percentage of households paying refuse charges at year end | | | |
|---|---------------|-------------|-------------|
| | | 2004 | 2005 |
| N | Valid | 17 | 25 |
| | Missing | 17 | 9 |
| Average | Median | 84.0 | 92.0 |
| | Mean | 83.1 | 86.8 |
| Percentiles | 25% | 69.6 | 80.0 |
| | 75% | 100.0 | 100.0 |

Based on average figures, the proportion of householders paying for refuse collection has risen from 84 per cent in 2004 to 92 per cent in 2005.

Table 70: Non-Domestic Water Charges - Collection Statistics

| Rev 5 Non-Domestic Water Charges | |
|----------------------------------|--------------------|
| Carlow County Council | 76 |
| Cavan County Council | 70.09 ^a |
| Clare County Council | 70.79 |
| Cork City Council | 68.51 |
| Cork County Council | 49.44 |
| Donegal County Council | 50.5 ^b |
| Dublin City Council | 50.4 |
| Dun Laoghaire Rathdown CC | 61.54 |
| Fingal County Council | 81.9 |
| Galway City Council | 74 ^c |
| Galway County Council | 66 |
| Kerry County Council | 77.38 |
| Kildare County Council | 67.43 |
| Kilkenny County Council | 76.1 |
| Laois County Council | 68 |
| Leitrim County Council | 54.6 ^d |
| Limerick City Council | 77.54 |
| Limerick County Council | 87 |
| Longford County Council | 63.4 |
| Louth County Council | 57.34 |
| Mayo County Council | 72.91 |
| Meath County Council | 70 |
| Monaghan County Council | 45.09 ^e |
| North Tipperary County Council | 81 ^f |
| Offaly County Council | 56.79 |
| Roscommon County Council | 63.08 |
| Sligo County Council | 61 |
| South Dublin County Council | 72.8 ^g |
| South Tipperary County Council | 95.5 |
| Waterford City Council | 64 |
| Waterford County Council | 93.63 |
| Westmeath County Council | 57 ^h |
| Wexford County Council | 62.58 |
| Wicklow County Council | 46.2 ⁱ |

^a Write-offs on water charges not included in this figure.
^b Bills valued at (€)1.15m issued after 1/12/05: (€)1m collected first quarter of 2006
^c Affected by handover of accounts to private service provider.
^d Difficulties with metering project and systems have impacted negatively on collection.
^e Bills issued in June & December 2005, therefore December bills while included in accrued income will not be collected until 2006
^f Reduction in collection rate arose from delay in issue of demands arising from problems following introduction of Agresso 5.4
^g The basis for producing Non-Domestic Water Charges collection figures changed for 2005. Bills for consumption for last Quarter of 2005 were issued in early 2006 but accrued as income for 2005. As a result of this change in accounting treatment, the amount due for 2005 is artificially raised by the addition of a 5th Quarter. If the accounting basis had not been changed the collection would be 89.8%
^h Adversely impacted by old balances which are presently progressing through the debt collection process.
ⁱ Wicklow Co Co introduced a charge for waste water in 2003. Consumer opposition has caused difficulties with collection performance. Bills for period April to September were issued in late November therefore shortening the timeframe for collection. This has had a negative effect on collection rates. All of these issues are being actively addressed.

Comparison 2004 and 2005

| Rev 5 Non-Domestic Water Charges | | 2004 | 2005 |
|--|---------------|-------------|-------------|
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 67.8 | 67.7 |
| | Mean | 67.9 | 67.3 |
| Percentiles | 25% | 57.9 | 57.3 |
| | 75% | 81.4 | 76.0 |

Rev 5 deals with Non-Domestic Water Charges and measures the “amount collected at year end as a percentage of amount due”. This indicator deals only with the *non-domestic sector*, as Ireland is virtually unique within the EU in not charging domestic consumers for water services, having abolished domestic charges in 1997.

Over recent years, the water services area has been subject to a considerable degree of change. Under the Government’s Water Services Pricing Framework, local authorities are required to complete a metering, billing and collection system for all non-domestic customers by the end of 2006. The challenge of advancing the Water Metering project in terms of the staff resources necessarily applied to it brought about some difficulties in issuing bills which impacted on collection rates. On average, almost 68 per cent of water charges were collected in 2005. There is no significant change in this indicator between 2004 and 2005.

Section 11: Internal - Corporate Indicators

The indicators include two measures of organisational performance. Indicators C1.1 and C1.2 compare levels of *Certified* and *Uncertified Sick Leave* among local authority staff, while C.2 examines levels of expenditure on *Training & Development* which local authorities invest in their staff. Together, these indicators allow the examination of local authority performance in the long-term against nationally agreed targets, and against other sectors.

Certified and Uncertified Sick Leave:

The 2004 Service Indicator Report highlighted the challenge for some local authorities in capturing the required information on sick leave absence, using existing IT systems and processes. Many local authorities are in the process of implementing new electronic HR systems to record sickness absence statistics, and as a result the quality of data available in local authorities on this indicator will improve over time.

