

# Service Indicators in Local Authorities 2007

Report to the Minister for the Environment, Heritage and

Local Government

by the

Local Government Management Services Board

June 2008

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## Foreword

As Chairman of the Local Government Management Services Board, I have pleasure in submitting this report to the Minister for the Environment, Heritage and Local Government, Mr. John Gormley, T.D.

This, the fourth report, covers the performance of local authorities in 2007. The full set of results and reports for previous years can be accessed on [www.lgmsb.ie](http://www.lgmsb.ie).

The service indicators initiative involves co-operation between a range of stakeholders in the local government system. Building on the experience to date, this report includes a number of case studies, designed to continue to encourage the maximum learning and value from the process. We also draw on relevant material from both the OECD Report and the Green Paper on Local Government to ensure that the messages in both are linked to this work.

Michael Malone

Chairman

Local Government Management Services Board

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## Acknowledgements

This report is prepared by the Local Government Management Services Board for submission to the Minister for the Environment, Heritage and Local Government.

It involves input from and collaboration with a number of different stakeholders and contributors. The Board wishes to acknowledge the contributions of:

- individual local authorities through the County and City Managers and their Implementation Teams;
- the Local Government Computer Services Board in gathering of the data and development of IT systems;
- some agencies external to the local authority system which supplied data directly; these include the CSO, EPA, Vehicle Registration Unit (VRU), Tobin Consulting Engineers; and finally
- the Independent Assessment Panel appointed by the Minister to validate the data prepared by local authorities.

## Executive Summary

This is the fourth Service Indicators Report. The first report was produced in 2005 in respect of performance in 2004. The aim of the process is to measure performance by local authorities across a range of services. Once the indicators have been collated by the Local Government Management Services Board, the Independent Assessment Panel, appointed by the Minister for the Environment, Heritage and Local Government audits the data and reports to the Minister. Their report is incorporated into this report.

The Service Indicators Reports have received favourable comment by the OECD in their recent publication on the Irish public service<sup>a</sup> and have been well-received by all the key stakeholders. Indeed, this year's report is timely, in that it coincides with the release of the OECD Report on the public service and the Government Green Paper on Local Government.

An additional feature in this year's report is the inclusion of three case studies: Delivery of Motor Tax Services, Absence Management and Recycling and Waste Management. The reasons for focusing on each topic vary but the main purpose is to encourage the active use of the information gathered in informing management priorities and practices. For example, it is envisaged that the case study on waste management and recycling will help to amplify the understanding and interpretation of the data collected by the local authorities.

### ***Some key aspects:***

#### **Planning:**

In 2007, a total of 35,725 planning applications were made to local authorities, including 29,936 applications for individual houses and a further 5,789 applications for housing developments. On average, 75.1% of the individual house applications were granted (24.9% refused) with 66% of

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<sup>a</sup> OECD Public Management Reviews "Ireland: Towards an Integrated Public Service", April 2008.

housing development applications approved (34% refused). An Bord Pleanála upheld an average of 66.2% of the individual house refusals and 71% of the housing development refusals.

50% of applications for individual houses and 49.6% of housing developments applications were decided within 8 weeks.

A total of 24,274 pre-planning consultation meetings were held across all local authorities in 2007. The average length of time from request for consultation to actual formal meeting was 12 days, down from 13 days in 2006.

### **Housing:**

The overall housing stock held by local authorities increased in 2007 by 2,890 units or 2.5% from 2006. The average number of repairs carried out as a percentage of repair requests also increased from 87.8% in 2006 to 90.1% in 2007. There has been a significant decrease in the time taken to inform applicants of local authority housing. For 2007, the median figure was 28 days down from 29.5 days in 2006.

### **Environment:**

In this report there is a special section detailing important aspects of waste management and tracking the overall performance on recycling. In 2007, 35.2% of household waste was recycled (454,159.8 tonnes) with the remaining 64.8% landfilled (837,440 tonnes). Some 209,641.5 tonnes was collected at bring banks and civic amenity sites. Overall, 1,501,241 tonnes was collected with 44.2% recycled and 55.8% landfilled. Of the household waste collected, 53% of households were exclusively serviced by private operators, with 41% serviced by a combination of public and private operators and only 6% of local authority areas are now dealt with exclusively by local authorities.

The number of facilities available to the public for the disposal of recyclable waste has continued to increase: bring banks and civic amenity sites for glass increased by 30, textiles 86 and batteries 44.

Restrictions on staff numbers continue to affect local authorities and should be borne in mind in reviewing the numbers of staff available in different service areas.

The percentage of areas within the local authorities which were either moderately or significantly polluted by litter decreased in 2007 by 5 % and 3%, respectively. The average number of on-the-spot fines issued per local authorities in 2007 rose by 51.5 fines on 2006. Meanwhile, the percentage of schools taking part in Environmental Campaigns increased: primary schools by 7.2% and secondary schools by 4.8%.

### **Drinking water:**

On average, there has been only a slight change in the percentage of drinking water analysis results in compliance with statutory requirements for public schemes to 97.94% in 2007. For private schemes there has been an improvement to 95% for 2007. On average, the private water scheme compliance has increased by 2.3% between 2004 and 2006.

### **Fire Service:**

The time for mobilisation of full time fire brigades has continued to show an improvement; in 2004 the average time was 2.1 minutes while the figure for 2007 is 1.6 minutes. Part-time fire stations took on average 5.2 minutes to mobilise in 2007.

### **Motor Tax:**

The way that the public access motor tax process is changing: The use by the public of the online service is especially encouraging with the number of motor tax applications dealt with this way showing a significant increase: up by 272,806 or 25.4% from 2006. The overall number of motor tax applications in 2007 also increased significantly: by 375,274 from 2006, with the over-the-counter applications figure dropping by 114,564 (3.79% decrease). The mode of service delivery chosen by the public in this case is interesting to observe.

Despite dealing with an increased number of applications, the speed of service continues to improve with local authorities processing more applications on the same day: up 34,389 or 6.7% on 2006. At the same time, there has been a drop in the number of applications which require five or more days to process.

### **Comhairle na nÓg:**

Comhairle na nÓg is the local Youth Council, which comes under the responsibility of the local authority. It is made up of a group of young people aged between 7 and 17 years. The aim is to give children and young people the chance to talk about local and countrywide issues important to them and also to have a say in the future of the local authority area in which they live. There has been a significant increase in the percentage of schools involved in Comhairle na nÓg. In 2004, on average 42% of schools were involved, by 2007 it had grown to 63.5% of schools.

### **Libraries:**

The statistics in relation to the library service cover a number of interesting aspects: the report records that the average number of opening hours for local authorities' libraries was 38.1 hours per week; the average number of internet sessions per 1,000 population is 394.8 sessions. On average, 3.2 books were issued per head of population in 2007, with 0.2 other items issued per head including DVD, magazines, etc.

### **Recreational Facilities:**

In 2007, 444 children's playgrounds were directly provided by local authorities. In addition, 158 playgrounds were facilitated by the local authorities.

In 2007, the number of visitors to local authority-facilitated swimming facilities per 1,000 population was 1,650. This was slightly lower than the number of visitors in 2006 which was 1,684.

### **Conclusion:**

Overall, this report enables customers and other interested parties to get information on the performance of local authorities across a wide range of services. It also compares the performance over time at national level. The independent Assessment Panel has undertaken verification of the results.

Local authorities in Ireland continue to increase the standard of facilities and services for the public. The report highlights many areas where performance by local authorities is improving. Not only is the standard of the provision continuing to improve e.g. the speed of processing motor tax applications

and the mode of delivery which improves accessibility, but there are also additional services coming on stream e.g. cultural and recreational amenities.

## **Section1: Introduction**

This is the fourth report by the Local Government Management Services Board (LGMSB) on service indicators operating in the local authority service. In this case, the report reflects the results for local authorities for 2007.

### *What are Service Indicators?*

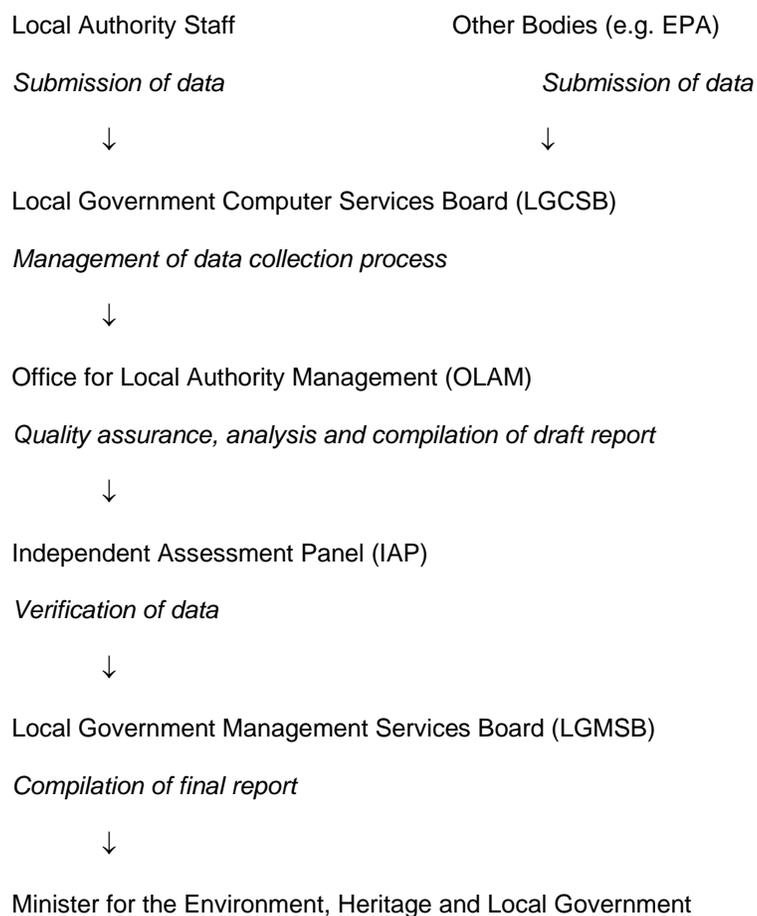
The Service Indicators in Local Authorities were introduced in 2004 to measure the performance of Ireland's local authorities across a range of services they provide. Information relating to the services of town and borough councils is incorporated into their report by relevant county and city councils.

The indicators measure a wide range of functions provided by local authorities including housing, planning, environmental services and recreation facilities. Although many local authority services are difficult to quantify in this way, the service indicators nevertheless seek to provide a balanced overview of performance of many areas over time.

### *Who is Involved in Preparing the Local Authority Service Indicators Report?*

The Service Indicators themselves emerged through the deliberations of a Customer Services Group, reflected in the 2004 Report "Delivering Value for People".

The Report in respect of each year is prepared for submission by the Local Government Management Services Board, through the Office for Local Authority Management (OLAM). The process is summarised over.



As part of its role, the Office for Local Authority Management<sup>a</sup> reviews the initial data and queries anomalies with the local authorities. In addition, OLAM manages the independent quality assurance of the data, analyses the data and drafts the report.

An Independent Assessment Panel (IAP) is appointed by the Minister for the Environment, Heritage and Local Government to review and verify the data submitted by authorities. They do this by visiting a number of local authorities around the country, selecting a number of indicators to examine the process and outcome in detail. Their report is incorporated into the report which is presented to the Minister for the Environment, Heritage and Local Government and, in due course, is published and made available to the local authorities, the media and the general public.

Reports for previous years, available for download at [www.lgmsb.ie](http://www.lgmsb.ie), have covered the background to the introduction of this initiative, the context in which it was set, and an outline of the responsibilities of local authorities. The opportunity was taken in the 2007 report to review the experience to date and to encourage the active use of the data as a management tool for local managers to compare the performance of their authority over time; it also introduced a model for comparing performance over time of authorities with similar characteristics.<sup>b</sup> Our intention in doing this was to optimise the value to be derived from the data rather than focussing on compliance with the requirement to produce it. There are encouraging signs that authorities are moving in this direction.

The Green Paper on local government reform, *Stronger Local Democracy, Options for Change* (April 2008) acknowledged the progress made by local authorities in the modernisation process. It notes that local authorities have now put in place modern financial management, accounting and audit systems and other reforms including the introduction of corporate plans, one-stop shops, shared services and modern ICT systems. It further states that in many of these areas local government has “*led the way*” in the Irish public service and that this is true too of the service indicators initiative (p. 26).

Our view – that performance measurement should link to policy review and in turn help to measure improved services to citizens – has broadly been reflected in the recent OECD report on Ireland, *Public Management Review: Towards an Integrated Public Service (2008)*. The OECD Report stresses the need to introduce a greater level of performance measurement across the Irish public service to improve the co-ordinated delivery of services and so that information on performance and outcomes can be fed into decisions on policy and expenditure.

### *Links between Service Indicators and OECD Report*

As indicated earlier, in the third report on Service Indicators, submitted to the Minister in 2007, we touched briefly on the desirability of moving from the collection and publication of the data to seeing the performance data as a “management tool to support good decision making: the focus needs to

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<sup>a</sup> The Local Government Management Services Board through the Office for Local Authority Management.

<sup>b</sup> Service Indicators in Local Authorities 2006 (2007).

shift to getting people to actively use performance data in their day to day jobs” (*Service Indicators in Local Authorities 2006*, LGMSB, 2007).

The recent publication of the OECD Review, which was commissioned to benchmark the public service in Ireland against other comparative countries and to make recommendations for public service reform, provides an opportunity for a more focussed discussion on the use of performance measurement in the local government service.

In this section, the relevant findings of the OECD Review are highlighted and linked to other writing in this area, and their link to the way ahead for local government explored.

### *What the OECD says*

#### **On Compliance and the Challenges in moving to Performance and Evaluation**

A key finding of the OECD team is that there is a strong emphasis throughout the Irish public service on compliance “with rules rather than improving performance” (OECD, 2008, p 170). They go on to conclude that, in spite of the various reform initiatives, from SMI in 1994 onwards, “the systems in Ireland to a large extent are still based on a compliance culture that emphasises controlling inputs and following rules” (Ibid). They recognise that improving performance is complex and difficult, summarising that “many OECD countries, including Ireland, have introduced reforms that have changed form, structures and processes, but have not resulted in the intended changes in behaviours”. In a telling comment they suggest that there is a need to move to a performance culture that would make full use of the mechanisms already in place to achieve more.

The idea of a performance focused approach is emphasised strongly and it is suggested that, in contrast, what is seen in practice is a traditional emphasis that concentrates on controlling inputs and on compliance with roles and structures, and that this can “can inhibit efficiency and performance in a number of ways” (OECD, 2008, p 171).

In concluding this discussion the OECD observe that there is insufficient “performance dialogue” between departments and agencies and even where it exists, that it is very focussed on inputs and

processes. The view is expressed that even where performance measures have been developed, they refer to inputs or what are described as “intermediate outputs” rather than outputs.

The OECD Report challenges the Irish Public Service generally:

- To learn from the experience, here and of other OECD Countries;
- To improve the quality of information produced;
- To improve the coherence between existing reforms and systems, rather than introducing new initiatives;
- To make a clearer link between planning and performance information: to integrate available information into performance, budget and management processes;
- To develop incentives so that the performance links between inputs and processes on the one hand and outputs and outcomes on the other are more explicit.

### **On Performance Indicators**

It is relevant in the context of this report to focus particularly on what the OECD said about performance information generally and measures of performance. In this regard the OECD drew on the experience of departmental output statements of central government departments with less emphasis on the experience of local government.

They comment on the considerable variation in departmental output statements, highlighting some of the limitations e.g. differences in quality, in the number of goals, lack of concrete targets (i.e. indicators that are regarded as quantifiable but are not actually quantified), and on the absence of “benchmark values” for previous performance or for agreed standards. Significantly they observe that there is inconsistency as to what constitutes an “output” and that in their view (OECD, 2008, 148) “many of the indicators do not actually focus on real outputs”. They acknowledge that while there may indeed be planned and valuable activities “they are not in themselves outputs; in the best case they might be intermediate steps in order to realise outputs” (p148). In overall terms, the report recognises the challenges involved in introducing performance measures and notes that based on international experience, they generally take four to five years to ‘bed in’ (OECD, 2008, p. 189).

In their specific comment on the progress made within the local government sector they regard many of the indicators as tending to focus on “process, inputs and throughput, as opposed to outputs or outcomes” and express the view that whilst there is a considerable amount of detail, the indicators “do not necessarily provide information on policy achievements or actual results” (OECD, 2008, p. 148).

The report offers advice which is relevant to the local government sector. This can be summarised as follows:

- On balance, it is better to limit the number of targets but to set many measures for the achievement of a target (they also record the reduction in the number of performance targets in the UK in 2004);
- It is desirable to draw up outcome measures identifying how outputs contribute to outcomes; (p 150);
- It is important to ensure that there are external measures that focus on the goals of the organisation and its customers, as opposed to those that focus on internal processes; (p 148);
- The advice on developing measures needs to be clear: including the development of guidelines about measuring outputs versus outcomes;
- Targets need to be measurable and as far as possible quantitative;
- The results should be provided in a timely, simple and integrated manner – ideally against plans;
- There should be an independent element in the process.

### *Link between OECD Report and some earlier work*

Whilst the OECD Report has shone a spotlight on the challenges facing the Irish Public Service in the years ahead and has given a renewed impetus to the need for reform, it is fair to say that many of its findings and conclusions in relation to the general area of performance measurement are not new. Indeed there is a substantial body of work by writers in this area going back 20 years or more, and many of the findings of their work resonate today. For instance, Osborne and Gaebler (1992) in relation to what they called “*The Art of Performance Measurement*” pointed out that:

- There is a vast difference between measuring process and measuring results; (acknowledging that the tendency to focus on process is natural, whereas thinking about outcomes is more challenging);
- There is a vast difference between measuring efficiency and measuring effectiveness (effectiveness regarded as measuring the quality of the output, i.e. how well did it achieve the desired outcome);
- There is an important difference between “program outcomes” and broader “policy outcomes” (individual aspects of programs may be showing positive results, but do not necessarily result in a positive outcome that matters to the public).

Summarising their analysis of other writers of the time, Osborne and Gaebler offered the following advice on introducing performance measures:

- Do shorter quantitative and qualitative analysis;
- Watch out for “creaming” – delivering on the numbers required, even if corners are cut;
- Anticipate powerful resistance;
- Involve providers and employers in developing the correct measures;
- Subject measures to annual review and modification;
- Watch out for perverse incentives;
- Keep the measurement function in a politically independent, impartial office;
- Focus on maximising the use of performance data i.e. while developing performance measures, organisations should try to develop budgets, management systems and reward systems built around performance data.

Many writers have commented on the fact that local authorities may develop and take on local systems of measuring performance but fail to exploit their usefulness and have failed to integrate them appropriately with mainstream budgetary and management processes; in other words that the information emerging is not being exploited to inform organisation change and improvements in customer service.

At this point in the development of performance measurement in Irish local authorities it is worth investing effort at both local and national levels in considering how the overall process would work in a fully integrated situation. Whilst that may be difficult to achieve we should aim at using a combination of locally agreed and national indicators to comprehensively assess organisational performance, relative to higher level, strategic goals.

## *Performance Measurement in Local Authorities: The Current Situation*

### **Where are we now in the Local Authority Sector?**

The OECD Report and its findings, together with the Green Paper and the renewed emphasis on and need for efficiency and effectiveness, provide a platform for the local authority sector to evaluate the extent to which the service indicators have fulfilled their potential to maximise their impact on policies in local government, and to assess what more needs to be done at national and local level to deal with those issues identified earlier which may be relevant.

Given that this is the fourth report, it is appropriate at this stage to comment on the progress that has been made, and, more especially, to identify ways in which the resources applied to this initiative can be exploited in the interests of reviewing and enhancing policy and its impacts.

In this section, some of the progress that has been made is summarised briefly. More particularly, following the results for 2007 in the next section, we use a number of case studies to illustrate how the valuable data emerging from the service indicators can be used in different ways. The case studies focus on motor tax, absence management and recycling (See Section 12).

### **An Assessment of the Current Situation**

In the following paragraphs, we offer an assessment of the current situation. In doing so, we refer to the advice of the OECD Report (see earlier comments) and to their description (p.150) of the challenges encountered by other OECD countries.

- i. There is reasonable evidence that the system of measuring performance on agreed indicators, and publishing results, is embedded in the local authority service.
- ii. The OECD Report (p 150) records that “it takes time to develop meaningful measures to collect relevant data of sufficient quality”. Within the local government sector, considerable efforts have been made by all of the key players to try to ensure that data published has been interpreted and reported on in a consistent and uniform manner.

This has not been easy to achieve: resources have been applied by the LGMSB – through direct engagement with individual authorities, interaction through workshops and other methods of communication – to lead this process. During 2008, at our request, the DoEHLG commissioned work on the production of a “rulebook” of definitions, methodologies and worked examples designed to assist in achieving clarity and consistency in reporting. This document should also assist individual local authorities in ensuring consistency of approach by staff members charged with responsibility for putting systems in place to collect data: this is especially important given the degree of mobility of staff within local authorities.

- iii. It is fair to say that a number of indicators in place at present are not necessarily regarded as satisfying the criteria for indicators which normally would be applied by objective commentators. However, it is important to point out that in the case of the local authority service indicators, the selection was drawn up through a partnership process, reflecting local authority, Departmental, political and consumer perspectives. Inevitably, therefore, this process has impacted on both the range (i.e. what has been selected for measurement) and the quality (in terms of what a good indicator should be).

Against that background, a review of the indicators has been carried out to effect necessary improvements, omitting, where possible, those which were regarded as inappropriate (or where the data is being collected through another process), and adding

some seen as important – principally by the political system e.g. on energy use. The revised set of indicators will be used to collect 2007 data for reporting in 2008.

- iv. In reality, the indicators are used for a number of purposes. While data limitations and the lack of national targets may act as a constraint on the development of “pure” performance measures, nevertheless a number of the indicators do in fact measure local authority performance against policy outcomes.

For instance environmental indicators on drinking water quality and recycling mean that information is published that captures local authority progress against policy goals. While some of the indicators focus on process and outputs, others are designed with a citizen focus in mind and measure improvements in the quality or speed of local authority services on the ‘front line’. In addition, a number of indicators have been included at the behest of government departments where they are seen to give added impetus to a new policy focus. For instance, local authorities are required to provide for pre-planning consultation meetings under Section 247 of the Planning and Development Act 2000. An indicator to measure progress on this was introduced for 2005. Similarly, in 2008, a proposed new indicator measuring energy efficiency will be added to the range of indicators to reflect national policy priorities at a local level.

- v. The involvement of all of the key agencies i.e. DoEHLG, local authorities, LGMSB and LGCSB throughout the process has enabled the early identification of systems development needs where the LGCSB has been able to provide a national solution, thus optimising the use of resources.
- vi. There is an independent audit of the process, carried out and reported on by a three person Independent Assessment Panel (IAP) appointed by the Minister for the Environment, Heritage and Local Government. The existence of the IAP has been an important influence on the process, whilst the experience by individual authorities of being

audited and the comments of the IAP have played a valuable role in developing adherence to methodology and definitions.

- vii. Local authorities and their partners in the LGMSB and LGCSB invest considerable time in preparing and collecting the data contained in this report and local authorities are generally pro-active in responding to changes in indicators. The report itself is published to a tight timeframe. However, local authorities may encounter data quality issues that are outside of their control, e.g. where waste collection is privatised.

Significant progress has been made albeit in a short time frame. Challenges remain, and as the OECD authors recognise, such systems take a number of years to settle down. We see the publication of the OECD Report and the Green Paper on Local Government, and the heightened emphasis on efficiency and effectiveness in public services as a timely opportunity to refocus attention on the potential that having evidence on performance can play in driving improvements in the local authority sector. For that reason, in addition to the summary results which form the core of this, the fourth report on service indicators in local government, we focus on the messages in the two documents, and their relevance to local government, and use a number of case studies to illustrate how individual authorities and the system as a whole might optimise the value (See Section 12).

## Section 2: Method

### *What the 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 single “indicator” is actually composed of several statistics.

While the indicators provide measurements across the breadth of local authorities’ activities, it is important to remember that not all services are easy to measure and that local authorities also provide a range of supports that are not measured by the selection of indicators. For each indicator, it is important to recall the wider context from which the measurement is taken.

### *Comparison from 2004 to 2007*

In this report, the national results for every indicator that has been used for the four years are compared in the same manner between 2004 and 2007, as shown:

Indicator number and title		
<b>N</b>	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.
<b>Average</b>	<b>Median</b> Mean	These are the average figures for each year – see over
<b>Percentiles</b>	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) - see over
	75%	

In a number of cases, this has not been possible – principally where there has been a revision of the definition and/or methodology that would affect the situation.

## *Technical Terms*

### **Mean 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.

### **Median Average**

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

### **Quartile**

Quartiles divide the data into four groups of equal size, based on the 25<sup>th</sup>, 50<sup>th</sup> and 75<sup>th</sup> percentile. The bottom quartile is the value below which 25% of the cases fall; the top quartile is the value below which 75% of the cases fall. In this report the descriptive statistics provided for each indicator give the value of the lower and upper quartiles, so that a local authority's performance can be quickly seen relative to those lowest and highest groups. Whether the 25<sup>th</sup> or 75<sup>th</sup> represents best practice will depend on whether the indicator values are interpreted as positive when they are higher or lower.

### **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 a small range within percentages, these are given to two decimal places to highlight subtle changes 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 present meaningful information.

## **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.

As already indicated, the data gathering process involves active collaboration between key stakeholders including local authorities, the LGMSB and the LGCSB. Each local authority submitted their figures electronically to the LGCSB.

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

## **Census Data**

In this report, the population figures from the 2006 Census were used to calculate indicators based on services delivered per 1,000 or per 5,000 inhabitants of the area. This differs from the previous three reports, where the 2002 population data was used to calculate figures.

**This will have a significant effect on those indicators that are expressed in terms of “per 1,000” or “per 5,000” inhabitants, as rapid change in some local authority areas may lead to a significantly different result for certain service indicators.**

It is increasingly the case that local authorities are submitting data in raw form to the LGMSB, which has the task of converting these into results. For example, each authority provides total figures for a number of indicators which the LGMSB then displays as “per 5,000 inhabitants”. This trend is desirable to ensure better quality data checking and long-term comparability of indicators.

### *How Local Authority Management Can Use the Indicators*

The service indicators can be used in a number of ways by management in the local authorities. In the most basic analysis, the local authorities have a year-on-year record of their performance in the areas that the indicators measure. This allows each authority to check whether its performance is as good as previous years.

The indicators can also be used to see whether internal changes have had a tangible effect on services delivered. For example, if an authority increased opening hours at recycling centres or provided more recycling points, it should expect to see these changes represented in the indicators with an overall increase in the tonnage of material collected for recycling.

Another use for the indicators is that they permit local authorities to compare their performance with their peers – that is, to compare with those local authorities that are sufficiently similar to allow a valid comparison to be made. Traditionally, most local authorities have compared themselves with other authorities that were long held to be similar. In last year’s report, an approach was described by which local authorities have been grouped together into “clusters” on the basis of their overall similarities. This approach gives Managers a more scientific way of choosing which other authority areas to compare with their own.

## Section 3: Culture, Recreation and Amenity Facilities

### Arts Grants

**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	37	1,728
Cavan County Council	35	487
Clare County Council	79	3,488
Cork City Council	70	2,999
Cork County Council	169	1,048
Donegal County Council	151 <sup>a</sup>	2,896
Dublin City Council	92	1,039
Dún Laoghaire Rathdown CC	39	2,129
Fingal County Council	34	3,798
Galway City Council	79	6,339
Galway County Council	147	1,412
Kerry County Council	120	795
Kildare County Council	60	1,523
Kilkenny County Council	61	1,419
Laois County Council	43	2,781
Leitrim County Council	43	2,585
Limerick City Council	37	3,331
Limerick County Council	18	152
Longford County Council	46	2,343
Louth County Council	98	746
Mayo County Council <sup>b</sup>	76	2,431
Meath County Council	21	162 <sup>c</sup>
Monaghan County Council	63	3,133
North Tipperary County Council	38	492 <sup>d</sup>
Offaly County Council	96	2,390
Roscommon County Council	43	519
Sligo County Council	47	3,221
South Dublin County Council	60	1,640
South Tipperary County Council	92	2,627
Waterford City Council	44	5,128
Waterford County Council	27	322
Westmeath County Council	88	1,292
Wexford County Council	110	4,707
Wicklow County Council <sup>e</sup>	62	802
<b>Total</b>	<b>2,325</b>	
<sup>a</sup> Of these, 67 were allocated under the Arts Act 2003. <sup>b</sup> This data accounts for only 39.1% of Mayo County Council's Arts Budget and excludes Capital and Public Art. <sup>c</sup> Other funding of €366,479 to Music Groups, Ballet, Educational Theatre, Traditional Arts, Festival of Masks, Childrens Art/books Poetry, Bealtaine Festival for older people, etc and Solstice Arts Centre <sup>d</sup> Arts grants details given relate directly to Arts Act Grants which represent only a small element of overall arts expenditure. <sup>e</sup> €55,900 additional expenditure on 14 Arts Festivals. Contribution of €150,000 was made to the Mermaid Arts Centre, Bray.		

**Comparison 2004-2007**

<b>AC 1</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Total number of arts grants</b>					
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>49.5</b>	<b>60.5</b>	<b>66.5</b>	<b>60.5</b>
	Mean	58.2	64.8	66.7	68.4
<b>Percentiles</b>	25%	33.8	37.8	43.3	38.8
	75%	77.5	90.3	87.8	92.0

<b>AC 2</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Total value (€) of arts grants allocated per 1,000 population</b>					
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>1,170.2</b>	<b>1,367.2</b>	<b>1,862.2</b>	<b>1,928.5</b>
	Mean	1,751.5	1,872.7	2,080.9	2,111.1
<b>Percentiles</b>	25%	477.7	536.5	132.0	800.3
	75%	2,594.5	2,763.2	665.1	3,032.5

## Library Service

Table 2: 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	40.5	24.0
Cavan County Council	38.6	8.4
Clare County Council	38.5	19.1
Cork City Council	39.0	6.5
Cork County Council	30.7	15.6
Donegal County Council <sup>a</sup>	36.3	16.9
Dublin City Council	43.0	20.0
Dún Laoghaire Rathdown CC	37.7 <sup>b</sup>	10.0
Fingal County Council	46.1	3.0
Galway Combined <sup>c</sup>	37.3	11.0
Kerry County Council	32.0	N/A
Kildare County Council	37.1	12.3
Kilkenny County Council	35.5	25.6
Laois County Council	37.0	11.2
Leitrim County Council	37.7	11.2
Limerick City Council	38.8	N/A
Limerick County Council	37.0	9.3
Longford County Council <sup>d</sup>	39.6	18.5
Louth County Council	35.0	20.0
Mayo County Council	37.4	20.4
Meath County Council <sup>e</sup>	36.9	11.0
Monaghan County Council	39.0	20.0
Tipperary Combined <sup>f</sup>	38.9	11.2
Offaly County Council	35.0	18.0
Roscommon County Council	31.3	21.2
Sligo County Council	40.8	14.0
South Dublin County Council	48.6	18.7
Waterford City Council	50.0	21.0
Waterford County Council	33.1	14.9
Westmeath County Council <sup>g</sup>	38.7	16.3
Wexford County Council <sup>h</sup>	39.0	26.0
Wicklow County Council	42.0	14.0

<sup>a</sup> Reduction Includes Cross-Border Mobile.  
<sup>b</sup> Opening hours extended Oct '07.  
<sup>c</sup> Library service is provided by Galway County Council as a shared service with Galway City Council.  
<sup>d</sup> From January 2007 Granard Branch is included as a full time branch.  
<sup>e</sup> Kells went from 20 hrs to 30 hrs per week on 13/03/07 and therefore moved from part time to full time.  
<sup>f</sup> The County Tipperary Joint Library Committee provides the library facility as a shared service between the two Tipperary local authorities.  
<sup>g</sup> No of part-time libraries decreased from 4 to 3 in last quarter of 2007.  
<sup>h</sup> No of full-time libraries increased from 3 to 4 in last quarter 2007.

**Comparison 2004-2007**

<b>L 1.1</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Public opening hours</b>					
<b>N</b>	Valid	33	33	33	32
	Missing	1	1	1	2
<b>Average</b>	<b>Median</b>	<b>38.7</b>	<b>39.0</b>	<b>38.0</b>	<b>38.1</b>
	Mean	38.7	38.8	37.9	38.4
<b>Percentiles</b>	25%	35.0	35.0	31.3	36.5
	75%	42.5	42.2	34.6	39.5

<b>L 1.2</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Average number of opening hours per week for part-time libraries (where applicable)</b>					
<b>N</b>	Valid	30	30	31	30
	Missing	4	4	3	4
<b>Average</b>	<b>Median</b>	<b>15.0</b>	<b>16.5</b>	<b>16.7</b>	<b>16.0</b>
	Mean	15.4	15.7	15.5	15.6
<b>Percentiles</b>	25%	11.0	11.8	3.0	11.1
	75%	18.9	19.0	10.7	20.0

**Table 3: Library Services - Registered Members**

	<b>L 2</b>
	<b>Number of registered library members as a percentage of the local population</b>
Carlow County Council	16.7
Cavan County Council	18.9
Clare County Council	16.0
Cork City Council	18.4
Cork County Council	15.7
Donegal County Council <sup>a</sup>	11.2
Dublin City Council	35.2
Dún Laoghaire Rathdown CC <sup>b</sup>	25.1
Fingal County Council	35.4
Galway Combined <sup>c</sup>	22.4
Kerry County Council	13.6
Kildare County Council	17.0
Kilkenny County Council	24.8
Laois County Council	11.1
Leitrim County Council	19.8
Limerick City Council	25.3
Limerick County Council	13.9
Longford County Council	18.2
Louth County Council	10.7
Mayo County Council	17.3
Meath County Council	13.0
Monaghan County Council	14.2
Tipperary Combined <sup>d</sup>	15.6
Offaly County Council	15.3
Roscommon County Council	25.5
Sligo County Council	22.9
South Dublin County Council	32.3
Waterford City Council	23.1
Waterford County Council	20.0
Westmeath County Council	15.6
Wexford County Council	27.5
Wicklow County Council	23.1

<sup>a</sup> Reduction Includes Cross-Border Mobile.  
<sup>b</sup> Number of borrowers active over 3 year period.  
<sup>c</sup> Library service is provided by Galway County Council as a shared service with Galway City Council.  
<sup>d</sup> The County Tipperary Joint Library Committee provides the library facility as a shared service between the two Tipperary local authorities.

**Comparison 2004-2007**

<b>L 2 Registered library members as a percentage of the local population</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid	33	33	33	32
	Missing	1	1	1	2
<b>Average</b>	<b>Median</b>	<b>17.3</b>	<b>17.6</b>	<b>21.0</b>	<b>18.6</b>
	Mean	20.8	20.6	22.4	20.5
<b>Percentiles</b>	25%	15.8	14.9	11.8	15.4
	75%	24.1	24.2	16.9	25.0

**Table 4: Library Services - Items Issued**

	<b>L 3.1 Number of books issued per head of population (county/city wide)</b>	<b>L 3.2 Number of other items issued per head of population (county/city wide)</b>
Carlow County Council	2.91	0.71
Cavan County Council	2.57	0.09
Clare County Council	3.75	0.24
Cork City Council	5.02	1.72
Cork County Council	4.05	0.15
Donegal County Council	1.88	0.12
Dublin City Council <sup>a</sup>	3.28	0.56
Dún Laoghaire Rathdown CC	3.97	0.70
Fingal County Council	3.50	0.86
Galway Combined <sup>b</sup>	2.30	0.31
Kerry County Council	2.74	0.00
Kildare County Council	2.37	0.27
Kilkenny County Council	3.37	0.30
Laois County Council	2.42	0.30
Leitrim County Council	3.71	0.09
Limerick City Council	3.57	0.59
Limerick County Council	2.40	0.06
Longford County Council	2.59	0.11
Louth County Council	2.46	0.35
Mayo County Council	3.70	0.32
Meath County Council	2.19	0.38
Monaghan County Council	2.51	0.31
Tipperary Combined <sup>c</sup>	2.59	0.10
Offaly County Council	2.65	0.19
Roscommon County Council	2.22	0.15
Sligo County Council	3.21	0.08
South Dublin County Council <sup>d</sup>	3.02	0.82
Waterford City Council	4.62	1.89
Waterford County Council	3.25	0.21
Westmeath County Council	3.52	0.21
Wexford County Council	2.67	0.10
Wicklow County Council	3.58	0.25

<sup>a</sup> Ongoing refurbishment of ILAC Shopping Centre continued to adversely affect all business at Central Library, which is located in it.

<sup>b</sup> Library service is provided by Galway County Council as a shared service with Galway City Council.

<sup>c</sup> The County Tipperary Joint Library Committee provides the library facility as a shared service between the two Tipperary local authorities.

<sup>d</sup> Number of books issued reduced by 63,000 approx due to extension work to County Library.

### Comparison 2004-2007

<b>L 3.1</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Number of books issued per head of population (county/city-wide)</b>					
<b>N</b>	Valid	33	34	33	32
	Missing	1	0	1	2
<b>Average</b>	<b>Median</b>	<b>3.1</b>	<b>3.1</b>	<b>3.4</b>	<b>2.9</b>
	Mean	3.4	3.3	3.5	3.1
<b>Percentiles</b>	25%	2.8	2.8	1.1	2.5
	75%	3.7	3.9	2.8	3.6

<b>L 3.2</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Number of other items issued per head of population (county/city-wide)</b>					
<b>N</b>	Valid	31	33	30	32
	Missing	3	1	4	2
<b>Average</b>	<b>Median</b>	<b>0.2</b>	<b>0.2</b>	<b>0.2</b>	<b>.26</b>
	Mean	0.4	0.3	0.4	.39
<b>Percentiles</b>	25%	0.1	0.1	0.2	.11
	75%	0.4	0.3	0.5	.5

**Table 5: Library Services - Availability of Internet**

<b>L 4 Percentage of libraries that offer Internet access to the public</b>	
Carlow County Council	100
Cavan County Council	58
Clare County Council	100
Cork City Council	100
Cork County Council	100
Donegal County Council	88
Dublin City Council	100
Dún Laoghaire Rathdown CC	100
Fingal County Council <sup>a</sup>	88
Galway Combined <sup>b</sup>	100
Kerry County Council	100
Kildare County Council	100
Kilkenny County Council	100
Laois County Council	83
Leitrim County Council	100
Limerick City Council	100
Limerick County Council	98
Longford County Council	100
Louth County Council	100
Mayo County Council	93
Meath County Council	92
Monaghan County Council	100
Tipperary Combined <sup>c</sup>	100
Offaly County Council	100
Roscommon County Council	100
Sligo County Council	100
South Dublin County Council	100
Waterford City Council	100
Waterford County Council	100
Westmeath County Council	100
Wexford County Council	100
Wicklow County Council	100

<sup>a</sup> Garristown Library closed for portion of 2007 for refurbishment.  
<sup>b</sup> Library service is provided by Galway County Council as a shared service with Galway City Council.  
<sup>c</sup> The County Tipperary Joint Library Committee provides the library facility as a shared service between the two Tipperary local authorities.

