



Service Indicators in Local Authorities 2010

Seventh Annual Report to the Minister for the Environment,
Community and Local Government by the Local
Government Management Services Board

Táscairí Seirbhíse 'sna Rialtais Áitiúla, 2010

An Seachtú Tuarascáil Bhliantúil don Aire Comhshaoil,
Pobail agus Rialtais Áitiúil ón mBord Seirbhísí
Bainistíochta Rialtais Áitiúil

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Report to the Minister for the Environment,
Community and Local Government
by the
Local Government Management Services Board

December 2011

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**Report Number 7:
Service Indicators in Local Authorities: 2010**

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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, Community and Local Government.

The 2010 report provides the results of the Service Indicators in local authorities for the seventh consecutive year. It provides comparison with the previous years' performance of local authorities where this is appropriate. 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 ongoing commitment of the local authorities to continuous review and improvement.

E. Sheehy

Chairman

Local Government Management Services Board

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- Staff in the Local Government Computer Services Board;
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- External agencies which supplied data directly to the LGCSB. 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 seventh Annual Report on Service Indicators in Irish local authorities. Earlier reports are available online and can be found 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 1) and the composite Report is submitted to the Minister for the Environment, Community and Local Government by the Local Government Management Services Board (LGMSB).

The Context - Challenging Times for Local Authorities

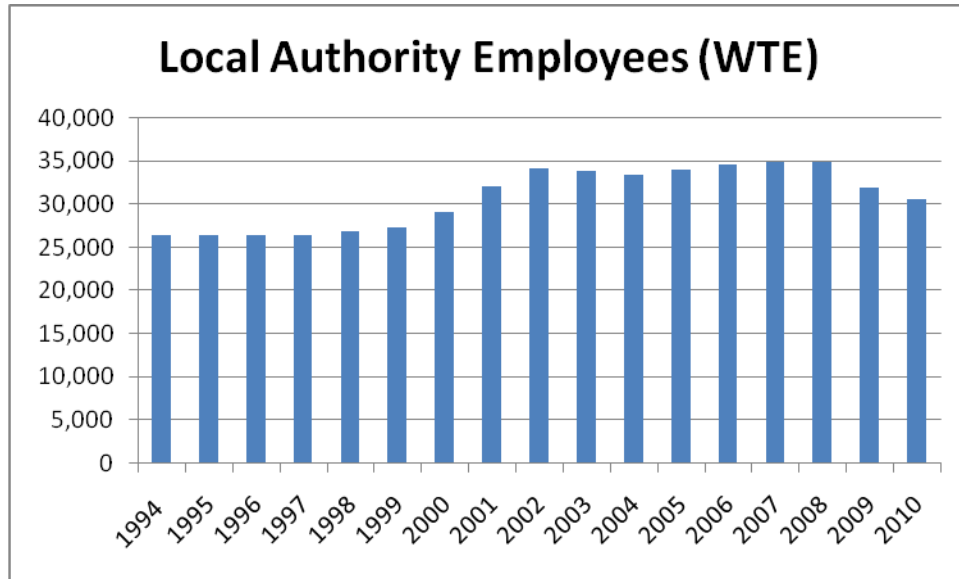
The challenges faced by local businesses are mirrored in local government with funding from all sources coming under pressure. Unlike other parts of the public sector, local authorities receive around 57% of revenue from local sources. The dependence on these sources of income has grown over time. For 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 from 35,008 to 30,703 (-13%) between 2008 and 2010.¹ The extent of progress achieved in reducing the sector's footprint has been acknowledged, both by the Department of the Environment, Community and Local Government and the independent Local Government Efficiency Review Group (LGERG), which reported in July 2010.

¹ Source: <http://databank.per.gov.ie/>. It should be noted that these figures relate to Q4 figures for each year. By Q1, 2011, these figures had fallen further, to 30,416.

Graph 1 shows the total number of whole time equivalent employees in the sector from 1994 to 2010.

**Graph 1: Total Number of whole time equivalent (WTE) employees
in the Local Government Sector 1994 - 2010**



Source: <http://databank.per.gov.ie/>

Some key statistics from Report:

Planning

The table below compares the number of planning applications by category for 2009 and 2010. It reflects the dramatic decline in construction and development and shows that in 2010 the total number of planning applications has fallen by 23%, down from 37,858 to 29,150.

Category	Individual Houses	New Developments	Other: not requiring EIA	Other: Requiring EIA	Total
2009	12,565	2,137	22,901	255	37,858
2010	8,786	1,048	19,133	183	29,150
% Change	-30%	-51%	-16%	-28%	-23%

On average, 80% of the individual house applications were granted in 2010, and 67.6% of housing development applications were approved in the same year. In the case of individual houses, An Bord Pleanála confirmed the decision of the local authority in an average of 62.5% of

cases and in the case of housing developments, the figure was 70.7%. A total of 16,103 pre-planning consultation meetings were held across all local authorities in 2010. The average length of time from request for consultation to actual formal meeting was 9 days, down from 13 days in 2006.

Housing

The overall housing stock held by local authorities increased from 126,189 in 2009 to 128,074 in 2010 (+1.5%). The average number of repairs carried out as a percentage of repair requests increased from 89.7% in 2009 to 91% in 2010.

Environment

In 2010, approximately 43%, or 528,830 tonnes of household waste collected was recycled. Local authorities recycled approximately 18% (approximately 223,586 tonnes) through a network of over 2,033 bring banks and 100 civic amenity sites, with a further 25% (approximately 305,244 tonnes) recycled through kerbside collection services.

Local authorities had 115 full-time and 201 part-time litter wardens and 18,290 litter fines were issued, with 2,095 prosecution cases taken for non-payment of litter fines. Overall, environmental enforcement staff investigated 56,605 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 7.11% in 2009 to 9% in 2010 while the percentage of areas significantly polluted by litter has decreased slightly from 3.18% to 2%.²

Fire Service

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. 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. 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.

² 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.

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 2010 was 1.7 minutes. Part-time fire stations took on average 5.5 minutes to mobilise in 2010.

Motor Tax

The Service Indicators confirm the continued growth in the use of the well established online motor tax service. In 2010, over 1.9m transactions were carried out online. This represents 38% of all transactions, compared to 35% in 2009. In total, more than 5.1 million transactions were dealt with over the counter, by post and on the internet.

Motor tax transactions	2009	2010	% of Total 2009	% of Total 2010
Counter	2,619,697	2,550,909	51%	49%
Post	741,842	691,496	14%	13%
Online	1,800,065	1,945,852	35%	38%
Total	5,161,604	5,188,257	100%	100%

The high standard of postal service offering remains unchanged at 70% of applications dealt with on the same day. 93% of applications were processed within three days.

Postal Transactions	2009	% Total	2010	% Total
Same Day	518,384	70%	483,056	70%
Second or Third Day	179,372	24%	162,394	23%
Fourth or Fifth Day	15,215	2%	19,197	3%
> 5 days	28,871	4%	26,849	4%
Total	741,842	100%	691,496	100%

Absenteeism

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..."*³

In 2010 an average of 4.46% of working days were lost to Certified Sick Leave compared with 4.2% in 2009. 0.61% of working days were lost to Uncertified Sick Leave, compared with 0.57%

³ Comptroller and Auditor General (August 2009) Sickness Absence in the Civil Service, 2009, p. 23

in the previous year. The total numbers of days lost in the sector rose slightly from 344,585 in 2009 to 346,750 in 2010.

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 37.4 hours per week; reported figures show that libraries received over 15 million visits during the year, compared with over 14.5 million in 2009. The popularity of the free internet availability in libraries continues and in 2010 the average number of internet sessions per 1,000 population was 385.16. On average, 3.36 books were issued per head of population in 2010, with 0.39 other items issued per head.

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 2010, there were 0.13 number of children's playgrounds per 1,000 population directly provided by the local authority compared to 0.09 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 of a number of key indicators.

Introduction

Background to Service Indicators

This is the seventh Report on Service Indicators in Local Authorities. It captures data in respect of the calendar year 2010. 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, Community 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.⁴ 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.⁵

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”.⁶ 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.

⁴LGMSB, *Service Indicators in Local Authorities*, 2004

⁵LGMSB, *Service Indicators in Local Authorities*, 2004

⁶Spotlight report, 2009: 8

Experience suggests that 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. It is worth noting that the Report of the Local Government Efficiency Review Group (LGERG) recommends the addition of five financial indicators to further strengthen financial oversight of local government. The Customer Service Working Group, established by the Department of Environment, Community and Local Government, will review these recommendations.

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.

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 fully exploited. The IAP 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;
- Appendix 1 contains the report of the Independent Assessment Panel; and
- Appendix 2 outlines the method of analysis used in this Report and some useful background information to interpret 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	40.67	16.05	100.00	100.00	100.00
Cavan County Council	42.37	9.04	100.00	100.00	100.00
Clare County Council	39.50	17.00	72.00	100.00	90.00
Cork City Council	36.80	5.75 ^a	57.14 ^b	57.14	100.00
Cork County Council	36.69	15.11	79.17	33.33	75.00
Donegal County Council	36.06	16.65	100.00	100.00	100.00
Dublin City Council	39.60 ^c	20.00	95.80	83.00	95.80
Dun Laoghaire Rathdown County Council	40.00	23.00	72.00	100.00	100.00
Fingal County Council	49.02	27.50	50.00 ^d	100.00	100.00
Galway Combined	33.25 ^e	11.75	20.00	97.50	100.00
Kerry County Council	37.30	13.40	100.00	66.00	100.00
Kildare County Council	35.62	13.45	66.66 ^f	100.00	66.66
Kilkenny County Council	32.62	19.50	100.00	100.00	100.00
Laois County Council	35.30	8.58	100.00	100.00	100.00
Leitrim County Council	38.44	11.30	20.00	100.00	100.00
Limerick City Council	40.95	9.35	66.00	66.00	66.00
Limerick County Council	36.00	10.00	100.00	100.00	100.00
Longford County Council	37.40	14.40	100.00	100.00	100.00
Louth County Council	38.00	19.30	66.66	100.00	100.00
Mayo County Council	37.40	19.10	100.00	100.00	100.00
Meath County Council	36.13	13.31	100.00	100.00	100.00
Monaghan County Council	36.00	22.00	100.00	100.00	50.00
Tipperary Combined	39.11 ^g	12.98	100.00	100.00	88.00
Offaly County Council	34.20	13.00	100.00	100.00	100.00
Roscommon County Council	31.30	21.93	100.00	100.00	100.00
Sligo County Council	35.46	19.46	66.60	66.60	66.60
South Dublin County Council	48.10	21.34	83.00	83.00	83.00
Waterford City Council	47.43	20.00	100.00	100.00	100.00
Waterford County Council	28.68	10.34	66.67	100.00	33.30
Westmeath County Council	39.51	16.01	100.00	100.00	100.00
Wexford County Council	42.00	19.50	100.00	100.00	100.00
Wicklow County Council	39.84	14.90	60.00	100.00	100.00

a) Cork City Council - Our only part time service is the Mobile Library; service hours reduced because mobile now visits only one day per week, down from two.
b) Cork City Council - 4 out of 7 full time libraries open lunchtime, down from 5 due to staffing constraints
c) 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 hours per week.
d) Fingal County Council - 2 libraries closed lunchtime/final quarter Oct-Dec
e) Galway Combined - Library Service is provided on a shared service basis by Galway County Council
f) Kildare County Council - 4 full time libraries
g) Tipperary Combined - Service Indicator figures relate to County Tipperary Joint Libraries Committee which covers North and South Tipperary

Summary Statistics 2008-2010

Public opening hours for full-time libraries		2008	2009	2010
N	Valid	33	32	32
	Missing	1	2	2
Average	Median	38	37.3	37.4
	Mean	37.3	38.5	38.1
Percentiles	25%	34.8	35.9	35.9
	75%	41	40.8	39.9

Average number of opening hours per week for part-time libraries (where applicable)		2008	2009	2010
N	Valid	33	32	32
	Missing	1	2	2
Average	Median	15.6	16.8	15.56
	Mean	15.3	16.6	15.8
Percentiles	25%	10.7	12.6	12.7
	75%	20.3	20.0	19.5

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	100	100	100
	Mean	82.6	92.3	91.1
Percentiles	25%	66.6	98.1	88.5
	75%	100.0	100.0	100.0

Table 2: Library Visits

	Number of visits to full time libraries per 1,000 population
Carlow County Council	3,046.24
Cavan County Council	4,336.52
Clare County Council	3,735.02
Cork City Council	5,728.52
Cork County Council	4,020.70
Donegal County Council	1,741.59
Dublin City Council	4,865.16
Dun Laoghaire Rathdown County Council	2,458.80
Fingal County Council	4,305.02
Galway Combined	3,456.21
Kerry County Council	3,044.96
Kildare County Council	3,091.48
Kilkenny County Council	1,847.92
Laois County Council	3,233.72
Leitrim County Council	6,817.79
Limerick City Council	4,896.08
Limerick County Council	3,220.14
Longford County Council	3,268.30
Louth County Council	2,295.83
Mayo County Council	2,951.41
Meath County Council	3,256.75
Monaghan County Council	3,024.27
Tipperary Combined	3,264.45
Offaly County Council	2,465.39
Roscommon County Council	2,054.32
Sligo County Council	2,388.03
South Dublin County Council	4,523.05
Waterford City Council	6,615.59
Waterford County Council	2,655.39
Westmeath County Council	3,084.99
Wexford County Council	2,552.20
Wicklow County Council	3,176.74

Summary Statistics 2008-2010

Number of visits to full time libraries per 1,000 population		2008	2009	2010
N	Valid	30	32	32
	Missing	4	2	2
Average	Median	2,884.79	2,897.3	3,198.44
	Mean	3,234.03	3,240.78	3,482.0
Percentiles	25%	2,252.95	2,283.41	2,629.6
	75%	3,714.70	4,109.76	4,091.8

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	1.58	2.88	0.81
Cavan County Council	1.26	2.61	0.12
Clare County Council	2.32	4.45	0.37
Cork City Council	2.47	4.98	1.72
Cork County Council	1.67	4.93	0.23
Donegal County Council	3.36	2.24	0.14
Dublin City Council	3.69	3.41	0.77
Dun Laoghaire Rathdown County Council	4.00	5.54	1.60
Fingal County Council	4.15	3.94	1.19
Galway Combined	1.42 ^a	2.65	0.09
Kerry County Council	2.50	3.30	0.07
Kildare County Council	2.15	2.87	0.70
Kilkenny County Council	0.63	2.87	0.37
Laois County Council	1.34	3.28	0.83
Leitrim County Council	1.94	3.90	0.07
Limerick City Council	2.22	4.36	1.66
Limerick County Council	2.10	2.80	0.50
Longford County Council	2.39	2.80	0.16
Louth County Council	1.29	3.53	0.35
Mayo County Council	1.33	4.05	0.58
Meath County Council	1.51	2.64	0.55
Monaghan County Council	1.61	2.92	0.41
Tipperary Combined	2.01 ^b	2.88	0.09
Offaly County Council	1.90	2.94	0.32
Roscommon County Council	1.36	2.69	0.71
Sligo County Council	4.08	3.51	0.32
South Dublin County Council	3.35	3.53	1.62
Waterford City Council	4.19	5.54	2.78
Waterford County Council	1.75	3.20	0.60
Westmeath County Council	2.40	3.97	0.33
Wexford County Council	1.90	3.69	0.14
Wicklow County Council	1.17	3.90	0.33
a) Galway Combined – Library service is provided on a shared service basis by Galway County Council			
b) Tipperary Combined – Service Indicator figures relate to County Tipperary Joint Libraries Committee which covers North and South Tipperary.			

Summary Statistics 2008-2010

Annual expenditure on stock per head of population (county/city wide)		2008	2009	2010
N	Valid	32	32	32
	Missing	2	2	2
Average	Median	3.31	2.43	1.97
	Mean	4.94	2.63	2.2
Percentiles	25%	2.83	1.81	1.5
	75%	3.97	3.19	2.5

Number of books issued per head of population (county/city-wide)		2008	2009	2010
N	Valid	32	32	32
	Missing	2	2	2
Average	Median	3.13	3.39	3.36
	Mean	3.25	3.43	3.53
Percentiles	25%	2.61	2.68	2.87
	75%	3.70	3.89	3.95

Number of other items issued per head of population (county/city-wide)		2008	2009	2010
N	Valid	32	32	32
	Missing	2	2	2
Average	Median	0.33	0.39	0.39
	Mean	0.51	0.59	0.64
Percentiles	25%	0.14	0.17	0.21
	75%	0.72	0.81	0.78

Table 4: Internet Access through Libraries

	Number of Internet sessions provided per 1,000 population
Carlow County Council	480.37
Cavan County Council	536.10
Clare County Council	675.69
Cork City Council	348.96
Cork County Council	292.59
Donegal County Council	200.40 ^a
Dublin City Council	660.64
Dun Laoghaire Rathdown County Council	326.37
Fingal County Council	469.82
Galway Combined	257.50 ^b
Kerry County Council	465.13
Kildare County Council	237.47
Kilkenny County Council	267.88
Laois County Council	162.16
Leitrim County Council	983.39 ^c
Limerick City Council	641.73
Limerick County Council	416.33
Longford County Council	670.84
Louth County Council	196.09
Mayo County Council	586.53
Meath County Council	265.13 ^d
Monaghan County Council	604.00
Tipperary Combined	162.51 ^e
Offaly County Council	690.73
Roscommon County Council	221.82
Sligo County Council	353.98
South Dublin County Council	980.36
Waterford City Council	823.05
Waterford County Council	561.23
Westmeath County Council	131.90
Wexford County Council	306.75
Wicklow County Council	256.32

a) Donegal County Council - more home use and internet access on mobile electronic devices. Donegal Libraries will be installing WIFI in 5 branches during 2011 and will purchase some accessible laptops for public use.
b) Galway Combined – Library service is provided on a shared service basis by Galway County Council
c) Leitrim County Council - Previously based on one hour sessions - calculated on actual sessions for 2010
d) Meath County Council - No broadband at Navan Library for 3 months due to service provider fault.
e) Tipperary Combined – Service Indicator figures relate to County Tipperary Joint Libraries Committee which covers North and South Tipperary.