In addition, it appears that there was some variation in the methodology used to calculate levels of sickness absence, which resulted in a lack of uniformity in relation to figures submitted in 2004. On a national level, local authorities recognised the need to achieve a greater level of consistency. It was recognised that revised guidance should be developed and given to local authorities as to how the figures should be calculated.

As a result, the LGMSB established an Attendance Management Committee in mid-2005 to develop a revised formula and methodology. Following a consultation process a revised set of guidelines and template for producing the statistical data were issued to local authorities (letter to County/City Managers, 12th December 2005). In the revised formula, local authorities are required to use a standard figure of 227 days for 'total number of working days available', while the basic formula is as follows:

Local Government Management Services Board

Number of days sickness absence in calendar year (A)

_____ ***X 100***

***Total number of employees (B) X Total number of work days
available (C) (Whole Time Equivalentents)***

Source: LGMSB, letter to County/City Managers “*Re: Calculating Sick
Leave Absence – Standard Methodology*”, December 12th, 2005.

Table 71: Percentage of Working Days Lost to Sickness Absence through Certified Sick Leave

| C 1.1 Percentage of working days lost to sickness absence through certified leave | |
|--|------|
| Carlow County Council | 3.45 |
| Cavan County Council | 2.59 |
| Clare County Council | 3.69 |
| Cork City Council | 3.80 |
| Cork County Council | 3.87 |
| Donegal County Council | 5.19 |
| Dublin City Council | 3.41 |
| Dun Laoghaire Rathdown CC | 4.91 |
| Fingal County Council | 3.30 |
| Galway City Council | 2.93 |
| Galway County Council | 5.73 |
| Kerry County Council | 3.24 |
| Kildare County Council | 4.39 |
| Kilkenny County Council | 3.35 |
| Laois County Council | 3.47 |
| Leitrim County Council | 5.26 |
| Limerick City Council | 3.75 |
| Limerick County Council | 3.87 |
| Longford County Council | 2.38 |
| Louth County Council | 4.37 |
| Mayo County Council | 2.76 |
| Meath County Council | 2.40 |
| Monaghan County Council | 3.80 |
| North Tipperary County Council | 4.90 |
| Offaly County Council | 3.71 |
| Roscommon County Council | 5.21 |
| Sligo County Council | 3.71 |
| South Dublin County Council | 2.80 |
| South Tipperary County Council | 3.71 |
| Waterford City Council | 4.36 |
| Waterford County Council | 2.65 |
| Westmeath County Council | 3.55 |
| Wexford County Council | 3.70 |
| Wicklow County Council | 3.18 |

Table 72: Percentage of Working Days Lost to Sickness Absence through Uncertified Sick Leave

| C 1.2 Percentage of working days lost to sickness absence through uncertified leave | |
|--|------|
| Carlow County Council | 0.51 |
| Cavan County Council | 0.29 |
| Clare County Council | 0.33 |
| Cork City Council | 1.06 |
| Cork County Council | 1.05 |
| Donegal County Council | 0.48 |
| Dublin City Council | 1.34 |
| Dun Laoghaire Rathdown CC | N/A |
| Fingal County Council | 0.63 |
| Galway City Council | 0.38 |
| Galway County Council | 0.60 |
| Kerry County Council | 0.75 |
| Kildare County Council | 0.49 |
| Kilkenny County Council | 0.53 |
| Laois County Council | 0.50 |
| Leitrim County Council | 0.49 |
| Limerick City Council | 0.76 |
| Limerick County Council | 0.38 |
| Longford County Council | 0.50 |
| Louth County Council | 0.91 |
| Mayo County Council | 0.44 |
| Meath County Council | 0.83 |
| Monaghan County Council | 0.40 |
| North Tipperary County Council | 0.50 |
| Offaly County Council | 0.43 |
| Roscommon County Council | 0.71 |
| Sligo County Council | 0.52 |
| South Dublin County Council | 0.91 |
| South Tipperary County Council | 0.23 |
| Waterford City Council | 0.95 |
| Waterford County Council | 0.32 |
| Westmeath County Council | 0.58 |
| Wexford County Council | 0.75 |
| Wicklow County Council | 0.57 |

