



Service Indicators in Local Authorities 2009

Sixth Annual Report to the Minister for the Environment,
Heritage and Local Government by the Local Government
Management Services Board

Táscairí Seirbhíse 'sna Rialtais Áitiúla, 2009

An Séú Tuarascáil Bhliantúil don Aire Comhshaoil,
Oidhreachta agus Rialtais Áitiúil ón Bord Seirbhísí
Bainistíochta Rialtais Áitiúil

Service Indicators in Local Authorities 2009

Report to the Minister for the Environment, Heritage
and Local Government

by the

Local Government Management Services Board

February 2011

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**Report Number 6:
Service Indicators in Local Authorities: 2009**

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Foreword

As Chairman of the Local Government Management Services Board (LGMSB), I have great pleasure in submitting this report to the Minister for the Environment, Heritage and Local Government.

This is the sixth report and covers the results of the Service Indicators in local authorities for the year 2009. Because it represents the end of a six year cycle, the opportunity is taken to provide comparison with the previous performance of local authorities where this is appropriate.

Looking to the future, the LGMSB is keen to ensure that the value of measuring performance is optimised by individual local authorities and by the system as a whole. Towards that end, the report includes relevant material, comment and suggestions for further refinement.

We believe that performance measurement is a key element of Transforming Public Service and see this Report, and its predecessors, as evidence of the commitment of the local authorities to continuous review and improvement.

E. O'Connor

Chairman

Local Government Management Services Board

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- Individual local authorities through the County and City Managers and their Implementation Teams;
- Staff in the Local Government Computer Services Board;
- Colleagues in the Department of the Environment, Heritage and Local Government, EPA, Dublin City Council and Kerry County Council;
- External agencies which supplied data directly. These include the EPA, Vehicle Registration Unit (VRU), Tobin Consulting Engineers; and finally
- Eric Embleton and Arthur Coldrick, Chairman and member of the Independent Assessment Panel appointed by the Minister to validate the data prepared by local authorities.

Executive Summary

Introduction

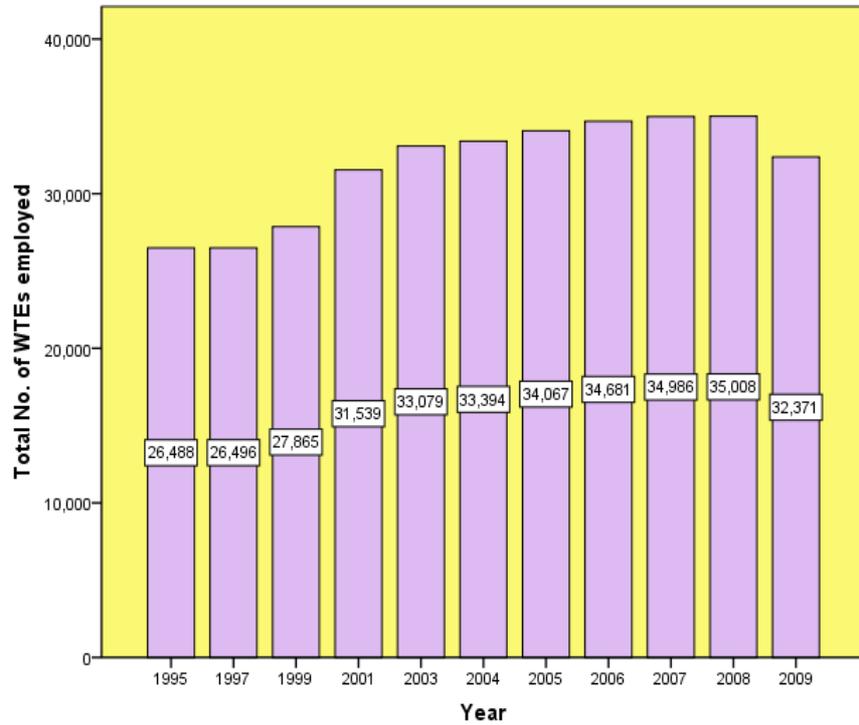
This is the sixth Annual Report on Service Indicators in Irish local authorities. Earlier Reports can be found online at www.lgmsb.ie. The aim of the Service Indicators is to measure local authority performance in a transparent manner across a range of services. The data is audited by an Independent Assessment Panel (Appendix One) and the composite Report is submitted to the Minister for the Environment, Heritage and Local Government by the Local Government Management Services Board (LGMSB).

The Context - Challenging Times for Local Authorities

The challenges faced by local businesses are mirrored in local government with funding from all sources coming under pressure. Unlike other parts of the public sector, local authorities receive around 57% of revenue from local sources. The dependence on these sources of income has grown over time. For example, income from commercial rates rose from 25% in 1999 to over 29% in 2010.

In responding to these challenges, local authorities have implemented significant efficiencies across the board. The most significant of these has been a reduction in staffing, which has declined by approximately 5,000 (approximately 13.8%) between mid 2008 and 2010. The extent of progress achieved in reducing the sector's footprint has been acknowledged, both by the Department of the Environment, Heritage and Local Government and the independent Local Government Efficiency Review Group (LGERG), which reported in July 2010. Graph 1 shows the total number of whole time equivalent employees in the sector from 1995 to 2009.

Graph 1: Total Number of whole time equivalent (WTE) employees in the Local Government Sector 1995 - 2009



Some key statistics from Report:

Planning

The table below compares the number of planning applications by category for 2008 and 2009. It shows that in 2009 the total number of planning applications has fallen by 39%, down from 62,235 to 37,858.

Category	Individual Houses	New Developments	Other: not requiring EIA	Other: Requiring EIA	Total
2008	22,957	3,997	34,951	330	62,235
2009	12,565	2,137	22,901	255	37,858
% Change	-45%	-47%	-34%	-23%	-39%

On average, 80.4% of the individual house applications were granted, and 73.5% of housing development applications approved. In the case of individual houses, An Bord Planála confirmed the decision of the local authority in an average of 64.3% of cases and in the case of housing developments, the figure was 66.7%.

A total of 17,860 pre-planning consultation meetings were held across all local authorities. The average length of time from request for consultation to actual formal meeting was 10 days, down from 13 days in 2006.

Housing

The overall housing stock held by local authorities increased from 122,445 in 2008 to 126,189 in 2009 (+3%). The average number of repairs carried out as a percentage of repair requests decreased from 92.72% in 2008 to 89.74%.

Environment

In 2009, approximately 42%, or 536,853 tonnes of household waste collected was recycled. Local authorities recycled approximately 18% (approximately 226,000 tonnes) through a network of over 1,809 bring banks and 98 civic amenity sites, with a further 24% (approximately 310,000 tonnes) recycled through kerbside collection services.

Local authorities had 122 full-time and 195 part-time litter wardens and 22,372 litter fines were issued, with 2,190 people prosecuted for non-payment of litter fines. Overall, environmental enforcement staff investigated 66,648 environmental complaints.

Litter pollution surveys showed a slight improvement in performance: the percentage of areas within the local authorities classified as "litter free" increased from 5.97% in 2008 to 7.11% in 2009 while the percentage of areas significantly polluted by litter has decreased slightly from 3.5% to 3.18%.¹

Fire Service

In respect of the time for mobilisation of full time fire brigades, the average time in 2004 was 2.1 minutes while the figure for 2009 was 1.9 minutes. Part-time fire stations took on average 5.28 minutes to mobilise in 2009.

Motor Tax

The Service Indicators confirm the continued growth in the use of the well established online motor tax service. In 2009, over 1.8m transactions were carried out online. This represents 35% of all transactions, compared to 32% in 2008. In total, more than 5.1 million transactions were dealt with over the counter, by post and on the internet.

¹ Litter Monitoring Body System Results 2009, DoEHLG. The Litter Monitoring Report results are based on a percentage of all litter surveys. These comparisons differ from the summary statistics contained in the body of this Report, which are based on median average figures for individual local authorities.

Motor tax transactions	2008	2009	% of Total 2008	% of Total 2009
Counter	2,696,517	2,619,697	54%	51%
Post	682,503	741,842	14%	14%
Online	1,603,497	1,800,065	32%	35%
Total	4,982,517	5,161,604	100%	100%

The postal service remains excellent: 70% of applications dealt with on the same day, compared to 67% in 2008. 94% of applications were processed within three days.

Postal Transactions	2008	% Total	2009	% Total
Same Day	548,895	67%	518,384	70%
Second or Third Day	207,654	25%	179,372	24%
Fourth or Fifth Day	26,147	3%	15,215	2%
> 5 days	35,055	4%	28,871	4%
Total	817,751	100%	741,842	100%

Absenteeism

In 2009, an average of 4.2% of working days were lost to Certified Sick Leave with .57% lost to Uncertified Sick Leave. The total numbers of days lost in the sector fell from 383,877 in 2008 to 344,585 in 2009.

This may be attributable to the sharp reduction in staff numbers. For reporting purposes, the total number of WTE staff declined by approximately 8% between 2008 and 2009.

In analysing sick leave, it is important to acknowledge that the greatest amount of sick leave is legitimate and unavoidable. As the Comptroller and Auditor General's report notes

*"...legitimate sickness absence is a normal part of employment and ultimately any management intervention can only be directed at excessive and unwarranted absences..."*²

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 37.3 hours per week; the popularity of the free internet availability in libraries continues and in 2009 the average number of internet sessions per 1,000 population was 394.56. On average, 3.39 books

² Comptroller and Auditor General (August 2009) Sickness Absence in the Civil Service, 2009, p. 23

were issued per head of population in 2009, with 0.39 other items issued per head. The total number of visits to full time libraries was over 14.5 million in 2009.

Recreational Services

There has been a steady increase in the number of children's playgrounds directly provided by the local authorities over the last number of years. In 2009, there were 0.13 number of children's playgrounds per 1,000 population directly provided by the local authority compared to .09 per 1,000 population in 2006.

Conclusion

This Report allows the performance of local authorities across a wide range of services to be monitored and assessed. It also compares performance over time and in a greater level of detail, where appropriate, nationally. The Independent Assessment Panel (IAP) has undertaken verification of the results.

The Report demonstrates that, in spite of the pressures on local government resources and finances, the sector continues to provide a wide range of services to a high standard. It highlights the many areas where local authorities are delivering effectively on the ground and where performance is improving. It also reports, in a transparent manner, on areas where a renewed focus is needed.

Introduction

Background to Service Indicators

This is the sixth Report on Service Indicators in Local Authorities. It captures data in respect of the calendar year 2009. The uniform suite of Service Indicators, measuring many of the services provided by local authorities, was introduced in 2004. An annual report is prepared by the Local Government Management Services Board for submission to the Minister for the Environment, Heritage and Local Government and an Independent Assessment Panel appointed by the Minister quality assures the process.

The original set of 42 indicators was devised by the Customer Services Working Group, a representative group of academic and practitioner experts drawn from the local government sector.³ The indicators were intended to make local government more **transparent** and **accountable** through regular and public reporting on local authority performance. It was also envisaged that local authorities would use the data to monitor performance over time, to establish best practice through peer review and ultimately to improve public services.⁴

A number of factors influenced the choice and design of the indicators. For example, availability of comparable data was a consideration in relation to some. As a recent report notes, this is a common feature of many performance management systems where “...*the choice of indicator is often opportunistic, based on whatever data is easily available*”.⁵ In other cases, indicators were chosen in response to demands from various stakeholders for measures to monitor performance in areas they regarded as especially relevant (i.e. community/commercial/environmental) etc. In overall terms, the choice of indicators represents a balance between competing priorities. It is acknowledged that some of them are more relevant and meaningful than others.

Because several of the indicators deal with the management and use of resources and therefore are very useful output measures, they are especially relevant given today's economic challenges, the sharp reduction in staff and other resources available to local authorities, as well as the broader efficiency agenda. These include those covering housing rents, unaccounted for water, commercial rates, absenteeism and non-domestic water charges.

³DoEHLG, *Service Indicators in Local Authorities*, 2004

⁴2004, *Service Indicators in Local Authorities*

⁵Spotlight report, 2009: 8

It is worth noting that the Local Government Efficiency Review Group (LGERG), which has reported since the 2009 data became available, recommends the addition of five financial indicators to further strengthen financial oversight of local authorities.

Experience suggests that, although it is very easy to criticise specific measures, there is no perfect set of measures to assess local authority performance. However, ongoing review of experience by all of those involved at local and national levels will result in useful refinements and will enhance their effectiveness as a management and review tool.

Lessons for Irish Local Authorities

In addition to the observations above, the general literature provides some relevant advice which can be incorporated into the Irish experience:

- Performance indicators must be “meaningful” and easily understood;
- Indicators should be linked to, and derive from, strategy;
- Staff, management and stakeholders should be involved in the design of, and revisions to, performance indicators;
- Reporting on significant amounts of management information is, in itself, of limited use. Systematic use of the data through effective performance management systems is essential to derive the maximum benefit and improvement in services. This means that targets must be relevant and realistic in a local setting;
- Data quality issues should be highlighted in reports;
- Indicators can be used to track an individual local authority’s performance over time but inter-authority comparison may not always be appropriate because of the range of variables that affect performance (for example, in respect of Unaccounted for Water). In some cases, clustering analysis of local authorities may be valid (based on similar characteristics: population density, scale of revenue expenditure, number of staff, etc.) and may make peer comparison more meaningful. In this Report we have included two examples of cluster analysis in respect of Rates Collection and Sick Leave to illustrate the usefulness of this approach (See Section 12).

Some General Comments

We have outlined earlier the background to the development of the current set of indicators and have acknowledged that some of the indicators are more meaningful and relevant than others; we are also conscious that some are of more interest at national rather than individual local authority level and that there is also some evidence of duplication of reporting, e.g. where the same, or broadly similar, data is being collected by more than one organisation.

In its review of the 2009 experience, the Independent Assessment Panel commented that, while there was a general acceptance that the “Service Indicators are useful and relevant and would in the absence of the current requirements to prepare them, possibly be compiled anyway” their use as a management tool to set targets and to inform key decisions had not been exploited. They advocated that this aspect be addressed, given the potential that the indicators offer to make informed and evidence based decisions, and also taking into account the resources that are applied to their compilation. They also commented that the indicators have not been sufficiently embedded in strategic and business plans and that the linkage to individual authority goals and related objectives in managing organisational and team/individual performance needs to be addressed.

Taking these comments into account, and, given the current difficult financial and economic climate, the reductions in staffing in local authorities and the need for a continuing emphasis on efficiency and effectiveness, it is essential that the maximum value be extracted from the performance measurement system, at both national and local levels. The LGMSB looks forward to working with relevant interests to achieve this outcome.

The remainder of this Report is structured as follows:

- Sections 1-10 contain the detailed tables and comparative data. This is followed by
- Section 11 which gives the reader a more detailed insight to selected indicators;
- Section 12 demonstrates the use of a clustering technique to compare results in respect of groupings of authorities with similar characteristics;
- Appendix 1 contains the report of the Independent Assessment Panel; and
- Appendix 2 outlines the method of analysis used in this Report and is useful background information for interpreting the results.

Section 1: Library, Recreation and Youth

Table 1: Library Public Opening Hours

	Average number of opening hours per week for full-time libraries	Average number of opening hours per week for part-time libraries (where applicable)	Percentage of full time libraries that have lunchtime openings	Percentage of full time libraries that have evening openings	Percentage of full time libraries that have Saturday openings
Carlow County Council	40.60	23.86	100.0	100	100
Cavan County Council	42.87	9.49	100.0	100	100
Clare County Council	38.50	18.00	80.0	100	90
Cork City Council	35.60	12.00	71.4	57	100
Cork County Council	38.18 ^a	15.88	79.2	33	75
Donegal County Council	36.86	17.28	85.7	100	100
Dublin City Council	42.00 ^b	20.00	95.8	92	96
Dun Laoghaire Rathdown County Council	40.00 ^c	22.25 ^h	72.0	100	100
Fingal County Council	48.93	29.00	57.1	100	100
Galway Combined	34.06 ^d	11.75	20.0	100	100
Kerry County Council	37.20	13.40	100.0	66	100
Kildare County Council	36.76	12.85	66.7	100	67
Kilkenny County Council	34.77	21.60	100.0	100	100
Laois County Council	34.70	7.68	100.0	100	100
Leitrim County Council	38.52	11.35	20.0	100	100
Limerick City Council	41.30	9.39	66.0	66	66
Limerick County Council	35.00	11.00	83.0	83	83
Longford County Council	39.30	16.80	100.0	100	100
Louth County Council	36.80	19.30	66.7	100	100
Mayo County Council	37.40	20.40	100.0	100	100
Meath County Council	35.91	13.93	100.0	100	100
Monaghan County Council	36.00	22.00	100.0	100	50.
Tipperary Combined	39.02 ^e	12.50	100.0	100	88
Offaly County Council	36.00	15.00	100.0	100	100
Roscommon County Council	31.30	21.93	100.0	100	100
Sligo County Council	36.05	18.29	66.6	67	67
South Dublin County Council	48.55	18.73	100.0	83	100
Waterford City Council	47.54	19.60	100.0	100	100
Waterford County Council	34.15	16.76	58.3	100	42
Westmeath County Council	35.91 ^f	15.63 ^f	100.0	100	75
Wexford County Council	42.00 ^g	20.00 ^j	100.0	100	100
Wicklow County Council	40.08	14.35	38.0	100	100

a) Cork County Council - As most of our branches have 6 day opening the no. of closed days as a result of bankholidays has an adverse effect on overall averages. The mobile library schedule is restricted to five days because of restrictions with travelling. The lending library, Cork County library, Model Business Park closed for business on October 9th, 2009. Due to the overall restrictions on staffing numbers the opening hours of Ballincollig, Charleville, Mallow and Skibbereen libraries were reduced from 7/12/09
b) Dublin City Council - Central Library is returned as one location only although 4 service suites are delivered at that location i.e. Business services, Lending Services, Open Learning Services and Music Library Service (each open for 54 hrs. per week)
c) Dun Laoghaire Rathdown County Council - All branches closed for National strike(1) day and staff training(1/2 day). Time spent on library events outside library hours included
d) Galway Combined - Library service is provided on a shared service by Galway County Council
e) Tipperary Combined - Service Indicators figures relate to County Tipperary Joint Libraries Committee which covers North Tipperary & South Tipperary
f) Westmeath County Council - 4 libraries open 7469.50 Athlone: Reduced hours over summer period (no summer students) Mullingar: Closed 5th June for relocation. Reopened 15th June. Hours increased from 42.5 to 44.5 thereafter. Castlepollard: Reduced summer opening hours (no summer students). Kilbeggan: Some reduction in summer opening hours. Reduced to 24 hours pw from Nov 23rd following Branch Librarian retirement
g) Wexford County Council - Increase reflects first full year of new opening hours in Wexford Town, Enniscorthy and New Ross Branch Libraries
h) Dun Laoghaire Rathdown County Council - All libraries closed for national strike (1 day) and staff training (1/2 day)

i) **Westmeath County Council** - 3 libraries open 2439. Killucan: Standard week reduced from 15 to 12.5 hrs from Sept 1 following retirement of Branch Librarian. Ballynacarrigy: Standard week reduced from 15 to 10.5 hrs following KLN. Branch Librarian retirement and new working arrangements. Moate: Standard week increased to 26 Hrs pw from Dec 08.
j) **Wexford County Council** - Decrease reflects New Ross Library's move from part-time to full-time category.

Summary Statistics 2006-2009

Public opening hours for full-time libraries		2006	2007	2008	2009
N	Valid	33	32	33	32
	Missing	1	2	1	2
Average	Median	38	38.1	38	37.3
	Mean	37.9	38.4	37.3	38.5
Percentiles	25%	31.3	36.5	34.8	35.9
	75%	34.6	39.5	41	40.8

Average number of opening hours per week for part-time libraries (where applicable)		2006	2007	2008	2009
N	Valid	31	30	33	32
	Missing	3	4	1	2
Average	Median	16.7	16.0	15.6	16.8
	Mean	15.5	15.6	15.3	16.6
Percentiles	25%	3.0	11.1	10.7	12.6
	75%	10.7	20.0	20.3	20.0

Lunchtime, Evening & Saturday Opening Hours		Percentage of full time libraries that have lunchtime openings	Percentage of full time libraries that have evening openings	Percentage of full time libraries that have Saturday openings
N	Valid	32	32	32
	Missing	2	2	2
Average	Median	97.9	100	100
	Mean	82.1	90.6	90.4
Percentiles	25%	66.7	84.3	95.8
	75%	100	100	100

Table 2: Library Visits

	Number of visits to full time libraries per 1,000 population
Carlow County Council	2,680.00
Cavan County Council	3,806.07
Clare County Council	3,156.83
Cork City Council	7,248.56
Cork County Council	4,222.71
Donegal County Council	1,820.88 ^a
Dublin City Council	5,005.62 ^b
Dun Laoghaire Rathdown County Council	2,364.49
Fingal County Council	4,123.68
Galway Combined	3,798.07
Kerry County Council	2,867.92
Kildare County Council	2,816.70
Kilkenny County Council	1,495.01
Laois County Council	2,837.72
Leitrim County Council	5,690.85 ^c
Limerick City Council	4,520.19
Limerick County Council	2,604.63
Longford County Council	4,400.86
Louth County Council	1,973.01
Mayo County Council	2,911.85
Meath County Council	2,882.74
Monaghan County Council	1,729.56
Tipperary Combined	3,337.15 ^d
Offaly County Council	1,960.39
Roscommon County Council	1,783.01
Sligo County Council	2,256.38
South Dublin County Council	4,068.00
Waterford City Council	6,227.59
Waterford County Council	3,111.09
Westmeath County Council	2,864.53
Wexford County Council	54.81 ^e
Wicklow County Council	3,084.28

a) Donegal County Council - Figure submitted for 2008 included visits to all branches rather than the 7 full time branches only, i.e. 30+ hours. Equivalent figure for 2009 would be 297,400, so visits were up.
b) Dublin City Council - Access and refurbishment works in Ballyfermot, Drumcondra, Pembroke and Rathmines libraries started in 2009 with consequential impact on services provided.
c) Leitrim County Council -- Figures apply to the survey of visitor numbers in one week only, so are not comparable with other authorities
d) North Tipperary County Council -Service Indicators figures relate to County Tipperary Joint Libraries Committee which covers North Tipperary & South Tipperary
e) Wexford County Council - Figures apply to the survey of visitor numbers in the first week of October 2009 only, so are not comparable with other authorities

Summary Statistics 2008-2009

Number of visits to full time libraries per 1,000 population		2008	2009
N	Valid	30	32
	Missing	4	2
Average	Median	2884.79	2897.3
	Mean	3234.03	3240.78
Percentiles	25%	2252.95	2283.41
	75%	3714.70	4109.76

Table 3: Library Stock

	Annual expenditure on stock per head of population (county/city wide) €	Number of items issued per head of population (county/city wide) for books	Number of items issued per head of population (county/city wide) for other items
Carlow County Council	2.10	2.76	0.98
Cavan County Council	1.49	2.61	0.13
Clare County Council	2.32	4.33	0.40
Cork City Council	2.80	5.08	1.97
Cork County Council	2.07	5.27	0.22
Donegal County Council	3.56	2.01	0.13
Dublin City Council	4.48	3.60	0.81
Dun Laoghaire Rathdown County Council	4.34 ^a	4.96 ^c	1.43
Fingal County Council	5.22	3.98	1.03
Galway Combined	0.43	2.65	0.90
Kerry County Council	2.50	3.26	0.07
Kildare County Council	2.68	2.66	0.46
Kilkenny County Council	0.93	3.30	0.34
Laois County Council	2.09	3.01	0.79
Leitrim County Council	2.78	3.92	0.11
Limerick City Council	2.43	4.14	1.59
Limerick County Council	3.22	2.56	0.28
Longford County Council	2.43	2.62	0.13
Louth County Council	1.75	2.73	0.31
Mayo County Council	3.10	3.74	0.41
Meath County Council	1.69	2.42	0.52
Monaghan County Council	1.16	3.16	0.40
Tipperary Combined	2.01 ^b	2.88 ^b	0.09
Offaly County Council	1.71	2.43	0.38
Roscommon County Council	6.55	2.74	0.71
Sligo County Council	0.49	3.47	0.23
South Dublin County Council	3.53	3.56	1.47
Waterford City Council	4.62	5.13	2.21
Waterford County Council	2.09	3.48	0.54
Westmeath County Council	2.81	3.81	0.26
Wexford County Council	2.75	3.62	0.15
Wicklow County Council	2.33	3.73	0.28

a) Dun Laoghaire County Council - Includes items issued in community centre facilities
b) North Tipperary County Council - Service Indicators figures relate to County Tipperary Joint Libraries Committee which covers North Tipperary & South Tipperary
c) Dun Laoghaire Rathdown County Council - Includes downloadable items.

Summary Statistics 2006-2009

Annual expenditure on stock per head of population (county/city wide)	2008	2009
Valid	32	32
Missing	2	2
Median	3.31	2.43
Mean	4.94	2.63
25%	2.83	1.81
75%	3.97	3.19

Number of books issued per head of population (county/city-wide)		2006	2007	2008	2009
N	Valid	33	32	32	32
	Missing	1	2	2	2
Average	Median	3.4	3.23	3.13	3.39
	Mean	3.5	3.21	3.25	3.43
Percentiles	25%	1.1	2.5	2.61	2.68
	75%	2.8	3.6	3.70	3.89

Number of other items issued per head of population (county/city-wide)		2006	2007	2008	2009
N	Valid	30	32	32	32
	Missing	4	2	2	2
Average	Median	0.2	0.26	0.33	0.39
	Mean	0.4	0.39	0.51	0.59
Percentiles	25%	0.2	0.11	0.14	0.17
	75%	0.5	0.5	0.72	0.81

Table 4: Internet Access through Libraries

	Number of Internet sessions provided per 1,000 population
Carlow County Council	407.40
Cavan County Council	588.42
Clare County Council	725.49
Cork City Council	329.85
Cork County Council	347.91
Donegal County Council	206.26 ^a
Dublin City Council	755.51 ^b
Dun Laoghaire Rathdown County Council	332.86
Fingal County Council	428.61
Galway Combined	306.59
Kerry County Council	498.02
Kildare County Council	212.06
Kilkenny County Council	208.24
Laois County Council	187.04
Leitrim County Council	635.63
Limerick City Council	571.69
Limerick County Council	320.33
Longford County Council	664.27
Louth County Council	173.61
Mayo County Council	579.86
Meath County Council	352.41
Monaghan County Council	586.25
Tipperary Combined	190.05
Offaly County Council	544.17
Roscommon County Council	285.51
Sligo County Council	372.71
South Dublin County Council	926.99
Waterford City Council	762.11
Waterford County Council	712.39
Westmeath County Council	123.37 ^c
Wexford County Council	291.27
Wicklow County Council	246.78

a) Donegal County Council - More home use & Internet access on mobile electronic devices. Donegal Libraries will be installing WIFI in some branches during 2010 & will purchase some accessible laptops for the public
b) Dublin City Council - Increase due to continuing impact of Learning Zones and Wifi access.
c) Westmeath County Council – Based on 1 hour sessions, possible that other councils provided only half hour sessions

Summary Statistics 2006-2009

Number of Internet sessions provided per 1,000 population		2006	2007	2008	2009
N	Valid	33	32	32	32
	Missing	1	2	2	2
Average	Median	463.8	360.9	382.45	394.56
	Mean	499.3	474.9	410.92	534.71
Percentiles	25%	132.5	296	250.14	296
	75%	275.5	591.5	596.18	629.388

Table 5: Children’s Playgrounds

	Number of children's playgrounds per 1,000 population directly provided by the local authority	Number of children's playgrounds per 1,000 population facilitated by the local authority
Carlow County Council	0.00	0.00
Cavan County Council	0.00	0.00
Clare County Council	0.00	0.06
Cork City Council	0.14	0.00
Cork County Council	0.06	0.14
Donegal County Council	0.24	0.03
Dublin City Council	0.22	0.01
Dun Laoghaire Rathdown County Council	0.09	0.02
Fingal County Council	0.13	0.07
Galway City Council	0.30	0.00
Galway County Council	0.09	0.13
Kerry County Council	0.06	0.09
Kildare County Council	0.04	0.01
Kilkenny County Council	0.14	0.05
Laois County Council	0.19	0.19
Leitrim County Council	0.28	0.24
Limerick City Council	0.06	0.02
Limerick County Council	0.05	0.02
Longford County Council	0.29	0.00
Louth County Council	0.10	0.01
Mayo County Council	0.13	0.01
Meath County Council	0.12	0.00
Monaghan County Council	0.52	0.05
North Tipperary County Council	0.15	0.08
Offaly County Council	0.04	0.06
Roscommon County Council	0.26	0.02
Sligo County Council	0.10	0.13
South Dublin County Council	0.06	0.00
South Tipperary County Council	0.08	0.07
Waterford City Council	0.20	0.00
Waterford County Council	0.00	0.19
Westmeath County Council	0.23	0.11
Wexford County Council	0.20	0.20
Wicklow County Council	0.13	0.01

Summary Statistics 2006-2009

Number of children's playgrounds per 1,000 population (directly provided)		2006	2007	2008	2009
N	Valid	33	33	34	34
	Missing	1	1	0	0
Average	Median	0.09	0.10	0.12	0.13
	Mean	0.11	0.12	0.15	0.14
Percentiles	25%	0.01	0.06	0.07	0.06
	75%	0.06	0.17	0.20	0.21

Number of children's playgrounds per 1,000 population (facilitated)		2006	2007	2008	2009
N	Valid	25	26	25	34
	Missing	9	8	9	0
Average	Median	0.03	0.04	0.05	0.03
	Mean	0.05	0.05	0.08	0.06
Percentiles	25%	0.01	0.01	0.02	0.01
	75%	0.02	0.08	0.12	0.10

Table 6: Local Authority-Facilitated Leisure Facilities

	Number of visitors to local authority-facilitated leisure facilities per 1,000 population
Carlow County Council	0.00
Cavan County Council	1,149.21
Clare County Council	4,197.53
Cork City Council	9,242.72
Cork County Council	1,159.53
Donegal County Council	1,562.98
Dublin City Council	2,255.06
Dun Laoghaire Rathdown County Council	5,486.89
Fingal County Council	0.00
Galway City Council	3,820.34
Galway County Council	1,242.30
Kerry County Council	2,156.17
Kildare County Council	4,263.29
Kilkenny County Council	150.87
Laois County Council	6,349.17
Leitrim County Council	4,547.29
Limerick City Council	4,179.24
Limerick County Council	228.87
Longford County Council	5,420.75
Louth County Council	2,966.96
Mayo County Council	2,018.80
Meath County Council	1,466.83
Monaghan County Council	1,668.30
North Tipperary County Council	3,032.06
Offaly County Council	1,734.34
Roscommon County Council	2,880.46
Sligo County Council	3,437.07
South Dublin County Council	2,106.92
South Tipperary County Council	3,202.48
Waterford City Council	322.16
Waterford County Council	0.00
Westmeath County Council	4,474.08
Wexford County Council	662.96
Wicklow County Council	4,660.17

Summary Statistics 2008-2009

Number of visitors to local authority-facilitated leisure facilities per 1,000 population		2008	2009
N	Valid	30	34
	Missing	4	0
Average	Median	2296.04	2205.62
	Mean	3075.67	2707.23
Percentiles	25%	1417.21	1156.95
	75%	4371.98	4213.97

Table 7: Involvement by Schools in Youth Councils/Comhairle na nÓg

	Percentage of local schools and youth groups involved in the local Youth Council/ Comhairle na n-Óg scheme	Number of groups registered with the Community and Voluntary Forum
Carlow County Council	81.82	88
Cavan County Council	43.82	383
Clare County Council	55.86	635
Cork City Council	30.61	193
Cork County Council	25.56	1,372
Donegal County Council	37.50	607
Dublin City Council	26.92 ^a	752
Dun Laoghaire Rathdown County Council	20.20	399
Fingal County Council	60.00	751
Galway City Council	100.00	230
Galway County Council	62.26	650
Kerry County Council	83.00	463
Kildare County Council	53.45	600
Kilkenny County Council	56.25	100
Laois County Council	27.66 ^b	474
Leitrim County Council	100.00	162
Limerick City Council	73.91	132
Limerick County Council	82.14	1,665
Longford County Council	81.25	167
Louth County Council	65.52	224
Mayo County Council	84.21	602
Meath County Council	65.22	1027
Monaghan County Council	66.67	345
North Tipperary County Council	52.94	77
Offaly County Council	60.61	380
Roscommon County Council	70.21	372
Sligo County Council	51.35	664
South Dublin County Council	34.09	1,086
South Tipperary County Council	43.14	300
Waterford City Council	15.91	184
Waterford County Council	100.00	255
Westmeath County Council	87.50	315
Wexford County Council	75.00	600
Wicklow County Council	75.00	112
Total		16,366
<p>a) Dublin City Council - The methodology for arriving at this figure is the total number of schools that participated in the Comhairle Seminars (77) expressed as a percentage of the total number of schools in Dublin City which is 286 (Primary 201, Secondary 85. Sources-Education Ireland and dublin.ie website).</p> <p>b) Laois County Council - 100% involvement from schools, 5% involvement from youth groups.</p>		

Summary Statistics 2006-2009

Percentage of local schools involved in the local Youth Council/ Comhairle na nOg scheme		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	60	63.5	61.6	61.4
	Mean	60	62.0	58.5	60.3
Percentiles	25%	39.5	37.8	35.9	41.7
	75%	84.5	89.3	83.6	81.4

Number of groups registered with the Community and Voluntary Forum		2008	2009
N	Valid	34	34
	Missing	0	0
Average	Median	350.00	381.50
	Mean	450.76	481.35
Percentiles	25%	203.00	190.75
	75%	570.75	638.75

Section 2: Corporate

Table 8: Percentage of Working Days Lost to Absenteeism

	Percentage of working days lost to sickness absence through certified leave	Percentage of working days lost to sickness absence through uncertified leave
Carlow County Council	5.07	0.71
Cavan County Council	4.28	0.34
Clare County Council	3.19	0.35
Cork City Council	3.82	1.08
Cork County Council	4.07	0.87
Donegal County Council	4.76	0.55
Dublin City Council	3.17	1.00
Dun Laoghaire Rathdown County Council	3.54	1.21
Fingal County Council	3.64	0.71
Galway City Council	4.22 ^a	0.39
Galway County Council	4.19 ^b	0.49
Kerry County Council	4.70	0.60
Kildare County Council	5.43	0.78
Kilkenny County Council	4.33	0.49
Laois County Council	3.81	0.44
Leitrim County Council	4.23 ^c	0.70
Limerick City Council	4.84	0.89
Limerick County Council	3.9	0.44
Longford County Council	4.99 ^d	0.63
Louth County Council	4.27	0.79
Mayo County Council	3.62	0.56
Meath County Council	2.98	0.55
Monaghan County Council	4.60	0.57
North Tipperary County Council	3.38	0.49
Offaly County Council	3.89	0.35
Roscommon County Council	4.97	0.48
Sligo County Council	6.34	0.50
South Dublin County Council	3.19	0.71
South Tipperary County Council	4.71	0.49
Waterford City Council	4.06	1.00
Waterford County Council	4.70	0.28
Westmeath County Council	3.98 ^e	0.65
Wexford County Council	5.21	0.73
Wicklow County Council	2.65	0.52

a) Galway City Council - Increase due to extended periods of sick leave for some staff
b) Galway County Council - Figs include Ballinasloe TC.
c) Leitrim County Council - A number of employees were on long term sick leave.
d) Longford County Council A number of employees were on long term sick leave.
e) Westmeath County Council - Figure influenced by reduction in number of staff and a small number of staff on long term sick leave.