Summary Statistics 2008-2010

Number of Internet sessions provided per 1,000 population		2008	2009	2010
N	Valid	32	32	32
	Missing	2	2	2
Average	Median	382.45	394.56	385.16
	Mean	410.92	534.71	444.81
Percentiles	25%	250.14	296	257.21
	75%	596.18	629.388	613.43

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	0.14	0.00
Cavan County Council	0.02	0.00
Clare County Council	0.05	0.05
Cork City Council	0.15	0.00
Cork County Council	0.06	0.14
Donegal County Council	0.25	0.03
Dublin City Council	0.22	0.01
Dun Laoghaire Rathdown County Council	0.09 ^a	0.03
Fingal County Council	0.13	0.07
Galway City Council	0.32	0.00
Galway County Council	0.09	0.20
Kerry County Council	0.06	0.09
Kildare County Council	0.06	0.01
Kilkenny County Council	0.18	0.05
Laois County Council	0.18	0.01
Leitrim County Council	0.28	0.24
Limerick City Council	0.06	0.10
Limerick County Council	0.05	0.04
Longford County Council	0.35	0.00
Louth County Council	0.11	0.01
Mayo County Council	0.16	0.01
Meath County Council	0.11 ^b	0.00
Monaghan County Council	0.52	0.05
North Tipperary County Council	0.15	0.08
Offaly County Council	0.04	0.08
Roscommon County Council	0.24	0.02
Sligo County Council	0.10	0.13
South Dublin County Council	0.06	0.00
South Tipperary County Council	0.08	0.08
Waterford City Council	0.15 ^c	0.00
Waterford County Council	0.00	0.24
Westmeath County Council	0.23	0.11
Wexford County Council	0.23	0.00
Wicklow County Council	0.13	0.02
<p>a) Dun Laoghaire Rathdown County Council - Playgrounds have been provided in accordance with a 2003 Play Policy which sought to achieve an accessibility threshold of 1.2km for every resident in the county and this has substantially been achieved.</p> <p>b) Meath County Council - In the 2009 returns an extra playground in a Community Childcare facility was included</p> <p>c) Waterford City Council - reduction in playgrounds due to Anti-Social Behaviour.</p>		

Summary Statistics 2008-2010

Number of children's playgrounds per 1,000 population (directly provided)		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	0.12	0.13	0.13
	Mean	0.15	0.14	0.15
Percentiles	25%	0.07	0.06	0.06
	75%	0.20	0.21	0.21

Number of children's playgrounds per 1,000 population (facilitated)		2008	2009	2010
N	Valid	25	34	34
	Missing	9	0	0
Average	Median	0.05	0.03	0.03
	Mean	0.08	0.06	0.06
Percentiles	25%	0.02	0.01	0.00
	75%	0.12	0.10	0.08

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	1,514.68
Clare County Council	5,034.82
Cork City Council	8,697.03
Cork County Council	1,262.13
Donegal County Council	2,012.04
Dublin City Council	2,358.84
Dun Laoghaire Rathdown County Council	5,492.91
Fingal County Council	0.00
Galway City Council	3,405.18
Galway County Council	1,330.76
Kerry County Council	1,896.50
Kildare County Council	4,992.08
Kilkenny County Council	4,385.66
Laois County Council	8,792.18
Leitrim County Council	6,463.45
Limerick City Council	3,699.19
Limerick County Council	448.75
Longford County Council	3,113.81
Louth County Council	2,990.94
Mayo County Council	1,871.02
Meath County Council	1,567.31
Monaghan County Council	1,653.30
North Tipperary County Council	3,618.80 ^a
Offaly County Council	2,026.50
Roscommon County Council	3,319.78
Sligo County Council	3,165.94 ^b
South Dublin County Council	2,011.54
South Tipperary County Council	3,087.12
Waterford City Council	330.07
Waterford County Council	1,844.61
Westmeath County Council	3,284.06
Wexford County Council	1,042.77
Wicklow County Council	4,406.57
<p>a) North Tipperary County Council - The increase in visitor figures for swimming pools is due to the fact that Roscrea only opened in September 2009. Therefore only 3 months figures were included for 2009 and the 2010 figure is for the whole year.</p> <p>b) Sligo County Council - Sligo Regional Sports Complex had a pool closure for 2 weeks during the year due to pump failure. Additionally, adverse weather conditions during December resulted in all schools cancelling their swimming classes.</p>	

Summary Statistics 2008-2010

Number of visitors to local authority-facilitated leisure facilities per 1,000 population		2008	2009	2010
N	Valid	30	34	34
	Missing	4	0	0
Average	Median	2,296.04	2,205.62	2,674.89
	Mean	3,075.67	2,707.23	2,974.1
Percentiles	25%	1,417.21	1,156.95	1,588.8
	75%	4,371.98	4,213.97	3,679.1

Table 7: Involvement by Schools in Youth Councils
/Comhairle na n-Óg

	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	71.43	148
Cavan County Council	65.52	415
Clare County Council	84.21	595 ^a
Cork City Council	51.72	191
Cork County Council	16.67 ^b	1,442
Donegal County Council	37.50 ^c	607
Dublin City Council	28.32 ^d	767
Dun Laoghaire Rathdown County Council	35.05	405 ^e
Fingal County Council	93.33	693
Galway City Council	100.00	245
Galway County Council	62.26	670
Kerry County Council	87.27	528
Kildare County Council	51.72	600
Kilkenny County Council	56.25	100
Laois County Council	100.00	503
Leitrim County Council	100.00	188
Limerick City Council	75.00	129
Limerick County Council	75.00	1,750 ^f
Longford County Council	76.19	161
Louth County Council	95.45 ^g	165
Mayo County Council	86.84	650
Meath County Council	73.91	1,025 ^h
Monaghan County Council	85.71	352
North Tipperary County Council	38.10 ⁱ	77
Offaly County Council	100.00 ^j	395
Roscommon County Council	76.09	372
Sligo County Council	40.62	702
South Dublin County Council	45.95 ^k	985 ^l
South Tipperary County Council	41.27	349
Waterford City Council	13.64	199
Waterford County Council	61.54	280
Westmeath County Council	75.00	366
Wexford County Council	82.14	633
Wicklow County Council	70.59	112
Total		16,799
<p>a) Clare County Council - None of the 34 registered youth groups take part in this initiative. However, many of the participants are also members of youth groups but would attend representing their schools rather than a youth group.</p> <p>b) Cork County Council The Comhairle na n-Óg was held in Cork on the 30th November 2010. The number of schools and youth clubs who participated was down due to adverse weather conditions. No one from West Cork could travel due to road conditions. Five more schools (30 more students) were registered to attend.</p> <p>c) Donegal County Council - 100% schools but difficult to determine % of youth groups as not aware of total number of youth groups in the county.</p> <p>d) Dublin City Council - The methodology for arriving at this figure is the total number of schools registered in December (81) 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>e) Dun Laoghaire Rathdown County Council - The percentage of schools participating in Comhairle na n-Óg in 2010 was 61%. This is an increase on the 2009 figure of 55% and 44% in 2008.</p> <p>f) Limerick County Council - All 19 secondary schools in County Limerick were invited to participate at the Comhairle na n-Óg event in 2010. In addition 9 registered Youth Groups were invited to attend.</p> <p>g) Louth County Council - There is a significant increase in this KPI due to a grant Louth County Council received from OMCYA which allowed them to tender for a development officer who worked with schools and socially excluded groups to allow them to take part in Comhairle na n-Óg..</p> <p>h) Meath County Council - 19 second level schools and 3 Youth groups and NTW invited</p> <p>i) North Tipperary County Council - In 2010 a number of additional youth groups were identified and invited to</p>		

participate in the Comhairle na n-Óg Scheme. Actual attendance relates to availability on the specific date in question.

j) Offaly County Council - Following a recent Youth Conference, which all schools and youth clubs were invited to attend there was a significant increase in the numbers of schools and youth clubs participating in the Comhairle na n-Óg Scheme. Over 200 youths from all parts of Offaly attended the Conference.

k) South Dublin County Council - No funding for primary school events in 2010. Concentration on post primary and youth services.

l) South Dublin County Council - There are 35 Schools in the South Dublin County Council area and 2 Youth Service Organisations. In 2009, South Dublin Comhairle worked with primary and secondary schools as well as Youth Services. Due to a change in Funding Criteria, in 2010 South Dublin Comhairle concentrated on working with post primary and Youth Services. During 2010 there was also a change in South Dublin County Comhairle structure. SDCC is now working in partnership with Foroige and Catholic Youth Care.

Summary Statistics 2008-2010

Percentage of local schools involved in the local Youth Council/ Comhairle na nOg scheme		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	61.6	61.4	72.67
	Mean	58.5	60.3	66.3
Percentiles	25%	35.9	41.7	47.4
	75%	83.6	81.4	85.3

Number of groups registered with the Community and Voluntary Forum		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	350.00	381.50	400.00
	Mean	450.76	481.35	494.09
Percentiles	25%	203.00	190.75	193.00
	75%	570.75	638.75	645.75

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	4.26	0.72
Cavan County Council	4.46	0.35
Clare County Council	3.05	0.40
Cork City Council	3.94	1.17
Cork County Council	4.45	0.89
Donegal County Council	4.59	0.56
Dublin City Council	3.51	1.06
Dun Laoghaire Rathdown County Council	4.11 ^a	1.14
Fingal County Council	4.49	0.74
Galway City Council	4.43	0.48
Galway County Council	4.06	0.61
Kerry County Council	4.16	0.61
Kildare County Council	5.32	0.76
Kilkenny County Council	4.53	0.52
Laois County Council	5.09 ^b	0.55
Leitrim County Council	4.84	0.63
Limerick City Council	5.06 ^c	0.82
Limerick County Council	4.49	0.56
Longford County Council	5.09	0.47
Louth County Council	3.93	0.63
Mayo County Council	4.46	0.42
Meath County Council	4.32	0.64
Monaghan County Council	5.09	0.40
North Tipperary County Council	5.08	0.64
Offaly County Council	5.07	0.58 ^d
Roscommon County Council	4.72	0.54
Sligo County Council	5.67	0.77
South Dublin County Council	4.00 ^e	0.83
South Tipperary County Council	4.01	0.48
Waterford City Council	2.67	1.00
Waterford County Council	4.33	0.30
Westmeath County Council	3.91	0.71
Wexford County Council	5.60	0.59
Wicklow County Council	3.02 ^f	0.47 ^g
<p>a) Dun Laoghaire Rathdown County Council - A number of employees were on long term sick leave</p> <p>b) Laois County Council - Many absences were of a long-term nature, i.e. over four weeks. The majority of these have since returned to work or retired.</p> <p>c) Limerick City Council - Paid and unpaid</p> <p>d) Offaly County Council - WTE Employee figure for 2009 was 478. WTE Employee figure for 2010 was 418.5. This represents a significant change in one year when applying relevant calculation methods. There was an increase in the number of employees on long term sick leave in 2010, unfortunately a number of serious illnesses occurred and a number of staff were out for long periods compared with absences for 2009.</p> <p>e) South Dublin County Council The increase was due to the new method of calculations as recommended by the LGMSB</p> <p>f) Wicklow County Council - Decrease due to fall in staff numbers through retirement etc. and further embedding of the Attendance Management Policy</p> <p>g) Wicklow County Council - Decrease due to fall in staff numbers through retirement etc. and further embedding of the Attendance Management Policy.</p>		

Summary Statistics 2008-2010

% Working Days Lost to sickness – absence through certified leave		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	4.02	4.2	4.46
	Mean	4.09	4.2	4.41
Percentiles	25%	3.41	3.6	4.02
	75%	4.73	4.7	5.01

% Working Days Lost to sickness – absence through uncertified leave		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	0.64	0.57	0.61
	Mean	0.66	0.63	0.65
Percentiles	25%	0.50	0.49	0.49
	75%	0.77	0.74	0.76

Table 9: Expenditure on Training and Development

	Expenditure on Training and Development as a percentage of total payroll costs:
Carlow County Council	3.40
Cavan County Council	3.41
Clare County Council	5.30
Cork City Council	4.21
Cork County Council	5.78
Donegal County Council	4.20
Dublin City Council	4.22
Dun Laoghaire Rathdown County Council	3.42
Fingal County Council	2.66
Galway City Council	4.88
Galway County Council	4.46
Kerry County Council	5.04
Kildare County Council	3.49
Kilkenny County Council	3.45
Laois County Council	5.56 ^a
Leitrim County Council	3.23
Limerick City Council	6.51
Limerick County Council	4.37
Longford County Council	5.40
Louth County Council	3.12
Mayo County Council	5.43
Meath County Council	4.08
Monaghan County Council	4.52
North Tipperary County Council	4.80
Offaly County Council	5.81
Roscommon County Council	5.66
Sligo County Council	2.93
South Dublin County Council	3.70
South Tipperary County Council	5.23
Waterford City Council	3.79
Waterford County Council	3.59
Westmeath County Council	3.64
Wexford County Council	3.04
Wicklow County Council	3.51
<p>a) Laois County Council - The reason for the increase was due to the fact income/expenditure in respect of the Fire Services/ Councillors was not included in 2009. These are now included in the 2010 figures in accordance with the guidance document, <i>"Developing Best Practice: Calculating expenditure on staff training and development as a percentage of total payroll"</i>.</p>	

Summary Statistics 2008-2010

Expenditure on Training and Development as a percentage of total payroll costs		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	5.2	4.1	4.21
	Mean	5.1	4.3	4.29
Percentiles	25%	4.3	3.7	3.46
	75%	6.0	4.9	5.18

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	99.76	27.70
Cavan County Council	99.07	9.01
Clare County Council	93.79 ^a	43.40 ^b
Cork City Council	100.00	N/A
Cork County Council	99.72	N/A
Donegal County Council	67.34	N/A
Dublin City Council	100.00	71.95
Dun Laoghaire Rathdown County Council	100.00	N/A
Fingal County Council	100.00 ^c	98.55
Galway City Council	96.59	84.24
Galway County Council	99.15	15.07
Kerry County Council	100.00	19.98
Kildare County Council	99.94	49.49
Kilkenny County Council	96.24	N/A
Laois County Council	100.00	16.86
Leitrim County Council	100.00	N/A
Limerick City Council	99.70	38.04 ^d
Limerick County Council	99.76	38.67
Longford County Council	96.77	27.06
Louth County Council	91.20	27.83
Mayo County Council	90.14	15.78
Meath County Council	85.09	0.32 ^e
Monaghan County Council	100.00	21.44
North Tipperary County Council	91.24 ^f	1.76 ^f
Offaly County Council	74.15	3.59
Roscommon County Council	100.00	7.21
Sligo County Council	100.00	4.22
South Dublin County Council	100.00	100.00
South Tipperary County Council	96.71	N/A
Waterford City Council	99.03	99.03
Waterford County Council	100.00	100.00
Westmeath County Council	98.36	4.90
Wexford County Council	100.00	28.36
Wicklow County Council	100.00	1.68

a) Clare County Council - Based on returns from waste collectors for 2010. Total of 23,095 households provided with a kerbside collection service (60% of households with collection service, down slightly from 61% in 2009) with 21,660 households being provided with a dry recyclables service. A very slight increase on the equivalent percentage of 93.73% recorded in the 2009 service indicators.

b) Clare County Council - Total of 23,095 households provided with a collection service with 10,024 households being provided with an organics service in 2010. The equivalent percentage recorded last year was 27.71%. Major strides were made in 2009 and 2010 to enforce the roll-out of organics collections to households in the mid-west region, including Clare.

c) Fingal County Council - All waste figures relate to Fingal County Council customers only. Figures for the private collectors are not yet available.

d) Limerick City Council - Large number of waste collectors now providing organic bin collection as per waste collection permit.

e) Meath County Council - Reduction from 2009 due to removal of provision of organic waste collection service by a number of waste collectors in Co. Meath. This is in part due to a lack of Domestic Food Waste Regulations.

f) North Tipperary County Council - 2009 figures are provided as details for 2010 have not been obtained from the waste collectors. North Tipperary County Council does not provide a waste collection service therefore the figures are those submitted by the private waste collectors.