Comparison 2004 and 2005

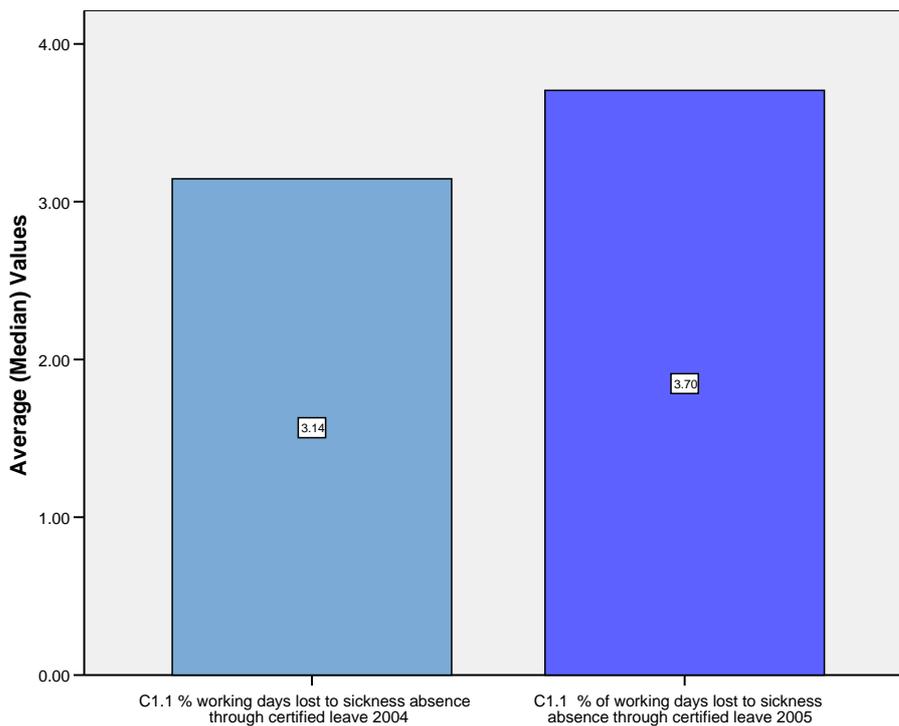
| Working Days Lost to sickness – absence through certified leave | | 2004 | 2005 |
|--|---------------|-------------|-------------|
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 3.1 | 3.7 |
| | Mean | 3.1 | 3.7 |
| Percentiles | 25% | 2.5 | 3.2 |
| | 75% | 3.6 | 4.4 |

| Working Days Lost to sickness – absence through uncertified leave | | 2004 | 2005 |
|--|---------------|-------------|-------------|
| N | Valid | 32 | 33 |
| | Missing | 2 | 1 |
| Average | Median | .50 | .52 |
| | Mean | .55 | .61 |
| Percentiles | 25% | .32 | .44 |
| | 75% | .77 | .75 |

When comparing the 2004 and 2005 figures for sickness absence, it is important to take the change in methodology outlined earlier, in particular the use of a standard *'working days available'* figure, into account.

Bearing in mind the note of caution highlighted above, the results show (using the revised formula for 2005) that the median average figures for Certified Leave increased from 3.14 per cent to 3.7 per cent and Uncertified Leave increased from .49 per cent to .52 per cent compared with 2004. In addition, for Certified Sick Leave the 25% (lower) percentile increased from 2.48 per cent to 3.22 per cent, and the 75% (upper) percentile increased from 3.64 to 4.36 per cent.

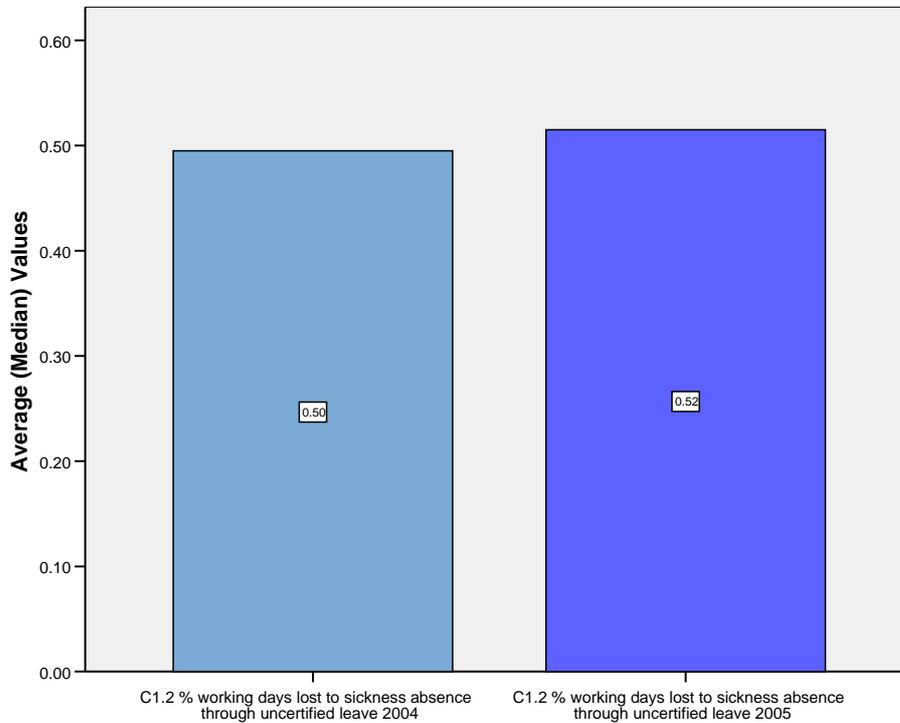
Fig 25: Percentage of Working Days Lost to Sickness Absence through Certified Sick Leave 2004-2005



In a similar vein, figures for Uncertified Leave increased from a median average of 0.50 in 2004 to 0.52 per cent in 2005; the 25% (lower) percentile figure for this indicator also increased from 0.32 per cent to 0.44 per cent while the 75% (upper) percentile decreased slightly from 0.77 to 0.75 per cent.