Summary Statistics 2006-2009

% Working Days Lost to sickness – absence through certified leave		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	3.7	4.0	4.02	4.2
	Mean	3.8	3.9	4.09	4.2
Percentiles	25%	3.2	3.5	3.41	3.6
	75%	4.3	4.3	4.73	4.7

% Working Days Lost to sickness – absence through uncertified leave		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	0.54	0.60	0.64	0.57
	Mean	0.76	0.66	0.66	0.63
Percentiles	25%	0.46	0.50	0.50	0.49
	75%	0.78	0.90	0.77	0.74

Table 9: Expenditure on Training and Development

	Expenditure on Training and Development as a percentage of total payroll costs:
Carlow County Council	3.90
Cavan County Council	3.41
Clare County Council	4.40
Cork City Council	4.06
Cork County Council	5.82
Donegal County Council	3.41
Dublin City Council	4.87
Dun Laoghaire Rathdown County Council	3.71
Fingal County Council	2.78
Galway City Council	3.74
Galway County Council	4.49
Kerry County Council	4.85
Kildare County Council	4.28
Kilkenny County Council	4.30
Laois County Council	4.10
Leitrim County Council	4.01
Limerick City Council	7.47
Limerick County Council	4.25
Longford County Council	6.26
Louth County Council	3.75
Mayo County Council	4.74
Meath County Council	5.05
Monaghan County Council	4.72
North Tipperary County Council	4.00
Offaly County Council	5.97
Roscommon County Council	5.10
Sligo County Council	2.60 ^a
South Dublin County Council	3.75
South Tipperary County Council	5.60
Waterford City Council	3.82
Waterford County Council	3.30
Westmeath County Council	3.93 ^b
Wexford County Council	3.20
Wicklow County Council	4.10

a) **Sligo County Council** – Training budget reduced significantly for 2009
b) **Westmeath County Council** – Cut in training budget hence decrease in training.

Summary Statistics 2006-2009

Expenditure on Training and Development as a percentage of total payroll costs		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	5	5	5.2	4.1
	Mean	5.3	5.2	5.1	4.3
Percentiles	25%	4.4	4.3	4.3	3.7
	75%	6.6	6.2	6.0	4.9

Section 3: Environment

Table 10: Percentage of Households Provided with Segregated Waste Collection

	Percentage of households who receive a waste collection service and are provided with segregated waste collection for dry recyclables	Percentage of households who receive a waste collection service and are provided with segregated waste collection for organics
Carlow County Council	100.00	26.56
Cavan County Council	100.00	3.26
Clare County Council	93.73 ^a	27.71 ^a
Cork City Council	100.00	0.00
Cork County Council	99.70	0.00
Donegal County Council	52.32	0.00
Dublin City Council	100.00	64.71
Dun Laoghaire Rathdown County Council	100.00	0.00
Fingal County Council	100.00	96.89
Galway City Council	96.91	82.55
Galway County Council	76.34	6.39
Kerry County Council	99.84	12.85
Kildare County Council	97.44	33.68
Kilkenny County Council	96.24	0.00
Laois County Council	95.30 ^b	2.67
Leitrim County Council	100.00	0.00
Limerick City Council	99.69	18.03
Limerick County Council	99.81	14.94
Longford County Council	84.17	0.00
Louth County Council	92.72	27.79
Mayo County Council	95.67	0.00
Meath County Council	84.00	1.54
Monaghan County Council	99.59	13.60
North Tipperary County Council	96.77 ^c	1.84
Offaly County Council	80.61	0.00
Roscommon County Council	100.00	0.00
Sligo County Council	N/A ^d	N/A ^d
South Dublin County Council	100.00	0.00
South Tipperary County Council	99.19	0.00
Waterford City Council	99.36	99.36
Waterford County Council e	100.00	100.00
Westmeath County Council	99.42	5.22
Wexford County Council	100.00	25.05
Wicklow County Council	100.00	1.99

a) Clare County Council - Based on verified returns from waste collectors for 2009
b) Laois County Council - Waste collection service in Laois privatised.
c) North Tipperary County Council - 2008 figures are provided as details for 2009 have not been obtained from the Waste Collectors
d) Sligo County Council - Privatised - information not available
e) Clare County Council - Total of 23,237 households provided with a collection service with 6,439 households being provided with an organics service in 2009. The equivalent percentage recorded last year was 0%. Major strides were made in 2009 to roll-out organics collections to households in the mid-west region, including Clare.

Summary Statistics 2008-2009

% of households who receive a waste collection service and are provided with segregated waste collection for dry recyclables		2008	2009
N	Valid	33	33
	Missing	1	1
Average	Median	99.8	99.59
	Mean	95.1	95.13
Percentiles	25%	94.5	95.49
	75%	100	100.0

% of households who receive a waste collection service and are provided with segregated waste collection for organics		2008	2009
N	Valid	13	21
	Missing	21	13
Average	Median	9.6	18.03
	Mean	37.8	31.74
Percentiles	25%	5.4	4.24
	75%	94.5	49.2

Table 11: Household Waste Collected and Sent for Recycling

	Percentage of household waste collected from kerbside, which is sent for recycling	Tonnage of household waste collected from kerbside, which is sent for recycling	Tonnage of household waste recycled, which arises from waste collected from recycling facilities (i.e. bring banks, civic amenity centres, transfer stations and other recycling facilities)
Carlow County Council	11.16	1,912	3,046
Cavan County Council	13.33	2,766	5,036
Clare County Council	24.09 ^a	6,261	5,757
Cork City Council	21.76	9,105	3,742
Cork County Council	21.43	26,198	42,257
Donegal County Council	21.46	5,891	4,021
Dublin City Council	27.00	45,572	18,539
Dun Laoghaire Rathdown County Council	14.14	5,185	15,138
Fingal County Council	42.19	32,338	6,523
Galway City Council	40.64	9,726	3,482
Galway County Council	30.15	14,665	5,795
Kerry County Council	18.37	5,878	6,910
Kildare County Council	30.05	21,083	6,230
Kilkenny County Council	21.74	4,275	3,060
Laois County Council	24.20	4,703	3,142
Leitrim County Council	21.45 ^b	1,429	1,268
Limerick City Council	20.87	4,599	1,980
Limerick County Council	24.18	6,789	5,263
Longford County Council	45.32	4,751	1,930
Louth County Council	20.19	8,968	15,724
Mayo County Council	17.49	6,667	6,497
Meath County Council	16.19	8,990	6,716
Monaghan County Council	17.06	3,724	9,316
North Tipperary County Council d	20.22	4,238	3,198
Offaly County Council	19.43	3,724	2,810
Roscommon County Council	19.57	3,066	3,167
Sligo County Council	13.17	3,507	6,362
South Dublin County Council	23.14	18,620	5,029
South Tipperary County Council	25.67	4,709	3,695
Waterford City Council	39.84	6,758	1,879
Waterford County Council	34.36	4,268	2,463
Westmeath County Council	17.99	4,372	4,042
Wexford County Council	28.28	11,755	5,081
Wicklow County Council	12.69	4,176	7,087
Totals		310,668	226,185
<p>a) Clare County Council - The equivalent figure in last year's service indicators was 28.92%, showing an increase of just over 2%. The increase may be accounted for through an increased quantity of mixed dry recyclables collected and organic waste being collected from households through kerbside collections for the first time in 2009.</p> <p>b) Leitrim County Council - This figure does not reflect the full level of recycling activity. When kerbside collection is combined with collection from recycling facilities the % household waste recycled increases to 40.5% (6663.24 tonnes collected in total and 2,696.65 tonnes recycled)</p>			

Summary Statistics 2006-2009

Percentage of household waste collected from kerbside, which is sent for recycling		2008	2009
N	Valid	34	34
	Missing	0	0
Average	Median	25.08	21.46
	Mean	27.04	23.49
Percentiles	25%	21.17	17.86
	75%	29.50	27.32

Tonnes of household waste recycled		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	5,159	5,735	5,701	5,531
	Mean	7,005	7,525	8,593	9,137
Percentiles	25%	3,343	3,747	3,720	4,222
	75%	10,078	9,475	10,867	9,260

Table 12: Household Waste Collected and Sent for Landfill

	The percentage of household waste collected which is sent to landfill	The tonnage of household waste collected which is sent to landfill
Carlow County Council	71.1	12,170
Cavan County Council	62.4	12,946
Clare County Council	53.8 ^a	13,967
Cork City Council	69.3	29,001
Cork County Council	44.0	53,798
Donegal County Council	63.9	17,533
Dublin City Council	62.0	104,694
Dun Laoghaire Rathdown County Council	44.6	16,356
Fingal County Council	49.3	37,789
Galway City Council	44.8	10,722
Galway County Council	57.9	28,182
Kerry County Council	60.0	19,211
Kildare County Council	61.1	42,844
Kilkenny County Council	62.7	12,333
Laois County Council	59.6	11,585
Leitrim County Council	59.5	3,967
Limerick City Council	70.1	15,459
Limerick County Council	57.1	16,027
Longford County Council	36.3	3,801
Louth County Council	44.4	19,735
Mayo County Council	65.5	24,953
Meath County Council	71.7	39,818
Monaghan County Council	40.3	8,790
North Tipperary County Council	64.5 ^b	13,523
Offaly County Council	65.9	12,634
Roscommon County Council	60.2	9,431
Sligo County Council	62.9	16,752
South Dublin County Council	70.6	56,823
South Tipperary County Council	54.2	9,940
Waterford City Council	49.1	8,324
Waterford County Council	45.8	5,689
Westmeath County Council	65.4	15,892
Wexford County Council	59.5	24,728
Wicklow County Council	65.8	21,653
Total		751,070
<p>a) Clare County Council - This figure takes account of waste collected kerbside (2699 tonnes) and directed to landfill and waste sent to MBT (11,268 tonnes). Total tonnage as shown in table 11.</p> <p>b) North Tipperary County Council - 2008 figures are provided as details for 2009 have not been obtained from the Waste Collectors</p>		

Summary Statistics 2006-2009

Percentage of household waste going to landfill		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	76.50	75.2	73.9	60.12
	Mean	75.26	73.7	72.1	58.1
Percentiles	25%	72.22	70.4	67.2	49.24
	75%	81.02	80.4	79.0	65.4

Tonnes of household waste going to landfill		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	19,846	17,308	15,990.5	15,959.5
	Mean	25,215	24,631	23,951.5	22,090.3
Percentiles	25%	10,802	10,555	11,426.0	11,369.3
	75%	28,434	27,733	28,305.8	25,760.3

Table 13: Recycling Facilities - Glass

	Glass: The total number of Bring Sites in the local authority area	Glass: The total number of Civic Amenity Centres in the local authority area	Glass: The total number of facilities for recycling	Glass: The number of locations for recycling per 5,000 of population
Carlow County Council	28	3	31	3.08
Cavan County Council	30	3	33	2.58
Clare County Council	54	5	59	2.60 ^a
Cork City Council	42	1	43	1.80
Cork County Council	149	9	158	2.18
Donegal County Council	64	6	70	2.38
Dublin City Council	113	2	115	1.14
Dun Laoghaire Rathdown County Council	48	3	51	1.31
Fingal County Council	63	2	65	1.35
Galway City Council	12	1	13	0.90
Galway County Council	86	4	90	2.83
Kerry County Council	97	6	103	3.68
Kildare County Council	41	2	43	1.15
Kilkenny County Council	40	3	43	2.46
Laois County Council	44	2	46	3.43
Leitrim County Council	37	0	37	6.39
Limerick City Council	18	1	19	1.81
Limerick County Council	48	4	52	1.98
Longford County Council	25	2	27	3.93
Louth County Council	37	2	39	1.75
Mayo County Council	100	2	102	4.12
Meath County Council	37	4	41	1.26
Monaghan County Council	26	1	27	2.41
North Tipperary County Council	39	3	42	3.18
Offaly County Council	46	3	49	3.46
Roscommon County Council	39	4	43	3.66
Sligo County Council	40	2	42	3.45
South Dublin County Council	49	1	50	1.01
South Tipperary County Council	70	3	73	4.39
Waterford City Council	23	1	24	2.62
Waterford County Council	44	3	47	3.78
Westmeath County Council	48	2	50	3.15
Wexford County Council	121	3	124	4.71
Wicklow County Council	51	5	56	2.22
Totals	1,809	98	1,907	

a) Clare County Council - Based on Census 2006 population figure of 110,950

Summary Statistics 2006-2009

Number of Bring Banks - Glass		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	43	44	45	44.0
	Mean	53.10	53.90	53.88	53.2
Percentiles	25%	37	37.30	37	37.0
	75%	59.80	62.80	64.75	63.3

Number of Civic Amenity Sites - Glass		2008	2009
N	Valid	34	34
	Missing	0	0
Average	Median	2.5	3.0
	Mean	2.7	3.0
Percentiles	25%	2.0	2.0
	75%	3.0	4.0

Total Number of Recycling Facilities - Glass		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	44.50	46	48	46.50
	Mean	55.60	56.50	56.63	56.08
Percentiles	25%	38.80	38	38.75	38.50
	75%	62.30	66	67.75	66.25

Number of locations per 5000 of population - Glass		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	2.8	2.5	2.6	2.6
	Mean	2.9	2.7	2.7	2.7
Percentiles	25%	1.8	1.7	1.7	1.8
	75%	3.9	3.6	3.6	3.5

Table 14: Recycling Facilities - Cans

	Cans: The number of Bring Sites for recycling	Cans: The number of Civic Amenity Centres for recycling	Cans: The total number of facilities for recycling	Cans: The number of locations for recycling per 5,000 of population
Carlow County Council	28	3	31	3.08
Cavan County Council	30	3	33	2.58
Clare County Council	54	5	59	2.66
Cork City Council a	18	1	19	0.80
Cork County Council	113	9	122	1.69
Donegal County Council	64	6	70	2.38
Dublin City Council	76	2	78	0.77
Dun Laoghaire Rathdown County Council	28	3	31	0.80
Fingal County Council	56	2	58	1.21
Galway City Council	0	0	0	0.00
Galway County Council	86	4	90	2.83
Kerry County Council	97	6	103	3.68
Kildare County Council	37	2	39	1.05
Kilkenny County Council	40	3	43	2.46
Laois County Council	44	2	46	3.43
Leitrim County Council	36	1	37	6.39
Limerick City Council	18	1	19	1.81
Limerick County Council	48	4	52	1.98
Longford County Council	25	2	27	3.93
Louth County Council	42	2	44	1.98
Mayo County Council	100	2	102	4.12
Meath County Council	37	4	41	1.26
Monaghan County Council	26	1	27	2.41
North Tipperary County Council	39	3	42	3.18
Offaly County Council	46	3	49	3.46
Roscommon County Council	39	4	43	3.66
Sligo County Council	40	2	42	3.45
South Dublin County Council	26	1	27	0.55
South Tipperary County Council	70	3	73	4.39
Waterford City Council	23	1	24	2.62
Waterford County Council	0	3	3	0.24
Westmeath County Council	48	2	50	3.15
Wexford County Council	122	3	125	4.74
Wicklow County Council	49	5	54	2.14
Totals	1,605	98	1,703	

Summary Statistics 2006-2009

Number of Bring Banks - Cans		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	40.5	40.5	39	40.0
	Mean	48.1	47.2	47.0	47.2
Percentiles	25%	28.3	28.3	29.0	27.5
	75%	57.5	59.5	58.75	58.0

Number of Civic Amenity Sites - Cans		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	2.0	2.0	2.5	3.0
	Mean	2.5	2.6	2.7	2.9
Percentiles	25%	1.0	1.8	1.75	2.0
	75%	3.0	3.0	3.00	4.0

Total Number of Recycling Facilities - Cans		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	43.0	43.0	42.0	43.0
	Mean	50.6	49.8	49.7	50.1
Percentiles	25%	30.0	30.3	31.8	30.0
	75%	60.0	63.3	61.8	61.8

Number of locations per 5000 of population - Cans		2006	2007	2008	2009
N	Valid	30	33	34	34
	Missing	4	1	0	0
Average	Median	2.7	2.5	2.5	2.5
	Mean	2.8	2.6	2.5	2.5
Percentiles	25%	0.0	1.5	1.2	1.3
	75%	2.1	3.6	3.5	3.5

Table 15: Recycling Facilities - Textiles

	Textiles. The number of Bring Sites for recycling	Textiles. The number of Civic Amenity Centres for recycling	Textiles. The total number of facilities for recycling	Textiles. The number of locations for recycling per 5,000 of population
Carlow County Council	48	3	51	5.10
Cavan County Council	30	3	33	2.58
Clare County Council	10	5	15	0.68
Cork City Council	4	1	5	0.21
Cork County Council	83	8	91	1.26
Donegal County Council	36	6	42	1.43
Dublin City Council	86	2	88	0.87
Dun Laoghaire Rathdown County Council	26	3	29	0.75
Fingal County Council	6	2	8	0.17
Galway City Council	9	1	10	0.69
Galway County Council	68	4	72	2.26
Kerry County Council	0	6	6	0.21
Kildare County Council	46	2	48	1.29
Kilkenny County Council	52	1	53	3.03
Laois County Council	6	2	8	0.60
Leitrim County Council	16	2	18	3.11
Limerick City Council	5	1	6	0.57
Limerick County Council	63	4	67	2.89
Longford County Council	2	2	4	0.58
Louth County Council	0	2	2	0.99
Mayo County Council	41	2	43	1.74
Meath County Council	14	4	18	0.55
Monaghan County Council	25	1	26	2.32
North Tipperary County Council	14	3	17	1.29
Offaly County Council	4	3	7	0.49
Roscommon County Council	5	4	9	0.77
Sligo County Council	0	2	2	0.16
South Dublin County Council	24	1	25	0.51
South Tipperary County Council	2	3	5	0.30
Waterford City Council	17	1	18	1.97
Waterford County Council	34	3	37 ^a	2.97 ^a
Westmeath County Council	42	2	44	2.77
Wexford County Council	0	3	3	0.11
Wicklow County Council	23	5	28	1.11
Totals	841	97	938	

a) Waterford County Council - Textiles are also collected as part of kerbside collection

Summary Statistics 2006-2009

Number of Bring Banks - Textiles		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	6.0	8.0	15.0	16.5
	Mean	9.6	12.0	20.0	24.7
Percentiles	25%	0.0	2.0	5.8	4.75
	75%	17.0	18.3	31.0	41.25

Number of Civic Amenity Sites - Textiles		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	2.0	2.0	2.0	2.5
	Mean	2.3	2.4	2.6	2.9
Percentiles	25%	1.0	1.0	1.8	2.0
	75%	3.0	3.0	3.0	4.0

Total Number of Facilities - Textiles		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	8.0	10.5	17.0	18.0
	Mean	11.9	14.4	22.7	27.59
Percentiles	25%	3.0	5.5	7.8	6.75
	75%	19.0	21.3	34.5	43.25

Number of Locations per 5000 population - Textiles		2006	2007	2008	2009
N	Valid	30	33	34	34
	Missing	4	1	0	0
Average	Median	0.4	0.6	0.9	0.8
	Mean	0.7	0.7	1.1	1.3
Percentiles	25%	0.0	0.4	0.5	0.51
	75%	0.2	0.8	1.3	2.3

Table 16: Recycling Facilities - Batteries

	Batteries. The number of Bring Sites for recycling	Batteries. The number of Civic Amenity Centres for recycling	Batteries. The total number of facilities for recycling	Batteries. The number of locations for recycling per 5,000 of population
Carlow County Council	0	3	3	0.30
Cavan County Council	0	3	3	0.23
Clare County Council	0	5	5	0.23
Cork City Council	0	1	1	0.04
Cork County Council	0	9	9	0.12
Donegal County Council	4 ^a	6	10	0.34
Dublin City Council	8	2	10	0.10
Dun Laoghaire Rathdown County Council	36	3	39	1.00
Fingal County Council	72	2	74	1.54
Galway City Council	34	1	35	2.42
Galway County Council	0	4	4	0.13
Kerry County Council	0	6	6	0.21
Kildare County Council	124	2	126	3.38
Kilkenny County Council	67	1	68	3.88
Laois County Council	0	2	2	0.15
Leitrim County Council	6 ^b	2	8	1.38
Limerick City Council	0	1	1	0.10
Limerick County Council	20	4	24	0.91
Longford County Council	0	2	2	0.29
Louth County Council	0	2	2	8.99
Mayo County Council	0	2	2	0.08
Meath County Council	0	4	4	0.12
Monaghan County Council	0	1	1	0.09
North Tipperary County Council	0	3	3	0.23
Offaly County Council	0	3	3	0.21
Roscommon County Council	0	4	4	0.34
Sligo County Council	0 ^c	2	2	0.16
South Dublin County Council	118 ^d	1	119	2.41
South Tipperary County Council	0	3	3	0.18
Waterford City Council	0	1	1	0.11
Waterford County Council	56	3	59	4.74
Westmeath County Council	0	2	2	0.13
Wexford County Council	113	2	115	4.36
Wicklow County Council	9	5	14	0.55
Totals	667	97	764	
<p>a) Donegal County Council - At Public Service Centres in Dungloe, Milford, Letterkenny and Donegal Town. b) Leitrim County Council - Battery recycling units have been provided in 6 primary schools in addition to facilities in our Civic Amenity Sites c) Sligo County Council- Figure of 18 was incorrect for 2008 - no battery banks operated by Sligo Local Authorities d) South Dublin County Council - Increase in sites: community centres & libraries have taken recycling boxes</p>				

Summary Statistics 2006-2009

Number of Bring Banks - Batteries		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	0.0	0.0	1.0	0.0
	Mean	15.6	17.1	20.3	19.6
Percentiles	25%	0.0	0.0	0.0	0.0
	75%	14.0	17.8	34.5	23.5

Number of Civic Amenity Sites - Batteries		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	2.0	2.0	2.0	2.0
	Mean	2.4	2.5	2.7	2.9
Percentiles	25%	1.0	1.0	2.0	2.0
	75%	3.0	3.0	3.0	4.0

Total Number of Facilities - Batteries		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	4.0	4.5	7.0	4.0
	Mean	18.3	19.8	23.0	22.5
Percentiles	25%	2.0	2.0	2.8	2.0
	75%	18.5	19.3	35.8	26.7

Number of Locations per 5000 population - Batteries		2006	2007	2008	2009
N	Valid	29	33	34	34
	Missing	5	1	0	0
Average	Median	0.2	0.2	0.3	0.2
	Mean	0.7	0.9	1.1	.89
Percentiles	25%	0.0	0.1	0.1	0.1
	75%	0.1	1.3	1.6	1.1

Table 17: Recycling Facilities - Oils

	Oils. The number of Bring Sites for recycling*	Oils. The number of Civic Amenity Centres for recycling	Oils. The total number of facilities for recycling	Oils. The number of locations for recycling per 5,000 of population
Carlow County Council	0	3	3	0.30
Cavan County Council	0	3	3	0.23
Clare County Council	0	5	5	0.23
Cork City Council	0	1	1	0.04
Cork County Council	0	9	9	0.12
Donegal County Council	0	6	6	0.20
Dublin City Council	5	2	7	7.00
Dun Laoghaire Rathdown County Council	0	1	1	0.03
Fingal County Council	0	2	2	0.04
Galway City Council	0	1	1	0.07
Galway County Council	0	3	3	8.99
Kerry County Council	0	6	6	0.21
Kildare County Council	0	2	2	0.05
Kilkenny County Council	0	1	1	0.06
Laois County Council	0	2	2	0.15
Leitrim County Council	0 ^a	2	2 ^a	0.35
Limerick City Council	0	1	1	0.10
Limerick County Council	0	3	3	0.11
Longford County Council	0	1	1	0.15
Louth County Council	0	2	2	8.99
Mayo County Council	0	2	2	0.08
Meath County Council	0	4	4	0.12
Monaghan County Council	0	1	1	0.09
North Tipperary County Council	0	1	1	0.08
Offaly County Council	0	3	3	0.21
Roscommon County Council	0	4	4	0.34
Sligo County Council	0	2	2	0.16
South Dublin County Council	0	1	1	0.02
South Tipperary County Council	0	2	2	0.12
Waterford City Council	0	1	1	0.11
Waterford County Council	0	3	3	0.24
Westmeath County Council	0	2	2	0.13
Wexford County Council	1	2	3	0.11
Wicklow County Council	4	5	9	0.36
Totals	10	89	99	

*in many cases, enhanced arrangements for catering for oil at civic amenity sites is a reason for decline in no. of bring banks under this category

Summary Statistics 2006-2009

Number of Bring Banks - Oil		2006	2007	2008	2009
N	Valid	33	34	34	34
	Missing	1	0	0	0
Average	Median	0.0	0.0	1.0	0.0
	Mean	0.7	0.7	20.3	0.3
Percentiles	25%	0.0	0.0	0.0	0.0
	75%	0.0	0.0	34.5	0.0

Number of Civic Amenity Sites - Oil		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	2.0	2.0	2.0	2.0
	Mean	2.3	2.4	2.7	2.6
Percentiles	25%	1.0	1.0	2.0	1.0
	75%	3.0	3.0	3.0	3.0

Total Number of Facilities - Oil		2006	2007	2008	2009
N	Valid	33	34	34	34
	Missing	1	0	0	0
Average	Median	2.0	2.0	7.0	2.0
	Mean	2.9	3.0	23.0	2.9
Percentiles	25%	1.0	1.0	2.8	1.0
	75%	3.5	3.3	35.7	3.3

Number of Locations per 5000 population - Oil		2006	2007	2008	2009
N	Valid	29	33	34	34
	Missing	5	1	0	0
Average	Median	0.1	0.1	0.3	0.1
	Mean	0.2	0.1	1.1	0.1
Percentiles	25%	0.0	0.1	0.1	0.1
	75%	0.1	0.2	1.6	0.2

Table 18: Recycling Facilities - Other Material

	Other. The number of Bring Sites for recycling	Other. The number of Civic Amenity Centres for recycling	Other. The total number of facilities for recycling	Other. The number of locations for recycling per 5,000 of population
Carlow County Council	0	0	0	0.00
Cavan County Council	30	3	33	2.58
Clare County Council	6 ^a	5 ^c	11	0.50
Cork City Council	0	1	1	0.04
Cork County Council	4	9	13	0.18
Donegal County Council	0	6	6	0.20
Dublin City Council	12	2	14	0.14
Dun Laoghaire Rathdown County Council	5	3	8	0.21
Fingal County Council	0	2	2	0.04
Galway City Council	N/A ^b	1	1	N/A
Galway County Council c	0	4	4	0.13
Kerry County Council	5	6	11	0.39
Kildare County Council	0	2	2	0.05
Kilkenny County Council	7	3	10	0.57
Laois County Council	0	2	2	0.15
Leitrim County Council	0	2	2	0.35
Limerick City Council	0	1 ^d	1	0.10
Limerick County Council	2	4	6	0.23
Longford County Council	0	2	2	0.29
Louth County Council	42	2	44	1.98
Mayo County Council	0	2	2	0.08
Meath County Council	0	4	4	0.12
Monaghan County Council	0	1	1	0.09
North Tipperary County Council	0	3	3	0.23
Offaly County Council	0	3	3	0.21
Roscommon County Council	0	4	4	0.34
Sligo County Council	0	2	2	0.16
South Dublin County Council	0	2	2	0.04
South Tipperary County Council	1	3	4	0.24
Waterford City Council	0	1	1	0.11
Waterford County Council	0	3	3	0.24
Westmeath County Council	0	2	2	0.13
Wexford County Council	28	3	31	1.18
Wicklow County Council	8	5	13	0.52
Totals	150	98	248	

a) **Clare County Council** – Clear plastic bottles are accepted at 6 bring bank sites
 b) **Galway City Council** – City Council provides a bulky goods collection from kerbside
 c) **Clare County Council** - Other material as listed in the guidelines dated Feb 2009 are accepted at the 5 civic amenity centres
 d) **Limerick City Council** - Paint Facility

Summary Statistics 2006-2009

Number of Bring Banks – Other		2006	2007	2008	2009
N	Valid	34	34	34	33
	Missing	0	0	0	1
Average	Median	0.0	0.0	0.0	0.0
	Mean	6.8	6.3	6.3	4.5
Percentiles	25%	0.0	0.0	0.0	0.0
	75%	8.3	8.5	8.3	5.0

Number of Civic Amenity Sites - Other		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	2.0	2.0	2.5	2.5
	Mean	2.6	2.7	2.7	2.9
Percentiles	25%	1.8	2.0	2.0	2.0
	75%	3.0	3.0	3.0	4.0

Total Number of Facilities - Other		2006	2007	2008	2009
N	Valid	34	34	34	33
	Missing	0	0	0	1
Average	Median	3.0	3.0	3.0	3.0
	Mean	9.5	7.7	9.0	7.3
Percentiles	25%	2.0	2.0	2.0	2.0
	75%	11.3	12.0	12.0	10.3

Number of Locations per 5000 population - Other		2006	2007	2008	2009
N	Valid	30	34	34	33
	Missing	4	0	0	1
Average	Median	0.2	0.2	0.2	0.2
	Mean	0.4	0.4	0.5	0.4
Percentiles	25%	0.1	0.1	0.1	0.1
	75%	0.1	0.4	0.5	0.3

Table 19: Litter Wardens Employed by Local Authorities

	Number of full-time litter wardens	Number of part-time litter wardens	Number of litter wardens (both full- and part-time) per 5,000 population
Carlow County Council	2	0	0.20
Cavan County Council	3	4	0.55
Clare County Council	4	3	0.32
Cork City Council	4	0	0.17
Cork County Council	5	16	0.29
Donegal County Council	7	1	0.27
Dublin City Council	24	0	0.24
Dun Laoghaire Rathdown County Council	6	2	0.21
Fingal County Council	6	0	0.13
Galway City Council	0 ^a	7	0.48
Galway County Council	0	16	0.50
Kerry County Council	3	8	0.39
Kildare County Council	1	8	0.24
Kilkenny County Council	3	13	0.91
Laois County Council	3	3	0.45
Leitrim County Council	0	3	0.52
Limerick City Council	3 ^a	2	0.48
Limerick County Council	3	18	0.80
Longford County Council	3	0	0.44
Louth County Council	7	0	0.31
Mayo County Council	1	12 ^a	0.52
Meath County Council	2 ^a	2 ^a	0.12
Monaghan County Council	1	6	0.63
North Tipperary County Council	2	7	0.68
Offaly County Council	4	3	0.49
Roscommon County Council	2	3	0.43
Sligo County Council	2	5	0.57
South Dublin County Council	6	0	0.12
South Tipperary County Council	3	15	1.08
Waterford City Council	2	1	0.33
Waterford County Council	3	3	0.44
Westmeath County Council	0	7	0.44
Wexford County Council	0	12	0.46
Wicklow County Council	7	15	0.85
Totals	122	195	

a) The moratorium on staffing has affected the number of wardens in a number of local authorities.