Summary Statistics 2008-2010

% of households who receive a waste collection service and are provided with segregated waste collection for dry recyclables		2008	2009	2010
N	Valid	33	33	34
	Missing	1	1	0
Average	Median	99.8	99.59	99.74
	Mean	95.1	95.13	96.29
Percentiles	25%	94.5	95.49	96.62
	75%	100	100.0	100.00

% of households who receive a waste collection service and are provided with segregated waste collection for organics		2008	2009	2010
N	Valid	13	21	27
	Missing	21	13	7
Average	Median	9.6	18.03	27.06
	Mean	37.8	31.74	35.41
Percentiles	25%	5.4	4.24	8.11
	75%	94.5	49.2	46.45

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	44.03	9,074.00	2,816.00
Cavan County Council	14.80	3,246.00	6,725.67
Clare County Council	26.89	7,000.00 ^a	5,693.00 ^b
Cork City Council	23.81	9,161.00	3,532.00
Cork County Council	21.15	24,255.33	34,959.00 ^c
Donegal County Council	13.69	3,411.00	4,138.00
Dublin City Council	32.21	45,177.00	16,379.00
Dun Laoghaire Rathdown County Council	14.26	3,100.00	13,742.00
Fingal County Council	40.16	30,818.00	14,694.00
Galway City Council	43.36	10,214.85	3,270.73
Galway County Council	25.38	11,469.00	5,104.00
Kerry County Council	21.98	6,604.28	5,980.84
Kildare County Council	23.70	17,091.00	5,387.00
Kilkenny County Council	21.74	4,275.00	3,060.00
Laois County Council	20.12	3,343.00	3,450.00
Leitrim County Council	23.41	1,383.00	1,018.00
Limerick City Council	22.01	4,897.00	1,817.00
Limerick County Council	24.15	7,498.00	7,682.00
Longford County Council	44.63	4,327.20	1,107.13
Louth County Council	16.11	6,029.00	16,268.00
Mayo County Council	19.60	7,771.00	6,248.00
Meath County Council	15.47	8,021.00	4,261.20
Monaghan County Council	17.80	3,668.00	9,488.24
North Tipperary County Council	18.95	4,286.00	3,034.00 ^d
Offaly County Council	22.66	3,785.00	2,556.00
Roscommon County Council	21.53	4,460.87 ^e	4,003.66
Sligo County Council	20.35	3,617.88	2,345.08 ^f
South Dublin County Council	26.01	22,033.81	11,351.68
South Tipperary County Council	23.22	4,363.00	3,343.00
Waterford City Council	36.00	6,388.42	2,334.56
Waterford County Council	35.12	3,968.50	2,288.34
Westmeath County Council	15.58	3,830.00	3,525.00
Wexford County Council	28.06	11,735.00	5,078.00
Wicklow County Council	16.47	4,942.00	6,906.00
Totals		305,244.14	223,586.13

a) Clare County Council - An increase of just over 10% from the reported figure (6,261 tonnes) in the 2009 service indicators. As with the percentage quoted in percentage of household waste collected from kerbside, which is sent for recycling, the increase may be attributed to an increase in the quantity of organic waste being collected from households through kerbside collections in 2010. Total waste collected 20,338 tonnes.

b) Clare County Council - The equivalent figure in the 2009 service indicators was recorded as 5,757 tonnes. Therefore, the amount of household recyclable waste arising from bring banks and civic amenity sites has not decreased greatly even allowing for the downturn in the economy.

c) Cork County Council - Private sector figure is 14,220 (a reduction in 8,000 tonnes approx from 2009). This may be explained by the change to electronic submission of AERs if some private operators did not make returns.

d) North Tipperary County Council - 2009 figures are provided as details for 2010 have not been obtained from the waste collectors

e) Roscommon County Council - The amount is based on data included on returns received from private waste collectors under Section 18 of the WMA 1996. The council considers that the quality of data received from private contractors improved in 2010.

f) Sligo County Council - In 2009 our Waste Collectors recycling bag was included in '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)' in error, i.e. waste collected from kerbside for recycling

Summary Statistics 2008-2010

Percentage of household waste collected from kerbside, which is sent for recycling		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	25.08	21.46	22.34
	Mean	27.04	23.49	24.54
Percentiles	25%	21.17	17.86	18.66
	75%	29.50	27.32	27.18

Tonnes of household waste recycled		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	5,701	5,531	5,485.5
	Mean	8,593	9,137	8,977.77
Percentiles	25%	3,720	4,222	3,818.75
	75%	10,867	9,260	9,424.46

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	42.30	8,717
Cavan County Council	54.55	11,968
Clare County Council	51.24	13,338
Cork City Council	67.01	25,788
Cork County Council	48.38	55,490
Donegal County Council	69.70	17,365
Dublin City Council	56.12	78,719
Dun Laoghaire Rathdown County Council	22.54	4,900
Fingal County Council	40.70	31,232
Galway City Council	42.75	10,070
Galway County Council	63.33	28,624
Kerry County Council	58.12	17,465
Kildare County Council	68.83	49,643
Kilkenny County Council	62.71	12,333
Laois County Council	59.12	9,822
Leitrim County Council	59.36	3,507
Limerick City Council	69.83	15,539
Limerick County Council	51.10	15,864
Longford County Council	43.95	4,261
Louth County Council	40.43	15,134
Mayo County Council	64.65	25,635
Meath County Council	76.31	39,557
Monaghan County Council	36.16	7,451
North Tipperary County Council	67.64	15,302 ^a
Offaly County Council	62.04	10,365
Roscommon County Council	59.15	12,257
Sligo County Council	66.45	11,811
South Dublin County Council	60.58	51,314
South Tipperary County Council	58.98	11,081
Waterford City Council	50.84	9,022
Waterford County Council	44.63	5,043
Westmeath County Council	70.07	17,223
Wexford County Council	59.79	25,005
Wicklow County Council	60.53	18,167
Total		689,012
a) North Tipperary County Council - 2009 figures are provided as details for 2010 have not been obtained from the waste collectors. North Tipperary County Council does not provide a waste collection service therefore the figures are those submitted by the private waste collectors.		

Summary Statistics 2008-2010

Percentage of household waste going to landfill		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	73.9	60.12	59.14
	Mean	72.1	58.1	56.17
Percentiles	25%	67.2	49.24	47.44
	75%	79.0	65.4	65.10

Tonnages of household waste going to landfill		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	15,990.5	15,959.5	15,218.0
	Mean	23,951.5	22,090.3	20,265.1
Percentiles	25%	11,426.0	11,369.3	10,008.0
	75%	28,305.8	25,760.3	25,673.3

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	27	1	28	2.78
Cavan County Council	31	3	34	2.66
Clare County Council	53	5	58	2.61
Cork City Council	41	1	42	1.76
Cork County Council	151	11	162	2.24
Donegal County Council	66	6	72	2.44
Dublin City Council	118	2	120	1.19
Dun Laoghaire Rathdown County Council	43	3	46	1.19
Fingal County Council	64	2	66	1.38
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	45	2	47	3.50
Leitrim County Council	39	0	39	6.74
Limerick City Council	21	1	22	2.09
Limerick County Council	50	4	54	2.05
Longford County Council	26	2	28	4.07
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	2	28	2.50
North Tipperary County Council	40	3	43	3.26
Offaly County Council	45	3	48	3.39
Roscommon County Council	40	4	44	3.74
Sligo County Council	40	2	42	3.45
South Dublin County Council	30	1	31	0.63
South Tipperary County Council	70	3	73	4.39
Waterford City Council	22	1	23	2.51
Waterford County Council	43	1	44	3.54
Westmeath County Council	48	2	50	3.15
Wexford County Council	119	3	122	4.63
Wicklow County Council	55	5	60	2.38
Totals	1,803	97	1,900	

Summary Statistics 2008-2010

Number of Bring Banks - Glass		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	45	44.0	42
	Mean	53.88	53.2	53.0
Percentiles	25%	37	37.0	37.0
	75%	64.75	63.3	61.8

Number of Civic Amenity Sites - Glass		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	2.5	3.0	2.0
	Mean	2.7	3.0	2.9
Percentiles	25%	2.0	2.0	2.0
	75%	3.0	4.0	3.8

Total Number of Recycling Facilities - Glass		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	48	46.50	44.0
	Mean	56.63	56.08	55.9
Percentiles	25%	38.75	38.50	39.0
	75%	67.75	66.25	64.5

Number of locations per 5000 of population - Glass		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	2.6	2.6	2.5
	Mean	2.7	2.7	2.7
Percentiles	25%	1.7	1.8	1.8
	75%	3.6	3.5	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	27	1	28	2.78
Cavan County Council	31	3	34	2.66
Clare County Council	53	5	58	2.61
Cork City Council a	21	1	22	0.92
Cork County Council	122	11	133	1.84
Donegal County Council	66	6	72	2.44
Dublin City Council	70	2	72	0.71
Dun Laoghaire Rathdown County Council	31	3	34	0.88
Fingal County Council	55	2	57	1.19
Galway City Council	0	0	0	0.00
Galway County Council	84	4	88	2.76
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	45	2	47	3.50
Leitrim County Council	38	1	39	6.74
Limerick City Council	21	1	22	2.09
Limerick County Council	50	4	54	2.05
Longford County Council	26	2	28	4.07
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	2	28	2.50
North Tipperary County Council	40	3	43	3.26
Offaly County Council	45	3	48	3.39
Roscommon County Council	40	4	44	3.74
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	22	1	23	2.51
Waterford County Council	0	1	1	0.08
Westmeath County Council	48	2	50	3.15
Wexford County Council	120	3	123	4.67
Wicklow County Council	53	5	58	2.30
Totals	1,623	97	1,720	

Summary Statistics 2008-2010

Number of Bring Banks - Cans		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	39	40.0	40.00
	Mean	47.0	47.2	47.74
Percentiles	25%	29.0	27.5	28.00
	75%	58.75	58.0	54.50

Number of Civic Amenity Sites - Cans		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	2.5	3.0	2.00
	Mean	2.7	2.9	2.85
Percentiles	25%	1.75	2.0	2.00
	75%	3.00	4.0	3.75

Total Number of Recycling Facilities - Cans		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	42.0	43.0	43.50
	Mean	49.7	50.1	50.59
Percentiles	25%	31.8	30.0	29.50
	75%	61.8	61.8	58.00

Number of locations per 5000 of population - Cans		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	2.5	2.5	2.51
	Mean	2.5	2.5	2.52
Percentiles	25%	1.2	1.3	1.41
	75%	3.5	3.5	3.44

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	1	49	4.87
Cavan County Council	31	3	34	2.66
Clare County Council	13	5	18	0.81
Cork City Council	5	1	6	0.25
Cork County Council	111	11	122 ^a	1.69
Donegal County Council	42	6	48	1.63
Dublin City Council	72	2	74	0.73
Dun Laoghaire Rathdown County Council	29	3	32	0.82
Fingal County Council	25	2	27	0.56
Galway City Council	12	1	13	0.90
Galway County Council	66	3	69	2.17
Kerry County Council	0	6	6	0.21
Kildare County Council	54	2	56	1.50
Kilkenny County Council	62	1	63	3.60
Laois County Council	6	2	8	0.60
Leitrim County Council	16	2	18	3.11
Limerick City Council	4	1	5	0.48
Limerick County Council	88	4	92	3.50
Longford County Council	2	2	4	0.58
Louth County Council	0	2	2	0.09
Mayo County Council	41	2	43	1.74
Meath County Council	14	4	18	0.55
Monaghan County Council	25	2	27	2.41
North Tipperary County Council	12	3	15	1.14
Offaly County Council	20	3	23	1.62
Roscommon County Council	5	4	9	0.77
Sligo County Council	18	2	20	1.64
South Dublin County Council	38	1	39	0.79
South Tipperary County Council	0	3	3	0.18
Waterford City Council	8	1	9	0.98
Waterford County Council	40	1	41	3.30
Westmeath County Council	42	2	44	2.77
Wexford County Council	140	3	143	5.43
Wicklow County Council	24	5	29	1.15
Totals	1,113	96	1,209	

a) **Cork County Council** - The overall increase in locations from 2009 to 2010 was 31 extra locations (28 extra bring banks and 3 extra civic amenity sites)

Summary Statistics 2008-2010

Number of Bring Banks - Textiles		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	15.0	16.5	24.5
	Mean	20.0	24.7	32.7
Percentiles	25%	5.8	4.75	9.0
	75%	31.0	41.25	42.0

Number of Civic Amenity Sites - Textiles		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	2.0	2.5	2.0
	Mean	2.6	2.9	2.8
Percentiles	25%	1.8	2.0	2.0
	75%	3.0	4.0	3.0

Total Number of Facilities - Textiles		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	17.0	18.0	27.0
	Mean	22.7	27.59	35.6
Percentiles	25%	7.8	6.75	10.0
	75%	34.5	43.25	47.0

Number of Locations per 5000 population - Textiles		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	0.9	0.8	1.1
	Mean	1.1	1.3	1.6
Percentiles	25%	0.5	0.5	0.6
	75%	1.3	2.3	2.5

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	1	1	0.10
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	11	11	0.15
Donegal County Council	32	6	38	1.29
Dublin City Council	8	2	10	0.10
Dun Laoghaire Rathdown County Council	0	3	3	0.08
Fingal County Council	72	2	74	1.54
Galway City Council	0	1	1	0.07
Galway County Council	0	4	4	0.13
Kerry County Council	0	6	6	0.21
Kildare County Council	56	2	58	1.56
Kilkenny County Council	67	1	68	3.88
Laois County Council	0	2	2	0.15
Leitrim County Council	6	2	8	1.38
Limerick City Council	0	1	1	0.10
Limerick County Council	14	3	17	0.65
Longford County Council	0	2	2	0.29
Louth County Council	0	2	2	0.09
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	154	1	155	3.14
South Tipperary County Council	0	3	3	0.18
Waterford City Council	0	1	1	0.11
Waterford County Council	56	1	57	4.58
Westmeath County Council	0	2	2	0.13
Wexford County Council	5	2	7	0.27
Wicklow County Council	9	5	14	0.55
Totals	479	94	573	

Summary Statistics 2008-2010

Number of Bring Banks - Batteries		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	1.0	0.0	0.0
	Mean	20.3	19.6	14.09
Percentiles	25%	0.0	0.0	0.00
	75%	34.5	23.5	7.50

Number of Civic Amenity Sites - Batteries		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	2.0	2.0	2.00
	Mean	2.7	2.9	2.76
Percentiles	25%	2.0	2.0	1.25
	75%	3.0	4.0	3.00

Total Number of Facilities - Batteries		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	7.0	4.0	3.5
	Mean	23.0	22.5	16.9
Percentiles	25%	2.8	2.0	2.0
	75%	35.8	26.7	11.75

Number of Locations per 5000 population - Batteries		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	0.3	0.2	0.20
	Mean	1.1	0.9	0.66
Percentiles	25%	0.1	0.1	0.10
	75%	1.6	1.1	0.57

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	1	1	0.10
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	11	11	0.15
Donegal County Council	0	6	6	0.20
Dublin City Council	5	2	7	0.07
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	0.09
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	2	2	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	0.09
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	1	1	0.08 ^a
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	1	1	0.08
Westmeath County Council	0	2	2	0.13
Wexford County Council	0	2	2	0.08
Wicklow County Council	4	5	9	0.36
Totals	9	86	95	

a) **Sligo County Council** - This figure has decreased on 2009. One of two civic amenity centres that was accepting oils is no longer doing so.

Summary Statistics 2008-2010

Number of Bring Banks - Oil		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	1.0	0.0	0.0
	Mean	20.3	0.3	0.3
Percentiles	25%	0.0	0.0	0.0
	75%	34.5	0.0	0.0

Number of Civic Amenity Sites - Oil		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	2.0	2.0	2.0
	Mean	2.7	2.6	2.5
Percentiles	25%	2.0	1.0	1.0
	75%	3.0	3.0	3.0

Total Number of Facilities - Oil		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	7.0	2.0	2.0
	Mean	23.0	2.9	2.8
Percentiles	25%	2.8	1.0	1.0
	75%	35.7	3.3	3.0

Number of Locations per 5000 population - Oil		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	0.3	0.1	0.1
	Mean	1.1	0.1	0.1
Percentiles	25%	0.1	0.1	0.1
	75%	1.6	0.2	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	7	1	8	0.79
Cavan County Council	31	3	34	2.66
Clare County Council	6	5	11	0.50
Cork City Council	0	1	1	0.04
Cork County Council	5	11	16	0.22
Donegal County Council	0	6	6	0.20
Dublin City Council	11	2	13	0.13
Dun Laoghaire Rathdown County Council	0	3	3	0.08
Fingal County Council	0	2	2	0.04
Galway City Council	0	1	1	0.07
Galway County Council	0	4	4	0.13
Kerry County Council	6	6	12	0.43
Kildare County Council	0	2	2	0.05
Kilkenny County Council	5	3	8	0.46
Laois County Council	0	2	2	0.15
Leitrim County Council	0	2	2	0.35
Limerick City Council	0	1	1	0.10
Limerick County Council	8	4	12	0.46
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	3	3	0.25
South Dublin County Council	0	1	1	0.02
South Tipperary County Council	1	3	4	0.24
Waterford City Council	0	1	1	0.11
Waterford County Council	0	1	1	0.08
Westmeath County Council	0	2	2	0.13
Wexford County Council	79	15	94	3.57
Wicklow County Council	9	5	14	0.55
Totals	210	111	321	

Summary Statistics 2008-2010

Number of Bring Banks – Other		2008	2009	2010
N	Valid	34	33	34
	Missing	0	1	0
Average	Median	0.0	0.0	0.0
	Mean	6.3	4.5	6.2
Percentiles	25%	0.0	0.0	0.0
	75%	8.3	5.0	5.8

Number of Civic Amenity Sites - Other		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	2.5	2.5	2.5
	Mean	2.7	2.9	3.3
Percentiles	25%	2.0	2.0	2.0
	75%	3.0	4.0	4.0

Total Number of Facilities - Other		2008	2009	2010
N	Valid	34	33	34
	Missing	0	1	0
Average	Median	3.0	3.0	3.0
	Mean	9.0	7.3	9.4
Percentiles	25%	2.0	2.0	2.0
	75%	12.0	10.3	10.3

Number of Locations per 5000 population - Other		2008	2009	2010
N	Valid	34	33	34
	Missing	0	1	0
Average	Median	0.2	0.2	0.2
	Mean	0.5	0.4	0.4
Percentiles	25%	0.1	0.1	0.1
	75%	0.5	0.3	0.4