**Comparison 2004-2007**

<b>L 4</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Percentage of libraries that offer Internet access to the public</b>					
<b>N</b>	Valid	33	33	33	32
	Missing	1	1	1	2
<b>Average</b>	<b>Median</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	Mean	95	96.2	96.9	94
<b>Percentiles</b>	25%	100	100	58.3	98.5
	75%	100	100	100	100

**Table 6: Library Services - Internet Usage**

<b>L 5 Number of Internet sessions provided per 1,000 population</b>	
Carlow County Council	531.1
Cavan County Council	568.6
Clare County Council	879.9
Cork City Council	629.9
Cork County Council	359.1
Donegal County Council	295.0
Dublin City Council <sup>a</sup>	437.7
Dún Laoghaire Rathdown CC <sup>b</sup>	259.9
Fingal County Council	459.6
Galway Combined <sup>c</sup>	311.4
Kerry County Council	358.5
Kildare County Council	211.4
Kilkenny County Council	358.2
Laois County Council	131.5
Leitrim County Council	925.3
Limerick City Council	400.9
Limerick County Council	235.3
Longford County Council	627.8
Louth County Council	599.4
Mayo County Council	598.5
Meath County Council <sup>d</sup>	317.2
Monaghan County Council	388.6
Tipperary Combined <sup>e</sup>	302.6
Offaly County Council	265.3
Roscommon County Council	321.1
Sligo County Council	570.5
South Dublin County Council	269.4
Waterford City Council	1,954.6
Waterford County Council	810.7
Westmeath County Council	157.0
Wexford County Council	362.8
Wicklow County Council	299.0

<sup>a</sup>Includes qualitative use such as dedicated access to History/Heritage content, E-Gov sessions, Assistive Technology sessions, Learning Zone sessions and staff mediated Websmart sessions together with new Wifi sessions.

<sup>b</sup> All full time branches are Wifi enabled.

<sup>c</sup> Library service is provided by Galway County Council as a shared service with Galway City Council.

<sup>d</sup> Reduction on 2006; however plans are in place to provide all libraries with upgraded broadband facilities.

<sup>e</sup> The County Tipperary Joint Library Committee provides the library facility as a shared service between the two Tipperary local authorities.

**Comparison 2004-2007**

<b>L 5</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Number of Internet sessions provided per 1,000 population</b>					
<b>N</b>	Valid	33	33	33	32
	Missing	1	1	1	2
<b>Average</b>	<b>Median</b>	<b>358.0</b>	<b>407.1</b>	<b>463.8</b>	<b>360.9</b>
	Mean	401.5	478.5	499.3	474.9
<b>Percentiles</b>	25%	222.5	250.0	132.5	296.0
	75%	556.0	569.3	275.5	591.5

## Recreation Facilities

Table 7: 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	0.12	
Cavan County Council	0.05	
Clare County Council	0.05	0.07
Cork City Council	0.11	
Cork County Council	0.04	0.13
Donegal County Council	0.19	0.03
Dublin City Council	0.19	0.01
Dún Laoghaire Rathdown CC	0.06	0.02
Fingal County Council	0.10	0.07
Galway City Council	0.25	0.01
Galway County Council	0.06	0.09
Kerry County Council	0.04	0.09
Kildare County Council	0.05	0.01
Kilkenny County Council	0.09	0.05
Laois County Council	0.12	
Leitrim County Council	0.17	0.21
Limerick City Council	0.17	0.02
Limerick County Council	0.02	0.01
Longford County Council <sup>a</sup>	0.17	
Louth County Council	0.06	0.01
Mayo County Council	0.13	0.01
Meath County Council	0.09	
Monaghan County Council	0.50	0.04
North Tipperary County Council	0.11	0.06
Offaly County Council	0.04	0.01
Roscommon County Council	0.20	0.02
Sligo County Council	0.07	0.11
South Dublin County Council	0.05	
South Tipperary County Council	0.07	0.04
Waterford City Council	0.13	0.04
Waterford County Council		0.11
Westmeath County Council	0.08	0.05
Wexford County Council	0.17	
Wicklow County Council	0.11	0.01

<sup>a</sup> A playground facilitated by Longford County Council in Ballymahon has been decommissioned. It was replaced by a new playground provided directly by the Council.

**Comparison 2004-2007**

<b>Rec 1.1 Number of children's playgrounds per 1,000 population (directly provided)</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid	34	34	33	33
	Missing	0	0	1	1
<b>Average</b>	<b>Median</b>	<b>0.04</b>	<b>0.08</b>	<b>0.09</b>	<b>0.10</b>
	Mean	0.08	0.10	0.11	0.12
<b>Percentiles</b>	25%	0.03	0.05	0.01	0.06
	75%	0.08	0.14	0.06	0.17

<b>Rec 1.2 Number of children's playgrounds per 1,000 population (facilitated)</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid	34	34	25	26
	Missing	0	0	9	8
<b>Average</b>	<b>Median</b>	<b>0.01</b>	<b>0.02</b>	<b>0.03</b>	<b>0.04</b>
	Mean	0.06	0.04	0.05	0.05
<b>Percentiles</b>	25%	0.00	0.00	0.01	0.01
	75%	0.04	0.05	0.02	0.08

**Table 8: Recreation Services - Usage of Local Authority-Facilitated Swimming Pools**

<b>Rec 2</b> <b>Number of visitors to local authority facilitated swimming facilities per 1,000 population</b>	
Carlow County Council	
Cavan County Council	1,065
Clare County Council	1,103
Cork City Council <sup>a</sup>	4,725
Cork County Council	1,068
Donegal County Council	1,715
Dublin City Council <sup>b</sup>	960
Dún Laoghaire Rathdown CC	2,346
Fingal County Council	
Galway City Council	3,905
Galway County Council	853
Kerry County Council	1,555
Kildare County Council	792
Kilkenny County Council	1647
Laois County Council <sup>c</sup>	152
Leitrim County Council	4,292
Limerick City Council	1,650
Limerick County Council <sup>d</sup>	125
Longford County Council <sup>e</sup>	2,344
Louth County Council	3,127
Mayo County Council	2,053
Meath County Council	1,491
Monaghan County Council	3,334
North Tipperary County Council <sup>g</sup>	1,474
Offaly County Council <sup>h</sup>	
Roscommon County Council	2,213
Sligo County Council	3,660
South Dublin County Council <sup>i</sup>	833
South Tipperary County Council	3,737
Waterford City Council	N/A
Waterford County Council	N/A
Westmeath County Council	3,411
Wexford County Council	795
Wicklow County Council	1,768

<sup>a</sup> Cork City Council has 3 pools. 2 have gym facilities. Gym users can avail of a 15 minutes swim per visit and these are included in the above figure.

<sup>b</sup> Reduction compared to 2006 due to scaling down in operation of Rathmines pool and its eventual closure late in the year. A new Leisure Centre is being developed on the site.

<sup>c</sup> Both Portlaoise and Portarlinton pools reopened to the public in Dec 07 with 2000 and 5690 visits respectively. Ballinakill outdoor pool had 2500 visits in the period June-Aug 07.

<sup>d</sup> Two swimming Pools, Askeaton and Foynes. Askeaton 15017 visitors relate to August to December 2007. Limerick County Council supports Foynes Community Council with an annual contribution. Foynes 1400 visitors relate to June to August 2007.

<sup>e</sup> The new swimming pool was opened to the public in September 2007.

<sup>f</sup> Kells Swimming Pool closed for refurbishment April, 2007 to September, 2007, Trim attendences reduced due to opening of new hotel with recreation centre.

<sup>g</sup> This includes two outdoor pools which are open only during summer months.

<sup>h</sup> Local community pool management committees in Birr, Clara, and Edenderry are supported through significant grants for the operation and upgrade of their pools. Tullamore Town Council have commenced construction of a Swimming Pool and Leisure Complex in 2007 and the complex is due for completion in Autumn 2008.

<sup>i</sup> The increase can be attributed to the opening of Tallaght Leisure Centre ( 117,578 visitors) but there was a decrease in visitors (88,215) to Clondalkin Sports and Leisure Centre as it was closed for major refurbishment for a period during the year.

**Comparison 2004-2007**

<b>Rec 2</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Number of visitors to local authority-facilitated swimming facilities per 1,000 population</b>					
<b>N</b>	Valid	26	27	29	29
	Missing	8	7	5	5
<b>Average</b>	<b>Median</b>	<b>2,253</b>	<b>2,065</b>	<b>1,684</b>	<b>1650.31</b>
	Mean	2,280	2,265	2,070	2006.71
<b>Percentiles</b>	25%	1,365	1,406	1,187	1012.57
	75%	2,933	3,366	2,990	3230.44

## Section 4: Housing and Roads

**Table 9: 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	1,488	98.5	1.6
Cavan County Council	1,692	91.6	8.4
Clare County Council	2,081	94.7	5.3
Cork City Council	8,168	94.1	5.9
Cork County Council	5,937	95.4	4.6
Donegal County Council	4,034	97.6	2.4
Dublin City Council	26,658	90.0	10.0
Dún Laoghaire Rathdown CC	4,140	96.2	3.8
Fingal County Council	4,098	97.8	2.2
Galway City Council	1,977	96.9	3.1
Galway County Council	2,205	96.0	4.0
Kerry County Council	3,824	93.9	6.2
Kildare County Council	3,012	97.8	2.2
Kilkenny County Council	1,770	93.4	6.6
Laois County Council	1,727	96.0	4.0
Leitrim County Council	941	97.7	2.3
Limerick City Council	2,884	99.0	1.0
Limerick County Council	1,916	96.6	3.4
Longford County Council	1,662	96.9	3.1
Louth County Council	3,160	98.0	2.0
Mayo County Council	2,034	95.0	5.0
Meath County Council	2,509	96.0	4.0
Monaghan County Council	1,188	95.8	4.3
North Tipperary County Council	1,652	96.4	3.6
Offaly County Council	1,413	93.5	6.5
Roscommon County Council	1,138	93.2	6.8
Sligo County Council	1,938	94.0	6.0
South Dublin County Council	8,276	99.0	1.0
South Tipperary County Council	2,551	94.9	5.1
Waterford City Council	2,744	96.3	3.8
Waterford County Council	1,508	95.8	4.2
Westmeath County Council	1,579	95.2	4.8
Wexford County Council	2,404	96.9	3.1
Wicklow County Council	3,968	98.1	1.9
<b>Total</b>	<b>118,276</b>		

**Comparison 2004-2007**

<b>H 1.1</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Total number of dwellings in local authority stock</b>					
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>1,901.5</b>	<b>1,918.5</b>	<b>2,026.5</b>	<b>2143.0</b>
	Mean	3,278.2	3,335.5	3,393.1	3478.7
<b>Percentiles</b>	25%	1,445.0	1,511.3	1,590.8	1659.5
	75%	3,501.8	3,605.0	3,747.0	3860.0

<b>H 1.2</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Overall percentage of dwellings that are let</b>					
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>97.4</b>	<b>97.2</b>	<b>96.5</b>	<b>96.0</b>
	Mean	97.1	96.7	96.1	95.8
<b>Percentiles</b>	25%	96.2	95.3	95.2	94.6
	75%	98.1	97.9	97.4	97.6

<b>H 1.3</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Overall percentage of dwellings that are empty</b>					
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>2.8</b>	<b>2.8</b>	<b>3.5</b>	<b>4.0</b>
	Mean	3.0	3.3	3.9	4.2
<b>Percentiles</b>	25%	1.9	2.1	2.6	2.4
	75%	3.9	4.7	4.8	5.4

**Table 10: Profile of Vacant Dwellings in Local Authority Stock**

	<b>H 1.4 Empty dwellings subject to major refurbishment schemes (percentage)</b>	<b>H 1.5 Empty dwellings unavailable for letting (percentage)</b>	<b>H 1.6 Empty dwellings available for letting (percentage)</b>
Carlow County Council	0.0	78.3	21.7
Cavan County Council	16.0	49.3	50.7
Clare County Council	32.1	80.0	20.0
Cork City Council	39.1	83.5	16.5
Cork County Council	18.9	65.9	34.1
Donegal County Council	0.0	38.8	61.2
Dublin City Council	7.4	71.2	28.8
Dún Laoghaire Rathdown CC	71.7	68.0	32.0
Fingal County Council	0.0	98.2	1.8
Galway City Council	15.8	69.2 <sup>a</sup>	30.8
Galway County Council	0.0	56.0	44.0
Kerry County Council	28.9	65.9	34.1
Kildare County Council	0.0	85.3	14.7
Kilkenny County Council	20.7	76.1	23.9
Laois County Council	8.0	36.5	55.5
Leitrim County Council	8.1	92.7	7.3
Limerick City Council	0.0	27.0	73.0
Limerick County Council	4.5	91.9	3.6
Longford County Council	1.9	56.1	43.9
Louth County Council	27.0	96.0	4.0
Mayo County Council	32.0	61.0	39.0
Meath County Council	1.0	49.0	51.0
Monaghan County Council	49.0	76.9	23.1
North Tipperary County Council	24.3	84.8	15.2
Offaly County Council	0.6	85.7	14.3
Roscommon County Council	40.3	63.0	37.0
Sligo County Council	28.0	79.0	21.0
South Dublin County Council	0.0	60.0	40.0
South Tipperary County Council	6.9	60.3	39.7
Waterford City Council	52.7	79.9	20.2
Waterford County Council	7.2	34.9	65.1
Westmeath County Council	36.8	58.3	41.7
Wexford County Council	60.0	74.7	25.3
Wicklow County Council	9.6	77.3	22.7

<sup>a</sup> The major influencing factor was the number of units acquired towards the end of 2007 but not ready for letting at 31st December.

**Comparison 2004-2007**

<b>H 1.4</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Percentage of empty dwellings subject to major refurbishment schemes</b>					
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>21.8</b>	<b>17.3</b>	<b>16.9</b>	<b>12.7</b>
	Mean	24.3	23.8	20.7	19.1
<b>Percentiles</b>	25%	4.9	3.6	4.0	0.9
	75%	34.9	39.4	34.7	32.0

<b>H 1.5</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Percentage of empty dwellings unavailable for letting</b>					
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>73.1</b>	<b>66.5</b>	<b>71.6</b>	<b>70.2</b>
	Mean	67.5	64.0	69.7	68.6
<b>Percentiles</b>	25%	51.9	43.4	52.9	57.8
	75%	82.0	82.5	86.3	80.9

<b>H 1.6</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Percentage of empty dwellings available for letting</b>					
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>26.9</b>	<b>33.5</b>	<b>28.4</b>	<b>29.8</b>
	Mean	32.0	35.9	30.2	31.1
<b>Percentiles</b>	25%	18.0	17.5	13.7	19.1
	75%	42.2	56.7	47.1	42.2

**Table 11: Average Time to Re-let Dwellings**

<b>H 2</b>	
<b>Average time taken to re-let dwellings available for letting (weeks)</b>	
Carlow County Council	5.3
Cavan County Council	4.0
Clare County Council	10.4 <sup>a</sup>
Cork City Council	5.0
Cork County Council	4.9
Donegal County Council	9.0
Dublin City Council	4.0
Dún Laoghaire Rathdown CC	5.0
Fingal County Council	5.0
Galway City Council	4.7
Galway County Council	3.0
Kerry County Council	11.0
Kildare County Council	3.5
Kilkenny County Council	2.2
Laois County Council	1.8
Leitrim County Council	3.0
Limerick City Council	2.0
Limerick County Council	5.4
Longford County Council	1.0
Louth County Council	1.0
Mayo County Council	17.0
Meath County Council	7.0
Monaghan County Council	9.2
North Tipperary County Council	2.5
Offaly County Council	2.3
Roscommon County Council	13.9 <sup>b</sup>
Sligo County Council	2.23
South Dublin County Council	1.4
South Tipperary County Council	2.4
Waterford City Council	4.5
Waterford County Council	3.6
Westmeath County Council	3.2
Wexford County Council	4.0
Wicklow County Council	10.1 <sup>c</sup>

<sup>a</sup> No houses being allocated by Kilrush Town Council at present due to regeneration programme.

<sup>b</sup> Large no. of allocations and some casual vacancies held for allocation with new house schemes.

<sup>c</sup> Wicklow County Council installs central heating in all vacant dwellings as necessary. The average time taken to re-let from the time it becomes vacant can be up to 8 weeks. In certain rural parts demand may be low and houses can often be vacant for longer periods of time.

**Comparison 2004-2007**

<b>H 2</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Average time taken to re-let dwellings available for letting (in weeks)</b>					
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>4.0</b>	<b>4.1</b>	<b>3.8</b>	<b>4.0</b>
	Mean	5.1	5.5	5.5	5.1
<b>Percentiles</b>	25%	2.3	2.0	2.0	2.4
	75%	7.1	7.0	8.1	5.8

A number of authorities offered explanations for what are presented as negative changes in performance for this indicator. These included the fact that a small number of untypical delays obviously affect the average and that some such delays can be due to the non acceptance by prospective tenants of offers of accommodation. A number of authorities have taken steps to put in place conditions which limit the number of offers an applicant may get. This approach has had a positive impact on the performance relative to previous years in those authorities.

**Table 12: Housing Repairs Completed by Local Authorities**

	<b>H 3 Number of repairs completed as a percentage of the number of valid repair requests received</b>
Carlow County Council	94.4
Cavan County Council	71.7
Clare County Council	91.0
Cork City Council	99.3
Cork County Council	75.0
Donegal County Council	95.0
Dublin City Council	83.2
Dún Laoghaire Rathdown CC	84.8
Fingal County Council	98.9
Galway City Council	84.7
Galway County Council	65.0
Kerry County Council	94.8
Kildare County Council	93.0
Kilkenny County Council <sup>a</sup>	60.7
Laois County Council	92.9
Leitrim County Council	92.7
Limerick City Council	96.0
Limerick County Council	80.4
Longford County Council	90.7
Louth County Council	95.0
Mayo County Council	85.9
Meath County Council	89.7
Monaghan County Council	82.7
North Tipperary County Council	89.6
Offaly County Council	90.9
Roscommon County Council	62.7
Sligo County Council	86.0
South Dublin County Council	96.4
South Tipperary County Council	89.5
Waterford City Council	96.3
Waterford County Council	82.3
Westmeath County Council	90.6
Wexford County Council	95.6
Wicklow County Council	84.8

<sup>a</sup> The reason for the decrease in the number of valid requests repaired is an increase in number of requests and increased demand on outdoor employees in areas other than housing especially on the Roads Programme.

**Comparison 2004-2007**

<b>H 3</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Number of repairs completed as a percentage of the number of valid repair requests received</b>					
<b>N</b>	Valid	33	34	34	34
	Missing	1	0	0	0
<b>Average</b>	<b>Median</b>	<b>85.0</b>	<b>87.2</b>	<b>87.8</b>	<b>90.1</b>
	Mean	85.2	86.1	85.8	87.1
<b>Percentiles</b>	25%	79.2	79.9	83.2	83.1
	75%	90.7	95.2	93.9	94.9

**Table 13: Time taken (days) to Deal With Applications for Local Authority****Housing Services**

	<b>H 4.1 Average time to inform applicants of shared ownership (days)</b>	<b>H 4.2 Average time to inform applicants of housing loans (days)</b>	<b>H 4.3 Average time to inform applicants of local authority housing (days)</b>
Carlow County Council	5	3	59
Cavan County Council	55	40	34
Clare County Council	13	13	17
Cork City Council	21	16	28
Cork County Council	12	39	57
Donegal County Council	57 <sup>a</sup>	54	29
Dublin City Council	27	20	50
Dún Laoghaire Rathdown CC	28 <sup>b</sup>	0 <sup>c</sup>	5 <sup>d</sup>
Fingal County Council <sup>e</sup>	26	0	25
Galway City Council	0	0	42
Galway County Council	7	6	50
Kerry County Council	11	27	116
Kildare County Council	5	5	4
Kilkenny County Council	23	20	43 <sup>f</sup>
Laois County Council	7	22	11
Leitrim County Council	4	2	26
Limerick City Council	35	31	30
Limerick County Council	8	5	66
Longford County Council	5 <sup>g</sup>	5	9
Louth County Council	0	0	13
Mayo County Council	0	5	20
Meath County Council	7	7	20
Monaghan County Council	12	15	51
North Tipperary County Council	4	3	21
Offaly County Council	2	3	13
Roscommon County Council	39 <sup>h</sup>	23	77
Sligo County Council	9	0	7
South Dublin County Council	0	30 <sup>i</sup>	37
South Tipperary County Council	5	14	77
Waterford City Council	20	15	10
Waterford County Council	0	4	28
Westmeath County Council	0	10	56
Wexford County Council	16	22	10
Wicklow County Council	0	0	13

<sup>a</sup> A delay in receipt of a Council official's report in 1 case increased this average from 51 to 57 days for 2007

<sup>b</sup> Average time taken to process Shared Ownership applications has increased due to delays with Anti-Social Behaviour checks for applicants.

<sup>c</sup> No new Housing Loan applications received during this period, however please note the above figure does not include applications to convert from one loan type to another.

<sup>d</sup> Letter of confirmation issued within 5 working days after receipt of complete/valid and eligible application.

<sup>e</sup> Time taken from a complete application to informing applicant of decision-25 days. Time taken to inform applicant of the decision following the making of the decision- 1 day.

<sup>f</sup> Reasons for increase from 15 days to 43 days: Prior to 2007 decisions to either approve or disapprove applicants were deferred in the absence of information. This practice has now ended and decisions on new applicants are made at the initial assessment. However decisions are also being made on those applications which were deferred and the time span for those decisions includes the deferral period referred to. This time greatly affects the calculation of the average time. Secondly, The number of persons applying for social housing has increased but staffing resources have not increased. This increases the length of time between date of applications and decision dates.

<sup>g</sup> Ownership response to the customer still stands at 5 days pending the submission of all documentation.

<sup>h</sup> Increased volume.

<sup>i</sup> Average time has increased considerably due to unprecedented demand caused by success of A.H.I. While the average time at beginning of year was 46.95 days, time had reduced to an average of 15.54 by June and further reduced to 5.98 days for December.

**Comparison 2004-2007**

<b>H 4.1</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Average time to inform applicants of shared ownership (days)</b>					
<b>N</b>	Valid	33	34	34	28
	Missing	1	0	0	6
<b>Average</b>	<b>Median</b>	<b>14.0</b>	<b>11.0</b>	<b>8.0</b>	<b>11.8</b>
	Mean	16.0	16.5	11.5	20.4
<b>Percentiles</b>	25%	7.0	7.0	4.5	5.7
	75%	24.0	20.3	15.4	26.7

<b>H 4.2</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Average time to inform applicants of housing loan (days)</b>					
<b>N</b>	Valid	33	34	34	28
	Missing	1	0	0	6
<b>Average</b>	<b>Median</b>	<b>15.0</b>	<b>13.0</b>	<b>7.7</b>	<b>14.4</b>
	Mean	16.1	14.1	12.4	16.3
<b>Percentiles</b>	25%	10.2	7.5	5.0	5.0
	75%	21.0	17.0	15.8	22.8

<b>H 4.3</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Average time to inform applicants of local authority housing (days)</b>					
<b>N</b>	Valid	33	34	34	34
	Missing	1	0	0	0
<b>Average</b>	<b>Median</b>	<b>28.0</b>	<b>30.1</b>	<b>29.5</b>	<b>28.0</b>
	Mean	59.7	45.2	42.7	33.9
<b>Percentiles</b>	25%	18.0	9.9	10.0	12.9
	75%	92.0	47.8	54.4	50.3

In this case a number of explanations are offered for the change in performance compared to previous years. These include the fact that delays in receiving relevant reports can delay the process; the fact that the processes in place in authorities vary considerably and that some authorities have made significant changes in the approach used, relative to previous years, with a view to improving the service. Finally a number of authorities commented that their speed of turnaround of decisions has been adversely affected by increase in the number of applicants, while there has been no increase in staff resources.

**Table 14: Traveller Accommodation**

<b>H 5 Traveller families accommodated (as a percentage of the target in the local Traveller accommodation programme)</b>	
Carlow County Council	120.0
Cavan County Council	100.0
Clare County Council	36.0
Cork City Council	37.7 <sup>a</sup>
Cork County Council	42.9
Donegal County Council	70.0
Dublin City Council	39.3
Dún Laoghaire Rathdown CC	107.0
Fingal County Council	58.0
Galway City Council	60.0
Galway County Council	55.0
Kerry County Council	124.0
Kildare County Council	50.0 <sup>b</sup>
Kilkenny County Council	53.9
Laois County Council	125.0
Leitrim County Council	63.2 <sup>c</sup>
Limerick City Council	100.0
Limerick County Council	92.0
Longford County Council	100.0 <sup>d</sup>
Louth County Council	33.0
Mayo County Council	100.0
Meath County Council	129.0
Monaghan County Council	183.0
North Tipperary County Council	55.6 <sup>e</sup>
Offaly County Council	88.5
Roscommon County Council	44.0
Sligo County Council	33.3
South Dublin County Council	120.0
South Tipperary County Council	70.0
Waterford City Council	67.0 <sup>f</sup>
Waterford County Council	100.0
Westmeath County Council	118.0 <sup>g</sup>
Wexford County Council	62.2
Wicklow County Council	29.3

<sup>a</sup> 15 standard houses became available however, only 5 tenancies were accepted. Our target for 2007 was 14.

<sup>b</sup> 9 families applied to county only.

<sup>c</sup> 12 units of accommodation provided - target per Traveller Accommodation Plan was 19 - Commencement of Phase II of the redevelopment of our Halting Site was delayed due to the illegal occupation of Phase I of the redevelopment - Offers of accommodation on Phase II had been made at 31/12/2007 but the accommodation was not ready for occupation and as such cannot be included in the figures for 2007.

<sup>d</sup> Since 2005 Longford Local Authorities have housed 42 families against a target of 36.

<sup>e</sup> The overall target for the authority, including town Councils, was 9 units. In practice, 5 units were provided in 2007.

<sup>f</sup> The target for accommodation of traveller families the Traveller Accommodation Plan includes accommodation in either new build or casual vacancies in traveller specific accommodation units or accommodation in standard local authority housing.

<sup>g</sup> 13 Families housed; 11 required under Traveller Accommodation Plan.

**Comparison 2004-2007**

<b>H 5 Traveller families accommodated (as a percentage of the target in the local Traveller accommodation programme)</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>77.0</b>	<b>80.5</b>	<b>91.0</b>	<b>68.5</b>
	Mean	81.8	85.8	93.3	78.4
<b>Percentiles</b>	25%	47.8	56.9	60.7	48.5
	75%	100.0	102.5	124.8	101.8

This Indicator measures traveller accommodation delivered and is defined as: "Traveller families accommodated (as a percentage of the target in the local Traveller accommodation programme). This includes Traveller families that are housed either through provision of Traveller accommodation units/halting sites, or where the local authority provides houses to Traveller families. The Traveller Accommodation Plan is a five year programme: this means that the early years of implementation may see a concentration on the planning, preparatory and consultation aspects with delivery on targets being concentrated in the last years. The figures in Table 14 should be read in this context.

## Roads

Table 15: Surface Dressing of Local and Regional Roads

	R 1 Local and regional roads surface dressed per annum (square meters)	R 2 Percentage of local and regional roads surface dressed per annum
Carlow County Council	308,960	7.7
Cavan County Council	1,064,488	10.0
Clare County Council	875,100	6.0
Cork City Council	N/A	N/A
Cork County Council	2,423,705	5.1
Donegal County Council	1,082,517	4.9
Dublin City Council	N/A	N/A
Dún Laoghaire Rathdown CC	N/A	N/A
Fingal County Council	180,570	3.4
Galway City Council	N/A	N/A
Galway County Council	1,027,954	3.6
Kerry County Council	665,379	3.8
Kildare County Council	523,788	5.0
Kilkenny County Council	795,398	6.0
Laois County Council	691,425	6.9
Leitrim County Council	782,277	10.0
Limerick City Council	N/A	N/A
Limerick County Council	902,137	5.8
Longford County Council	392,878	6.2
Louth County Council	345,303	5.7
Mayo County Council	1,491,690	7.1
Meath County Council	563,994	4.7
Monaghan County Council	993,578	10.8
North Tipperary County Council	564,409	4.5
Offaly County Council	559,400	5.5
Roscommon County Council	939,799	6.2
Sligo County Council	296,540	2.9
South Dublin County Council	N/A	N/A
South Tipperary County Council	281,046	2.3
Waterford City Council	N/A	N/A
Waterford County Council	629,700	5.7
Westmeath County Council	570,960	6.1
Wexford County Council	1,302,282	7.9
Wicklow County Council	554,754	6.3

**Footnote:** 'N/A' refers to 'not applicable': this indicator is not applicable to the city councils as it refers to local and regional roads.

**Comparison 2004-2007**

<b>R 1</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Local and regional roads surface dressed per annum (square meters)</b>					
<b>N</b>	Valid	27	27	27	27
	Missing	7	7	7	7
<b>Average</b>	Median	701,220	643,406	765,592	665,379
	<b>Mean</b>	<b>745,866</b>	<b>700,837</b>	<b>800,984</b>	<b>770,741</b>
<b>Percentiles</b>	25%	427,875	413,662	419,821	523,788
	75%	1,008,225	814,509	1,010,025	993,578

<b>R 2</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Percentage of local and regional roads surface dressed per annum</b>					
<b>N</b>	Valid	27	27	27	27
	Missing	7	7	7	7
<b>Average</b>	<b>Median</b>	<b>6.2</b>	<b>5.1</b>	<b>6.0</b>	<b>5.8</b>
	Mean	5.9	5.4	6.2	5.9
<b>Percentiles</b>	25%	4.4	3.9	5.1	4.7
	75%	7.0	6.9	6.9	6.9

## Section 5: Water

### Drinking Water

**Table 16: Compliance of Drinking Water with Statutory Requirements**

	<b>E 2.1 Percentage of drinking water analysis results in compliance with statutory requirements (public schemes)</b>	<b>E 2.2 Percentage of drinking water analysis results in compliance with statutory requirements (private schemes)</b>
Carlow County Council	99.56	95.86
Cavan County Council	96.72	92.58
Clare County Council	98.77	97.54
Cork City Council	97.99	95.15
Cork County Council	98.21	89.07
Donegal County Council	95.89	91.04
Dublin City Council	98.78	N/A
Dún Laoghaire Rathdown CC	98.40	N/A
Fingal County Council	98.54	N/A
Galway City Council	99.09	N/A
Galway County Council	95.33	94.59
Kerry County Council	96.47	94.39
Kildare County Council	99.37	97.64
Kilkenny County Council	98.36	95.79
Laois County Council	98.55	94.71
Leitrim County Council	98.38	95.52
Limerick City Council	97.10	N/A
Limerick County Council	97.55	96.11
Longford County Council	96.96	95.53
Louth County Council	97.63	95.00
Mayo County Council	97.76	88.98
Meath County Council	97.89	92.91
Monaghan County Council	97.61	95.56
North Tipperary County Council	99.16	97.68
Offaly County Council	99.04	97.82
Roscommon County Council	96.91	90.60
Sligo County Council	96.99	96.21
South Dublin County Council	99.34	N/A
South Tipperary County Council	97.68	93.19
Waterford City Council	98.94	N/A
Waterford County Council	95.02	87.25
Westmeath County Council	98.81	99.32
Wexford County Council	95.86	89.69
Wicklow County Council	96.90	85.87

**Footnote:** Data for this indicator is supplied directly by the EPA to the Office for Local Authority Management for calculation and verification.

## Comparison 2004-2007

<b>E 2.1</b>			<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Percentage of drinking water analysis results in compliance with statutory requirements (public)</b>						
<b>N</b>	Valid		34	34	34	34
	Missing		0	0	0	0
<b>Average</b>	<b>Median</b>		<b>97.60</b>	<b>97.88</b>	<b>98.00</b>	<b>97.94</b>
	Mean		97.34	97.61	97.79	97.81
<b>Percentiles</b>	25%		96.20	96.40	96.63	96.95
	75%		99.03	98.84	98.78	98.79

<b>E 2.2</b>			<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Percentage of drinking water analysis results in compliance with statutory requirements (private)</b>						
<b>N</b>	Valid		27	26	26	27
	Missing		7	8	8	7
<b>Average</b>	<b>Median</b>		<b>92.70</b>	<b>92.75</b>	<b>93.59</b>	<b>95.00</b>
	Mean		91.89	92.75	93.06	93.91
<b>Percentiles</b>	25%		89.30	88.46	90.81	91.04
	75%		95.20	97.14	96.21	96.11

## Section 6: Planning

### Table 17: 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	407	275	132	0	76
Cavan County Council	1,031	636	394	1	76
Clare County Council	863	392	388	83	80
Cork City Council	70	47	20	3	80
Cork County Council	3,291	1,591	1,510	190	77
Donegal County Council	3,081	1,521	1,421	140	64
Dublin City Council	506	449	57	0	77
Dún Laoghaire Rathdown CC	389	286	103	0	82
Fingal County Council	426	293	132	1	75
Galway City Council	72	43	29	0	72
Galway County Council	2,240	773	851	616	80
Kerry County Council	1,769	1,015	628	126	79
Kildare County Council	946	289	657	0	67
Kilkenny County Council	804	440	364	0	79
Laois County Council	705	408	295	0	75
Leitrim County Council	487	173	309	6 <sup>a</sup>	75
Limerick City Council	8	3	5	0	76
Limerick County Council	886	274	568	32	80
Longford County Council	402	272	128	2	78
Louth County Council	722	305	406	11	72
Mayo County Council	1,483	471	911	100	76
Meath County Council	788	529	246	13	73
Monaghan County Council	1,061	462	589	10	79
North Tipperary County Council	617	238	292	90	78
Offaly County Council	682 <sup>b</sup>	315	366	0	74
Roscommon County Council	886 <sup>c</sup>	305	580	1	80
Sligo County Council	506	404	67	35	75
South Dublin County Council	332	241	91	0	80
South Tipperary County Council	618	344	274	0	78
Waterford City Council	24	13	11	0	76
Waterford County Council	856	506	349	1	73
Westmeath County Council	808	414	393	1	76
Wexford County Council	1,464	1,007	445	12	70
Wicklow County Council	706	301	318	87	78
<b>Totals</b>	<b>29936</b>	<b>15035</b>	<b>13329</b>	<b>1561</b>	<b>2586</b>

<sup>a</sup> One decision was also subject to Further Information.  
<sup>b</sup> One application is the subject of a Material Contravention and no decision has been taken.  
<sup>c</sup> Does not include one application decided under the 1994 Regulations.