Many authorities acknowledged their difficulty in computing these figures; others highlighted the impact the impact that long-term sick leave of a small number of staff had on the figures.

Fig 26: Percentage of Working Days Lost to Sickness Absence through Uncertified Sick Leave



The summary results appear to confirm the view that the refinement in methodology between 2004 and reporting on the 2005 results has been significant. Contextual information from some local authorities also confirms that the reduction in the number of 'reckonable days' for calculations is responsible for a considerable increase. In addition, the introduction of more sophisticated IT systems, designed to capture such information, has also meant that the figures are becoming more accurate over time.

Therefore, caution should be exercised in comparing the 2004 and 2005 results, as it is difficult to interpret the true level of change for this indicator. Clearly, while this is a core indicator of corporate health, it will need some time to "bed down" and it will be important to monitor results over the next number of years.

Table 73: Expenditure on Training and Development

| | C 2 Expenditure on Training and Development as a percentage of total payroll costs 2005 |
|--------------------------------|--|
| Carlow County Council | 3.22 |
| Cavan County Council | 4.48 |
| Clare County Council | 4.3 |
| Cork City Council | 3.85 |
| Cork County Council | 3.98 |
| Donegal County Council | 3.04 |
| Dublin City Council | 6.43 |
| Dun Laoghaire Rathdown CC | 4.7 |
| Fingal County Council | 3.32 |
| Galway City Council | 4.17 |
| Galway County Council | 5.42 |
| Kerry County Council | 3.89 |
| Kildare County Council | 7.49 |
| Kilkenny County Council | 4.65 |
| Laois County Council | 4.43 |
| Leitrim County Council | 5 |
| Limerick City Council | 3.7 |
| Limerick County Council | 5.31 |
| Longford County Council | 6.2 |
| Louth County Council | 4.99 |
| Mayo County Council | 6 |
| Meath County Council | 3.85 |
| Monaghan County Council | 6.24 |
| North Tipperary County Council | 7.4 |
| Offaly County Council | 5 |
| Roscommon County Council | 6.7 |
| Sligo County Council | 6.5 |
| South Dublin County Council | 4.67 |
| South Tipperary County Council | 6.86 |
| Waterford City Council | 6.33 |
| Waterford County Council | 3.77 |
| Westmeath County Council | 7 |
| Wexford County Council | 3.24 |
| Wicklow County Council | 3.53 |

Comparison 2004 and 2005

| C 2 Expenditure on Training and Development as a percentage of total payroll costs | | 2004 | 2005 |
|---|---------------|-------------|-------------|
| N | Valid | 34 | 34 |
| | Missing | 0 | 0 |
| Average | Median | 3.8 | 4.7 |
| | Mean | 4.5 | 5.0 |
| Percentiles | 25% | 3.3 | 3.9 |
| | 75% | 6.0 | 6.3 |

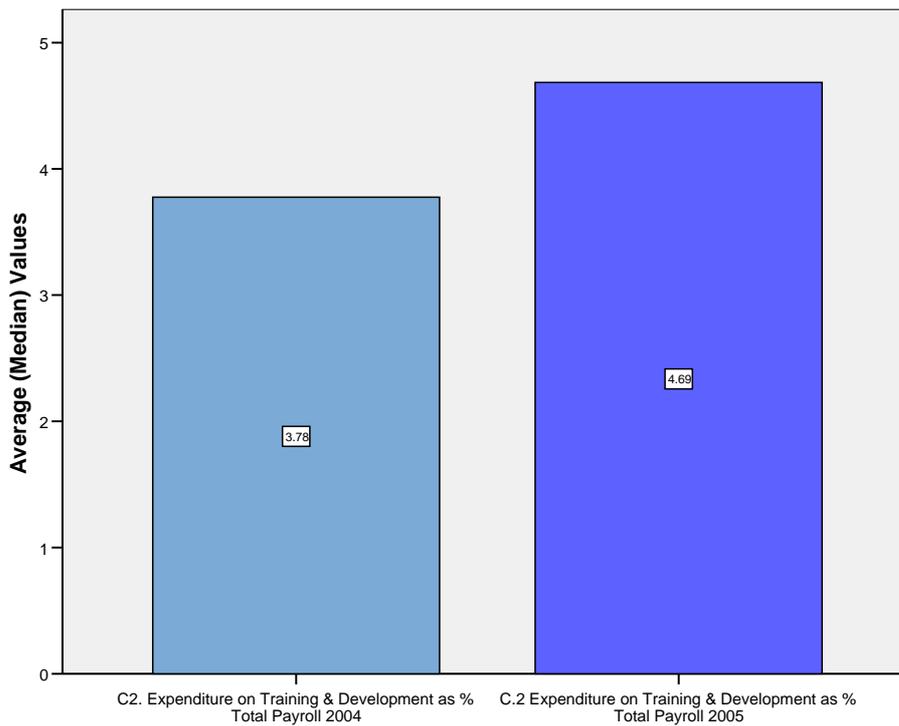
This indicator measures levels of investment by local authorities in staff training and development. Under the 'Sustaining Progress' social partnership agreement 2003 – 2005, a general target for local authorities of achieving a minimum spend of the equivalent of 3% of total payroll on staff training and development was agreed.