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	14	0.26
Donegal County Council	7	1	0.27
Dublin City Council	23	0	0.23
Dun Laoghaire Rathdown County Council	6	2	0.21
Fingal County Council	6	0	0.13
Galway City Council	0	7	0.48
Galway County Council	0	16	0.50
Kerry County Council	3	12	0.54
Kildare County Council	1	8	0.24
Kilkenny County Council	3	14	0.97
Laois County Council	3	3	0.45
Leitrim County Council	0	3	0.52
Limerick City Council	3	0	0.29
Limerick County Council	3	24	1.03
Longford County Council	3	0	0.44
Louth County Council	5	2	0.31
Mayo County Council	1	12	0.52
Meath County Council	2	2	0.12
Monaghan County Council	1	5	0.54
North Tipperary County Council	2	7	0.68
Offaly County Council	3	3	0.39
Roscommon County Council	2	3	0.43
Sligo County Council	2	4	0.49
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	2	3	0.40
Westmeath County Council	0	7	0.44
Wexford County Council	0	11	0.42
Wicklow County Council	5	15	0.79
Totals	115	201	

Summary Statistics 2008-2010

Number of full-time litter wardens		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	3.0	3.0	3.0
	Mean	3.8	3.6	3.4
Percentiles	25%	2.0	0.1	2.0
	75%	4.3	0.3	4.0

Number of part-time litter wardens		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	3.5	3.0	3.0
	Mean	5.5	5.7	5.9
Percentiles	25%	0.8	1.0	1.3
	75%	7.5	9.0	10.3

Number of Litter wardens (full-time and part-time) per 5000 population		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	0.4	0.4	0.4
	Mean	0.4	0.4	0.4
Percentiles	25%	0.3	0.3	0.3
	75%	0.6	0.5	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	302	155	17
Cavan County Council	397	169	7
Clare County Council	141	63	4
Cork City Council	1,285 ^a	633	101
Cork County Council	683	390	15
Donegal County Council	235	78	0
Dublin City Council	4,656	1,795	656
Dun Laoghaire Rathdown County Council	1,072	775	208
Fingal County Council	1,111	591	214
Galway City Council	127	97	6
Galway County Council	519	218	23
Kerry County Council	111	42	20
Kildare County Council	921	412	163
Kilkenny County Council	189	55	4
Laois County Council	303	152	71
Leitrim County Council	317	139	26
Limerick City Council	882	408	122
Limerick County Council	215	68	4
Longford County Council	458	200	20
Louth County Council	732	614	35
Mayo County Council	182	81	11
Meath County Council	637	364	30
Monaghan County Council	126	75	7
North Tipperary County Council	102	47	13
Offaly County Council	57	47	16
Roscommon County Council	95	41	1
Sligo County Council	66	20	1
South Dublin County Council	578 ^b	240	146
South Tipperary County Council	128	77	20
Waterford City Council	474	365	12
Waterford County Council	90	62	0
Westmeath County Council	211	130	12
Wexford County Council	270	128	40
Wicklow County Council	618	369	70
Totals	18,290	9,100	2,095
<p>a) Cork City Council - There was less evidence found in dumped material in 2010 than in 2009. CCTV which was in operation at certain black spots in 2009 was not used in 2010 as the use of CCTV in 2009 resolved the problem of dumping at these black spots</p> <p>b) South Dublin County Council - Reduction in staff available</p>			

Summary Statistics 2008-2010

Number of on-the-spot fines		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	469.50	365.0	302.5
	Mean	809.73	658.0	537.9
Percentiles	25%	210.75	166.0	131.3
	75%	754.50	792.5	632.3

Number of on-the-spot fines paid		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	275	183.5	145.5
	Mean	408.73	325.2	267.6
Percentiles	25%	104.25	71.3	69.8
	75%	126.0	421.5	368.0

Number of prosecution cases taken because of non-payment of on-the-spot fines		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	20.0	20.0	18.5
	Mean	64.7	64.4	61.6
Percentiles	25%	11.8	9.8	7.0
	75%	126.0	59.5	62.5

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	8	8	17	8
Cavan County Council	1	19	7	1
Clare County Council	4	12	6	4
Cork City Council	89	3	101	89
Cork County Council	2	32	18	7
Donegal County Council	0	0	0	0
Dublin City Council	49	8	798	85
Dun Laoghaire Rathdown County Council	54	1	213	64
Fingal County Council	62	2	214	62
Galway City Council	0	0	0	0
Galway County Council	4	0	23	4
Kerry County Council	12	2	20	12
Kildare County Council	50	31	165	51
Kilkenny County Council	2	15	9	2
Laois County Council	32	19	71	32
Leitrim County Council	1	1	1	1
Limerick City Council	53	38	122	53
Limerick County Council	1	0	4	1
Longford County Council	16	0	20	16
Louth County Council	36	21	118	36
Mayo County Council	4	0	23	11
Meath County Council	17 ^a	1	31	18
Monaghan County Council	1	3	8	2
North Tipperary County Council	5	8	13	5
Offaly County Council	3	178	20	2
Roscommon County Council	1	4	1	1
Sligo County Council	0	4	0	0
South Dublin County Council	25	199	154	29
South Tipperary County Council	4	0	17	4
Waterford City Council	8	3	12	8
Waterford County Council	0	0	0	0
Westmeath County Council	8	73	13	9
Wexford County Council	22	0	40	22
Wicklow County Council	14	0	70	14
Totals	588	685	2,329	653
<p>a) Meath County Council - Reduction due to (a) the halving of Litter Warden staffing numbers for Meath County Council from 2 to 1, (b) difficulties in relation to the operation of CCTV enforcement at bottle-banks and other locations in the latter half of 2010 and (c) the higher number of litter fines being stricken off prior to being taken through the Courts for a variety of reasons mainly associated with the economic downturn.</p>				

Summary Statistics 2008-2010

Number of litter prosecutions secured		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	7.5	8.0	6.5
	Mean	13.7	15.7	17.3
Percentiles	25%	1.8	3.8	1.3
	75%	19.3	25.0	24.3

Number of notices issued (under sections 9, 15, 16, 17 and 20 of the Litter Pollution Act 1997)		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	3.00	6.0	3.0
	Mean	27.88	25.1	20.1
Percentiles	25%	0.75	0.0	0.0
	75%	27.00	27.5	18.0

Total number of prosecutions taken (all prosecutions under the Litter Acts 1997 to 2003)		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	24.0	25.0	19.0
	Mean	70.7	71.5	68.5
Percentiles	25%	11.0	9.25	7.3
	75%	126.0	54.8	70.8

Total number of prosecutions secured (all prosecutions under the Litter Acts 1997 to 2003)		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	9.0	14.5	8.0
	Mean	16.0	19.7	19.2
Percentiles	25%	2.75	4.0	2.0
	75%	19.5	28.0	27.3

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	9	73	19	0	0
Cavan County Council	28	72	0	0	0
Clare County Council	4	59	32	6	0
Cork City Council	2	77	19	2	0
Cork County Council	16	75	8	1	0
Donegal County Council	9	69	20	2	0
Dublin City Council	21	60	18	2	0
Dun Laoghaire Rathdown County Council	11	53	25	11	1
Fingal County Council	9	68	21	3	0
Galway City Council	0	34	43	18	5
Galway County Council	8	54	31	5	2
Kerry County Council	8	61	31	0	0
Kildare County Council	54	31	15	0	0
Kilkenny County Council	3	47	44	7	0
Laois County Council	11	73	16	0	0
Leitrim County Council	N/A ^a	N/A	N/A	N/A	N/A
Limerick City Council	14	73	11	2	0
Limerick County Council	50	50	0	0	0
Longford County Council	9	66	21	1	3
Louth County Council	16	76	8	0	0
Mayo County Council	10	44	45	1	0
Meath County Council	0	75	18	5	2
Monaghan County Council	0	64	36	1	0
North Tipperary County Council	5	74	19	2	0
Offaly County Council	10	49	40	2	0
Roscommon County Council	12	63	22	2	0
Sligo County Council	3 ^b	80	16	0	0
South Dublin County Council	N/A ^c	N/A	N/A	N/A	N/A
South Tipperary County Council	10	67	19	3	1
Waterford City Council	0	60	35	4	0
Waterford County Council	6	76	17	1	0
Westmeath County Council	2	69	26	3	0
Wexford County Council	13	57	28	2	0
Wicklow County Council	9 ^d	53	25	13	0

a) Leitrim County Council - did not participate in National Litter Pollution Monitoring survey for 2010 due to lack of resources and allocation of resources to other environmental enforcement activities
b) Sligo County Council - relates to Sligo County Council only as Sligo Borough Council does not participate in the Litter Pollution or Litter Quantification Survey
c) South Dublin County Council - did not participate in National Litter Pollution Monitoring survey for 2010
d) Wicklow County Council - Figures returned are based on Wicklow Co Co, Bray Town Council and Wicklow Town Council, Litter Monitoring Survey Returns for 2010 obtained from TES Consultants. Information excludes Arklow Town Council.

Summary Statistics 2008-2010

Percentage of areas within the local authority area that are litter free		2008	2009	2010
N	Valid	33	32	32
	Missing	1	2	2
Average	Median	5.97	7.11	9.00
	Mean	4.03	8.45	11.31
Percentiles	25%	1.09	2.65	3.75
	75%	10	13.44	12.25

Percentage of areas within the local authority area that are slightly polluted		2008	2009	2010
N	Valid	33	32	32
	Missing	1	2	0
Average	Median	61.65	62.77	65.00
	Mean	61.40	61.40	62.56
Percentiles	25%	50.94	55.09	53.75
	75%	71.46	70.62	73.00

Percentage of areas within the local authority area that are moderately polluted		2008	2009	2010
N	Valid	33	32	32
	Missing	1	2	2
Average	Median	28.94	28.13	20.50
	Mean	27.34	26.41	22.75
Percentiles	25%	20.99	17.60	16.75
	75%	34.13	32.83	31.00

Percentage of areas within the local authority area that are significantly polluted		2008	2009	2010
N	Valid	33	32	32
	Missing	1	2	2
Average	Median	3.50	3.18	2.00
	Mean	4.74	3.50	3.09
Percentiles	25%	1.58	0.13	0.75
	75%	6.80	5.00	3.25

Percentage of areas within the local authority area that are grossly polluted		2008	2009	2010
N	Valid	33	32	32
	Missing	1	2	2
Average	Median	0	0.24	0.00
	Mean	0.54	0.00	0.44
Percentiles	25%	0	0.00	0.00
	75%	0.82	0.47	0.00

Table 23: Environmental Complaints and Enforcement

	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	1,220	1,220	1,170 ^a	75
Cavan County Council	442	435	245	162
Clare County Council	1,771	1,771	1,151	494
Cork City Council	1,653	1,653	1,812	263
Cork County Council	1,829	2,290	349 ^b	1,232
Donegal County Council	1,444	1,441	1,109	23
Dublin City Council	5,392	5,392	5,296	38
Dun Laoghaire Rathdown County Council	244	244	213	110
Fingal County Council	3,624	3,351	3,269 ^c	49
Galway City Council	1,384	1,384	1,014	1
Galway County Council	1,072	1,132	695	407 ^d
Kerry County Council	1,276	1,263	493	137
Kildare County Council	1,378	1,360	1,279	1,002 ^e
Kilkenny County Council	1,325	1,325	1,070	255
Laois County Council	818	818	705	101 ^f
Leitrim County Council	687	687	284	230
Limerick City Council	2,449	2,448	2,096 ^g	1,142
Limerick County Council	1,703	1,670	1,630	845
Longford County Council	1,671	1,650	1,399	479
Louth County Council	2,158	2,153	1,049 ^h	146
Mayo County Council	1,397	1,424	1,340 ⁱ	594
Meath County Council	1,511	985	1,061	704
Monaghan County Council	595	595	488	76
North Tipperary County Council	755	320 ^j	473	34
Offaly County Council	842	842	683	79
Roscommon County Council	955	948	441 ^k	116 ^l
Sligo County Council	3,521 ^m	3,792	3,379 ⁿ	334 ^o
South Dublin County Council	6,826	6,293	6,409	394 ^p
South Tipperary County Council	739	739	694	147
Waterford City Council	1,042	1,042	744	305
Waterford County Council	967	967	888	46
Westmeath County Council	995	995	956	301
Wexford County Council	2,094	1,456	1,800	270
Wicklow County Council	2,520 ^q	2,520	2,017	826 ^r
Totals	58,299	56,605	47,701	11,417
<p>a) Carlow County Council - Many complaints require clean up operations but cannot be pursued under enforcement procedures</p> <p>b) Cork County Council - In 2010 CCC interpreted the question (which is ambiguous), differently from 2009. In 2009 "no further action required" was interpreted by CCC as "no legal action required". In 2010, with the introduction of a new Contact Management System, CCC took the view that "no further action" should only include those complaints which could be settled there and then, without letters being sent etc.</p> <p>c) Fingal County Council - There was a noticeable decrease on complaints in 2010 (litter and abandoned cars) compared with 2009</p> <p>d) Galway County Council - Includes warning letters and statutory notices</p> <p>e) Kildare County Council - Includes litter fines</p> <p>f) Laois County Council - Inclusive of warning letters issued</p> <p>g) Limerick City Council - This applied mainly to clean ups and follow up was limited due to the lack of evidence to prosecute.</p> <p>h) Louth County Council - litter is included in this figure – does not appear to have been included in the 2009 figures</p> <p>i) Mayo County Council - There is always further action involved when following up environmental complaints. For this indicator the figure comes from 'Complaints Resolved'.</p> <p>j) North Tipperary County Council - Activity in this area was affected by lack of resources arising from non-filling of vacancies due to moratorium and staff on sick leave.</p> <p>k) Roscommon County Council - Additional 465 complaints closed where further action was required</p> <p>l) Roscommon County Council - Includes S55,32,18,71 WMA; S12 WPA; S9 LPA; Nitrates Regulations. Does not include litter fines issued.</p> <p>m) Sligo County Council - Only included complaints instigated by the public in 2009. Omitted in error those initiated by the local authority.</p>				

n) **Sligo County Council** - Waste Checkpoints included
o) **Sligo County Council** - The 2010 figure includes all waste warning letters issued. Not all captured in 2009
p) **South Dublin County Council** - In 2009 a private company were carrying out inspections on our behalf. Due to budgetary constraints in 2010 this arrangement ceased.
q) **Wicklow County Council** - Complaints re: litter, noise, air and waste water relate only to WCC
r) **Wicklow County Council** - Includes "On the Spot Fines" issued for all Councils together with total no of prosecutions. Enforcement procedures taken may not necessarily relate to complaints received, in current year

Summary Statistics 2008-2010

Total number of cases subject to complaints concerning environmental pollution		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	1,396.0	1,573.5	1,381.0
	Mean	1,952.5	1,878.9	1,714.7
Percentiles	25%	1,139.8	998.8	958.0
	75%	2,296.3	2,129.8	1,814.5

Number of cases investigated		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	1,304.5	1,578.5	1,342.5
	Mean	1,890.0	1,960.2	1,664.9
Percentiles	25%	1,101.3	1,093.3	952.8
	75%	2,218.3	2,330.3	1,745.8

Number of complaints resolved where no further action was necessary		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	1,041.5	1,314	1,055.0
	Mean	1,494.3	1,621.2	1,403.0
Percentiles	25%	737.5	691.2	685.8
	75%	1,867.5	1,953.25	1,572.3

Number of enforcement procedures taken		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	281.0	230.0	242.5
	Mean	550.4	453.2	335.8
Percentiles	25%	119.3	93.8	84.5
	75%	896.3	626.5	461.0

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	75.00	90.00
Cavan County Council	42.50	40.00
Clare County Council	86.78	80.00
Cork City Council	65.57	60.71
Cork County Council	63.70	64.41
Donegal County Council	84.18	100.00
Dublin City Council	75.00	66.67
Dun Laoghaire Rathdown County Council	90.12	81.82
Fingal County Council	84.27	91.18
Galway City Council	100.00	100.00
Galway County Council	89.47	88.24
Kerry County Council	83.92	92.31
Kildare County Council	85.71	69.23
Kilkenny County Council	85.90	75.00
Laois County Council	82.19	100.00
Leitrim County Council	95.24	100.00
Limerick City Council	87.88	92.86
Limerick County Council	79.17	90.48
Longford County Council	100.00	100.00
Louth County Council	86.49	100.00
Mayo County Council	81.25	86.21
Meath County Council	82.35	84.21
Monaghan County Council	59.68	75.00
North Tipperary County Council	90.67	94.44
Offaly County Council	71.01	100.00
Roscommon County Council	89.69	90.00
Sligo County Council	94.20	100.00
South Dublin County Council	86.00	82.86
South Tipperary County Council	64.13	70.59
Waterford City Council	76.19	72.73
Waterford County Council	87.27	88.89
Westmeath County Council	90.91	100.00
Wexford County Council	80.19	80.95
Wicklow County Council	90.43	95.45

Summary Statistics 2008-2010

Primary schools participating in environmental campaigns (percentage)		2008	2009	2010
N	Valid	34	33	34
	Missing	0	1	0
Average	Median	75.9	80.5	85.0
	Mean	74.4	78.6	82.0
Percentiles	25%	67.8	74.1	76.9
	75%	79.8	86.2	89.6

Secondary schools participating in environmental campaigns (percentage)		2008	2009	2010
N	Valid	34	33	34
	Missing	0	1	0
Average	Median	80.9	81.8	89.4
	Mean	80.7	81.6	85.4
Percentiles	25%	74.6	74.3	76.3
	75%	90.2	91.6	98.9