Summary Statistics 2006-2009

Number of full-time litter wardens		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	3.0	4.0	3.0	3.0
	Mean	4.0	3.0	3.8	3.6
Percentiles	25%	2.0	2.0	2.0	0.1
	75%	5.3	5.3	4.3	0.3

Number of part-time litter wardens		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	5.0	4.8	3.5	3.0
	Mean	5.5	3.5	5.5	5.7
Percentiles	25%	0.8	0.8	0.8	1.0
	75%	7.0	7.3	7.5	9.0

Number of Litter wardens (full-time and part-time) per 5000 population		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	0.5	0.4	0.4	0.4
	Mean	0.5	0.4	0.4	0.4
Percentiles	25%	0.1	0.2	0.3	0.3
	75%	0.3	0.6	0.6	0.5

Table 20: Enforcement of Litter Laws

	Number of on-the-spot fines issued	Number of on-the-spot fines paid	Number of prosecution cases taken because of non-payment of on-the-spot fines
Carlow County Council	120	54	19
Cavan County Council	354	136	16
Clare County Council	409	260	14
Cork City Council	1,701	922	46
Cork County Council	768	562	13
Donegal County Council	214	59	2
Dublin City Council	5,590	2,163	461
Dun Laoghaire Rathdown County Council	1,850	1,120	387
Fingal County Council	1,396 ^a	708	190
Galway City Council	167	114	2
Galway County Council	754	360	38
Kerry County Council	186	72	27
Kildare County Council	1,364	638	250
Kilkenny County Council	257	179	11
Laois County Council	376	204	92
Leitrim County Council	32 ^b	13	1 ^d
Limerick City Council	485	174	135
Limerick County Council	217	81	19
Longford County Council	541	281	21
Louth County Council	933	442	32
Mayo County Council	259	135	10
Meath County Council	866	490	41
Monaghan County Council	145	70	17
North Tipperary County Council	86	30	7
Offaly County Council	68	42	9
Roscommon County Council	130	63	3 ^e
Sligo County Council	86	30	1
South Dublin County Council	931 ^c	490	116
South Tipperary County Council	191	71	10
Waterford City Council	382	273	22
Waterford County Council	163	74	0
Westmeath County Council	397	220	67
Wexford County Council	346	188	57
Wicklow County Council	608	340	54
Totals	22,372	11,058	2,190

a) Fingal County Council - 924 non statutory warning notices also issued
b) Leitrim County Council - Increasingly difficult to identify offenders - proposed that covert CCTV will be used at specific problematic locations in 2010.
c) South Dublin County Council - CCTV evidence was used at bring sites on a pilot basis in 2008, CCTV was not in use in 2009.
d) Leitrim County Council - Referred to Solicitors but fine paid prior to issue of summons
e) Roscommon County Council - 2 cases related to appeals

Summary Statistics 2006-2009

Number of on-the-spot fines		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	400.0	451.5	469.50	365.0
	Mean	765.8	751.8	809.73	658.0
Percentiles	25%	263.0	247.0	210.75	166.0
	75%	689.8	810.3	754.50	792.5

Number of on-the-spot fines paid		2008	2009
N	Valid	34	34
	Missing	0	0
Average	Median	275	183.5
	Mean	408.73	325.2
Percentiles	25%	104.25	70.8

Number of prosecution cases taken because of non-payment of on-the-spot fines		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	34.5	28.5	20.0	20.0
	Mean	65.9	56.9	64.7	64.4
Percentiles	25%	16.5	12.8	11.8	9.8
	75%	62.0	68.3	126.0	59.5

Table 21: Litter Enforcement – Prosecutions & Notices

	Number of prosecutions secured in cases taken because of non-payment of on-the-spot fines	Number of notices issued (under sections 9, 15, 16, 17 and 20 of the Litter Pollution Act 1997)	Total number of prosecutions taken (all prosecutions under the Litter Acts 1997 to 2003)	Total number of prosecutions secured (all prosecutions under the Litter Acts 1997 to 2003)
Carlow County Council	18	5	19	18
Cavan County Council	7	25	16	7
Clare County Council	5	35 ^b	19	10
Cork City Council	42	12	46	42
Cork County Council	8	20 ^c	37	31
Donegal County Council	1	2	2	1
Dublin City Council	30	5	627	102
Dun Laoghaire Rathdown County Council	24	0	441	28
Fingal County Council	59	1	190	59
Galway City Council	1	0	2	1
Galway County Council	6	0	40	6
Kerry County Council	6	7	27	6
Kildare County Council	47	43	252	47
Kilkenny County Council	5	43	24	15
Laois County Council	25	19	25	25
Leitrim County Council	0	1	0	0
Limerick City Council	23	12	135	23
Limerick County Council	8	1	6	4
Longford County Council	25	0	25	28
Louth County Council	27	47	33	27
Mayo County Council	10	0	26	20
Meath County Council	35	0	41	35
Monaghan County Council	14	7	19	15
North Tipperary County Council	1	2	7	1
Offaly County Council	3	123	10	4
Roscommon County Council	2 ^a	7	3	2
Sligo County Council	0	7	0	2
South Dublin County Council	59	167	142	65
South Tipperary County Council	6	0	10	6
Waterford City Council	4	167 ^d	22	4
Waterford County Council	0	0	3	0
Westmeath County Council	12	96	71	14
Wexford County Council	15	0	57	15
Wicklow County Council	7	0	54	7
Totals	535	854	2,431	670

a) Roscommon County Council - 2 appeals (Prosecutions Secured)
b) Clare County Council - The 2008 figure was higher and mostly related to unauthorised commercial signage. The economic downturn in 2009 may have contributed to a reduction in this figure.
c) Cork County Council - Decrease in notices issued is explained by loss of staff in all areas. The Council has lost both full time and part time litter wardens, and in some cases, part time litter wardens have found their other duties expanding due to loss of other non-litter related staff. For example, In Mallow Town Council alone, the number of notices issued fell from 44 in 2008 to 5 in 2009.
d) Waterford City Council -155 of these are notices re Graffiti issued under Section 20

Summary Statistics 2006-2009

Number of litter prosecutions secured		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	8.5	9.0	7.5	8.0
	Mean	15.6	15.9	13.7	15.7
Percentiles	25%	3.0	5.0	1.8	3.8
	75%	18.3	18.0	19.3	25.0

Number of notices issued (under sections 9, 15, 16, 17 and 20 of the Litter Pollution Act 1997)		2008	2009
N	Valid	34	34
	Missing	0	0
Average	Median	3.00	6.00
	Mean	27.88	25.12
Percentiles	25%	0.75	0.00
	75%	27.00	27.50

Total number of prosecutions taken (all prosecutions under the Litter Acts 1997 to 2003)		2008	2009
N	Valid	34	34
	Missing	0	0
Average	Median	24.00	25.00
	Mean	70.74	71.50
Percentiles	25%	11.00	9.25
	75%	126.00	54.75

Total number of prosecutions secured (all prosecutions under the Litter Acts 1997 to 2003)		2008	2009
N	Valid	34	34
	Missing	0	0
Average	Median	9.00	14.50
	Mean	16.02	19.71
Percentiles	25%	2.75	4.00
	75%	19.50	28.00

Table 22: Litter Pollution

	Percentage of areas in the local authority that are unpolluted (i.e. litter-free)	Percentage of areas in the local authority that are slightly polluted with litter	Percentage of areas in the local authority that are moderately polluted with litter	Percentage of areas in the local authority that are significantly polluted with litter	Percentage of areas in the local authority that are grossly polluted with litter
Carlow County Council	8.24	84.71	7.06	0.00	0.00
Cavan County Council	16.30	77.17	5.43	1.09	0.00
Clare County Council	8.56	57.75	25.13	8.02	0.53
Cork City Council	0.91	62.54	32.02	3.63	0.91
Cork County Council	4.52	65.16	26.45	3.87	0.00
Donegal County Council	6.82	69.70	21.97	1.52	0.00
Dublin City Council	6.76	57.97	32.37	2.89	0.00
Dun Laoghaire Rathdown County Council	8.00	69.50	17.50	5.00	0.00
Fingal County Council	13.50	63.00	23.00	0.50	0.00
Galway City Council	0.00	92.38	5.71	1.90	0.00
Galway County Council	13.25	36.42	33.77	15.89	0.66
Kerry County Council	7.51	61.97	30.52	0.00	0.00
Kildare County Council	25.00	0.00	75.00	0.00	0.00
Kilkenny County Council	1.71	41.88	45.30	11.11	0.00
Laois County Council	10.14	81.16	8.70	0.00	0.00
Leitrim County Council	17.24	48.28	31.03	3.45	0.00
Limerick City Council	1.43	54.29	38.57	5.00	0.71
Limerick County Council	3.00	90.00	7.00	0.00	0.00
Longford County Council	15.00	57.50	21.25	5.00	1.25
Louth County Council	7.74	83.87	8.39	0.00	0.00
Mayo County Council	4.49	60.30	30.71	4.12	0.37
Meath County Council	N/A ^a	N/A	N/A	N/A	N/A
Monaghan County Council	1.11	64.44	32.78	1.67	0.00
North Tipperary County Council	2.53	58.48	32.85	5.78	0.36
Offaly County Council	6.06	59.85	32.58	1.52	0.00
Roscommon County Council	7.41	65.43	23.46	3.70	0.00
Sligo County Council	26.32	36.84	36.84	0.00	0.00
South Dublin County Council	N/A ^a	N/A	N/A	N/A	N/A
South Tipperary County Council	5.97	70.65	17.91	4.98	0.50
Waterford City Council	1.14	43.18	50.00	5.68	0.00
Waterford County Council	17.01	82.47	0.52	0.00	0.00
Westmeath County Council	0.00	64.42	29.81	5.77	0.00
Wexford County Council	3.23	70.51	22.58	2.76	0.92
Wicklow County Council	19.42	33.09	38.85	7.19	1.44

a) Two local authorities did not participate in National Litter Pollution Monitoring survey for 2009 due to lack of resources or allocation of resources to other environmental enforcement activities.

Summary Statistics 2006-2009

Percentage of areas within the local authority area that are litter free		2006	2007	2008	2009
N	Valid	32	33	33	32
	Missing	2	1	1	2
Average	Median	5.50	4	5.97	7.11
	Mean	6.10	4.5	4.03	8.45
Percentiles	25%	1	1	1.09	2.65
	75%	10	7	10	13.44

Percentage of areas within the local authority area that are slightly polluted		2006	2007	2008	2009
N	Valid	32	33	33	32
	Missing	2	1	1	2
Average	Median	50.50	58.00	61.65	62.77
	Mean	53.60	61.20	61.40	61.40
Percentiles	25%	41.50	50.50	50.94	55.09
	75%	63.80	72.50	71.46	70.62

Percentage of areas within the local authority area that are moderately polluted		2006	2007	2008	2009
N	Valid	32	33	33	32
	Missing	2	1	1	2
Average	Median	34	29	28.94	28.13
	Mean	31.30	28.10	27.34	26.41
Percentiles	25%	23	19.50	20.99	17.60
	75%	41	38	34.13	32.83

Percentage of areas within the local authority area that are significantly polluted		2006	2007	2008	2009
N	Valid	32	33	33	32
	Missing	2	1	1	2
Average	Median	7	4	3.50	3.18
	Mean	8.30	5.60	4.74	3.50
Percentiles	25%	4	1.50	1.58	0.13
	75%	11.80	7	6.80	5.00

Percentage of areas within the local authority area that are grossly polluted		2006	2007	2008	2009
N	Valid	32	33	33	32
	Missing	2	1	1	2
Average	Median	0	0	0	0.24
	Mean	0.60	0.80	0.54	0.00
Percentiles	25%	0	0	0	0.00
	75%	1	1	0.82	0.47

Table 23: Environmental Complaints and Enforcement

(Note: This indicator has been expanded to include “number of complaints resolved where no further action was necessary”)

	Total number of cases subject to complaints concerning environmental pollution (relating to waste, litter, water pollution, noise pollution, air pollution)	Number of complaints investigated	Number of complaints resolved where no further action was necessary	Number of enforcement procedures taken
Carlow County Council	1,577	1,577	1,550	12
Cavan County Council	203	187	88	78
Clare County Council	1,676	1,686 ^d	1,008	679
Cork City Council	1,991	2,001 ^e	1,952	522
Cork County Council	1,804 ^a	2,046 ^f	1,583	1,416
Donegal County Council	1,621	1,621	1,391	32
Dublin City Council	5,237	5,237	5,184	32
Dun Laoghaire Rathdown County Council	4,893 ^b	4,884 ^g	3,029 ^k	2,189 ⁿ
Fingal County Council	4,511	4,189	4,117	72
Galway City Council	1,189	1,189	1,057	0
Galway County Council	1,161 ^c	1,376	922	129
Kerry County Council	1,358	1,298	504	248
Kildare County Council	1,934	1,736	1,559	1,474 ^o
Kilkenny County Council	1,580	1,580	1,425	155
Laois County Council	857	857	725	113
Leitrim County Council	675	675	365 ^l	329 ^p
Limerick City Council	2,780	2,780	2,779	1,231
Limerick County Council	2,180	2,080	1,875	609
Longford County Council	1,331	1,331	1,258	595
Louth County Council	1393	1393	52	13
Mayo County Council	1,319	1,361 ⁿ	1,147 ^m	323
Meath County Council	1,875	2267 ⁱ	1,370	1,020
Monaghan County Council	514	509 ^j	276	170
North Tipperary County Council	808	808	699	100
Offaly County Council	830	830	668	99
Roscommon County Council	1,046	1,043	462	99 ^q
Sligo County Council	741	3,506	4,290	176
South Dublin County Council	5,878	5,930	4,887	1,095
South Tipperary County Council	777	758	615	212
Waterford City Council	2,113	2,112	1,840	272
Waterford County Council	1,110	1,110	1,086	41
Westmeath County Council	1,570	1,570	1,092	478
Wexford County Council	2,831	2,601	2,309	292
Wicklow County Council	2,520	2,520	1,957	1,105
Totals	63,883	66,648	55,121	15,410

a) **Cork County Council** - Source: RMCEI report (for return to EPA). The guidelines mention written complaints. However a dedicated complaints line has been set up so most of the complaints are received through this so these must be included. It is not possible to ensure that none of these are in relation to the same site
b) **Dun Laoghaire County Council** - This figure relates to waste, litter, noise and air.
c) **Galway County Council** - New cases 2009
d) **Clare County Council** - The number of complaints investigated is greater than the total number of cases as some of these cases were investigated more than once and re-inspections have also to be carried out.
e) **Cork City Council** - 10 cases relate to prior 2009
f) **Cork County Council** - Number investigated includes ongoing investigations from previous years, either where a complaint was not closed off, or where a result obtained but it was decided prudent to conduct spot checks to ensure there was no repeat offence
g) **Dun Laoghaire County Council** - This figure relates to waste, litter, noise and air.
h) **Mayo County Council** - Includes all open calls coming into 2009
i) **Meath County Council** - This figure includes a number of cases reported and logged for investigation in 2008 which were carried over to 2009.
j) **Monagahn County Council** - The discrepancy between the number of complaints received and the number of complaints investigated is as a result of complaints received at the end of 2008 and not investigated until early 2009, and complaints received at the end of 2009 and

not investigated until early 2010

k) **Dun Laoghaire Rathdown County Council** - This figure relates to waste, litter, noise and air.

l) **Leitrim County Council** - 2008 figure related to Qtr 4 only as data had not been measured prior to this

m) **Mayo County Council** - There is always further action involved when following up environmental complaints. For this indicator this figure comes from 'Complaints Resolved'

n) **Dun Laoghaire Rathdown County Council** - This figure relates to waste, litter, noise and air.

o) **Kildare County Council** - Includes litter fines

p) **Leitrim County Council** - 2008 enforcement procedures taken figure included in excess of 400 Notices issued under the Packaging Regulations - this exercise is due for completion again in 2010.

q) **Roscommon County Council** - Includes Section 55, 18, 56,32,3,14,71 WMA/107 EPA Act/Section 12 WPA

Summary Statistics 2006-2009

Total number of cases subject to complaints concerning environmental pollution		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	1,563.0	1,944.0	1396.0	1573.5
	Mean	1,990.2	2,255.6	1952.5	1878.9
Percentiles	25%	984.5	1,146.3	1139.8	998.8
	75%	2,203.5	2,726.5	2296.3	2129.8

Number of cases investigated		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	1,367.0	1,690.5	1,304.5	1,578.5
	Mean	1,917.8	2,182.6	1,890.0	1,960.2
Percentiles	25%	984.5	1,142.8	1,101.3	1,093.3
	75%	2,138.8	2,648.0	2,218.3	2,330.3

Number of complaints resolved where no further action was necessary		2008	2009
N	Valid	34	34
	Missing	0	0
Average	Median	1041.50	1314
	Mean	1494.29	1621.2
Percentiles	25%	737.50	691.2
	75%	1867.50	1953.25

Number of enforcement procedures taken		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	176.0	222.0	281.0	230.0
	Mean	290.5	328.9	550.4	453.2
Percentiles	25%	81.8	84.0	119.3	93.8
	75%	442.3	501.3	896.3	626.5

Table 24: Schools Participating in Environmental Campaigns

	Percentage of primary schools participating in environmental campaigns	Percentage of secondary schools participating in environmental campaigns
Carlow County Council	80.95	80.00
Cavan County Council	43.75	50.00
Clare County Council	78.51	80.00
Cork City Council	55.74	50.00
Cork County Council	62.30	65.00
Donegal County Council	79.10	96.15
Dublin City Council	70.27	66.67
Dun Laoghaire Rathdown County Council	86.75	81.82
Fingal County Council	81.61	91.18
Galway City Council	100.00	100.00
Galway County Council	93.32	86.49
Kerry County Council	79.02	88.46
Kildare County Council	82.69	69.23
Kilkenny County Council	75.64	81.25
Laois County Council	74.29	55.56
Leitrim County Council	92.86	100.00
Limerick City Council	87.50 ^a	78.57 ^d
Limerick County Council	78.07	92.00
Longford County Council	100.00	100.00
Louth County Council	73.97	87.50
Mayo County Council	75.14	85.71
Meath County Council	80.51	73.68
Monaghan County Council	57.14	75.00
North Tipperary County Council	87.67	88.24
Offaly County Council	71.01	100.00
Roscommon County Council	82.11	90.00
Sligo County Council	N/A ^b	N/A
South Dublin County Council	84.00	81.25
South Tipperary County Council	61.96	64.71
Waterford City Council	80.95	81.82
Waterford County Council	85.71	77.78
Westmeath County Council	81.82 ^c	93.33
Wexford County Council	77.36	85.00
Wicklow County Council	90.43	95.45

a) Limerick City Council - 65.6% of schools have a Green Flag
b) Sligo County Council - n/a due to resource constraints .
c) Westmeath County Council - In 2008 one primary school in Offaly was included and one primary school in Westmeath was registered twice.
d) Limerick City Council - 28.5% of schools have a Green Flag

Summary Statistics 2006-2009

Primary schools participating in environmental campaigns (percentage)		2006	2007	2008	2009
N	Valid	34	33	34	33
	Missing	0	1	0	1
Average	Median	64.2	71.4	75.9	80.5
	Mean	63.3	69.4	74.4	78.6
Percentiles	25%	56.0	60.5	67.8	74.1
	75%	73.5	79.2	79.8	86.2

Secondary schools participating in environmental campaigns (percentage)		2006	2007	2008	2009
N	Valid	34	33	34	33
	Missing	0	1	0	1
Average	Median	73.0	77.8	80.9	81.8
	Mean	69.6	77.2	80.7	81.6
Percentiles	25%	55.0	70.0	74.6	74.3
	75%	83.5	88.0	90.2	91.6

Section 4: Fire and Emergency

Table 25: Fire Service –Time taken to mobilise

(Note: Local authorities provide two types of fire service: full-time and retained. Full-time services (Cork City, Dublin, Galway, Limerick City, Drogheda (Louth) and Waterford City) are operated on a 24-hour shift basis. The first and third columns refer to full-time stations. Retained stations account for the majority of fire services in the country and are staffed by part-time personnel. Retained fire-fighters respond to emergency calls upon activation of a pager system. The second and fourth columns refer to retained stations. Dublin City Council is the Fire Authority for the four Dublin local authorities. The fire service for Galway City is operated by Galway County Council on a shared service basis.)

	Average time taken, in minutes, to mobilise fire brigades in Full-Time Stations in respect of fire	Average time taken, in minutes, to mobilise fire brigades in Part-Time Stations (retained fire service) in respect of fire	Average time taken, in minutes, to mobilise fire brigades in Full-Time Stations in respect of all other emergency incidents	Average time taken, in minutes, to mobilise fire brigades in Part-Time Stations (retained fire service) in respect of all other emergency incidents
Carlow County Council	N/A	5.01	N/A	5.45
Cavan County Council	N/A	5.28	N/A	4.85
Clare County Council	N/A	4.53	N/A	4.51
Cork City Council	1.70	N/A	1.82	N/A
Cork County Council	N/A	5.20	N/A	5.30
Donegal County Council	N/A	5.29	N/A	5.33
Dublin Combined	1.40	5.55	1.44	5.59
Galway Combined	2.49	5.07	2.70	5.02
Kerry County Council	N/A	5.50	N/A	5.40
Kildare County Council	N/A	5.78	N/A	6.17
Kilkenny County Council	N/A	5.07	N/A	6.07
Laois County Council	N/A	5.50	N/A	5.35
Leitrim County Council	N/A	5.78	N/A	5.12
Limerick City Council	1.53	5.48	1.53	0.00
Limerick County Council	2.06	5.15	1.60	4.75
Longford County Council	N/A	5.06	N/A	5.49
Louth County Council	N/A	0.00	N/A	3.84
Mayo County Council	N/A	4.53	N/A	5.24
Meath County Council	N/A	6.30	N/A	6.18
Monaghan County Council	N/A	3.97	N/A	6.46
North Tipperary County Council	N/A	5.14	N/A	6.05
Offaly County Council	N/A	5.01	N/A	5.54
Roscommon County Council	N/A	5.27	N/A	5.38
Sligo County Council	N/A	5.57	N/A	4.31
South Tipperary County Council	N/A	5.41	N/A	5.56
Waterford City Council	2.00	5.37	2.00	N/A
Waterford County Council	N/A	4.49	N/A	4.39
Westmeath County Council	N/A	6.33	N/A	6.45
Wexford County Council	N/A	6.26	N/A	6.48
Wicklow County Council	N/A	6.38	N/A	6.39

Summary Statistics 2008-2009

Average time (minutes) to mobilise fire brigades in full-time stations in 2008		In respect of Fire 2008	In respect of all other emergency incidents 2008	In respect of Fire 2009	In respect of all other emergency incidents 2009
N	Valid	6	6	6	6
	Missing	28	28	28	28
Average	Median	1.9	1.8	1.9	1.7
	Mean	1.9	2.0	1.9	1.8
Percentiles	25%	1.4	1.5	1.5	1.5
	75%	2.2	2.3	2.2	2.2

Average time (minutes) to mobilise fire brigades in part-time stations (retained fire service) in 2008		In respect of Fire 2008	In respect of all other emergency incidents 2008	In respect of Fire 2009	In respect of all other emergency incidents 2009
N	Valid	27	27	28	28
	Missing	7	7	6	6
Average	Median	5.20	5.32	5.28	5.39
	Mean	5.24	5.34	5.12	5.24
Percentiles	25%	4.45	4.60	5.01	4.89
	75%	5.74	6.03	5.57	6.07

Table 26: First Attendance at Fire Scenes

	Percentage of cases in respect of fire in which first attendance is at the scene within 10 minutes	Percentage of cases in respect of fire in which first attendance is at the scene after 10 minutes but within 20 minutes	Percentage of cases in respect of fire in which first attendance is at the scene after 20 minutes
Carlow County Council	61.63	31.19	7.18
Cavan County Council	41.84	46.44	11.72
Clare County Council	48.57	36.74	14.69
Cork City Council	89.29	10.07	0.64
Cork County Council	39.38	43.34	17.27
Donegal County Council	36.33	50.35	13.32
Dublin Combined	80.06	17.74	2.20
Galway Combined	47.48	30.12	22.41
Kerry County Council	45.68	35.49	18.83
Kildare County Council	30.43	56.49	13.08
Kilkenny County Council	42.13	45.33	12.53
Laois County Council	41.29	51.55	7.16
Leitrim County Council	40.80	49.60	9.60 ^a
Limerick City Council	88.30	10.30	1.30
Limerick County Council	34.22	42.44	23.34
Longford County Council	47.68	44.27	8.05
Louth County Council	71.85	30.57	3.26
Mayo County Council	43.30	42.03	14.67
Meath County Council	42.83	45.86	11.31
Monaghan County Council	55.23	38.91	5.86
North Tipperary County Council	52.99	36.68	10.33
Offaly County Council	59.16	34.73	6.11
Roscommon County Council	33.89	51.68	14.43
Sligo County Council	55.33	33.67	11.00
South Tipperary County Council	35.85	47.52	16.63
Waterford City Council	84.01	14.32	1.67
Waterford County Council	65.81	27.40	6.79
Westmeath County Council	32.11	55.56	12.33
Wexford County Council	41.04	40.92	18.03
Wicklow County Council	28.64	53.71	17.66

a) Leitrim County Council – Reflects rural nature of county and distances travelled.

Summary Statistics 2008-2009

% of fire incidents in which first attendance is at the scene within 10 minutes		2008	2009
N	Valid	30	30
	Missing	4	4
Average	Median	45.69	44.5
	Mean	50.29	50.6
Percentiles	25%	37.02	38.6
	75%	61.55	59.8

% of fire incidents in which first attendance is at the scene after 10 minutes but within 20 minutes		2008	2009
N	Valid	30	30
	Missing	4	4
Average	Median	40.77	41.5
	Mean	36.90	38.5
Percentiles	25%	28.64	31.0
	75%	44.96	48.0

% of fire incidents in which first attendance is at the scene after 20 minutes		2008	2009
N	Valid	30	30
	Missing	4	4
Average	Median	13.72	11.5
	Mean	11.70	11.1
Percentiles	25%	7.97	6.6
	75%	16.13	15.2

Table 27: First Attendance at Emergency Incidents (other than Fire)

	Percentage of cases in respect of all other emergency incidents in which first attendance is at the scene within 10 minutes	Percentage of cases in respect of all other emergency incidents in which first attendance is at the scene after 10 minutes but within 20 minutes	Percentage of cases in respect of all other emergency incidents in which first attendance is at the scene after 20 minutes
Carlow County Council	46.32	48.42	5.26
Cavan County Council	40.00	43.64	16.36
Clare County Council	38.66	44.48	16.86
Cork City Council	80.78	16.70	2.52
Cork County Council	28.55	54.26	17.20
Donegal County Council	40.49	47.80	11.71
Dublin Combined	78.25	19.15	2.59
Galway Combined	39.47	45.60	14.93
Kerry County Council	40.39	42.36	17.24
Kildare County Council	21.56	63.44	15.00
Kilkenny County Council	32.30	47.81	19.89
Laois County Council	35.00	59.38	5.62
Leitrim County Council	47.29	44.19	8.52 ^a
Limerick City Council	78.40	18.70	2.70
Limerick County Council	32.84	53.14	14.02
Longford County Council	37.33	48.00	14.67
Louth County Council	54.36	40.27	5.37
Mayo County Council	46.09	42.28	11.63
Meath County Council	28.96	53.39	17.65
Monaghan County Council	47.44	42.31	10.26
North Tipperary County Council	28.74	52.69	18.56
Offaly County Council	41.49	46.81	11.70
Roscommon County Council	36.40	54.40	9.20
Sligo County Council	42.20	47.71	10.09
South Tipperary County Council	30.82	45.28	23.90
Waterford City Council	75.38	20.60	4.02
Waterford County Council	53.82	34.56	11.62
Westmeath County Council	27.46	56.95	15.59
Wexford County Council	31.85	49.19	18.95
Wicklow County Council	25.19	61.48	13.33

a) Leitrim County Council – Reflects rural nature of county and distances travelled.

Summary Statistics 2006-2009

% of cases in respect of all other emergency incidents in which first attendance is at the scene within 10 minutes		2008	2009
N	Valid	30	30
	Missing	4	4
Average	Median	39.08	39.7
	Mean	43.86	41.8
Percentiles	25%	30.96	31.6
	75%	54.05	47.3

% of cases in respect of all other emergency incidents in which first attendance is at the scene after 10 minutes but within 20 minutes		2008	2009
N	Valid	30	30
	Missing	4	4
Average	Median	45.76	47.3
	Mean	42.65	44.3
Percentiles	25%	34.55	41.8
	75%	53.11	52.8

% of cases in respect of all other emergency incidents in which first attendance is at the scene after 20 minutes		2008	2009
N	Valid	30	30
	Missing	4	4
Average	Median	14.28	12.5
	Mean	12.66	12.1
Percentiles	25%	8.60	7.8
	75%	16.87	16.6

Table 28: Applications for Fire Certificates Received & Processed

	Total number of fire safety certificate applications received	Total number of fire safety certificate applications processed (including cases deemed invalid)	Total number of applications deemed invalid
Carlow County Council	92	89	12
Cavan County Council	82	87	7
Clare County Council	136	138	1
Cork City Council	133	135	0
Cork County Council	396	471	41
Donegal County Council	104	120	1
Dublin City Council	559 ^a	565	14
Dun Laoghaire Rathdown County Council	178	180	5
Fingal County Council	212	267	6
Galway City Council	105	90	19
Galway County Council	239	240	34
Kerry County Council	143	168	14
Kildare County Council	191	206	5
Kilkenny County Council	97	107	1
Laois County Council	67	67	6
Leitrim County Council	32	32	0
Limerick City Council	82	82	6
Limerick County Council	110	120	4
Longford County Council	35	36	11
Louth County Council	96	96	7
Mayo County Council	172	139	2
Meath County Council	119	132	4
Monaghan County Council	71	74	15
North Tipperary County Council	84	68	7
Offaly County Council	65	68	1
Roscommon County Council	43	45	0
Sligo County Council	92	92	7
South Dublin County Council	112	141	2
South Tipperary County Council	92	105	0
Waterford City Council	58	56	1
Waterford County Council	52	52	2
Westmeath County Council	84 ^b	91	4
Wexford County Council	151	150	1
Wicklow County Council	137	130	13
Totals	4,209	4,372	247

a) **Dublin City Council** - The reduction in the number of certificates results from the general slowdown in building activity.
b) **Westmeath County Council** - Due to downturn in economy there are fewer development works, hence fewer fire certs

Summary Statistics 2006-2009

Number of Applications for Fire Safety Certificates Received		2006	2007	2008	2009
N	Valid	33	34	34	33
	Missing	1	0	0	1
Average	Median	231	228.5	210.76	97.0
	Mean	272.6	280.7	172	127.5
Percentiles	25%	94	134.3	112.75	76.5
	75%	136.5	318.3	241	140.0

Number of Applications for Fire Safety Certificates Processed		2006	2007	2008	2009
N	Valid	33	34	34	33
	Missing	1	0	0	1
Average	Median	207	241.5	221.79	105.0
	Mean	278	284.1	171.5	132.5
Percentiles	25%	85	126.5	114	71
	75%	132	337	265.25	140

Section 5: Water

Table 29: Unaccounted for Water (UFW)

	Unaccounted for water (UFW) as a percentage of total volume of water supplied under the water supply schemes that the local authority is responsible for
Carlow County Council	40.57
Cavan County Council	36.83
Clare County Council	38.11 ^a
Cork City Council	51.51
Cork County Council	47.40 ^b
Donegal County Council	45.50 ^c
Dublin City Council	43.05
Dun Laoghaire Rathdown County Council	29.25
Fingal County Council	27.35
Galway City Council	47.42
Galway County Council	47.87
Kerry County Council	48.72
Kildare County Council	26.60
Kilkenny County Council	48.22
Laois County Council	34.10
Leitrim County Council	35.69
Limerick City Council	58.50
Limerick County Council	34.85 ^d
Longford County Council	45.30
Louth County Council	47.14
Mayo County Council	45.88
Meath County Council	46.64
Monaghan County Council	31.75
North Tipperary County Council	48.18
Offaly County Council	48.84
Roscommon County Council	55.59
Sligo County Council	43.00 ^e
South Dublin County Council	21.45 ^f
South Tipperary County Council	53.47
Waterford City Council	46.58
Waterford County Council	29.03
Westmeath County Council	43.81 ^g
Wexford County Council	37.44
Wicklow County Council	24.84

a) Clare County Council - These figures are not comparable to 2009 due to revised methodology
b) Cork County Council - Excludes export to Cork City Council
c) Donegal County Council - Donegal has used the 2008 template to produce this return. This is due to time constraints (most notably the data required for individual DMA's i.e. District Metering Areas of which Donegal has approximately 400). However with the completion of the Network Management Information Systems (NIMS) project by year end, Donegal will be in a position to deliver these parameters in the future.
d) Limerick County Council - The main reason for the increase between 2008 and 2009 figure is the difference between the calculation methods for each year, in particular the allowance assumed for each domestic property. If the 2008 calculation method was used the 2009 UFW would be 19.19%. Therefore the actual change to UFW would be marginal.
e) Sligo County Council - Error in the 2008 figure, volume of water supplied should have read 32,867 not 132,867
f) South Dublin County Council - UFW excludes Customer Side leaks estimated at 5,760 cm/day
g) Westmeath County Council - consumption rate is 155ltrs per head per day.