## Comparison 2004-2007

<b>P 1.2</b>		<b>Changed</b>	<b>2006</b>	<b>2007</b>
<b>Number of decisions which were decided within 8 weeks</b>		<b>indicator in 2005</b>		
<b>N</b>	Valid	34	34	34
	Missing	0	0	0
<b>Average</b>	<b>Median</b>	<b>352.5</b>	<b>337.5</b>	<b>329.5</b>
	Mean	509.3	494.9	442.2
<b>Percentiles</b>	25%	264.0	271.8	273.5
	75%	577.3	523.0	479.8

<b>P 1.3</b>		<b>New</b>	<b>2006</b>	<b>2007</b>
<b>Number of decisions which required the submission of further information</b>		<b>indicator in 2005</b>		
<b>N</b>	Valid	34	34	34
	Missing	0	0	0
<b>Average</b>	<b>Median</b>	<b>356.5</b>	<b>363.0</b>	<b>333.5</b>
	Mean	423.2	399.3	392.0
<b>Percentiles</b>	25%	123.3	128.0	121.8
	75%	610.0	527.3	571.0

<b>P 1.4</b>		<b>New</b>	<b>2006</b>	<b>2007</b>
<b>Number of decisions where an extension of time was agreed to by the applicant</b>		<b>indicator in 2005</b>		
<b>N</b>	Valid	34	34	34
	Missing	0	0	0
<b>Average</b>	<b>Median</b>	<b>8.5</b>	<b>4.0</b>	<b>1.5</b>
	Mean	43.5	46.8	45.9
<b>Percentiles</b>	25%	1.8	0.0	0.0
	75%	70.3	45.5	47.0

<b>P 1.5</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Average length of time (days) taken to decide an application where further information was sought</b>					
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>77.3</b>	<b>77.5</b>	<b>79.0</b>	<b>76.0</b>
	Mean	76.8	78.8	77.8	76.1
<b>Percentiles</b>	25%	73.5	73.0	72.5	74.8
	75%	80.3	80.0	80.0	79.0

**Table 18: 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	85	38	46	1	81
Cavan County Council	109	53	56	0	78
Clare County Council	149	58	85	6	79
Cork City Council	80	54	19	7	82
Cork County Council	411	187	214	10	79
Donegal County Council	410	165	202	43	74
Dublin City Council	293	223	67	3	80
Dún Laoghaire Rathdown CC	203	143	60	0	87
Fingal County Council	184	82	102	0	79
Galway City Council	40	13	27	0	80
Galway County Council	273	63	123	87	79
Kerry County Council	419	197	185	37	82
Kildare County Council	171	53	117	1	101
Kilkenny County Council	86	51	35	0	80
Laois County Council	91	47	42	2	79
Leitrim County Council	23	5	18	0	77
Limerick City Council	19	5	14	0	348
Limerick County Council	108	35	72	2	84
Longford County Council	66	39	26	1	80
Louth County Council	144	48	94	2	78
Mayo County Council	183	55	119	11	78
Meath County Council	144	105	37	2	66
Monaghan County Council	125	38	85	2	81
North Tipperary County Council	82	16	61	5	81
Offaly County Council	118	64	54	0	80
Roscommon County Council	125 <sup>a</sup>	35	90	0	80
Sligo County Council	58	33	21	4	76
South Dublin County Council	101	57	44	0	78
South Tipperary County Council	114	39	75	0	81
Waterford City Council	25	12	13	0	77
Waterford County Council	103	27	75	1	76
Westmeath County Council	93	44	49	0	80
Wexford County Council	993	695	294	4	74
Wicklow County Council	161	93	64	4	80
<b>Totals</b>	<b>5789</b>	<b>2872</b>	<b>2685</b>	<b>235</b>	<b>2975</b>

<sup>a</sup> Does not include one application decided under the 1994 Regulations

**Comparison 2004-2007**

<b>P 1.11</b>		<b>Changed</b>	<b>2006</b>	<b>2007</b>
<b>Number of decisions which were decided within 8 weeks</b>		<b>indicator in 2005</b>		
<b>N</b>	Valid	34	34	34
	Missing	0	0	0
<b>Average</b>	<b>Median</b>	<b>53.0</b>	<b>43.5</b>	<b>52.0</b>
	Mean	77.1	93.5	84.5
<b>Percentiles</b>	25%	35.8	28.0	35.0
	75%	76.3	78.0	84.8

<b>P 1.12</b>		<b>New</b>	<b>2006</b>	<b>2007</b>
<b>Number of decisions which required the submission of further information</b>		<b>indicator in 2005</b>		
<b>N</b>	Valid	34	34	34
	Missing	0	0	0
<b>Average</b>	<b>Median</b>	<b>67.5</b>	<b>64.5</b>	<b>62.5</b>
	Mean	93.4	83.1	79.0
<b>Percentiles</b>	25%	47.5	35.5	36.5
	75%	105.8	98.3	96.0

<b>P 1.13</b>		<b>New</b>	<b>2006</b>	<b>2007</b>
<b>Number of decisions where an extension of time was agreed to by the applicant</b>		<b>indicator in 2005</b>		
<b>N</b>	Valid	34	34	34
	Missing	0	0	0
<b>Average</b>	<b>Median</b>	<b>2.5</b>	<b>1.0</b>	<b>1.5</b>
	Mean	8.2	8.2	6.9
<b>Percentiles</b>	25%	0.0	0.0	0.0
	75%	15.3	5.3	4.3

<b>P 1.14</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Average length of time (days) taken to decide an application where further information was sought</b>					
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>81.0</b>	<b>79.5</b>	<b>81.0</b>	<b>80.0</b>
	Mean	84.8	84.9	81.3	87.5
<b>Percentiles</b>	25%	78.4	76.8	78.0	78.0
	75%	86.1	83.3	83.0	81.0

**Table 19: 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	698	605	90	0	75
Cavan County Council	1,461	1,174	286	1	76
Clare County Council	1,500	1,134	350	17	78
Cork City Council	788	573	197	18	80
Cork County Council	5,980	4,074	1,832	74	79
Donegal County Council	2,404	1,876	478 <sup>a</sup>	52	66
Dublin City Council	3,538	3,095	384	59	77
Dún Laoghaire Rathdown CC	2,188	1,901	286	1	80
Fingal County Council	1,449	1,170	279	1	78
Galway City Council	531	339	191	1	75
Galway County Council	2,731	2,034	522	175	77
Kerry County Council	2,442	1,949	464	29	78
Kildare County Council	1,638	825	813	0	65
Kilkenny County Council	1,392	1,090	298	4	79
Laois County Council	1,020	839	180	0	75
Leitrim County Council	636	388	247	2 <sup>b</sup>	74
Limerick City Council	325	207	117	1	169
Limerick County Council	1,680	1,190	484	4	79
Longford County Council	626	524	100	2	78
Louth County Council	1,355	926	414	15	75
Mayo County Council	1,626	963	647	15	73
Meath County Council	2,761	2,167	579	15	67
Monaghan County Council	1,320	906	410	4	78
North Tipperary County Council	995	712	262	21	79
Offaly County Council	1,006	720	283	1	74
Roscommon County Council	991	568	423	0	79
Sligo County Council	781	609	165	7	74
South Dublin County Council	1,323	1,097	226	0	80
South Tipperary County Council	1,189	936	253	0	79
Waterford City Council	274	183	89	2	74
Waterford County Council	745	547	195	3	72
Westmeath County Council	972	684	283	5	78
Wexford County Council	2,019	1,598	418	3	81
Wicklow County Council	1,449	1,040	390	19	77
<b>Totals</b>	<b>51833</b>	<b>38643</b>	<b>12635</b>	<b>551</b>	<b>2678</b>

<sup>a</sup> 2 applications where further information applied also required an extension of time and so are included in both categories.

<sup>b</sup> One application was also the subject of Further Information.

**Comparison 2004-2007**

<b>P 1.20</b>		<b>Changed</b>	<b>2006</b>	<b>2007</b>
<b>Number of decisions which were decided within 8 weeks</b>		<b>indicator in 2005</b>		
<b>N</b>	Valid	34	34	34
	Missing	0	0	0
<b>Average</b>	<b>Median</b>	<b>588.0</b>	<b>768.5</b>	<b>931.0</b>
	Mean	726.0	908.8	1,136.6
<b>Percentiles</b>	25%	329.5	440.5	597.0
	75%	863.8	1,126.0	1,292.0

<b>P 1.21</b>		<b>New</b>	<b>2006</b>	<b>2007</b>
<b>Number of decisions which required the submission of further information</b>		<b>indicator in 2005</b>		
<b>N</b>	Valid	34	34	34
	Missing	0	0	0
<b>Average</b>	<b>Median</b>	<b>209.5</b>	<b>241.5</b>	<b>286.0</b>
	Mean	271.4	303.9	371.6
<b>Percentiles</b>	25%	142.8	172.8	196.5
	75%	331.8	376.5	433.3

<b>P 1.22</b>		<b>New</b>	<b>2006</b>	<b>2007</b>
<b>Number of decisions where an extension of time was agreed to by the applicant</b>		<b>indicator in 2005</b>		
<b>N</b>	Valid	34	34	34
	Missing	0	0	0
<b>Average</b>	<b>Median</b>	<b>7.0</b>	<b>3.0</b>	<b>3.5</b>
	Mean	15.2	12.6	16.2
<b>Percentiles</b>	25%	2.0	0.0	1.0
	75%	18.0	13.0	17.3

<b>P 1.23</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Average length of time (days) taken to decide an application where further information was sought</b>					
<b>N</b>	Valid	0	34	34	34
	Missing	34	0	0	0
<b>Average</b>	<b>Median</b>	<b>77.3</b>	<b>78.0</b>	<b>77.0</b>	<b>77.5</b>
	Mean	78.0	79.5	74.3	78.8
<b>Percentiles</b>	25%	73.7	72.8	73.8	74.0
	75%	81.2	81.0	79.0	79.0

**Table 20: 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	20	13	7	0	78
Cavan County Council	41	7	34	0	75
Clare County Council	8	3	5	0	0
Cork City Council	7	5	1	1	84
Cork County Council	22	5	15	2	103
Donegal County Council	15	7	6	2	89
Dublin City Council	14	5	9	0	72
Dún Laoghaire Rathdown CC	4	2	2	0	119
Fingal County Council	7	3	4	0	75
Galway City Council	3	2	1	0	83
Galway County Council	31	19	6	6	81
Kerry County Council	12	7	5	0	93
Kildare County Council	15	0	15	0	128
Kilkenny County Council	4	1	3	0	107
Laois County Council	6	1	4	0	95
Leitrim County Council	1	0	1	0	83
Limerick City Council	4	1	3	0	97
Limerick County Council	7	3	4	0	87
Longford County Council	5	3	2	0	122
Louth County Council	15	6	8	1	107
Mayo County Council	9	2	6	1	101
Meath County Council	22	10	10	2	90
Monaghan County Council	21	9	12	0	109
North Tipperary County Council	19	11	8	0	96
Offaly County Council	19	12	7	0	79
Roscommon County Council	0	0	0	0	0
Sligo County Council	1	0	1	0	108
South Dublin County Council	7	5	2	0	107
South Tipperary County Council	16	6	10	0	98
Waterford City Council	4	0	4	0	90
Waterford County Council	11	8	3	0	95
Westmeath County Council	19	10	9	0	43
Wexford County Council	8	8	0	0	0
Wicklow County Council	15	8	7	0	78
<b>Totals</b>	<b>412</b>	<b>182</b>	<b>214</b>	<b>15</b>	<b>2872</b>

## Comparison 2004-2007

<b>P 1.29</b>		<b>Changed</b>	<b>2006</b>	<b>2007</b>
<b>Number of decisions which were decided within 8 weeks</b>		<b>indicator in 2005</b>		
<b>N</b>	Valid	34	34	34
	Missing	0	0	0
<b>Average</b>	<b>Median</b>	<b>2.0</b>	<b>2.0</b>	<b>5.0</b>
	Mean	3.1	2.4	5.4
<b>Percentiles</b>	25%	1.0	0.8	1.8
	75%	3.3	4.0	8.0

<b>P 1.30</b>		<b>New</b>	<b>2006</b>	<b>2007</b>
<b>Number of decisions which required the submission of further information</b>		<b>indicator in 2005</b>		
<b>N</b>	Valid	34	34	34
	Missing	0	0	0
<b>Average</b>	<b>Median</b>	<b>4.0</b>	<b>3.5</b>	<b>5.0</b>
	Mean	4.6	3.6	6.3
<b>Percentiles</b>	25%	2.8	1.0	2.0
	75%	7.0	5.0	8.3

<b>P 1.31</b>		<b>New</b>	<b>2006</b>	<b>2007</b>
<b>Number of decisions where an extension of time was agreed to by the applicant</b>		<b>indicator in 2005</b>		
<b>N</b>	Valid	34	34	34
	Missing	0	0	0
<b>Average</b>	<b>Median</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
	Mean	0.9	0.5	0.4
<b>Percentiles</b>	25%	0.0	0.0	0.0
	75%	2.0	1.0	0.0

<b>P 1.32</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Average length of time (days) taken to decide an application where further information was sought</b>					
<b>N</b>	Valid	29	34	34	34
	Missing	5	0	0	0
<b>Average</b>	<b>Median</b>	<b>92.7</b>	<b>87.5</b>	<b>86.5</b>	<b>90.0</b>
	Mean	89.2	89.2	83.4	84.5
<b>Percentiles</b>	25%	77.3	76.8	76.5	78.0
	75%	104.2	98.0	100.5	104.0

Tables following provide a comprehensive report by application type of the outcome of the planning process – from decision taken by the local authority to, where applicable, the outcome of a 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 decisions of the local authority, may make some minor variation or addition to conditions.

**Table 21: Individual Applications - Analysis of Decisions**

	<b>P 1.6 Individual Houses - Percentage of Grants</b>	<b>P 1.7 Individual Houses - Percentage of Refusals</b>	<b>P 1.8 Percentage of cases where the decision was confirmed by An Bord Pleanála</b>	<b>P 1.9 Percentage of cases where the decision was reversed by An Bord Pleanála</b>
Carlow County Council	81.6	18.4	66.7	33.3
Cavan County Council	78.2	21.8	36.7	63.3
Clare County Council	78.0	22.0	83.3	16.7
Cork City Council	64.3	35.7	73.0	40.0
Cork County Council	68.0	32.0	55.0	45.0
Donegal County Council	74.7	25.3	65.7	34.3
Dublin City Council	71.7	28.3	70.5	29.6
Dún Laoghaire Rathdown CC	49.6	50.4	60.4	39.6
Fingal County Council	60.0	40.0	76.0	24.0
Galway City Council	83.3	16.7	88.9	11.1
Galway County Council	81.0	19.0	57.0	43.0
Kerry County Council	62.9	37.1	73.2	26.8
Kildare County Council	70.0	30.0	60.0	40.0
Kilkenny County Council	62.8	37.2 <sup>a</sup>	62.5	37.5
Laois County Council	69.9	30.1	84.2	15.8
Leitrim County Council	80.7	19.3	35.7 <sup>b</sup>	64.3 <sup>c</sup>
Limerick City Council	62.5	37.5	50.0	50.0
Limerick County Council	77.1	22.9	77.4	22.6
Longford County Council	79.9	20.2	58.3	41.7
Louth County Council	76.5	23.6	59.3 <sup>d</sup>	40.7
Mayo County Council	84.6	15.4	84.0	16.1
Meath County Council	47.1	52.9	77.3	22.7
Monaghan County Council	68.0	32.0	73.0	27.0
North Tipperary County Council	85.9	14.1	84.6	15.4
Offaly County Council	79.3	20.7	44.0	56.0
Roscommon County Council	77.8	22.2	57.1	42.9 <sup>e</sup>
Sligo County Council	90.0	10.0	63.0	37.0
South Dublin County Council	52.7	47.3	81.8	18.2
South Tipperary County Council	78.0	22.0	82.0	18.0
Waterford City Council	75.0	25.0	100.0	0.0
Waterford County Council	75.2	24.8	60.0	40.0
Westmeath County Council	68.0	32.0	91.0	9.0
Wexford County Council	65.0	35.0	50.0	50.0
Wicklow County Council	76.8	23.2	69.2	30.8

<sup>a</sup> Higher refusal rate due to increasing difficulties with meeting environmental standards. Decision to refuse permission are issued rather than seeking further information on substandard applications.

<sup>b</sup> The figures in fact represent only 5 of 14 and 9 of 14 applications determined respectively – demonstrating that while the % is high the actual numbers of decisions are very low.

<sup>c</sup> Relates to 9 of 14 applications determined.

<sup>d</sup> Only 27 (or 3.74%) of the 722 applications decided were appealed. Of these, 16 (or 2.22% of the 722) decisions were confirmed while 11 (or 1.52% of the 722) were reversed by An Bord Pleanála.

<sup>e</sup> The percentage represents 12 cases only in which decisions were reversed.

## Comparison 2004-2007

<b>P 1.6 Individual Houses - Percentage of Grants</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>77.9</b>	<b>75.5</b>	<b>72.9</b>	<b>75.1</b>
	Mean	77.1	73.8	72.1	72.2
<b>Percentiles</b>	25%	72.0	69.4	65.8	64.8
	75%	84.9	80.4	79.3	79.5

<b>P 1.7 Individual Houses - Percentage of Rrefusals</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>22.2</b>	<b>24.6</b>	<b>27.2</b>	<b>24.9</b>
	Mean	22.9	26.2	27.9	27.8
<b>Percentiles</b>	25%	15.1	19.6	20.7	20.5
	75%	28.0	30.6	34.3	35.2

<b>P 1.8 Percentage of cases where the decision was confirmed by An Bord Pleanala</b>		<b>Changed indicator in 2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid	34	34	34
	Missing	0	0	0
<b>Average</b>	<b>Median</b>	<b>73.3</b>	<b>69.3</b>	<b>66.2</b>
	Mean	71.8	65.7	67.6
<b>Percentiles</b>	25%	63.8	60.6	58.0
	75%	81.1	78.2	81.9

<b>P 1.9 Percentage of cases where the decision was reversed by An Bord Pleanala</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>32.1</b>	<b>26.7</b>	<b>30.7</b>	<b>33.81</b>
	Mean	32.7	28.2	34.3	32.42
<b>Percentiles</b>	25%	23.0	18.9	21.8	18.14
	75%	43.2	36.3	39.4	41.97

**Table 22: Housing Developments - Analysis of Decisions**

	<b>P 1.15 Developments - Percentage of Grants</b>	<b>P 1.16 Developments - Percentage of Refusals</b>	<b>P 1.17 Percentage of cases where the decision was confirmed by An Bord Pleanála</b>	<b>P 1.18 Percentage of cases where the decision was reversed by An Bord Pleanála</b>
Carlow County Council	81.2	18.8	66.7	33.3
Cavan County Council	77.1	22.9	44.4	55.6
Clare County Council	63.1	36.9	73.9	26.1
Cork City Council	55.0	45.0	80.0	20.0
Cork County Council	64.0	36.0	50.0	50.0
Donegal County Council	74.9	25.1	54.3	45.7
Dublin City Council	70.7	29.4	75.6	24.4
Dún Laoghaire Rathdown CC	38.9	61.1	78.1	21.9
Fingal County Council	73.0	27.0	85.0	15.0
Galway City Council	75.0	25.0	70.0	30.0
Galway County Council	66.0	34.0	54.0	46.0
Kerry County Council	56.1	43.9	59.7	40.3
Kildare County Council	66.0	34.0	81.0	19.0
Kilkenny County Council	36.1	64.0	90.9	9.1
Laois County Council	45.1	55.0	86.7	13.3
Leitrim County Council	60.9	39.1	66.7 <sup>a</sup>	33.3 <sup>b</sup>
Limerick City Council	57.9	42.1	50.0	50.0
Limerick County Council	68.5	31.5	66.7	33.3
Longford County Council	77.3	22.7	40.0	60.0
Louth County Council	74.3	25.7	63.6 <sup>c</sup>	36.4
Mayo County Council	74.9	25.0	72.0	28.1
Meath County Council	43.7	56.3	67.9	32.2
Monaghan County Council	68.0	32.0	60.0	40.0
North Tipperary County Council	81.7	18.3	100.0	0.0
Offaly County Council	55.1	44.9	73.3	26.7
Roscommon County Council	77.6	22.4	54.6	45.5
Sligo County Council	79.0	21.0	75.0	25.0
South Dublin County Council	52.5	47.5	75.0	25.0
South Tipperary County Council	75.0	25.0	73.0	27.0
Waterford City Council	56.0	44.0	87.5	12.5
Waterford County Council	73.8	26.2	45.8	54.2
Westmeath County Council	53.0	47.0	94.0	6.0
Wexford County Council	52.0	48.0	42.0	58.0
Wicklow County Council	57.1	42.9	77.1	22.9

<sup>a</sup> Relates to 4 of 6 applications determined.  
<sup>b</sup> Relates to 2 of 6 applications determined.  
<sup>c</sup> Only 22 (or 15.28%) of the 144 applications decided were appealed. Of these, 14 (or 9.72% of the 144) decisions were confirmed while 8 (or 5.56% of the 144) were reversed by An Bord Pleanála.

## Comparison 2004-2007

<b>P 1.15 Developments - Percentage of Grants</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>74.7</b>	<b>70.5</b>	<b>66.8</b>	<b>66.0</b>
	Mean	73.8	71.5	67.6	64.1
<b>Percentiles</b>	25%	69.3	64.6	60.4	55.1
	75%	80.4	77.8	76.0	74.9

<b>P 1.16 Development - Percentage of Refusals</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>25.3</b>	<b>29.5</b>	<b>33.2</b>	<b>34.0</b>
	Mean	26.3	28.5	32.4	35.9
<b>Percentiles</b>	25%	19.6	22.2	24.0	25.0
	75%	30.7	35.4	39.6	44.9

<b>P 1.17 Percentage of cases where the decision was confirmed by An Bord Pleanala</b>		<b>Changed indicator in 2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid	34	34	34
	Missing	0	0	0
<b>Average</b>	<b>Median</b>	<b>74.5</b>	<b>68.7</b>	<b>71.0</b>
	Mean	76.6	68.0	68.7
<b>Percentiles</b>	25%	67.5	54.1	54.5
	75%	86.8	78.7	78.6

<b>P 1.18 Percentage of cases where the decision was reversed by An Bord Pleanala</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>31.5</b>	<b>25.5</b>	<b>31.3</b>	<b>29.1</b>
	Mean	31.8	23.4	31.9	31.3
<b>Percentiles</b>	25%	17.7	13.2	21.3	21.4
	75%	43.6	32.5	43.6	45.5

**Table 23: Applications Not Requiring an Environmental Impact****Assessment - Analysis of Decisions**

	<b>P 1.24 Not requiring EIA - Percentage of Grants</b>	<b>P 1.25 Not requiring EIA - Percentage of Refusals</b>	<b>P 1.26 Percentage of cases where the decision was confirmed by An Bord Pleanála</b>	<b>P 1.27 Percentage of cases where the decision was reversed by An Bord Pleanála</b>
Carlow County Council	96.9	3.1	68.2	31.8
Cavan County Council	96.9	3.1	91.7	8.3
Clare County Council	94.2	5.8	70.0	30.0
Cork City Council	88.6	11.4	71.6	28.4
Cork County Council	91.0	9.0	56.0	44.0
Donegal County Council	91.9	8.2	63.9	36.1
Dublin City Council	90.1	10.0	79.1	20.9
Dún Laoghaire Rathdown CC	81.6	18.4	69.0	31.0
Fingal County Council	89.0	11.0	75.0	25.0
Galway City Council	82.3	17.7	61.1	38.9
Galway County Council	94.0	6.0	67.0	33.0
Kerry County Council	91.6	8.4	56.5	43.5
Kildare County Council	95.0	5.0	72.0	28.0
Kilkenny County Council	92.1	7.9	80.5	19.5
Laois County Council	92.4	7.7	47.6	52.4
Leitrim County Council	97.0	3.0	73.7 <sup>a</sup>	26.3 <sup>b</sup>
Limerick City Council	83.7	16.3	72.0	28.0
Limerick County Council	94.5	5.5	68.9	31.2
Longford County Council	94.9	5.1	73.3	26.7
Louth County Council	90.6	9.5	69.2 <sup>c</sup>	30.8
Mayo County Council	96.6	3.4	90.7	9.3
Meath County Council	77.4	22.6	77.4	22.7
Monaghan County Council	94.0	6.0	73.0	27.0
North Tipperary County Council	96.5	3.5	80.0	20.0
Offaly County Council	92.2	7.9	69.0	31.0
Roscommon County Council	97.3	2.7	70.0	30.0
Sligo County Council	96.0	4.0	67.0	33.0
South Dublin County Council	87.6	12.4	30.8	69.2
South Tipperary County Council	94.0	6.0	82.0	18.0
Waterford City Council	92.3	7.7	80.8	19.2
Waterford County Council	94.8	5.2	76.9	23.1
Westmeath County Council	88.0	12.0	85.0	15.0
Wexford County Council	90.5	9.5	66.0	34.0
Wicklow County Council	95.1	4.9	60.2	39.8

<sup>a</sup> Relates to 14 of 19 applications determined.  
<sup>b</sup> Relates to 5 of 19 applications determined.  
<sup>c</sup> Only 52 (or 3.84%) of the 1355 applications decided were appealed. Of these, 36 (or 2.66% of the 1355) decisions were confirmed while 16 (or 1.18% of the 1355) were reversed by An Bord Pleanála.

## Comparison 2004-2007

<b>P 1.24</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Not requiring EIA - Percentage of Grants</b>					
<b>N</b>	Valid	0	34	34	34
	Missing	34	0	0	0
<b>Average</b>	<b>Median</b>	<b>92.8</b>	<b>91.3</b>	<b>93.0</b>	<b>92.4</b>
	Mean	92.0	91.0	91.9	91.8
<b>Percentiles</b>	25%	89.9	89.3	89.0	89.8
	75%	95.0	93.6	95.0	95.0

<b>P 1.25</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Not requiring EIA - Percentage of Refusals</b>					
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>7.2</b>	<b>8.7</b>	<b>7.0</b>	<b>7.7</b>
	Mean	8.0	9.0	8.1	8.2
<b>Percentiles</b>	25%	5.1	6.4	5.0	5.0
	75%	10.1	10.7	11.0	10.2

<b>P 1.26</b>		<b>Changed indicator in 2005</b>	<b>2006</b>	<b>2007</b>
<b>Percentage of cases where the decision was confirmed by An Bord Pleanala</b>				
<b>N</b>	Valid	34	34	34
	Missing	0	0	0
<b>Average</b>	<b>Median</b>	<b>73.5</b>	<b>75.2</b>	<b>70.8</b>
	Mean	73.7	72.0	70.4
<b>Percentiles</b>	25%	66.3	64.9	66.8
	75%	81.3	80.0	77.8

<b>P 1.27</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Percentage of cases where the decision was reversed by An Bord Pleanala</b>					
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>24.0</b>	<b>26.6</b>	<b>25.0</b>	<b>29.2</b>
	Mean	26.0	26.4	28.0	29.6
<b>Percentiles</b>	25%	18.2	18.7	20.0	22.2
	75%	31.4	33.8	35.1	33.3

**Table 24: Applications Requiring an Environmental Impact Assessment -****Analysis of Decisions**

	<b>P 1.33 Requiring EIA - Percentage of Grants</b>	<b>P 1.34 Requiring EIA - Percentage of Refusals</b>	<b>P 1.35 Percentage of cases where the decision was confirmed by An Bord Pleanála</b>	<b>P 1.36 Percentage of cases where the decision was reversed by An Bord Pleanála</b>
Carlow County Council	100.0	0.0	40.0	60.0
Cavan County Council	97.6	2.4	100.0	0.0
Clare County Council	85.7	14.3	100.0	0.0
Cork City Council	85.7	14.3	100.0	0.0
Cork County Council	80.0	20.0	75.0	25.0
Donegal County Council	66.7	33.3	44.4	55.6
Dublin City Council	100.0	0.0	0.0	0.0
Dún Laoghaire Rathdown CC	75.0	25.0	0.0	0.0
Fingal County Council	86.0	14.0	100.0	0.0
Galway City Council	66.7	33.3	0.0	0.0
Galway County Council	84.0	16.0	100.0	0.0
Kerry County Council	91.7	8.3	60.0	40.0
Kildare County Council	93.0	7.0	100.0	0.0
Kilkenny County Council	50.0	50.0	100.0	0.0
Laois County Council	83.3	16.7	0.0	0.0
Leitrim County Council	100.0	0.0	0.0	0.0
Limerick City Council	100.0	0.0	0.0	100.0
Limerick County Council	85.7	14.3	100.0	0.0
Longford County Council	80.0	20.0	100.0	0.0
Louth County Council	73.3	26.7	100.0 <sup>a</sup>	0.0
Mayo County Council	55.6	44.0	0.0 <sup>b</sup>	100.0
Meath County Council	86.4	13.6	62.5	37.5
Monaghan County Council	100.0	0.0	100.0	0.0
North Tipperary County Council	100.0	0.0	33.3	66.7
Offaly County Council	84.2	15.8	33.3	66.7
Roscommon County Council	100.0	0.0	100.0	0.0
Sligo County Council	100.0	0.0	0.0	100.0
South Dublin County Council	100.0	0.0	0.0	0.0
South Tipperary County Council	81.0	19.0	40.0	60.0
Waterford City Council	100.0	0.0	0.0	0.0
Waterford County Council	90.9	9.1	100.0	0.0
Westmeath County Council	95.0	5.0	0.0	0.0
Wexford County Council	38.0	62.0	100.0	0.0
Wicklow County Council	93.3	6.7	33.3	66.7

<sup>a</sup> Only 1 (or 6.67%) of the 15 applications decided was appealed, and the Local Authority decision was confirmed in this case by An Bord Pleanála.

<sup>b</sup> Only 1 application referred to An Bord Pleanála. Permission had been granted by the local authority and the Bord subsequently refused permission. Thus giving a return of 0% for decisions confirmed and 100% for decisions reversed.

## Comparison 2004-2007

<b>P 1.33</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Requiring EIA - Percentage of Grants</b>					
<b>N</b>	Valid	29	34	34	34
	Missing	5	0	0	0
<b>Average</b>	<b>Median</b>	<b>86.7</b>	<b>89.5</b>	<b>84.0</b>	<b>86.2</b>
	Mean	83.0	85.8	81.4	85.6
<b>Percentiles</b>	25%	68.8	75.0	80.0	80.0
	75%	100.0	100.0	100.0	100.0

<b>P 1.34</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Requiring EIA - Percentage of Refusals</b>					
<b>N</b>	Valid	29	34	34	34
	Missing	5	0	0	0
<b>Average</b>	<b>Median</b>	<b>12.5</b>	<b>10.5</b>	<b>16.0</b>	<b>13.8</b>
	Mean	14.4	14.2	18.6	14.4
<b>Percentiles</b>	25%	0.0	0.0	0.0	0.0
	75%	28.8	25.0	20.0	20.0

<b>P 1.35</b>		<b>Changed indicator in 2005</b>	<b>2006</b>	<b>2007</b>
<b>Percentage of cases where the decision was confirmed by An Bord Pleanala</b>				
<b>N</b>	Valid	34	34	34
	Missing	0	0	0
<b>Average</b>	<b>Median</b>	<b>100.0</b>	<b>67.0</b>	<b>52.2</b>
	Mean	73.4	67.2	53.6
<b>Percentiles</b>	25%	50.0	0.0	0.0
	75%	100.0	50.0	100.0

<b>P 1.36</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Percentage of cases where the decision was reversed by An Bord Pleanala</b>					
<b>N</b>	Valid	28	34	34	34
	Missing	6	0	0	0
<b>Average</b>	<b>Median</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
	Mean	11.6	17.8	18.1	22.9
<b>Percentiles</b>	25%	0.0	0.0	0.0	0.0
	75%	23.8	25.0	0.0	56.7

**Table 25: Planning Applications by Category**

	<b>P 1.1 Individual Houses - Number of applications decided</b>	<b>P 1.10 Developments - Number of applications decided</b>	<b>P 1.19 Not requiring EIA - Number of applications decided</b>	<b>P 1.28 Requiring EIA - Number of applications decided</b>
Carlow County Council	407	85	698	20
Cavan County Council	1,031	109	1,461	41
Clare County Council	863	149	1,500	8
Cork City Council	70	80	788	7
Cork County Council	3,291	411	5,980	22
Donegal County Council	3,081	410	2,404	15
Dublin City Council	506	293	3,538	14
Dún Laoghaire Rathdown CC	389	203	2,188	4
Fingal County Council	426	184	1,449	7
Galway City Council	72	40	531	3
Galway County Council	2,240	273	2,731	31
Kerry County Council	1,769	419	2,442	12
Kildare County Council	946	171	1,638	15
Kilkenny County Council	804	86	1,392	4
Laois County Council	705	91	1,020	6
Leitrim County Council	487	23	636	1
Limerick City Council	8	19	325	4
Limerick County Council	886	108	1,680	7
Longford County Council	402	66	626	5
Louth County Council	722	144	1,355	15
Mayo County Council	1,483	183	1,626	9
Meath County Council	788	144	2,761	22
Monaghan County Council	1,061	125	1,320	21
North Tipperary County Council	617	82	995	19
Offaly County Council	682 <sup>a</sup>	118	1,006	19
Roscommon County Council	886 <sup>b</sup>	125 <sup>c</sup>	991	0
Sligo County Council	506	58	781	1
South Dublin County Council	332	101	1,323	7
South Tipperary CC	618	114	1,189	16
Waterford City Council	24	25	274	4
Waterford County Council	856	103	745	11
Westmeath County Council	808	93	972	19
Wexford County Council	1,464	993	2,019	8
Wicklow County Council	706	161	1,449	15
<b>Totals</b>	<b>29936</b>	<b>5789</b>	<b>51833</b>	<b>412</b>

<sup>a</sup> One application is the subject of a Material Contravention and no decision has been taken.  
<sup>b</sup> Does not include one application decided under the 1994 Regulations.  
<sup>c</sup> This includes one application decided under the 1994 Regulations.

## Comparison 2004-2007

<b>P 1.1 Individual Houses - Number of applications decided</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>797.5</b>	<b>717.0</b>	<b>695.0</b>	<b>714.0</b>
	Mean	1167.9	985.0	942.9	880.5
<b>Percentiles</b>	25%	486.5	478.0	451.3	421.3
	75%	1528.3	1096.8	979.8	967.3

<b>P 1.10 Developments - Number of applications decided</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>107.5</b>	<b>125.5</b>	<b>125.0</b>	<b>116.0</b>
	Mean	145.4	178.6	184.6	170.3
<b>Percentiles</b>	25%	80.5	86.0	72.3	84.3
	75%	168.5	206.8	201.5	183.3

<b>P 1.19 Not requiring EIA - Number of applications decided</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>617.0</b>	<b>834.0</b>	<b>1,083.0</b>	<b>1,339.0</b>
	Mean	896.6	1014.1	1,226.5	1,524.5
<b>Percentiles</b>	25%	440.8	482.3	625.0	786.3
	75%	1211.0	1315.8	1,450.8	1,764.8

<b>P 1.28 Requiring EIA - Number of applications decided</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>6.0</b>	<b>7.5</b>	<b>6.0</b>	<b>10.0</b>
	Mean	6.2	8.6	6.5	12.1
<b>Percentiles</b>	25%	2.0	4	3.0	4.8
	75%	8.0	12	9.3	19.0

**Table 26: Planning Enforcement**

	<b>P 2.1 Planning Enforcement: Total number of cases subject to complaints that are investigated</b>	<b>P 2.2 Total number of cases subject to complaints that are dismissed</b>	<b>P 2.3 Total number of cases subject to complaints that were resolved through negotiations</b>
Carlow County Council	93	0	23
Cavan County Council	155	0	101
Clare County Council	343	52	159
Cork City Council	272	125	187
Cork County Council	642	6	423
Donegal County Council	666	106	119
Dublin City Council	1,222	510	603
Dún Laoghaire Rathdown CC	501	72	178
Fingal County Council	137	25	196
Galway City Council	705	118	0
Galway County Council	566	2	423
Kerry County Council	563	162	256
Kildare County Council	450	49	25
Kilkenny County Council	223	1	44
Laois County Council	167	0	153
Leitrim County Council	169	14	141
Limerick City Council	43	0	0
Limerick County Council	696	99	131
Longford County Council	142	0	4
Louth County Council	700	173	238
Mayo County Council	326 <sup>a</sup>	136 <sup>b</sup>	80 <sup>c</sup>
Meath County Council	393	43	9
Monaghan County Council	20	0	119
North Tipperary County Council	148	29	45
Offaly County Council	161	28	48
Roscommon County Council	111	3	0
Sligo County Council	220	30	134
South Dublin County Council	524	188	137
South Tipperary County Council	230	2	86
Waterford City Council	86	2	18
Waterford County Council	118	7	0
Westmeath County Council	296	35	140
Wexford County Council	391	89	253
Wicklow County Council	389 <sup>d</sup>	1	253
<b>Totals</b>	<b>11868</b>	<b>2107</b>	<b>4726</b>

<sup>a</sup> Total number of complaints received in 2007. Vexatious files are included as they are investigated.  
<sup>b</sup> Number of files closed - vexatious, minor and trivial, no substance or foundation, where the allegation was baseless.  
<sup>c</sup> Number of files closed - no longer have substance or foundation, i.e. unauthorised development was regularised by way of planning retention or the unauthorised development was removed.  
<sup>d</sup> Number of enforcement notices has decreased since 2006; the number of cases resolved through negotiations has increased by 121.

## Comparison 2004-2007

<b>P 2.1</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Planning Enforcement - total number of cases subject to complaints that are investigated</b>					
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>247.0</b>	<b>215.0</b>	<b>260.0</b>	<b>284.0</b>
	Mean	299.3	295.5	348.5	349.1
<b>Percentiles</b>	25%	109.0	126.8	131.0	146.5
	75%	457.3	412.0	478.0	533.8

<b>P 2.2</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Total number of cases subject to complaints that are dismissed</b>					
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>5.0</b>	<b>11.5</b>	<b>26.0</b>	<b>28.5</b>
	Mean	47.4	42.9	53.9	62.0
<b>Percentiles</b>	25%	0.0	3.8	2.8	1.8
	75%	47.8	59.3	96.5	100.8

<b>P 2.3</b>		<b>New indicator in 2005</b>	<b>2006</b>	<b>2007</b>
<b>Total number of cases subject to complaints that were resolved through negotiations</b>				
<b>N</b>	Valid	33	33	34
	Missing	1	1	0
<b>Average</b>	<b>Median</b>	<b>45.0</b>	<b>57.0</b>	<b>125.0</b>
	Mean	116.9	139.8	139.0
<b>Percentiles</b>	25%	7.5	8.0	24.5
	75%	106.0	136.5	189.3

**Table 27: Planning Enforcement: Actions Taken**

	<b>P 2.4 Total Number of enforcement procedures taken through warning letters</b>	<b>P 2.5 Total Number of enforcement procedures taken through enforcement notices</b>	<b>P 2.6 Total number of prosecutions</b>
Carlow County Council	30	10	0
Cavan County Council	46	3	0
Clare County Council	238	79	4
Cork City Council	266	71	5
Cork County Council	791	89	33
Donegal County Council	332	20	13 <sup>a</sup>
Dublin City Council	994	365	134
Dún Laoghaire Rathdown CC	519	112	45
Fingal County Council	61	31	5
Galway City Council	587	446	155
Galway County Council	580	198	21
Kerry County Council	189	162	35
Kildare County Council	236	116	20
Kilkenny County Council	103	96	12
Laois County Council	82	20	0 <sup>b</sup>
Leitrim County Council	132	12	7
Limerick City Council	43	12	3
Limerick County Council	413	276	18
Longford County Council	83	106	19
Louth County Council	443	135	36
Mayo County Council	169	12	36 <sup>c</sup>
Meath County Council	155	97	15
Monaghan County Council	29	17	3
North Tipperary County Council	155	54	34
Offaly County Council	152	80	36
Roscommon County Council	183	35	10
Sligo County Council	217	129	56
South Dublin County Council	451	354	45
South Tipperary County Council	197	67	18
Waterford City Council	52	12	5
Waterford County Council	91	82	4
Westmeath County Council	150	70	10
Wexford County Council	472	303	66
Wicklow County Council	590	101	29
<b>Totals</b>	<b>9231</b>	<b>3772</b>	<b>932</b>

<sup>a</sup> Refers to concluded outcome.  
<sup>b</sup> 5 cases currently with Council's Solicitor for processing.  
<sup>c</sup> Number of files currently with the Council Solicitor for processing.

## Comparison 2004-2007

<b>P 2.4</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Total number of enforcement procedures taken through warning letters</b>					
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>145.0</b>	<b>182.5</b>	<b>159.0</b>	<b>186.0</b>
	Mean	199.2	205.2	239.6	271.5
<b>Percentiles</b>	25%	61.8	81.5	119.5	89.0
	75%	357.5	269.5	327.5	445.0

<b>P 2.5</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Total Number of enforcement procedures taken through enforcement notices</b>					
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>73.0</b>	<b>55.0</b>	<b>72.0</b>	<b>81.0</b>
	Mean	88.5	77.7	94.8	110.9
<b>Percentiles</b>	25%	33.8	28.3	35.3	20.0
	75%	122.8	132.5	135.8	130.5

<b>P 2.6</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Total number of prosecutions</b>					
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>13.5</b>	<b>8.5</b>	<b>11.0</b>	<b>18.0</b>
	Mean	22.2	16.9	21.4	27.4
<b>Percentiles</b>	25%	2.8	1.0	3.8	5.0
	75%	29.3	28.3	31.0	36.0

**Table 28: Planning - Public Opening Hours**

<b>P 3 Planning Offices: Average number of opening hours per week</b>	
Carlow County Council	35.0
Cavan County Council	36.3
Clare County Council	36.0
Cork City Council	35.0
Cork County Council	35.0
Donegal County Council	35.6 <sup>a</sup>
Dublin City Council	35.8 <sup>b</sup>
Dún Laoghaire Rathdown CC	30.0
Fingal County Council	30.0
Galway City Council	35.0
Galway County Council	34.0
Kerry County Council	40.0
Kildare County Council	31.3
Kilkenny County Council	37.5
Laois County Council	32.5
Leitrim County Council	33.1
Limerick City Council	35.0
Limerick County Council	33.0 <sup>c</sup>
Longford County Council	35.0
Louth County Council	39.2 <sup>d</sup>
Mayo County Council	35. <sup>e</sup>
Meath County Council	29.3
Monaghan County Council	40.0
North Tipperary County Council	33.8 <sup>f</sup>
Offaly County Council	30.3
Roscommon County Council	27.5
Sligo County Council	37.5
South Dublin County Council	43.6
South Tipperary County Council	35.0
Waterford City Council	35.0
Waterford County Council	35.0
Westmeath County Council	35.0
Wexford County Council	35.0
Wicklow County Council	33.0

<sup>a</sup> County Council offices are open 35 hours per week (at six locations) as are 2 Town Councils and Letterkenny Town Council is open 40 hours per week.