Section 4: Fire and Emergency

Table 25: Fire Service –Time taken to mobilise

	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	5.40	N/A	6.57
Cavan County Council	N/A	5.88	N/A	4.70
Clare County Council	N/A	4.88	N/A	5.21
Cork City Council	1.68	N/A	1.75	N/A
Cork County Council	N/A	5.53	N/A	6.01
Donegal County Council	N/A	5.28	N/A	5.51
Dublin Combined	1.40	6.34 ^a	1.44	6.53
Galway Combined	2.49	5.02	2.70	4.70
Kerry County Council	N/A	6.13	N/A	6.14
Kildare County Council	N/A	5.96	N/A	5.97
Kilkenny County Council	N/A	6.00	N/A	6.00
Laois County Council	N/A	5.27	N/A	5.39
Leitrim County Council	N/A	5.23	N/A	5.05
Limerick City Council	1.45	N/A	1.75	N/A
Limerick County Council	N/A	4.80	N/A	5.09
Longford County Council	N/A	6.15	N/A	6.48
Louth County Council	2.13	3.85	2.12	4.12
Mayo County Council	N/A	5.39	N/A	5.29
Meath County Council	N/A	5.28	N/A	6.66
Monaghan County Council	N/A	5.58	N/A	5.85
North Tipperary County Council	N/A	5.77	N/A	6.28
Offaly County Council	N/A	5.39	N/A	5.81
Roscommon County Council	N/A	6.13	N/A	5.95
Sligo County Council	N/A	4.49	N/A	4.50
South Tipperary County Council	N/A	6.22	N/A	6.06
Waterford City Council	1.75	N/A	1.92	N/A
Waterford County Council	N/A	4.50	N/A	5.05
Westmeath County Council	N/A	6.38	N/A	6.41
Wexford County Council	N/A	6.53	N/A	6.95
Wicklow County Council	N/A	6.96	N/A	6.65
<p>General Note: mobilisation time is measured in minutes (expressed in decimal format) For example: The average time to mobilise to a fire incident in Limerick City Council was 1.45 minutes or 1 min 17 seconds (1.45 X 60 = 87 seconds)</p> <p>a) Dublin Combined - As there is a small number of incidents, some incidents skew the figures. It should be noted that the figure was increased due to multiple fire incidents (such as gorse fires) during the first half of 2010 where all crews were repeatedly going to the same incident.</p>				

Summary Statistics 2008-2010

Average time (minutes) to mobilise fire brigades in full-time stations		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	In respect of fire 2010	In respect of emergency incidents 2010
N	Valid	6	6	6	6	6	6
	Missing	28	28	28	28	28	28
Average	Median	1.9	1.8	1.9	1.7	1.7	1.84
	Mean	1.9	2.0	1.9	1.8	1.8	1.95
Percentiles	25%	1.4	1.5	1.5	1.5	1.4	1.67
	75%	2.2	2.3	2.2	2.0	2.2	2.27

Average time (minutes) to mobilise fire brigades in part-time stations (retained fire service)		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	In respect of Fire 2010	In respect of all other emergency incidents 2010
N	Valid	27	27	28	27	27	27
	Missing	7	7	6	7	7	7
Average	Median	5.20	5.32	5.28	5.5	5.5	5.95
	Mean	5.24	5.34	5.12	5.6	5.6	5.74
Percentiles	25%	4.45	4.60	5.01	5.3	5.2	5.09
	75%	5.74	6.03	5.57	6.1	6.1	6.41

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	51.47	34.32	14.21
Cavan County Council	34.85	41.69	23.45
Clare County Council	47.37	34.14	18.50
Cork City Council	88.48	10.87	0.64
Cork County Council	33.57	44.04	22.40
Donegal County Council	29.20	49.20	21.60
Dublin Combined	78.72	18.81	2.47
Galway Combined	39.08	31.22	29.70
Kerry County Council	31.00	40.38	28.62
Kildare County Council	25.63	57.70	16.67
Kilkenny County Council	32.63	51.98	15.38
Laois County Council	42.33	45.60	12.07
Leitrim County Council	33.51	41.36	25.13 ^a
Limerick City Council	89.53	9.06	1.41
Limerick County Council	28.61	47.42	23.97 ^b
Longford County Council	35.93	48.75	15.32
Louth County Council	65.95	29.36	4.69
Mayo County Council	31.20	44.61	24.19
Meath County Council	44.80	42.30	12.90
Monaghan County Council	46.31	42.28	11.41
North Tipperary County Council	40.00	44.95	15.05
Offaly County Council	58.27	33.68	8.05
Roscommon County Council	22.40	55.88	21.72 ^c
Sligo County Council	46.69	37.35	15.96
South Tipperary County Council	34.01	48.90	17.10
Waterford City Council	88.41	9.32	2.28
Waterford County Council	56.74	30.47	12.79
Westmeath County Council	28.79	54.69	16.52
Wexford County Council	34.69	42.72	22.59
Wicklow County Council	28.95	56.28	14.77
<p>a) Leitrim County Council - There was an increase in the number of gorse/forest fires in 2010, the majority of which were difficult to access and were located on extremities of station fire ground areas.</p> <p>b) Limerick County Council - An analysis of the statistics showed a number of factors contributing to the high percentage of attendance times over 20 minutes. These factors included poor road conditions over the winter period, incidents at the furthest reaches in terms of distance from stations and difficulty locating incidents due to poor directions.</p> <p>c) Roscommon County Council - Fire Service attended a significant number of bog/gorse/forest fires in 2010. These fires occurred in rural locations and required longer travel times for the Brigade from its base. The fire service attended 442 fires in 2010, of which 163 were either bog/gorse/forest, representing 37% of the total fires attended. In comparison, the fire service attended 303 fires in 2009, of which 36 were bog/gorse/forest, only 12% of the total.</p>			

Summary Statistics 2008-2010

% of fire incidents in which first attendance is at the scene within 10 minutes		2008	2009	2010
N	Valid	30	30	30
	Missing	4	4	4
Average	Median	45.69	44.5	37.51
	Mean	50.29	50.6	44.97
Percentiles	25%	37.02	38.6	31.56
	75%	61.55	59.8	50.45

% of fire incidents in which first attendance is at the scene after 10 minutes but within 20 minutes		2008	2009	2010
N	Valid	30	30	30
	Missing	4	4	4
Average	Median	40.77	41.5	42.3
	Mean	36.90	38.5	39.3
Percentiles	25%	28.64	31.0	33.8
	75%	44.96	48.0	48.4

% of fire incidents in which first attendance is at the scene after 20 minutes		2008	2009	2010
N	Valid	30	30	30
	Missing	4	4	4
Average	Median	13.72	11.5	15.7
	Mean	11.70	11.1	15.7
Percentiles	25%	7.97	6.6	12.3
	75%	16.13	15.2	22.2

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	30.77	49.45	19.78
Cavan County Council	43.41	44.39	12.20
Clare County Council	32.72	49.26	18.01
Cork City Council	87.95	11.11	0.94 ^a
Cork County Council	29.73	55.04	15.23
Donegal County Council	34.46	50.46	15.08
Dublin Combined	78.80	17.96	3.24
Galway Combined	43.20	37.76	19.05
Kerry County Council	29.65	56.98	13.37
Kildare County Council	24.91	60.07	15.02
Kilkenny County Council	34.25	43.49	22.26
Laois County Council	34.62	58.79	6.59
Leitrim County Council	41.07	47.32	11.61
Limerick City Council	82.70	13.84	3.46
Limerick County Council	34.76	47.21	18.03 ^b
Longford County Council	39.47	46.05	14.47
Louth County Council	49.84	40.63	9.52
Mayo County Council	36.41	51.06	12.53
Meath County Council	34.72	50.78	14.51
Monaghan County Council	38.10	54.76	7.14
North Tipperary County Council	23.74	58.99	17.27
Offaly County Council	41.13	48.23	10.64
Roscommon County Council	34.83	53.93	11.24
Sligo County Council	45.69	37.93	16.38
South Tipperary County Council	21.43	55.84	22.73
Waterford City Council	83.93	14.29	1.79
Waterford County Council	41.11	41.11	17.78
Westmeath County Council	19.05	61.11	19.84
Wexford County Council	25.72	50.48	23.79
Wicklow County Council	19.32	62.50	18.18
<p>a) Cork City Council - Reduction due to improved functionality of the time in attendance button and more detailed reporting now available from the MRCC</p> <p>b) Limerick County Council - An analysis of the statistics showed a number of factors contributing to the high percentage of attendance times over 20 minutes. These factors included poor road conditions over the winter period, incidents at the furthest reaches in terms of distance from stations and difficulty locating incidents due to poor directions.</p>			

Summary Statistics 2008-2010

% of cases in respect of all other emergency incidents in which first attendance is at the scene within 10 minutes		2008	2009	2010
N	Valid	30	30	30
	Missing	4	4	4
Average	Median	39.08	39.7	34.8
	Mean	43.86	41.8	40.6
Percentiles	25%	30.96	31.6	30.0
	75%	54.05	47.3	42.7

% 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	2010
N	Valid	30	30	30
	Missing	4	4	4
Average	Median	45.76	47.3	49.4
	Mean	42.65	44.3	45.7
Percentiles	25%	34.55	41.8	41.7
	75%	53.11	52.8	55.0

% of cases in respect of all other emergency incidents in which first attendance is at the scene after 20 minutes		2008	2009	2010
N	Valid	30	30	30
	Missing	4	4	4
Average	Median	14.3	12.5	14.8
	Mean	12.6	12.1	13.7
Percentiles	25%	8.6	7.8	10.8
	75%	16.9	16.6	18.0

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	103	86	18
Cavan County Council	57	61	1
Clare County Council	123	102	6
Cork City Council	138	119	3
Cork County Council	374	351	36
Donegal County Council	115	119	22
Dublin City Council	508	475	24
Dun Laoghaire Rathdown County Council	174	147	4
Fingal County Council	229	209 ^a	1
Galway City Council	143 ^b	139 ^c	31
Galway County Council	191	145	49
Kerry County Council	182	152	18
Kildare County Council	154	185	14
Kilkenny County Council	68	73	8
Laois County Council	52	32	0
Leitrim County Council	31	34	0
Limerick City Council	56 ^d	54	2
Limerick County Council	122	125	13
Longford County Council	31	40	9
Louth County Council	117	111	4
Mayo County Council	131	159	0
Meath County Council	135	135	4
Monaghan County Council	81	66	4
North Tipperary County Council	98	103	15
Offaly County Council	56	51	4
Roscommon County Council	41	38	0
Sligo County Council	55	55	0
South Dublin County Council	115	124	0
South Tipperary County Council	68	78	0
Waterford City Council	50	59	0
Waterford County Council	42	38	0
Westmeath County Council	87	98	1
Wexford County Council	118	106	0
Wicklow County Council	108	89	7
Totals	4,153	3,958	298
<p>a) Fingal County Council - in 2010 there were 388 Managers Orders, however this figure includes 179 time extensions which when deducted gives the correct figure of 209</p> <p>b) Galway City Council - 33 Disability Access Certs lodged in 2010</p> <p>c) Galway City Council - 108 Granted and 31 Invalids</p> <p>d) Limerick City Council - The drop in Fire Safety Certificate applications is a reflection on the decrease in economic activity from 2009 to 2010 in the Limerick City area</p>			

Summary Statistics 2008-2010

Number of Applications for Fire Safety Certificates Received		2008	2009	2010
N	Valid	34	33	34
	Missing	0	1	0
Average	Median	210.76	97.0	111.5
	Mean	172	127.5	122.1
Percentiles	25%	112.75	76.5	56.0
	75%	241	140.0	139.3

Number of Applications for Fire Safety Certificates Processed (including cases deemed invalid)		2008	2009	2010
N	Valid	34	33	34
	Missing	0	1	0
Average	Median	221.79	105.0	102.5
	Mean	171.5	132.5	116.4
Percentiles	25%	114	71	59.5
	75%	265.25	140	143.5

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	40.51
Cavan County Council	38.59
Clare County Council	35.90
Cork City Council	55.17 ^a
Cork County Council	49.50
Donegal County Council	53.07
Dublin City Council	41.36
Dun Laoghaire Rathdown County Council	28.51
Fingal County Council	30.76 ^b
Galway City Council	48.12
Galway County Council	47.30
Kerry County Council	59.81 ^c
Kildare County Council	28.59
Kilkenny County Council	47.73
Laois County Council	34.00
Leitrim County Council	36.77
Limerick City Council	57.85
Limerick County Council	34.00
Longford County Council	48.86 ^d
Louth County Council	42.89
Mayo County Council	48.88
Meath County Council	41.62
Monaghan County Council	29.57
North Tipperary County Council	39.79
Offaly County Council	45.40
Roscommon County Council	53.64
Sligo County Council	45.00
South Dublin County Council	20.89
South Tipperary County Council	52.47
Waterford City Council	47.16
Waterford County Council	40.14
Westmeath County Council	49.45 ^e
Wexford County Council	38.19
Wicklow County Council	25.54

a) Cork City Council - Cork City experienced severe cold winter weather. The unusually cold conditions caused large numbers of breaks and leaks in the distribution network. The timing of the breaks (during holiday periods) also added to the water loss as private supplies (e.g. in schools and business premises) were not attended to as quickly as they would at other times.

b) Fingal County Council - A sophisticated system is in place for UFW, includes a dedicated team, but the following factors explain an increase in the UFW: 1. Staff shortages, the Leakage Engineer was performing metering duties 50% of the time. 2. Reducing the estimates used for non-domestic consumption and replaced them with actual meter reading figures - this caused an upward trend. 3. The severe cold weather of Jan/Dec 2010 caused an increase in the number of leaks and hence the level of UFW e.g. the no of leaks went up 134%.

c) Kerry County Council - The reasons for the large increase in UFW is mainly due to the cold weather in Jan and Dec where households left taps running overnight and unoccupied premises developed leaks which were not attended to for significant periods. A reduction in the number of metered (non-domestic) supplies has the effect of increasing the UFW figure also.

d) Longford County Council - Due to the severe weather conditions in January and February 2010 and also December 2010, which resulted in an increase in the loss of water, through increased leakage, and increased consumption arising from customer running taps. The effect of UFW figure for 2010 is an increase of 3.56%.

e) Westmeath County Council - 1. Due to completion of metering programme a more accurate measure of the 2010 non domestic consumption figure has been obtained. This shows that there was an over estimation of accounted for water in previous years. 2. Due to the severe weather conditions in January and February 2010 and also December 2010 which resulted in an increase in the loss of water, through increased leakage, and increased consumption arising from customers running taps. The effect of UFW figure for 2010 is an increase of 6%.

Summary Statistics 2008-2010

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	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	43.47	44.5	42.3
	Mean	40.57	41.48	42.3
Percentiles	25%	34.71	34.6	36.1
	75%	48.26	47.94	48.9

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	101.0	0.0
Cavan County Council	314.0	7.7
Clare County Council	252.3	5.0
Cork City Council	9.7	0.3 ^a
Cork County Council	626.4	2.3
Donegal County Council	364.0	2.3
Dublin City Council	6.6	0.0
Dun Laoghaire Rathdown County Council	16.0	0.0
Fingal County Council	34.4	0.6
Galway City Council	13.9	0.0
Galway County Council	286.8 ^b	17.1 ^c
Kerry County Council	162.3	3.6
Kildare County Council	115.1	0.0
Kilkenny County Council	114.0	0.0
Laois County Council	78.6 ^d	0.0
Leitrim County Council	120.8	4.0
Limerick City Council	2.5	0.1
Limerick County Council	211.0	4.0 ^e
Longford County Council	58.4	1.0
Louth County Council	115.2	0.0
Mayo County Council	396.9	0.9
Meath County Council	143.3 ^f	1.2
Monaghan County Council	206.0	4.0
North Tipperary County Council	134.4	2.9
Offaly County Council	98.6	0.3
Roscommon County Council	323.0	3.0
Sligo County Council	79.1	1.5
South Dublin County Council	28.0	0.0
South Tipperary County Council	78.0	2.4 ^g
Waterford City Council	1.2	1.3 ^h
Waterford County Council	129.0	0.3
Westmeath County Council	153.7	0.0
Wexford County Council	179.6	4.2
Wicklow County Council	159.9	0.1

a) Cork City Council - This refers to Cornmarket Street Renewal Scheme
b) Galway County Council - The Restoration Improvement Programme was suspended for 2010 with the amalgamation of the Restoration Improvement Grant and the Discretionary Improvement Grant into a single '2010 Improvement Grant'. This amalgamation in 2010 hinders a direct comparison with previous years. The length of road noted above is the output achieved under the 2010 Improvement Grant and Restoration Maintenance Grant.
c) Galway County Council - The final grant allocation for 2010 under the specific improvement grants scheme was €1,783,288. The increased output achieved during 2010 was due to a number of factors, including a significant refocusing of expenditure in favour of pavement overlay as opposed to realignment. Whilst, in addition the works undertaken during 2010 required only minor drainage works and involved no kerbing or extensive ancillary works.
d) Laois County Council - It would appear that the unit cost to carry out strengthening and surface dressing increased considerably from 2009 to 2010. This was as a result of increased Health and Safety costs associated with carrying out road works. In relation to strengthening, Laois Co Co have moved away from using Clause 804 with a Double Surface Dress in 2009 to using DBM with Surface Dressing/Base course material with HRA in 2010. There is a difference in cost of approx 25-30%.
e) Limerick County Council - Mainly involved works on structures and accommodation works in 2010. Major structural work was carried out on the Allaughan Bridge, Abbeyfeale on the R524. R522 Feohanagh Village - Pavement, Accommodation works, Drainage and Public Lighting Improvements. R523 Carrigkerry, - Drainage and lateral support provided to road structure in advance of Pavement Works 2011. LP1106 Hermitage, Castleconnell - Resurfacing works and Accommodation Works.
f) Meath County Council - The Restoration Improvement Programme was suspended in 2010 which resulted instead in the remedying of road defects, road strengthening and drainage.