Summary Statistics 2008-2009

Unaccounted for water (UFW) as a percentage of total volume of water supplied under the water supply schemes that the local authority is responsible for		2008	2009
N	Valid	34	34
	Missing	0	0
Average	Median	43.47	44.5
	Mean	40.57	41.48
Percentiles	25%	34.71	34.6
	75%	48.26	47.94

Section 6: Roads

Table 30: Roads Restoration Programme

	Number of kilometres of local and regional roads improved and maintained under the Restoration Programme per annum	Number of kilometres of local and regional roads constructed under the specific improvement grants scheme per annum
Carlow County Council	65.2	0.0
Cavan County Council	266.1	4.9
Clare County Council	219.4	3.5
Cork City Council	3.8 ^a	0.0
Cork County Council	588.1 ^b	2.8
Donegal County Council	330.0	5.9
Dublin City Council	0.8	0.0
Dun Laoghaire Rathdown County Council	11.0	2.0
Fingal County Council	22.8	1.3
Galway City Council	7.4	0.0
Galway County Council	313.3 ^c	6.2
Kerry County Council	182.5	2.6
Kildare County Council	132.6	0.0
Kilkenny County Council	78.3	0.0
Laois County Council	128.3	0.5
Leitrim County Council	154.7	4.5
Limerick City Council	1.7	0.0
Limerick County Council	181.3	0.0
Longford County Council	62.3	2.1
Louth County Council	122.8	0.0
Mayo County Council	319.4	0.2
Meath County Council	210.8	1.9
Monaghan County Council	179.0	5.0
North Tipperary County Council	161.0	8.7
Offaly County Council	103.3	1.1
Roscommon County Council	296.0 ^d	6.0
Sligo County Council	81.3	0.8
South Dublin County Council	N/A ^e	0.0
South Tipperary County Council	33.0	16.0
Waterford City Council	1.0	0.0
Waterford County Council	134.7	0.0
Westmeath County Council	171.6	0.6
Wexford County Council	213.8	10.0
Wicklow County Council	117.1	0.1

a) Cork City Council - This figure includes 0.7km funded from our own resources
b) Cork County Council – The reduction in the number of Kms from 2008 figures is due to a substantial decrease in the Non National Roads Grant Allocation
c) Galway County Council - The reduction from 2008 to 2009 is directly related to the reduction in grant allocations arising from the Supplementary Budget of 7th April 2009 as notified to the Council by Circular RLR 08/2009 dated the 14th April 2009. The reduction also reflects the additional flexibility granted by Circular RLR 16/2009 dated the 14th July 2009 to transfer a portion (up to a maximum of 20%) of the Restoration Maintenance Grant for Discretionary Maintenance type works.
d) Roscommon County Council - In 2008 355km were improved and maintained, the reduction in length is due to the fact that the 2009 grant was only 77% of the 2008 grant
e) South Dublin County Council - Not applicable to South Dublin County Council

Summary Statistics 2008-2009

Number of kilometres of local and regional roads improved and maintained under the Restoration Programme per annum		2008	2009
N	Valid	26	34
	Missing	8	0
Average	Median	194.30	130.44
Percentiles	25%	141.30	143.95
	75%	354.20	30.45

Number of kilometres of local and regional roads constructed under the specific improvement grants scheme per annum		2008	2009
N	Valid	29	34
	Missing	5	0
Average	Median	3.10	0.95
	Mean	5	2.55
Percentiles	25%	0.70	0.00
	75%	8.70	4.61

Section 7: Housing

Table 31: Current Status of Local Authority Housing Stock

	The total number of dwellings in local authority stock	The total number of dwellings, excluding those subject to major refurbishment projects	The overall percentage of dwellings that are empty (excluding those subject to major refurbishment projects)	The percentage of empty dwellings unavailable for letting	The percentage of empty dwellings available for letting
Carlow County Council	1,548	1,512	2.45	68.24	31.76
Cavan County Council	1,853	1,841	8.37	54.55	45.45
Clare County Council	2,303	2,251	3.29	74.32	25.68
Cork City Council	8,595	8,474	4.76	87.97	12.03
Cork County Council	6,572	6,440	3.32	55.61	55.14
Donegal County Council	4,394	4,368	1.42	34.33	65.67
Dublin City Council	26,905	24,984	2.99	44.50	55.50
Dun Laoghaire Rathdown County Council	4,210	4,118	2.40	39.39	59.60
Fingal County Council	4,464	4,460	1.41	94.02	5.98
Galway City Council	2,200	2,200	5.50	47.11	52.89
Galway County Council	2,353	2,353	5.27	95.16	4.84
Kerry County Council	4,000	3,889	4.69	53.77	46.23
Kildare County Council	3,420	3,418	1.65	79.20	20.80
Kilkenny County Council	2,069	1,969	5.08	32.84	67.17
Laois County Council	2,003	2,003	2.42	65.00	35.00
Leitrim County Council	981	981	2.91 ^a	92.98	7.02
Limerick City Council	3,136	2,778	0.11	33.33	66.77
Limerick County Council	2,041	2,040	4.96 ^b	86.42	13.58
Longford County Council	1,873	1,848	4.41	69.33	30.67
Louth County Council	3,484	3,481	1.75	62.30	37.70
Mayo County Council	2,118	2,058	5.20	52.34	47.66
Meath County Council	2,809	2,615	5.09	56.39	43.61
Monaghan County Council	1,315	1,300	4.50	76.50	23.50
North Tipperary County Council	1,724	1,719	2.89	78.39	21.61
Offaly County Council	1,673	1,655	2.05	73.53	26.47
Roscommon County Council	1,269	1,226	5.63	71.01	28.99
Sligo County Council	2,082	1,955	3.99	84.62	15.38
South Dublin County Council	8,871	8,871	1.29	86.27	13.73
South Tipperary County Council	2,773	2,764	5.33	72.05	27.95
Waterford City Council	2,927	2,914	1.60	67.57	32.43
Waterford County Council	1,690	1,690	4.56	77.92	22.08
Westmeath County Council	1,715	1,674	2.81	84.57 ^c	15.43
Wexford County Council	2,405	2,405	2.66	76.56	23.44
Wicklow County Council	4,414	3,649	2.74	60.30	39.69
Totals	126,189	121,903			

a) Leitrim County Council - There were a significant number of casual vacancies arising in 2009

b) Limerick County Council - This S.I. shows a movement from an average of 79.25 in 2008 to 101.25 in 2009. Limerick County Council has decided to dispose on the open market of an average of 6 houses of their existing stock that do not meet our requirements for our rental stock. This decision was made in 2009 and the sales had not been completed at end of year. Coupled with this there was a very large increase in the number of housing applications to the Council due to the closure of a very large multinational and a number of associated companies in quarter 1 2009. All applications were assessed and this process resulted in delays in allocations of houses.

c) Westmeath County Council - Increased refurbishment standards and energy efficiency measures being made to houses

Summary Statistics 2006-2009

The total number of dwellings in local authority stock		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	2,026.5	2143.0	2301.00	2328.0
	Mean	3,393.1	3478.7	3601.33	3711.4
Percentiles	25%	1,590.8	1659.5	1720.00	1820.6
	75%	3,747.0	3860.0	3981.94	4052.5

Overall percentage of dwellings that are empty		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	3.5	4.0	3.14	3.14
	Mean	3.9	4.2	3.47	3.49
Percentiles	25%	2.6	2.4	2.14	1.975
	75%	4.8	5.4	4.65	4.99

Percentage of empty dwellings unavailable for letting		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	68.8	70.2	63.5	71.53
	Mean	68.7	68.6	64.33	68.34
Percentiles	25%	52.9	57.8	50.94	54.35
	75%	85.3	80.9	79.49	84.58

Percentage of empty dwellings available for letting		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	31.6	29.8	36.5	29.8
	Mean	31.6	31.1	35.28	33.6
Percentiles	25%	14.7	19.1	19.98	19.5
	75%	47.1	42.2	49.07	49

Table 32: Average Time Taken to Re-let Available Dwellings

	The average time taken (in weeks) from the date of vacation of dwelling to the date when all necessary repairs are carried out which are deemed necessary to re-let the dwelling	The average time taken (in weeks) from the necessary works being completed to the date of the first rent debit
Carlow County Council	17.77	8.70 ^k
Cavan County Council	13.00	7.00
Clare County Council	18.24	1.81
Cork City Council c	17.97	8.47
Cork County Council	11.16	4.33
Donegal County Council	24.00 ^a	14.01 ^l
Dublin City Council	19.54 ^b	4.00
Dun Laoghaire Rathdown County Council	15.92 ^c	16.82
Fingal County Council	18.00	1.00
Galway City Council	7.00 ^d	14.00 ^m
Galway County Council	30.13	1.400
Kerry County Council	24.19 ^e	7.50
Kildare County Council	6.90 ^f	5.90 ⁿ
Kilkenny County Council	19.70	4.14
Laois County Council	18.00 ^g	3.00
Leitrim County Council	15.12 ^h	2.11 ^o
Limerick City Council	1.00	1.00
Limerick County Council	40.26	4.73
Longford County Council	7.07	7.35
Louth County Council	8.00	3.00
Mayo County Council	18.50	4.50
Meath County Council	11.00	8.00
Monaghan County Council	14.88	6.43
North Tipperary County Council	12.52	2.29
Offaly County Council	8.88	2.82
Roscommon County Council k	21.30	12.65
Sligo County Council	18.62	8.25
South Dublin County Council	18.77 ⁱ	2.08 ^p
South Tipperary County Council	45.88 ^j	6.43
Waterford City Council	9.04	1.70
Waterford County Council	19.50	3.00
Westmeath County Council	5.23	2.58
Wexford County Council	9.25	3.00 ^q
Wicklow County Council	25.69	4.41

a) Donegal County Council - There are 12 properties in this category which are affecting the outcome: 3 properties were offered 4 times, 3 other properties were offered 3 times and another 6 properties were offered twice. If these properties were discounted the average time would drop to 9 weeks
b) Dublin City Council - Includes dwellings in low demand areas that may remain vacant with no repairs carried out for some time pending allocation.
c) Dun Laoghaire Rathdown County Council - Length of time to re-let properties in low demand areas.
d) Galway City Council - Includes 4 units requiring extensive repairs which took over 1 year
e) Kerry County Council - Six of these casual vacancies were long-term voids and required Dept approval; four are in difficult areas to re-let.
f) Kildare County Council - 177 units at 8631 days=48.7 days (6.9 wks)
g) Laois County Council - There was a significant increase in the no. of surrendered dwellings in 2009, without any commensurate increase in resources. H & S requirements also extend the period within which works are addressed.
h) Leitrim County Council - There were a significant number of casual vacancies arising in 2009. In addition a small number of individual cases are having a particularly negative impact on this indicator. The turn-around time is also dependent on the level of pre-letting repair works required
i) South Dublin County Council - Indicator is based on a 7 day week, increases are due to the following (1) Significant increase in the number of dwellings surrendered in 2009. (2) Economic climate has caused a reduction in resources available (3) Introduction of BER certificates (4) A number of long term vacant properties were re-let in 2009 (5) Significant Increase in vandalism on vacant properties.
j) South Tipperary County Council - Delays due to BER works
k) Carlow County Council - Difficulties were encountered letting 2 houses which impact negatively on the indicator- one in a traveller accommodation unit and the other a four bed in an estate for which there were numerous offers made

- l) Donegal County Council** - There are 12 properties in this category which are affecting the outcome: 3 properties were offered 4 times, 3 other properties were offered 3 times and another 6 properties were offered twice. If these properties were discounted, the average time would drop to 9 weeks.
- m) Galway City Council** - Increased time due primarily to multiple refusals of certain tenancy offers in specific areas. Refusal policy has been revised.
- n) Kildare County Council** - 170 units at 7102 days=41.8 days (5.9 wks)
- o) Leitrim County Council** -3 individual cases are having a negative impact on this indicator - excluding these 3 cases the average time is reduced to 1.5weeks
- p) South Dublin County Council** - Indicator is based on a 7 day week.
- q) Wexford County Council** - persistent refusals

Summary Statistics 2008-2009

The average time taken (in weeks) from the date of vacation of dwelling to the date when all necessary repairs are carried out which are deemed necessary to re-let the dwelling		2008	2009
N	Valid	34	34
	Missing	0	0
Average	Median	13.49	17.87
	Mean	16.56	16.82
Percentiles	25%	7.87	9.19
	75%	19.18	19.58

The average time taken (in weeks) from the works (above) being completed to the date of the first rent debit		2008	2009
N	Valid	34	34
	Missing	0	0
Average	Median	3.87	4.37
	Mean	5.93	5.54
Percentiles	25%	2.88	2.5
	75%	6.30	7.6

Table 33: Housing Repairs Completed by Local Authorities

	Number of repairs completed as a percentage of the number of valid repair requests received
Carlow County Council	98.26
Cavan County Council	82.72
Clare County Council	90.72
Cork City Council	87.32
Cork County Council	83.92 ^a
Donegal County Council	91.36
Dublin City Council	86.64
Dun Laoghaire Rathdown County Council	98.22
Fingal County Council	93.92
Galway City Council	64.46 ^b
Galway County Council	42.35
Kerry County Council	95.38
Kildare County Council	95.61
Kilkenny County Council	59.19
Laois County Council	85.74
Leitrim County Council	90.36
Limerick City Council	88.74
Limerick County Council	90.02
Longford County Council	92.97
Louth County Council	93.90
Mayo County Council	85.83
Meath County Council	85.27
Monaghan County Council	88.62
North Tipperary County Council	92.17
Offaly County Council	97.93
Roscommon County Council	83.08
Sligo County Council	71.88
South Dublin County Council	92.08
South Tipperary County Council	89.46
Waterford City Council	92.97
Waterford County Council	93.39
Westmeath County Council	71.41
Wexford County Council	71.94
Wicklow County Council	98.02

a) Cork County Council - Figures slightly down on last year due to staff shortages (e.g. plumbers) at the end of the year
b) Galway City Council - Percentage is lower than previously due to revised data collection methodology

Summary Statistics 2006-2009

Number of repairs completed as a percentage of the number of valid repair requests received		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	87.8	90.1	92.72	89.74
	Mean	85.8	87.1	90.65	86.05
Percentiles	25%	83.2	83.1	88.18	84.72
	75%	93.9	94.9	94.98	93.91

Table 34: Traveller Accommodation

	Total number of traveller families accommodated as a percentage of the targets set in the local traveller accommodation programme
Carlow County Council	80.00
Cavan County Council	140.00
Clare County Council	92.31
Cork City Council	54.55 ^a
Cork County Council	27.59
Donegal County Council	183.33
Dublin City Council	140.00 ^b
Dun Laoghaire Rathdown County Council	145.45
Fingal County Council	60.71
Galway City Council	100.00
Galway County Council	69.70
Kerry County Council	78.57
Kildare County Council	70.59
Kilkenny County Council	60.00
Laois County Council	125.00
Leitrim County Council	100.00
Limerick City Council	42.86
Limerick County Council	100.00
Longford County Council	21.43
Louth County Council	81.25
Mayo County Council	122.22
Meath County Council	100.00
Monaghan County Council	100.00
North Tipperary County Council	122.22
Offaly County Council	127.27
Roscommon County Council	30.00
Sligo County Council	40.00
South Dublin County Council	90.70
South Tipperary County Council	110.00
Waterford City Council	100.00
Waterford County Council	300.00
Westmeath County Council	128.57
Wexford County Council	65.22
Wicklow County Council	48.39
<p>a) Cork City Council - Cork City Council had difficulties in 2009 in achieving our target for the following reasons: Many families remaining on our waiting list have given Cork City Council very restricted geographic areas of preference often in areas where we have the fewest properties. A further factor is that Cork City Council is currently working on a Group Housing Scheme for 12 families in the north west area of the city.</p> <p>b) Dublin City Council - The indicators up to the beginning of 2009 were established by the Traveller Accommodation Programme 2005 – 2008. However, a new Traveller Accommodation Programme 2009 – 2013 was adopted by the City Council in April 2009. This new Programme sets out the revised targets for 2009 and all subsequent years up to and including 2013.</p>	

Summary Statistics 2006-2009

Traveller families accommodated (as a percentage of the target in the local Traveller accommodation programme)		2006	2007	2008	2009
N	Valid	34	34	32	34
	Missing	0	0	2	0
Average	Median	91.0	68.5	86.2	96.15
	Mean	93.3	78.4	96.4	95.82
Percentiles	25%	60.7	48.5	64.1	60.53
	75%	124.8	101.8	100.0	122.9

Table 35: Enforcement of Standards in Private Rented Sector

	Total number of registered tenancies	Number of dwelling units inspected	Number of inspections carried out	Number of dwellings inspected as percentage of registered tenancies
Carlow County Council	1,986	163	182	9.16
Cavan County Council	1,561	597	624	38.63
Clare County Council	3,206	601	601	18.75
Cork City Council	12,543	411	671	3.28
Cork County Council	15,823 ^a	885	933	8.03
Donegal County Council	3,014	505	505	16.76
Dublin City Council	57,728	2,576	3,551	4.46
Dun Laoghaire Rathdown County Council	11,087	925	940	8.34
Fingal County Council	15,516	376	420	2.42
Galway City Council	12,411 ^b	198	218	2.19
Galway County Council	N/A ^c	525	525	N/A
Kerry County Council	5,918	180	180	4.92
Kildare County Council	8,549	769	1,117	5.53
Kilkenny County Council	3,188	141	151	4.42
Laois County Council	2,120	36	36	4.76
Leitrim County Council	1,166 ^c	200	200	17.15
Limerick City Council	5,978	413	537	8.9
Limerick County Council	5,327	245	245	4.60
Longford County Council	1,983	109	222	8.02
Louth County Council	4,104	172	194	4.19
Mayo County Council	3,987	324	337	9.43
Meath County Council	N/A	70	70	N/A
Monaghan County Council	977	183	185	56.50
North Tipperary County Council	1,908	192	192	18.61
Offaly County Council	2,017	99	116	4.91
Roscommon County Council	1,811	321	376	17.73
Sligo County Council	4,343	147	147	6.91
South Dublin County Council	13,818	831	998	6.01
South Tipperary County Council	1,448	1,093	1,093	75.48
Waterford City Council	3,327	450	450	8.15
Waterford County Council	1,449	347	347	44.31
Westmeath County Council	4,343	385	385	9.69
Wexford County Council	5,083	521	521	10.25
Wicklow County Council	5,279	276	276	12.75

* Note that data supplied by Local Authorities has been updated in some instances to take account of more recent data available centrally.

a) **Cork County Council** - County wide as of 31/1/09. No further figures available from the Private Residential Tenancies Board (PRTB)

b) **Galway City Council** - Figures from PRTB may include properties in Galway County Council area

c) **Leitrim County Council** - 1166 relates to properties registered with the PRTB per their database

Summary Statistics 2008-2009

Total number of registered tenancies		2008	2009
N	Valid	34	32
	Missing	0	2
Average	Median	3493.50	4045.5
	Mean	7038.26	6968.7
Percentiles	25%	239301	1983.8
	75%	1991	7906.3

Number of dwelling units inspected		2008	2009
N	Valid	34	34
	Missing	0	0
Average	Median	267.50	393.5
	Mean	454.44	496.4
Percentiles	25%	15451	233.8
	75%	129.50	601.5

Number of inspections carried out.		2008	2009
N	Valid	34	34
	Missing	0	0
Average	Median	335.5	454.0
	Mean	533.3	566.3
Percentiles	25%	150.5	264.5
	75%	744.5	661.0

Number of dwellings inspected as percentage of registered		2008	2009
N	Valid	34	31
	Missing	0	3
Average	Median	5.92	8.15
	Mean	14.30	14.4
Percentiles	25%	486.2	446.3
	75%	3.56	4.76

Table 36: Grants to Adapt Housing for the Needs of People with a Disability

	Average time taken (in weeks) to process applications under the Mobility Aids Grant Scheme, including any necessary inspection(s), from the date of receipt of a valid application to the date of decision on the application	Average time taken (in weeks) to process applications under Housing Adaptation Grant for People with a Disability, including any necessary inspection(s), from the date of receipt, to the date of decision on the application
Carlow County Council	19.5 ^a	22.0 ^a
Cavan County Council	26.0	32.0
Clare County Council	8.0	12.0
Cork City Council	8.0 ^b	8.0 ^b
Cork County Council	20 ^c	35 ^c
Donegal County Council	11.0	16.0
Dublin City Council	15.2 ^d	19.9 ^d
Dun Laoghaire Rathdown County Council	4.8	7.6
Fingal County Council	8.0	8.0
Galway City Council	30.2 ^e	53.7 ^e
Galway County Council	15.0	15.0
Kerry County Council	32.7	43.0
Kildare County Council	3.5	8.0
Kilkenny County Council	21.3	20.0
Laois County Council	3.8	5.8
Leitrim County Council	5.7	10.8
Limerick City Council	13.5	19.0
Limerick County Council	35.0	41.0
Longford County Council	5.0	5.0
Louth County Council	8.0	8.0
Mayo County Council	25.5	19.0
Meath County Council	13.0	13.0
Monaghan County Council	7.0	10.0
North Tipperary County Council	17.7	20.4
Offaly County Council	26.2	37.3
Roscommon County Council	27.0	31.0
Sligo County Council	16.0	22.0
South Dublin County Council	10.6 ^f	21.5 ^f
South Tipperary County Council	8.7 ^g	24.8 ^g
Waterford City Council	20.0	5.5
Waterford County Council	22.0	33.0
Westmeath County Council	6.0 ^h	15.0 ^h
Wexford County Council	5.1	4.5
Wicklow County Council	72.2	30.4

a) Carlow County Council - Due to restricted funding valid applications were held in some cases for up to 7 months before being approved
b) Cork City Council - In normal circumstances a period of 7-8 weeks would be the time frame for processing a fully completed application. However, because of DoEHLG funding constraints the time frame is not always achievable
c) Cork County Council - Due to lack of funding, grants were not processed and then reactivated when funding became available. Hence the high number of weeks. DOE were made aware of this throughout the year
d) Dublin City Council - These figures are calculated based on a 5-day working week.
e) Galway City Council - The processing time was longer than usual because decisions on some applications were suspended when the available allocation was fully utilised.
f) South Dublin County Council - Indicator is based on a 7 day week. Improvement due to increased allocation
g) South Tipperary County Council - applications not processed due to budget for works being exhausted
h) Westmeath County Council - this is based on the average time taken as provided by each area office

Summary Statistics 2008-2009

Average time taken (in weeks) to process applications under the Mobility Aids Grant Scheme, including any necessary inspection(s), from the date of receipt of a valid application to the date of decision on the application		2008	2009
N	Valid	34	34
	Missing	0	0
Average	Median	8.00	14.25
	Mean	11.63	16.79
Percentiles	25%	6.00	7.75
	75%	14.30	22.87

Average time taken (in weeks) to process applications under Housing Adaptation Grant for People with a Disability, including any necessary inspection(s), from the date of receipt, to the date of decision on the application		2008	2009
N	Valid	34	34
	Missing	0	0
Average	Median	10.42	19.00
	Mean	13.17	19.91
Percentiles	25%	8.00	8.00
	75%	19.10	30.51

Table 37: Pre-Tenancy Familiarisation Courses

	Pre-Tenancy Familiarisation Courses: Total number of new local authority tenants	Percentage of new local authority tenants who have been offered pre-tenancy familiarisation courses
Carlow County Council	88	100.0
Cavan County Council	175	94.3
Clare County Council	119	40.3
Cork City Council	356	27.3
Cork County Council	450	90.9
Donegal County Council	249	94.0
Dublin City Council	637	88.5
Dun Laoghaire Rathdown County Council	187	53.5
Fingal County Council	266	100.0
Galway City Council	172	8.7
Galway County Council	138	100.0
Kerry County Council	328	75.9
Kildare County Council	234	100.0
Kilkenny County Council	212	100.0
Laois County Council	130	36.2
Leitrim County Council	65	100.0
Limerick City Council	N/A	100.0
Limerick County Council	125	82.4
Longford County Council	345	100.0
Louth County Council	198	100.0
Mayo County Council	153	100.0
Meath County Council	244	90.2
Monaghan County Council	93	92.5
North Tipperary County Council	112	77.7
Offaly County Council	147	99.3
Roscommon County Council	116	81.9
Sligo County Council	88	100.0
South Dublin County Council	415	51.3
South Tipperary County Council	166	72.3
Waterford City Council	109	100.0
Waterford County Council	100	100.0
Westmeath County Council	187	100.0
Wexford County Council	152	100.0
Wicklow County Council	271	55.4

Summary Statistics 2008-2009

Percentage of new local authority tenants who have been offered pre-tenancy familiarisation courses		2008	2009
N	Valid	34	34
	Missing	0	0
Average	Median	94.49	94.13
	Mean	81.90	82.72
Percentiles	25%	63.74	75.01
	75%	100.00	100.00

Section 8: Planning

Table 38: Planning Applications by Category - Summary

	Number of applications decided (Individual Houses)	Number of applications decided - New Developments	Other: Not Requiring EIA: Number of applications decided	Other: Requiring EIA: Number of applications decided
Carlow County Council	239	29	214	10
Cavan County Council	380	32	312	9
Clare County Council	511	49	764	7
Cork City Council	23	20	540	2
Cork County Council	1,512	186	2,267	24
Donegal County Council	1,263	153	1,122	10
Dublin City Council	184	92	2,032	1
Dun Laoghaire Rathdown County Council	182	99	1,073	1
Fingal County Council	192	87	915	7
Galway City Council	45	22	406	2
Galway County Council	807	70	1,314	14
Kerry County Council	637	100	926	28
Kildare County Council	447	95	947	38
Kilkenny County Council	35	336	575	5
Laois County Council	218	31	380	3
Leitrim County Council	233	10	183	1
Limerick City Council	9	5	270	0
Limerick County Council	405	57	713	6
Longford County Council	151	9	203	0
Louth County Council	342	48	634	6
Mayo County Council	713	38	666	5
Meath County Council	479	49	1,062	15
Monaghan County Council	280	37	369	5
North Tipperary County Council	223	49	398	10
Offaly County Council	213	13	324	5
Roscommon County Council	315	30	310	2
Sligo County Council	300	21	325	5
South Dublin County Council	141 ^a	26	691	1
South Tipperary County Council	260	28	505	5
Waterford City Council	1	8	202	4
Waterford County Council	573	32	198	5
Westmeath County Council	295	15	349	2
Wexford County Council	551	201	882	5
Wicklow County Council	406	60	830	12
Totals	12,565	2,137	22,901	255
a) South Dublin County Council - The number of Planning Applications received has reduced, in line with the decline in construction activity generally in the country.				

Summary Statistics 2006-2009

Individual Houses - Number of applications decided		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	695	714	563	287.5
	Mean	942.9	880.5	675.21	369.6
Percentiles	25%	451.3	421.3	308.5	183.5
	75%	979.8	967.3	846.75	487

Developments - Number of applications decided		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	125	116	81	37.5
	Mean	184.6	170.3	107.9	62.9
Percentiles	25%	72.3	84.3	53.8	21.8
	75%	201.5	183.3	139	88.3

Not requiring EIA - Number of applications decided		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	1,083	1,339	805	557.5
	Mean	1,226.50	1,524.50	1028	673.6
Percentiles	25%	625	786.3	503.5	321
	75%	1,450.80	1,764.80	1365.8	917.8

Requiring EIA - Number of applications decided		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	6	10	10.21	5
	Mean	6.5	12.1	9.5	7.5
Percentiles	25%	3	4.8	3	2
	75%	9.3	19	16	10

Table 39: Planning Applications – Decision Making - Individual Houses

	Number of applications decided (Individual Houses)	Number of those decisions which were decided within 8 weeks	Number of those decisions which required the submission of further information	Number of those decisions where an extension of time was agreed to by the applicant, under section 34(9) of the Planning and development Act 2000	Average length of time taken (in days) to decide an application where further information was sought
Carlow County Council	239	160	79	0	68.00
Cavan County Council	380	172	208	0	66.40
Clare County Council	511	278	191	44	61.00
Cork City Council	23	12	10	1	81.00
Cork County Council	1,512	734	688	90	76.00
Donegal County Council	1,263	738	459	66	64.00
Dublin City Council	184	155	29	0	72.00
Dun Laoghaire Rathdown County Council	182	117	65	0	84.00
Fingal County Council	192	111	79	2	76.00
Galway City Council	45	19	26	0	77.00
Galway County Council	807	208	370	229	79.79
Kerry County Council	637	316	320	1	80.79
Kildare County Council	447	139	308	0	75.33
Kilkenny County Council	35	8	27	0	80.77
Laois County Council	218	119	98	0	72.00
Leitrim County Council	233	81	152	0	69.99
Limerick City Council	9	3	6	0	73.67
Limerick County Council	405	143	254	8	76.00
Longford County Council	151	90	60	1	77.60
Louth County Council	342	135	205	2	66.80
Mayo County Council	713	187	495	31	74.00
Meath County Council	479	274	202	2	78.00
Monaghan County Council	280	87	190	3	74.00
North Tipperary County Council	223	85	99	39	75.28
Offaly County Council	213	117	96	0	76.16
Roscommon County Council	315	109	206	0	77.87
Sligo County Council	300	245	46	9	75.94
South Dublin County Council	141 ^a	90	51	0	77.34
South Tipperary County Council	260	168	92	0	72.76
Waterford City Council	1	1	0	0	54.00
Waterford County Council	573	340	231	2	77.91
Westmeath County Council	295	169	125	1	75.16
Wexford County Council	551	403	140	8	74.00
Wicklow County Council	406	140	187	79	69.62
Totals	12,565	6,153	5,794	618	

a) South Dublin County Council - The number of Planning Applications received has reduced, in line with the decline in construction activity generally in the country.