<sup>b</sup> All planning applications and their associated documents (including drawings, observations, reports and orders) received by Dublin City Council are available to view on the City Councils' web-site. Planning files are thus available to the public at all times.

<sup>c</sup> The Planning Desk at County Hall is open for 30 hours per week. Files can also be assessed on line at Newcastle West and Kilmallock Area Offices at the Planning counter at County Hall via PC during normal office working hours i.e. 35 hours per week.

<sup>d</sup> Louth County Council and Drogheda Borough Council are open (through lunch) for 40 hrs/week, Dundalk Town Council for 37.5 hrs.

<sup>e</sup> Files are also available for inspection on the Internet, and IPLAN is available in 3 Town Council offices and 7 Area offices.

<sup>f</sup> Average opening hours are 30 per week for Co Council and 35 per week for each of the Town Councils. Planning files can be viewed at the main offices of each of the respective planning authorities (Co Co and Town Councils). Files can also be viewed on-line and on-line access is provided at a number of locations including libraries, Town Councils, etc..

## Comparison 2004-2007

<b>P 3 Planning Offices: Average number of opening hours per week</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>35.0</b>	<b>35.0</b>	<b>35.0</b>	<b>35.0</b>
	Mean	33.7	34.5	34.6	34.7
<b>Percentiles</b>	25%	32.0	33.1	33.1	33.0
	75%	35.0	35.0	35.7	35.9

In a number of cases, the figures in this table include those for the Town Councils. It is also important to note that, increasingly, access to planning files is available through area offices, on the internet and on the Websites of authorities. This improvement in services means that the customer need not travel in person to the headquarters of a local authority and so the public opening hours are less relevant.

**Table 29: Pre-planning Consultation**

	<b>P 4.1 Number of pre-planning consultation meetings held</b>	<b>P 4.2 Average length of time from request for consultation with local authority planner to actual formal meeting for pre-planning consultation (days)</b>
Carlow County Council	312	3.50 <sup>a</sup>
Cavan County Council	484	7.91
Clare County Council	270	18.78
Cork City Council	520	10.00
Cork County Council	1,155	7.50
Donegal County Council	481	31.00
Dublin City Council	201	12.60
Dún Laoghaire Rathdown CC	213	12.00
Fingal County Council	735	
Galway City Council	341	5.00
Galway County Council	532	23.00
Kerry County Council	1,658	9.35
Kildare County Council	378	13.50
Kilkenny County Council	1,653	17.00
Laois County Council	993	10.00
Leitrim County Council	22	29.48
Limerick City Council	300	10.00
Limerick County Council	556	46.00
Longford County Council	206	12.32
Louth County Council	932	9.61
Mayo County Council	3,660	0.00
Meath County Council	461	31.00
Monaghan County Council	1,776	9.00
North Tipperary County Council	62	42.23
Offaly County Council	581	11.34
Roscommon County Council	0	0.00
Sligo County Council	1,523	10.07
South Dublin County Council	174	11.83
South Tipperary County Council	847	16.00
Waterford City Council	110	29.00
Waterford County Council	1,029	15.00
Westmeath County Council	580	42.00
Wexford County Council	1,176	40.00
Wicklow County Council	353	8.00
<b>Totals</b>	<b>24274</b>	

a. Decrease from 2006 figure due to the availability of a drop-in clinic each Tuesday.

## Comparison 2004-2007

<b>P 4.1</b>		<b>New</b>	<b>2006</b>	<b>2007</b>
<b>Number of pre-planning consultation meetings held</b>		<b>indicator in 2005</b>		
<b>N</b>	Valid	34	34	34
	Missing	0	0	0
<b>Average</b>	<b>Median</b>	<b>747.0</b>	<b>639.0</b>	<b>502.0</b>
	Mean	820.3	827.4	713.9
<b>Percentiles</b>	25%	344.5	267.3	255.8
	75%	1313.3	1,212.8	1002.0

<b>P 4.2</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Average length of time from request for consultation with local authority planner to actual formal meeting for pre-planning consultation (days)</b>					
<b>N</b>	Valid	34	34	34	33
	Missing	0	0	0	1
<b>Average</b>	<b>Median</b>	<b>12.1</b>	<b>12.1</b>	<b>13.0</b>	<b>12.0</b>
	Mean	16.3	14.5	16.2	16.8
<b>Percentiles</b>	25%	9.5	9.5	8.3	9.2
	75%	20.0	17.9	24.0	26.0

The provision for pre-planning consultation was introduced in the Planning and Development Act 2000. The definition in this case was changed during the year to ensure greater consistency in the figures. However, a number of authorities drew attention to some factors influencing their performance which should be noted. These include: the fact that there may be considerable dialogue with potential planning applicants in other, less formal ways (e.g. phone, letter and e mail), that is not reflected in the figures; the fact that formal recording, in accordance with the revised definition was not in place at the beginning of 2007; the different approaches being taken by authorities to deal with the extent of demand; the huge growth being experienced in applications generally; and finally the fact that those allocated a time slot do not always attend at the specified appointment and that this too may affect the figure.

**Table 30: Building Regulations Inspections by Local Authorities**

	<b>P 5 Buildings inspected as a percentage of new buildings notified to the local authority</b>
Carlow County Council	14.4
Cavan County Council	18.9
Clare County Council	15.0
Cork City Council	14.0
Cork County Council	15.5
Donegal County Council	17.7
Dublin City Council	18.5
Dún Laoghaire Rathdown CC	16.0
Fingal County Council	33.0
Galway City Council	51.0
Galway County Council	24.0
Kerry County Council	25.3
Kildare County Council	33.0
Kilkenny County Council	20.4
Laois County Council	12.3
Leitrim County Council	19.3
Limerick City Council	30.0
Limerick County Council	15.2
Longford County Council	29.0
Louth County Council	15.9
Mayo County Council	7.0
Meath County Council	60.0
Monaghan County Council	21.0
North Tipperary County Council	12.1
Offaly County Council	24.0
Roscommon County Council	43.8
Sligo County Council	23.0
South Dublin County Council	18.5
South Tipperary County Council	16.8
Waterford City Council	72.9
Waterford County Council	37.3
Westmeath County Council	14.9
Wexford County Council	30.8
Wicklow County Council	12.0 <sup>a</sup>

<sup>a</sup> Figures only include those inspections carried out by the Building Control Officer. Fire Officers inspections are not included.

**Comparison 2004-2007**

<b>P 5</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Buildings inspected as a percentage of new buildings notified to the local authority</b>					
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>18.5</b>	<b>20.8</b>	<b>18.9</b>	<b>19.1</b>
	Mean	22.9	23.6	25.9	24.5
<b>Percentiles</b>	25%	12.9	14.8	15.0	15.1
	75%	24.3	28.3	30.1	30.2

## Section 7: Fire Service

**Table 31: Mobilisation of Fire Brigades**

	<b>E 3.1 Average time to mobilise fire brigades in full-time stations (minutes)</b>	<b>E 3.2 Average time to mobilise fire brigades in part-time stations (minutes)</b>
Carlow County Council	N/A	5.1
Cavan County Council	N/A	4.9
Clare County Council	N/A	4.6
Cork City Council	1.5	N/A
Cork County Council	N/A	5.1
Donegal County Council	N/A	5.2
Dublin Combined <sup>a</sup>	1.4	6.1
Dún Laoghaire Rathdown CC	N/A	N/A
Fingal County Council	N/A	N/A
Galway City Council <sup>b</sup>	N/A	N/A
Galway Combined	3.3	4.6
Kerry County Council	N/A	5.3
Kildare County Council	N/A	5.7
Kilkenny County Council	N/A	5.8
Laois County Council	N/A	5.0
Leitrim County Council	N/A	5.0
Limerick City Council	1.4	N/A
Limerick County Council	N/A	4.5
Longford County Council	N/A	5.5
Louth County Council	1.7	4.8
Mayo County Council	N/A	4.6
Meath County Council	N/A	4.4
Monaghan County Council	N/A	5.3
North Tipperary County Council	N/A	5.6
Offaly County Council	N/A	7.6
Roscommon County Council	N/A	5.3
Sligo County Council	N/A	4.2
South Dublin County Council	N/A	N/A
South Tipperary County Council	N/A	6.2
Waterford City Council	2.0	N/A
Waterford County Council	N/A	4.3
Westmeath County Council	N/A	6.3
Wexford County Council	N/A	6.4
Wicklow County Council	N/A	6.1

<sup>a</sup> Dublin City Council provides the fire service for the four Dublin local authorities.  
<sup>b</sup> Figures for Galway County are combined figures for City and County.

## Comparison 2004-2007

<b>E 3.1</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Average time (minutes) to mobilise fire brigades in full-time stations</b>					
<b>N</b>	Valid	6	6	6	6
	Missing	28	28	28	28
<b>Average</b>	<b>Median</b>	<b>2.1</b>	<b>2.0</b>	<b>1.6</b>	<b>1.6</b>
	Mean	2.2	2.2	1.9	1.9
<b>Percentiles</b>	25%	1.5	1.4	1.4	1.4
	75%	2.8	2.7	1.4	2.3

<b>E 3.2</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Average time (minutes) to mobilise fire brigades in part-time stations</b>					
<b>N</b>	Valid	27	27	27	27
	Missing	7	7	7	7
<b>Average</b>	<b>Median</b>	<b>5.3</b>	<b>5.3</b>	<b>5.2</b>	<b>5.2</b>
	Mean	5.3	5.3	5.1	5.3
<b>Percentiles</b>	25%	4.7	4.8	3.9	4.6
	75%	5.9	5.7	4.5	5.8

**Table 32: First Attendance at Fire Scene**

A number of local authorities highlighted significant issues related to attendance times, including

- rural nature of county and therefore increased transport times and
- an increase in traffic volumes in urban areas.
- In addition it should be noted that Dublin City provides a fire service for the four Dublin authorities while Galway City and County provide a combined service also.

	<b>E 4.1 First attendance is at scene within 10 minutes (%)</b>	<b>E 4.2 First attendance is at scene after 10 minutes but within 20 minutes (%)</b>	<b>E 4.3 First attendance is at scene after 20 minutes (%)</b>
Carlow County Council	56.0	34.0	10.0
Cavan County Council	38.5	42.6	19.0
Clare County Council	52.0	31.3	16.7
Cork City Council	90.2	8.7	1.1
Cork County Council	44.4	39.9	15.7
Donegal County Council	44.7	43.1	12.2
Dublin City Council <sup>a</sup>	79.9	17.8	2.4
Dún Laoghaire Rathdown CC	N/A	N/A	N/A
Fingal County Council	N/A	N/A	N/A
Galway City Council <sup>b</sup>	N/A	N/A	N/A
Galway County Council	64.7	24.8	10.5
Kerry County Council	44.0	38.6	17.5
Kildare County Council	28.7	59.3	12.0
Kilkenny County Council	41.7	45.0	13.3
Laois County Council	31.9	52.1	16.0
Leitrim County Council	37.0	49.4	13.6
Limerick City Council	90.5	8.6	1.0
Limerick County Council	29.1	44.8	26.1
Longford County Council	33.0	48.4	18.6
Louth County Council	75.9	22.1	2.0
Mayo County Council	40.6	42.0	17.4
Meath County Council	35.6	50.4	14.0
Monaghan County Council	44.9 <sup>c</sup>	45.6	9.5
North Tipperary County Council	47.6	40.6	11.7
Offaly County Council	44.6	30.3	25.1
Roscommon County Council	39.0	48.5	12.5
Sligo County Council	55.0	33.0	12.0
South Dublin County Council	N/A	N/A	N/A
South Tipperary County Council	38.3	45.9	15.8
Waterford City Council	87.3	10.3	2.4
Waterford County Council	65.6	26.9	7.5
Westmeath County Council	36.4	49.5	14.2
Wexford County Council	26.6	51.3	22.1
Wicklow County Council	42.4	46.0	11.6

<sup>a</sup> Dublin City Council provides the fire service for the four Dublin local authorities.  
<sup>b</sup> Figures for Galway County are combined figures for City and County.  
<sup>c</sup> The difference arises from the fact that the turnout times are now being recorded electronically via the CAMP system. Prior to this the returns were based on the data collected manually by the various brigades

## Comparison 2004-2007

<b>E 4.1 First attendance at scene within 10 minutes (percentage)</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid	29	30	30	30
	Missing	5	4	4	4
<b>Average</b>	<b>Median</b>	<b>45.8</b>	<b>47.9</b>	<b>46.3</b>	<b>44.2</b>
	Mean	51.3	52.0	52.3	49.5
<b>Percentiles</b>	25%	39.0	39.9	26.5	36.9
	75%	62.7	64.7	38.6	58.2

<b>E 4.2 First attendance at scene after 10 minutes but within 20 minutes (percentage)</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid	29	30	30	30
	Missing	5	4	4	4
<b>Average</b>	<b>Median</b>	<b>42.1</b>	<b>39.0</b>	<b>38.4</b>	<b>42.3</b>
	Mean	37.4	37.5	36.2	37.7
<b>Percentiles</b>	25%	28.5	29.6	8.1	29.4
	75%	47.0	46.8	28.8	48.4

<b>E 4.3 First attendance at scene after 20 minutes (percentage)</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid	29	30	30	30
	Missing	5	4	4	4
<b>Average</b>	<b>Median</b>	<b>11.7</b>	<b>11.2</b>	<b>13.4</b>	<b>12.9</b>
	Mean	11.3	10.5	11.5	12.8
<b>Percentiles</b>	25%	7.1	6.6	0.0	9.9
	75%	15.8	14.5	9.3	16.9

**Table 33: Applications for Fire Certificates Received and Processed**

	<b>E 5.1 Number of Applications for Fire Safety Certificates Received</b>	<b>E 5.2 Number of Applications for Fire Safety Certificates Processed</b>
Carlow County Council	144	135
Cavan County Council	167	200
Clare County Council	254	243
Cork City Council	236	252
Cork County Council	853	826
Donegal County Council	243	223
Dublin City Council	956	955
Dún Laoghaire Rathdown CC	303	319
Fingal County Council <sup>a</sup>	968	968
Galway City Council <sup>b</sup>	214	186
Galway County Council	288	274
Kerry County Council	287	415
Kildare County Council	394	447
Kilkenny County Council	221	242
Laois County Council	135	150
Leitrim County Council	72	84
Limerick City Council	106	91
Limerick County Council	237	241
Longford County Council	78	53
Louth County Council	371	380
Mayo County Council	312	276
Meath County Council	412	393
Monaghan County Council	100	107
North Tipperary County Council	139	129
Offaly County Council	132	119
Roscommon County Council	98	103
Sligo County Council	202	317
South Dublin County Council	403	352
South Tipperary County Council	173	157
Waterford City Council	105	93
Waterford County Council	107	117
Westmeath County Council	207	209 <sup>c</sup>
Wexford County Council	337	332
Wicklow County Council	290	272
<b>Totals</b>	<b>9544</b>	<b>9660</b>
<sup>a</sup> Service provided by Dublin City Council.		
<sup>b</sup> Service provided by Galway County Council.		
<sup>c</sup> 15 of these were Fire Safety Certificates received in 2006.		

## Comparison 2004-2007

<b>E 5.1</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Number of Applications for Fire Safety Certificates Received</b>					
<b>N</b>	Valid	34	34	33	34
	Missing	0	0	1	0
<b>Average</b>	<b>Median</b>	<b>223.0</b>	<b>206.0</b>	<b>231.0</b>	<b>228.5</b>
	Mean	244.8	259.1	272.6	280.7
<b>Percentiles</b>	25%	115.8	126.3	94.0	134.3
	75%	286.3	325.8	136.5	318.3

<b>E 5.2</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Number of Applications for Fire Safety Certificates Processed</b>					
<b>N</b>	Valid	34	34	33	34
	Missing	0	0	1	0
<b>Average</b>	<b>Median</b>	<b>218.0</b>	<b>197.0</b>	<b>207.00</b>	<b>241.5</b>
	Mean	235.8	250.3	278.00	284.1
<b>Percentiles</b>	25%	116.8	125.3	85.00	126.5
	75%	279.5	313.3	132.00	337.0

## Section 8: Environment

**Table 34: Percentage of Households Provided With Segregated Waste Collection**

E 6 Households provided with segregated waste collection (percentage)	
Carlow County Council	N/A
Cavan County Council	N/A
Clare County Council	N/A
Cork City Council	100.0
Cork County Council	98.6
Donegal County Council	N/A
Dublin City Council	99.5
Dún Laoghaire Rathdown CC	99.8
Fingal County Council	98.0
Galway City Council	100.0
Galway County Council	N/A
Kerry County Council	100.0
Kildare County Council	98.1
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	85.0
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	98.5
South Tipperary County Council	82.0
Waterford City Council	95.0
Waterford County Council	73.0 <sup>a</sup>
Westmeath County Council	76
Wexford County Council	100.0
Wicklow County Council	N/A

<sup>a</sup> In previous returns, the Percentage of households provided with segregated waste collection was estimated on the basis of the number of households on the network of collection routes and not on the number of households availing of the collection service. Only households availing of the service have been included for 2007, hence the decrease to 73%.

**Footnote:** N/A refers to non-applicable cases where the segregated waste collection is provided by private operators.

## Comparison 2004-2007

<b>E 6</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Households provided with segregated waste collection (percentage)</b>					
<b>N</b>	Valid	18	17	16	16
	Missing	16	17	18	18
<b>Average</b>	<b>Median</b>	<b>82.1</b>	<b>95.1</b>	<b>98.3</b>	<b>98.6</b>
	Mean	75.4	87.5	96.3	94.0
<b>Percentiles</b>	25%	71.8	86.0	97.1	87.5
	75%	97.0	100.0	100.0	100.0

**Table 35: Household Waste Collected and Percentage Recycled and Landfilled**

	<b>E 7.2 Percentage of household waste recycled</b>	<b>E 8.2 Percentage of household waste landfilled</b>
Carlow County Council <sup>a</sup>	8.3	91.7
Cavan County Council	15.0	85.0
Clare County Council	28.0	72.0
Cork City Council	25.3	74.7
Cork County Council	32.0	68.0
Donegal County Council <sup>b</sup>	11.7	88.3
Dublin City Council	16.0	84.0
Dún Laoghaire Rathdown CC	29.8	70.3
Fingal County Council <sup>c</sup>	21.7	78.3
Galway City Council <sup>d</sup>	52.5	47.6
Galway County Council	29.0	71.0
Kerry County Council	23.0	77.0
Kildare County Council	19.4	80.6
Kilkenny County Council	23.1	76.9
Laois County Council	29.0	71.0
Leitrim County Council	22.3	77.8
Limerick City Council <sup>e</sup>	23.6	49.0
Limerick County Council <sup>f</sup>	18.4	71.0
Longford County Council <sup>g</sup>	56.2	43.8
Louth County Council	20.0	80.0
Mayo County Council	24.5	75.5
Meath County Council	19.0	81.0
Monaghan County Council	19.6	80.4
North Tipperary County Council <sup>h</sup>	18.9	81.1
Offaly County Council	20.4	79.6
Roscommon County Council	29.5	70.5
Sligo County Council	30.0 <sup>i</sup>	70.0
South Dublin County Council	20.4	79.6
South Tipperary County Council	26.0	74.0
Waterford City Council	49.0	51.0
Waterford County Council	47.2	52.8
Westmeath County Council <sup>j</sup>	27.0	73.0
Wexford County Council	25.0	75.0
Wicklow County Council	14.0	86.0

**Footnote:** Recycling figures in this table represent only the tonnages of household waste recycled at kerbside (including brown bins), and as a result do not represent the 'true' recycling rate for local authorities.

<sup>a</sup> All waste collection in County Carlow is privatised and the above figures were compiled from data supplied to Carlow County Council from each Waste Collector.

<sup>b</sup> Estimated - based on 2006 figures.

<sup>c</sup> The recycling rate for all household waste collected and recycled (includes kerbside collection, brown bins and recycling centres) is actually 29.5%.

<sup>d</sup> No details from private collectors.

<sup>e</sup> Includes waste collected by private sector.

<sup>f</sup> The remaining % is sent by the private operator for RDF.

<sup>g</sup> The reliability of the data for collected waste cannot be confirmed due to the inability of waste collectors to differentiate between households located near the boundary between Limerick County and Limerick City.

<sup>h</sup> Based on information provided by waste collectors, information still outstanding from certain collectors.

<sup>i</sup> 2006 figures are provided as details for 2007 have not been provided by Waste.

<sup>j</sup> This was based on data returned from private collectors in Feb 07.

## Comparison 2004-2007

<b>E 7.2</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Percentage of household waste recycled</b>					
<b>N</b>	Valid	34	33	34	34
	Missing	3	4	0	0
<b>Average</b>	<b>Median</b>	<b>16.75</b>	<b>20.20</b>	<b>22.06</b>	<b>23.8</b>
	Mean	19.23	21.87	24.12	26.0
<b>Percentiles</b>	25%	14	13.75	18.78	19.3
	75%	22	25.10	26.81	29.6

<b>E 8.2</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Percentage of household waste going to landfill</b>					
<b>N</b>	Valid	34	33	34	34
	Missing	3	4	0	0
<b>Average</b>	<b>Median</b>	<b>82.15</b>	<b>77.50</b>	<b>76.50</b>	<b>75.2</b>
	Mean	79.96	75.95	75.26	73.7
<b>Percentiles</b>	25%	77.93	70.50	72.22	70.4
	75%	86.00	84.18	81.02	80.4

**Table 36: Household Waste Collected and Tonnage Recycled and Landfilled**

	<b>E 7.1 Tonnes of household waste recycled</b>	<b>E 8.1 Tonnage of household waste going to landfill</b>
Carlow County Council	1,175	12,932
Cavan County Council	2,087	11,905
Clare County Council	5,945	15,022
Cork City Council	8,989	26,408
Cork County Council	17,662	37,519
Donegal County Council	2,657	19,995
Dublin City Council	26,604	138,861
Dún Laoghaire Rathdown CC	14,268	33,691
Fingal County Council	16,958	61,216
Galway City Council	11,351	10,290
Galway County Council	10,931	26,175
Kerry County Council	6,847	23,343
Kildare County Council	12,184	50,520
Kilkenny County Council	3,658	12,162
Laois County Council	5,525	13,521
Leitrim County Council	1,539	5,378
Limerick City Council	3,777	8,274
Limerick County Council	5,031	19,402
Longford County Council	5,385	4,203
Louth County Council	7,802	31,129
Mayo County Council <sup>a</sup>	8,644	26,601
Meath County Council <sup>b</sup>	8,390	35,804
Monaghan County Council	2,530	10,424
North Tipperary County Council	3,561	15,239
Offaly County Council	2,711	10,599
Roscommon County Council	3,923	9,372
Sligo County Council	4,752	11,129
South Dublin County Council	16,212	63,133
South Tipperary County Council	6,737	19,377
Waterford City Council	6,598	6,881
Waterford County Council <sup>c</sup>	4,873	5,442
Westmeath County Council	4,844	13,063
Wexford County Council	7,430	22,232
Wicklow County Council	4,262	26,198
<b>Total</b>	<b>255,842</b>	<b>837,440</b>
<sup>a</sup> Collector figures shown are based on 2007 AER submissions from permitted waste collectors, the improved figures for recycling are because dry recyclables are now collected separately at kerbside. This was not the case in 2006. <sup>b</sup> The service here is a private collection service. Data quality issues have emerged. <sup>c</sup> Difference arises from the fact that 2007 Tonnage collected sent for recycling relates to kerbside collection only which went to compost and to materials recycling facilities only whereas 2006 tonnage included material collected at Civic amenity sites and which was subsequently sent for recycling.		

## Comparison 2004-2007

E 7.1 Tonnes of household waste recycled		New indicator in 2005	2006	2007
<b>N</b>	Valid	34	34	34
	Missing	0	0	0
<b>Average</b>	<b>Median</b>	<b>5,253</b>	<b>5,159</b>	<b>5,735</b>
	Mean	6,030	7,005	7,525
<b>Percentiles</b>	25%	2,749	3,343	3,747
	75%	8,218	10,078	9,475

E 8.1 Tonnes of household waste going to landfill		New indicator in 2005	2006	2007
<b>N</b>	Valid	34	34	34
	Missing	0	0	0
<b>Average</b>	<b>Median</b>	<b>16,890</b>	<b>19,846</b>	<b>17,308</b>
	Mean	25,208	25,215	24,631
<b>Percentiles</b>	25%	11,353	10,802	10,555
	75%	33,162	28,434	27,733

### Overall Recycling Rates

In line with the format currently used for the indicators, the LGMSB is required to report on and distinguish between proportions of segregated (*kerbside*) waste recycled and amounts recycled through bring banks and civic amenity facilities.

However, it is important to emphasise that figures in E.7 relate **only to door-to-door collection and do not reflect the full picture in relation to recycling activity**. This is because these indicators do not include waste recycled through Bring Centres/Civic Amenity sites which are measured in a separate set of indicators. Although in previous reports we have consistently pointed out that **kerbside recycling rates do not represent the full extent of local authority recycling**, past media coverage tended to highlight kerbside recycling rates only, without taking account of the additional recycling done by householders and others directly. More detailed discussion and analysis of recycling rates can be found in a case study (p. 167) of this report.

**Table 37: Recycling Facilities - Glass**

	<b>E 9.1.1 Number of Bring Banks – Glass</b>	<b>E 9.1.2 Number of Civic Amenity Sites – Glass</b>	<b>E 9.1.3 Total Number of Facilities – Glass</b>	<b>E 9.1.4 Number of locations per 5000 population – Glass</b>	<b>E 9.1.5 Tonnes collected for recycling per 5000 population – Glass</b>
Carlow County Council	36	3	38	3.8	72.8
Cavan County Council	29	2	31	2.4	85.4
Clare County Council	54	5	59	2.7	85.5
Cork City Council	42	1	43	1.8	97.2
Cork County Council	161	9	170	2.3	139.8
Donegal County Council	61	3	64	2.2	69.5
Dublin City Council	130	2	132	1.3	89.3
Dún Laoghaire Rathdown CC	48	1	49	1.3	136.1
Fingal County Council	68	4	72	1.5	100.9
Galway City Council	13	1	14	1.0	156.7
Galway County Council	91	3	94	3.0	88.6
Kerry County Council	94	5	99	3.5	92.0
Kildare County Council	41	2	43	1.2	88.7
Kilkenny County Council	40	3	43	2.5	94.3
Laois County Council	41	1	42	3.1	75.1
Leitrim County Council	38	0	38	6.6	110.5
Limerick City Council	14	1	15	1.4	77.7
Limerick County Council	50	4	54	2.1	63.7
Longford County Council	26	2	28	4.1	72.3
Louth County Council	38	2	40	1.8	121.7
Mayo County Council	90	2	92	3.7	91.0
Meath County Council	32	3	35	1.1	73.6
Monaghan County Council	24	1	25	2.2	89.2
North Tipperary CC	39	2	41	3.1	103.2
Offaly County Council	47	3	50	3.5	87.3
Roscommon County Council	40	3	43	3.7	83.6
Sligo County Council	47	2	49	4.0	102.2
South Dublin County Council	47	1	48	1.0	97.0
South Tipperary CC	75	4	79	4.7	128.1
Waterford City Council	23	1	24	2.6	132.7
Waterford County Council	41	3	44	3.5	108.0
Westmeath County Council	46	2	48	3.0	92.9
Wexford County Council	119	2	121	4.6	114.6
Wicklow County Council	48	5	53	2.1	138.0

## Comparison 2004-2007

<b>E 9.1.1</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Number of Bring Banks - Glass</b>					
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>41.5</b>	<b>41.0</b>	<b>43.0</b>	<b>44.0</b>
	Mean	52.0	52.6	53.1	53.9
<b>Percentiles</b>	25%	35.0	37.0	37.0	37.3
	75%	60.3	62.5	59.8	62.8

<b>E 9.1.2</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Number of Civic Amenity Sites - Glass</b>					
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>2.0</b>	<b>2.0</b>	<b>2.0</b>	<b>2.0</b>
	Mean	2.0	2.3	2.4	2.6
<b>Percentiles</b>	25%	1.0	1.0	1.0	1.0
	75%	3.0	3.0	3.0	3.0

<b>E 9.1.3</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Total Number of Facilities - Glass</b>					
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>44.5</b>	<b>44.0</b>	<b>44.5</b>	<b>46.0</b>
	Mean	54.0	54.9	55.6	56.5
<b>Percentiles</b>	25%	36.3	38.8	38.8	38.0
	75%	63.0	65.5	62.3	66.0

<b>E 9.1.4</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Number of locations per 5000 of population - Glass</b>					
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>2.9</b>	<b>2.8</b>	<b>2.8</b>	<b>2.5</b>
	Mean	2.9	2.9	2.9	2.7
<b>Percentiles</b>	25%	1.8	1.8	1.8	1.7
	75%	3.7	3.8	3.9	3.6

<b>E 9.1.5</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Tonnages collected for recycling per 5000 of population - Glass</b>					
<b>N</b>	Valid	34	34	34	33
	Missing	0	0	0	1
<b>Average</b>	<b>Median</b>	<b>66.1</b>	<b>78.2</b>	<b>87.8</b>	<b>92.0</b>
	Mean	69.1	85.5	92.3	98.8
<b>Percentiles</b>	25%	55.5	71.2	75.3	84.9
	75%	80.8	102.2	108.6	111.6

**Table 38: Recycling Facilities - Cans**

	<b>E 9.2.1 Number of Bring Banks – Cans</b>	<b>E 9.2.2 Number of Civic Amenity Sites – Cans</b>	<b>E 9.2.3 Total Number of Facilities – Cans</b>	<b>E 9.2.4 Number of locations per 5000 population – Cans</b>	<b>E 9.2.5 Tonnes collected for recycling per 5000 population – Cans</b>
Carlow County Council	35	3	38	3.8	5.0
Cavan County Council	29	2	31	2.4	10.3
Clare County Council	54	5	59	2.7	3.7
Cork City Council	0	1	1	0.0	0.1
Cork County Council	117	9	126	1.7	8.1
Donegal County Council	61	3	64	2.2	6.1
Dublin City Council	79	2	81	0.8	1.7
Dún Laoghaire Rathdown CC	32	1	33	0.9	1.8
Fingal County Council	59	4	63	1.3	1.3
Galway City Council <sup>a</sup>	N/A	N/A	N/A		
Galway County Council	91	3	94	3.0	2.6
Kerry County Council	94	5	99	3.5	7.7
Kildare County Council	38	2	40	1.1	1.9
Kilkenny County Council	40	3	43	2.5	6.9
Laois County Council	41	1	42	3.1	1.3
Leitrim County Council	38	2	40	6.9	5.2
Limerick City Council	18	1	19	1.8	2.3
Limerick County Council	49	4	53	2.0	5.9
Longford County Council	26	2	28	4.1	44.5
Louth County Council	43	2	45	2.0	10.3
Mayo County Council	90	2	92	3.7	3.2
Meath County Council	40	3	43	1.3	1.1
Monaghan County Council	24	1	25	2.2	2.5
North Tipperary CC	39	2	41	3.1	4.6
Offaly County Council	47	3	50	3.5	4.1
Roscommon County Council	40	3	43	3.7	5.4
Sligo County Council	47	2	49	4.0	4.5
South Dublin County Council	26	1	27	0.5	0.9
South Tipperary CC	72	4	76	4.6	2.2
Waterford City Council <sup>b</sup>	22	1	23	2.5	9.3
Waterford County Council	0	3	3	0.2	
Westmeath County Council	46	2	48	3.0	3.37
Wexford County Council	120	2	122	4.6	5.2
Wicklow County Council	48	5	53	2.1	4.5

<sup>a</sup> Cans are collected from households as part of our segregated household waste management scheme.  
<sup>b</sup> Cans are collected from households as part of our segregated household waste management scheme.

**Comparison 2004-2007**

<b>E 9.2.1</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Number of Bring Banks - Cans</b>					
<b>N</b>	Valid	33	33	34	34
	Missing	1	1	0	0
<b>Average</b>	<b>Median</b>	<b>39.0</b>	<b>39.0</b>	<b>40.5</b>	<b>40.5</b>
	Mean	48.0	49.9	48.1	47.2
<b>Percentiles</b>	25%	30.0	27.5	28.3	28.3
	75%	55.5	61.5	57.5	59.5

<b>E 9.2.2</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Number of Civic Amenity Sites - Cans</b>					
<b>N</b>	Valid	33	34	34	34
	Missing	1	0	0	0
<b>Average</b>	<b>Median</b>	<b>2.0</b>	<b>2.0</b>	<b>2.0</b>	<b>2.0</b>
	Mean	2.0	2.4	2.5	2.6
<b>Percentiles</b>	25%	1.0	1.0	1.0	1.8
	75%	3.0	3.0	3.0	3.0

<b>E 9.2.3</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Total Number of Facilities - Cans</b>					
<b>N</b>	Valid	33	34	34	34
	Missing	1	0	0	0
<b>Average</b>	<b>Median</b>	<b>41.0</b>	<b>41.0</b>	<b>43.0</b>	<b>43.0</b>
	Mean	50.0	52.2	50.6	49.8
<b>Percentiles</b>	25%	32.0	29.5	30.0	30.3
	75%	58.0	64.5	60.0	63.3

<b>E 9.2.4</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Number of locations per 5000 of population - Cans</b>					
<b>N</b>	Valid	33	34	30	33
	Missing	1	0	4	1
<b>Average</b>	<b>Median</b>	<b>2.7</b>	<b>2.8</b>	<b>2.7</b>	<b>2.5</b>
	Mean	2.7	2.8	2.8	2.6
<b>Percentiles</b>	25%	1.7	1.7	0.0	1.5
	75%	3.4	3.8	2.1	3.6

<b>E 9.1.5</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Tonnages collected for recycling per 5000 of population - Cans</b>					
<b>N</b>	Valid	33	34	32	31
	Missing	1	0	2	3
<b>Average</b>	<b>Median</b>	<b>3.0</b>	<b>4.0</b>	<b>4.0</b>	<b>4.5</b>
	Mean	3.6	4.3	4.4	5.6
<b>Percentiles</b>	25%	2.0	2.3	0.5	1.9
	75%	4.4	5.5	2.3	6.1

**Table 39: Recycling Facilities - Textiles**

	<b>E 9.3.1 Number of Bring Banks – Textiles</b>	<b>E 9.3.2 Number of Civic Amenity Sites – Textiles</b>	<b>E 9.3.3 Total Number of Facilities – Textiles</b>	<b>E 9.3.4 Number of Locations per 5000 population – Textiles</b>	<b>E 9.3.5 Tonnes collected for recycling per 5000 population - Textiles</b>
Carlow County Council	0	3	3	0.3	6.0
Cavan County Council	29	2	31	2.4	14.4
Clare County Council	4	5	9	0.4	10.8 <sup>a</sup>
Cork City Council	0	0	0		
Cork County Council	42	8	50	0.7	26.3
Donegal County Council	31	3	34	1.2	9.7
Dublin City Council	36	2	38	0.4	4.9
Dún Laoghaire Rathdown CC	16	1	17	0.4	12.3
Fingal County Council	8	4	12	0.3	9.2
Galway City Council	8	1	9	0.6	<sup>b</sup>
Galway County Council	17	3	20	0.6	1.8
Kerry County Council	0	1	1	0.0	0.5
Kildare County Council	19	2	21	0.6	6.2
Kilkenny County Council	1	1	2	0.1	5.0
Laois County Council	8	1	9	0.7	14.6
Leitrim County Council	16	2	18	3.1	18.4
Limerick City Council	6	1	7	0.7	16.0
Limerick County Council	18	4	22	0.8	9.8
Longford County Council	2	2	4	0.6	23.9
Louth County Council	0 <sup>c</sup>	2	2	0.1	7.6
Mayo County Council	27	2	29	1.2	11.5
Meath County Council	30	3	33	1.0	12.2
Monaghan County Council	0	1	1	0.1	13.0
North Tipperary CC	4	2	6	0.5	4.8
Offaly County Council	6	2	8	0.6	9.6
Roscommon County Council	6	3	9	0.8	6.8
Sligo County Council	10	2	12	1.0	6.5
South Dublin County Council	16	1	17	0.3	7.3
South Tipperary CC	2	4	6	0.4	1.3
Waterford City Council	6	1	7	0.8	5.0
Waterford County Council	0	3	3	0.2	0.5
Westmeath County Council	23	2	25	1.6	13.6
Wexford County Council	10	2	12	0.5	3.8
Wicklow County Council	8	5	13	0.5	13.5

<sup>a</sup> The tonnage figure is based on 6 months from July 2007 - December 2007.

<sup>b</sup> These are facilitated bring sites- tonnage not available.

<sup>c</sup> Charitable Organisations have Textile Bring Banks at various locations in Co. Louth. However, Louth County Council has no information on these banks.