In 2005, the LGMSB produced guidelines on a standard methodology for calculating training expenditure to ensure consistency was achieved between local authorities in their calculations.¹⁶

Comparing levels of training and development expenditure between 2004 and 2005, the median average has increased by almost a quarter during this period.

¹⁶ See LGMSB Guidance Document, "Developing Best Practice: Calculating Expenditure on Staff Training & Development as a Percentage of Total Payroll Costs", First Revised Edition of Report, September 2005.

Fig 27: Expenditure on Training and Development



Examining the lower (25%) quartile shows that those local authorities spending a lower proportion of payroll on training have also increased their expenditure – on average from 3.3 to 3.85 per cent. At the same time expenditure by those in the upper (75%) quartile also increased from 5.9 per cent in 2004 to 6.26 per cent in 2005.

In general terms there is a positive increase in performance on this indicator right across the board. However, it is probable that the clarification in the method for calculating this indicator has had an impact on the figures. It is not possible to gauge the extent of that impact.

Table 74: Involvement by Schools in Youth Councils/Comhairle na n-Óg

| | CP 1 Percentage of local schools involved in the local Youth Council/ Comhairle na nOg scheme |
|--------------------------------|--|
| Carlow County Council | 100 |
| Cavan County Council | 42 |
| Clare County Council | 25.17 ^a |
| Cork City Council | 45 |
| Cork County Council | 40.98 |
| Donegal County Council | 100 |
| Dublin City Council | 31 |
| Dun Laoghaire Rathdown CC | 55.6 |
| Fingal County Council | 21 |
| Galway City Council | 90 |
| Galway County Council | 54 |
| Kerry County Council | 100 |
| Kildare County Council | 62.9 |
| Kilkenny County Council | 35 |
| Laois County Council | 82 |
| Leitrim County Council | 66.67 |
| Limerick City Council | 67 |
| Limerick County Council | 67 |
| Longford County Council | 55.56 |
| Louth County Council | 70.1 |
| Mayo County Council | 50 |
| Meath County Council | 9 |
| Monaghan County Council | 45 |
| North Tipperary County Council | 79 |
| Offaly County Council | 16.25 |
| Roscommon County Council | 100 |
| Sligo County Council | 88 |
| South Dublin County Council | 75 |
| South Tipperary County Council | 47.6 |
| Waterford City Council | 46.9 |
| Waterford County Council | 50 |
| Westmeath County Council | 30.76 |
| Wexford County Council | 95 |
| Wicklow County Council | 0 |

^a The number attending Comhairle na nÓg is capped at 100.

Comparison 2004 and 2005

| CP 1 Percentage of local schools involved in the local Youth Council/ Comhairle na nOg scheme | | 2004 | 2005 |
|--|---------------|-------------|-------------|
| N | Valid | 33 | 34 |
| | Missing | 1 | 0 |
| Average | Median | 42.0 | 54.8 |
| | Mean | 47.4 | 57.2 |
| Percentiles | 25% | 24.0 | 39.5 |
| | 75% | 66.7 | 79.8 |

Comhairle na nOg gives an opportunity to young people under 18 years of age to represent the views of young people at a local and national level. An initiative of the National Children's Office, the project is supported by local authorities under the National Children's Strategy. Comhairle na nOg ensures that local authorities and other bodies can consult with young people about plans, strategies and projects that affect their lives.

Some local authorities sourced youth involvement in the scheme from youth clubs and organisations other than schools as they felt that this was more effective from a social inclusion point of view. However, the indicator could be interpreted as a reasonable indicator of social inclusion in relation to young people on a local level. According to the indicator, there was an increase of 30% from 2004 in the median average percentage of schools involved in the local Youth Council/Comhairle na nOg scheme. The performance on this indicator increased for both the lower and upper quartiles, indicating widespread improvement in operation of this scheme while four local authorities had 100 per cent of schools involved in the scheme.

Section 12: Concluding Remarks

Views of the LGMSB Team on the Experience to Date

The LGMSB has been involved in this initiative since its launch by then Minister for the Environment, Heritage and Local Government, Mr. Martin Cullen, T.D., in 2004. We have thus been afforded the opportunity of experiencing the value of the initiative on the one hand, and on the other it enables us, at this point, to form and share our views on the experience to date.

In this section, we summarise our views and the learning to date from the experience. We do this cognisant of the fact that we are but one player in the process and that others, notably the Independent Assessment Panel, will contribute also. We are also aware that the formal review of the process has started and hope that our views will form part of their deliberations.

The initiative

At this point, it is fair to say that performance measurement has been embedded within the local authority system. Though introduced formally only in 2004, it has gained ready acceptance, and together with a number of other strands in the reform/modernisation programme, is now seen as a key part of the management process.

From direct contact with staff at all levels in local authorities and other relevant interests, it is clear that the value of objective measurement of performance is recognised. Indeed it is interesting to note that measuring performance against targets has become a feature of the local government service in recent years – through the partnership process, and the verification process associated with recent pay agreements. The process has been confirmed in the recently concluded Partnership agreement, “Towards 2016”. The necessity of setting clear objectives and targets has flowed logically from the preparation of corporate, business and operational plans and these have now been complemented by the introduction to local authorities of a Performance Management Development System (PMDS).