Summary Statistics 2006-2009

Individual Houses - Number of applications decided		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	695	714	563	287.5
	Mean	942.9	880.5	675.21	369.6
Percentiles	25%	451.3	421.3	308.5	183.5
	75%	979.8	967.3	846.75	487

Number of decisions which were decided within 8 weeks		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	337.5	329.5	272	139.5
	Mean	494.9	442.2	354.5	180.97
Percentiles	25%	271.8	273.5	182.5	89.25
	75%	523	479.8	451.3	217.25

Number of decisions which required the submission of further information		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	363	333.5	250.5	132.5
	Mean	399.3	392	290.7	170.41
Percentiles	25%	128	121.8	98	57.75
	75%	527.3	571	377.3	213.75

Number of decisions where an extension of time was agreed to by the applicant		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	4	1.5	2	1
	Mean	46.8	45.9	30	18.18
Percentiles	25%	0	0	0	0
	75%	45.5	47	30	8.25

Average length of time (days) taken to decide an application where further information was sought		2006	2007	2008	2009
N	Valid	34	34	33	34
	Missing	0	0	1	0
Average	Median	79	76	77	75.3
	Mean	77.8	76.1	76	73.8
Percentiles	25%	72.5	74.8	74	71.5
	75%	80	79	78.8	77.7

Table 40: Planning Applications – Decision Making – Individual Houses (continued)

	Percentage of applications granted	Percentage of applications refused	Percentage of cases where the decision was confirmed, with or without variations, by An Bord Pleanala	Percentage of cases where the decision was reversed by An Bord Pleanala
Carlow County Council	93.31	6.69	80.00	20.00
Cavan County Council	91.05	8.95	62.50	37.50
Clare County Council	87.48	12.52	62.86	37.14
Cork City Council	60.87 ^a	39.13	44.44	55.56 ^c
Cork County Council	80.03	19.97	64.04	35.96
Donegal County Council	84.32	15.68	26.32	73.68
Dublin City Council	64.40	35.60	70.42	29.58
Dun Laoghaire Rathdown County Council	60.99	39.01	79.10	20.90
Fingal County Council	54.69	45.31	77.97	22.03
Galway City Council	82.22	17.78	61.54	38.46
Galway County Council	77.94	22.06	44.44	55.56
Kerry County Council	65.78	34.22	74.19	25.81
Kildare County Council	65.55	34.45	88.24	11.76
Kilkenny County Council	60.00	40.00	83.33	16.67
Laois County Council	80.73	19.27	66.67	33.33
Leitrim County Council	84.12	15.88	64.29 ^b	35.71 ^d
Limerick City Council	66.67	33.33	100.00	0.00
Limerick County Council	78.27	21.73	80.00	20.00
Longford County Council	74.17	25.83	33.33	66.67
Louth County Council	90.35	9.65	61.54	38.46
Mayo County Council	92.57	7.43	71.43	28.57
Meath County Council	59.92	40.08	74.19	25.81
Monaghan County Council	82.86	17.14	66.67	33.33
North Tipperary County Council	87.00	13.00	93.33	6.67
Offaly County Council	79.81	20.19	50.00	50.00
Roscommon County Council	86.67	13.33	52.38	47.62
Sligo County Council	91.67	8.33	64.29	35.71
South Dublin County Council	46.81	53.19	63.16	36.84
South Tipperary County Council	84.62	15.38	64.29	35.71
Waterford City Council	100.00	0.00	66.67	33.33
Waterford County Council	82.02	17.98	53.12	46.88
Westmeath County Council	72.54	27.46	72.00	28.00
Wexford County Council	81.31	18.69	51.52	48.48
Wicklow County Council	69.46	30.54	57.53	42.47

a) Cork City Council - The total number of applications decided in this category reduced significantly from 51 in 2008 to 23 in 2009. Consequently each decision equates to approx 5% of overall percentage figure which results in a disproportionately large variance in the percentage total. The percentage figure dropped from 76% in 2008 to 61% in 2009.
b) Leitrim County Council - 9 of 14 applications determined by An Bord Pleanala
c) Cork City Council - The total number of appeals to An Bord Pleanala in this category reduced significantly from 15 in 2008 to 9 in 2009. Consequently each decision equates to approx 11% of overall percentage figure which results in a disproportionately large variance in the percentage total. The percentage figure increased from 33% to 56% in 2009.
d) Leitrim County Council - 5 of 14 applications determined by An Bord Pleanala

Summary Statistics 2006-2009

Individual Houses - Percentage of Grants		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	72.9	75.1	76.9	80.4
	Mean	72.1	72.2	70.6	77.1
Percentiles	25%	65.8	64.8	66.8	65.7
	75%	79.3	79.5	82.4	86.8

Individual Houses - Percentage of Refusals		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	27.2	24.9	22.7	19.6
	Mean	27.9	27.8	26.7	22.9
Percentiles	25%	20.7	20.5	15.9	13.3
	75%	34.3	35.2	30.7	34.3

Percentage of cases where the decision was confirmed by An Bord Pleanala		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	69.3	66.2	64.8	64.3
	Mean	65.7	67.6	66	65.5
Percentiles	25%	60.6	58	53.9	56.4
	75%	78.2	81.9	78.7	75.1

Percentage of cases where the decision was reversed by An Bord Pleanala		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	30.7	33.8	35.2	35.7
	Mean	34.3	32.4	34.1	34.5
Percentiles	25%	21.8	18.1	21.3	24.9
	75%	39.4	42	46.2	43.6

Table 41: Planning Applications – Decision Making – New Housing Developments

	Number of applications decided - New Developments	Number of those decisions which were decided within 8 weeks	Number of those decisions which required the submission of further information	Number of those decisions where an extension of time was agreed to by the applicant, under section 34(9) of the Planning and development Act 2000	Average length of time taken (in days) to decide an application where further information was sought
Carlow County Council	29	14	15	0	80.50
Cavan County Council	32	5	27	0	72.77
Clare County Council	49	21	23	5	78.00
Cork City Council	20	10	8	2	82.00
Cork County Council	186	71	110	5	79.00
Donegal County Council	153	69	72	12	69.00
Dublin City Council	92	60	32	0	74.00
Dun Laoghaire Rathdown County Council	99	50	49	0	92.00
Fingal County Council	87	36	49	1	85.00
Galway City Council	22	11	11	0	72.00
Galway County Council	70	12	35	23	81.20
Kerry County Council	100	48	52	0	78.38
Kildare County Council	95	24	70	1	81.16
Kilkenny County Council	336	155	181	0	74.93
Laois County Council	31	16	15	0	77.00
Leitrim County Council	10	6	4	0	68.75
Limerick City Council	5	2	3	0	75.67
Limerick County Council	57	21	34	2	78.00
Longford County Council	9	2	7	0	80.14
Louth County Council	48	10	38	1	79.76
Mayo County Council	38	12	23	3	80.00
Meath County Council	49	18	30	1	82.00
Monaghan County Council	37	4	33	0	80.00
North Tipperary County Council	49	20	27	2	77.74
Offaly County Council	13	5	8	0	75.38
Roscommon County Council	30	13	17	0	79.65
Sligo County Council	21	10	11	0	81.19
South Dublin County Council	26	17	9	0	78.89
South Tipperary County Council	28	9	19	0	80.95
Waterford City Council	8	5	3	0	78.00
Waterford County Council	32	11	21	0	65.75
Westmeath County Council	15	5	10	0	80.20
Wexford County Council	201	145	54	2	80.00
Wicklow County Council	60	26	29	5	78.85
Totals	2,137	943	1,129	65	

Summary Statistics 2006-2009

Developments - Number of applications decided		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	125	116	81	37.5
	Mean	184.6	170.3	107.9	62.9
Percentiles	25%	72.3	84.3	53.8	21.8
	75%	201.5	183.3	139	88.3

Number of decisions which were decided within 8 weeks		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	43.5	52	29	13.5
	Mean	93.5	84.5	50.7	27.7
Percentiles	25%	28	35	21.5	8.3
	75%	78	84.8	55.5	28.5

Number of decisions which required the submission of further information		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	64.5	62.5	46	25
	Mean	83.1	79	52.4	33.2
Percentiles	25%	35.5	36.5	27.5	10.8
	75%	98.3	96	65	40.8

Number of decisions where an extension of time was agreed to by the applicant		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	1	1.5	1	0
	Mean	8.2	6.9	4.7	1.9
Percentiles	25%	0	0	0	0
	75%	5.3	4.3	4.3	2

Average length of time (days) taken to decide an application where further information was sought		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	81.0	80.0	79.0	79.0
	Mean	81.3	87.5	78.1	78.2
Percentiles	25%	78.0	78.0	75.5	75.6
	75%	83.0	81.0	80.6	80.6

Table 42: Planning Applications – Decision Making – New Housing Developments (continued)

	Percentage of applications granted	Percentage of applications refused	Percentage of cases where the decision was confirmed, with or without variations, by An Bord Pleanala	Percentage of cases where the decision was reversed by An Bord Pleanala
Carlow County Council	96.55	3.45	40.00	60.00
Cavan County Council	84.38	15.62	20.00	80.00
Clare County Council	69.39	30.61	57.89	42.11
Cork City Council	80.00	20.00	80.00	20.00
Cork County Council	79.57	20.43	48.33	51.67
Donegal County Council	77.12	22.88	47.37	52.63
Dublin City Council	75.54	24.46	59.70	40.30
Dun Laoghaire Rathdown County Council	56.57	43.43	74.63	25.37
Fingal County Council	67.82	32.18	85.71	14.29
Galway City Council	68.18	31.82	72.73	27.27
Galway County Council	64.29	35.71	43.24	56.76
Kerry County Council	73.00	27.00	72.41	27.59
Kildare County Council	70.53	29.47	51.52	48.48
Kilkenny County Council	80.06	19.94	61.90	38.10
Laois County Council	93.55	6.45	50.00	50.00
Leitrim County Council	50.00 ^a	50.00 ^a	100.00 ^b	0.00
Limerick City Council	40.00	60.00	N/A	N/A
Limerick County Council	70.18	29.82	66.67	33.33
Longford County Council	77.78	22.22	42.86	57.14
Louth County Council	77.80	22.92	70.00	30.00
Mayo County Council	81.58	18.42	84.62	15.38
Meath County Council	73.47	26.53	72.22	27.78
Monaghan County Council	75.68	24.32	80.00	20.00
North Tipperary County Council	87.76	12.24	50.00	50.00
Offaly County Council	38.46	61.54	55.56	44.44
Roscommon County Council	73.33	26.67	12.50	87.50
Sligo County Council	85.71	14.29	70.00	30.00
South Dublin County Council	61.54	38.46	70.83	29.17
South Tipperary County Council	71.43	28.57	50.00	50.00
Waterford City Council	75.00	25.00	100.00	0.00
Waterford County Council	78.12	21.88	28.57	71.43
Westmeath County Council	66.67	33.33	80.00	20.00
Wexford County Council	73.63	26.37	70.00	30.00
Wicklow County Council	56.67	36.67	83.87	16.13

a) Leitrim County Council - 5 of 10 applications determined
b) Leitrim County Council- 1 of 1 application determined by An Bord Pleanala

Summary Statistics 2006-2009

Developments - Percentage of Grants		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	66.84	66.00	67.75	73.55
	Mean	67.60	64.12	66.74	72.08
Percentiles	25%	60.44	55.06	60.66	67.53
	75%	76.05	74.91	75.15	79.68

Development - Percentage of Refusals		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	33.17	34.00	32.26	26.45
	Mean	32.40	35.87	33.26	27.73
Percentiles	25%	23.95	25.00	24.85	20.32
	75%	39.56	44.94	39.35	32.47

Percentage of cases where the decision was confirmed by An Bord Pleanala		2006	2007	2008	2009
N	Valid	34	34	34	33
	Missing	0	0	0	1
Average	Median	68.72	71.00	68.32	66.67
	Mean	68.00	68.66	64.22	62.22
Percentiles	25%	54.12	54.49	56.63	49.17
	75%	78.70	78.59	75.00	77.32

Percentage of cases where the decision was reversed by An Bord Pleanala		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	31.28	29.06	31.69	33.33
	Mean	31.86	31.34	35.78	37.78
Percentiles	25%	21.31	21.41	25.00	22.69
	75%	43.61	45.52	43.37	50.84

Table 43: Planning Applications – Decision Making – Other: Not requiring Environmental Impact Assessment

	Other: Not Requiring EIA: Number of applications decided	Number of those decisions which were decided within 8 weeks	Number of those decisions which required the submission of further information	Number of those decisions where an extension of time was agreed to by the applicant, under section 34(9) of the Planning and development Act 2000	Average length of time (in days) to decide an application where further information was sought
Carlow County Council	214	152	58	0	72.50
Cavan County Council	312	215	96	1	71.91
Clare County Council	764	574	176	6	68.00
Cork City Council	540	396	126	18	80.00
Cork County Council	2,267	1,554	689	24	76.50
Donegal County Council	1,122	820	260	42	66.00
Dublin City Council	2,032	1,770	262	0	76.00
Dun Laoghaire Rathdown County Council	1,073	823	250	0	84.50
Fingal County Council	915	715	198	1	78.00
Galway City Council	406	303	102	1	75.00
Galway County Council	1,314	849	370	95	80.13
Kerry County Council	926	675	251	0	75.84
Kildare County Council	947	439	508	0	81.00
Kilkenny County Council	575	422	152	1	75.54
Laois County Council	380	273	105	1	74.00
Leitrim County Council	183	109	74	0	71.22
Limerick City Council	270	148	122	0	68.54
Limerick County Council	713	383	314	16	76.00
Longford County Council	203	139	64	0	77.48
Louth County Council	634	418	210	6	69.60
Mayo County Council	666	85	253	11	75.00
Meath County Council	1,062	681	376	4	80.00
Monaghan County Council	369	228	139	2	78.00
North Tipperary County Council	398	253	129	16	77.95
Offaly County Council	324	220	104	0	76.49
Roscommon County Council	310	195	114	1	77.68
Sligo County Council	325	277	46	4	76.09
South Dublin County Council	691	557	134	0	77.76
South Tipperary County Council	505	389	116	0	74.74
Waterford City Council	202	153	49	0	75.00
Waterford County Council	198	122	74	3	82.00
Westmeath County Council	349	235	113	1	75.80
Wexford County Council	882	753	128	1	77.00
Wicklow County Council	830	510	294	24	71.32
Totals	22,901	15,835	6,456	279	

Summary Statistics 2006-2009

Not requiring EIA - Number of applications decided		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	1,083	1,339	805	557.5
	Mean	1,226.50	1,524.50	1028	673.6
Percentiles	25%	625	786.3	503.5	321
	75%	1,450.80	1,764.80	1365.8	917.8

Number of decisions which were decided within 8 weeks		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	768.5	931	578	386
	Mean	908.8	1,136.60	732.6	465.7
Percentiles	25%	440.5	597	312.3	210
	75%	1,126.00	1,292.00	1069.3	676.5

Number of decisions which required the submission of further information		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	241.5	286	236.5	131.5
	Mean	303.9	371.6	282.32	189.88
Percentiles	25%	172.8	196.5	151.75	103.5
	75%	376.5	433.3	350.5	254.75

Number of decisions where an extension of time was agreed to by the applicant		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	3	3.5	1.5	1
	Mean	12.6	16.2	12.9	8.2
Percentiles	25%	0	1	0	0
	75%	13	17.3	10.3	7.3

Average length of time (days) taken to decide an application where further information was sought		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	77	77.5	77	76
	Mean	74.3	78.8	76.5	75.7
Percentiles	25%	73.8	74	74.6	73.6
	75%	79	79	78.2	78

Table 44: Planning Applications – Decision Making – Other: Not requiring Environmental Impact Assessment (continued)

	Percentage of applications granted	Percentage of applications refused	Percentage of cases where the decision was confirmed, with or without variations, by An Bord Pleanala	Percentage of cases where the decision was reversed by An Bord Pleanala
Carlow County Council	97.66	2.34	55.00	45.00
Cavan County Council	93.91	6.09	73.91	26.09
Clare County Council	96.34	3.66	86.67	13.33
Cork City Council	87.04	12.96	82.19	17.81
Cork County Council	94.00	6.00	72.56	27.44
Donegal County Council	91.98	8.02	68.57	31.43
Dublin City Council	87.45	12.55	78.02	21.98
Dun Laoghaire Rathdown County Council	86.86	13.14	72.67	27.33
Fingal County Council	86.34	13.66	72.66	27.34
Galway City Council	85.22	14.78	68.89	31.11
Galway County Council	91.78	8.22	68.18	31.82
Kerry County Council	86.07	13.93	72.83	27.17
Kildare County Council	87.33	12.67	76.32	23.68
Kilkenny County Council	90.96	9.04	79.41	20.59
Laois County Council	92.11	7.89	71.43	28.57
Leitrim County Council	86.89	13.11	50.00 ^a	50.00
Limerick City Council	88.89	11.11	69.70	30.30
Limerick County Council	90.18	9.82	64.29	35.71
Longford County Council	92.12	7.88	83.33	16.67
Louth County Council	92.27	7.73	79.37	20.63
Mayo County Council	95.50	4.50	90.62	9.38
Meath County Council	78.91	21.09	72.46	27.54
Monaghan County Council	92.41	4.61	93.75	6.25
North Tipperary County Council	92.46	7.54	85.71	14.29
Offaly County Council	91.67	8.33	76.47	23.53
Roscommon County Council	94.84	5.16	66.67	33.33
Sligo County Council	96.00	4.00	90.48	9.52
South Dublin County Council	91.46	8.54	69.23	30.77
South Tipperary County Council	95.84	4.16	69.70	30.30
Waterford City Council	94.06	5.94	68.42	31.58
Waterford County Council	90.91	9.09	71.43	28.57
Westmeath County Council	83.38	16.62	83.33	16.67
Wexford County Council	89.68	10.32	67.50	32.50
Wicklow County Council	85.06	14.94	68.93	31.07

a) Leitrim County Council - 7 of 14 applications determined by An Bord Pleanala

Summary Statistics 2006-2009

Not requiring EIA - Percentage of Grants		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	93	92.4	90.14	91.57
	Mean	91.9	91.8	89.36	90.52
Percentiles	25%	89	89.8	86.65	87
	75%	95	95	92.25	93.93

Not requiring EIA - Percentage of Refusals		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	7	7.7	9.8	8.44
	Mean	8.1	8.2	10.6	9.4
Percentiles	25%	5	5	7.7	5.99
	75%	11	10.2	13.4	13

Percentage of cases where the decision was confirmed by An Bord Pleanála		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	75.2	70.8	73.32	72.61
	Mean	72	70.4	73.63	74.14
Percentiles	25%	64.9	66.8	67.07	68.81
	75%	80	77.8	80.37	80.11

Percentage of cases where the decision was reversed by An Bord Pleanála		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	25	29.20	26.70	27.39
	Mean	28	29.60	26.36	25.87
Percentiles	25%	20	22.20	19.63	19.90
	75%	35.10	33.30	32.93	31.90

Table 45: Planning Applications – Decision Making – Other: Requiring Environmental Impact Assessment

	Other: Requiring EIA: Number of applications decided	Number of those decisions which were decided within 8 weeks	Number of those decisions which required the submission of further information	Number of those decisions where an extension of time was agreed to by the applicant, under section 34(9) of the Planning and development Act 2000	Average length of time taken (in days) to decide an application where further information was sought
Carlow County Council	10	2	8	0	84.00
Cavan County Council	9	4	5	0	79.00
Clare County Council	7	3	4	0	93.00
Cork City Council	2	0	2	0	109.00
Cork County Council	24	11	12	1	87.00
Donegal County Council	10	6	3	1	84.00
Dublin City Council	1	0	1	0	110.00
Dun Laoghaire Rathdown County Council	1	0	1	0	162.00
Fingal County Council	7	1 ^a	6	0	97.00
Galway City Council	2	1	1	0	107.00
Galway County Council	14	8	6	0	94.00
Kerry County Council	28	10	18	0	89.97
Kildare County Council	38	13	25	0	90.50
Kilkenny County Council	5	1	4	0	96.50
Laois County Council	3	3	0	0	0.00
Leitrim County Council	1	1	0	0	0.00
Limerick City Council	0	0	0	0	0.00
Limerick County Council	6	3	3	0	80.00
Longford County Council	0	0	0	0	0.00
Louth County Council	6	2	4	0	107.50
Mayo County Council	5	1	4	0	100.80
Meath County Council	15	6	8	1	96.00
Monaghan County Council	5	1	4	0	86.00
North Tipperary County Council	10	4	6	0	89.17
Offaly County Council	5	1	4	0	81.25
Roscommon County Council	2	1	1	0	102.00
Sligo County Council	5	3	1	1	101.00
South Dublin County Council	1	1	0	0	0.00
South Tipperary County Council	5	2	3	0	98.33
Waterford City Council	4	2	2	0	105.00
Waterford County Council	5	2	3	0	106.00
Westmeath County Council	2	1	1	0	75.00
Wexford County Council	5	1	4	0	100.00
Wicklow County Council	12	2	9	1	77.92
Totals	255	97	153	5	
a) Fingal County Council -1 No. decisions omitted from 2nd Quarter					

Summary Statistics 2006-2009

Requiring EIA - Number of applications decided		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	6	10	10.21	5
	Mean	6.5	12.1	9.5	7.5
Percentiles	25%	3	4.8	3	2
	75%	9.3	19	16	10

Number of decisions which were decided within 8 weeks		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	2	5	10.7	2
	Mean	2.4	5.4	14.7	2.86
Percentiles	25%	0.8	1.8	0	2
	75%	4	8	27.1	10

Number of decisions which required the submission of further information		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	3.5	5	4.5	3.5
	Mean	3.6	6.3	5.7	4.5
Percentiles	25%	1	2	3	1
	75%	5	8.3	8	6

Number of decisions where an extension of time was agreed to by the applicant		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	0	0	0	0
	Mean	0.5	0.4	0.3	0.2
Percentiles	25%	0	0	0	0
	75%	1	0	0	0

Average length of time (days) taken to decide an application where further information was sought		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	86.5	90	95.5	91.8
	Mean	83.4	84.5	95.1	82
Percentiles	25%	76.5	78	83.4	79.8
	75%	100.5	104	107.4	101.3

Table 46: Planning Applications – Decision Making – Other: Requiring Environmental Impact Assessment (continued)

	Percentage of applications granted	Percentage of applications refused	Percentage of cases where the decision was confirmed, with or without variations, by An Bord Pleanala	Percentage of cases where the decision was reversed by An Bord Pleanala
Carlow County Council	100.00	0.00	80.00	20.00
Cavan County Council	88.89	11.11	0.00	100.00
Clare County Council	71.43	28.57	60.00	40.00
Cork City Council	100.00	0.00	100.00	0.00
Cork County Council	87.50	12.50	100.00	0.00
Donegal County Council	100.00	0.00	50.00	50.00
Dublin City Council	100.00	0.00	87.50	12.50
Dun Laoghaire Rathdown County Council	100.00	0.00	100.00	0.00
Fingal County Council	100.00	0.00	40.00	60.00
Galway City Council	100.00	0.00	N/A	N/A
Galway County Council	78.57	21.43	66.67	33.33
Kerry County Council	75.00	25.00	75.00	25.00
Kildare County Council	84.21	15.79	88.89	11.11
Kilkenny County Council	100.00	0.00	100.00	0.00
Laois County Council	66.67	33.33	0.00	100.00
Leitrim County Council	100.00	0.00	0.00	0.00
Limerick City Council	N/A	N/A	N/A	N/A
Limerick County Council	66.67	33.33	100.00	0.00
Longford County Council	N/A	N/A	N/A	N/A
Louth County Council	83.33	16.67	100	0.00
Mayo County Council	80.00	20.00	75.00	25.00
Meath County Council	93.33	6.67	25.00	75.00
Monaghan County Council	80.00	20.00	75.00	25.00
North Tipperary County Council	100.00	0.00	100.00	0.00
Offaly County Council	80.00	20.00	75.00	25.00
Roscommon County Council	100.00	0.00	100.00	0.00
Sligo County Council	60.00	40.00	100.00	0.00
South Dublin County Council	100.00	0.00	100.00	0.00
South Tipperary County Council	100.00	0.00	42.86	57.14
Waterford City Council	50.00	50.00	N/A	N/A
Waterford County Council	100.00	0.00	33.33	66.67
Westmeath County Council	50.00	50.00	100.00	0.00
Wexford County Council	80.00	20.00	100.00	0.00
Wicklow County Council	75.00	25.00	50.00	50.00

Summary Statistics 2006-2009

Requiring EIA - Percentage of Grants		2006	2007	2008	2009
N	Valid	34	34	34	32
	Missing	0	0	0	2
Average	Median	84	86.2	89.3	88.2
	Mean	81.4	85.6	85.3	86
Percentiles	25%	80	80	72.9	75.9
	75%	100	100	100	100

Requiring EIA - Percentage of Refusals		2006	2007	2008	2009
N	Valid	34	34	34	32
	Missing	0	0	0	2
Average	Median	16	13.8	10.7	11.8
	Mean	18.6	14.4	14.7	14
Percentiles	25%	0	0	0	0
	75%	20	20	27.1	24.1

Percentage of cases where the decision was confirmed by An Bord Pleanala		2006	2007	2008	2009
N	Valid	34	34	31	29
	Missing	0	0	3	5
Average	Median	67	52.2	88.9	80
	Mean	67.2	53.6	73.9	73.3
Percentiles	25%	0	0	50	50
	75%	50	100	100	100

Percentage of cases where the decision was reversed by An Bord Pleanala		2006	2007	2008	2009
N	Valid	34	34	34	29
	Missing	0	0	0	5
Average	Median	0	0	11.1	20
	Mean	18.1	22.9	26.1	26.75
Percentiles	25%	0	0	0	0
	75%	0	56.7	50	50

Table 47: Planning Enforcement

	Total number of cases subject to complaints that were investigated	Total number of cases subject to complaints that were dismissed	Total number of cases subject to complaints that were resolved through negotiations
Carlow County Council	127	0	36
Cavan County Council	64	1	51
Clare County Council	311	132	135
Cork City Council	181	72	142
Cork County Council	499	0	448
Donegal County Council	553 ^a	81	129
Dublin City Council	1,244	642	490
Dun Laoghaire Rathdown County Council	393	0	273
Fingal County Council	466	236	92
Galway City Council	251	81	0
Galway County Council	515	72	112
Kerry County Council	514	86	390
Kildare County Council	315	41	58
Kilkenny County Council	247	83	265
Laois County Council	195	44	57
Leitrim County Council	137	2	125
Limerick City Council	228	0	14
Limerick County Council	757	107	259
Longford County Council	97	20	24
Louth County Council	527 ^b	53	223
Mayo County Council	265	88	110
Meath County Council	333 ^c	209 ^e	3
Monaghan County Council	173	38	75
North Tipperary County Council	137	56	42
Offaly County Council	125	19	46
Roscommon County Council	145 ^d	3	36
Sligo County Council	250	81	183
South Dublin County Council	367	286	173
South Tipperary County Council	440	7	410
Waterford City Council	157	1	137
Waterford County Council	149	17	10
Westmeath County Council	115	29	42
Wexford County Council	449	50	186
Wicklow County Council	325	18	122
Totals	11,051	2,655	4,898

a) Donegal County Council -An additional 370 pre 2009 cases were also investigated during 2009.
b) Louth County Council - All enforcement figures include cases related to development contributions taken through this route.
c) Meath County Council - Includes MCC & 3 Town Councils.
d) Roscommon County Council - This figure excludes enforcement cases related to compliance with financial conditions only.
e) Meath County Council - This includes old cases that were closed off.

Summary Statistics 2006-2009

Planning Enforcement - total number of cases subject to complaints that are investigated		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	260	284	324	258
	Mean	348.5	349.1	373.8	325
Percentiles	25%	131	146.5	167	148
	75%	478	533.8	511	453.3

Total number of cases subject to complaints that are dismissed		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	26	28.5	39.5	47
	Mean	53.9	62	78	78.1
Percentiles	25%	2.8	1.8	4.3	6
	75%	96.5	100.8	89	83.8

Total number of cases subject to complaints that were resolved through negotiations		2006	2007	2008	2009
N	Valid	33	34	34	34
	Missing	1	0	0	0
Average	Median	57	125	129	117
	Mean	139.8	139	165.7	144.1
Percentiles	25%	8	24.5	46.5	42
	75%	136.5	189.3	224.3	195.3

Table 48: Planning Enforcement (continued)

	Number of enforcement procedures taken through warning letters	Number of enforcement procedures taken through enforcement notices	Number of prosecutions
Carlow County Council	36	55	0
Cavan County Council	8	2	0
Clare County Council	439	112	19
Cork City Council	141	29	6
Cork County Council	668 ^a	99	54
Donegal County Council	303	58	22
Dublin City Council	1,080	293	98
Dun Laoghaire Rathdown County Council	399	168	54
Fingal County Council	223	85	27
Galway City Council	258	371	143
Galway County Council	360	189	13
Kerry County Council	275	183	5
Kildare County Council	170	65	3
Kilkenny County Council	179	90	6
Laois County Council	230	71	3
Leitrim County Council	133	14	0
Limerick City Council	114	38	16
Limerick County Council	476	461	42
Longford County Council	73	33	17
Louth County Council	293	107	29
Mayo County Council	155	13	0 ^b
Meath County Council	240	84	35
Monaghan County Council	198	39	8
North Tipperary County Council	103	18	1
Offaly County Council	168	78	35
Roscommon County Council	226	60	7
Sligo County Council	247	110	24
South Dublin County Council	341	90	29
South Tipperary County Council	521	222	41
Waterford City Council	74	55	1
Waterford County Council	25	26	1
Westmeath County Council	129	50	14
Wexford County Council	559	404	114
Wicklow County Council	377	178	49
Totals	9,221	3,950	916
<p>a) Cork County Council - Total no. of warning letters issued 09 > no. of new cases reported in that year because in many cases more than one no. warning letter is issued e.g. to owner(s) , occupier(s) and persons carrying out development as per Act. Also some warning letters issued in early 09 related to complaints reported in late 08</p> <p>b) Mayo County Council - 34 files currently with Mayo Co Co solicitor & 3 files in courts in 2009</p>			

Summary Statistics 2006-2009

Total number of enforcement procedures taken through warning letters		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	159	186	215	228
	Mean	239.6	271.5	299.9	271.2
Percentiles	25%	119.5	89	142.8	132
	75%	327.5	445	420.3	364.3

Total Number of enforcement procedures taken through enforcement notices		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	72	81	94	81
	Mean	94.8	110.9	123.7	116.2
Percentiles	25%	35.3	20	50.5	38.8
	75%	135.8	130.5	165.8	170.5

Total number of prosecutions		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	11	18	16	16.5
	Mean	21.4	27.4	30	26.9
Percentiles	25%	3.8	5	6	3
	75%	31	36	35.3	36.5

Table 49: Planning Offices: Public Opening Hours

	Average number of opening hours per week
Carlow County Council	35.00
Cavan County Council	36.25
Clare County Council	36.00
Cork City Council	35.00
Cork County Council	35.00
Donegal County Council	35.56
Dublin City Council	35.60 ^a
Dun Laoghaire Rathdown County Council	30.00
Fingal County Council	30.00
Galway City Council	35.00 ^b
Galway County Council	34.00
Kerry County Council	40.00
Kildare County Council	35.00
Kilkenny County Council	35.00
Laois County Council	32.50
Leitrim County Council	33.16 ^c
Limerick City Council	35.00
Limerick County Council	33.00 ^d
Longford County Council	37.13
Louth County Council	38.13
Mayo County Council	35.00 ^e
Meath County Council	27.00 ^f
Monaghan County Council	40.00
North Tipperary County Council	33.75
Offaly County Council	33.33
Roscommon County Council	30.00
Sligo County Council	36.10
South Dublin County Council	33.90
South Tipperary County Council	35.00
Waterford City Council	35.00
Waterford County Council	34.58
Westmeath County Council	33.20
Wexford County Council	35.00
Wicklow County Council	31.25

a) Dublin City Council - All planning applications received by Dublin City Council and their associated documents (including drawings, observations, reports and orders) are available to view on the City Council's web-site at all times. Planning files are thus available to the public at all times. In addition, the City Council introduced an electronic planning application service during 2008 which enables planning applications for specified application types to be made 24 hours a day, 7 days per week.
b) Galway City Council - Allowing for public holidays
c) Leitrim County Council -Standard weekly opening hours are 35 hours - indicator figure factors in all closures throughout the year (Bank Holidays etc)
d) Limerick County Council - The Planning Desk at County Hall is open for 30 hours per week. Files can also be accessed on-line at Newcastle West and Kilmallock Area Offices and at the Planning Counter at County Hall via PC during normal office working hours.
e) Mayo County Council -Applications & submissions now being accepted on-line, all documents scanned in on Internet - Iplan in Area Offices
f) Meath County Council -This represents the average opening hours for the planning dept only. In previous years Area Office opening hours were averaged & included.

Summary Statistics 2006-2009

Planning Offices: Average number of opening hours per week		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	35	35	35	35
	Mean	34.6	34.7	34.5	34.4
Percentiles	25%	33.1	33	33.3	33.2
	75%	35.7	35.9	35.6	35.6

Table 50: Pre-Planning Consultation

	Number of pre-planning consultation meetings held	Average length of time (in days) from request for consultation with local authority to actual formal meeting for pre-planning consultation
Carlow County Council	400	1
Cavan County Council	217	4
Clare County Council	453	20
Cork City Council	330	9
Cork County Council	1,095	15
Donegal County Council	482	34
Dublin City Council	199 ^a	11
Dun Laoghaire Rathdown County Council	560 ^b	13
Fingal County Council	1,328 ^c	N/A ^f
Galway City Council	378	4
Galway County Council	660	17
Kerry County Council	931	10
Kildare County Council	297	18
Kilkenny County Council	774	6
Laois County Council	391	7
Leitrim County Council	147	15 ^g
Limerick City Council	174	10
Limerick County Council	650	6
Longford County Council	104	7
Louth County Council	566	6
Mayo County Council	1,750	0
Meath County Council	366 ^d	28 ^h
Monaghan County Council	860	3
North Tipperary County Council	431	53
Offaly County Council	319	9
Roscommon County Council	311	7
Sligo County Council	858	8
South Dublin County Council	350	15
South Tipperary County Council	390	11
Waterford City Council	53	12
Waterford County Council	569	10
Westmeath County Council	282	25
Wexford County Council	696 ^e	21
Wicklow County Council	489	5
Total	17,860	

a) Dublin City Council - Dublin City Council does not provide individual consultations at planning clinics. Clarity is required on what "Other consultations" are to be recorded in order for correct records to be kept and appropriate information systems established: without this clarity LAs across the country are unlikely to be measuring the same data. Presentations to groups of people are not considered applicable to the pre-planning stage.
b) Dun Laoghaire Rathdown County Council - Includes phone records. Increase over 2008 due to more accurate phone records.
c) Fingal County Council - 394 Meetings held and 934 Phone Consultations held
d) Meath County Council - This includes one off & commercial clinics & 1,929 consultations over the phone and by emails. This accounts for 9 months only, first two months clearing 2008 back logs and none held in Sept 09.
e) Wexford County Council - Figures do not include calls to the Customer Service Unit. All pre-planning requests are scanned and inputted onto the GIS system
f) Fingal County Council- Procedure in place to capture data from 1/1/10.
g) Leitrim County Council - Working days
h) Meath County Council - This includes one off's & commercial preplanning.