### Comparison 2004-2007

<b>E 9.3.1 Number of Bring Banks - Textiles</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>4.0</b>	<b>6.5</b>	<b>6.0</b>	<b>8.0</b>
	Mean	7.2	8.6	9.6	12.0
<b>Percentiles</b>	25%	0.0	0.0	0.0	2.0
	75%	9.5	11.3	17.0	18.3

<b>E 9.3.2 Number of Civic Amenity Sites - Textiles</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>1.0</b>	<b>2.0</b>	<b>2.0</b>	<b>2.00</b>
	Mean	1.3	1.8	2.3	2.4
<b>Percentiles</b>	25%	0.0	1.0	1.0	1.0
	75%	2.0	3.0	3.0	3.0

<b>E 9.3.3 Total Number of Facilities - Textiles</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>5.5</b>	<b>8.0</b>	<b>8.0</b>	<b>10.5</b>
	Mean	8.5	10.4	11.9	14.4
<b>Percentiles</b>	25%	1.0	3.0	3.0	5.5
	75%	12.3	13.3	19.0	21.3

<b>E 9.3.4 Number of Locations per 5000 population - Textiles</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid	34	34	30	33
	Missing	0	0	4	1
<b>Average</b>	<b>Median</b>	<b>0.3</b>	<b>0.4</b>	<b>0.4</b>	<b>0.6</b>
	Mean	0.4	0.6	0.7	0.7
<b>Percentiles</b>	25%	0.1	0.2	0.0	0.4
	75%	0.6	0.8	0.2	0.8

<b>E 9.3.5 Tonnages per 5000 population - Textiles</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid	33	33	32	34
	Missing	1	1	2	3
<b>Average</b>	<b>Median</b>	<b>2.6</b>	<b>4.3</b>	<b>7.6</b>	<b>7.4</b>
	Mean	3.4	5.1	8.8	8.8
<b>Percentiles</b>	25%	0.9	1.7	0.0	4.5
	75%	5.5	7.3	3.8	13.2

**Table 40: Recycling Facilities - Batteries**

	<b>E 9.4.1 Number of Bring Banks - Batteries</b>	<b>E 9.4.2 Number of Civic Amenity Sites - Batteries</b>	<b>E 9.4.3 Total Number of Facilities- Batteries</b>	<b>E 9.4.4 Number of Locations per 5000 population - Batteries</b>	<b>E 9.4.5 Tonnes collected for recycling per 5000 population - Batteries</b>
Carlow County Council	20	3	23	2.3	4.9
Cavan County Council	0	2	2	0.2	2.7
Clare County Council	0	5	5	0.2	4.8
Cork City Council	0	1	1	0.0	0.5
Cork County Council	0	9	9	0.1	2.2
Donegal County Council	5	3 <sup>a</sup>	8	0.3	0.9
Dublin City Council	9	2	11	0.1	0.7
Dún Laoghaire Rathdown CC	17	1	18	0.5	1.0
Fingal County Council	56	4	60	1.3	1.4
Galway City Council	0	1	1	0.1	1.7
Galway County Council	0	3	3	0.1	1.8
Kerry County Council	0	5	5	0.2	1.6
Kildare County Council	124	2	126	3.4	0.9
Kilkenny County Council	75	1	76	4.3	0.6
Laois County Council	0	1	1	0.1	3.1
Leitrim County Council	0	2	8 <sup>b</sup>	1.4	3.4
Limerick City Council	2	1	3	0.3	0.5
Limerick County Council	11	4	15	0.6	2.7
Longford County Council	0	0	0		
Louth County Council	0	2	2	0.1	1.2
Mayo County Council	0	2	2	0.1	2.3
Meath County Council	0	3	3	0.1	1.3
Monaghan County Council	0	1	1	0.1	0.9
North Tipperary CC	0	2	2	0.2	1.7
Offaly County Council	0	2	2	0.1	0.8
Roscommon County Council	0	3	3	0.3	0.3
Sligo County Council	24	2	26	2.1	1.4
South Dublin County Council	63	1	64	1.3	1.2
South Tipperary CC	0	4	4	0.2	1.2
Waterford City Council	0	1	1	0.1	0.5
Waterford County Council	55	3	58	4.7	0.8
Westmeath County Council	0	2	2	0.1	1.41
Wexford County Council	113	2	115	4.4	2.4
Wicklow County Council	8	5	13	0.5	2.9

<sup>a</sup> Carndonagh, Stranorlar and Laghey.  
<sup>b</sup> Battery Recycling Units have been provided in 6 Primary Schools in addition to facilities in our Civic Amenity Sites.

**Comparison 2004-2007**

<b>E 9.4.1</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Number of Bring Banks - Batteries</b>					
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
	Mean	12.9	15.3	15.6	17.1
<b>Percentiles</b>	25%	0.0	0.0	0.0	0.0
	75%	8.8	15.0	14.0	17.8

<b>E 9.4.2</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Number of Civic Amenity Sites - Batteries</b>					
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>2.0</b>	<b>2.0</b>	<b>2.0</b>	<b>2.0</b>
	Mean	1.8	2.2	2.4	2.5
<b>Percentiles</b>	25%	1.0	1.0	1.0	1.0
	75%	2.3	3.0	3.0	3.0

<b>E 9.4.3</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Total Number of Facilities - Batteries</b>					
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>3.0</b>	<b>3.0</b>	<b>4.0</b>	<b>4.5</b>
	Mean	14.7	17.5	18.3	19.8
<b>Percentiles</b>	25%	1.0	2.0	2.0	2.0
	75%	11.3	16.5	18.5	19.3

<b>E 9.4.4</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Number of Locations per 5000 population - Batteries</b>					
<b>N</b>	Valid	33	34	29	33
	Missing	1	0	5	1
<b>Average</b>	<b>Median</b>	<b>0.1</b>	<b>0.2</b>	<b>0.2</b>	<b>0.2</b>
	Mean	0.6	0.9	0.7	0.9
<b>Percentiles</b>	25%	0.1	0.1	0.0	0.1
	75%	0.4	0.7	0.1	1.3

<b>E 9.4.5</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Tonnages per 5000 population - Batteries</b>					
<b>N</b>	Valid	33	34	34	34
	Missing	1	0	0	0
<b>Average</b>	<b>Median</b>	<b>0.80</b>	<b>1.01</b>	<b>1.63</b>	<b>1.6</b>
	Mean	1.03	1.54	2.44	1.3
<b>Percentiles</b>	25%	0.36	0.67	0.00	0.8
	75%	1.64	2.08	1.02	2.3

**Table 41: Recycling Facilities - Oil**

	<b>E 9.5.1 Number of Bring Banks - Oil</b>	<b>E 9.5.2 Number of Civic Amenity Sites - Oil</b>	<b>E 9.5.3 Total Number of Facilities - Oil</b>	<b>E 9.5.4 Number of Locations per 5000 population - Oil</b>	<b>E 9.5.5 Tonnes collected for recycling per 5000 population - Oil</b>
Carlow County Council	0	3	3	0.3	1.6
Cavan County Council	0	2	2	0.2	1.4
Clare County Council	0	5	5	0.2	0.6
Cork City Council	0	1	1	0.0	0.3
Cork County Council	0	9	9	0.1	0.9
Donegal County Council	0	3	3	0.1	0.5
Dublin City Council	9	2	11	0.1	0.1
Dún Laoghaire Rathdown CC	0	1	1	0.0	0.5
Fingal County Council	0	3	3	0.1	0.6
Galway City Council	0	1	1	0.1	0.3
Galway County Council	0	3	3	0.1	0.1
Kerry County Council	0	5	5	0.2	0.4
Kildare County Council	0	2	2	0.1	0.2
Kilkenny County Council	7	1	8	0.5	0.1
Laois County Council	0	1	1	0.1	0.6
Leitrim County Council <sup>a</sup>	0	2	2	0.3	1.1
Limerick City Council	0	1	1	0.1	0.4
Limerick County Council	0	4	4	0.2	0.8
Longford County Council	0	0	0	0	0
Louth County Council	0	2	2	0.1	0.5
Mayo County Council	0	2	2	0.1	0.7
Meath County Council	0	3	3	0.1	0.4
Monaghan County Council	0	1	1	0.1	0.2
North Tipperary CC	0	1	1	0.1	0.8
Offaly County Council	0	2	2	0.1	0.5
Roscommon County Council	0	3	3	0.3	0.0
Sligo County Council	0	1	1	0.1	0.2
South Dublin County Council	0	1	1	0.0	0.7
South Tipperary CC	0	3	3	0.2	0.2
Waterford City Council	0	1	1	0.1	0.2
Waterford County Council	0	3	3	0.2	0.1
Westmeath County Council	0	2	2	0.1	0.09
Wexford County Council	4	1	5	0.2	0.4
Wicklow County Council	3	5	8	0.3	0.7

<sup>a</sup>Oil recycling facilities have been removed from our Bring Sites in 2007 due to contamination. Facilities are available in our Civic Amenity Sites providing a controlled and better quality disposal facility.

### Comparison 2004-2007

<b>E 9.5.1 Number of Bring Banks - Oil</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid	34	34	33	34
	Missing	0	0	1	0
<b>Average</b>	<b>Median</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
	Mean	0.6	0.5	0.7	0.7
<b>Percentiles</b>	25%	0.0	0.0	0.0	0.0
	75%	0.0	0.0	0.0	0.0

<b>E 9.5.2 Number of Civic Amenity Sites - Oil</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>1.0</b>	<b>2.0</b>	<b>2.0</b>	<b>2.0</b>
	Mean	1.6	2.0	2.3	2.4
<b>Percentiles</b>	25%	1.0	1.0	1.0	1.0
	75%	2.0	2.0	3.0	3.0

<b>E 9.5.3 Total Number of Facilities - Oil</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid	34	34	33	34
	Missing	0	0	1	0
<b>Average</b>	<b>Median</b>	<b>1.0</b>	<b>2.0</b>	<b>2.0</b>	<b>2.0</b>
	Mean	2.1	2.5	2.9	3.0
<b>Percentiles</b>	25%	1.0	1.0	1.0	1.0
	75%	3.0	3.0	3.5	3.3

<b>E 9.5.4 Number of Locations per 5000 population - Oil</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid	34	34	29	33
	Missing	0	0	5	1
<b>Average</b>	<b>Median</b>	<b>0.1</b>	<b>0.1</b>	<b>0.1</b>	<b>0.1</b>
	Mean	0.1	0.2	0.2	0.1
<b>Percentiles</b>	25%	0.0	0.1	0.0	0.1
	75%	0.1	0.2	0.1	0.2

<b>E 9.5.5</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Tonnages per 5000 population - Oil</b>					
<b>N</b>	Valid	33	33	34	34
	Missing	1	1	0	0
<b>Average</b>	<b>Median</b>	<b>0.16</b>	<b>0.3</b>	<b>0.55</b>	<b>0.47</b>
	Mean	0.36	0.45	0.53	0.43
<b>Percentiles</b>	25%	0.04	0.10	0.00	0.18
	75%	0.67	0.71	0.24	0.67

**Table 42: Recycling Facilities - Other**

	<b>E 9.6.1 Number of Bring Banks - Other</b>	<b>E 9.6.2 Number of Civic Amenity Sites – Other</b>	<b>E 9.6.3 Total Number of Facilities - Other</b>	<b>E 9.6.4 Number of Locations per 5000 population - Other</b>	<b>E 9.6.5 Tonnes collected for recycling per 5000 location - Other</b>
Carlow County Council	6	3	9	0.9	106.6
Cavan County Council	29	2	31	2.4	62.6
Clare County Council	5	5	10	0.5	201.8
Cork City Council	0	1	1	0.0	13.5
Cork County Council	8	9	17	0.2	243.4
Donegal County Council	2	3	5	0.2	72.2
Dublin City Council	10	2	12	0.1	31.0
Dún Laoghaire Rathdown CC	6	1	7	0.2	222.7
Fingal County Council	8	4	12	0.3	97.3
Galway City Council	0	1	1	0.1	49.7
Galway County Council	0	3	3	0.1	13.4
Kerry County Council	7	5	12	0.4	39.4
Kildare County Council	0	2	2	0.1	64.8
Kilkenny County Council	17	3	20	1.1	154.7
Laois County Council	0	1	1	0.1	104.6
Leitrim County Council	0	2	2	0.3	64.0
Limerick City Council	4	1	5	0.5	23.4
Limerick County Council	10	4	14	0.5	192.1
Longford County Council	0	2	2	0.3	939.8
Louth County Council	43	2	2	0.1	506.8
Mayo County Council	0	2	2	0.1	156.7
Meath County Council	0	3	3	0.1	131.9
Monaghan County Council	0	1	1	0.1	739.2
North Tipperary CC	0	2	2	0.2	120.7
Offaly County Council	0	3	3	0.2	99.0
Roscommon County Council	0	3	3	0.3	14.2
Sligo County Council	0	2	2	0.2	110.9
South Dublin County Council	10	2	12	0.2	96.0
South Tipperary CC	0	4	4	0.2	51.4
Waterford City Council	0	1	1	0.1	67.4
Waterford County Council	0	3	3	0.2	62.5
Westmeath County Council	0	2	2	0.1	139.83
Wexford County Council	35	2	37	1.4	75.0
Wicklow County Council	13	5	18	0.7	182.6

## Comparison 2004-2007

<b>E 9.6.1</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Number of Bring Banks – Other</b>					
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>1.5</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
	Mean	9.2	9.4	6.8	6.3
<b>Percentiles</b>	25%	0.0	0.0	0.0	0.0
	75%	8.3	8.0	8.3	8.5

<b>E 9.6.2</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Number of Civic Amenity Sites - Other</b>					
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>2.0</b>	<b>2.0</b>	<b>2.0</b>	<b>2.0</b>
	Mean	1.9	2.5	2.6	2.7
<b>Percentiles</b>	25%	1.0	1.0	1.8	2.0
	75%	2.3	3.0	3.0	3.0

<b>E 9.6.3</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Total Number of Facilities - Other</b>					
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>4.0</b>	<b>3.0</b>	<b>3.0</b>	<b>3.0</b>
	Mean	11.1	11.9	9.5	7.7
<b>Percentiles</b>	25%	2.0	2.0	2.0	2.0
	75%	10.0	11.3	11.3	12.0

<b>E 9.6.4</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Number of Locations per 5000 population - Other</b>					
<b>N</b>	Valid	34	34	30	34
	Missing	0	0	4	0
<b>Average</b>	<b>Median</b>	<b>0.20</b>	<b>0.24</b>	<b>0.17</b>	<b>0.2</b>
	Mean	0.69	0.48	0.43	0.4
<b>Percentiles</b>	25%	0.10	0.12	0.06	0.1
	75%	0.52	0.44	0.10	0.4

<b>E 9.6.5</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Tonnages per 5000 location - Other</b>					
<b>N</b>	Valid	34	33	34	34
	Missing	0	1	0	0
<b>Average</b>	<b>Median</b>	<b>54.95</b>	<b>74.30</b>	<b>89.87</b>	<b>98.15</b>
	Mean	80.16	110.36	143.90	154.44
<b>Percentiles</b>	25%	15.71	45.94	11.34	59.7
	75%	77.62	113.04	67.61	163.14

**Table 43: Litter Pollution**

	<b>E 10.7.1 Percentage of areas within the local authority area that are litter free</b>	<b>E 10.7.2 Percentage of areas within the local authority area that are slightly polluted</b>	<b>E 10.7.3 Percentage of areas within the local authority area that are moderately polluted</b>	<b>E 10.7.4 Percentage of areas within the local authority area that are significantly polluted</b>	<b>E 10.7.5 Percentage of areas within the local authority area that are grossly polluted</b>
Carlow County Council	3.0	89.0	6.0	1.0	0.0
Cavan County Council	1.0	70.0	24.0	5.0	0.0
Clare County Council	11.0	50.0	27.0	11.0	1.0
Cork City Council	1.0	62.0	31.0	6.0	0.0
Cork County Council	0.0	29.0	50.0	21.0	0.0
Donegal County Council	9.0	58.0	29.0	4.0	0.0
Dublin City Council	7.0	43.0	46.0	4.0	0.0
Dún Laoghaire Rathdown	1.0	80.0	20.0	0.0	0.0
Fingal County Council	5.0	58.0	35.0	1.0	1.0
Galway City Council	1.0	76.0	19.0	3.0	0.0
Galway County Council	10.0	46.0	36.0	7.0	1.0
Kerry County Council	11.0	51.0	38.0	0.0	0.0
Kildare County Council <sup>a</sup>					
Kilkenny County Council	3.0	54.0	38.0	4.0	0.0
Laois County Council	8.0	73.0	12.0	7.0	0.0
Leitrim County Council	18.0	64.0	18.0	0.0	0.0
Limerick City Council	3.0	53.0	29.0	14.0	1.0
Limerick County Council	4.0	72.0	22.0	2.0	0.0
Longford County Council	4.0	68.0	23.0	2.0	3.0
Louth County Council	10.0	67.0	21.0	2.0	0.0
Mayo County Council	4.0	54.0	30.0	7.0	6.0
Meath County Council	2.0	54.0	39.0	4.0	1.0
Monaghan County Council	0.0	94.0	6.0	0.0	0.0
North Tipperary CC	2.0	61.0	34.0	2.0	0.0
Offaly County Council	6.0	48.0	45.0	1.0	0.0
Roscommon CC	3.0	56.0	34.0	7.0	0.0
Sligo County Council	0.0	89.0	9.0	2.0	0.0
South Dublin CC	7.0	54.0	30.0	6.0	4.0
South Tipperary CC	5.0	77.0	15.0	3.0	0.0
Waterford City Council	0.0	47.0	47.0	7.0	0.0
Waterford County Council	4.0	90.0	5.0	0.0	0.0
Westmeath County Council	0.0	41.0	45.0	14.0	0.0
Wexford County Council	4.0	58.0	25.0	12.0	2.0
Wicklow County Council	0.0	33.0	38.0	24.0	5.0

<sup>a</sup> Comparable figures in line with TES methodology are not available in respect of Kildare County Council. However, it should be noted that Kildare County Council carry out in-house monitoring of litter pollution in 3 Local Authority areas.

**Comparison 2004-2007**

<b>E 10.7.1</b>		<b>Changed</b>	<b>2006</b>	<b>2007</b>
<b>Percentage of areas within the local authority area that are litter free 2005</b>		<b>Indicator in 2005</b>		
<b>N</b>	Valid	33	32	33
	Missing	1	2	1
<b>Average</b>	<b>Median</b>	<b>3.0</b>	<b>5.5</b>	<b>4.0</b>
	Mean	11.8	6.1	4.5
<b>Percentiles</b>	25%	0.7	1.0	1.0
	75%	15.6	10.0	7.0

<b>E 10.7.2</b>		<b>Changed</b>	<b>2006</b>	<b>2007</b>
<b>Percentage of areas within the local authority area that are slightly polluted 2005</b>		<b>Indicator in 2005</b>		
<b>N</b>	Valid	33	32	33
	Missing	1	2	1
<b>Average</b>	<b>Median</b>	<b>43.0</b>	<b>50.5</b>	<b>58.0</b>
	Mean	41.6	53.6	61.2
<b>Percentiles</b>	25%	31.9	41.5	50.5
	75%	52.9	63.8	72.5

<b>E 10.7.3</b>		<b>Changed</b>	<b>2006</b>	<b>2007</b>
<b>Percentage of areas within the local authority area that are moderately polluted 2005</b>		<b>Indicator in 2005</b>		
<b>N</b>	Valid	33	32	33
	Missing	1	2	1
<b>Average</b>	<b>Median</b>	<b>32.5</b>	<b>34.0</b>	<b>29.0</b>
	Mean	34.9	31.3	28.1
<b>Percentiles</b>	25%	19.7	23.0	19.5
	75%	47.6	41.0	38.0

<b>E 10.7.4</b>		<b>Changed</b>	<b>2006</b>	<b>2007</b>
<b>Percentage of areas within the local authority area that are significantly polluted 2005</b>		<b>Indicator in 2005</b>		
<b>N</b>	Valid	33	32	33
	Missing	1	2	1
<b>Average</b>	<b>Median</b>	<b>7.9</b>	<b>7.0</b>	<b>4.0</b>
	Mean	9.8	8.3	5.6
<b>Percentiles</b>	25%	5.0	4.0	1.5
	75%	11.9	11.8	7.0

<b>E 10.7.5 Percentage of areas within the local authority area that are grossly polluted 2005</b>		<b>Changed Indicator in 2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid	33	32	33
	Missing	1	2	1
<b>Average</b>	<b>Median</b>	<b>0.8</b>	<b>0.0</b>	<b>0.0</b>
	Mean	2.0	0.6	0.8
<b>Percentiles</b>	25%	0.0	0.0	0.0
	75%	3.0	1.0	1.0

The litter pollution results reported here are derived from the national litter pollution monitoring system data, provided by Tobin Consulting Engineers. The National Litter Pollution Monitoring system (NLPMS) is a comprehensive system and has been established since 2001. It uses a Litter Geographical Information System, developed by the LGCSB, to assist local authorities to map potential sources of litter and to identify survey locations.

As we noted in last year's report, *'the issue of comparison between local authorities in measuring litter pollution is very topical'*. When considering further analysis, there is a need to take account of differences between the methodology and format of the results reported here and those reported elsewhere. This is because the Irish Business Against Litter (IBAL) organisation separately issues regular reports based on its own surveys.

The results from the NLPM and IBAL surveys will naturally differ since both surveys use a different methodology, survey design and reporting format. For instance, the IBAL surveys tend to compare individual town areas and rank them based on litter surveys carried out. The most recent IBAL report (published in June 2008) ranks and compares major conurbations such as Tallaght with much smaller rural areas including Tullamore and Roscommon. In our 2006 report, we already noted that *'these surveys are explicitly presented as 'league tables', although the scientific basis for such comparison is open to challenge'* (Service Indicators in Local Authorities 2006, p. 164). We would continue to caution against inappropriate comparison based on crude league tables.

**Table 44: Environmental Complaints and Enforcement**

	<b>E 11.1 Total number of cases subject to complaints concerning environmental pollution</b>	<b>E 11.2 Number of cases investigated</b>	<b>E 11.3 Number of enforcement procedures taken</b>
Carlow County Council	2,092	2,092	81
Cavan County Council	755	708	579
Clare County Council	2,070	2,017	285
Cork City Council	2,049	1,542	1,113
Cork County Council	1,839	1,839	155
Donegal County Council	2,184	1,867	54
Dublin City Council	6,550	6,550	339
Dún Laoghaire Rathdown CC	4,908	4,736	218
Fingal County Council	4,708	4,350	85
Galway City Council	1,556	1,535	3
Galway County Council	1,192	1,192	238
Kerry County Council	1,486	1,465	116
Kildare County Council	2,158	1,908	174
Kilkenny County Council	1,204	1,204	138
Laois County Council	325	315	52
Leitrim County Council	950	950	250 <sup>a</sup>
Limerick City Council	3,415	3,266	226
Limerick County Council	2,331	1,992	215
Longford County Council	1,270	1,270	769
Louth County Council	2,755	2,625	217
Mayo County Council	1,300	1,250	373
Meath County Council	2,668	2,476	819
Monaghan County Council	541	528	57
North Tipperary County Council	847	847	57
Offaly County Council	839	839	508
Roscommon County Council	1,167	1,164	301
Sligo County Council	3,104	3,361	598
South Dublin County Council	8,872	8,872	117
South Tipperary County Council	729	729	259
Waterford City Council <sup>b</sup>	2,717	2,717	1,081
Waterford County Council	1,084	1,079	55
Westmeath County Council	1,489	1,489	499
Wexford County Council	3,240	3,138	292
Wicklow County Council	2,295	2,295	1,093
<b>Totals</b>	<b>76,689</b>	<b>74,207</b>	<b>11,181</b>

<sup>a</sup> Informal warning/advice letters issued in relation to a further 281 cases.  
<sup>b</sup> These figures reflect a considerable increase in the level of activity by the Council, public environmental awareness and a number of enforcement 'campaigns' run during the year.

## Comparison 2004-2007

<b>E 11.1</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Total number of cases subject to complaints concerning environmental pollution</b>					
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>956.0</b>	<b>1,249.5</b>	<b>1,563.0</b>	<b>1,944.0</b>
	Mean	1,373.8	1,858.8	1,990.2	2,255.6
<b>Percentiles</b>	25%	475.8	837.3	984.5	1,146.3
	75%	1,804.8	2,219.8	2,203.5	2,726.5

<b>E 11.2</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Number of cases investigated</b>					
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>938.0</b>	<b>1,139.5</b>	<b>1,367.0</b>	<b>1,690.5</b>
	Mean	1,322.5	1,779.7	1,917.8	2,182.6
<b>Percentiles</b>	25%	474.3	767.8	984.5	1,142.8
	75%	1,593.8	2,194.8	2,138.8	2,648.0

<b>E 11.3</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Number of enforcement procedures taken</b>					
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>139.5</b>	<b>144.5</b>	<b>176.0</b>	<b>222.0</b>
	Mean	202.1	258.0	290.5	328.9
<b>Percentiles</b>	25%	54.3	72.5	81.8	84.0
	75%	262.3	346.5	442.3	501.3

As indicated earlier in the report, considerable effort has been expended since 2004 in tightening up on the definitions and methodologies for each indicator, so that the results are comparable year on year. In 2007, a revised set of methodologies was issued. In the case of this indicator this has resulted in some adjustments being made by authorities and some categories that were included in previous years being omitted in 2007. There is also evidence that systems to record and track action in this case have been strengthened resulting in better quality data. Evidence has also been put forward of increased vigilance and action e.g. in relation to public environmental awareness campaigns, enforcement campaigns and greater follow through on actions; there is also evidence of cases being resolved through informal engagement and action, not reflected in the figures in the Table.

**Table 45: Participation by Schools in Environmental Campaigns**

	<b>E 12.1 Primary Schools participating in environmental campaigns (percentage)</b>	<b>E 12.2 Secondary Schools participating in environmental campaigns (percentage)</b>
Carlow County Council	73	72
Cavan County Council	42	80
Clare County Council	72	78
Cork City Council	30	46
Cork County Council	40	57
Donegal County Council	59	77
Dublin City Council	58	49
Dún Laoghaire Rathdown CC	79	73
Fingal County Council	79	91
Galway City Council	96	100
Galway County Council	76	75
Kerry County Council	71	85
Kildare County Council	73	63
Kilkenny County Council	53	75
Laois County Council	62	82
Leitrim County Council	86	89
Limerick City Council	83	78
Limerick County Council	74	87
Longford County Council	97	100
Louth County Council	64	75
Mayo County Council	65	72
Meath County Council	84	85
Monaghan County Council	33	67
North Tipperary County Council	79	75
Offaly County Council	70	100
Roscommon County Council	66	78
Sligo County Council	91	98
South Dublin County Council	71	68
South Tipperary County Council	54	47
Waterford City Council	71	58
Waterford County Council	70	78
Westmeath County Council	72	81
Wexford County Council	76	95
Wicklow County Council	92	95

## Comparison 2004-2007

<b>E 12.1</b>						
<b>Primary schools participating in environmental campaigns (percentage)</b>			<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid		34	34	34	33
	Missing		0	0	0	1
<b>Average</b>	<b>Median</b>		<b>46.0</b>	<b>53.0</b>	<b>64.2</b>	<b>71.4</b>
	Mean		50.1	53.8	63.3	69.4
<b>Percentiles</b>	25%		38.7	42.9	56.0	60.5
	75%		60.8	65.3	73.5	79.2

<b>E 12.2</b>						
<b>Secondary schools participating in environmental campaigns (percentage)</b>			<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid		34	34	34	33
	Missing		0	0	0	1
<b>Average</b>	<b>Median</b>		<b>54.6</b>	<b>64.0</b>	<b>73.0</b>	<b>77.8</b>
	Mean		53.9	61.9	69.6	77.2
<b>Percentiles</b>	25%		43.0	49.5	55.0	70.0
	75%		66.3	74.3	83.5	88.0

**Table 46: Litter Wardens Employed by Local Authorities**

	<b>E 10.1 Number of Full- Time Litter Wardens</b>	<b>E 10.2 Number of Part-Time Litter Wardens</b>	<b>E 10.3 Number of Litter Wardens (Full- Time and Part- Time) per 5000 Population</b>
Carlow County Council	2	0	0.20
Cavan County Council	3	4 <sup>a</sup>	0.55
Clare County Council	4	1	0.23
Cork City Council	4	0	0.17
Cork County Council	6	18	0.33
Donegal County Council	7	2	0.31
Dublin City Council	20.5	0	0.20
Dún Laoghaire Rathdown CC	5	0	0.13
Fingal County Council	6	0	0.13
Galway City Council	1	7	0.55
Galway County Council	0	14	0.44
Kerry County Council	4	7	0.39
Kildare County Council	2	8	0.27
Kilkenny County Council	3	13	0.91
Laois County Council	3	2	0.37
Leitrim County Council	0	4 <sup>b</sup>	0.69
Limerick City Council	3	2	0.48
Limerick County Council	3	2	0.19
Longford County Council	3	1	0.58
Louth County Council	7	0	0.31
Mayo County Council	1	10	0.44
Meath County Council	3	3	0.18
Monaghan County Council	0	14	1.25
North Tipperary County Council	2	6	0.61
Offaly County Council	4	5	0.64
Roscommon County Council	2	5	0.60
Sligo County Council	2	5	0.57
South Dublin County Council	7	0	0.14
South Tipperary County Council	3	10	0.78
Waterford City Council	3	2	0.55
Waterford County Council	3	2	0.40
Westmeath County Council	0	8	0.50
Wexford County Council	12	0	0.46
Wicklow County Council	6	7	0.52
<b>Totals</b>	<b>134</b>	<b>162</b>	
<sup>a</sup> Part-time litter wardens include those who are working part-time hours and also those whose litter enforcement duties represent only part of their duties. The figure of 4 part-time wardens relates to 4 Waste Enforcement Staff who were authorised under the Litter Pollution Act and who dealt with waste/litter complaints other than the 3 full-time wardens. <sup>b</sup> 4 part-time Litter Wardens from Quarter 4 2007.			

## Comparison 2004-2007

<b>E 10.1</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Number of full-time litter wardens</b>					
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>3.0</b>	<b>3.0</b>	<b>3.0</b>	<b>3.96</b>
	Mean	4.0	4.0	4.0	3.0
<b>Percentiles</b>	25%	2.0	2.0	2.0	2.0
	75%	5.3	5.3	5.3	5.25

<b>E 10.2</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Number of part-time litter wardens</b>					
<b>N</b>	Valid	3	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>3.0</b>	<b>4.0</b>	<b>5.0</b>	<b>4.76</b>
	Mean	4.4	5.3	5.5	3.5
<b>Percentiles</b>	25%	0.0	0.0	0.8	0.75
	75%	7.0	7.0	7.0	7.25

<b>E 10.3</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Number of Litter wardens (full-time and part-time) per 5000 population</b>					
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>0.4</b>	<b>0.5</b>	<b>0.5</b>	<b>0.4</b>
	Mean	0.5	0.6	0.5	0.4
<b>Percentiles</b>	25%	0.2	0.3	0.1	0.2
	75%	0.6	0.7	0.3	0.6

**Table 47: Enforcement of Litter Laws**

	<b>E 10.4 Number of on-the-spot fines</b>	<b>E 10.5 Number of prosecution cases taken because of non-payment of on-the-spot fines</b>	<b>E 10.6 Number of litter prosecutions secured</b>
Carlow County Council	247	8	0
Cavan County Council	254	18	9
Clare County Council	509	17	7
Cork City Council	1,103	88	88
Cork County Council	925	31	11
Donegal County Council	438	1	5
Dublin City Council	7,952	257	44
Dún Laoghaire Rathdown CC	975	12	8
Fingal County Council	1,159 <sup>a</sup>	78	26
Galway City Council	148	0	0
Galway County Council	566	39	7
Kerry County Council	258	31	9
Kildare County Council	1,529	164	35
Kilkenny County Council	247	28	11
Laois County Council	502	107	38
Leitrim County Council	96	8	1
Limerick City Council	735	223	43
Limerick County Council	380	5	1
Longford County Council	722	24	12
Louth County Council	1,207	174	55
Mayo County Council	248	28	6
Meath County Council	632	25	18
Monaghan County Council	154	29	11
North Tipperary County Council	87	36	2
Offaly County Council	211	60	5
Roscommon County Council	235	9	9
Sligo County Council	316	19	5
South Dublin County Council	1,141	198	18
South Tipperary County Council	296	11	5
Waterford City Council	465	25	8
Waterford County Council	126	13	3
Westmeath County Council	334	65	11
Wexford County Council	592	52	15
Wicklow County Council	772	53	14
<b>Totals</b>	<b>25561</b>	<b>1936</b>	<b>540</b>

<sup>a</sup> A further 1068 non statutory warning notices also issued.

### Comparison 2004-2007

<b>E 10.4</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Number of on-the-spot fines</b>					
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>336.0</b>	<b>402.5</b>	<b>400.0</b>	<b>451.5</b>
	Mean	613.0	763.8	765.8	751.8
<b>Percentiles</b>	25%	204.3	199.0	263.0	247.0
	75%	654.3	725.5	689.8	810.3

<b>E 10.5</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Number of prosecution cases taken because of non-payment of on-the-spot fines</b>					
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>25.5</b>	<b>31.5</b>	<b>34.5</b>	<b>28.5</b>
	Mean	57.1	56.5	65.9	56.9
<b>Percentiles</b>	25%	9.5	13.8	16.5	12.8
	75%	57.5	73.0	62.0	68.3

<b>E 10.6</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Number of litter prosecutions secured</b>					
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>8.5</b>	<b>12.5</b>	<b>8.5</b>	<b>9.0</b>
	Mean	22.5	17.1	15.6	15.9
<b>Percentiles</b>	25%	2.0	4.0	3.0	5.0
	75%	20.3	18.5	18.3	18.0

## Section 9: Motor Tax

**Table 48: Motor Taxation - Number of Transactions**

	<b>M 1.1 Number of motor tax transactions which are dealt with over counter</b>	<b>M 1.2 Number of motor tax transactions which are dealt with by post</b>	<b>M 1.3 Number of motor tax transactions which are dealt with online</b>
Carlow County Council	60,902	10,802	14,546
Cavan County Council	56,609	16,020	15,241
Clare County Council	107,290	21,343	28,619
Cork City Council	N/A	N/A	N/A
Cork Combined <sup>a</sup>	266,742 <sup>b</sup>	185,445	170,331
Donegal County Council	157,284	12,375	20,513
Dublin Combined <sup>c</sup>	617,330	228,480	469,022
Dún 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 Combined <sup>d</sup>	191,355	39,968	63,188
Kerry County Council	95,349	48,809	38,238
Kildare County Council	125,293	43,655	81,995
Kilkenny County Council	75,873	20,096	25,352
Laois County Council	61,657	16,027	17,286
Leitrim County Council	23,139	10,872	5,553
Limerick City Council	45,922	4,199	15,461
Limerick County Council	99,603	39,128	40,877
Longford County Council	37,277	4,786	5,592
Louth County Council	100,018	6,219	23,619
Mayo County Council	106,600	24,874	27,163
Meath County Council	145,222	26,584	58,454
Monaghan County Council	54,228	11,222	9,184
North Tipperary County Council	57,116	22,000	20,933
Offaly County Council	66,165	12,803	17,711
Roscommon County Council	47,742	21,359	12,068
Sligo County Council	61,865	8,134	13,158
South Dublin County Council	N/A	N/A	N/A
South Tipperary County Council	88,756	17,742	17,700
Waterford City Council	43,734	5,496	12,802
Waterford County Council	64,359	7,867	15,973
Westmeath County Council	82,621	12,860	18,010
Wexford County Council	98,369	60,362	41,887
Wicklow County Council	102,591	27,797	46,003
<b>Totals</b>	<b>3,141,011</b>	<b>967,324</b>	<b>1,346,479</b>

<sup>a</sup> Motor tax transactions carried out by Cork County Council on behalf of Cork City Council.  
<sup>b</sup> 45,870 additional transactions have not been included in the above indicator as these were non-fiscal transactions. This figure includes exempt tax discs and over 70s driving licences.  
<sup>c</sup> Motor tax transactions carried out by Dublin City Council on behalf of the four Dublin local authorities.  
<sup>d</sup> Motor tax transactions carried out by Galway County Council on behalf of Galway City Council.