There are a number of factors which have contributed to the positive implementation of performance measurement to date. These include:

- The high degree of collaboration among the key players from the outset – initially through the Local Government Customer Service Working Group.
- The linkage between local authorities, the LGCSB and the LGMSB.
- The fact that, in most local authorities, high level co-ordination groups were established to oversee the process and to monitor the results; indeed in many authorities the full Management Team has been actively involved in the process on an ongoing basis;
- Recognition on the part of local authorities that using performance measurement affords them the opportunity to demonstrate positive performance – individually and as a system. In this connection, it was interesting to note that most local authorities, in advance of the publication of the first year's results, prepared a strategy for dealing with their elected members, customers and the media.
- That the information emerging was viewed as useful in reviewing systems, processes and resource use relative to overall objectives and priorities.

Observations of the LGMSB team

In his speech launching the 2004 report, the Minister for the Environment, Heritage and Local Government, Mr. Dick Roche TD confirmed his agreement with the conclusion in the report that there should be no change in the 42 indicators for the years 2005 and 2006. This was to facilitate the bedding down of the process itself, of the definitions and methodology and to begin to develop comparative data.

Since then, a formal review process has been initiated with a view to making recommendations which would come into effect from 2007. Against that background, the LGMSB team offer the following observations on the process to date and, in some cases, recommendations.

1. It has been recognised in the literature, and reflected in international experience, that performance measurement concentrates generally on the quantitative, and that measuring

qualitative results or outcomes is far more difficult. In the case of local government, and in particular, its role in the wider community, there are many aspects which are not captured in the current range of indicators.

Whilst recognising that this is difficult, nonetheless it is important that a range of indicators is developed that, as far as practicable, presents a comprehensive picture of the work of local authorities, and particularly of their more recent contribution to social inclusion and community development generally. However, the number should still be limited. This might require the exclusion of some of the current indicators that are of more limited value or that are available elsewhere.

2. Some indicators are derived from data which is already being produced or is available from centralised sources other than local authorities, e.g. the EPA, the VRU, the Litter Monitoring Body etc. Where such material is to be included, there is merit in ensuring that this data is provided directly to the LGMSB from the central source on a formal basis rather than from local authorities. This would ensure consistency in reporting on the statistics while reducing the potential for error and duplication in collating these figures. For instance in relation to Indicator E10.7 (litter monitoring), it is suggested that the LGMSB be provided with the data (both percentage figures and actual data) directly from TES Consulting, for subsequent confirmation by local authorities, to ensure consistency in approach.
3. Although still in its very early stages, it is clear that consistency in reporting on the indicators is critical to the project. A review of the international literature on performance measurement suggests that designing guidelines to ensure consistent methodology and its interpretation is a difficult feat in itself. It is recommended therefore, that, on a separate basis from any review of the indicators, the methodology and guidance notes to local authorities be comprehensively revised by the LGMSB with the DoEH&LG and local authorities to ensure consistency in approach and interpretation of the indicators. This becomes more critical as comparison across time becomes a feature.
4. The role of co-ordinator at individual local authority level is central to the success of the project. The LGMSB considers that the co-ordinator's role should include having a thorough understanding of what data is required for each indicator and responsibility for ensuring completeness and accuracy of all data. It is crucial in this role to retain the supporting

documentation used to calculate each indicator and to compare the individual local authority's data against the previous year to identify any outliers. In this connection, the LGMSB proposes holding a workshop for co-ordinators to discuss best practice and assist in this area.

5. This is the second report on the service indicators prepared by the LGMSB for submission to the Minister for Environment, Heritage and Local Government. It differs considerably in approach from the first report. The Board would welcome clarification and advice on the approach and format to be adopted in future reports so that they can add value to this process. This might usefully be included on the agenda for the review that is currently under way.
6. The 2005 report highlights some issues encountered as a result of modifications to specific indicators, which resulted in the loss of some comparability between years. In reviewing the indicators, the LGMSB would emphasise the need to take into account factors such as the need to retain comparability. In the meantime the LGMSB recommend that until a comprehensive review is completed there should be no change in the current set of indicators for 2006.
7. The LGMSB considerably strengthened its quality assurance processes this year, building on the experience in year 1. Through this, we learned that it is highly desirable that the raw numbers (as distinct from percentages) be submitted in the first instance. There is a clear distinction between an indicator which has been devised – i.e. the percentage of household waste recycled – and the data that is then required to *operationalise* the indicator itself. In the example given above, and where feasible, the LGMSB finds it highly desirable that local authorities provide *both the raw data and the percentage figure* which is then used to report on the indicator. This ensures that necessary calculations can be done speedily, enables the necessary degree of cross checking to be implemented and provides a richer vein of information for comparative analysis in subsequent years.
8. In other specific cases where an indicator reports figures on a per capita basis i.e. number of playgrounds provided per 1,000 head of population, local authorities should provide the raw data i.e. the *total number of playgrounds*, together with the *percentage figure* derived from this. This too would assist in the quality assurance process and reduce the potential for error.
9. The Independent Assessment Panel is an integral part of this process and their report is contained elsewhere in this report. The importance of accuracy of data submitted cannot be

overstated; also the necessity for full back up documentation and for verification and sign off at very senior levels. Most local authorities had the necessary systems in place to quality assure the data locally before transmission to the LGCSB and ultimately to the LGMSB.