g) **South Tipperary County Council** - The works on the specific improvements scheme refer primarily to 2 bridge improvement schemes
h) **Waterford City Council** - 450m funded from Council's own resources

Summary Statistics 2008-2010

Number of kilometres of local and regional roads improved and maintained under the Restoration Programme per annum		2008	2009	2010
N	Valid	26	33	34
	Missing	8	1	0
Average	Median	194.30	132.6	118.00
	Mean	N/A	148.3	150.40
Percentiles	25%	141.30	47.6	63.30
	75%	354.20	212.3	199.40

Number of kilometres of local and regional roads constructed under the specific improvement grants scheme per annum		2008	2009	2010
N	Valid	29	34	34
	Missing	5	0	0
Average	Median	3.10	0.95	0.95
	Mean	5	2.55	2.06
Percentiles	25%	0.70	0.00	0.00
	75%	8.70	4.61	2.98

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	1,590	1,590	2.36	78.00	22.00
Cavan County Council	1,910	1,888	9.32	59.09	40.91
Clare County Council	2,312	2,254	2.54	73.26	27.33
Cork City Council	8,676	8,593	4.48	89.61	10.39
Cork County Council	6,815	6,783	4.24	66.17 ^a	33.83
Donegal County Council	4,503	4,463	1.25	23.21	76.79
Dublin City Council	26,875	24,856	3.13	47.81	52.19
Dun Laoghaire Rathdown County Council	4,387	4,260	1.78	38.16	61.84
Fingal County Council	4,459	4,451	1.91	95.29	4.71
Galway City Council	2,213	2,204	3.09	35.29	64.71
Galway County Council	2,354	2,309	5.19	92.50	7.50
Kerry County Council	4,090	4,043	4.13	50.30	49.70
Kildare County Council	3,539	3,529	2.13	68.00	32.00
Kilkenny County Council	2,132	2,012	6.00	55.00	45.00
Laois County Council	2,019	2,017	3.00	51.65	48.35
Leitrim County Council	1,001	1,001	2.77	95.50	4.50
Limerick City Council	3,126	2,798	1.36	47.37	52.60
Limerick County Council	2,093	2,093	6.58 ^b	83.00	17.00 ^c
Longford County Council	1,904	1,853	3.24	65.80	34.17
Louth County Council	3,613	3,613	2.21	67.50	32.50
Mayo County Council	2,181	2,113	6.01	47.24	52.76
Meath County Council	2,824	2,775	2.16 ^d	76.67 ^e	23.33
Monaghan County Council	1,374	1,331	3.61	78.65	21.35
North Tipperary County Council	1,762	1,757	3.59	86.90	13.10
Offaly County Council	1,774	1,768	1.81	79.76	20.24
Roscommon County Council	1,307	1,252	4.71	66.10	33.90
Sligo County Council	2,040	2,021	5.03	92.14	7.86
South Dublin County Council	9,009	9,008	1.15	86.75	13.25
South Tipperary County Council	2,809	2,776	4.52	76.69	23.31
Waterford City Council	2,938	2,936	1.81	60.38	39.62
Waterford County Council	1,753	1,753	5.65	86.87	13.13
Westmeath County Council	1,747	1,724	1.70	76.70	23.30
Wexford County Council	2,453	2,453	2.10	66.70	33.30 ^f
Wicklow County Council	4,492	4,460	1.91	38.82	61.18
Totals	128,074	124,737			
<p>a) Cork County Council- In the latter half of the year a number of houses in the Northern Division could not be repaired due to lack of funding</p> <p>b) Limerick County Council - Pressure on resources to attend to response maintenance due to severe weather at beginning and end of year.</p> <p>c) Limerick County Council - Garda vetting reports filed on all allocations in 2010 - in accordance with our Anti Social Behaviour Strategy.</p> <p>d) Meath County Council - Greater emphasis placed on upgrading empty properties which is reflected in the reduced number in this category.</p> <p>e) Meath County Council - Vacant properties are required to achieve a BER thus necessitating larger number requiring works.</p> <p>f) Wexford County Council - Vacancy rate reflects fact that this includes 26 properties purchased towards the end of 2010, which influenced the indicator</p>					

Summary Statistics 2008-2010

The total number of dwellings in local authority stock		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	2,301.00	2,328.0	2,333.0
	Mean	3,601.33	3,711.4	3766.8
Percentiles	25%	1,720.00	1,820.6	1,905.5
	75%	3,981.94	4,052.5	3,970.8

Overall percentage of dwellings that are empty		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	3.14	3.14	3.0
	Mean	3.47	3.49	3.4
Percentiles	25%	2.14	1.98	2.0
	75%	4.65	4.99	4.5

Percentage of empty dwellings unavailable for letting		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	63.5	71.53	67.8
	Mean	64.33	68.34	67.7
Percentiles	25%	50.94	54.35	52.5
	75%	79.49	84.58	82.2

Percentage of empty dwellings available for letting		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	36.5	29.8	32.3
	Mean	35.28	33.6	32.3
Percentiles	25%	19.98	19.5	17.8
	75%	49.07	49	47.5

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	21.26	3.40
Cavan County Council	25.00	5.00
Clare County Council	20.13	2.53
Cork City Council	31.51	8.63
Cork County Council	16.28	6.28
Donegal County Council	16.00	19.00
Dublin City Council	28.29	4.00
Dun Laoghaire Rathdown County Council	14.02	13.82
Fingal County Council	21.00	1.00
Galway City Council	19.28	18.57
Galway County Council	36.44	3.80
Kerry County Council	20.68	14.85
Kildare County Council	11.33	1.90
Kilkenny County Council	18.22	2.14
Laois County Council	13.00	3.00
Leitrim County Council	19.50	2.90
Limerick City Council	0.30	2.00
Limerick County Council	52.12	2.08
Longford County Council	9.58	1.20
Louth County Council	8.00	3.25
Mayo County Council	22.00	5.00
Meath County Council	15.00	4.00
Monaghan County Council	21.20	5.10
North Tipperary County Council	26.90	1.84
Offaly County Council	9.49	3.81
Roscommon County Council	22.81	12.47
Sligo County Council	20.00	4.00
South Dublin County Council	18.49	2.82
South Tipperary County Council	50.57	6.89
Waterford City Council	16.29	8.67
Waterford County Council	19.00	4.00
Westmeath County Council	5.23	3.24
Wexford County Council	14.44	5.26
Wicklow County Council	22.49	3.44

Summary Statistics 2008-2010

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	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	13.49	17.87	19.4
	Mean	16.56	16.82	20.2
Percentiles	25%	7.87	9.19	14.3
	75%	19.18	19.58	22.6

The average time taken (in weeks) from the works (above) being completed to the date of the first rent debit		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	3.87	4.37	3.9
	Mean	5.93	5.54	5.6
Percentiles	25%	2.88	2.5	3.9
	75%	6.30	7.6	6.4

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	97.38
Cavan County Council	84.38
Clare County Council	82.13
Cork City Council	74.48 ^a
Cork County Council	87.25
Donegal County Council	95.51
Dublin City Council	86.88
Dun Laoghaire Rathdown County Council	98.56
Fingal County Council	95.00
Galway City Council	84.75
Galway County Council	84.87
Kerry County Council	98.39
Kildare County Council	95.33
Kilkenny County Council	68.18
Laois County Council	94.62
Leitrim County Council	87.77
Limerick City Council	92.16
Limerick County Council	76.58
Longford County Council	95.78
Louth County Council	90.34
Mayo County Council	88.49
Meath County Council	94.29
Monaghan County Council	80.72
North Tipperary County Council	91.65
Offaly County Council	98.11
Roscommon County Council	72.46
Sligo County Council	76.84
South Dublin County Council	95.29
South Tipperary County Council	84.00
Waterford City Council	82.46
Waterford County Council	95.02
Westmeath County Council	95.19 ^b
Wexford County Council	97.53
Wicklow County Council	93.26
<p>a) Cork City Council- Due to staff shortages a backlog of completed repairs documentation has arisen and is not yet recorded on the system</p> <p>b) Westmeath County Council - Increase in volume attributed to peak in repairs arising from severe weather conditions Jan/Feb 2010</p>	

Summary Statistics 2008-2010

Number of repairs completed as a percentage of the number of valid repair requests received		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	92.72	89.74	91.00
	Mean	90.65	86.05	88.70
Percentiles	25%	88.18	84.72	84.10
	75%	94.98	93.91	95.27

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	140.00
Cavan County Council	200.00
Clare County Council	43.75
Cork City Council	127.27 ^a
Cork County Council	66.67
Donegal County Council	100.00
Dublin City Council	55.56
Dun Laoghaire Rathdown County Council	57.14
Fingal County Council	66.67
Galway City Council	31.82
Galway County Council	40.74
Kerry County Council	60.71
Kildare County Council	215.38
Kilkenny County Council	50.00
Laois County Council	100.00
Leitrim County Council	38.46
Limerick City Council	71.43
Limerick County Council	100.00
Longford County Council	125.00
Louth County Council	57.89
Mayo County Council	321.05
Meath County Council	81.25
Monaghan County Council	233.33 ^b
North Tipperary County Council	41.67 ^c
Offaly County Council	70.00 ^d
Roscommon County Council	40.00
Sligo County Council	16.67
South Dublin County Council	72.09 ^e
South Tipperary County Council	50.00
Waterford City Council	100.00
Waterford County Council	300.00
Westmeath County Council	50.00
Wexford County Council	78.26
Wicklow County Council	35.71
<p>a) Cork City Council - We are currently in the middle period of the 2009/2013 Traveller Accommodation Programme. The target of allocation of properties is set over the five years of the programme. We underachieved in 2009 and the figure for 2010 of 127.27% reflects our efforts to achieve a target of 100% over the five years of the programme</p> <p>b) Monaghan County Council - The Council provided 9 houses for Traveller families and 12 units of accommodation were provided on our halting site during 2010.</p> <p>c) North Tipperary County Council - The County Council had hoped to complete the purchase of two houses in 2010, these should now be completed in 2011. In addition to this, suitable casual vacancies in the existing housing stock did not arise.</p> <p>d) Offaly County Council - 70% delivery of target where 100% represents one fifth over the overall target set out in the Traveller Accommodation Programme (5-Year Rolling Programme).</p> <p>e) South Dublin County Council - Main reason for not meeting full target was delays with developer in providing 10 units of accommodation.</p>	

Summary Statistics 2008-2010

Traveller families accommodated (as a percentage of the target in the local Traveller accommodation programme)		2008	2009	2010
N	Valid	32	34	34
	Missing	2	0	0
Average	Median	86.2	96.15	68.34
	Mean	96.4	95.82	95.25
Percentiles	25%	64.1	60.53	50.00
	75%	100.0	122.9	100.00

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	2,806	204	213	7.27
Cavan County Council	1,740	663	663	38.10
Clare County Council	3,206	450	450	14.04
Cork City Council	12,403	589	804	4.75
Cork County Council	15,935 ^a	1,477	1,482	9.27
Donegal County Council	2,480	568	568	22.90
Dublin City Council	101,004	1,312	2,310	1.30
Dun Laoghaire Rathdown County Council	11,434	796	1,072	6.96
Fingal County Council	17,304	308	370	1.78
Galway City Council	8,000	208	212	2.60
Galway County Council	11,410 ^b	320	320	2.80
Kerry County Council	5,339	240	240	4.50
Kildare County Council	8,866	546	938	6.16
Kilkenny County Council	3,068	54	59	1.76
Laois County Council	2,256	245 ^c	288 ^d	10.86
Leitrim County Council	1,336	135	135	10.10
Limerick City Council	6,000	470	577	7.83
Limerick County Council	5,327	329	329	6.18
Longford County Council	1,915	124	232	6.48
Louth County Council	4,146	388	507	9.36
Mayo County Council	3,987	614	691	15.40
Meath County Council	4,281	183	183	4.27
Monaghan County Council	977	584	588	59.77
North Tipperary County Council	2,144	472	474	22.01
Offaly County Council	2,132	85	108	3.99
Roscommon County Council	1,835	375	513	20.44
Sligo County Council	4,510	1,036	1,036	22.97
South Dublin County Council	10,260 ^e	917	1,150	8.94
South Tipperary County Council	1,375	665	665	48.36
Waterford City Council	3,391	573	573	16.90
Waterford County Council	1,550	539	574	34.77
Westmeath County Council	4,562	411	417	9.01
Wexford County Council	4,043	631	631	15.61
Wicklow County Council	5,318	1,356	1,385 ^f	25.50
Totals	276,340	17,867	20,757	
<p>a) Cork County Council - Figure supplied by the PRTB as of 31/3/11</p> <p>b) Galway County Council - This is based on the number of registered tenancies as supplied by PRTB. There are some data quality issues with this information which mainly relate to local authority border areas, and are being taken up with the PRTB.</p> <p>c) Laois County Council - due to downturn in the capital programme more technical staff time were available to carry out inspections, hence the increase.</p> <p>d) Laois County Council - due to downturn in the capital programme more technical staff time were available to carry out inspections, hence the increase</p> <p>e) South Dublin County Council - The previous number of tenancies registered in the SDCC area was 13,818. This data has been cleaned up because there were duplications when new tenancies were registered and the older tenancy was not deleted leading to some properties being recorded several times. There were also incidents where properties were included in the SDCC area but which were actually located in other local authority areas.</p> <p>f) Wicklow County Council - Target set by Wicklow Local Authorities to increase number of inspections achieved.</p>				

Summary Statistics 2008-2010

Total number of registered tenancies		2008	2009	2010
N	Valid	34	32	34
	Missing	0	2	0
Average	Median	3,493.50	4,045.5	4,094.5
	Mean	7,038.26	6,968.7	8,127.7
Percentiles	25%	1,991	1,983.8	2,144.0
	75%	8,735	7,906.3	6,000.0

Number of dwelling units inspected		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	267.50	393.5	471.0
	Mean	454.44	496.4	525.5
Percentiles	25%	129.50	233.8	260.8
	75%	640.75	601.5	626.8

Number of inspections carried out		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	335.5	454.0	540.5
	Mean	533.3	566.3	610.5
Percentiles	25%	150.5	264.5	296.0
	75%	744.5	661.0	684.5

Number of dwellings inspected as percentage of registered		2008	2009	2010
N	Valid	34	32	34
	Missing	0	2	0
Average	Median	12.84	8.24	9.1
	Mean	5	14.2	14.2
Percentiles	25%	3.34	4.79	6.2
	75%	12.99	17.05	20.4

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	28.0	36.0 ^a
Cavan County Council	10.0	21.0
Clare County Council	12.0	15.5
Cork City Council	8.0 ^b	8.0 ^c
Cork County Council	9.7	20.9
Donegal County Council	17.0 ^d	24.0 ^e
Dublin City Council	1.8 ^f	2.2
Dun Laoghaire Rathdown County Council	2.0	2.6
Fingal County Council	8.0 ^g	8.0
Galway City Council	50.3	22.7
Galway County Council	14.0	14.0
Kerry County Council	36.7	49.2
Kildare County Council	3.3 ^h	8.1 ⁱ
Kilkenny County Council	20.3	32.3 ^j
Laois County Council	3.0	7.0
Leitrim County Council	11.0	15.0
Limerick City Council	6.0	14.0
Limerick County Council	20.0	33.0
Longford County Council	4.1	7.2
Louth County Council	8.0	8.0
Mayo County Council	40.0	49.0
Meath County Council	16.0	16.0
Monaghan County Council	2.0	2.0
North Tipperary County Council	5.3	15.9
Offaly County Council	12.2	37.0
Roscommon County Council	19.0 ^k	21.0 ^l
Sligo County Council	6.0	21.0
South Dublin County Council	7.6	22.0 ^m
South Tipperary County Council	16.3 ⁿ	26.9
Waterford City Council	9.5 ^o	18.0 ^p
Waterford County Council	5.0	13.0 ^q
Westmeath County Council	10.1	13.3
Wexford County Council	18.0	29.0
Wicklow County Council	32.9 ^r	35.9

a) Carlow County Council - Due to restricted funding priority 2 and 3 valid applications were held in some cases for up to 10 months before being approved. In addition many HDG applications require detailed plans following OT reports
b) Cork City Council - In normal circumstances a period of 7- 8 weeks would be the time frame for processing a fully completed application. Due to restricted funding, valid applications were held, in some cases, for up to 12 months before being approved
c) Cork City Council - In normal circumstances a period of 7-8 weeks would be the time frame for processing a fully completed application. Due to restricted funding, valid applications were held, in some cases, for up to 12 months before being approved
d) Donegal County Council - On the 29th July 2009 the Council ceased taking any new application under the Disability Grant Schemes. In October 2009, the Council resumed acceptance of applications although no processing of these applications took place until 27th April 2010 when revised policy was agreed. This inevitably had an adverse impact on the time taken to process applications
e) Donegal County Council - On the 29th July 2009 the Council ceased taking any new application under the Disability Grant Schemes. In October 2009 the Council resumed acceptance of applications although no processing of these applications took place until 27th April, 2010 when revised policy was agreed. This inevitably had an adverse impact on the time taken to process applications
f) Dublin City Council - Figures based on a 5-day working week. In 2009 the Council had in excess of 3,000 applications for grants. In July 2009 the processing of new grant applications was postponed. Additional resources and new work practices were introduced and the back log cleared. In July 2010 the processing of new grant applications resumed and with new work practices and additional resources in place has reduced the average time to notify applicants of decisions.