## Comparison 2004-2007

<b>M 1.1</b>		<b>New</b>	<b>2006</b>	<b>2007</b>
<b>Number of motor tax transactions which are dealt with over the counter</b>		<b>indicator in 2005</b>		
<b>N</b>	Valid	29	29	29
	Missing	5	5	5
<b>Average</b>	<b>Median</b>	<b>65,219</b>	<b>76,750.0</b>	<b>82,621.0</b>
	Mean	95,126	104,360.2	108,310.7
<b>Percentiles</b>	25%	44,409	55,788.5	56,862.5
	75%	96,658	101,617.0	106,945.0

<b>M 1.2</b>		<b>New</b>	<b>2006</b>	<b>2007</b>
<b>Number of motor tax transactions which are dealt with by post</b>		<b>indicator in 2005</b>		
<b>N</b>	Valid	29	29	29
	Missing	5	5	5
<b>Average</b>	<b>Median</b>	<b>21,812</b>	<b>17,251.0</b>	<b>17,742.0</b>
	Mean	38,514	33,773.1	33,356.0
<b>Percentiles</b>	25%	11,893	10,298.5	10837.0
	75%	36,320	35,697.5	33462.5

<b>M 1.3</b>		<b>New</b>	<b>2006</b>	<b>2007</b>
<b>Number of motor tax transactions which are dealt with in other ways (e.g. online, by telephone)</b>		<b>indicator in 2005</b>		
<b>N</b>	Valid	28	29	29
	Missing	6	5	5
<b>Average</b>	<b>Median</b>	<b>10,098</b>	<b>15,574.0</b>	<b>20,513.0</b>
	Mean	25,497	37,096.9	46,430.3
<b>Percentiles</b>	25%	7,394	11,882.0	14,893.5
	75%	21,007	31,898.5	41,382.0

**Table 49: Motor Taxation - Analysis of Transactions**

	<b>M 1.4 Percentage of Motor Tax transactions which are dealt with over counter</b>	<b>M 1.5 Percentage of Motor Tax transactions which are dealt with by post</b>	<b>M 1.6 Percentage of Motor Tax transactions which are dealt with online</b>
Carlow County Council	71	13	17
Cavan County Council	64	18	17
Clare County Council	68	14	18
Cork City Council	N/A	N/A	N/A
Cork Combined	43	30	27
Donegal County Council	83	7	11
Dublin Combined	47	17	36
Dún 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 Combined	65	14	22
Kerry County Council	52	27	21
Kildare County Council	50	17	33
Kilkenny County Council	63	17	21
Laois County Council	65	17	18
Leitrim County Council	59	28	14
Limerick City Council	70	6	24
Limerick County Council	56	22	23
Longford County Council	78	10	12
Louth County Council	77	5	18
Mayo County Council	67	16	17
Meath County Council	63	12	25
Monaghan County Council	73	15	12
North Tipperary County Council	57	22	21
Offaly County Council	68	13	18
Roscommon County Council	59	26	15
Sligo County Council	74	10	16
South Dublin County Council	N/A	N/A	N/A
South Tipperary County Council	72	14	14
Waterford City Council	71	9	21
Waterford County Council	73	9	18
Westmeath County Council	73	11	16
Wexford County Council	49	30	21
Wicklow County Council	58	16	26

## Comparison 2004-2007

<b>M 1.4 Motor tax transactions at counter (percentage)</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid	29	29	29	29
	Missing	9	9	5	5
<b>Average</b>	<b>Median</b>	<b>67.6</b>	<b>67.0</b>	<b>68.0</b>	<b>65.0</b>
	Mean	69.1	66.2	65.6	64.4
<b>Percentiles</b>	25%	62.0	58.0	59.0	57.7
	75%	77.2	74.0	72.5	72.1

<b>M 1.5 Motor tax transactions by post (percentage)</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid	29	29	29	29
	Missing	9	9	5	5
<b>Average</b>	<b>Median</b>	<b>28.3</b>	<b>22.0</b>	<b>17.0</b>	<b>15.0</b>
	Mean	28.2	21.9	18.2	16.0
<b>Percentiles</b>	25%	22.0	16.0	13.5	10.7
	75%	34.3	27	23.0	20.0

<b>M 1.6 Motor tax transactions by other means (percentage)</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid	28	29	29	29
	Missing	10	9	5	5
<b>Average</b>	<b>Median</b>	<b>0.0</b>	<b>12.0</b>	<b>15.0</b>	<b>18.2</b>
	Mean	2.8	11.9	16.4	19.7
<b>Percentiles</b>	25%	0.0	9.0	13.0	15.9
	75%	5.9	14.5	20.0	22.2

**Table 50: Motor Taxation - Time Taken to Process Postal Applications**

	<b>M 2.1 Number of motor tax applications dealt with on same day</b>	<b>M 2.2 Number of motor tax applications dealt with on the third day or less</b>	<b>M 2.3 Number of motor tax applications dealt with on fifth day or less</b>	<b>M 2.4 Number of motor tax applications dealt with in over five days</b>
Carlow County Council	9,279	794	114	615
Cavan County Council	6,683	7,487	1,230	620
Clare County Council	21,136	104	1	102
Cork City Council	N/A	N/A	N/A	N/A
Cork Combined	178,999	3,932	245	2,269
Donegal County Council	7,272	4,872	124	107
Dublin Combined	23,448	127,537	27,312	50,183
Dún 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 Combined	30,331	6,280	1,554	1,803
Kerry County Council	26,666	18,116	3,246	781
Kildare County Council	5,981	10,296	4,135	23,243
Kilkenny County Council	7,040	9,643	1,859	1,554
Laois County Council	15,555	349	20	103
Leitrim County Council	9,356	1,400	35	81
Limerick City Council	1,961	2,123	74	41
Limerick County Council	33,078	5,672	90	288
Longford County Council	4,646	75	22	43
Louth County Council	2,231	2,714	495	779
Mayo County Council	7,035	6,835	3,093	7,911
Meath County Council	10,947	10,923	2,725	1,989
Monaghan County Council	10,009	1,062	7	144
North Tipperary County Council	10,219	6,813	469	4,499
Offaly County Council	8,243	3,149	733	678
Roscommon County Council	20,140	1,188	17	14
Sligo County Council	7,908	167	8	51
South Dublin County Council	N/A	N/A	N/A	N/A
South Tipperary County Council	17,301	385	5	51
Waterford City Council	4,702	690	34	70
Waterford County Council	6,590	553	189	535
Westmeath County Council	10,295	1,889	343	333
Wexford County Council	46,268	13,493	61	540
Wicklow County Council	3,888	9,475	4,687	9,747
<b>Totals</b>	<b>547,207</b>	<b>258016</b>	<b>52927</b>	<b>109174</b>

## Comparison 2004-2007

<b>M 2.1 Number of motor tax applications dealt with on same day</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid	29	29	28	29
	Missing	5	5	6	5
<b>Average</b>	<b>Median</b>	<b>15,425</b>	<b>10,736</b>	<b>9,958</b>	<b>9,356</b>
	Mean	24,277	20,992	19,375	18,869
<b>Percentiles</b>	25%	8,121	5,282	5,572	6,637
	75%	26,740	19,816	20,447	20,638

<b>M 2.2 Number of motor tax applications dealt with on third day or less</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid	29	29	28	29
	Missing	5	5	6	5
<b>Average</b>	<b>Median</b>	<b>3,749</b>	<b>3,778</b>	<b>4,950</b>	<b>3,149</b>
	Mean	17,678	10,083	10,338	8,897
<b>Percentiles</b>	25%	1,190	1,471	1,336	742
	75%	8,749	9,100	9,806	8,481

<b>M 2.3 Number of motor tax applications dealt with on fifth day or less</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid	29	29	28.0	29
	Missing	5	5	6.0	5
<b>Average</b>	<b>Median</b>	<b>231</b>	<b>200.0</b>	<b>325.5</b>	<b>189.0</b>
	Mean	11,576	3,326	3,055.1	1,825.1
<b>Percentiles</b>	25%	0.0	0.0	34.8	28.0
	75%	2,793	1,965	3,201.0	1,706.5

<b>M 2.4 Number of motor tax applications dealt with in over five days</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid	29	29	28	29
	Missing	5	5	6	5
<b>Average</b>	<b>Median</b>	<b>48</b>	<b>115</b>	<b>400.5</b>	<b>540.0</b>
	Mean	3,790	3,772	4,140.8	3,764.6
<b>Percentiles</b>	25%	0.0	0.0	6.3	91.5
	75%	2,459	2,049	3,301.8	1,896.0

**Table 51: Motor Taxation - Time Taken to Process Postal Applications  
(Percentage)**

	<b>M 2.5 Percentage of motor tax applications dealt with on same day</b>	<b>M 2.6 Percentage of motor tax applications dealt with on third day or less</b>	<b>M 2.7 Percentage of motor tax applications dealt with on fifth day or less</b>	<b>M 2.8 Percentage of motor tax applications dealt with over five days</b>
Carlow County Council	86.0	7.0	1.0	6.0
Cavan County Council	42.0	47.0	8.0	4.0
Clare County Council	99.0	0.0	0.0	0.0
Cork City Council	N/A	N/A	N/A	N/A
Cork Combined	97.0	2.0	0.0	1.0
Donegal County Council	59.0	39.0	1.0	1.0
Dublin Combined	10.0	56.0	12.0	22.0
Dún 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 Combined	76.0	16.0	4.0	5.0
Kerry County Council	55.0	37.0	7.0	2.0
Kildare County Council	14.0	24.0	9.0	53.0
Kilkenny County Council	35.0	48.0	9.0	8.0
Laois County Council	97.0	2.0	0.0	1.0
Leitrim County Council	86.0	13.0	0.0	1.0
Limerick City Council	47.0	51.0	2.0	1.0
Limerick County Council	85.0	15.0	0.0	1.0
Longford County Council	97.0	2.0	0.0	1.0
Louth County Council	36.0	44.0	8.0	13.0
Mayo County Council	28.0	27.0	12.0	32.0
Meath County Council	41.0	41.0	10.0	7.0
Monaghan County Council	89.0	9.0	0.0	1.0
North Tipperary County Council	46.0	31.0	2.0	20.0
Offaly County Council	64.0	25.0	6.0	5.0
Roscommon County Council	94.0	6.0	0.0	0.0
Sligo County Council	97.0	2.0	0.0	1.0
South Dublin County Council	N/A	N/A	N/A	N/A
South Tipperary County Council	98.0	2.0	0.0	0.0
Waterford City Council	86.0	13.0	1.0	1.0
Waterford County Council	84.0	7.0	2.0	7.0
Westmeath County Council	80.0	15.0	3.0	3.0
Wexford County Council	77.0	22.0	0.0	1.0
Wicklow County Council	14.0	34.0	17.0	35.0

## Comparison 2004-2007

<b>M 2.5 Motor tax applications dealt with on same day (percentage)</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid	29	29	28	29
	Missing	5	5	6	5
<b>Average</b>	<b>Median</b>	<b>74.0</b>	<b>75.3</b>	<b>74.8</b>	<b>77.0</b>
	Mean	66.5	64.6	62.0	66.2
<b>Percentiles</b>	25%	46.5	37.0	34.8	41.5
	75%	94.0	90.4	84.4	91.5

<b>M 2.6 Motor tax applications dealt with on third day or less (percentage)</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid	29	29	28	29
	Missing	5	5	6	5
<b>Average</b>	<b>Median</b>	<b>19.0</b>	<b>22.4</b>	<b>19.4</b>	<b>16.0</b>
	Mean	20.9	22.1	21.6	22.0
<b>Percentiles</b>	25%	3.9	6.7	10.5	6.5
	75%	32.5	37.8	33.8	38.0

<b>M 2.7 Motor tax applications dealt with on fifth day or less (percentage)</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid	29	29	28	29
	Missing	5	5	6	5
<b>Average</b>	<b>Median</b>	<b>1.5</b>	<b>1.6</b>	<b>2.6</b>	<b>2.0</b>
	Mean	6.1	5.6	6.0	3.9
<b>Percentiles</b>	25%	0.0	0.0	0.1	0.0
	75%	10.8	9.7	12.7	8.0

<b>M 2.8 Motor tax applications dealt with over five days (percentage)</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid	29	29	28	29
	Missing	5	5	6	5
<b>Average</b>	<b>Median</b>	<b>0.5</b>	<b>1.0</b>	<b>3.9</b>	<b>2.0</b>
	Mean	6.5	7.7	10.3	8.0
<b>Percentiles</b>	25%	0.0	0.0	0.1	1.0
	75%	11.0	14.0	17.7	7.5

**Table 52: Motor Taxation Offices Opening Hours**

	<b>M 3 Average number of opening hours per week</b>
Carlow County Council	31.3
Cavan County Council	28.5
Clare County Council	31.5
Cork City Council	N/A
Cork Combined	34.0
Donegal County Council	24.0 <sup>a</sup>
Dublin Combined	28.4
Dún Laoghaire Rathdown CC	N/A
Fingal County Council	N/A
Galway City Council	N/A
Galway Combined	32.5
Kerry County Council	30.0
Kildare County Council	30.0
Kilkenny County Council	34.2
Laois County Council	32.5
Leitrim County Council	27.7
Limerick City Council	30.0
Limerick County Council	30.0
Longford County Council	35.0
Louth County Council	
Mayo County Council	27.5
Meath County Council	27.5
Monaghan County Council	27.5
North Tipperary County Council	28.6
Offaly County Council	29.0
Roscommon County Council	22.5
Sligo County Council	32.5
South Dublin County Council	N/A
South Tipperary County Council	31.2
Waterford City Council	33.8
Waterford County Council	31.1
Westmeath County Council	35.0
Wexford County Council	35.0
Wicklow County Council	30.0

<sup>a</sup>Service provided at six locations.

### Comparison 2004-2007

<b>M 3 Average number of opening hours per week</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid	29	29	29	28
	Missing	5	5	5	6
<b>Average</b>	<b>Median</b>	<b>30.0</b>	<b>30.0</b>	<b>30.0</b>	<b>30.0</b>
	Mean	29.9	30.0	30.2	30.4
<b>Percentiles</b>	25%	28.4	28.4	28.4	28.4
	75%	32.5	32.5	32.5	32.5

## Section 10: Finance

### Table 53: 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	97.0	91.0	92.0
Cavan County Council	87.0	95.0	88.5
Clare County Council	87.0	90.0	96.4
Cork City Council	92.2	89.2	92.5
Cork County Council	94.2	85.7	95.5
Donegal County Council	89.3	85.0	90.0
Dublin City Council	85.1	92.3	89.0
Dún Laoghaire Rathdown CC	89.0	106.0	94.5
Fingal County Council	93.4	96.7	96.0
Galway City Council	78.0	90.0	80.0
Galway County Council	90.1	90.7	89.5
Kerry County Council	94.1	92.6	95.1
Kildare County Council	86.8	74.2	95.9
Kilkenny County Council	89.0	87.0	98.0
Laois County Council	88.0	95.0	91.0
Leitrim County Council	93.2	78.3 <sup>a</sup>	93.5
Limerick City Council	87.0	100.0	86.4
Limerick County Council	93.0	79.0	97.0
Longford County Council	89.3	85.3	92.0
Louth County Council	88.4	89.6	76.6
Mayo County Council	76.6	74.4	95.0
Meath County Council	88.0	93.0	96.0
Monaghan County Council	94.5	83.2	93.1
North Tipperary County Council	97.0 <sup>b</sup>	94.0	97.0
Offaly County Council	87.3	80.2	91.9
Roscommon County Council	85.0	78.0	93.0
Sligo County Council	92.0	80.3	91.0
South Dublin County Council	80.8	93.8	94.0
South Tipperary County Council	96.6	86.6	96.7
Waterford City Council	89.0	88.0	95.0
Waterford County Council	91.8	88.8	89.6
Westmeath County Council <sup>c</sup>	86.4	73.8	95.6
Wexford County Council	94.3	103.0	94.0
Wicklow County Council	97.1	93.0	91.0

**Footnote:** A number of local authorities' figures are based on draft Annual Financial Statements.

<sup>a</sup> Indicator is negatively impacted by a number of older arrears cases (mostly high-fixed-rate loans) which are being actively pursued.

<sup>b</sup> Revenue Collection figures for House Rent include rents in respect of tenants under the Rental Accommodation Scheme (RAS).

<sup>c</sup> 95% of the arrears are accounted for by 52% of the accounts in arrears.

## Comparison 2004-2007

<b>Rev 1.1</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Housing rent collected at year end as a percentage of amount due</b>					
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>89.0</b>	<b>89.0</b>	<b>90.0</b>	<b>89.1</b>
	Mean	88.8	89.1	89.4	89.6
<b>Percentiles</b>	25%	85.0	86.3	86.3	87.0
	75%	93.2	92.6	93.0	93.6

<b>Rev 2.1</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Housing loans: Amount collected at year end as percentage amount due</b>					
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>89.4</b>	<b>89.0</b>	<b>89.4</b>	<b>88.4</b>
	Mean	86.7	88.1	88.0	89.3
<b>Percentiles</b>	25%	81.0	80.9	82.2	82.5
	75%	91.7	94.3	92.7	93.2

<b>Rev 3</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Rates: Amount collected at year-end as a percentage of amount due</b>					
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>93.1</b>	<b>93.8</b>	<b>93.3</b>	<b>93.3</b>
	Mean	92.6	93.0	92.9	92.4
<b>Percentiles</b>	25%	90.9	90.0	91.0	90.8
	75%	95.8	96.0	96.0	95.7

**Table 54: Housing Rent - Collection Statistics**

	<b>Rev 1.1 Housing rent - Amount collected at year end as percentage of amount due</b>	<b>Rev 1.2 Housing Rent Arrears: Amount 4-6 weeks old</b>	<b>Rev 1.3 Housing Rent Arrears: Amount 6-12 weeks old</b>	<b>Rev 1.4 Housing Rent Arrears: Amount more than 12 weeks old</b>
Carlow County Council	97.0	12.0	13.0	48.0
Cavan County Council	87.0	31.9	13.0	55.1
Clare County Council	87.0	14.8	10.1	75.1
Cork City Council	92.2	8.1	19.3	57.2
Cork County Council	94.2	4.1	11.8	61.8
Donegal County Council	89.3	6.0	7.6	74.9
Dublin City Council	85.1	3.8	9.5	86.8
Dún Laoghaire Rathdown CC	89.0	8.9	18.7	58.7
Fingal County Council	93.4	9.0	16.5	60.2
Galway City Council	78.0	4.0	6.0	86.0
Galway County Council	90.1	7.8	10.9	72.4
Kerry County Council	94.1	10.9	12.9	63.7
Kildare County Council	86.8	3.9	5.2	87.2
Kilkenny County Council	89.0	9.0	14.0	65.0
Laois County Council	88.0	7.1	8.5	75.7
Leitrim County Council	93.2	10.0	10.0	64.4
Limerick City Council	87.0	15.0	8.0	77.0
Limerick County Council	93.0	10.0	22.0	45.0
Longford County Council	89.3	10.0	14.0	65.0
Louth County Council	88.4	8.9	11.2	71.4
Mayo County Council	76.6	3.2	5.3	87.8
Meath County Council	88.0	7.6	11.2	72.3
Monaghan County Council	94.5	12.9	12.8	74.3
North Tipperary County Council	97.0 <sup>a</sup>	9.0	15.0	56.0
Offaly County Council	87.3	4.9	6.3	81.5
Roscommon County Council	85.0	10.2	11.6	57.2
Sligo County Council	92.0	8.1	9.8	71.9
South Dublin County Council <sup>b</sup>	80.8	1.9	5.8	92.4
South Tipperary County Council	96.6	13.0	11.8	50.7
Waterford City Council	89.0	8.1	9.0	69.4
Waterford County Council	91.8	4.2	10.3	76.3
Westmeath County Council	86.4 <sup>c</sup>	6.3	10.1	77.9
Wexford County Council	94.3	6.2	12.8	60.5
Wicklow County Council	97.1	13.7	16.5	69.8

**Footnote:** A number of local authorities' figures are based on draft Annual Financial Statements.

<sup>a</sup> Revenue Collection figures for House Rent include rents in respect of tenants under the Rental Accommodation Scheme (RAS).

<sup>b</sup> In previous years, percentages were based on number of accounts in arrears not value of arrears.

<sup>c</sup> 95% of the arrears are accounted for by 54% of the accounts in arrears.

## Comparison 2004-2007

<b>Rev 1.2 Housing Rent Arrears: Amount 4-6 weeks old</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid	34	34	33	34
	Missing	0	0	1	0
<b>Average</b>	<b>Median</b>	<b>7.8</b>	<b>8.1</b>	<b>8.3</b>	<b>8.5</b>
	Mean	9.2	7.6	9.4	9.0
<b>Percentiles</b>	25%	5.9	3.3	5.0	5.8
	75%	9.7	11.3	12.1	10.4

<b>Rev 1.3 Housing Rent Arrears: Amount 6-12 weeks old</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid	34	34	33	34
	Missing	0	0	1	0
<b>Average</b>	<b>Median</b>	<b>13.6</b>	<b>10.8</b>	<b>11.0</b>	<b>11.2</b>
	Mean	14.6	11.1	11.4	11.5
<b>Percentiles</b>	25%	9.9	7.6	9.2	8.9
	75%	18.6	13.3	14.0	13.3

<b>Rev 1.4 Housing Rent Arrears: Amount more than 12 weeks old</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>N</b>	Valid	34	34	33	34
	Missing	0	0	1	0
<b>Average</b>	<b>Median</b>	<b>65.0</b>	<b>66.1</b>	<b>68.9</b>	<b>70.6</b>
	Mean	65.5	64.3	65.5	69.1
<b>Percentiles</b>	25%	55.3	55.2	55.4	59.8
	75%	74.1	79.0	77.0	76.5

**Table 55: Housing Loans - Collection Statistics**

	<b>Rev 2.1 Housing loans: Amount collected at year end as percentage amount due</b>	<b>Rev 2.2 Housing loans: % arrears 1 month old</b>	<b>Rev 2.3 Housing loans 2-3 months old</b>	<b>Rev 2.4 Housing loans more than 3 months old</b>
Carlow County Council	91.0	6.0	10.0	80.0
Cavan County Council	95.0	16.2	8.7	75.2
Clare County Council	90.0	14.6	6.4	79.0
Cork City Council	89.2	19.8	21.0	59.3
Cork County Council	85.7	9.9	3.5	81.8
Donegal County Council	85.0	3.0	3.0	93.0
Dublin City Council	92.3	6.0	5.0	89.0
Dún Laoghaire Rathdown CC	106.0	5.4	3.6	86.8
Fingal County Council	96.7	12.0	2.5	85.5
Galway City Council	90.0	24.0	4.0	72.0
Galway County Council	90.7	13.5	17.6	68.9
Kerry County Council	92.6	11.6	7.1	81.2
Kildare County Council	74.2	2.5	2.0	92.7
Kilkenny County Council	87.0	7.0	8.0	81.0
Laois County Council	95.0	14.0	19.0	67.0
Leitrim County Council	78.3	2.3	10.4	87.4
Limerick City Council	100.0	18.0	8.0	77.0
Limerick County Council	79.0	3.0	2.0	92.0
Longford County Council	85.3	13.0	4.0	79.0
Louth County Council	89.6	3.8	4.9	88.8
Mayo County Council	74.4	3.6	2.4	91.4
Meath County Council	93.0	5.1	6.7	84.7
Monaghan County Council	83.2	14.1	3.0	82.9
North Tipperary County Council	94.0	5.0	3.0	90.0
Offaly County Council	80.2	6.5	4.8	83.5
Roscommon County Council	78.0	1.9	5.2	92.9
Sligo County Council	80.3	4.1	2.2	91.8
South Dublin County Council	93.8	16.9	16.6	66.5
South Tipperary County Council	86.6	5.7	22.4	71.9
Waterford City Council	88.0	20.2	8.6	41.0
Waterford County Council	88.8	9.0	5.0	75.0
Westmeath County Council	73.8	5.4	1.7	90.8
Wexford County Council	103.0	0.0	8.9	77.4
Wicklow County Council	93.0	3.0	11.0	85.0

**Footnote:** A number of local authorities' figures are based on draft Annual Financial Statements.

## Comparison 2004-2007

<b>Rev 2.2</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Housing loan arrears 1 month old</b>					
<b>N</b>	Valid	34	34	33	34
	Missing	0	0	1	0
<b>Average</b>	<b>Median</b>	<b>8.2</b>	<b>6.6</b>	<b>7.0</b>	<b>6.3</b>
	Mean	12.3	10.7	9.0	9.0
<b>Percentiles</b>	25%	3.8	3.1	4.0	3.7
	75%	16.3	10.3	12.5	14.0

<b>Rev 2.3</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Housing loan arrears 2-3 months old</b>					
<b>N</b>	Valid	34	34	33	34
	Missing	0	0	1	0
<b>Average</b>	<b>Median</b>	<b>7.1</b>	<b>5.2</b>	<b>6.0</b>	<b>5.1</b>
	Mean	11.0	7.3	7.3	7.4
<b>Percentiles</b>	25%	3.0	3.0	2.8	3.0
	75%	14.1	10.0	11.8	9.2

<b>Rev 2.4</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Housing loan arrears more than 3 months old</b>					
<b>N</b>	Valid	34	34	33	34
	Missing	0	0	1	0
<b>Average</b>	<b>Median</b>	<b>70.8</b>	<b>82.8</b>	<b>83.4</b>	<b>82.4</b>
	Mean	70.5	74.6	78.6	80.6
<b>Percentiles</b>	25%	58.5	71.4	74.8	75.1
	75%	86.7	90.0	89.7	89.3

**Table 56: Refuse Charges - Collection Statistics**

<b>Rev 4 Percentage of households paying refuse charges at year end</b>	
Carlow County Council	N/A
Cavan County Council	N/A
Clare County Council	N/A
Cork City Council	93.3
Cork County Council	84.6 <sup>a</sup>
Donegal County Council	N/A
Dublin City Council	86.0
Dún Laoghaire Rathdown CC <sup>b</sup>	15.1
Fingal County Council	100.0
Galway City Council	82.0
Galway County Council	N/A
Kerry County Council	99.9
Kildare County Council	81.6
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	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	100.0
South Tipperary County Council	78.0 <sup>c</sup>
Waterford City Council	100.0
Waterford County Council	100.0
Westmeath County Council <sup>d</sup>	N/A
Wexford County Council	72.7
Wicklow County Council	N/A

**Footnote:** N/A refers to local authorities where the refuse service is provided by private operators.

<sup>a</sup> This excludes refuse charge customers in the western division of the council because of difficulties with the ICT system.

<sup>b</sup> DLRCO operates a pay by wt system where householders are issued statements, based on weights, lifts & standing charges, in arrears unlike a tag system where they pay upfront. The final statement for 2007, issued for 2008 has been included, as required.

<sup>c</sup> Pay by weight in 2007, this resulted in a large number of accounts owing small amounts at years end as bills have to be issued in arrears rather than in advance as heretofore. The financial collection was 90.61, based on invoices issued to 31st Dec 2007, compared to 90.9 for 2006.

<sup>d</sup> A bin tag system is operated in Westmeath. Therefore it is not possible to calculate this figure.

## Comparison 2004-2007

Rev 4 Percentage of households paying refuse charges at year end		2004	2005	2006	2007
<b>N</b>	Valid	17	25	15	14
	Missing	17	9	19	20
<b>Average</b>	<b>Median</b>	<b>84.0</b>	<b>92.0</b>	<b>94.3</b>	<b>89.6</b>
	Mean	83.1	86.8	85.7	85.2
<b>Percentiles</b>	25%	69.6	80.0	19.9	80.7
	75%	100.0	100.0	79.6	100.0

**Table 57: Non-Domestic Water Charges - Collection Statistics**

<b>Rev 5 Non-Domestic Water Charges</b>	
Carlow County Council	78.0
Cavan County Council	64.4
Clare County Council	76.5
Cork City Council	86.1
Cork County Council	54.0
Donegal County Council	43.0
Dublin City Council	51.0
Dún Laoghaire Rathdown CC	42.8 <sup>a</sup>
Fingal County Council	84.2
Galway City Council	34.0 <sup>b</sup>
Galway County Council <sup>c</sup>	20.3
Kerry County Council	81.1
Kildare County Council	64.7
Kilkenny County Council	60.0
Laois County Council	62.0
Leitrim County Council	63.3 <sup>d</sup>
Limerick City Council	78.0
Limerick County Council	91.0
Longford County Council	59.9 <sup>e</sup>
Louth County Council	42.3
Mayo County Council	62.0
Meath County Council	60.0
Monaghan County Council	52.7
North Tipperary County Council	75.0
Offaly County Council	51.1
Roscommon County Council	28.0 <sup>f</sup>
Sligo County Council	40.0
South Dublin County Council	49.7 <sup>g</sup>
South Tipperary County Council	93.3
Waterford City Council	68.0
Waterford County Council	91.8
Westmeath County Council	70.7
Wexford County Council	55.1
Wicklow County Council	45.0

<sup>a</sup> The final bill for 2007 has been included, as required. Obviously, the final bill for 2007 was issued in 2008. This amount, while due for 2007, is not due in 2007.

<sup>b</sup> Collection is undertaken by private contractor and final quarter a/c is not payable until following year.

<sup>c</sup> Best estimate pending finalisation of draft Annual Financial Statement, but does not comment on performance i.e. exceptional nature etc.

<sup>d</sup> Difficulties associated with introduction of Water Pricing Policy have impacted on this indicator.

<sup>e</sup> Provision has been made for amounts considered uncollectable but this is not reflected in this collection figure. Over 16% of the outstanding balance has been collected at 25 February 08.

<sup>f</sup> Late issuing of invoices to customers by contractor impacted on collection rate.

<sup>g</sup> Figures based on Draft Annual Financial Statement. System problems with the introduction of Dublin Region Non Domestic Water Metering Project resulted in bills for 3rd quarter being issued in February 2008 and a consequent delay in bills being issued for final quarter.

## Comparison 2004-2007

Rev 5 Non-Domestic Water Charges		2004	2005	2006	2007
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>67.8</b>	<b>67.7</b>	<b>66.5</b>	<b>61.0</b>
	Mean	67.9	67.3	65.2	61.1
<b>Percentiles</b>	25%	57.9	57.3	55.2	48.5
	75%	81.4	76.0	76.2	76.9

It should be noted that a number of authorities provided information for their basis of this calculation. In a number of cases, the figure is based on the draft annual financial statement; in others the figure has been affected by the impact of the ongoing water metering project (this involved the replacement of old meters, the identification of new connections and the installation of new meters. It will greatly help the accuracy of this figure in future years).

## Section 11: Internal - Corporate Indicators

**Table 58: Percentage of Working Days Lost to Absenteeism**

	<b>C 1.1 Percentage of working days lost to sickness absence through certified leave</b>	<b>C 1.2 Percentage of working days lost to sickness absence through uncertified leave</b>
Carlow County Council	5.0	0.6
Cavan County Council	3.1	0.4
Clare County Council	3.0	0.4
Cork City Council	4.2	1.2
Cork County Council	4.2	1.0
Donegal County Council	3.9	0.5
Dublin City Council	4.1	1.2
Dún Laoghaire Rathdown CC	3.9	1.1
Fingal County Council	3.9	0.7
Galway City Council	3.0	0.4
Galway County Council	4.3	0.4
Kerry County Council	4.9	0.8
Kildare County Council	3.5	0.7
Kilkenny County Council	4.4	0.5
Laois County Council	3.9	0.4
Leitrim County Council	4.2	0.7
Limerick City Council	4.0	0.9
Limerick County Council	3.5	0.4
Longford County Council	3.3	0.6
Louth County Council	4.3	0.9
Mayo County Council	3.5	0.5
Meath County Council	3.0	0.5
Monaghan County Council	4.1	0.3
North Tipperary County Council	3.8	0.5
Offaly County Council	4.5	0.6
Roscommon County Council	4.8	0.8
Sligo County Council	5.6	0.5
South Dublin County Council	3.5	0.8
South Tipperary County Council	4.2	0.5
Waterford City Council	4.4	1.2
Waterford County Council	4.7	0.5
Westmeath County Council	3.0	0.6
Wexford County Council	4.5	0.9
Wicklow County Council	2.7	0.6

**Footnote:** In many cases, a small number of cases of long-term sick leave had a significant impact on absence levels.

## Comparison 2004-2007

<b>C 1.1</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>% Working Days Lost to sickness – absence through certified leave</b>					
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>3.1</b>	<b>3.7</b>	<b>3.7</b>	<b>4.0</b>
	Mean	3.1	3.7	3.8	3.9
<b>Percentiles</b>	25%	2.5	3.2	3.2	3.5
	75%	3.6	4.4	4.3	4.3

<b>C 1.2</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>% Working Days Lost to sickness – absence through uncertified leave</b>					
<b>N</b>	Valid	32	33	34	34
	Missing	2	1	0	0
<b>Average</b>	<b>Median</b>	<b>0.50</b>	<b>0.52</b>	<b>0.56</b>	<b>0.60</b>
	Mean	0.55	0.61	0.76	0.66
<b>Percentiles</b>	25%	0.32	0.44	0.46	0.50
	75%	0.77	0.75	0.78	0.90

A more detailed discussion on this topic and further analysis of the data is contained in Case Study 1 which immediately follows Table 60.

**Table 59: Expenditure on Training and Development**

	<b>C 2 Expenditure on Training and Development as a percentage of total payroll costs 2005</b>
Carlow County Council	4.7
Cavan County Council	4.9
Clare County Council	4.1
Cork City Council	3.8
Cork County Council	5.1
Donegal County Council	4.1
Dublin City Council	5.6
Dún Laoghaire Rathdown CC	4.4
Fingal County Council	3.1
Galway City Council	4.4
Galway County Council	6.2
Kerry County Council	4.9
Kildare County Council	5.3
Kilkenny County Council	4.2
Laois County Council	5.5
Leitrim County Council	6.4
Limerick City Council	5.5
Limerick County Council	4.5
Longford County Council	6.7
Louth County Council	4.8
Mayo County Council	6.8
Meath County Council	5.0
Monaghan County Council	6.1
North Tipperary County Council	7.5
Offaly County Council	6.8
Roscommon County Council	7.1
Sligo County Council	6.7
South Dublin County Council	4.9
South Tipperary County Council	6.2
Waterford City Council	5.2
Waterford County Council	4.2
Westmeath County Council	4.7
Wexford County Council	3.6
Wicklow County Council	3.7

## Comparison 2004-2007

<b>C 2</b>		<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Expenditure on Training and Development as a percentage of total payroll costs</b>					
<b>N</b>	Valid	34	34	34	34
	Missing	0	0	0	0
<b>Average</b>	<b>Median</b>	<b>3.8</b>	<b>4.7</b>	<b>5.0</b>	<b>5.0</b>
	Mean	4.5	5.0	5.3	5.2
<b>Percentiles</b>	25%	3.3	3.9	4.4	4.3
	75%	6.0	6.3	6.6	6.2

**Table 60: Involvement by Schools in Youth Councils/Comhairle na n-Óg**

<b>CP 1 Percentage of local schools involved in the local Youth Council/ Comhairle na nOg scheme</b>	
Carlow County Council	66
Cavan County Council	43
Clare County Council	22 <sup>a</sup>
Cork City Council	63 <sup>b</sup>
Cork County Council	34
Donegal County Council	100
Dublin City Council	30
Dún Laoghaire Rathdown CC	34 <sup>c</sup>
Fingal County Council	32 <sup>d</sup>
Galway City Council	90
Galway County Council	54
Kerry County Council	100
Kildare County Council	74
Kilkenny County Council	56
Laois County Council	100
Leitrim County Council	100
Limerick City Council	92
Limerick County Council	62 <sup>e</sup>
Longford County Council	89 <sup>f</sup>
Louth County Council	81
Mayo County Council	70
Meath County Council	39 <sup>g</sup>
Monaghan County Council	40
North Tipperary County Council	71 <sup>h</sup>
Offaly County Council	64
Roscommon County Council	67 <sup>i</sup>
Sligo County Council	50 <sup>j</sup>
South Dublin County Council	32
South Tipperary County Council	33
Waterford City Council	56
Waterford County Council	100
Westmeath County Council	73 <sup>k</sup>
Wexford County Council	90
Wicklow County Council	0 <sup>l</sup>

<sup>a</sup> Figures include both primary & secondary schools in County Clare.

<sup>b</sup> Participants are chosen via Youth Groups. Schools are invited to send reps in areas where there are no/few youth groups operating.

<sup>c</sup> Participating youth organisations not included.

<sup>d</sup> We also have representatives from Youth Clubs.

<sup>e</sup> Limerick County Council invites all Secondary Schools to participate at the annual Comhairle na n-Og. In addition 9 Youth Clubs and 2 Traveller Training Centres were invited to send representatives.

<sup>f</sup> There are 9 post primary schools in County Longford. 8 got involved in Comhairle na n-Og in 2006 & 2007.

<sup>g</sup> 120 places for Comhairle na bPaisti & Comhairle na nÓg were available for schools in Meath. 60 children representing 22 Primary schools in Meath attended the Comhairle na bPaisti. 60 places for Comhairle na nÓg were offered to 18 Post Primary Schools. 8 schools and 2 Youth Reach organisations participated in Comhairle na nÓg. Post Primary Schools did not engage to the same extent as Primary Schools. Overall 30 schools and 2 Youth organisations participated in 2007.

<sup>h</sup> Percentage shown relates only to secondary schools. In addition to secondary schools a further 6 Youth Groups (scouts) participated.

<sup>i</sup> Other groups such as the READ Centre, RAD Youth Diversion Project & Youthreach also participate in the Comhairle in Roscommon.

<sup>j</sup> Total no. of schools is 16, No. involved - 8. In addition 6 other groups who target hard to reach young people attended.

<sup>k</sup> In addition to the schools in attendance we also proactively invite participants from the hard to reach areas and have representatives of travellers, early school leavers, youth at risk from the justice programmes and are in the process of bringing on board youth with disabilities.

<sup>l</sup> Comhairle not held in 2007. Working through CDB to implement more comprehensive system.

## Comparison 2004-2007

CP 1 Percentage of local schools involved in the local Youth Council/ Comhairle na nOg scheme		2004	2005	2006	2007
<b>N</b>	Valid	33	34	34	34
	Missing	1	0	0	0
<b>Average</b>	<b>Median</b>	<b>42.0</b>	<b>54.8</b>	<b>60.0</b>	<b>63.5</b>
	Mean	47.4	57.2	60.0	62.0
<b>Percentiles</b>	25%	24.0	39.5	39.5	37.8
	75%	66.7	79.8	84.5	89.3

## Section 12: Case Studies

### *Case Study 1: Delivery of Motor Tax Services*

The OECD's review of the Irish Public Service stressed the need to continue to improve e-government and online services whilst also closely aligning services to the needs of the customer:

*"...the bottom-line for the citizen is the speed, quality and appropriateness of public services...both improving public services online and offline will depend on renewed leadership to work in an integrated fashion..." (p. 34).*

In our view, the administration of motor tax services is a good example of an integrated service carried out by local authorities on an agency basis, in collaboration with adjoining authorities in some cases, and with the Local Government Computer Services Board and the Vehicle Registration Unit (the VRU) on a national level. The service indicators measure improvements in this area both in terms of the *quality* (i.e. the delivery of services via a broader suite of options for the customer) and *efficiency* (i.e. speed and quality of service).

Indicator M1 measures the number of motor tax transactions dealt with, broken down by method of service delivery (i.e. whether the service is carried out by post, over-the-counter, or online). It allows us, over time, to track changes in the range of options used by the citizen in carrying out motor tax transactions. The data on this indicator for 2007 is reported on in full on pages 126 to 129. Indicator M2 then measures the length of time taken by local authorities to provide motor tax services over the counter. The 2007 indicator is reported on in full on pages 130 to 133.

Table 61 following presents some of the key national trends in relation to motor tax between 2005 and 2007.

**Table 61: Key Trends**

**2005 – 2007**

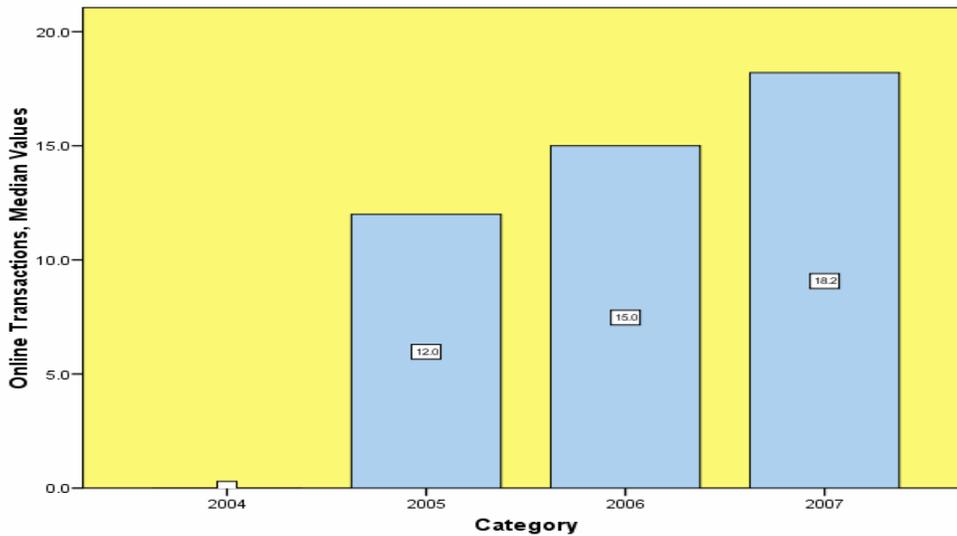
- Between 2005 and 2007, the total number of motor tax transactions increased from 4.6m to 5.454m (+ 18.5%);
- The volume of **online transactions** increased from 763,000 to 1.34m (+76%).
- As a proportion of the total, **online transactions** increased substantially from 16% in 2005 to 25% in 2007;
- The (median) average proportion of **online transactions** for all local authorities increased from zero in 2004 to 18.2 per cent of transactions for local authorities in 2007 (see graph 1).
- The volume of **over-the-counter** transactions carried out over-the-counter increased from 2.75m to 3.14m (+14%). As a proportion of all transactions, **over-the-counter transactions** fell slightly from 59% to 58%.
- The volume of **postal transactions** in the same period has declined from 1.16 million to 967,000 (-16%). As a proportion of all transactions, postal transactions declined the most, from 24% to 18% over the same period.