References

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Appendix One: Report of the Independent Assessment Panel

Local Authority Service Level Indicators Report of Independent Assessment Panel

1. Background

The Independent Assessment Panel (IAP) was appointed by the Minister for the Environment, Heritage and Local Government in 2005 to undertake a quality assurance role in relation to the publication of the Local Authority Service Level Indicators; this is its second Report.

Raw data on Service Level Indicators is provided to the Local Government Computer Services Board in April of each year and from there is sent to the Local Government Management Services Board where it was reviewed for consistency by the staff of the Board following which the IAP commences its assessment. The Service Level Indicators for each Authority, together with an explanatory report from the LGMSB and the Report of the IAP are presented to the Minister by end June.

The IAP wishes to record their appreciation of the assistance and guidance received from Ms Anne O'Keeffe of the LGMSB and also wish to acknowledge the co-operation of the Authorities visited in 2006.

2. Independent Assessment Panel

The members of the IAP, appointed for a three year period from 2005 are as follows:

Chair: Philip Bourke, Professor of Banking and Finance, University College Dublin

Members: Mary O Dea, Consumer Director, Financial Regulator (accepted appointment to IAP on 3 May 2006)*; Arthur Coldrick, Consultant and chair of PVG (Local Government)

*Appointed to replace Carmel Foley, former Director of Consumer Affairs (*who resigned her position as Director of Consumer Affairs with effect from 10 February 2006 to take up a position as a member of the new Garda Ombudsman Commission*)

3. Quality Assurance Programme

In 2005, its first year of operation, the IAP identified two key tasks:-

- A. A review of the Service Level Indicators for a small sample of Local Authorities, with the objective of establishing a broad level of comfort in the operation of the scheme and of identifying potential weaknesses in the data for further evaluation.
- B. A more extensive and detailed review of a larger number of Authorities to take place between September and December 2005 with a view to further auditing the 2004 indicators and of reviewing the systems underlying the data which would be collected for the 2005 Report.

Following consultation both with the relevant Steering Group and with the LGMSB on Service Indicators, it was decided in late 2005 to replace Phase B above of the Quality Assurance Programme with an information process for those involved in the preparation of the Service Indicators. On 7th December 2005 at a meeting of all relevant parties involved in the management of the process, a detailed briefing was provided by the IAP on both the process and information requirements necessary in the event of a quality assurance visit. Arising from this meeting and with the benefit of comments received during our visits to local authorities, in the interest of clarity and consistency, a number of revisions were made to the methodologies by which the indicators are measured

The IAP in 2006

In 2006, a total of 16 audit visits took place. Between three and five Service Indicators were reviewed on each visit. In some cases, the visit was conducted by the full panel, on others by one or two members. Among Service level indicators examined in 2006 were:-

- Fire service
 - Mobilisation times
 - Time to arrival at incidents
- Housing
 - Number of repairs completed, as a percentage of the number of valid repair requests received.
 - Percentage of houses that are empty
- Environment
 - Percentage of household waste recycled
 - Number of bring centres
- Library opening hours
- Motor tax postal application turn around times

4. Methodology of Audit Visit

Each visit lasted approximately one to three hours. On each visit the Independent Assessment panel member(s)

- **Reviewed the systems underlying the data** presented for the areas selected for review
- **Validated selected data against documents of first entry** for the areas selected for review

In most cases, the detailed data and documentary requirements of the panel were discussed with local authority staff members prior to the visit. The co-operation of staff members in this regard greatly added to the efficiency of the visits.

Where an internal audit function existed in a local authority, in a small number of cases the Panel relied upon formal assurances from the Internal Auditor in relation to some matters under review.

5. Outcomes of Audit Visits *in 2006*

Overall, while the visits served to confirm the accuracy of the data presented, the IAP, would however wish to make certain **general** and **specific** observations:-

General :

- The IAP was pleased to observe a high level of commitment to the assessment process among the staff of each local authority visited.
- Overall reliance on manual data collection and manual analysis, which is often carried out solely for the purpose of the indicators, leaves room for error and is also costly and time consuming.
- Encouragement should be given to additional dialogue between local authorities and the LGMSB which may facilitate the better use of available data from national or regional bodies in compiling Service Level indicators. For instance, several local authorities appear to rely on previous years figures from regional or other bodies in compiling service level indicators in respect of waste management.
- General concerns were expressed by several local authorities regarding the nature and relevance of certain service level indicators. While opportunities do exist to review indicators in ongoing dialogue between individual Authorities and the LGMSB, the IAP would caution against any radical change in indicators in the short term as the overall system is still being consolidated

Specific:

- In the case of three local authorities, material errors in the returns in relation to three different service level indicators were either discovered during the audit visit or volunteered by the local authority after the audit visit was announced.
- It became clear in the course of the audit work that the reported library opening hours service indicator was based on the normal opening hours in a “standard” week; i.e. a week without public holidays or the week prior, during which week, libraries are usually closed on the

Saturday before a holiday Monday. Although a reading of the service indicator indicates that the reported opening hours should be the average opening hours during 52 weeks of the year, the fact that all local authorities seem to have reported opening hours in a “standard week” suggests that attention should be afforded to clarifying the intent of the indicator. Whether the opening hours should also include unscheduled closures (for staffing reasons, etc) on the one hand and hours when the library is open for community purposes on the other should also be considered.