- g) **Fingal County Council** - the average time taken of 8 weeks to process Housing Adaptation Grants has remained similar for both 2009 and 2010.
- h) **Kildare County Council** - County only 10 grants/231 days.
- i) **Kildare County Council** - County only 13 grants/ 739 days
- j) **Kilkenny County Council** - Increase in average time is due to increase in number of applications processed, all of which require an external medical assessment.
- k) **Roscommon County Council** - Applications processed on medical priority and then in chronological order subject to available finances.
- l) **Roscommon County Council** - Applications processed on medical priority and then in chronological order subject to available finances
- m) **South Dublin County Council** - Figures based on 7 day week. In attempt to get best value for money, applicants needed to get revised quotes from contractors to reflect current economic climate which caused delays in approval process.
- n) **South Tipperary County Council** - In certain cases O.T. reports were sought which improved the quality of the service but delayed its delivery.
- o) **Waterford City Council** - Mobility Aid application is no longer sent to the HSE Area Medical Officer for priority rating.
- p) **Waterford City Council** - Figure in 2009 was affected by a number of priority applications which needed to be fast tracked to allow for patient to be discharged from hospital.
- q) **Waterford County Council** - Additional resources applied to streamline process.
- r) **Wicklow County Council** - Grants were withheld the previous year due to lack of funds.

Summary Statistics 2008-2010

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	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	8.00	14.25	10.1
	Mean	11.63	16.79	13.9
Percentiles	25%	6.00	7.75	6.0
	75%	14.30	22.87	17.8

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	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	10.42	19.00	17.0
	Mean	13.17	19.91	19.7
Percentiles	25%	8.00	8.00	9.3
	75%	19.10	30.51	26.2

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	69	100.0
Cavan County Council	151	100.0
Clare County Council	122	100.0
Cork City Council	284	19.4
Cork County Council	502	92.0
Donegal County Council	117	94.9
Dublin City Council	483	62.9
Dun Laoghaire Rathdown County Council	214	38.8
Fingal County Council	188	100.0
Galway City Council	84	100.0
Galway County Council	106	75.5
Kerry County Council	259	62.2
Kildare County Council	233	100.0
Kilkenny County Council	89	100.0
Laois County Council	122	0.0
Leitrim County Council	27	100.0
Limerick City Council	133	100.0
Limerick County Council	72	83.3
Longford County Council	117	100.0
Louth County Council	258	100.0
Mayo County Council	129	100.0
Meath County Council	162	100.0
Monaghan County Council	68	100.0
North Tipperary County Council	106	100.0
Offaly County Council	115	96.5
Roscommon County Council	122	95.1
Sligo County Council	99	100.0
South Dublin County Council	279	30.1 ^a
South Tipperary County Council	130	97.7
Waterford City Council	82	100.0
Waterford County Council	116	100.0
Westmeath County Council	142	100.0
Wexford County Council	187	100.0
Wicklow County Council	167	100.0
Total	5,534	
a) South Dublin County Council - In 2010 Council focused resources on new developments in attempt to create a strong community environment. In 2011 due to changes in how local authority accommodation is being delivered pre-tenancy training is being held on a monthly basis for applicants near the top of the housing list.		

Summary Statistics 2008-2010

Percentage of new local authority tenants who have been offered pre-tenancy familiarisation courses		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	94.49	94.13	100.0
	Mean	81.90	82.72	86.7
Percentiles	25%	63.74	75.01	92.7
	75%	100.00	100.00	100.0

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	188	26	159	2
Cavan County Council	37	3	377	7
Clare County Council	372	48	640	10
Cork City Council	32	11	380	4
Cork County Council	940	139	1761	11
Donegal County Council	963	109	848	6
Dublin City Council	104	52	1815	3
Dun Laoghaire Rathdown County Council	116	63	991	0
Fingal County Council	122	37	824	0
Galway City Council	25	8	310	0
Galway County Council	571	23	1140	10
Kerry County Council	453	51	799	7
Kildare County Council	452	37	645	25
Kilkenny County Council	233	14	481	5
Laois County Council	161	4	334	2
Leitrim County Council	129	12	114	2
Limerick City Council	1	1	220	0
Limerick County Council	305	14	621	4
Longford County Council	131	13	117	4
Louth County Council	199	30	508	8
Mayo County Council	581	33	539	9
Meath County Council	264	20	889	13
Monaghan County Council	189	10	380	3
North Tipperary County Council	187	20	301	9
Offaly County Council	185	15	253	6
Roscommon County Council	239	39	301	2
Sligo County Council	247	9	218	3
South Dublin County Council	97	24	644	5
South Tipperary County Council	165	15	396	4
Waterford City Council	4	5	160	5
Waterford County Council	306	23	158	6
Westmeath County Council	163	10	295	3
Wexford County Council	374	111	798	3
Wicklow County Council	251	41	721	2
Totals	8,786	1,048	19,133	183

Summary Statistics 2008-2010

Individual Houses - Number of applications decided		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	563	287.5	188.5
	Mean	675.21	369.6	258.4
Percentiles	25%	308.5	183.5	123.8
	75%	846.75	487	305.8

Developments - Number of applications decided		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	81	37.5	21.5
	Mean	107.9	62.9	31.5
Percentiles	25%	53.8	21.8	11.3
	75%	139	88.3	38.5

Not requiring EIA - Number of applications decided		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	805	557.5	438.5
	Mean	1028	673.6	562.9
Percentiles	25%	503.5	321	284.5
	75%	1,365.8	917.8	798.3

Requiring EIA - Number of applications decided		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	10.21	5	4.0
	Mean	9.5	7.5	5.4
Percentiles	25%	3	2	2.3
	75%	16	10	7.0

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	188	120	67	1	77.60
Cavan County Council	37	27	10	0	68.50
Clare County Council	372	215	134	23	113.00
Cork City Council	32	14	17	1	81.00
Cork County Council	940	439	476	25	78.00
Donegal County Council	963	613	307	43	66.00
Dublin City Council	104	77	27	0	75.00
Dun Laoghaire Rathdown County Council	116	58	58	0	85.00
Fingal County Council	122	59	62	1	78.00
Galway City Council	25	11	14	0	76.43
Galway County Council	571	190	264	117	78.00
Kerry County Council	453	232	221	0	79.70
Kildare County Council	452	205	247	0	80.73
Kilkenny County Council	233	112	121	0	74.74
Laois County Council	161	60	101	0	71.93
Leitrim County Council	129	57	72	0	72.54
Limerick City Council	1	0	1	0	65.00
Limerick County Council	305	81	204	20	76.00
Longford County Council	131	87	44	0	67.34
Louth County Council	199	68	127	8	68.34
Mayo County Council	581	233	327	21	70.00
Meath County Council	264	141	122	1	76.00
Monaghan County Council	189	65	120	4	79.00
North Tipperary County Council	187	78	85	24	76.48
Offaly County Council	185	81	104	0	77.13
Roscommon County Council	239	106	132	1	74.42
Sligo County Council	247	194	48	4	73.11
South Dublin County Council	97	67	30	0	74.00
South Tipperary County Council	165	107	58	0	73.00
Waterford City Council	4	4	0	0	0.00
Waterford County Council	306	191	114	1	77.46
Westmeath County Council	163	97	66	0	76.00
Wexford County Council	374	232	142	2	74.00
Wicklow County Council	251	92	108	48	66.81
Totals	8,786	4,413	4,030	345	

Summary Statistics 2008-2010

Individual Houses - Number of applications decided		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	563	287.5	188.5
	Mean	675.21	369.6	258.4
Percentiles	25%	308.5	183.5	123.8
	75%	846.75	487	305.8

Number of decisions which were decided within 8 weeks		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	272	139.5	89.5
	Mean	354.5	180.97	129.8
Percentiles	25%	182.5	89.25	61.3
	75%	451.3	217.25	190.8

Number of decisions which required the submission of further information		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	250.5	132.5	102.50
	Mean	290.7	170.41	118.53
Percentiles	25%	98	57.75	50.50
	75%	377.3	213.75	133.50

Number of decisions where an extension of time was agreed to by the applicant		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	2	1	1
	Mean	30	18.18	10
Percentiles	25%	0	0	0
	75%	30	8.25	7

Average length of time (days) taken to decide an application where further information was sought		2008	2009	2010
N	Valid	33	34	34
	Missing	1	0	0
Average	Median	77	75.3	75.5
	Mean	76	73.8	73.5
Percentiles	25%	74	71.5	72.1
	75%	78.8	77.7	77.9

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 Pleanála	Percentage of cases where the decision was reversed by An Bord Pleanála
Carlow County Council	95.74	4.26	44.44	55.56
Cavan County Council	81.08	18.92	16.67	83.33
Clare County Council	84.14	15.86	29.17	70.83
Cork City Council	68.75	31.25	80.00	20.00
Cork County Council	75.96	24.04	59.46	40.54
Donegal County Council	87.23	12.77	28.00	72.00
Dublin City Council	73.08	26.92	65.71	34.29
Dun Laoghaire Rathdown County Council	70.69	29.31	76.19	23.81
Fingal County Council	52.46	47.54	84.62	15.38
Galway City Council	88.00	12.00	66.67	33.33
Galway County Council	84.59	15.41	30.30	69.70
Kerry County Council	64.90	35.10	58.62	41.38
Kildare County Council	62.17	37.83	80.00	20.00
Kilkenny County Council	78.11	21.89	50.00	50.00
Laois County Council	85.71	14.29	50.00	50.00
Leitrim County Council	79.07	20.93	50.00	50.00
Limerick City Council	100.00	0.00	N/A	N/A
Limerick County Council	71.15	28.85	66.67	33.33
Longford County Council	80.92	19.08	100.00	0.00
Louth County Council	87.94	12.06	45.45	54.55
Mayo County Council	92.94	7.06	51.43	48.57
Meath County Council	78.03	21.97	62.50	37.50
Monaghan County Council	86.77	13.23	100.00	0.00
North Tipperary County Council	88.24	11.76	100.00	0.00
Offaly County Council	86.49	13.51	77.78	22.22
Roscommon County Council	78.66	21.34	42.86	57.14
Sligo County Council	92.71	7.29	50.00	50.00
South Dublin County Council	53.61	46.39	76.19	23.81
South Tipperary County Council	84.24	15.76	70.00	30.00
Waterford City Council	75.00	25.00	66.67	33.33
Waterford County Council	84.31	15.69	73.33	26.67
Westmeath County Council	70.55	29.45	88.89	11.11
Wexford County Council	78.88	21.12	41.18	58.82
Wicklow County Council	62.95	37.05	56.41	43.59

Summary Statistics 2008-2010

Individual Houses - Percentage of Grants		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	76.9	80.4	80.0
	Mean	70.6	77.1	79.0
Percentiles	25%	66.8	65.7	71.6
	75%	82.4	86.8	86.7

Individual Houses - Percentage of Refusals		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	22.7	19.6	20.0
	Mean	26.7	22.9	21.0
Percentiles	25%	15.9	13.3	13.3
	75%	30.7	34.3	28.4

Percentage of cases where the decision was confirmed by An Bord Pleanala		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	64.8	64.3	62.5
	Mean	66	65.5	61.8
Percentiles	25%	53.9	56.4	50.0
	75%	78.7	75.1	76.2

Percentage of cases where the decision was reversed by An Bord Pleanala		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	35.2	35.7	37.5
	Mean	34.1	34.5	38.2
Percentiles	25%	21.3	24.9	23.8
	75%	46.2	43.6	50.0

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	26	16	10	0	76.50
Cavan County Council	3	1	2	0	71.00
Clare County Council	48	20	24	4	65.00
Cork City Council	11	5	6	0	81.00
Cork County Council	139	58	73	8	80.00
Donegal County Council	109	70	38	1	68.00
Dublin City Council	52	27	25	0	78.00
Dun Laoghaire Rathdown County Council	63	39	24	0	87.00
Fingal County Council	37	16	21	0	79.00
Galway City Council	8	1	6	1	77.83
Galway County Council	23	6	9	8	235.00
Kerry County Council	51	27	24	0	73.96
Kildare County Council	37	17	20	1	80.40
Kilkenny County Council	14	10	4	0	79.25
Laois County Council	4	0	4	0	79.25
Leitrim County Council	12	6	6	0	91.17
Limerick City Council	1	0	1	0	73.00
Limerick County Council	14	2	11	1	79.00
Longford County Council	13	9	4	0	75.58
Louth County Council	30	7	21	6	73.91
Mayo County Council	33	12	18	3	74.00
Meath County Council	20	4	16	0	81.00
Monaghan County Council	10	3	7	0	76.00
North Tipperary County Council	20	10	6	4	80.00
Offaly County Council	15	6	9	0	85.78
Roscommon County Council	17 ^a	22	16	1	67.69
Sligo County Council	9	4	5	0	77.38
South Dublin County Council	24	9	15	0	76.00
South Tipperary County Council	15	9	6	0	79.00
Waterford City Council	5	0	5	0	80.00
Waterford County Council	23	13	10	0	84.30
Westmeath County Council	10	7	3	0	74.33
Wexford County Council	111	79	32	0	77.00
Wicklow County Council	41	21	18	4	74.41
Totals	1,048	536	499	42	
a) Roscommon County Council – Excludes 22 Extension of Duration applications and 7 pre-2000 Act files.					

Summary Statistics 2008-2010

Developments - Number of applications decided		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	81	37.5	20.0
	Mean	107.9	62.9	30.8
Percentiles	25%	53.8	21.8	11.3
	75%	139	88.3	38.5

Number of decisions which were decided within 8 weeks		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	29	13.5	9.0
	Mean	50.7	27.7	15.8
Percentiles	25%	21.5	8.3	4.3
	75%	55.5	28.5	19.3

Number of decisions which required the submission of further information		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	46	25	10
	Mean	52.4	33.2	14.7
Percentiles	25%	27.5	10.8	6.0
	75%	65	40.8	20.8

Number of decisions where an extension of time was agreed to by the applicant		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	1	0	0
	Mean	4.7	1.9	1.2
Percentiles	25%	0	0	0.0
	75%	4.3	2	1.0

Average length of time (days) taken to decide an application where further information was sought		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	79.0	79.0	77.9
	Mean	78.1	78.2	82.1
Percentiles	25%	75.5	75.6	74.4
	75%	80.6	80.6	80.0

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 Pleanála	Percentage of cases where the decision was reversed by An Bord Pleanála
Carlow County Council	100.00	0.00	50.00	50.00
Cavan County Council	66.67	33.33	0.00	100.00
Clare County Council	81.25	18.75	71.43	28.57
Cork City Council	63.64	36.36	75.00	25.00
Cork County Council	82.01	17.99	38.10	61.90
Donegal County Council	86.24	13.76	33.33	66.67
Dublin City Council	72.12	27.88	70.00	30.00
Dun Laoghaire Rathdown County Council	38.89	61.11	73.68	26.32
Fingal County Council	64.86	35.14	83.33	16.67
Galway City Council	62.50	37.50	87.50	12.50
Galway County Council	69.57	30.43	22.22	77.78
Kerry County Council	49.02	50.98	55.56	44.44
Kildare County Council	67.57	32.43	70.00	30.00
Kilkenny County Council	35.71	64.29	50.00	50.00
Laois County Council	75.00	25.00	100.00	0.00
Leitrim County Council	41.67	58.33	100.00	0.00
Limerick City Council	0.00	100.00	100.00	0.00
Limerick County Council	71.43	28.57	80.00	20.00
Longford County Council	69.23	30.77	0.00	100.00
Louth County Council	86.67	13.33	40.00	60.00
Mayo County Council	87.88	12.12	100.00	0.00
Meath County Council	50.00	50.00	66.67	33.33
Monaghan County Council	100.00	0.00	33.33	66.67
North Tipperary County Council	55.00	45.00	100.00	0.00
Offaly County Council	53.33	46.67	100.00	0.00
Roscommon County Council	66.67	33.33	66.67	33.33
Sligo County Council	77.78	22.22	100.00	0.00
South Dublin County Council	75.00	25.00	75.00	25.00
South Tipperary County Council	53.33	46.67	83.33	16.67
Waterford City Council	100.00	0.00	75.00	25.00
Waterford County Council	91.30	8.70	40.00	60.00
Westmeath County Council	60.00	40.00	33.33	66.67
Wexford County Council	67.57	32.43	57.14	42.86
Wicklow County Council	56.10	43.90	82.35	17.65

Summary Statistics 2008-2010

Developments - Percentage of Grants		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	67.75	73.55	67.6
	Mean	66.74	72.08	67.0
Percentiles	25%	60.66	67.53	55.3
	75%	75.15	79.68	80.4

Development - Percentage of Refusals		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	32.26	26.45	32.4
	Mean	33.26	27.73	33.0
Percentiles	25%	24.85	20.32	19.6
	75%	39.35	32.47	44.7

Percentage of cases where the decision was confirmed by An Bord Pleanála		2008	2009	2010
N	Valid	34	33	34
	Missing	0	1	0
Average	Median	68.32	66.67	70.7
	Mean	64.22	62.22	65.1
Percentiles	25%	56.63	49.17	42.5
	75%	75.00	77.32	83.3

Percentage of cases where the decision was reversed by An Bord Pleanála		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	31.69	33.33	29.3
	Mean	35.78	37.78	34.9
Percentiles	25%	25.00	22.69	16.7
	75%	43.37	50.84	57.5