Summary Statistics 2006-2009

Number of pre-planning consultation meetings held		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	639	502	524	415.5
	Mean	827.4	713.9	652	525.3
Percentiles	25%	267.3	255.8	262.5	307.5
	75%	1,212.80	1002	993.3	669

Average length of time from request for consultation with local authority planner to actual formal meeting for pre-planning consultation (days)		2006	2007	2008	2009
N	Valid	34	33	34	33
	Missing	0	1	0	1
Average	Median	13	12	10.5	10
	Mean	16.2	16.8	20.9	12.7
Percentiles	25%	8.3	9.2	7.8	6.3
	75%	24	26	17.3	16.1

Table 51: New Buildings Inspected

	Buildings inspected as a percentage of new buildings notified to the local authority
Carlow County Council	62.29
Cavan County Council	18.15
Clare County Council	15.97
Cork City Council	32.88
Cork County Council	31.82
Donegal County Council	31.77
Dublin City Council	18.77
Dun Laoghaire Rathdown County Council	27.39
Fingal County Council	29.00
Galway City Council	100.00
Galway County Council	0.00
Kerry County Council	45.51
Kildare County Council	34.00
Kilkenny County Council	15.79
Laois County Council	24.58
Leitrim County Council	18.90
Limerick City Council	59.18
Limerick County Council	25.28
Longford County Council	15.73
Louth County Council	16.10
Mayo County Council	12.96
Meath County Council	52.54
Monaghan County Council	18.60
North Tipperary County Council	21.58
Offaly County Council	18.97
Roscommon County Council	86.50
Sligo County Council	15.12
South Dublin County Council	29.65
South Tipperary County Council	27.31
Waterford City Council	93.81
Waterford County Council	65.63
Westmeath County Council	16.85
Wexford County Council	0.00
Wicklow County Council	13.07

Summary Statistics 2006-2009

Buildings inspected as a percentage of new buildings notified to the local authority		2006	2007	2008	2009
N	Valid	34	34	34	33
	Missing	0	0	0	1
Average	Median	18.9	19.1	29.7	25.3
	Mean	25.9	24.5	22.18	33.2
Percentiles	25%	15	15.1	16.2	16.5
	75%	30.1	30.2	33.1	39.6

Table 52: Taking Estates in Charge

	The number of residential estates for which the planning permission has expired, in respect of which formal written requests for taking in charge (from residents or developers), were on hands at the beginning of 2009	Number of estates that were taken in charge in 2009	Number of dwellings represented
Carlow County Council	8	6	140
Cavan County Council	0	0	0
Clare County Council	47	6	202
Cork City Council	21	3	103
Cork County Council	244	4	1,728
Donegal County Council	73	0	0
Dublin City Council	11	4	85
Dun Laoghaire Rathdown County Council	40	12	782
Fingal County Council	54	21	1,074
Galway City Council	23	8	434
Galway County Council	28	9	252
Kerry County Council	49	21	448
Kildare County Council	33	20	1,317
Kilkenny County Council	31	1	18
Laois County Council	27	8	988
Leitrim County Council	0	4 ^a	93
Limerick City Council	98	2	158
Limerick County Council	65	15	475
Longford County Council	16	2	54
Louth County Council	62	16	904
Mayo County Council	55	5	140
Meath County Council	1	19	1,034
Monaghan County Council	7	2	156
North Tipperary County Council	22	5	101
Offaly County Council	18	2	267
Roscommon County Council	68	9	205
Sligo County Council	26	9	207
South Dublin County Council	19	5	926
South Tipperary County Council	24	10	172
Waterford City Council	0	0	0
Waterford County Council	48	2	187
Westmeath County Council	19	2	78
Wexford County Council	89	1	23
Wicklow County Council	34	7	103
Totals	1,360	282	12,854
<p>a) Leitrim County Council - At year-end there were approximately 32 applications for taking in charge which were at various stages of the taking in charge process. * Some of the data presented in the frequency tables (over) for 2008 has been amended.</p>			

Summary Statistics 2008-2009

Number of residential estates for which planning permission has expired, in respect of which formal written requests for taking in charge were on hands at the beginning of the year		2008	2009
N	Valid	33	34
	Missing	1	0
Average	Median	26	26.50
	Mean	32.18	37.58
Percentiles	25%	8	16
	75%	45	50.25

Number of estates that were taken in charge in the year in question		2008	2009
N	Valid	34	34
	Missing	0	0
Average	Median	7.50	5.50
	Mean	9.29	8.29
Percentiles	25%	316	2.00
	75%	3.50	10.50

Number of dwellings in respect of estates taken in charge.		2008	2009
N	Valid	34	34
	Missing	0	0
Average	Median	297	179.50
	Mean	567.53	378.06
Percentiles	25%	71.25	91.00
	75%	792.25	551.75

Table 53: Taking Estates in Charge (continued)

	Percentage of estates, where requests were made to be taken in charge, not completed to the satisfaction of the planning authority	Number of such estates in respect of which enforcement action was taken in 2009 and / or the bond was called in	Number of such estates in respect of which works were undertaken by the authority to bring the estate to taking in charge standard
Carlow County Council	25.00	0	2
Cavan County Council	N/A	0	0
Clare County Council	89.36	18	2
Cork City Council	66.67	1	0
Cork County Council	18.85	2	6
Donegal County Council	23.29	7	0
Dublin City Council	63.64	0	0
Dun Laoghaire Rathdown County Council b	90.00	10	2
Fingal County Council	100.00	31	2
Galway City Council	4.35	1	1
Galway County Council	53.57	0	0
Kerry County Council	36.73	4	0
Kildare County Council	12.12	0	1
Kilkenny County Council	67.74	5	0
Laois County Council	70.37	9	2
Leitrim County Council	N/A	0	0
Limerick City Council	0.00	0	0
Limerick County Council	29.23	17	2
Longford County Council	81.25	0	0
Louth County Council	6.45	1	1
Mayo County Council	61.82	3	2
Meath County Council	0.00	0	0
Monaghan County Council	100.00	0	0
North Tipperary County Council	77.27	0	0
Offaly County Council	94.44	0	0
Roscommon County Council	98.53	11	0
Sligo County Council	57.69	6	3
South Dublin County Council	73.68	0	0
South Tipperary County Council	79.17	9	0
Waterford City Council	N/A	0	0
Waterford County Council	95.83	0	0
Westmeath County Council	31.58	0	0
Wexford County Council	24.72	13	0
Wicklow County Council	64.71	3	1

Summary Statistics 2008-2009

Percentage of estates, where requests were made to be taken in charge, not completed to the satisfaction of the planning authority		2008	2009
N	Valid	31	31
	Missing	3	3
Average	Median	25.81	63.64
	Mean	40.23	54.78
Percentiles	25%	17.65	24.72
	75%	69.23	81.25

Number of such estates in respect of which enforcement action was taken in the year in question and / or the bond was called in		2008	2009
N	Valid	33	34
	Missing	1	0
Average	Median	1	1
	Mean	2.21	4.44
Percentiles	25%	0	0.00
	75%	2.5	7.5

Number of such estates in respect of which works were undertaken by the authority to bring the estate to taking in charge standard		2008	2009
N	Valid	33	34
	Missing	1	0
Average	Median	0	0.0
	Mean	0.64	0.79
Percentiles	25%	0	0.00
	75%	1.0	2.0

Section 9: Motor Tax

Table 54: Motor Tax – Number of Motor Tax Transactions

	Number of motor tax transactions dealt with over the counter	Number of motor tax transactions dealt with by post	Number of motor tax transactions dealt with online
Carlow County Council	55,358	7,151	20,547
Cavan County Council	49,191	12,790	21,990
Clare County Council	95,228	15,945	39,429
Cork City Council a	N/A ^a	N/A ^a	N/A ^a
Cork County Council	196,115	162,321	237,114
Donegal County Council	144,846	6,409	31,713
Dublin City Council b	470,221	154,896	573,362
Dun Laoghaire Rathdown County Council	N/A ^a	N/A ^a	N/A ^a
Fingal County Council	N/A ^a	N/A ^a	N/A ^a
Galway City Council	N/A ^a	N/A ^a	N/A ^a
Galway County Council c	163,376	33,287	85,439
Kerry County Council	71,072	49,193	55,379
Kildare County Council	103,147	25,510	110,911
Kilkenny County Council	67,379	14,353	34,756
Laois County Council	58,138	9,518	24,767
Leitrim County Council	22,737	6,982	7,985
Limerick City Council	34,388	12,012	19,623
Limerick County Council	86,444	27,254	54,724
Longford County Council	34,503	4,658	8,246
Louth County Council	88,244	3,861	33,765
Mayo County Council	100,873	15,431	36,925
Meath County Council	98,132	27,764	88,945
Monaghan County Council	46,521	12,018	13,436
North Tipperary County Council	50,250	15,862	30,034
Offaly County Council	54,424	11,684	25,156
Roscommon County Council	46,736	16,538	17,322
Sligo County Council	53,124	8,257	17791 ^b
South Dublin County Council	N/A ^a	N/A ^a	N/A ^a
South Tipperary County Council	77,367	12,898	25,857
Waterford City Council	36,304	4,136	17,242
Waterford County Council	58,545	5,906	21,826
Westmeath County Council	75,623	9,756	25,631
Wexford County Council	86,445	42,867	60,220
Wicklow County Council	94,966	12,585	59,930
Totals	2,619,697	741,842	1,800,065

a) A Number of Local Authorities - Motor Tax is managed by neighbouring Local Authorities.
b) Sligo County Council- As Per NVDF for 2009

Summary Statistics 2006-2009

Number of motor tax transactions dealt with over the counter		2006	2007	2008	2009
N	Valid	29	29	29	29
	Missing	5	5	5	5
Average	Median	76,750	82,621	75,442	71,072
	Mean	104,360.20	108,310.70	92,983.34	90,334.30
Percentiles	25%	55,788.50	56,862.50	51,220.50	49,720.50
	75%	101,617	106,945	99,398	96,680.00

Number of motor tax transactions dealt with by post		2006	2007	2008	2009
N	Valid	29	29	29	29
	Missing	5	5	5	5
Average	Median	17,251	17,742	13,887	12,790
	Mean	33,773.10	33,536	23,534.59	25,580.80
Percentiles	25%	10,298.50	10,837	8,585	7,704.00
	75%	35,697.50	33,462.50	25,735	26,382.00

Number of motor tax transactions dealt with online		2006	2007	2008	2009
N	Valid	29	29	29	29
	Missing	5	5	5	5
Average	Median	15,574	20,513	26,030	30,034
	Mean	37,096.90	46,430.30	55,293	62,071
Percentiles	25%	11,882	14,893.50	17,823	20,085
	75%	31,898.50	41,382.00	51,258	57,655

Table 55: Motor Tax – Analysis of Method of Transaction

	Percentage of motor tax transactions dealt with over the counter	Percentage of motor tax transactions dealt with by post	Percentage of motor tax transactions dealt with online
Carlow County Council	66.65	8.61	24.74
Cavan County Council	58.58	15.23	26.19
Clare County Council	63.23	10.59	26.18
Cork City Council	N/A ^a	N/A ^a	N/A ^a
Cork County Council	32.93	27.26	39.81
Donegal County Council	79.16	3.50	17.33
Dublin City Council	39.23	12.92	47.84
Dun Laoghaire Rathdown County Council	N/A ^a	N/A ^a	N/A ^a
Fingal County Council	N/A ^a	N/A ^a	N/A ^a
Galway City Council	N/A ^a	N/A ^a	N/A ^a
Galway County Council	57.91	11.80	30.29
Kerry County Council	40.46	28.01	31.53
Kildare County Council	43.06	10.65	46.30
Kilkenny County Council	57.84	12.32	29.84
Laois County Council	62.90	10.30	26.80
Leitrim County Council	60.30	18.52	21.18
Limerick City Council	52.08	18.19	29.72
Limerick County Council	51.33	16.18	32.49
Longford County Council	72.78	9.83	17.39
Louth County Council	70.11	3.07	26.84
Mayo County Council	65.83	10.07	24.10
Meath County Council	45.68	12.92	41.40
Monaghan County Council	64.63	16.70	18.67
North Tipperary County Council	52.26	16.50	31.24
Offaly County Council	59.63	12.80	27.56
Roscommon County Council	57.99	20.52	21.49
Sligo County Council	67.10 ^b	10.43 ^b	22.47
South Dublin County Council	N/A ^a	N/A ^a	N/A ^a
South Tipperary County Council	66.63	11.11	22.27
Waterford City Council	62.94	7.17	29.89
Waterford County Council	67.86	6.85	25.30
Westmeath County Council	68.12	8.79	23.09
Wexford County Council	45.61	22.62	31.77
Wicklow County Council	56.70	7.51	35.78

a) A Number of Local Authorities - Motor Tax is managed by neighbouring Local Authorities
b) Sligo County Council - This percentage is arrived at having factored in on line business per NVDF.

Summary Statistics 2006-2009

Motor tax transactions at counter (percentage)		2006	2007	2008	2009
N	Valid	29	29	29	29
	Missing	5	5	5	5
Average	Median	68	65	61.48	59.6
	Mean	65.6	64.4	60.85	58.3
Percentiles	25%	59	57.7	55.58	51.7
	75%	72.5	72.1	68.43	66.6

Motor tax transactions by post (percentage)		2006	2007	2008	2009
N	Valid	29	29	29	29
	Missing	5	5	5	5
Average	Median	17	15	12.86	11.8
	Mean	18.2	16	13.41	13.1
Percentiles	25%	13.5	10.7	9.7	9.3
	75%	23	20	16.64	16.6

Motor tax transactions online (percentage)		2006	2007	2008	2009
N	Valid	29	29	29	29
	Missing	5	5	5	5
Average	Median	15	18.2	24.04	26.8
	Mean	16.4	19.7	25.74	28.6
Percentiles	25%	13	15.9	20.1	22.8
	75%	20	22.2	27.78	31.7

Table 56: Time Taken to Process Motor Tax Postal Applications – Numbers

	Number of postal applications dealt with (i.e. disc issued) on the same day as receipt of the application	Number of postal applications dealt with (i.e. disc issued) on the second or third day from receipt of the application	Number of postal applications which are dealt with (i.e. disc issued) on the fourth or fifth day from receipt of the application	Number of postal applications dealt with (i.e. disc issued) in over five days from receipt of the application
Carlow County Council	6,942	138	7	64
Cavan County Council	3,764	6,589	1,821	616
Clare County Council	15,855	7	0	83
Cork City Council	N/A ^a	N/A ^a	N/A ^a	N/A ^a
Cork County Council	158,122	2,465	120	1,614
Donegal County Council	4,581 ^b	1,207	327	294
Dublin City Council	44,920	102,535	2,696	4,745
Dun Laoghaire Rathdown County Council	N/A ^a	N/A ^a	N/A ^a	N/A ^a
Fingal County Council	N/A ^a	N/A ^a	N/A ^a	N/A ^a
Galway City Council	N/A ^a	N/A ^a	N/A ^a	N/A ^a
Galway County Council	27,484	5,449	98	256
Kerry County Council	48,830	320	6	37
Kildare County Council	3,421	7,907	3,860	10,322
Kilkenny County Council	7,311	6,054	666	322
Laois County Council	9,472	20	0	26
Leitrim County Council	6,869	52	6	55
Limerick City Council	11,174	712	9	117
Limerick County Council	22,835	4,335	26	58
Longford County Council	4,570	65	0	23
Louth County Council	2,454	1,253	75	79
Mayo County Council	6,986	7,353	619	473
Meath County Council	12,213	6,906	1,773	6,872
Monaghan County Council	11,035	883	3	97
North Tipperary County Council	5,974	8,762	554	572
Offaly County Council	5,249	3,354	1,844	1,237
Roscommon County Council	16,522	7	2	7
Sligo County Council	8,104	121	0	32
South Dublin County Council	N/A ^a	N/A ^a	N/A ^a	N/A ^a
South Tipperary County Council	12,867	4	0	27
Waterford City Council	3,894	208	10	24
Waterford County Council	5,705	125	8	68
Westmeath County Council	9,498	218	0	40
Wexford County Council	37,637	4,934	48	248
Wicklow County Council	4,096	7,389	637	463
Totals	518,384	179,372	15,215	28,871
<p>a) A Number of Local Authorities - Motor Tax is managed by neighbouring Local Authorities b) Donegal County Council - Marginal disimprovement in performance due to prioritisation of other work. Performance measured on postal applications which represent only 4% of overall work</p>				

Summary Statistics 2006-2009

Number of postal motor tax applications dealt with on same day		2006	2007	2008	2009
N	Valid	28	29	29	29
	Missing	6	5	5	5
Average	Median	9,958	9,356	9,448	8,104
	Mean	19,375	18,869	18,927.40	17,875
Percentiles	25%	5,572	6,637	6,229.50	4,915
	75%	20,447	20,638	17,526	16,189

Number of postal motor tax applications dealt with on third day or less		2006	2007	2008	2009
N	Valid	28	29	29	29
	Missing	6	5	5	5
Average	Median	4,950	3,149	1,086	1,207
	Mean	10,338	8,897	7,160.50	6,185.20
Percentiles	25%	1,336	742	202	123
	75%	9,806	8,481	640	6,321.50

Number of postal motor tax applications dealt with on fifth day or less		2006	2007	2008	2009
N	Valid	28	29	29	29
	Missing	6	5	5	5
Average	Median	325.5	189	55	26
	Mean	3,055.10	1,825.10	901.6	524.66
Percentiles	25%	34.8	28	3	2.5
	75%	3,201	1,706.50	511.50	628

Number of postal motor tax applications dealt with in over five days		2006	2007	2008	2009
N	Valid	29	29	29	29
	Missing	5	5	5	5
Average	Median	812	540	138	97
	Mean	3,824	3,765	1209	996
Percentiles	25%	191	92	56	39
	75%	3,540	1,896	477	523

Table 57: Time Taken to Process Motor Tax Postal Applications - %

	Percentage of overall postal applications dealt with (i.e. disc issued) on the same day as receipt of the application	Percentage of overall postal applications dealt with (i.e. disc issued) on the second or third day from receipt of the application	Percentage of overall postal applications dealt with (i.e. disc issued) on the fourth or fifth day from receipt of the application	Percentage of overall postal applications dealt with (i.e. disc issued) in over five days from receipt of the application
Carlow County Council	97.08	1.93	0.10	0.89
Cavan County Council	29.43	51.52	14.24	4.82
Clare County Council	99.44	0.04	0.00	0.52
Cork City Council	N/A ^a	N/A ^a	N/A ^a	N/A ^a
Cork County Council	97.41	1.52	0.07	0.99
Donegal County Council	71.48	18.83	5.10	4.59
Dublin City Council	29.92	66.20	1.74	3.06
Dun Laoghaire Rathdown County Council	N/A ^a	N/A ^a	N/A ^a	N/A ^a
Fingal County Council	N/A ^a	N/A ^a	N/A ^a	N/A ^a
Galway City Council	N/A ^a	N/A ^a	N/A ^a	N/A ^a
Galway County Council	82.57	16.37	0.29	0.77
Kerry County Council	99.26	0.65	0.01	0.08
Kildare County Council	13.41	31.00	15.13	40.46
Kilkenny County Council	50.94	42.18	4.64	2.24
Laois County Council	99.52	0.21	0.00	0.27
Leitrim County Council	98.38	0.74	0.09	0.79
Limerick City Council	93.02	5.93	0.07	0.97
Limerick County Council	83.79	15.91	0.10	0.21
Longford County Council	98.11	1.40	0.00	0.49
Louth County Council	63.56	32.45	1.94	2.05
Mayo County Council	45.27	47.65	4.01	3.07
Meath County Council	43.99	24.87	6.39	24.75
Monaghan County Council	91.82	7.35	0.02	0.81
North Tipperary County Council	37.66	55.24	3.49	3.61
Offaly County Council	44.92	28.71	15.78	10.59
Roscommon County Council	99.90	0.04	0.01	0.04
Sligo County Council	98.15	1.47	0.00	0.39
South Dublin County Council	N/A ^a	N/A ^a	N/A ^a	N/A ^a
South Tipperary County Council	99.76	0.03	0.00	0.21
Waterford City Council	94.15	5.03	0.24	0.58
Waterford County Council	96.60	2.12	0.14	1.15
Westmeath County Council	97.36	2.23	0.00	0.41
Wexford County Council	87.80	11.51	0.11	0.58
Wicklow County Council	32.55	58.71	5.06	3.68

a) A Number of Local Authorities - Motor Tax is managed by neighbouring Local Authorities

Summary Statistics 2006-2009

% of postal Motor tax applications dealt with on same day		2006	2007	2008	2009
N	Valid	28	29	29	29
	Missing	6	5	5	5
Average	Median	74.8	77	86.3	91.8
	Mean	62	66.2	75.9	75.1
Percentiles	25%	34.8	41.5	50.3	45.1
	75%	84.4	91.5	97.2	98.1

% postal of Motor tax applications dealt with on third day or less		2006	2007	2008	2009
N	Valid	28	29	29	29
	Missing	6	5	5	5
Average	Median	19.4	16	12.4	7.4
	Mean	21.6	22	18.2	18.3
Percentiles	25%	10.5	6.5	1.9	1.4
	75%	33.8	38	32.1	31.7

% postal of Motor tax applications dealt with on fifth day or less		2006	2007	2008	2009
N	Valid	28	29	29	29
	Missing	6	5	5	5
Average	Median	2.6	2	0.3	0.1
	Mean	6	3.9	2.4	2.7
Percentiles	25%	0.1	0	0	0.01
	75%	12.7	8	4.6	4.32

% of postal Motor tax applications dealt with over five days		2006	2007	2008	2009
N	Valid	28	29	29	29
	Missing	6	5	5	5
Average	Median	3.9	2	0.8	0.9
	Mean	10.3	8	3.6	3.9
Percentiles	25%	0.1	1	0.6	0.5
	75%	17.7	7.5	2.8	3.4

Table 58: Time Taken to Process Driving Licence Applications - Numbers

	Number of Driving Licence applications dealt with on the same day as receipt of the application	Number of Driving Licence applications dealt with on the second or third day from receipt of the application	Number of Driving Licence applications dealt with on the fourth or fifth day from receipt of the application	Number of Driving Licence applications dealt with in over five days from receipt of the application
Carlow County Council	5,344	556	229	672
Cavan County Council	3,980	1,874	761	619
Clare County Council	12,748	37	0	3
Cork City Council	N/A ^a	N/A ^a	N/A ^a	N/A ^a
Cork County Council	53,666	745	278	301
Donegal County Council	10,881 ^b	4,432	254	121
Dublin City Council	99,964	19,821	354	756
Dun Laoghaire Rathdown County Council	N/A ^a	N/A ^a	N/A ^a	N/A ^a
Fingal County Council	N/A ^a	N/A ^a	N/A ^a	N/A ^a
Galway City Council	N/A ^a	N/A ^a	N/A ^a	N/A ^a
Galway County Council	2,705	17,929	3,033	1,321
Kerry County Council	16,084	65	1	2
Kildare County Council	489	15,518	3,356	516
Kilkenny County Council	2,353	4,838	647	2,158
Laois County Council	5,118	2,387	2	19
Leitrim County Council	2,250	1,132	30	54
Limerick City Council	1,361	2,629	442	1,356
Limerick County Council	13,170	998	17	22
Longford County Council	544	2,708	671	192
Louth County Council	5,560	4,703	1,110	783
Mayo County Council	3,084	4,426	2,154	3,420
Meath County Council	1,414	6,182	4,555	5,528
Monaghan County Council	2,425	4,082	11	56
North Tipperary County Council	1,855	525	185	4,958
Offaly County Council	1,279	981	1,463	4,093
Roscommon County Council	2,395	4,537	18	32
Sligo County Council	3,296	2,696	603	418
South Dublin County Council	N/A ^a	N/A ^a	N/A ^a	N/A ^a
South Tipperary County Council	5,715	4,458	7	57
Waterford City Council	178	2,333	909	2,144
Waterford County Council	6,092	828	184	113
Westmeath County Council	732	5,435	1,668	1,142
Wexford County Council	15,154	1,049	2	59
Wicklow County Council	1,309	3,967	5,179	3,639
Totals	281,145	121,871	28,123	34,554

a) A Number of Local Authorities - Motor Tax is managed by neighbouring Local Authorities
b) Donegal County Council - Marginal disimprovement in performance due in particular to delays in getting requisite information for incomplete applications for overseas exchange licences.

Summary Statistics 2008-2009

Number of Driving Licence applications dealt with on the same day as receipt of the application		2008	2009
N	Valid	29	29
	Missing	5	5
Average	Median	5771.00	3084.00
	Mean	14674.72	9694.66
Percentiles	25%	3011.00	1387.5
	75%	425587.00	8486.5

Number of Driving Licence applications dealt with on the second or third day from receipt of the application		2008	2009
N	Valid	29	29
	Missing	5	5
Average	Median	2833.00	2696.00
	Mean	4869.00	4202.45
Percentiles	25%	1448	989.50
	75%	141,201	4620.00

Number of Driving Licence applications dealt with on the fourth or fifth day from receipt of the application		2008	2009
N	Valid	29	29
	Missing	5	5
Average	Median	589	354.00
	Mean	1245.90	969.76
Percentiles	25%	50.50	17.50
	75%	36,131	1286.50

Number of Driving Licence applications dealt with in over five days from receipt of the application		2008	2009
N	Valid	29	29
	Missing	5	5
Average	Median	1084	516.00
	Mean	2,118.31	1191.51
Percentiles	25%	53.50	56.50
	75%	61431.00	1750.00

Table 59: Time Taken to Process Driving Licence Applications - %

	Percentage of overall driving Licence applications dealt with on the same day as receipt of the application	Percentage of overall driving Licence applications dealt with on the second or third day from receipt of the application	Percentage of overall driving Licence applications dealt with on the fourth or fifth day from receipt of the application	Percentage of overall driving Licence applications dealt with in over five days from receipt of the application
Carlow County Council	78.58	8.18	3.37	9.88
Cavan County Council	55.02	25.91	10.52	8.56
Clare County Council	99.69	0.29	0.00	0.02
Cork City Council	N/A ^a	N/A ^a	N/A ^a	N/A ^a
Cork County Council	97.59	1.35	0.51	0.55
Donegal County Council	69.36	28.25	1.62	0.77
Dublin City Council	82.69	16.40	0.29	0.63
Dun Laoghaire Rathdown County Council	N/A ^a	N/A ^a	N/A ^a	N/A ^a
Fingal County Council	N/A ^a	N/A ^a	N/A ^a	N/A ^a
Galway City Council	N/A ^a	N/A ^a	N/A ^a	N/A ^a
Galway County Council	10.83	71.75	12.14	5.29
Kerry County Council	99.58	0.40	0.01	0.01
Kildare County Council	2.46	78.06	16.88	2.60
Kilkenny County Council	23.54	48.40	6.47	21.59
Laois County Council	68.00	31.72	0.03	0.25
Leitrim County Council	64.92	32.66	0.87	1.56
Limerick City Council	23.51	45.42	7.64	23.43
Limerick County Council	92.70	7.02	0.12	0.15
Longford County Council	13.22	65.81 ^c	16.31	4.67
Louth County Council	45.74	38.69	9.13	6.44
Mayo County Council	23.57	33.83	16.46	26.14
Meath County Council	8.00	34.97	25.77	31.27
Monaghan County Council	36.89	62.09	0.17	0.85
North Tipperary County Council	24.66	6.98	2.46	65.90
Offaly County Council	16.36	12.55	18.72	52.37
Roscommon County Council	34.30	64.98	0.26	0.46
Sligo County Council	47.00 ^b	38.44	8.60	5.96
South Dublin County Council	N/A ^a	N/A ^a	N/A ^a	N/A ^a
South Tipperary County Council	55.83	43.55	0.07	0.56
Waterford City Council	3.20	41.93	16.34	38.53
Waterford County Council	84.41	11.47	2.55	1.57
Westmeath County Council	8.15	60.54	18.58	12.72
Wexford County Council	93.18	6.45	0.01	0.36
Wicklow County Council	9.29	28.15	36.75	25.82

a) A Number of Local Authorities - Motor Tax is managed by neighbouring Local Authorities
b) Sligo County Council - New methodology for measuring Driving Licences was introduced in Sligo MTO from 1st April, 2008. Before then a notional received date was entered on the NVDF system. This would be a factor in comparing figures for 2008/2009
c) Longford County Council - Increased time taken in comparison to 2008 is due to staffing levels

Summary Statistics 2008-2009

Percentage of overall driving Licence applications which are dealt with on the same day as receipt of the application		2008	2009
N	Valid	29	29
	Missing	5	5
Average	Median	50.21	45.74
	Mean	52.38	47.31
Percentiles	25%	25.53	14.79
	75%	1519.05	80.64

Percentage of overall driving Licence applications dealt with on the second or third day from receipt of the application		2008	2009
N	Valid	29	29
	Missing	5	5
Average	Median	23.4	32.67
	Mean	27.12	32.63
Percentiles	25%	786.56	9.83
	75%	14.305	46.91

Percentage of overall driving Licence applications dealt with on the fourth or fifth day from receipt of the application		2008	2009
N	Valid	29	29
	Missing	5	5
Average	Median	5.43	3.37
	Mean	7.26	8.02
Percentiles	25%	0.24	0.22
	75%	210.68	16.33

Percentage of overall driving Licence applications dealt with in over five days from receipt of the application		2008	2009
N	Valid	29	29
	Missing	5	5
Average	Median	10.13	4.67
	Mean	13.23	12.03
Percentiles	25%	0.40	0.56
	75%	383.73	22.51

Table 60: Motor Tax Offices: Public Opening Hours

	Average number of opening hours per week
Carlow County Council	28.6
Cavan County Council	28.4
Clare County Council	31.5
Cork City Council	N/A ^a
Cork County Council	34.0
Donegal County Council	21.0 ^b
Dublin City Council	28.3
Dun Laoghaire Rathdown County Council	N/A ^a
Fingal County Council	N/A ^a
Galway City Council	0.0
Galway County Council	32.5
Kerry County Council	30.0
Kildare County Council	30.0
Kilkenny County Council	34.2
Laois County Council	30.2 ^c
Leitrim County Council	27.5 ^d
Limerick City Council	N/A
Limerick County Council	30.0
Longford County Council	32.4
Louth County Council	32.5
Mayo County Council	27.5
Meath County Council	26.0 ^e
Monaghan County Council	26.0
North Tipperary County Council	28.6
Offaly County Council	29.0
Roscommon County Council	24.8
Sligo County Council	32.5
South Dublin County Council	N/A ^a
South Tipperary County Council	31.3
Waterford City Council	32.5
Waterford County Council	29.9
Westmeath County Council	33.1
Wexford County Council	35.0
Wicklow County Council	29.0

a) A Number of Local Authorities - Motor Tax is managed by neighbouring Local Authorities
b) Donegal County Council - Opening hours reduced in 2009 due to strike day in Nov 09, flood damage in Donegal Town office in July 09 and network changeover downtimes during the summer in each office
c) Laois County Council - Due to staff resource issues, weekly opening hours reduced from 32.5 to 30, during 2009
d) Leitrim County Council - Standard weekly opening hours are 30 hours - indicator figure factors in all closures throughout the year (Bank Holidays, lunch-time closing over summer holiday period due to staff shortages etc)
e) Meath County Council - Reduced from 2008 (27.5hrs) due to centralisation of services to Co Hall

Summary Statistics 2006-2009

Average number of opening hours per week		2006	2007	2008	2009
N	Valid	29	28	29	29
	Missing	5	6	5	5
Average	Median	30	30	30.22	30
	Mean	30.2	30.4	30	29.87
Percentiles	25%	28.4	28.4	28.38	27.5
	75%	32.5	32.5	32.5	32.5

Section 10: Finance

Table 61: House Rent

	Amount collected at year end as a percentage of amount due from House Rent	Percentage of arrears on House Rent that are 4-6 weeks old	Percentage of arrears on House Rent that are 6-12 weeks old	Percentage of arrears on House Rent that are more than 12 weeks old
Carlow County Council	97.27	8.96	13.29	61.97
Cavan County Council	84.94	35.15	13.20	51.65
Clare County Council	91.31	14.48	7.49	78.03
Cork City Council	91.55	6.12	13.82	69.39
Cork County Council	94.03	10.00 ^d	20.00	70.00
Donegal County Council	90.49	5.6	7.51	77.41
Dublin City Council	78.77	3.49 ^e	11.84	91.35
Dun Laoghaire Rathdown County Council	81.81	3.97	12.94	77.55
Fingal County Council	93.58	11.23	20.24	68.53
Galway City Council	74.46	2.59	4.91	90.20
Galway County Council	89.09	8.72	10.98	70.99
Kerry County Council	93.78	0.00	19.01	80.99
Kildare County Council	84.95 ^a	3.61	6.25	86.63
Kilkenny County Council	89.70	6.70	10.00	78.50
Laois County Council	94.43	10.50 ^f	12.93	66.42
Leitrim County Council	92.70	12.25	15.36	73.39
Limerick City Council	91.00	14.30	7.80	77.90
Limerick County Council	91.83	9.94 ^g	20.78 ^k	67.18
Longford County Council	86.41 ^b	5.92 ^h	10.86 ^l	76.76
Louth County Council	87.19	7.07	12.43	73.23
Mayo County Council	81.07	3.44	3.39	89.12
Meath County Council	88.73	10.34	14.32	75.32
Monaghan County Council	94.17	13.40	16.80	54.40
North Tipperary County Council	98.18	7.88	21.64	54.04
Offaly County Council	88.81	10.50	11.40	67.60
Roscommon County Council	80.78	20.65	11.39	67.96
Sligo County Council	87.43	11.48	10.76	77.76
South Dublin County Council	79.84	1.59	4.93	92.84
South Tipperary County Council	94.83	16.13 ^j	22.73	94.15
Waterford City Council	83.54	9.00	12.00	69.00
Waterford County Council	92.37	17.36	7.67	63.29
Westmeath County Council	84.10 ^c	4.82	8.54	82.32
Wexford County Council	96.51	4.77	12.48	70.85
Wicklow County Council	96.44	22.37 ⁱ	20.63	24.80

- a) **Kildare County Council** – Subject to revision as AFS 2009 not finalised when figures compiled
- b) **Longford County Council** – Balances reclassified at the end of 2009 and collected % consistent with the restated 2008 balances.
- c) **Westmeath County Council** – 95% of the arrears is accounted for by 57% of the accounts in arrears.
- d) **Cork County Council** - Age profile for Housing Rents includes figures from Cork County Council only and not the 9 Town Councils
- e) **Dublin City Council** – The calculation is based on the net arrears as stated in Appendix 7 of AFS report which are reduced by prepayments
- f) **Laois County Council - Arrears** in the category of 0-3 weeks old (€33,198) account for a further 10.15% of the total arrears due
- g) **Limerick County Council** - The calculation is based on nett arrears and does not have regard to arrears less than 4 weeks €68,219.60 - If taken on gross arrears it is 9%
- h) **Longford County Council** - Balances reclassified at the end of 2009 and collection % consistent with the restated 2008 balances.
- i) **South Tipperary County Council** – percentage collected for South Tipperary includes prepayments as per A.F.S.
- j) **Wicklow County Council** - Nett arrears and rents in arrears of less than 3 weeks have been included for one of the Wicklow Las. Internal Audit unit has examined method of preparation of indicators and has made a number of recommendations of extraction of data from Debtors reporting suite of FMS
- k) **Limerick County Council** - The calculation is taken on nett arrears and also ignores arrears less than 4 weeks - If based on gross arrears it is 18%
- l) **Longford County Council** - Balances reclassified at the end of 2009 and collection % consistent with the restated 2008 balances.