- In relation to waste management and recycling, in general the terms involved in the issue of permits to private contractors might be the subject of further dialogue so as to facilitate enhanced access to more regular and detailed data for the local authorities and subsequently for the IAP; such data plays a significant role in the generation of the relevant Indicators.

6. Conclusion of Quality Assurance Review

On the basis of the audit and quality assurance work undertaken in 2006, the Panel are satisfied that the Service Level Indicators presented in the Report are substantially correct.

June 2006

Appendix Two: Note on Methodology

Comparison: Measures of Central Tendency

Statisticians rely on a number of different measures of central tendency to efficiently and effectively summarise the main trends in data, rather than focus on extreme values. This is especially important in the case of service indicators as it facilitates meaningful comparison of overall results for a large set of indicators, spanning two separate years of data.

Comparison: the Mean Average and the Median Average

The first aspect of the comparison between the 2004 and 2005 service indicators is in the average score. This will show any increase or decrease between the two years. There are two different “averages” that are commonly used in descriptive statistics, the mean average and the median average. For most of the service indicators, *the median average* is the most appropriate average to use (see below for detailed explanation). Where a service indicator is not applicable to a local authority, that authority is excluded from the calculation of the average.

The *mean average* is what most people understand by an “average”. The mean average is the total of a number of scores, divided by the number in question. It is appropriate to use the mean average when discussing the distribution of a count between the total number of cases. EXAMPLE: the national total of waste recycled was 201,610 tonnes. Divided by the 34 local authorities, this comes to a mean average of 5,930 tonnes per authority.

The *median average*, on the other hand, is obtained by placing all the numbers in rank order, and finding the value that sits half-way between the smallest and the largest numbers. In other words, it is the middle number of a sequence of numbers, or else the *mean average* of the two middle numbers (when there is an even number of scores).

It is more accurate to emphasise the median average when looking for the average of a small set of numbers, where there are “outliers” – that is numbers that vary significantly from the general trend. This is because a small number of divergent scores (outliers) can disproportionately bias the mean average, making it unrepresentative of the majority of scores.

Example: the mean average of 38%, 68%, 72%, 73%, 76% and 77% is 67.3%, whereas the median average is 72%. The *median average* is clearly a better representative figure for the spread of the majority of scores. The one outlier figure of 38% disproportionately skews the *mean average* figure, making it lower than five of the six scores.

Given the diversity of Irish local authorities which has been referred to earlier, there can be several indicators that are outliers from the general trend due to the size, population density, revenue or other difference of the area. Variations in the outliers can disproportionately change the mean average, making it seem that there is a general upward or downward movement for all areas, where maybe just one outlier changed.

In the 2005 returns, there are examples of outliers which skew the mean average in exactly this way. In addition, the ability of outliers to affect the mean average is likely, over time, to create spurious trends in the service indicator data. On the other hand, the *median average* will provide a more stable and reliable figure for longer-range comparisons, as the data in relation to the service indicators are gathered. It is also in line with best practice from an examination of the use of performance indicators in other countries. For that reason, the median average is stressed for most service indicators in this report. For some of the service indicators it is more appropriate to refer to the *mean average*. In such cases, this point is highlighted and explained in the accompanying text.

Comparison: Percentiles (Quartiles)

The second aspect of the comparison between the 2004 and 2005 service indicators is through the 25% and 75% percentiles. Percentile descriptive statistics are a way of grouping scores together to compare similar sub-groups from a set of figures. This is very appropriate for the service indicators as there are likely to be clusters of scores for some of the indicators, given the diversity – and in some cases, similarity - among local authorities. The 25% and 75% percentiles (also referred to as the *lower*

quartile and *upper quartile*) indicate the cut-off points for the lowest quarter of scores and the highest quarter of scores respectively. These figures are given for both years, allowing the reader to see whether the highest and lowest scoring groups are moving in tandem with the general trend for that indicator, as described by the average.

EXAMPLE:

| | 2004 | 2005 |
|------------------|-------------|-------------|
| Median average | 95.2 | 95.5 |
| Percentile (25%) | 90.1 | 91.7 |
| Percentile (75%) | 97.2 | 97.2 |

In this example, the *median figure* shows an increase of 0.3 from 2004 to 2005. However, there is a much more significant increase in the *lower quartile*, with a growth of 1.6. That is, the lowest quarter of services has moved closer to the median average. The upper quartile, however, has not changed from 2004 to 2005.