**2006 and 2007 Comparison**

- The total number of motor tax transactions increased from 5 million to 5.45 million (+9%);
- The % of transactions carried out online has increased from 21.2% to 24.7% while the % carried out by post declined from 21% to 17.7%.

On a national basis, local authorities are dealing with higher levels of transactions while a higher quality service is now offered to customers who have benefited greatly from the expanded range of options.

**Graph 1: (Median) Average % of Transactions carried out Online**



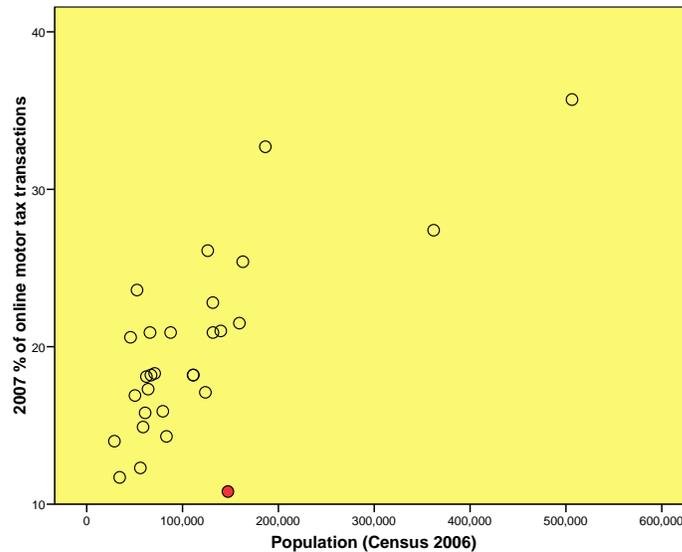
**Table 62: % of Total Motor Tax Transactions Broken Down by Category**

Category	2007	2006	2005
<i>Over-the-Counter</i>	58%	60%	59%
<i>Postal</i>	18%	19%	24%
<i>Other</i>	25%	21%	16%
<i>Total</i>	5,454,814	5,081,676	4,638,636

In improving motor tax services, the aim of local authorities is to deliver services at an appropriate level and based on the citizens' needs. Over recent years the decline in postal transactions has been matched by the rapid take-up of online services. While this confirms the willingness of citizens to adapt rapidly to new modes of service delivery, the level of transactions carried out by the more traditional method, i.e. over-the-counter, continues to remain high.

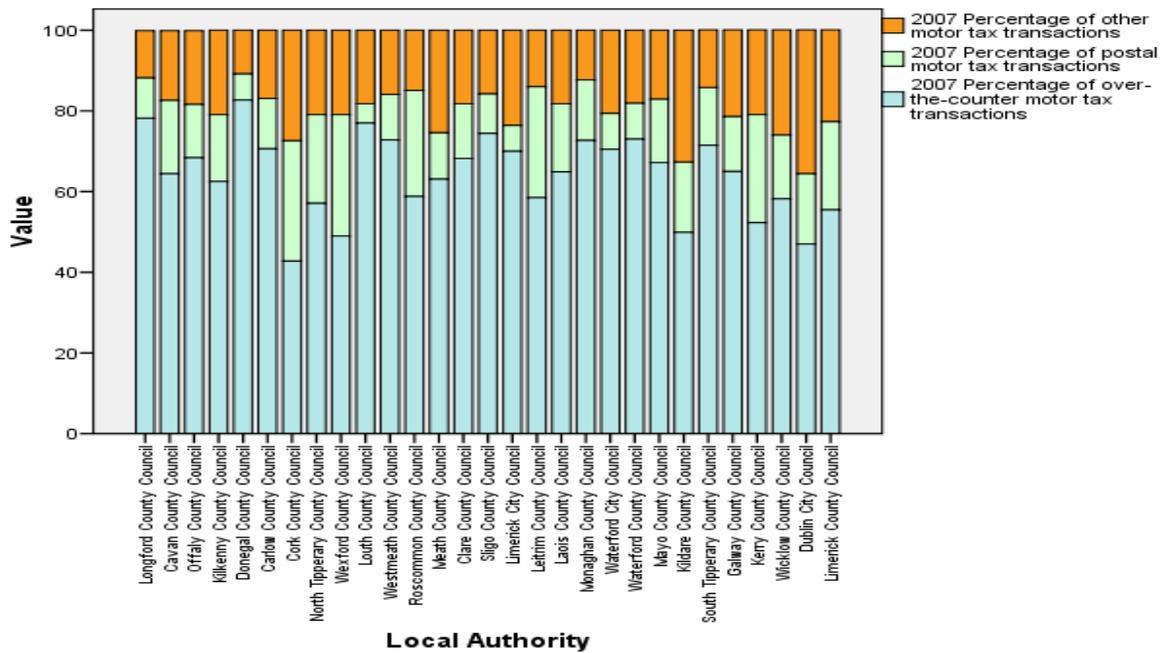
There is also a strong positive correlation between population size (of an area) and percentage of online transactions (see Graph 2 below). This may relate to the fact that high quality internet services are more readily available in large, predominantly urban authority areas.

**Graph 2: Population Size of Local Authority and online Motor Tax Transactions**



Interestingly, Donegal County Council is a significant outlier in this respect given that it is the 9<sup>th</sup> most populous local authority area, but most members of the public typically still opt to carry out their motor tax transactions over-the-counter. One explanation for this is Donegal County Council's success in pioneering the expansion of local area offices, in which it has invested, to bring services closer to the customer in their local community. This would confirm our belief that citizens will continue to demand a high level of personal interaction with services in their community while at the same time also expecting high quality services to be delivered in a range of different modes that suit their personal needs.

**Graph 3: % of Motor Tax Transactions broken down by Type and Local Authority**



**M2: Time taken to deal with postal applications**

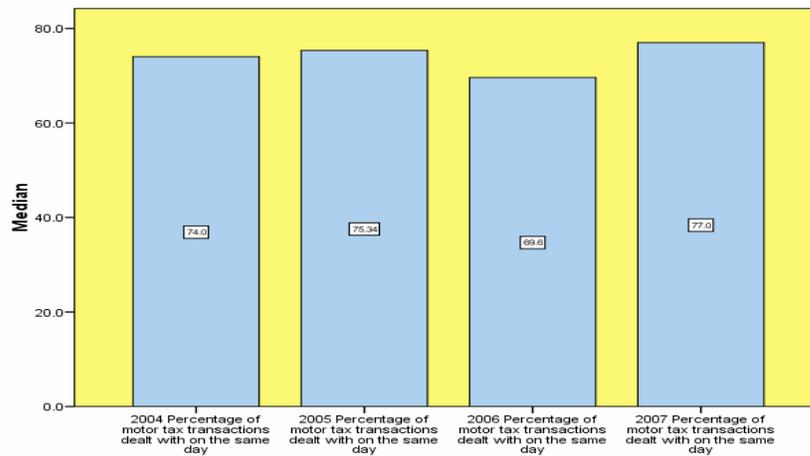
The number of postal applications has fallen from approximately 1.16 million in 2005 to 0.967 million in 2007. It would seem reasonable to expect some level of improvement in the quality of service provided in this context. According to the data in respect of indicator M2, there has been a significant increase in the proportion of transactions dealt with on the same day: the (median) average percentage of postal applications dealt with on the same day has risen between 2006 and 2007 from 69.6 to 77 per cent.<sup>a</sup>

<sup>a</sup> 2-tailed t-test, significant at .001 level.

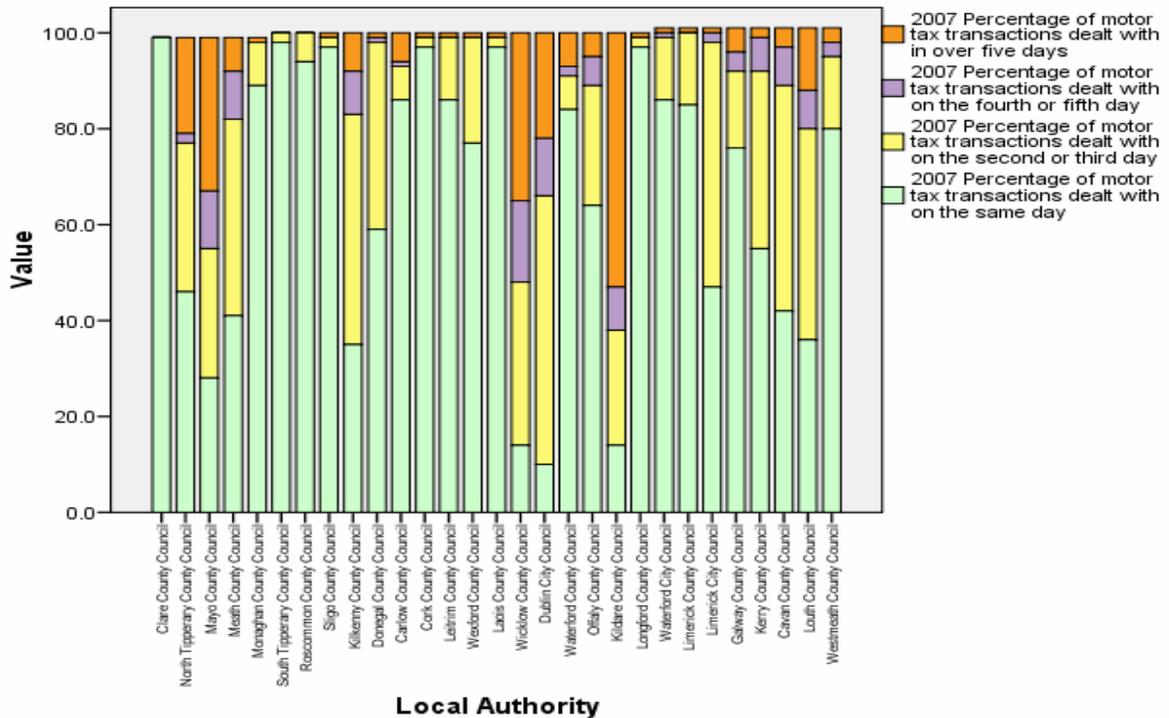
**Table 63: (Median) Average % of Postal Transactions Dealt with by Time Taken 2004 – 2007**

<b>% Dealt with by Category</b>	<b>2007</b>	<b>2006</b>	<b>2005</b>	<b>2004</b>
<i>% transactions dealt with on same day</i>	77.0	69.6	75.3	74.0
<i>% transactions dealt with on 2nd or 3rd day</i>	16.0	20.8	22.4	19.0
<i>% transactions dealt with on 4th or 5th day</i>	2.0	2.7	1.6	1.5
<i>% transactions dealt with in over 5 days</i>	2.0	4.6	1.0	0.5

**Graph 4: (Median) Average % Postal Transactions by Time Taken 2004 – 2007**



**Graph 5: Time Taken to Deal with Postal Applications by Local Authority (2007)**



While this Graph shows wide variation in the time taken to deal with postal transactions, caution must be exercised in making simple comparisons between local authorities as regards performance. This is because as well as differing in the number of transactions dealt with in overall terms, local authorities also differ in the level of resources they are able to commit to their motor tax operations. There does seem to be a relationship between the volume of postal applications dealt with and the % dealt with on the same day.

This question of scale of operations and its impact can be illustrated by the fact that, for instance, although the majority of Dublin City Council's transactions are dealt with within 1 – 3 days, the fact that the City Council is responsible for approximately 24% of the *total* postal applications to all authorities means that any comparison with Clare County Council, responsible for only 2 per cent of transactions, would be inappropriate.

In our report on the 2006 indicators (LGMSB, 2007), we outlined an approach to comparing peer groups of local authorities based on similarities using statistical analysis (Cluster Analysis). Using this approach on the motor tax data, we grouped local authorities measuring the *total number of motor tax transactions* in 2007 and the *percentage of transactions carried out by post*.

This resulted in a five-cluster solution which distinguishes between high-low output authorities, and also between local authorities with more traditional / online transactions. In this exercise, Cork County Council (Cluster 3) and Dublin City Council (Cluster 5) are stand-alone clusters: although both are classed as high-output, Dublin City Council nevertheless deals with twice as many transactions overall; a further difference is that a much higher proportion of Cork County Council's transactions are dealt with by post. It is also important to recognize the geographical area covered by Cork County Council relative to Dublin City Council. The clustering analysis seems to confirm the need for caution in making direct comparisons between the performance of the two local authorities because of the significant differences in measurable output.

**Table 64: 5 Cluster Solution Grouped by Median Values**

Cluster	Local Authority Groupings	2007 Total No. of Motor Tax Transactions	2007 % other motor tax transactions (Median Values)	2007 % of postal motor tax transactions	2007 % of motor tax transactions dealt with on the same day
1	Carlow; Clare; Galway CC; Limerick City; Longford CC; Louth CC; Monaghan CC; Sligo CC; South Tipperary CC; Waterford City Council; Waterford County Council; Westmeath CC;	87,225	13.5	10.65	86
2	Cavan CC; Kildare CC; Kilkenny CC; Laois CC; Limerick CC; Mayo CC; Meath CC; North Tipp CC; Offaly CC; Wicklow CC;	139,979	17.5	16.75	41.5
3	Cork CC	622,518	23	29.8	97
4	Donegal CC; Kerry CC; Leitrim CC; Roscommon CC; Wexford CC;	182,396	13	26.8	77
5	Dublin City Council.	1,314,832	32	17.4	10

## Recommendations and Conclusions

- i. It is our view that the service indicators data should be used on a pro-active basis by local authorities to identify and share best practice to improve aspects of service delivery – in this case the mode of delivery and the time taken to deliver service. This is especially appropriate in the case of motor tax which is a national service.
  
- ii. We recommend that Heads of Implementation Teams together with staff responsible for the motor tax function in local authorities hold a workshop to discuss performance in relation to motor tax indicators. Using the clustering groupings suggested by the LGMSB as a starting-point, local authorities should focus on developing appropriate *'peer groups'* to foster comparison and best practice using the motor tax indicators.
  
- iii. Finally it is worth pointing out that even with the advent of the on line facility, the growth in its use in a relatively short period of time and the excellent service being generally provided to postal applicants, there is still an inclination for people to call in person to motor tax offices and have their business transacted there. This is a significant finding and has implications for other services and the use of staff resources.

## *Case Study 2: Absence Management - Benchmarking Irish Local Authorities*

Absenteeism has drawn considerable attention in the international literature on organisational behaviour, as a part of a more strategic approach to human resources. The literature suggests that levels of absenteeism tend to differ based on a number of factors including gender, education, pay and organisational size. International studies on absence management and practical surveys have consistently highlighted differing levels of absence levels in public and private sector organizations. In developing responses to absenteeism, the literature stresses the need for a multi-pronged approach, including more rigorous collection of data and monitoring; the development of enforcement of standardized attendance management policies, followed by actions to prevent illness / injury in addition to measures to facilitate return to work.

Comparable figures on absence levels are not widely reported or available for the different parts of the Irish public sector: to this extent Irish local authorities have led the field and have made considerable progress in reporting on absence indicators over recent years.

This case study has been selected to illustrate how data being reported on can enable individual local authorities to compare themselves against other appropriate authorities, with other relevant sectors within this country and with local authorities in other jurisdictions.

This section offers more detailed analysis of the data for 2007 and attempts to test some of the assumptions cited in the literature. We then proceed to benchmark Irish local authorities against available Irish absence data both for the private and public sectors, and against UK counterparts. Based on four years' experience reporting on the service indicators, we then make recommendations.

As part of the Service Indicators initiative, the LGMSB is required to report on two separate but linked indicators of absence, C1 and C2, which refer to certified and uncertified sick leave, respectively. Although the indicators refer to '*sick leave*', this term has been criticized in the past for its potential

pejorative connotations. For instance, IBEC's absence management policy notes that *'the notion of what constitutes absenteeism has changed through the years as employees statutory leave entitlements and authorized company-level leave have increased. Nowadays apart from sickness, employees can be absent from work for any one of a number of reasons, either under statutory leave entitlements (such as – annual leave, maternity or adoptive leave, parental leave, force majeure and carer's leave) or under arrangements agreed at an individual company level (such as compassionate or bereavement leave, study and / or exam leave, marriage leave, training, etc.) (2004 p.5).*

Therefore, in line with best practice we use the term 'absence' in this report.

## **Absence Management in Local Government**

Substantial progress has been made by the local government sector as a whole in measuring and reporting on absenteeism. Local authorities could be regarded as leading the way in providing information in a transparent, public manner on absence levels each year. Over a four year period (2004 – 2007) the LGMSB has reported retrospectively on absence data for local authorities. The full set of Tables contained in the 2007 report set out levels of certified and uncertified absence, along with comparative statistics (See pps146-147 in this report).<sup>a</sup>

Related to this work, at a national level the LGMSB has worked with local authorities to develop and roll-out an attendance management policy. Standard attendance management policies, developed in conjunction with the LGMSB, have now been adopted by local authorities. In July 2006, a standard methodology for calculating absence levels was issued by the LGMSB to all County and City Managers as part of the revised attendance management policy for the sector. This guidance has subsequently been used in reporting on this indicator. More recently, the LGMSB published a framework strategy (*Human Resource Strategy Framework for Local Authorities*, February 2008). This framework will support the development of systems to ensure accurate reporting and analysis on key issues in the HR area. Specifically it makes a number of recommendations for local authorities

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<sup>a</sup> Full sets of results for 2004 to 2006 can be downloaded from [www.lgmsb.ie](http://www.lgmsb.ie).

with regard to absence management, including the need for HR departments to be involved in regular reporting and analysis to monitor absence levels.

## **Data Quality**

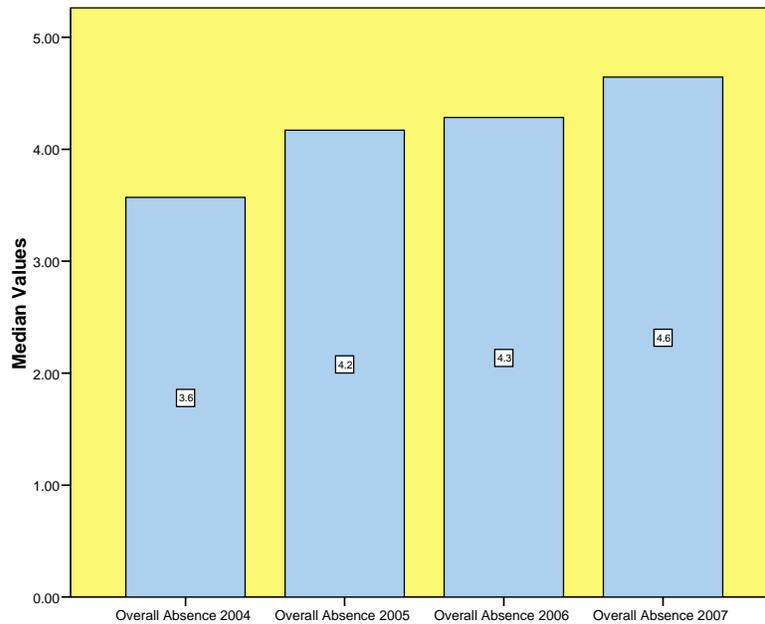
The publication of the first report on Service Indicators in Local Authorities (2004) represented the first ever publication of absence levels on a sectoral basis. Over time, the systems and processes used to record the data have improved. It is planned that these processes will be automated to reduce the level of resources involved in recording the figures and facilitate regular reporting and more in-depth analysis on these statistics for the use of management teams.

In the preparation of this report, additional background data was requested from local authorities to assist in the analysis of the indicators and to independently confirm the methodology used by local authorities to calculate the figures.

## **What does the data tell us?**

- The median average figure for certified absenteeism has risen from 3.15 (2004) to 3.94 (2007);
- The median average figure for uncertified absenteeism has increased from 0.495 to 0.563;
- The average absenteeism level (i.e. by combining the certified and uncertified figures we derive an Overall Absenteeism figure to measure the percentage of working days lost) increased from a median of 3.6% to 4.65% between 2004 and 2007.

**Graph 6: Overall Absence Levels, 2004 – 2007**



Since 2004, the reported absence statistics indicate an increase over time. However, in our view, other factors may be at play here. In particular, as attendance management policies have been developed and implemented, there has been a greater awareness at management level of absenteeism. Furthermore, as local authorities collect more accurate data and implement policies and procedures to measure absence levels, it will be possible to reflect the true picture.

### **Benchmarking the Results: Comparisons**

The service indicators require local authorities to report absence statistics based on % of working days lost. While these have been reported for 2004 to 2007, the additional information supplied this year has enabled the LGMSB to improve the quality assurance process and to facilitate more detailed analysis.

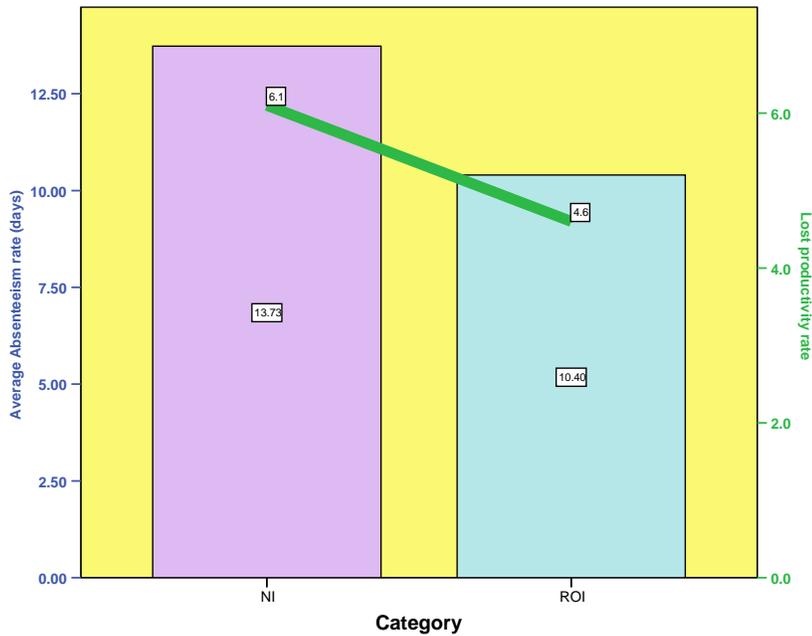
To put the absenteeism results of local authorities in context, it is relevant to examine work done in other sectors on this matter. This shows that:

- i. The national average recorded in the Irish Small Firms association survey (2008) for absenteeism was 3.5% or 8 working days. For large firms this rises to 4.6% or 10 working days. For small firms the average falls to 2.8% or 6 working days.
- ii. A 2004 IBEC survey reported a national average of 7.8 days or 3.4 % lost to absenteeism per person employed.
- iii. A recent report by the Northern Ireland Audit Office (2008) relating to absenteeism in Northern Ireland councils demonstrated average rates in 2006/07 of 13.73 days (6.1 per cent).
- iv. According to a survey conducted by Mercer in 2006 the average Irish employee takes approximately 8 sick days per year.
- v. A 2007 CIPD report in the UK recorded average absence levels for public service organisations at 4.3 per cent or 10.3 working days. The overall national average for all sectors was 3.7% or 8.4 working days.

### **Comparing Council Absence levels in the Republic of Ireland and Northern Ireland.**

The Northern Ireland Audit Office's recent study of absence levels in local authorities found that the overall absence level was an average of 13.7 days in Northern Ireland. This figure was slightly above the absence rate for the Northern Ireland Civil Service. Based on the same report, Graph 7 compares Irish and Northern Ireland local authority absence rates.

**Graph 7: Comparing Northern Ireland and Republic of Ireland absence rates**



Footnote: Irish LA based on av. values for 2007. NI data based on total overall absenteeism rates for 2005 - 2006 period.

Table 65 is also derived from the NIAO report and compares available figures on the average number of working days lost for Northern Ireland with comparable figures for the UK and Irish local authorities.

**Table 65: Comparison of Working Days Lost, UK and Ireland**

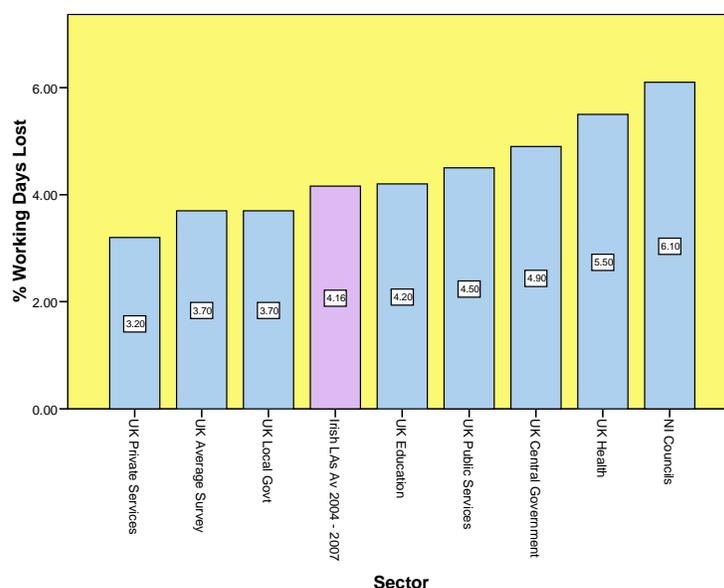
	2004 – 2005	2005 – 2006
<b><i>NI Councils</i></b>	14.6	13.7
<b><i>NI Civil Service</i></b>	14.2	13.4
<b><i>England and Wales Local Authorities</i></b>	11.5	N/A
<b><i>UK Economy</i></b>	6.8	6.6
<b><i>Irish Local Authorities (2007)</i></b>	N/A	10.4

## Comparing Council Absence levels in the Republic of Ireland and the UK

We then compared Irish local authority absence rates to available figures from different public and private sector organisations in the UK based on the CIPD report.

Graph 8 presents a comparison of average % working days lost broken down by sector. The Irish four-year average of 4.16 is below the average for UK public service organisations, although it is higher than the UK local authority rate.

**Graph 8: % Working Days Lost, Average Values**



This shows that, based on the CIPD survey, days lost to absenteeism in Irish local authorities are broadly in line with UK public service levels and significantly lower than those found in Northern Ireland.

**While the CIPD comparison is useful in giving Irish local authorities an indication of trends in the UK public service, we must be cautious in drawing any conclusions from it at this stage. This is because the service indicator figures are based on a complete response from Irish local authorities, whereas the CIPD figures are drawn from a sample of public sector organizations which responded to the survey. In addition, it is unclear whether, in the CIPD sample, there was**

**a significant level of non-response that might have influenced the results i.e. whether higher-performing local authorities were more likely to respond to the survey.**

### **How to progress from here?**

As indicated earlier, so far, the main focus of the service indicators initiative has, understandably, been on *compliance* with accurate reporting on each heading rather than *active* use of the indicator data. The LGMSB has been asked to report on the specified set of indicators by June 30th each year. This timeframe is extremely challenging: in practice it has meant that local authorities and national bodies such as the LGMSB and LGCSB have mainly concentrated on the process involved in collecting, verifying and reporting to the Minister on the annual set of indicators. However, given the extent of the development that has taken place, and the investment of staff resources, at this point we would like to see the maximum value being derived from the data. For instance, now that the absence indicators have been “*bedded in*”, the challenge for local authority management is to make effective use of the information provided as part of local HR strategies.

The report, *Delivering for People*, which led to the establishment of the service indicators system, advises that local authorities should compare their own performance on a year-on-year basis so that a ‘*like with like*’ comparison might be made. The report also stresses that crude comparisons between local authorities in the absence of contextual information can lead to the development of misleading league tables (*Delivering for People*, 2004: 30).

The LGMSB has also been consistent in pointing out some of the potential pitfalls involved in analyzing performance indicator data. In particular, the Board, has cautioned against making inappropriate comparisons between local authorities where such analysis can lead to the type of ‘*crude league tables*’ which can render performance indicators meaningless.

In the case of the absence indicators, the literature and previous studies have shown that there is a relationship between the size of organizations and levels of absenteeism. For instance, the SFA survey confirms that this is the case in the private sector where the percentage of working days lost for larger firms is almost double that of smaller firms. Similarly the CIPD Survey found ‘*significant differences in average levels of absence between organizations of different sizes, with larger*

employers recording higher levels of absence than smaller organisations'. The authors of the CIPD report concluded that:

*"The lower levels of absence in smaller organizations may be because absence is harder to cover and causes more disruption. As a result, employees may be less likely to take time off unnecessarily and managers may manage absence more proactively..."* (CIPD: 9).

Examining the service indicator data, we have found that there is a significant correlation between size of organization and the % of working days lost to uncertified leave<sup>a</sup>. This appears to suggest that in Irish local authorities also, higher levels of sick leave might be expected in larger organizations.

## Developing Models to Make Appropriate Comparison

As outlined earlier, in our 2006 report we tackled a key question: *"what do we mean by a similar authority?"*. We highlighted one possible approach to identifying 'peer groups' of authorities for particular indicators by introducing the concept of cluster analysis<sup>b</sup>. Applying cluster analysis, in this case, the object of the exercise would be to identify those local authorities that might compare themselves in relation to the sick leave indicators.

Although various classification techniques were considered, a hierarchical clustering analysis method emerged as the preferred technique.<sup>c</sup> This resulted in a five cluster solution which placed local authorities into relevant groupings and was found to produce the most satisfactory classification in terms of increments in the similarity measure and group sizes. The classification has broadly allocated local authorities into five final clusters based on organizational size and absence levels. Table 66 lists the local authorities based on the five clusters identified.

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<sup>a</sup> Significant correlation at 0.546 value.

<sup>b</sup> Cluster analysis is the generic name given to a set of statistical techniques used to group objects together based on similar properties. Cluster analysis uses mathematical algorithms to sort objects or data into similar clusters.

<sup>c</sup> The cluster analysis involved transforming the two variables to z scores and then applying *hierarchical clustering* to the standardised measures. The model included variables on staffing numbers (to measure the size of the organization) and a combined measure of absenteeism for 2007. SPSS, a standard statistics package was used to carry out the clustering analysis. Squared Euclidean distances were used as a similarity measure and Wards method was employed as a grouping criterion following a number of tests. The five cluster solution also performed well against a K-means cluster in terms of placing of local authorities into relevant groupings.

**Table 66: Cluster Groupings for Local Authorities**

<b>Cluster Grouping</b>	
<b>Group 1</b>	Carlow CC; Cork City Council; Kerry CC, Roscommon CC; Sligo CC
<b>Group 2</b>	Cavan CC; Clare CC; Galway City Council; Limerick County Council; Longford CC; Meath CC; Westmeath CC; Wicklow CC.
<b>Group 3</b>	Cork County Council.
<b>Group 4</b>	Donegal CC; Dún Laoghaire-Rathdown CC; Fingal CC; Galway CC; Kildare CC; Kilkenny CC; Laois CC; Leitrim CC; Limerick City Council; Louth CC; Mayo CC; Monaghan CC; North Tipperary CC; Offaly CC; South Dublin CC; South Tipperary CC; Waterford City Council; Waterford CC; Wexford CC
<b>Group 5</b>	Dublin City Council

## Conclusions and Recommendations

The intention in carrying out the analysis on this data and in providing relevant comparative data from other sectors and other jurisdictions was to illustrate the uses to which the data emerging from the Service Indicators can be put. Given the constrained staff resources available to local authorities and the emphasis in the HR strategy on the management of staff absence, it our view that the data provides material to enable local authorities individually and the sector as a whole to benchmark itself and to identify if action is warranted. Certainly it enables authorities to see how they rate relative to others.

Based on the analysis carried out and the results, it is clear that: accuracy and verification of sick leave figures is essential if local authorities are to manage sick leave as an issue. We further recommend that:

- i. Sick leave as a management issue should be dealt with at local authority departmental level;
- ii. Local Authorities should begin to “drill down” into the figures and identify differing levels of sick leave among different cohorts of employees;
- iii. Service indicator teams, together with relevant HR staff, should hold a workshop devoted to the discussion of absence level indicators and, using their own expert knowledge of the system, and the groupings suggested by OLAM, begin to identify peer groups to compare levels of absenteeism;
- iv. This workshop and the identification of suitable peer groups can then allow local authorities to begin to share best practice, discuss methods to manage and reduce absenteeism and explore the possibility of setting local and appropriate targets over time.

## Case Study Three: Recycling and Waste Management

This case study has been selected for a number of purposes:

- i. To highlight the performance on recycling, with particular reference to the provision of related infrastructure i.e. Bring Banks, etc.
- ii. To caution against narrow interpretation of the data emerging from some of the indicators;
- iii. To outline some difficulties affecting the quality of the data;
- iv. To discuss the potential use of the data by local and national decision makers. This discussion links directly to the work and comments of the OECD Team.

The particular indicators involved are:

- **E 6** which measures the % of households receiving a segregated waste collection;
- **E7** and **E8** which measure the % of household waste collected that is recycled and land-filled, respectively;
- **E9** which records the number of recycling facilities (*“bring banks”* and *“civic amenity”* facilities) which cater for the various recycling materials, and the amount of materials recycled via these facilities in each local authority area.

The full tables in respect of these indicators are found on pages 88 to 121 of this report.

## The National Perspective on Waste

The indicators are set within a national policy framework which been articulated through a number of policy documents:

- *“Changing Our Ways”* (1998);
- *“Preventing and Recycling Waste: Delivering Change”* (2002);
- *“Taking Stock and Moving Forward”* (2004);
- *“National Overview of Waste Management Plans”* (2004);
- *“National Strategy on Bio-degradable Waste”* (2006);

More recently, the Programme for Government identified the need for a comprehensive international review of waste management in Ireland to build on progress already achieved, and to determine the best balance of recycling technologies and strategies.

The main driver for environmental reform, over the past thirty years, has been EU legislation. Since 1996 the Irish Government has introduced in excess of 30 different pieces of primary and secondary legislation, all of which have been based on EU legislation, including the waste framework directive, the EU packaging directive and the EU landfill directive, which set higher environmental standards in waste and recycling.

### **The Changing Role of Local Authorities in Waste Management**

The traditional role of local authorities was in delivering household waste services and managing landfill sites and the disposal of waste. However, under Waste Management Acts 1996 to 2005, the remit of local authorities was broadened to encompass a wider and more holistic environmental protection role.

The real sea-change in policy was spelled out by the DoEHLG in the *“Changing Our Ways”* document which signalled a move away from traditional landfill options, instead placing a greater emphasis on recycling, waste minimisation, prevention and the “polluter pays principle”. It also required local authorities to work together on a regional basis to prepare waste management plans and to develop an integrated waste management infrastructure.

Local authorities are now responsible for:

- Making and reviewing waste management plans;
- Provision of (or arranging for provision of) household waste collection services;
- Regulation of waste collection activities;
- Permitting commercial waste collection activities;
- Developing and operating a comprehensive network of recycling facilities;
- The operation of waiver schemes (which typically exist where local authorities provide refuse collection services directly themselves);

- Landfill management;
- Enforcing waste legislation;
- Follow-up of complaints and concerns of the public;
- Enforcement and prevention of unauthorised dumping;
- Promoting recycling in business;
- Promoting and raising awareness of recycling on a local level through a network of dedicated Environmental Awareness Officers.

### **Private Sector Involvement**

Over time the level of direct involvement by local authorities in the collection and disposal of household waste has reduced, in line with increased private sector activity in this area. The most recent study of refuse collection systems in Ireland noted the proliferation of a wide range of different local combinations of exclusive local authority or private sector and combined public/private arrangements. This study estimated that in Ireland approximately 53% of local authority areas were exclusively serviced by private operators, with 41% serviced by a combination of public and private operators: only 6% of local authority areas are now dealt with exclusively by local authorities. (Callaghan – Platt, 2007: ix). Table 67, derived from this report, provides a summary of the most up-to-date information on local arrangements for refuse collection.

**Table 67: Arrangements for Refuse Collection by Local Authority Area**

<b>Local Authorities</b>	<b>Ownership of Collection</b>
Carlow	Private Waste Collection
Cavan	Private Waste Collection
Clare	Private Waste Collection
Cork City	Combination
Cork County	Combination
DLR	Combination
Donegal	Private Waste Collection
Dublin City	Predominantly Local Authority
Fingal	Predominantly Local Authority
Galway City	Combination
Galway County	Private Waste Collection
Kerry	Combination
Kildare	Private Waste Collection
Kilkenny	Combination
Laois	Private Waste Collection
Leitrim	Private Waste Collection
Limerick City	Private Waste Collection
Limerick County	Private Waste Collection
Longford	Private Waste Collection
Louth	Private Waste Collection
Mayo	Private Waste Collection
Meath	Private Waste Collection
Monaghan	Private Waste Collection
North Tipperary	Private Waste Collection
Offaly	Private Waste Collection
Roscommon	Private Waste Collection
Sligo	Private Waste Collection
South Dublin	Local Authority
South Tipperary	Combination
Waterford City	Local Authority
Waterford County	Combination
Westmeath	Combination
Wexford	Combination
Wicklow	Private Waste Collection

(Source: Callaghan – Platt, 2007: ix)

## **Recycling –What do the Indicators tell us?**

Nationally, annual reports have confirmed the considerable progress already made by local authorities in reaching recycling targets. For instance, in its annual output statement, the DoEHLG noted that by 2007 *'the overall municipal waste recovery rate of 36% exceeded for the first time the 2013 national recycling target of 35%'* (DoEHLG, 2007: 11). In this respect, local authorities are making considerable progress on the original goals of regional waste management plans to regularise waste management and to increase access to recycling facilities in local authority areas. However, in its 2006 report the EPA also noted that while the volume of household waste recycled increased by 14%, this has been matched by increases in the amount of waste generated (DoEHLG, 2007: 11; EPA, 2007: vi). 'Ireland Inc' will also come under increasing pressure as it strives to meet more stringent bio-waste targets in coming years. Higher environmental standards, driven by European legislation, represent a key challenge; it is difficult to know, using the indicator data, how far local authorities are from reaching these targets i.e. on the diversion of biowaste.