Summary Statistics 2006-2009

Housing rent collected at year end as a percentage of amount due		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	90.0	89.1	90.9	90.1
	Mean	89.4	89.6	89.7	89.1
Percentiles	25%	86.3	87.0	87.3	84.7
	75%	93.0	93.6	93.5	94.1

Housing Rent Arrears: Amount 4-6 weeks old		2006	2007	2008	2009
N	Valid	33	34	34	34
	Missing	1	0	0	0
Average	Median	8.30	8.50	7.80	8.84
	Mean	9.40	9.00	10.40	9.45
Percentiles	25%	5.00	5.80	5.80	4.73
	75%	12.10	10.40	12.10	11.67

Housing Rent Arrears: Amount 6-12 weeks old		2006	2007	2008	2009
N	Valid	33	34	34	34
	Missing	1	0	0	0
Average	Median	11.0	11.2	11.3	12.2
	Mean	11.4	11.5	12.4	12.7
Percentiles	25%	9.2	8.9	7.7	9.6
	75%	14.0	13.3	15.0	15.7

Housing Rent Arrears: Amount more than 12 weeks old		2006	2007	2008	2009
N	Valid	33	34	34	34
	Missing	1	0	0	0
Average	Median	68.9	70.6	80.8	74.4
	Mean	65.5	69.1	76.1	73.1
Percentiles	25%	55.4	59.8	66.8	67.9
	75%	77.0	76.5	89.0	79.1

Table 62: Housing Loans

	Amount collected at year end as a percentage of amount due from Housing Loans	Percentage of arrears on Housing Loans that are 1 month old	Percentage of arrears on Housing Loans that are 2-3 months old	Percentage of arrears on Housing Loans that are more than 3 months old
Carlow County Council	88.72	2.38	12.18	85.43
Cavan County Council	99.00	4.45	3.49	92.06
Clare County Council	76.72	3.85	5.22	90.94
Cork City Council	91.08	8.41	13.69	77.90
Cork County Council	72.99	8.83	2.34	86.57
Donegal County Council	80.07	0.86	5.48	93.66
Dublin City Council	83.60	1.41	4.98	93.61
Dun Laoghaire Rathdown County Council	89.10	1.25	6.27	90.85
Fingal County Council	96.59	9.65	4.48	85.87
Galway City Council	85.27	7.68	7.24	85.08
Galway County Council	85.96	5.86	13.66	80.48
Kerry County Council	89.92	0.00	0.00	100.00
Kildare County Council	64.33 ^a	0.75	1.61	96.62
Kilkenny County Council	86.82	5.30	5.30	87.80
Laois County Council	89.66	5.54	8.82	82.22
Leitrim County Council	79.32 ^b	1.47	11.07	87.46
Limerick City Council	94.74	1.56	9.67	88.78
Limerick County Council	84.30	4.14 ^f	5.60	87.41
Longford County Council	87.13 ^c	9.39 ^g	3.09 ^k	83.70 ^j
Louth County Council	83.52	2.21	2.39	94.17
Mayo County Council	68.70	0.82	1.94	96.69
Meath County Council	82.94	2.57	4.52	92.91
Monaghan County Council	83.82	9.20	23.70	67.10
North Tipperary County Council	91.53	2.62	2.79	92.76
Offaly County Council	70.56	17.00	8.00	75.00
Roscommon County Council	65.46 ^d	2.50	2.60	93.40
Sligo County Council	73.89	1.93	3.44	94.63
South Dublin County Council	95.54	20.46	18.92	60.62
South Tipperary County Council	84.83	6.38 ^h	10.82	86.94
Waterford City Council	84.47	15.82	7.54	43.61
Waterford County Council	92.20	4.61 ⁱ	11.26	78.13
Westmeath County Council	56.79 ^e	3.66	2.57	93.56
Wexford County Council	93.61	11.88	19.98	67.99
Wicklow County Council	85.00	3.91	3.66	92.44

a) Kildare County Council -This is due to the current economic climate.
b) Leitrim County Council - Collection rates continue to be negatively impacted by a number of older arrears cases (mostly high-fixed-rate loans) which are being actively pursued.
c) Longford County Council - Experienced major difficulties in collection due to the economic downturn.
d) Roscommon County Council - The December accrual is included in these figures - if this figure was excluded the collection rate would be 73%
e) Westmeath County Council - 95% of the arrears is accounted for by 53% of the accounts in arrears.
f) Limerick County Council - The calculation is based on nett arrears . Calculation on gross arrears is 3%
g) Longford County Council - Experienced major difficulties in collection due to the economic downturn.
h) South Tipperary County Council - percentage collected for South Tipperary includes prepayments as per A.F.S.
i) Waterford County Council – Data presented is based on debit balance at end of year (which takes account of prepayments).
j) Longford County Council - Experienced major difficulties in collection due to the economic downturn.
k) Longford County Council - Experienced major difficulties in collection due to the economic downturn.

Summary Statistics 2006-2009

Housing loans: Amount collected at year end as percentage amount due		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	89.40	89.37	88.30	84.92
	Mean	88	87.99	86.90	83.48
Percentiles	25%	82.20	82.20	81.20	78.67
	75%	92.70	93.20	93.80	90.21

Housing loan arrears 1 month old		2006	2007	2008	2009
N	Valid	33	34	34	34
	Missing	1	0	0	0
Average	Median	7	6.30	8.59	4.02
	Mean	9	9	12.06	5.9
Percentiles	25%	4	3.70	4.08	1.8
	75%	12.50	14	13.82	8.9

Housing loan arrears 2-3 months old		2006	2007	2008	2009
N	Valid	33	34	34	32
	Missing	1	0	0	2
Average	Median	6	5.10	6.77	5.39
	Mean	7.30	7.40	13.12	7.19
Percentiles	25%	2.80	3	3.16	3.01
	75%	11.80	9.20	15.77	9.95

Housing loan arrears more than 3 months old		2006	2007	2008	2009
N	Valid	331	34	34	32
	Missing	1	0	0	2
Average	Median	83.40	82.38	95.12	87.63
	Mean	78.6	80.63	205.99	85.04
Percentiles	25%	74.80	75.11	80.40	81.8
	75%	89.70	89.25	126.04	93.44

Table 63: Commercial Rates

	Amount collected at year-end as a percentage of amount due from Commercial rates
Carlow County Council	78.00
Cavan County Council	80.40
Clare County Council	90.00
Cork City Council	85.55
Cork County Council	86.52
Donegal County Council	71.00 ^a
Dublin City Council	88.00
Dun Laoghaire Rathdown County Council	85.00 ^b
Fingal County Council	88.50
Galway City Council	70.00
Galway County Council	80.83
Kerry County Council	84.03
Kildare County Council	87.73 ^c
Kilkenny County Council	89.00
Laois County Council	84.00
Leitrim County Council	83.43
Limerick City Council	70.00
Limerick County Council	91.00
Longford County Council	83.67 ^d
Louth County Council	70.89
Mayo County Council	87.00
Meath County Council	87.00
Monaghan County Council	79.89
North Tipperary County Council	80.00
Offaly County Council	86.16
Roscommon County Council	84.00
Sligo County Council	76.00
South Dublin County Council	85.90
South Tipperary County Council	86.97
Waterford City Council	92.00
Waterford County Council	75.60
Westmeath County Council	83.60 ^e
Wexford County Council	83.26
Wicklow County Council	81.00

a) Donegal County Council – Donegal County Council has been working very closely with individual rate customers in the context of the current economic climate. Amount due for year 2009 was €22.17m & Amount Collected was €15.67m
b) Dun Laoghaire Rathdown County Council – Data is based on the Draft Annual Financial Statement 2009. The level of collection achieved in 2009 was adversely affected by the general slowdown in the economy.
c) Kildare County Council – Subject to revision as AFS 2009 not finalised when figures were submitted.
d) Longford County Council – Experienced major difficulties in collection due to the economic downturn.
e) Westmeath County Council - Prevailing economic conditions and in particular the reduced availability of credit facilities had a significant negative impact on the collection % for 2009.

Summary Statistics 2006-2009

Rates: Amount collected at year-end as a percentage of amount due		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	93.3	93.3	90.1	84.0
	Mean	92.9	92.4	90.4	82.8
Percentiles	25%	91.0	90.8	87.5	79.9
	75%	96.0	95.7	93.0	87.0

Table 64: Refuse Charges

(Note: Data shown in this table refers to local authorities that provide a refuse collection service)

	Percentage of households paying refuse charges levied at year end
Carlow County Council	N/A
Cavan County Council	N/A
Clare County Council	N/A
Cork City Council	95.42
Cork County Council	79.20
Donegal County Council	N/A
Dublin City Council	95.00
Dun Laoghaire Rathdown County Council	89.42 ^a
Fingal County Council	100.00
Galway City Council	96.45
Galway County Council	N/A
Kerry County Council	99.23
Kildare County Council	82.07 ^b
Kilkenny County Council	100.00
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 c	N/A
Roscommon County Council	N/A
Sligo County Council	N/A
South Dublin County Council	100.00
South Tipperary County Council	76.51
Waterford City Council	100.00
Waterford County Council	100.00
Westmeath County Council	N/A ^c
Wexford County Council	93.00
Wicklow County Council	N/A

a) **Dun Laoghaire Rathdown County Council** - operates a pay by weight system where householders are issued statements, based on weights and lifts, in arrears, unlike a tag system where they pay upfront. The final statements for 2009, which issued in February 2010, have been included in the Total Collectable figure for 2009, as required. However, this requirement consequently underestimates the collection percentage performance figure under this heading.

b) **Kildare County Council** - Subject to revision as AFS 2009 not finalised when figures submitted.

c) **Westmeath County Council** – Bin Tag System in Operation

Summary Statistics 2006-2009

Percentage of households paying refuse charges at year end		2006	2007	2008	2009
N	Valid	15	14	14	14
	Missing	19	20	20	20
Average	Median	92.6	89.6	96.3	95.9
	Mean	85.7	85.2	92.0	93.3
Percentiles	25%	19.9	80.7	84.2	87.6
	75%	79.6	100.0	100.0	100.0

Table 65: Non-Domestic Water Charges

	Amount collected at year end as a percentage of amount due for Non-Domestic Water Charges
Carlow County Council	54.00
Cavan County Council	44.88
Clare County Council	30.00 ^a
Cork City Council	78.09
Cork County Council	69.89
Donegal County Council	38.00 ^b
Dublin City Council	47.00
Dun Laoghaire Rathdown County Council	39.00 ^c
Fingal County Council	67.90
Galway City Council	54.00
Galway County Council	50.00
Kerry County Council	75.06
Kildare County Council	60.66 ^d
Kilkenny County Council	56.00
Laois County Council	59.00
Leitrim County Council	34.93 ^e
Limerick City Council	69.00
Limerick County Council	77.00
Longford County Council	52.30 ^f
Louth County Council	44.09
Mayo County Council	49.00
Meath County Council	28.00
Monaghan County Council	59.37
North Tipperary County Council	67.00
Offaly County Council	33.09
Roscommon County Council	57.00
Sligo County Council	47.00
South Dublin County Council	43.64
South Tipperary County Council	79.42
Waterford City Council	74.00
Waterford County Council	77.33
Westmeath County Council	41.90 ^g
Wexford County Council	27.17
Wicklow County Council	37.00

a) Clare County Council - Roll out of the water metering project and the delay in issuing the metered water bills resulted in the poor water collection percentage in 2009.
b) Donegal County Council - The value of water bills issued in 2010 and relating to 2009 is expected to be €2.7m. These bills relate to readings taken January 2010 for: a) December 2009 Monthly Bills; b) 2009 Final Quarter Bills & c) Second Semi Annual Bill Set for 2009. The value of these bills issued in 2010 is included in 2009 figures for collection.
c) Dun Laoghaire Rathdown County Council - Data is based on the Draft Annual Financial Statement for 2009. The Debtors figure @ 31/12/2009 includes the amount in respect of invoices for the last quarter of 2009, which issued in February 2010, but were accrued back into 2009. However, this requirement consequently underestimates the collection percentage performance figure under this heading.
d) Kildare County Council - Subject to revision as AFS 2009 not finalised when figures submitted.
e) Leitrim County Council - Ongoing problems in relation to collection - particularly in relation to Group Water Schemes and difficulties in getting them engaged, inactive committees etc. Legal options being considered and pursued
f) Longford County Council - Experienced major difficulties in collection due to the economic downturn.
g) Westmeath County Council - Due to circumstances beyond our control, poor progress of the multi-authority water meter installation project resulted in billing of water charges occurring much later in 2009 than would otherwise have been the case. This had a significant negative impact on the collection % for 2009.

Summary Statistics 2006-2009

Non-Domestic Water Charges		2006	2007	2008	2009
N	Valid	34	34	34	34
	Missing	0	0	0	0
Average	Median	66.5	61.0	51.7	53.2
	Mean	65.2	61.1	54.4	53.9
Percentiles	25%	55.2	48.5	37.1	41.2
	75%	76.2	76.9	70.0	68.2

Section 11: Context and Detailed Commentary on Selected Indicators

Because of their importance and impact, a number of indicators have been selected for more detailed comment and analysis in this section. This will provide the reader with greater insight and will complement the data in the relevant tables in the body of the Report. The indicators selected are those dealing with revenue, water conservation, motor tax and climate change.

1. Revenue

The Local Government Efficiency Review Group (LGERG)

In their report, which was published in July 2010, the LGERG concluded that the Service Indicators dealing with revenue collection and finance were very relevant given the pressures on local authorities to maximise revenue streams and achieve efficiencies. In addition to existing indicators, the LGERG recommended the introduction of five additional financial indicators designed to monitor cash flow, debt and other aspects of finance.

In its assessment of *'Cost Recovery and Revenue Issues'*, the Review Group considered that local authorities should be reimbursed for the economic cost of providing services for Government Departments and agencies and bodies. The Group also considered that, as a guiding principle, the user should pay for the cost of the service provided.⁶

Rates and Competitiveness

Unlike most other public service providers, local authorities are not fully funded by the Exchequer. They receive almost a third (approximately 29%) of their funding from commercial rates,⁷ levied annually by county, city, borough and certain town councils.

Annual Rateable Valuation

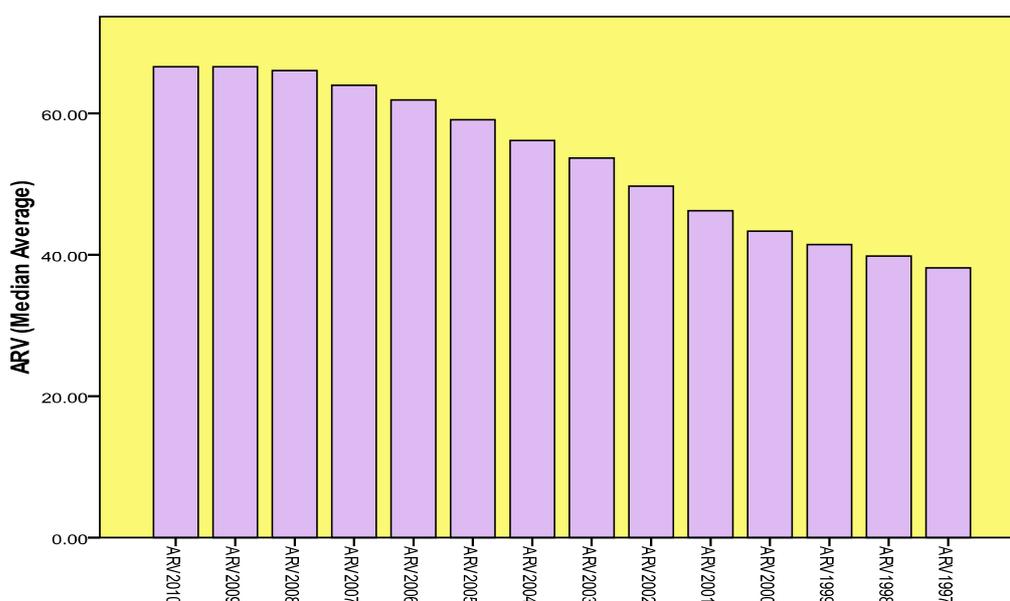
A comparison of annual rateable valuations for 2009 and 2010 shows that, of 33 County/City Councils where we can compare figures, a third (11) have reduced rates by between 1–5% while all other County/City Councils have succeeded in freezing their rates charges. The data shows that the median average ARV remained at 66.59 in 2009 and 2010. The situation in relation to rates over a longer period is illustrated in the following graph which shows that, in fact, following a prolonged period of rates inflation, rates have stabilised.

⁶ Report of the Local Government Efficiency Review Group, 2010

⁷ Source: Local Authority Budgets 2010 (DoEHLG). See also Oireachtas Library and Research Service (2010). 'Income Streams'. Financing Local Government. 9-11.

At the same time, however, individual local authorities report that they are experiencing a reduction in rates collected. Because the Service Indicator measuring rates collection is a 'lagging' indicator, this trend is only beginning to be reflected in the 2009 Report.

Graph 2: Average ARV 1997- 2010



Water Charges and Competitiveness

In spite of pressure to increase commercial water charges and achieve full cost recovery, local authorities remain conscious of the competitiveness agenda, and continue to work with partners such as Chambers Ireland, Forfás, the Departments of Enterprise, Trade and Innovation and Environment, Heritage and Local Government to minimise the impact of local authority charges on the business community.

An examination of the 2010 local authority budgets has demonstrated what has actually happened. The average consolidated water/waste water charge for 2010 remains unchanged from 2009 at €2.35. Only two authorities increased their water charge in 2010 whilst only four increased their waste water charges from relatively low levels. The remaining local authorities either maintained the 2009 charge or effected a reduction.⁸ According to Forfás' most recent benchmarking report, *'increases in wastewater charges are a challenge to competitiveness'* while *'the cost of water services in Ireland compares favourably with our main trading partners'*.⁹

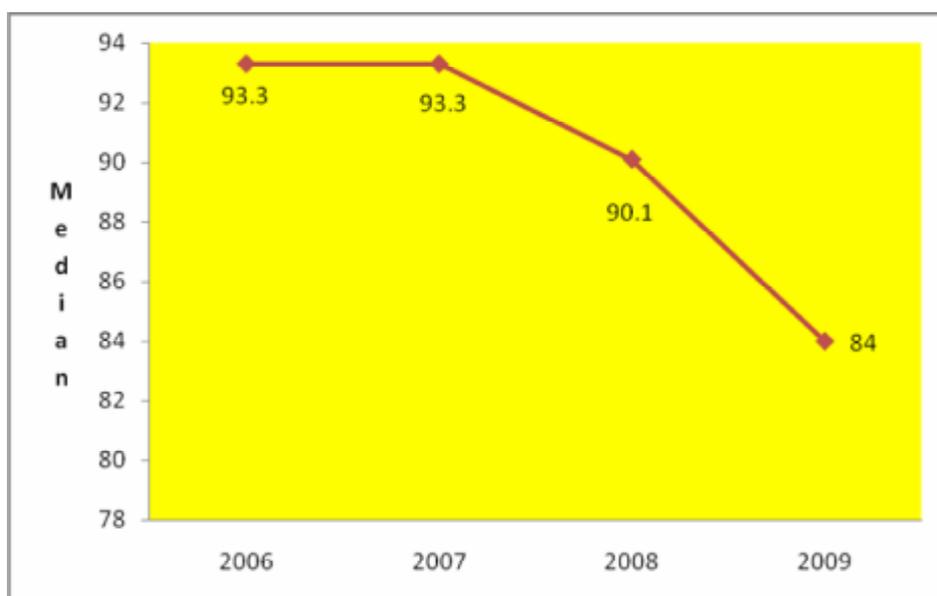
⁸Office for Local Authority Management Survey, 2010.

⁹ Forfás, The Costs of Doing Business in Ireland 2010, Vol 1. July 2010, p. 9.

Trends in Revenue Collection for Rates and Water Charges

It is clear that the economic downturn is taking its toll on local authorities' income from commercial rates and water charges. Graph 3 shows that the "amount collected at years' end as a percentage of amount due from commercial rates" decreased from a (median) average of 93.3% in 2006 per local authority to 84% per local authority in 2009.

Graph 3: Average Amount collected as a percentage of amount due from 'Commercial Rates' by each Local Authority



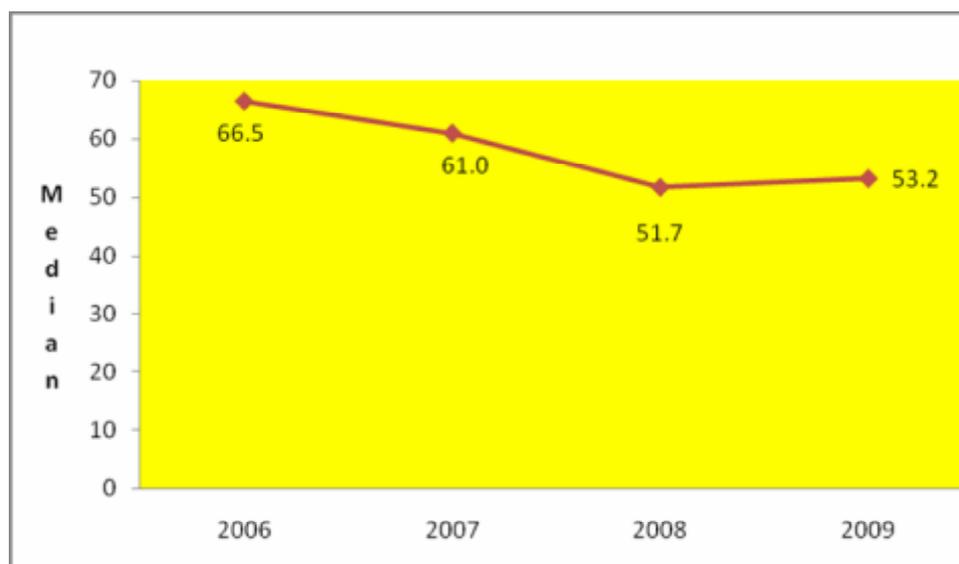
The decline in amounts collected from commercial rates by local authorities clearly illustrates the negative impact of the current recession, and the difficulties facing the business sector. With 29% of local government revenue coming from this source, these figures present a worrying trend for local government in terms of its ability to fund and maintain services. Based on the 34 local authorities' financial statements, *budgeted* income at year's end for 2009 from commercial rates was expected to be €1.41 billion. However, the actual intake was 85% of this amount at €1.207 billion. This represents a shortfall of approximately €211.5 million.

Local authorities have to perform an extremely delicate balancing act in setting and collecting commercial rates. They need to be efficient in ensuring that local businesses pay rates on time; however, at the same time they need to ensure that businesses can remain viable.

Non-domestic Water Charges

As the Service Indicators show, between 2006 and 2009 collection rates for commercial water charges have remained at a relatively low level across the local authorities. Based on average figures, collection rates for commercial water have declined from 66.5% in 2006 to 53.2 % in 2009 (Graph 4).

Graph 4: Percentage Collection of 'Non-Domestic Water Charges' by Local Authorities



Refuse Charges

Domestic waste charges are levied on almost all households that use an organised refuse collection service. The indicator on page 138 measures the “Percentage of households paying refuse charges (including waivers) at year end”. It is important to note that the indicator only relates to the minority of local authority areas where local authorities are involved in *direct* refuse collection. The indicator shows that most of the local authorities are continuing to collect most of the money owed to them in respect of refuse charges. However, the figures do not cover the private waste collections. Local authorities are continuing to exit the waste collection and recycling businesses, mainly because of financial considerations and the higher costs associated with maintaining environmental standards.

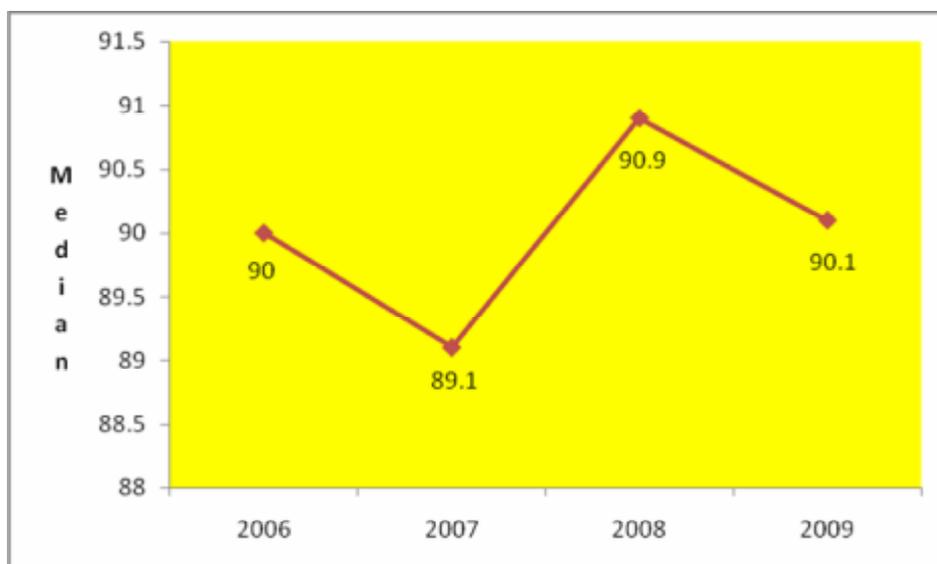
Local Authority Rents

Local authorities are the main providers of social housing for people who need housing and cannot afford to buy their own homes. Local authority houses are allocated according to housing need, and rents are based on ability to pay, through a system called “differential rents”.

This means that the rent is based on your ability to pay. In practice this means that if your income is low, your rent will be low; and if your income increases, so will your rent.

A review of the Service Indicator data over recent years illustrates the key trends in rent collection between 2006 and 2009. The (median) amount collected at year end as a percentage of amounts due from housing rent has shown little variance between 2006 (90%) and 2009 (90.1%) illustrated in Graph 5. This contrasts slightly with the (median) percentage of arrears from housing rent greater than 12 weeks old increased which has risen from 68.9 % in 2006 to 73.3% in 2009.

Graph 5: The average amount collected at year end as a percentage of amounts due from Housing Rent per Local Authority

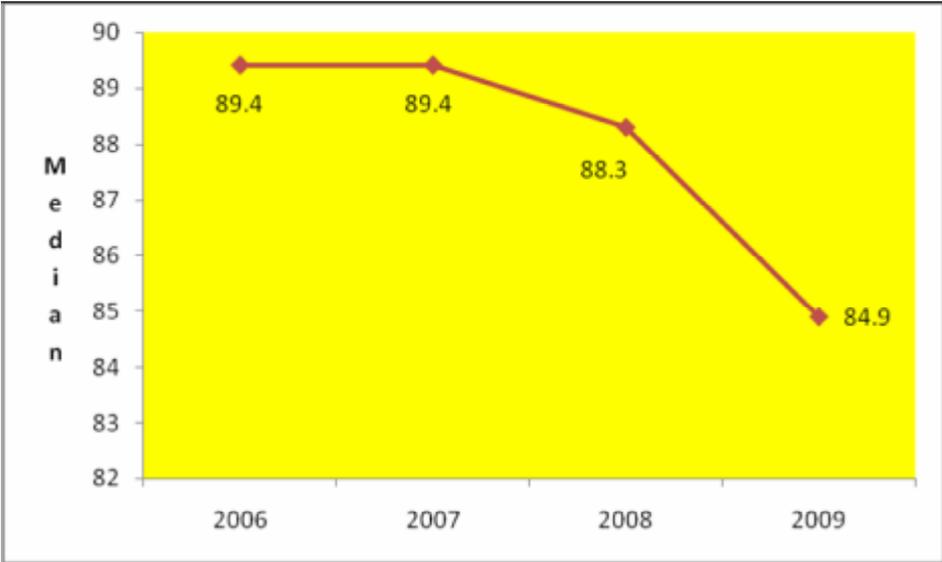


With 70% of local authority tenants in receipt of some form of government payment, the LGERG advocates direct deduction of social housing rents from social welfare payments for new tenants. This would have the potential in the long-term to greatly increase the efficiency of rent-collection, removing staffing costs and duplication from the current system.

Local Authority Housing Loans

A review of the Service Indicator data over recent years highlights the trends local authorities are experiencing in collecting housing loan repayments. (Certain figures have been excluded from the analysis in order to improve the quality of data analysis and to ensure consistency with comparisons of figures over the relevant years.)

Graph 6: Amount collected at year end as a percentage of amount due from Housing Loans



Graph 6 illustrates that the amount collected at year’s end as a percentage of amount due from housing loans decreased from 89.4% in 2006 to 84.9% in 2009. The graph indicates a steady negative trend which may continue in parallel with the economic climate.¹⁰

The general decline in revenue collection illustrated by the revenue indicators is a symptom of the difficulties being felt across the economy and is critical in terms of the capacity of local authorities to deliver their services. This underlines the importance of monitoring revenue streams on an ongoing basis.

2. Water Conservation

Service Indicator E1: Unaccounted for Water (UFW)

Unaccounted for Water is defined as the ratio between the “Total volume of water supplied (m^3 /per day) under the water supply scheme for which the local authority is responsible” and the “Volume of unaccounted for water (m^3 /per day) under the water supply schemes for which the local authority is responsible”.¹¹

2009 was the first year in which the Service Indicators Report published performance data, in respect of 2008, on unaccounted for water. As that Report noted, “Unaccounted for Water is a measure of water

¹⁰ It should be noted that, to address data quality issues, one local authority (Waterford County Council) was excluded from comparative summary statistics in respect of the Rev 1 indicator; two local authorities (Waterford County Council and Roscommon County Council) were excluded from the summary statistics in respect of the Rev2 indicator.

¹¹ Local Government Management Services Board (LGMSB), (2009). *Service Indicators in Local Authorities 2008*. 16.

*loss within a distribution system, i.e. the difference between the water supplied to a distribution system and water that leaves the system through its intended use...*¹²

Since then, the Water Services National Training Group refined the formula used to calculate UFW to ensure a greater level of consistency in reporting on this indicator. Guidance was then developed and issued to local authorities by the DoEHLG.¹³ Refinements to this indicator mean that the 2008 and 2009 data for UFW are not, strictly speaking, comparable.

Data Quality

UFW is a useful engineering measure which helps to identify general levels of water loss within a distribution system. However, it involves a degree of estimation to calculate the indicator because a number of assumptions are required about the level of water *produced* and water *consumed* - in relation to the number of household/non-domestic connections, levels of household consumption, and telemetry.¹⁴ As Irish household connections are not metered, this presents a particular problem in establishing baseline data.

In addition, it should be noted that local authorities are carrying out more detailed work at DMA (District Metering Area) level. Irish local authorities reasonably point out that unaccounted for water does not accurately record levels of customer side leakage. For example, in the Merrion Road Pilot Study,¹⁵ Dublin City Council replaced a significant amount of pipe network in an area experiencing a high level of leakage. Although this was shown to eliminate leakage from the public pipe network, the same area continued to register a 19% leakage rate, based on the Service Indicator methodology. The pilot study noted that the UFW indicator is a useful engineering tool but that it can significantly underestimate the amount of water lost from private consumers:

*“Using the estimates calculated in accordance with the prescribed National Methodology led to the grossly misleading impression that there was 19% water lost from the public mains in Merrion Road South DMA, when field trials proved that loss to be close to 0%.”*¹⁶

More importantly, the Dublin pilot water usage study illustrated the fact that water conservation measures need to include initiatives to tackle customer side leakage in order to optimise the outcome.