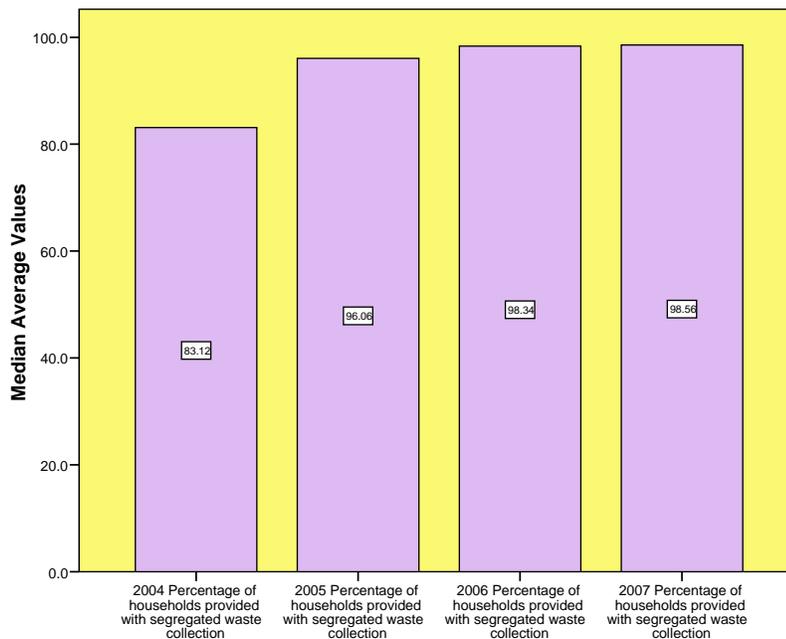
A key question that has occupied both the media and political interest in relation to the recycling indicators is: Why do recycling rates vary between local authorities?

In the paragraphs that follow we present some relevant data on trends. We then make recommendations for how local authorities might use the indicators constructively on a local level to assess progress and to move forward.

### **Performance on Indicator E.6 'Kerbside' Recycling**

Indicator E6 measures the proportion of households receiving a segregated waste collection i.e. door-to-door recycling service. This is an important indicator, as the availability of kerbside collection services is thought to play a role in encouraging greater participation in recycling activities for households. Graph 9 shows the average figures for this indicator and highlights the greater availability of kerbside collection services over the past four years.

**Graph 9: Percentage of Households provided with Segregated Waste Collection**



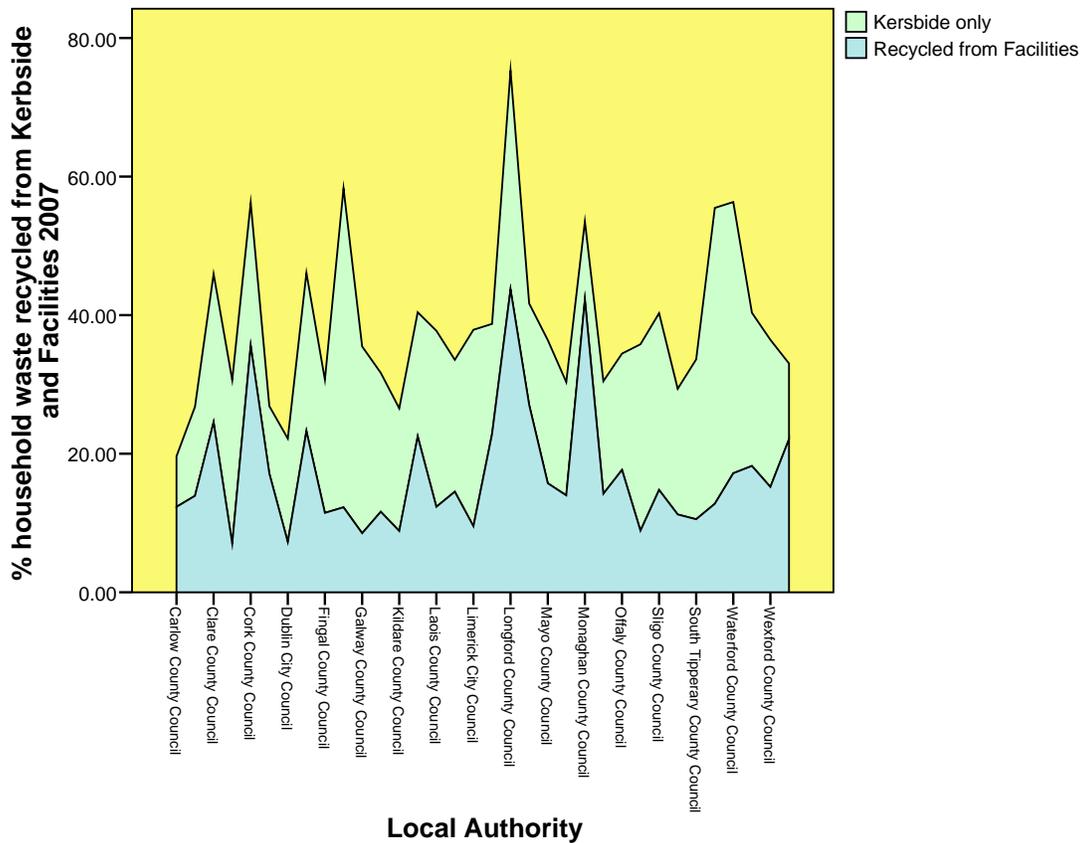
### Overall Recycling Rates

In line with the format currently used for the indicators, the LGMSB is required to report on and distinguish between proportions of segregated (*kerbside*) waste recycled and amounts recycled through bring banks and civic amenity facilities.

However, it is important to emphasise that figures in E.7 relate **only to door-to-door collection and do not reflect the full picture in relation to recycling activity**. This is because these indicators do not include waste recycled through Bring Centres/Civic Amenity sites which are measured in a separate set of indicators. Although in previous reports we have consistently pointed out that **kerbside recycling rates do not represent the full extent of local authority recycling**, past media coverage tended to misrepresent the position, highlighting kerbside recycling rates only, without taking account of the additional recycling done by householders and others directly.

For this reason, Graph 10 is helpful in illustrating this point: the blue element of the graph represents the % recycled via kerbside collection and the green element represents the additional materials recycled through Bring Banks/Civic Amenity facilities.

**Graph 10: illustrates the difference between Kerbside recovery and additional materials recovered from Recycling facilities**



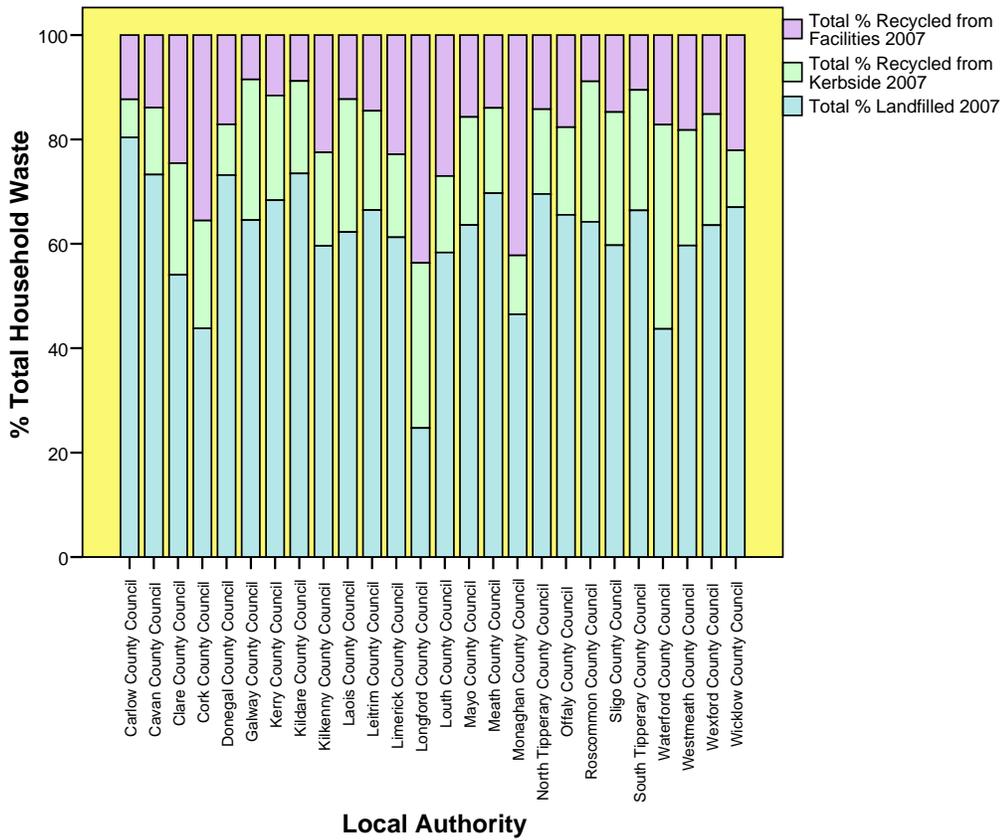
Based on reported figures for 2007.

To capture the picture more fully, this year, we have published an additional table which calculates the total percentage of materials recycled at recycling facilities and through door-to-door collection. This allows local authorities to present a clearer picture of the 'true' recycling rate for their local authority (Table 68). Graphs 11 and 12 present the proportions landfilled and recycled through Kerbside and Recycling Facilities for each local authority.

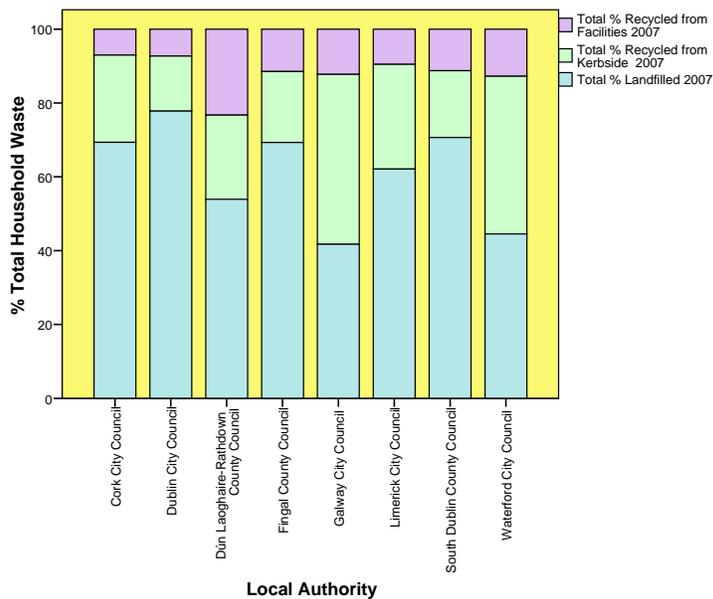
**Table 68: Materials recovered / recycled through Kerbside and Recycling Facilities 2007 based on data supplied by local authorities.**

	Tonnage Landfilled	Tonnage recycled from Kerbside	Total Bring Banks and Civic Amenity Sites Tonnages	Total Waste Tonnages	% Kerbside	% Recycled Through Recycling Facilities	Total % Recycled
Carlow County Council	12932	1175	1982	16089	7.3	12.3	19.6
Cavan County Council	11905	2087	2261	16253	12.8	13.9	26.8
Clare County Council	15022	5945	6815	27782	21.4	24.5	45.9
Cork City Council	26408	8989	2664	38061	23.6	7.0	30.6
Cork County Council	37519	17662	30453	85634	20.6	35.6	56.2
Donegal County Council	19995	2657	4679	27331	9.7	17.1	26.8
Dublin City Council	138861	26604	12934	178399	14.9	7.2	22.2
Dún Laoghaire-Rathdown CC	33691	14268	14532	62491	22.8	23.3	46.1
Fingal County Council	61216	16958	10114	88288	19.2	11.5	30.7
Galway City Council	10290	11351	3019	24660	46.0	12.2	58.3
Galway County Council	26175	10931	3449	40555	27.0	8.5	35.5
Kerry County Council	23343	6847	3962	34152	20.0	11.6	31.6
Kildare County Council	50520	12184	6061	68765	17.7	8.8	26.5
Kilkenny CC	12162	3658	4583	20403	17.9	22.5	40.4
Laois County Council	13521	5525	2673	21719	25.4	12.3	37.7
Leitrim County Council	5378	1539	1174	8091	19.0	14.5	33.5
Limerick City Council	8274	3777	1265	13316	28.4	9.5	37.9
Limerick County Council	19402	5031	7233	31666	15.9	22.8	38.7
Longford CC	4203	5385	7433	17021	31.6	43.7	75.3
Louth County Council	31129	7802	14424	53355	14.6	27.0	41.7
Mayo County Council	26601	8644	6572	41817	20.7	15.7	36.4
Meath County Council	35804	8390	7181	51375	16.3	14.0	30.3
Monaghan CC	10424	2530	9464	22418	11.3	42.2	53.5
North Tipperary CC	15239	3561	3112	21912	16.3	14.2	30.5
Offaly County Council	10599	2711	2854	16164	16.8	17.7	34.4
Roscommon CC	9372	3923	1297	14592	26.9	8.9	35.8
Sligo County Council	11129	4752	2749	18630	25.5	14.8	40.3
South Dublin CC	63133	16212	10028	89373	18.1	11.2	29.4
South Tipperary CC	19377	6737	3070	29184	23.1	10.5	33.6
Waterford City Council	6881	6598	1969	15448	42.7	12.7	55.5
Waterford CC	5442	4873	2138	12453	39.1	17.2	56.3
Westmeath CC	13063	4844	3986	21893	22.1	18.2	40.3
Wexford County Council	22232	7430	5307	34969	21.2	15.2	36.4
Wicklow County Council	26198	4262	8636	39096	10.9	22.1	33.0

**Graph 11: Proportion of Household Waste Landfilled / Recycled 2007: County Councils**



**Graph 12: Proportion of Household Waste Landfilled /Recycled 2007 for Urban Authorities**



Because of the importance of recycling facilities to this analysis, this aspect is covered in more detail in the following paragraphs.

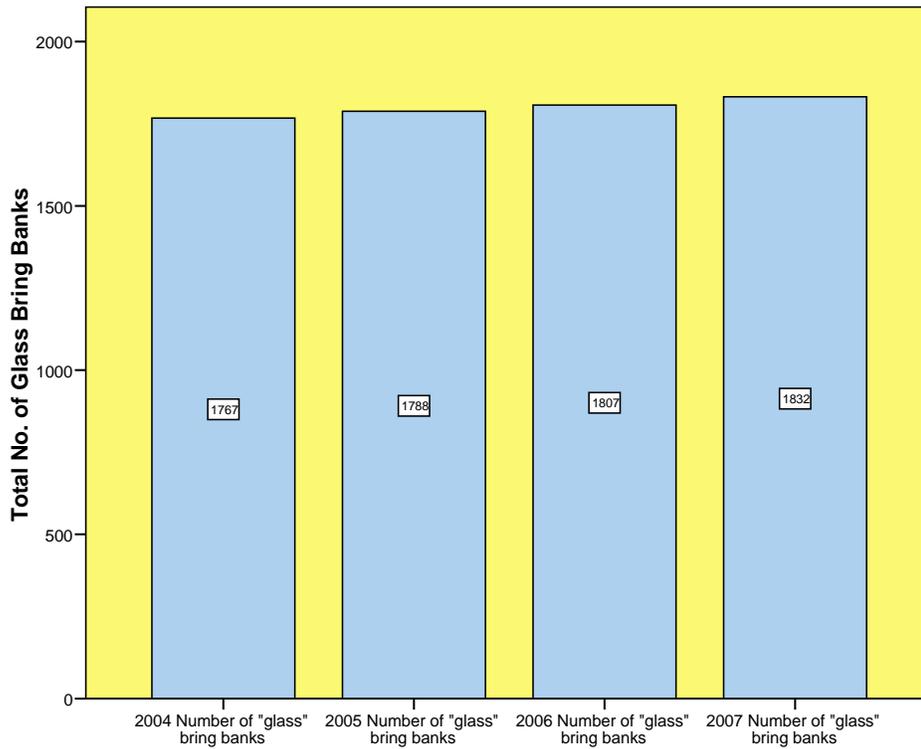
### **Local Authority Recycling Facilities and their Impact**

A decade and a half ago, the range of public recycling facilities was extremely limited. The position at the time is captured in PJ Rudden's description:

*'In the early 90's....the only recycling was a few glass and can 'bring banks' scattered throughout the country and operated by a charity organization...the waste area remained the 'Cinderella or poor relative' of the public services...'* (Rudden, 2007, p. 271)

In the intervening years, local authorities have invested heavily in expanding the network of bring banks and civic amenity facilities and improving the range of materials that are catered for. For example the total number of bring banks catering for glass recyclables increased from 1,767 to 1,832 between 2004 and 2007. In addition, the success of local authorities in encouraging changes in public behaviour and driving the recycling agenda has been well documented. A good example of this is the Irish success story in implementing the WEEE Directive on recycling electronic and electrical waste.

Graph 13: Number of "Glass" Bring Banks 2004-2007



The indicators allow us to document some of this success by comparing amounts recycled through recycling facilities in 2004 with data provided for 2007. Table 69 presents the total and average tonnages recycled through Civic Amenity/Bring Bank Facilities for 2004 and 2007. Between 2004 and 2007, the total tonnage of glass recycled increased by almost 40%; the total tonnage of cans has increased by 54%, and the total textiles have increased significantly by over 200% over this period.

**Table 69: Total and (Median) Average Amounts Recycled through Recycling Facilities 2004–2007**

<b>Tonnages</b>	<b>Average Tonnage Recycled 2004</b>	<b>Total Tonnage Recycled 2004</b>	<b>Average Tonnage Recycled 2007</b>	<b>Total Tonnage Recycled 2007</b>	<b>% Increase in Total Recycled</b>
Batteries	18.38	715.06	29.49	1311.63	83.43
Cans	58.02	2476.22	70.24	3446.23	39.17
Glass	1189.89	55209.73	1972.11	85281	54.47
Oil	1.07	67.71	8.98	395.87	484.67
Other	779.75	86,582.33	2,050.12	111,821.7	29.15
Textiles	50	2429.34	164.39	7385.01	203.99
Total	2,202	147,480.43	4,284.40	209,641.5	42.15

In contrast to his assessment of the earlier period, Rudden is able to conclude that “...from a poor baseline prior to the 1990’s, Ireland is now mid-way among the EU-15 member states in terms of municipal recycling...” (Rudden, 2007, p. 275)

### **Population Change between 2002 and 2006 and its Relevance to the Service Indicators on Recycling Facilities**

The indicators measure the extent of public access to recycling facilities based on the number of facilities per head of population for each local authority area. Arising from the 2006 Census, the change in population means that although the number of facilities and tonnages recycled has generally increased across the board between 2004 and 2006, because they are measured per head of population, in a number of cases, there has been a slight decline between 2004 and 2007. For instance, the average number of facilities for recycling glass has increased from 44.5 to 46. However, measured for every 1,000 of population using both the 2002 and 2006 census figures, there is a slight reduction in the average number of recycling facilities for glass per 1,000 head of population, from 0.57 to 0.54, reflecting the substantial increase in the population during this period. In other words it is important to acknowledge the impact that the increases in population have had on this indicator.

However, despite the population increase, the quantity of materials recycled has increased to such a degree that the change in census figures has had a negligible impact on the overall figures. For

instance, Table 70 shows that the tonnage of glass recycled per 5,000 population has increased by almost a third between 2004 and 2007 from 66 to 92.4, even taking population into account.

**Table 70: Tonnage of Glass Collected for Recycling per 5,000 in population 2004 & 2007**

	<b>2004 Tonnage of glass collected for recycling per 5,000 in population</b>	<b>2007 Tonnage of glass collected for recycling per 5,000 in population</b>
Mean	69.081	98.802
Median	66.065	92.445

### **Why do recycling rates vary between local authorities?**

It is important, in judging the performance of local authorities in this area, to understand that a **complex set of variables influence recycling behaviour and can account for differences in recycling rates between local authorities.**

Factors cited in the international literature which can influence recycling rates include: socio-cultural variables (including levels of education and levels of environmental awareness); good quality recycling services and access to or perceived convenience of recycling services<sup>a</sup>. Other obvious factors include whether an area is urban or rural and population density; the relative wealth of the municipal authority (as this determines the amount of resources and level of service provided) and whether a pay-by-use scheme is in place to incentivise recycling behaviour.<sup>b</sup>

In their examination of English recycling performance indicators, Harder et al emphasised difficulties in measuring recycling services which were very distinct for different households. In addition, they stressed the fact that performance measures should not dictate the level or type of service provided to a householder: “...it is important that local authorities are free to develop recycling services suited to the needs of their residents so it is not appropriate for alternative...indicators to dictate exactly which materials are collected, or how...” (Harder et al, 2007, p. 307).

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<sup>a</sup> See, for instance, M.K. Harder, N. Stantzos, R. Woodard, A. Read (2007); Feiock and Kalan (2001); Marin M, Williams I.D., Clark M (2007).

<sup>b</sup> Callaghan-Platt (2007).

The Irish case is no different: recycling rates vary because of socio-economic, cultural and local behaviour as well as local access to facilities. In reality, the range of household collection services in Ireland differs greatly from region to region and between public/private operators: recycling behaviour, levels of waste generated and hence household recycling rates vary widely between municipal authority areas in all countries.

For the many reasons outlined above, differing performances on recycling cannot be captured or accurately reflected in crude '*league tables*' sometimes generated by media commentators.

## **Data Quality**

In terms of reporting on the waste/recycling indicators, local authorities have experienced significant difficulties in relation to the quality of data on waste/recycling indicators. While the quality of information in relation to local authority waste streams has improved over time, data quality issues in relation to private sector operators remain a significant challenge both in terms of timeliness and accuracy of the data contained in this report.

Firstly, a number of local authorities have reported that **they experience difficulties in obtaining the relevant statistics from private sector operators in a timely manner**, in order to collate the service indicators within the required timeframe, i.e. by the end of March each year. Second, it would appear that some private sector operators may be reluctant to provide accurate data to local authorities in relation to their waste activities, because they claim that this information is commercially sensitive.<sup>a</sup> For instance, a small number of local authorities indicated that estimates (only) were provided for 2007, as up-to-date statistics from private operators were not available. For the purposes of our report, the growth in private sector involvement in waste activities impinges significantly on the quality of the data.

The data quality issues outlined above mean that in some cases the data provided represents the *best available* information at the time of writing. While steps have been taken to minimise any

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<sup>a</sup>This issue was raised with the Office for Local Authority Management in workshop discussions with senior local authority staff. The EPA National Waste Database reports and a recent study on pay-by-use systems in Ireland have similarly expressed concern about data quality issues relating to the private sector.

discrepancies with other sources of data, in practice there may be some inconsistencies and differences between, for instance, figures published in the indicators report and in the EPA National Waste Database, the results of which are published subsequent to this report. In our concluding remarks on this chapter we make further recommendations on how the data collection process can be improved.

### **Use of these indicators**

Taken together, the waste management and recycling indicators help to provide a greater level of information on local performance in areas of waste management and recycling than has previously been available. Although it is acknowledged that the indicators relate to “household waste arisings” only – and hence the data only represents a small proportion of total waste produced in Ireland - nevertheless, this information is useful for a number of purposes.

For instance, the indicators themselves offer **a useful tool for decision makers at a national level**, enabling them to monitor progress in the roll-out of recycling infrastructure and ultimately on meeting national recycling targets (discussed above) over time.

More generally, **the lack of ‘hard’ evidence and accurate statistics on recycling and other activities broken down on by local authority level can hamper local decision-making processes.**

For instance, a number of studies have consistently noted the lack of accurate local data in relation to waste management and recycling activities.<sup>a</sup> Local authority councillors and managers often have to make difficult decisions in this area. The twin goals of providing additional local services and implementing national policy have to be balanced against constraints including competing demands on resources.

In addition, international studies have shown that both households and local authorities are central to the success or otherwise of recycling campaigns. In order to succeed, local authorities need to provide

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<sup>a</sup>For example, the recent Callaghan-Platt study concluded that “*current systems of information collection for waste related activities, such as illegal waste diversion, are dispersed and fragmented... In addition, data can be incomplete due to the retention of information by private sector collectors claiming that it is commercially sensitive...*” (xi)

recycling facilities/infrastructure and to raise awareness at a local level. At the same time, the perceived convenience to, and availability of local recycling facilities can be a key factor in helping households to change their behaviour and encourage them to recycle. By publishing information on the level of local recycling facilities available and on the materials recycled and recycling rates **local authorities are taking a positive step in giving more information to the consumer/citizen**. This information can also be used to promote local recycling campaigns and to chart levels of progress locally against national standards.

### **Where to from here?**

The service indicators can help us to provide a greater focus on outcomes for citizens by allowing us to:

- Measure the extent of public access to local facilities;
- Measure the amount of household waste landfilled or recycled per capita on a local level;
- Demonstrate progress achieved in local recycling programmes;
- Identify and encourage best practice within the local authority system;

However, the indicators themselves as they are currently constructed do not provide us with a comprehensive picture of recycling across all sectors. This is because very little accurate data exists in respect of recycling of, for instance, construction and demolition waste, or commercial waste. In addition, a key issue for local authorities is that they are working towards targets as set out in regional waste management plans adopted locally, but there may be a lack of clarity nationally to assist local authorities in bridging the gap in meeting targets including those contained in the landfill directive and more particularly on bio-waste.

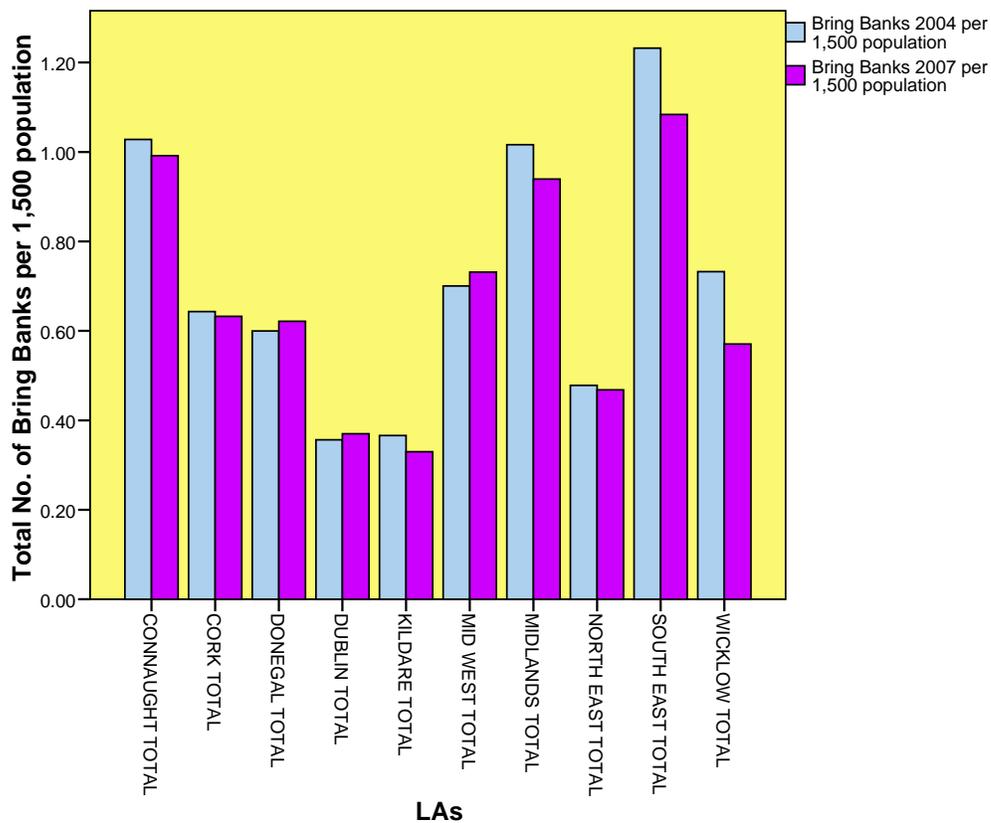
### **Conclusions**

Local authorities have to work together to implement regional waste management plans. They also need to develop appropriate waste management strategies to reach national and regional recycling targets and to service local communities: **accurate and timely information on outcomes is crucial so that progress in meeting specific targets set out in various regional plans can be judged**. In a recent assessment, Rudden felt that "...a useful area of future research would be to map the waste

management outcomes in each region in relation to the requirements of the regional plans and to have a regional stakeholder forum to review the implementation of the plan...” (Rudden, 2007, p. 275).

Graph 13 and Table 71, derived from the service indicator data, measure outcomes in terms of the level of access to bring bank facilities, based on regional waste management areas. Although regional waste management plans contain different targets in respect of access to facilities, this graph helps to illustrate how the indicators might be used to identify the ‘distance to target’ on a regional basis.

**Graph 13: Bring Bank access in RWM areas, 2004 and 2007**



**Table 71: Bring Bank access in RWM areas, 2004 and 2007**

	<b>Bring Banks 2004 per 1,500</b>	<b>Bring Banks 2007 Per 1,500</b>
<b>Kildare Total</b>	0.37	0.33
<b>Dublin Total</b>	0.36	0.37
<b>North East Total</b>	0.48	0.47
<b>Wicklow Total</b>	0.73	0.57
<b>Donegal Total</b>	0.60	0.62
<b>Cork Total</b>	0.64	0.63
<b>Midwest Total</b>	0.70	0.73
<b>Midlands Total</b>	1.02	0.94
<b>Connaught Total</b>	1.03	0.99
<b>South East Total</b>	1.23	1.08

Such comparative information can also be used by local authority practitioners to identify best practice in waste management. To the extent that recycling statistics can now be measured locally and over time, the service indicators can help to 'plug' an important information gap. In summary then, we have highlighted the fact that good progress is being made on the recycling front – but at the same time local authorities face increasingly challenging targets to divert waste from landfill. The indicators can measure access to recycling facilities, the levels of recycling being carried out on a local level and assess the levels of progress achieved in meeting targets originally set out in Regional Waste Management Plans. However, local authorities also need greater clarity on how these plans and local targets fit in with national objectives and implementation of EU environmental legislation.

### **Recommendations:**

- i. Relevant members of service indicator implementation teams should meet on a regional basis to make greater use of the information provided in this report on recycling, to discuss progress in delivery of waste infrastructure and recycling services, and to assess and encourage best practice.
- ii. The CCMA through its Environment committee should consider initiating a dialogue with the DOEHLG and the EPA with a view to making greater use of, and improving the quality of the recycling statistics contained in this report.
- iii. Local authorities need support at a national level to ensure that private operators provide them with accurate and timely waste statistics.

## **Section 13: Concluding Comments**

It is important in an initiative of this type to continue to develop and learn and to build on the experience in a practical way. Such an approach ensures that the work involved in collecting the data and compiling the report pays dividends – in terms of reviewing the quality of services, improving them if possible and linking the information to policy review and development.

A number of elements contribute to this learning:

- At national level, the continuing existence of the Local Government Customer Service Working Group has meant that it is possible to reflect the experience on an ongoing basis;
- The commissioning by the DoEHLG of a “rule book” of definitions will further assist in the accuracy and uniformity of the data;
- The inclusion in the 2007 Report of an approach to comparison between authorities and in this report of a number of case studies are designed to stimulate debate and discussion;
- The continuing engagement at national level of the County and City Managers Association (CCMA) means that there is a clear commitment to the process;
- The findings and report of the Independent Assessment Panel (IAP) afford local authorities generally the chance to identify ways in which processes supporting the service indicators can be improved.

However it is at individual local authority level that the greatest potential exists for maximising the use of the data. Within available resources, the LGMSB will continue to play an active role in leading the initiative so that the impacts on efficiency and effectiveness can be maximised.

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## **Appendix 1: Review by the Independent Assessment Panel**

### ***Service Indicators in Local Authorities, 2007***

#### **Background**

A Report called *Service Indicators in Local Authorities* has been published annually by the Local Government Management Services Board (LGMSB) since 2005. Each year an Independent Assessment Panel (IAP), appointed by the Minister for the Environment, Heritage, and Local Government, undertakes a quality assurance exercise whose primary role is to verify the returns contained in this Report. The Panel visits a sample of authorities in order to assess the accuracy and reliability of their returns for selected service indicators.

The current members of the IAP are:

Brendan Walsh, Professor Emeritus, Economics, University College, Dublin (Chair)

Arthur Coldrick, Consultant and Chair of Performance Verification Group (Local Government)

Mary O'Dea, Consumer Director, Financial Regulator

Professor Walsh joined the Panel in 2008. Mr Coldrick and Ms O'Dea had served in earlier years.

#### **The work of the IAP in 2008**

The Panel undertook its quality assessment of the 2007 indicators during June 2008. In consultation with the LGMSB it was decided to concentrate on the following three service indicators:

1. Planning enforcement: Total number of cases subject to complaints that are
  - Investigated [P2.1]
  - Dismissed [P2.1]
  - Resolved through negotiations [P2.3]
  - Planning enforcement – actions taken
  - Warning letters [P2.4]
  - Enforcement notices [P2.5]
  - Prosecutions [P2.6]

2. Current status of Local Authority Housing

- Total number of dwellings in local authority stock [H1.1]
- Percentage let [H1.2]
- Percentage not let – vacant [H1.3]

3. Enforcement of Litter Laws

- Number of on-the-spot fines [10.4]
- Number of prosecutions taken because of non-payment of fines [E10.5]
- Number of prosecutions secured [E10.6]

The Panel undertook twelve visits to local authorities to review each of these indicators with the relevant officers. The visits were conducted as follows:

- All three members of the Panel visited South Dublin and Kildare County Councils,
- Prof. Walsh also visited Cork City Council and Galway and Mayo County Councils,
- Ms O'Dea also visited Westmeath, Roscommon, and Offaly County Councils,
- Mr Coldrick also visited Waterford City Council and Waterford and Wexford County Councils.

During each visit the members of the Panel interviewed the officers responsible for collecting and reporting the authority's returns for the indicators listed above. The purpose of these interviews was:

1. To check that the returns for the selected indicators contained in the preliminary Report on Service Indicators in Local Authorities 2007 (May 2008) were in fact those submitted by the authority
2. To ascertain whether the authority was satisfied that these returns should stand as submitted
3. To review the systems used by the authority to collect the data for the indicators
4. To verify that all the Town and Borough Councils within the relevant authority had been included in the returns and that no double counting had occurred
5. To validate the returns made against the source documents
6. To discuss general issues regarding the indicators, including their usefulness as seen by the authorities and the reporting burden imposed by the service indicator exercise.

The IAP wishes to acknowledge the assistance and guidance received from Ms Anne O'Keeffe, Director of OLAM, and her colleagues throughout their review, and the help of the authorities they visited.

### **Report on the assessment visits**

The members of the Panel received a high level of cooperation from the officers they met on their visits. They were very impressed by the commitment and enthusiasm of the staff involved in the compilation and presentation of the selected indicators. Discussions with these officers were conducted in a constructive manner that led to clarification of a number of issues regarding the collection of the data included in the Report. Overall, the Panel is of the view that the visits were successful and worthwhile.

The salient points that arose from discussions with the authorities were:

#### **i. Preliminary verification of the accuracy of the data submitted to the LGMSB**

Most of the data was compiled early in 2008 and submitted to meet the March deadline set by LGMSB. However, a significant number of the returns submitted were revised on foot of the internal reviews undertaken in preparation for the Panel's visits. (These amendments were not received by the LGMSB in time to be incorporated in Report for 2007.) In most instances these revisions were minor and not material from the perspective of compiling a picture of the level of activity under the indicators reviewed. In a few instances, however, the discrepancies were material, and in one case – Cork City's Planning Enforcement figures – there were serious issues about the reliability of the returns. This raised the concern that similar problems might exist in authorities and/or indicators not included in the IAP's sample. The fact that revisions were triggered by the preparation for the Panel's visit highlights the need for more careful auditing of the returns submitted to the LGMSB.

**Recommendation:** The Panel recommends that before the LGMSB's Report on Service Indicators in Local Authorities is finalised a designated official in each authority be asked to "sign off" on the returns. Where possible, the authority's internal audit function should be involved in this process.

## ii. Broader issues relating to the interpretation of the indicators

**Inclusiveness of the returns:** Where separate Town and Borough Councils exist, it is essential to ensure that the figures submitted include all their relevant data. For example, Wexford figures should include returns from Enniscorthy, Gorey, New Ross, and Wexford Town.

**Interpretation of the Planning Enforcement Indicators:** A number of points of interpretation affected the reporting of the Planning Enforcement indicators.

Officials of several authorities felt that whereas *actions*, such as “warning letters / enforcement notices issued”, are readily tallied and returned, the borderline between the various ways in which cases subject to complaints are closed can be hard to establish. Some confusion arises because the outcomes listed in the indicators are not mutually exclusive. For example, there is a lack of clarity regarding the borderline between “Cases dismissed” and “Cases investigated”. Furthermore, almost all complaints in this area involve some “negotiation”, so the term “Cases resolved through negotiation” is open to various interpretations.

The heading for P2.6 refers only to “prosecutions”, whereas injunctions are more widely used in this area.

Some authorities were of the opinion that an application for retention should not be treated as a case resolved through negotiation even though the Guidelines indicate otherwise.

**Recommendation:** The Panel recommends that great care be exercised in making the returns for the six indicators of Planning Enforcement and, in consultation with the LGMSB, further effort be devoted to clarifying the Guidelines so as to avoid possible confusion between categories.

## iii. The reference time period:

With regard to the indicators of Planning Enforcement, and to a lesser extent Litter Enforcement, the question of the timing of the action taken is another potential source of confusion. For example, some

authorities expressed the need for greater clarity as to when precisely prosecutions should be deemed to have been "initiated".

The build-up of a backlog of old cases that is then cleared during the reference year can cause misleading year-to-year fluctuations in indicators.

A source of some minor errors in the Housing Stock data was the use of mid-year or end-year figures instead of the annual average figure requested in the Guidelines.

## ***Conclusion***

While the Panel is broadly satisfied that the returns for the selected indicators by the authorities sampled are reliable, there are some grounds for concern, particularly in regard to the number of returns that required amendment. In the Panel's view, this partly reflects differences in interpretation of some of the indicators.

The indicators are generally regarded as useful by the authorities and compiling them does not require significant resources additional to normal record-keeping. However, the indicators are only one of several reporting requirements that have to be discharged by the authorities and there is a need to strive for greater coherence of reporting under the same heading to various agencies.

The Panel is satisfied that in general the record keeping and data management systems applied for collating, storing, and retrieving the information required are adequate for the purpose. Reliance on manual data recording and storage is expected to continue to decrease.

Finally, it is the Panel's view that after four years' experience with this set of indicators, it would be timely to review and refine both the indicators themselves and the guidelines that have been issued for their compilation.

4<sup>TH</sup> July 2008