¹² *ibid*

¹³ DoEHLG Circular WSP 5/09. The key difference between calculation methods for 2008 and 2009 relates to the water allowance assumed for domestic properties. For the 2008 calculation, the Guidelines direct each Local Authority to Circular WSP 5/06 for this figure, which is 225m³/year/property, which equates to 0.616m³/property/day. For the 2009 calculation, the guidelines are quite clear and result in the figure of 0.389m³/year/property. In some cases, the change in calculations used will automatically lead to an increase in the estimate of water used by domestic properties, and in turn to an increase in the reported Unaccounted for Water by local authorities. **Refinements to the indicator mean that the 2008 and 2009 data for UFW are not, strictly speaking, comparable.**

¹⁴ See further comment from the Independent Assessment Panel, *Service Indicators in Local Authorities 2009*, p. 165

¹⁵ Merrion Road South UFW Pilot Study, Dublin City Council.

¹⁶ *Ibid*.

It is reasonable to state, therefore, that several factors can influence UFW and can account for annual variations in recorded level of water loss, or differences between UFW levels in individual locations.

These factors include:

- the level of investment in network replacement;
- per capita consumption figures;
- industrial demand profiles;
- urban/rural demographic profile;
- the length of the pipe network.

Because of the extreme cold weather in late 2009/early 2010, and the consequent damage to pipes, one would expect an increase in unaccounted for water during this period. The Service Indicators for 2009 show that average levels of UFW have increased slightly from 43.5 to 44.5 between 2008 and 2009.

National Context

In overall terms, water conservation is a critically important performance indicator which allows local authorities to manage and monitor water loss at a general level.

From a national perspective, this indicator is a useful measure of two policy dimensions, sustainability and efficiency. Water conservation is a major theme underpinning the 2010-2012 Water Services Investment Programme (WSIP). The programme also specifically refers to the urgent need to reduce levels of leakage within the distribution network.

WSIP 2010- 2012¹⁷

“...the need for a greater emphasis on water conservation was clear. It does not make sense from an economic or environmental perspective to invest in expanding water treatment capacity if there is a significant loss of treated water in ageing or damaged networks. The Programme, therefore, targets greater resources towards water conservation, specifically mains rehabilitation, building on the work that has already been undertaken in developing water management systems and active leakage control...”

The recently-published report of the Local Government Efficiency Review Group recommends investing in water conservation to achieve efficiency savings, and to reduce future operational costs and capital investment (10.3.19).¹⁸ It advocates a *“continued strong emphasis on water conservation instead of schemes to increase capacity”* and argues that *“net operational savings of €5m per annum are achievable*

¹⁷ 2010 – 2012 Water Services Investment Programme, page 4.

¹⁸ Local Government Efficiency Review Group Report (2010)

through active leakage control in the short to medium term...". It also concludes that, "On the basis of sustained investment in mains rehabilitation, a 10% annual reduction in unaccounted for water can be achieved over the long-term (by 2016) – additional net annual savings (taking into account increased operational costs related to statutory compliance obligations) of €15m in the long-term..."

International Context

Water loss is a significant problem encountered by all water utilities. Continental water distribution systems are high pressure: therefore, leakage is immediately apparent. In practice, continental utility companies must invest a minimum of 1–2% of total expenditure on a continual basis to protect the asset base and reduce levels of leakage. In contrast, Ireland and the UK both have similar low-pressure indirect systems for storing water (commonly referred to as the "attic storage tank" system), where leaks can remain undetected for a lengthy period.

UK Experience

Water leakage attracted significant attention in the United Kingdom following severe droughts and water shortages, particularly in Yorkshire in the mid-1990s. Between 1997 and 2007, the Regulator required all water utility companies to invest over €25bn¹⁹ to raise standards and reduce leakage levels. This investment allowed utility companies to rehabilitate old pipe networks and deal with legacy issues. Such costs are recovered from household and commercial customers who, in this case, saw bills rise substantially to pay for the level of investment provided. As a result, total leakage fell from 31% in 1994/1995 to 23% in 2008/2009.²⁰

Today, after 20 years of continued investment and in spite of the significant improvements made, the best performing utility companies still experience unaccounted for water levels close to 20%. For example, Anglia Water (whose leakage levels are half the UK average) has a leakage level of 5.6m³/km/day.²¹ This demonstrates that there is a 'floor' beyond which it is extremely difficult – and costly – to further reduce leakage levels. A significant amount of water is lost on private property, typically between the front door and garden or driveway. Research has shown that water savings from repairs to customer side leaks (CSL) offer a greater rate of return on investment than that offered by network replacement. As a result, UK companies have refocused efforts on reducing water losses from private property.

Given the background outlined above it is clear that this is a very useful indicator which will continue to provide very useful information on trends in water conservation over the years ahead.

¹⁹ Hope P, (2008). "Leakage – recent performance and the long term view".

²⁰(Source publication: *e-Digest of Environmental Statistics*, Published December 2009 <http://defraweb/evidence/statistics/environment/index.htm>).

²¹ Anglia Water, Annual Report, 2009, p. 3.

3. Motor Tax Services

The administration of motor tax services by local authorities is a good example of an integrated service carried out by local authorities on an agency basis, on a shared basis in some cases, and with 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).

Motor Tax Indicators

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 2009 is reported on in full on pages 118 to 121. Indicator M2 then measures the length of time taken by local authorities to process postal applications: this is helpful in measuring effective service delivery. This indicator is reported on in full on pages 122 to 129.

The information below presents some of the key national trends in relation to motor tax between 2005²² and 2009.

- Between 2005 and 2009, the total number of motor tax transactions increased from 4.6m to 5.16m (+12.1%);
- The volume of online transactions increased from 763,000 to 1.8m (+135 %);
- As a proportion of the total, online transactions increased substantially from 16% in 2005 to 35% in 2009;
- The volume of over-the-counter transactions decreased slightly from 2.75m to 2.61m (-5.1%). As a proportion of all transactions, over-the-counter transactions fell from 59% to 51%;
- The volume of postal transactions in the same period has declined from 1.16 million to 741,842 (-6.05%). As a proportion of all transactions, postal transactions declined the most, from 24% to 11.8% over the same period.

2008 and 2009 Comparison

- The total number of motor tax transactions increased from 4.98 million to 5.16 million (+3.6%);
- The % of transactions carried out online has increased from 32% to 35% while the % carried out by post decreased from 12.86% to 11.8 % in the same period.

²²It is not possible to compare total figures for 2004 with subsequent years because data on the number of transactions is not available in a similar format.

On a national basis, local authorities are dealing with a high level of transactions, while a higher quality service is now being offered to customers who have benefitted greatly from the expanded range of options. Basically, the aim of local authorities is to deliver services through a range of ways to suit the customers' needs. In 2004, most transactions were carried out by post or over-the-counter. Over the past five years, the number of transactions dealt with online has increased substantially. While customers have adapted new modes of service delivery, at the same time, however, the level of transactions carried out by post or over-the-counter continues to remain high. This illustrates the challenge involved in changing customer behaviour and in trying to reduce transaction costs.

Table A: Total % Motor Tax Transactions Broken Down by Category

Category	2009	2008	2007	2006	2005
Over-the-Counter	51%	54.1%	58%	60%	59%
Postal	14%	13.7%	18%	19%	24%
Online	35%	32.2%	25%	21%	16%
Total	5,161,604	4,982,517	5,454,814	5,081,676	4,638,636

Table 57 in the main tables shows significant variation in the time taken to deal with postal transactions. Caution must be exercised in making simple comparisons between local authorities in regard to performance. This is because local authorities differ in terms of resources, demand for local services and level of broadband availability. However, there does seem to be a relationship between the volume of postal applications dealt with and the percent dealt with on the same day. For instance, although the majority of Dublin City Council's transactions are dealt with within 1–3 days, the City Council is responsible for approximately 20.98% of all postal applications, and so any comparison with Clare County Council, responsible for only 2.14% of transactions, would be inappropriate.

The Report of the Local Government Efficiency Review Group (2010) recommends that the priority should be to bring more transactions into the online system. They view this as an efficient method of service delivery and note that the provision by local authorities of free internet access in libraries and council headquarters should further facilitate the expansion of the online service. However, as indicated earlier, a significant number of customers continue to opt for the over the counter or postal service rather than the online service for reasons that are not clear. The Group also advocates the extension of the online system to commercial and other vehicles. They believe that this would produce a number of mutual benefits to both local authorities and local business. To incentivise the use of online renewals the group proposes a small handling fee for any payments that have to be processed manually.

The motor tax Service Indicators are a useful example of a tool which measures, over time, the preferred method of customers availing of a service. Further use of such measures will be important in implementing the reform and transformation agendas.

4. Climate Change Indicator

Local authorities have worked closely with Local Energy Agencies, the EPA, Sustainable Energy Authority of Ireland (SEAI) and other partners to tackle the challenge of climate change.²³ SEAI is helping individual local authorities to map and reduce their energy use.

Many initiatives have been taken at both national and local levels and much progress has been made. Examples of best practice and actions taken can be found on the websites of individual local authorities.

Measuring Carbon Emissions

In April 2009, John Gormley, Minister for the Environment, Heritage and Local Government, launched the Change.ie carbon management tool²⁴ for use by public and private sector organisations. Local authorities were encouraged to use the tool as part of the Service Indicators process. In April 2010, the EPA held a training workshop in conjunction with the LGMSB and Waterford Energy Agency to assist local authorities in its use. Since then, 25 County/City Councils and a further 9 Town Councils have used the tool to establish 2009 baseline data.²⁵

Since late 2009, the Carbon Management Tool has been managed by the EPA. It contains a number of sections specifically designed to capture local authority carbon emissions.

Scope 1: Direct Carbon Emissions and In Vehicles:

Scope 1 is broken down into two categories, namely Stationary Combustion and Mobile Combustion.

Scope 2: Indirect carbon emissions:

This category consists of three elements of electricity usage. These relate to Max Demand Accounts; General Purpose Accounts and Public Lighting (metered and unmetered public lighting).

Scope 3: Indirect Emissions:

The Scope 3 category represents indirect emissions, in this case consisting of outsourced logistics, waste, water usage, employee commuting and employee business travel. Local authorities have begun to

²³For examples of best practice in this area, see CCMA Research Paper on this issue: http://www.aiea.ie/download.ashx?f=CCMA_paper.pdf

²⁴ <http://cmt.epa.ie/en/carbonmanagementtool/>.

²⁵ It should be noted that South Dublin County Council and Wicklow County Council have begun to use the Carbon Management Tool. These results were excluded from analysis due to insufficient data. Mayo County Council have completed their data collection exercise and presented initial results. These were excluded for reporting purposes.

estimate the emissions associated with these categories but this data was not generally included in submissions for the 2009 Report.

Results

Summary data for a number of local authorities is contained in the following table. However, caution must be exercised in using this data, bearing in mind the following:

- Further work is needed to expand the guidelines given to local authorities to ensure a greater degree of consistency in interpretation.
- Because this is the first year in which the exercise has been carried out and because it has involved an extensive data collection process in local authorities, some valid differences in approach have been adopted. Because of this, it is not appropriate to make direct comparisons between individual local authorities. Issues such as population density, land area, and local authority infrastructure need to be taken into account for more meaningful comparisons to be undertaken.
- It is envisaged that a further workshop is needed to review the 2009 data, assess data quality issues, make further refinements to the calculator and integrate the data needs of the SEAI, who are charged under S.I No. 542 of 2009 with reporting energy usage data across the public sector as part of the National Energy Efficiency Action Plan.
- Future reporting requirements need to be streamlined, with close integration of any carbon and energy tools, so as to avoid duplication of work by local authorities in calculating these figures. The EPA and SEAI are working together on this issue.

TABLE B: CARBON MANAGEMENT TOOL:

RESULTS	Est. C02	Draft Data Presented.
Local Authority	Emissions	Note on Categories included/excluded.
Cork City Council	19,405	Excl. Mobile Plant and GPG. Includes Waste Generation.
Cork County Council	54,649	Excl. Employee Travel.
DLR County Council	19,304	Excl. Waste and Employee Travel.
Dublin City Council	68,737 ²⁶	
Fingal County Council	22,735	Excludes Travel. PL figures look v small. Excludes Waste / Landfill data.
Galway City Council	15,220	Excludes Mobile Plant + Landfill.
Galway County Council	21,983	Excludes Landfill.
Kerry County Council	26,414	
Kildare County Council	47,089	Draft data presented.
Laois County Council	39,377	Excludes Landfill.
Longford County Council	57,677	Excludes Landfill. Includes Metered Water Usage.
Meath County Council	22,811	Excludes Landfill.
Monaghan County Council	9,884	
North Tipperary County Council	9,915	
Offaly County Council	14,719	Excludes Landfill; Includes Business Travel.
Roscommon County Council	15,720	
South Tipperary County Council	11,795	Excludes Landfill and Business Travel.
Waterford City Council	9,667	
Waterford County Council	13,291	Excludes Landfill.
Westmeath County Council	17,350	Excludes Landfill.
Wexford County Council	11,223	Excludes Landfill.

²⁶**Scope 1 Mobile Combustion:** Fuel consumption for Plant Operators who supply their own driver (e.g. JCB's and tipper Lorries) is excluded on the basis that they supply and pay for their own fuel under the terms of Dublin City Council's annual contract.

Scope 2 Electricity General Purpose Accounts: ESB Networks identified 153 Long Term Non-Access Accounts (i.e. no actual reading in the last 12 months) with a consumption figure of 2,598,068 KWH/YR which are included in this figure. Dublin City Council has not included consumption at the Waste Recycling Facility, Ballymount Road which is outsourced to a management company.

Scope 2 Electricity Public Lighting: No Metered Public Lighting figures included in 2009 figure as these could not be produced by ESB. However, the consumption level concerned would be low.

Scope 3 Indirect Emissions: Staff commuting to and from work is not included.

Section 12: An Approach to Comparison

Whilst the Services Indicators are a very useful mechanism for recording and measuring the performance of individual local authorities over time, it has been accepted that comparison between authorities in the absence of contextual information can be misleading. In other words, inappropriate comparison between authorities needs to be avoided. This is because many local factors affect individual local authorities. Such factors include geography, levels of commercial development, urban/rural balance etc.

However, it is also the case that making appropriate comparison with similar local authorities would have merit and this point has been raised by the Independent Assessment Panel in its 2006 report.

Arising from this, the LGMSB developed a basic statistical model to classify and categorise Irish local authorities into groups, based on similar characteristics. The original model (see 2007 report) reflected publicly available data including the following:

- Revenue outturn of county and city councils;
- Local Government fund as a % of revenue outturn;
- Area (Sq. kilometres);
- Population;
- Inter-census Population increase;
- Staffing levels.

In the following tables, this general approach is used to compare the performance of similar local authorities in relation to rate collection and sick leave. These are simply included in this report to generate discussion and to see if, in practice, it would be possible over time to develop a model for inter-authority comparison.

Table C: Rates Collection: Six Cluster Comparison

LA	€Budgeted Rates 2009	% Collected 2009
Group 1		
Carlow	11,346,655	78
Cavan	12,120,172	80
Kilkenny	17,431,370	89
Laois	9,524,588	84
Leitrim	4,437,353	83
Longford	5,884,744	84
Monaghan	10,215,613	80
North Tipperary	10,886,987	80
Offaly	9,621,852	86
Roscommon	10,168,872	84
Sligo	11,571,500	76
South Tipperary	15,745,914	87
Waterford City	19,380,872	92
Waterford County	9,606,382	76
Westmeath	12,507,518	84
Group 2		
Clare	41,395,802	90
Donegal	24,314,146	71
Galway City	31,994,939	70
Galway County	23,860,410	81
Kerry	33,518,556	84
Kildare	44,897,608	88
Limerick City	30,305,839	70
Limerick County	26,645,242	91
Louth	33,278,046	71
Mayo	23,452,360	87
Meath	33,712,411	87
Wexford	28,262,225	83
Wicklow	26,754,481	81
Group 3		
Cork County	107,422,661	87
Fingal	128,157,744	89
South Dublin	121,249,083	86
Group 4		
Dun Laoghaire Rathdown	88,262,500	85
Group 5		
Cork City	61,282,077	86
Group 6		
Dublin City	339,930,068	88

Table D: Sick Leave: Five Cluster Comparison

LA	% Certified 2009	% Uncertified 2009	Employees ²⁷
Group 1			
Carlow County Council	5.07	.71	331
Cavan County Council	4.28	.34	446
Galway City Council	4.22	.39	488
Kilkenny County Council	4.33	.49	568
Laois County Council	3.81	.44	406
Leitrim County Council	4.23	.70	302
Limerick City Council	4.84	.89	528
Longford County Council	4.99	.63	330
Monaghan County Council	4.60	.57	434
North Tipperary Council	3.38	.49	504
Offaly County Council	3.89	.35	478
Roscommon County Council	4.97	.48	551
Sligo County Council	6.34	.50	530
Waterford City Council	4.06	1.00	410
Waterford County Council	4.70	.28	566
Westmeath County Council	3.98	.65	488

²⁷ Source: DoEH&LG, cited in the report of the Local Government Efficiency Review Group. However, staff figures have reduced significantly in all local authorities between 2008 and 2010.

Table D (continued)

LA	% Certified 2009	% Uncertified 2009	Employees
Group 2			
Clare County Council	3.19	.35	828
Donegal County Council	4.76	.55	1008
Galway County Council	4.19	.49	934
Kildare County Council	5.43	.78	947
Limerick County Council	3.9	.44	739
Louth County Council	4.27	.79	692
Meath County Council	2.98	.55	703
South Tipperary Council	4.71	.49	654
Wexford County Council	5.21	.73	805
Wicklow County Council	2.65	.52	827
Group 3			
Cork City Council	3.82	1.08	1420
Dun Laoghaire Rathdown County Council	3.54	1.21	1196
Fingal County Council	3.64	.71	1490
Kerry County Council	4.70	.60	1225
Mayo County Council	3.62	.56	1178
South Dublin County	3.19	.71	1403
Group 4			
Cork County Council	4.07	.87	2364
Group 5			
Dublin City Council	3.17	1.00	6480

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Appendix One: Report of the Independent Assessment Panel

1. Background

Since 2005 the Service Indicators in Local Authorities Report has been published annually by the Local Government Management Services Board (LGMSB). Each year an Independent Assessment Panel (IAP), appointed by the Minister for the Environment, Heritage and Local Government undertakes a quality assurance exercise with a view to verifying the returns contained in the Report. The Panel carries out its work through visits each year to a number of authorities in order to assess the accuracy and reliability of the returns for selected service indicators.

The current members of the IAP are:

Eric Embleton, former Assistant Secretary, Public Service Management and Development, Department of Finance (Chair)

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

Mr. Embleton was appointed to the Panel in 2009 while Mr. Coldrick has served on the panel for a number of years.

2. IAP Programme of Work in 2010

The local authorities were required to return 46 Service Indicators in 2009. Consequent on its own deliberations and discussions with the Office of Local Authority Management (OLAM) of the LGMSB the IAP decided to concentrate on the following five Service Indicators, each of which was considered to be particularly relevant at this time given the current economic environment and demands on local authorities:

- **C1: Absenteeism – Certified and Uncertified Sick Leave**
- **E1: Unaccounted For Water**
- **Rev1: Housing Rents**
- **Rev3: Commercial Rates**
- **Rev5: Non-Domestic Water Charges**

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

Mr. Coldrick and Mr. Embleton jointly visited Fingal and Louth County Councils;

Mr Coldrick visited Limerick City and County Councils and Tipperary North & South County Councils;

Mr. Embleton visited Cork City and County Councils, Galway City and Clare County Councils.

The visits were carried out between 2 and 9 September 2010, inclusive. In previous years the annual visits were made in June but consequent on the industrial relations situation prevailing across the public service in the earlier months of the year the visits had to be deferred to September. During each visit discussions were held with the local officers responsible for collecting and reporting the authority's returns for the selected indicators. The aims of these interviews were:

- To check that the returns for the selected indicators as returned to OLAM were in fact those submitted by the authority;
- To ascertain whether the authority was satisfied that these returns should stand as submitted;
- To review the systems used by the authority to collect the data for, and calculate, the indicators;
- To verify that all the Town and County Borough Councils within the relevant authority had been included;
- To validate the returns made against the source documents;
- To discuss general issues regarding the indicators, including their internal and external usefulness and relevance as seen by the authorities, their links to the periodic strategic and annual business plans and the performance management and development system, and the reporting burden imposed by the service indicator exercise.

Following completion of the visits, a debriefing meeting was held with OLAM to discuss in general terms the findings and to relay any issues raised by the authorities visited as well as matters of concern to the Panel itself.

The IAP members wish to acknowledge the assistance and guidance received from Mr. Ronan Murphy and Mr. Bruce McDevitt of OLAM throughout the review, and the help and co-operation of all the authorities visited.

3. Report on Assessment Visits

The members of the Panel were pleased overall with the degree of cooperation afforded by the selected authorities in the course of the visits. The staff involved in the compilation and presentation of the data demonstrated a high degree of professionalism and commitment and their ongoing liaison with OLAM appeared to function smoothly. Discussions during the visits were frank and open and a number of suggestions emerged as to how the Indicator Initiative could be enhanced particularly to the benefit of the authorities themselves.

While the Panel is satisfied in general that the indicators were compiled accurately and in keeping with the guidelines issued, it emerged in the course of the visits that in some authorities errors had arisen and amended returns were consequently necessary. Furthermore, it was noted in a small number of cases that the compilation methodology used was not wholly compatible with the central guidelines. As the incidence of initial error was higher than in previous years the matter was reported to OLAM and is specifically mentioned here. It is the opinion of the Panel that this situation has been brought about partly by uncertainty in the industrial relations climate which prevailed in the authorities over much of the year allied, in some cases, to a reduction in the resources available to the exercise. While the matter is of concern, it is nevertheless the conclusion of the Panel that the overall integrity and validity of the returns are not in question. However, the Panel is concerned that the higher incidence of error might reflect a diminished awareness of the need for and potential use of reliable, relevant Service Indicators in assisting management to make better informed decisions, particularly in the current climate, in relation to the deployment of scarce budgetary and staff resources. Hereunder are further general and specific comments.

General Comments

All the selected indicators were compiled on a routine basis, i.e. weekly, monthly or quarterly, with the result that, unlike many of the indicators reviewed in previous years, the completion of the annual set did not require a major end-of-year effort and co-ordination exercise. In all cases, there was a requirement that the indicators as submitted by the co-ordinators were verified at an appropriate management level.

There was an acceptance that, on the whole, the Service Indicators are useful and relevant and would, in the absence of the current requirement to prepare them, be possibly compiled anyway. The Panel notes, however, that the preparation of indicators takes place with little reference to objectives or to targets set down in the periodic strategic or annual business plans. It was evident that the selected indicators, particularly those relating to revenue collection, were regularly reviewed by senior management. However, it emerged in discussions that, overall, the Service Indicators are not well embedded in the strategic and business plans and that more needs to be done to link them to individual authority's goals and related objectives in managing organisational and team/individual performance. It has been emphasised in previous Panel, LGMSB and other reports, including most recently the Report of the Local Government Efficiency Review Group (July 2010), that the indicators should be more closely linked to, and firmly embedded in, management systems and used as a management tool to aid decision making in relation to policy, budgets and expenditure matters.

In light of the above, the Panel would strongly urge that each authority be required to put in place the necessary management processes to link more closely the Service Indicators with the setting and achievement of efficiency targets. The Panel would also strongly support the recommendations of the Local Government Efficiency Review Group relating to the role and

further development of the indicators. Indeed, given current economic circumstances and the undoubted challenges facing the local authorities in delivering more and better service with fewer resources, it would be timely to review the current number and range of indicators with the aim of ensuring their usefulness and relevance in better monitoring and managing the authorities' performances and achievement of value for money.

Specific Comments

C1: Sick Leave (Absenteeism)

This issue generally and, in particular, the significance of the related indicators on certified and uncertified sickness absence are well covered in the main Report which rightly highlights the attention given to the topic within the sector over many years. Notwithstanding the progress made in reporting on the indicator the Panel would draw attention to the following points which may merit discussion:

- There is still need for the introduction and operation of a standardised reporting and recording system on absence throughout the sector and while this is being introduced (i.e. the computer CORE system is still in the process of being installed in some authorities), it is not yet universal;
- Significant cooperation now exists between the so-called 'Pay' and 'HR' sections in relation to tracking sick leave, especially for outdoor staff, but some further advances are possible;
- The Panel would draw attention to apparent variations in the number of 'privilege' days available in certain authorities and also to differing operating procedures in the requirement for the production of sickness certificates; such variations can affect the calculation methodology;
- For the indicator outcomes on certified and uncertified sickness absence to feed directly into strategic thinking and planning there may be a need to expand the overall perspective to cover 'absence' more generally. For example, annual leave, privilege days, other statutory entitlements, (e.g. maternity/paternal leave; career breaks, training; etc.) all constitute 'absence' and can affect the capacity of an authority to discharge its mandate. While these entitlements are not at issue, it is simply a question that, allied to cutbacks in manpower overall, they represent a diminution of resource availability that is not always readily appreciated externally

The Panel suggests that consideration be given to compiling a more comprehensive set of indicators on absences from work embracing annual, other statutory and non-statutory, leave.

E1: Unaccounted For Water

While this subject has attracted wide national attention in recent times and is the subject of intense debate as to its possible significance in the context of possible 'water charges', it only featured as a service indicator for the first in 2009 in respect of the calendar year 2008. The overall subject is addressed in some detail in the body of the main Report, particularly with respect to both the

sustainability and efficiency dimensions. The Panel notes the significance of the indicator in the context of both the 2010-2012 Water Services Investment Programme (WSIP) and the relevant observations made in the Local Government Efficiency Review Group Report on possible savings.

The Panel would wish to make the following observations with respect to the UFW indicator:

- There is clearly a high level of both commitment and engineering expertise throughout the sector with many innovative and constructive ideas to hand as to how this subject can be best tackled overall and to how the relevant indicator(s) can be refined for comparison and coherence. Such expertise might be further harnessed through forums such as the Water Services National Training Group whose activities were lauded;
- With the measurement criteria apparently in flux on this Service Indicator the Panel would urge further agreement and refinements on the calculation parameters around baseline data such as population density and household consumption estimates;
- Given the huge variations which exist in the functional state of the basic supply networks and their overall history, simplistic comparisons between authorities are spurious and further attention might be given to a 'clustering' approach for comparator purposes. The Panel, however, sees the indicator as a crucial one given its national importance and furthermore as it allows an individual authority to make year-on-year comparisons on its own progress;
- From evidence presented in the course of the visits the Panel would totally agree with the contention that customer-side leakage remains an acute problem and that, in general, an authority's level of control over many leakage occurrences is at best limited. Again, this situation affects the assumptions that are made around both production and usage and, in turn, naturally influences the final statistics generated.

The Panel recommends that further attention be given to the generation of parallel indicators which might be of significance, e.g. leaks per kilometre of pipe, etc. In addition, from a purely statistical standpoint, the potential for the advent of a new (or departing) major non-domestic user within an authority catchment area to seriously affect the service indicator measure warrants attention.

Rev1: Housing Rents

Adherence to the central guidelines in calculating this set of indicators varied and several deviations were noted. In particular, in the case of accumulated arrears there appeared to be some confusion regarding their coverage. All authorities visited are facing increasing arrears due to the current economic downturn and thus having to devote more time and staff to monitoring them very closely. All demonstrated sensitivity to the problems facing many of their tenants and have put measures in place to identify and address emerging arrears at the earliest possible stage through proactively contacting tenants and

facilitating them in tailoring payments to suit their financial circumstances. It is widely expected that arrears will continue to be problematic with the result that the focus is on maintaining them near or at current levels if possible.

The Panel recommends that, given the variations noted, the guidelines relating to housing rents be clarified with the aim of ensuring consistency in their compilation and reporting.

Rev3: Commercial Rates

The sole indicator presented on commercial rates is the amount collected expressed as a percentage of the amount due including accumulated arrears. The economic downturn is leading to increasing arrears with the result that greater efforts are required to monitor and address the situation. All authorities cited liquidations, receiverships, etc as commonplace as well as cash-flow problems making it difficult for businesses to make payments on schedule or in full. In particular, small businesses and the hotel sector were cited as having serious problems. Authorities are striving to strike an appropriate balance between fostering and supporting business developments while simultaneously meeting their own revenue needs. The matters at issue here are treated in more detail in the main Report. However, while not within the brief of the Panel, it may be noted that the accruing amount of debt, not only in relation to commercial rates but also in housing rents (as discussed above) and the non-domestic water charges (see below), must be a matter of growing concern. In this regard, given that commercial rates constitute a very significant locally generated and managed revenue source for the local authorities, there is a strong argument in favour of expanding the indicator to include amount of arrears outstanding by periods outstanding in order to provide a more complete overview of performance in revenue collection and addressing arrears. There is a compelling case also for authorities to share their collection experiences and any innovative measures they are applying to address the problem of growing arrears.

The Panel recommends that the commercial rates indicator be expanded to include allied measures of the amount of debt and the periods for which it is outstanding. Such an expanded indicator would accord with the views expressed in the Report of the Local Government Efficiency Review Group in respect of key financial indicators (para. 3.5.4 refers).

Rev5: Non-Domestic Water Charges

Here too there is just one indicator showing the amount collected as a percentage of the amount due including accumulated arrears. Similar concerns to those expressed above in respect of commercial rates apply equally to this indicator and revenue source. There are increasing difficulties being encountered in receiving payments and arrears are accordingly increasing. Furthermore, it is noted that generally across all local authorities the indicator shows a considerable shortfall in the amount to be collected, a matter taken up in the main Report. The authorities visited cited, in several cases, an aversion by those levied to paying the charges on the grounds that it is perceived as double taxation. As

for commercial rates, a more comprehensive indicator would be desirable to show the amount of arrears and their longevity.

Accordingly, the Panel recommends that, as in the case of commercial rates, an expanded indicator relating to the amount of arrears be introduced for non-domestic water charges. This too would accord with the views of the Local Government Efficiency Review Group (para. 3.5.4 refers)

4. Concluding Comments

The Panel is satisfied that the returns for the selected indicators by the authorities visited are reliable notwithstanding the variations adverted to previously. It has to be appreciated, however, that the visits made each year by members of the Panel are few in number and relatively short and can only focus in any depth on the 4/5 selected from the total set of 46 Service Indicators. The Panel, therefore, is limited in the extent to which it can explore and tease out more fully the overall use and relevance of the full range of indicators. Though the indicators are generally regarded as useful by the authorities and would, in their opinion, be possibly compiled by them in any event, there was little hard evidence of their use as a management tool to set targets and to inform key decisions. This is a matter warranting positive action given their undoubted potential in helping management to make better informed and evidence-based decisions and the not insignificant resources devoted to their compilation both on an ongoing basis and, in many instances, at the year end. The role of senior management in promoting indicator use cannot be understated and the Panel would stress its full support for the views and recommendations of the Local Government Efficiency Review Group as set out in its Report in paragraph 3.5.4 in relation to the use of the Service Indicators.

An issue that warrants mention is the presentation of indicators in the annual LGMSB Report by county in alphabetical order. The Panel is aware that OLAM has considered at some length the possibility of clustering for purposes of improving comparisons between like counties and facilitating an element of meaningful benchmarking. While it is accepted that this may not be applicable across the board to all indicators, it could be selectively applied to the more critical and important indicators. The Panel would suggest that consideration be given to such an approach in the interests of promoting better use and understanding of the indicators both to internal and external users.

On a wider note, the annual assessment visits afford authorities the opportunity to voice their views and concerns on related matters. While not within the remit of the Panel, it is clear that the loss of staff is a cause of growing concern to senior management, especially since many of the contract staff lost possessed expertise and a range of specialisms that are not otherwise readily available within the authorities. This is adversely affecting the capacity of the authorities to maintain standards in a number of areas, for example in tackling water leakages which is critical to reducing unaccounted for water levels. It

would appear that for the future there is little prospect of redressing the loss of expertise which prompts the need for closer cooperation and collaboration between neighbouring authorities. In particular, there are many common areas of activity where a sharing of resources and know-how would be highly beneficial. In this context, the Report of the Local Government Efficiency Review Group is a timely reminder of the efficiencies and synergies to be achieved through such cooperation and collaboration.

Lastly, the Panel would stress again its previously expressed view that in annual or other discussions/reviews concerning either the selection of new indicators or amendments to existing ones, it would be essential, if not prudent, to include local management and those staff members who are most closely involved in the compilation process in any such deliberations.

24 September 2010

Appendix Two: 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.

The Data Gathering Process

Raw data is submitted to the LGCSB by individual local authorities. The Board then creates 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.

Comparison from 2006 to 2009

In this report, the national results for every indicator that has been used for the five years are compared in the same manner between 2006 and 2009, as shown:

Indicator number and title		
N	Valid	This shows, for each year, the total number of authorities with valid figures for inclusion in the descriptive statistics
	Missing	This shows, for each year, the number of authorities for which the indicator was non-applicable. These are marked N/A in the tables.
Average	Median	These are the average figures for each year – see over
	Mean	
Percentiles	25%	This is the cut-off point for the lowest and highest quarters of the indicators (also called the “first quartile” and “fourth quartile” respectively) - 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 25th, 50th and 75th 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 25th or 75th 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.



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