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	159	101	58	0	74.49
Cavan County Council	377	248	128	1	69.57
Clare County Council	640	527	102	11	75.00
Cork City Council	380	277	89	14	81.00
Cork County Council	1,761	1,300	455	6	79.00
Donegal County Council	848	584	240	24	67.00
Dublin City Council	1815	1576	239	0	75.00
Dun Laoghaire Rathdown County Council	991	794	197	0	82.00
Fingal County Council	824	612	211	1	74.00
Galway City Council	310	210	98	2	72.97
Galway County Council	1,140	790	291	58	313.00
Kerry County Council	799	602	197	0	77.93
Kildare County Council	645	311	333	0	82.08
Kilkenny County Council	481	347	134	0	75.82
Laois County Council	334	217	117	1	73.97
Leitrim County Council	114	53	61	0	73.72
Limerick City Council	220	127	93	0	66.11
Limerick County Council	621	318	289	14	76.00
Longford County Council	117	81	36	0	73.16
Louth County Council	508	313	189	12	70.08
Mayo County Council	539	324	206	8	75.00
Meath County Council	889	515	372	1	76.00
Monaghan County Council	380	220	123	1	77.00
North Tipperary County Council	301	213	80	8	76.45
Offaly County Council	253	173	79	0	79.44
Roscommon County Council	297 ^a	184	117	0	77.99
Sligo County Council	218	182	35	1	72.20
South Dublin County Council	644	508	136	0	77.00
South Tipperary County Council	396	291	104	0	76.00
Waterford City Council	160	132	28	0	73.29
Waterford County Council	158	127	31	0	77.21
Westmeath County Council	295	186	109	1	73.93
Wexford County Council	798	665	133	3	75.00
Wicklow County Council	721	453	253	14	67.56
Totals	19,133	13,561	5,363	181	
a) Roscommon County Council - Excludes 4 Extensions of Duration applications and 7 pre-2000 Act files					

Summary Statistics 2008-2010

Not requiring EIA - Number of applications decided		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	805	557.5	438.5
	Mean	1,028	673.6	562.7
Percentiles	25%	503.5	321	296.5
	75%	1,365.8	917.8	778.8

Number of decisions which were decided within 8 weeks		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	578	386	301.0
	Mean	732.6	465.7	398.9
Percentiles	25%	312.3	210	184.5
	75%	1,069.3	676.5	524.0

Number of decisions which required the submission of further information		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	236.5	131.5	125.5
	Mean	282.32	189.88	157.7
Percentiles	25%	151.75	103.5	90.0
	75%	350.5	254.75	209.8

Number of decisions where an extension of time was agreed to by the applicant		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	1.5	1	1
	Mean	12.9	8.2	5.3
Percentiles	25%	0	0	0.0
	75%	10.3	7.3	7.5

Average length of time (days) taken to decide an application where further information was sought		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	77	76	75
	Mean	76.5	75.7	81.9
Percentiles	25%	74.6	73.6	73.4
	75%	78.2	78	77.2

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	95.60	4.40	60.00	40.00
Cavan County Council	94.16	5.84	73.91	26.09
Clare County Council	92.66	7.34	75.76	24.24
Cork City Council	92.11	7.89	70.45	29.55
Cork County Council	93.02	6.98	73.03	26.97
Donegal County Council	92.81	7.19	60.53	39.47
Dublin City Council	87.36	12.64	75.39	24.61
Dun Laoghaire Rathdown County Council	89.15	10.85	71.90	28.10
Fingal County Council	88.23	11.77	73.12	26.88
Galway City Council	88.06	11.94	95.45	4.55
Galway County Council	93.95	6.23	67.83	32.17
Kerry County Council	82.23	17.77	58.90	41.10
Kildare County Council	84.65	15.35	75.36	24.64
Kilkenny County Council	91.48	8.52	59.09	40.91
Laois County Council	92.81	7.19	73.68	26.32
Leitrim County Council	88.60	11.40	45.45	54.55
Limerick City Council	93.18	7.73	80.00	20.00
Limerick County Council	86.31	13.69	62.86	37.14
Longford County Council	92.31	7.69	70.00	30.00
Louth County Council	88.98	11.02	60.00	40.00
Mayo County Council	93.69	6.31	90.00	10.00
Meath County Council	82.90	17.10	60.47	39.53
Monaghan County Council	94.47	5.53	66.67	33.33
North Tipperary County Council	93.02	6.98	71.43	28.57
Offaly County Council	90.51	9.49	100.00	0.00
Roscommon County Council	91.36	8.64	59.26	40.74
Sligo County Council	92.66	9.63	55.56	44.44
South Dublin County Council	91.77	8.23	77.36	22.64
South Tipperary County Council	95.96	4.04	71.43	28.57
Waterford City Council	91.88	8.12	44.44	55.56
Waterford County Council	93.67	6.33	71.43	28.57
Westmeath County Council	83.39	16.61	71.43	28.57
Wexford County Council	86.72	13.28	60.61	39.39
Wicklow County Council	86.41	13.45	64.29	35.71

Summary Statistics 2008-2010

Not requiring EIA - Percentage of Grants		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	90.14	91.57	91.9
	Mean	89.36	90.52	90.5
Percentiles	25%	86.65	87	88.2
	75%	92.25	93.93	93.0

Not requiring EIA - Percentage of Refusals		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	9.8	8.44	8.2
	Mean	10.6	9.4	9.6
Percentiles	25%	7.7	5.99	7.0
	75%	13.4	13	11.8

Percentage of cases where the decision was confirmed by An Bord Pleanala		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	73.32	72.61	70.9
	Mean	73.63	74.14	69.0
Percentiles	25%	67.07	68.81	60.5
	75%	80.37	80.11	73.9

Percentage of cases where the decision was reversed by An Bord Pleanala		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	26.70	27.39	29.06
	Mean	26.36	25.87	30.97
Percentiles	25%	19.63	19.90	25.7
	75%	32.93	31.90	39.6

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	2	0	2	0	73.50
Cavan County Council	7	5	2	0	89.50
Clare County Council	10	5	5	0	34.00
Cork City Council	4	0	4	0	107.00
Cork County Council	11	7	4	0	102.00
Donegal County Council	6	2	4	0	104.00
Dublin City Council	3	1	2	0	112.00
Dun Laoghaire Rathdown County Council	0	0	0	0	0.00
Fingal County Council	0	0	0	0	0.00
Galway City Council	0	0	0	0	0.00
Galway County Council	10	8	2	0	174.00
Kerry County Council	7	4	3	0	108.67
Kildare County Council	25	13	12	0	82.75
Kilkenny County Council	5	3	2	0	104.00
Laois County Council	2	1	1	0	100.00
Leitrim County Council	2	1	1	0	80.00
Limerick City Council	0	0	0	0	0.00
Limerick County Council	4	2	2	0	77.00
Longford County Council	4	3	1	0	72.00
Louth County Council	8	3	5	0	94.01
Mayo County Council	9	1	8	0	73.00
Meath County Council	13	2	11	0	91.00
Monaghan County Council	3	1	2	0	78.00
North Tipperary County Council	9	6	3	0	102.67
Offaly County Council	6	2	4	0	87.00
Roscommon County Council	2	0	2	0	100.00
Sligo County Council	3	2	1	0	19.50
South Dublin County Council	5	1	4	0	0.00
South Tipperary County Council	4	1	3	0	96.00
Waterford City Council	5	5	0	0	0.00
Waterford County Council	6	3	3	0	89.00
Westmeath County Council	3	1	2	0	74.50
Wexford County Council	3	0	3	0	91.00
Wicklow County Council	2	0	2	0	74.50
Totals	183	83	100	0	

Summary Statistics 2008-2010

Requiring EIA - Number of applications decided		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	10.21	5	4.0
	Mean	9.5	7.5	5.4
Percentiles	25%	3	2	2.3
	75%	16	10	7.0

Number of decisions which were decided within 8 weeks		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	10.7	2	1.5
	Mean	14.7	2.86	2.4
Percentiles	25%	0	2	0.3
	75%	27.1	10	3.0

Number of decisions which required the submission of further information		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	4.5	3.5	2.0
	Mean	5.7	4.5	2.9
Percentiles	25%	3	1	1.3
	75%	8	6	4.0

Number of decisions where an extension of time was agreed to by the applicant		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	0	0	0
	Mean	0.3	0.2	0
Percentiles	25%	0	0	0
	75%	0	0	0

Average length of time (days) taken to decide an application where further information was sought		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	95.5	91.8	84.9
	Mean	95.1	82	73.3
Percentiles	25%	83.4	79.8	72.3
	75%	107.4	101.3	100.0

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	0.00	100.00
Cavan County Council	85.71	14.29	75.00	25.00
Clare County Council	90.00	10.00	100.00	0.00
Cork City Council	100.00	0.00	50.00	50.00
Cork County Council	90.91	9.09	66.67	33.33
Donegal County Council	83.33	16.67	33.33	66.67
Dublin City Council	100.00	0.00	100.00	0.00
Dun Laoghaire Rathdown County Council	N/A	N/A	N/A	N/A
Fingal County Council	N/A	N/A	N/A	N/A
Galway City Council	N/A	N/A	100.00	0.00
Galway County Council	90.00	10.00	42.86	57.14
Kerry County Council	71.43	28.57	50.00	50.00
Kildare County Council	72.00	28.00	83.33	16.67
Kilkenny County Council	100.00	0.00	100.00	0.00
Laois County Council	100.00	0.00	N/A	N/A
Leitrim County Council	100.00	0.00	0.00	100.00
Limerick City Council	N/A	N/A	N/A	N/A
Limerick County Council	50.00	50.00	100.00	0.00
Longford County Council	100.00	0.00	25.00	75.00
Louth County Council	87.50	12.50	50.00	50.00
Mayo County Council	88.89	11.11	83.33	16.67
Meath County Council	84.62	15.38	66.67	33.33
Monaghan County Council	100.00	0.00	N/A	N/A
North Tipperary County Council	88.89	11.11	100.00	0.00
Offaly County Council	66.67	33.33	83.33	16.67
Roscommon County Council	100.00	0.00	0.00	100.00
Sligo County Council	100.00	0.00	N/A	N/A
South Dublin County Council	100.00	0.00	0.00	100.00
South Tipperary County Council	75.00	25.00	100.00	0.00
Waterford City Council	80.00	20.00	N/A	N/A
Waterford County Council	100.00	0.00	0.00	100.00
Westmeath County Council	66.67	33.33	100.00	0.00
Wexford County Council	66.67	33.33	N/A	N/A
Wicklow County Council	100.00	0.00	100.00	0.00

Summary Statistics 2008-2010

Requiring EIA - Percentage of Grants		2008	2009	2010
N	Valid	34	32	29
	Missing	0	2	5
Average	Median	89.3	88.2	90.0
	Mean	85.3	86	87.9
Percentiles	25%	72.9	75.9	78.8
	75%	100	100	100

Requiring EIA - Percentage of Refusals		2008	2009	2010
N	Valid	34	32	29
	Missing	0	2	5
Average	Median	10.7	11.8	10.0
	Mean	14.7	14	12.5
Percentiles	25%	0	0	0
	75%	27.1	24.1	22.5

Percentage of cases where the decision was confirmed by An Bord Pleanala		2008	2009	2010
N	Valid	31	29	25
	Missing	3	5	9
Average	Median	88.9	80	66.7
	Mean	73.9	73.3	60.4
Percentiles	25%	50	50	29.2
	75%	100	100	100

Percentage of cases where the decision was reversed by An Bord Pleanala		2008	2009	2010
N	Valid	34	29	26
	Missing	0	5	8
Average	Median	11.1	20	29.2
	Mean	26.1	26.75	38.1
Percentiles	25%	0	0	0
	75%	50	50	70.8

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	53	0	30
Cavan County Council	25	1	9
Clare County Council	208	51	94
Cork City Council	230	145	63
Cork County Council	434	1	405
Donegal County Council	227 ^a	17	82
Dublin City Council	998	461	173
Dun Laoghaire Rathdown County Council	215	0	144
Fingal County Council	322	144	124
Galway City Council	312	100	26
Galway County Council	513	71	135
Kerry County Council	489	111	220
Kildare County Council	335	65	6
Kilkenny County Council	246	3	158
Laois County Council	130	12	14
Leitrim County Council	86	7	55
Limerick City Council	152	6	1
Limerick County Council	495	17	129
Longford County Council	141	14	18
Louth County Council	257	28	151
Mayo County Council	198	88	68
Meath County Council	644 ^b	125	16
Monaghan County Council	164	15	61
North Tipperary County Council	126	32	39
Offaly County Council	137	29	86
Roscommon County Council	160 ^c	0	8 ^d
Sligo County Council	167	74	136
South Dublin County Council	313	190	136
South Tipperary County Council	346	8	343
Waterford City Council	74	23	95 ^e
Waterford County Council	147	43	36
Westmeath County Council	101	27	48
Wexford County Council	487	0	292
Wicklow County Council	248	49	213
Totals	9,180	1,957	3,614
<p>a) Donegal County Council - 112 of these complaints were verbal and are included here, because to exclude such complaints would not present the full picture</p> <p>b) Meath County Council - This figure includes enforcement in relation to financial compliance</p> <p>c) Roscommon County Council - Roscommon Co Co does not include cases which relate solely to non-compliance with Financial Conditions</p> <p>d) Roscommon County Council - Includes cases closed in 2010 where conditions of planning permissions have been complied with and cases closed because of a grant of retention. Cases that were the subject of a retention application which was not granted were not included as they were not considered to be resolved.</p> <p>e) Waterford City Council - Includes cases from 2009 not resolved until 2010</p>			

Summary Statistics 2008-2010

Planning Enforcement - total number of cases subject to complaints that are investigated		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	324	258	221
	Mean	373.8	325	270
Percentiles	25%	167	148	141
	75%	511	453.3	335

Total number of cases subject to complaints that are dismissed		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	39.5	47	27.5
	Mean	78	78.1	57.6
Percentiles	25%	4.3	6	7.3
	75%	89	83.8	73.3

Total number of cases subject to complaints that were resolved through negotiations		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	129	117	84.0
	Mean	165.7	144.1	106.3
Percentiles	25%	46.5	42	31.5
	75%	224.3	195.3	142.0

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	16	6	0
Cavan County Council	8	2	0
Clare County Council	347	142	8
Cork City Council	135	27	2
Cork County Council	621 ^a	63	42
Donegal County Council	137	37	28
Dublin City Council	996	154	48
Dun Laoghaire Rathdown County Council	234	44	19
Fingal County Council	194	76	28
Galway City Council	305	271	90
Galway County Council	286	181	41
Kerry County Council	233	158	10
Kildare County Council	230	87	0
Kilkenny County Council	153	99	9
Laois County Council	139	35	11
Leitrim County Council	79	13	2
Limerick City Council	131	47	20
Limerick County Council	248	159	26
Longford County Council	106	30	11
Louth County Council	141	49	2
Mayo County Council	148	16	4 ^b
Meath County Council	575	207	33 ^c
Monaghan County Council	133	26	12
North Tipperary County Council	153	21	3
Offaly County Council	158	56	28
Roscommon County Council	175	56	17
Sligo County Council	131	100	40
South Dublin County Council	304	141	32
South Tipperary County Council	417	129	13
Waterford City Council	13	26	6
Waterford County Council	12	25	0
Westmeath County Council	140	39	13
Wexford County Council	689	416	118
Wicklow County Council	413	155	47
Totals	8,200	3,093	763
<p>a) Cork County Council - The total number of Warning Letters issued during 2010 is greater than the number of new cases reported to the Council in that year. This is because in many cases more than one Warning Letter would have issued e.g. to owner(s), occupier(s) and persons carrying out development as provided for in the Act. Also some Warning Letters issued in the early part of 2010 would have related to complaints reported to the Council, late in the previous year.</p> <p>b) Mayo County Council - 36 files ongoing with Solicitor (incl. 2 ongoing in court and 4 prosecutions in 2010)</p> <p>c) Meath County Council - Note - Prosecutions is "referred for legal action"</p>			

Summary Statistics 2008-2010

Total number of enforcement procedures taken through warning letters		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	215	228	156
	Mean	299.9	271.2	241
Percentiles	25%	142.8	132	134
	75%	420.3	364.3	300

Total Number of enforcement procedures taken through enforcement notices		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	94	81	56
	Mean	123.7	116.2	91
Percentiles	25%	50.5	38.8	28
	75%	165.8	170.5	142

Total number of prosecutions		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	16	16.5	13
	Mean	30	26.9	22
Percentiles	25%	6	3	4
	75%	35.3	36.5	32

Table 49: Planning Offices: Public Opening Hours

	Average number of opening hours per week
Carlow County Council	35.00
Cavan County Council	33.75
Clare County Council	36.00
Cork City Council	35.00 ^a
Cork County Council	35.00 ^b
Donegal County Council	35.56
Dublin City Council	35.70 ^c
Dun Laoghaire Rathdown County Council	30.00
Fingal County Council	35.00
Galway City Council	35.00 ^d
Galway County Council	34.00
Kerry County Council	38.00 ^e
Kildare County Council	34.00
Kilkenny County Council	33.52
Laois County Council	32.50
Leitrim County Council	33.38
Limerick City Council	35.00
Limerick County Council	33.00 ^f
Longford County Council	33.32
Louth County Council	38.13
Mayo County Council	34.27
Meath County Council	25.00
Monaghan County Council	40.00
North Tipperary County Council	32.19 ^g
Offaly County Council	31.67
Roscommon County Council	30.00
Sligo County Council	35.00
South Dublin County Council	33.90
South Tipperary County Council	35.00
Waterford City Council	27.50
Waterford County Council	35.37
Westmeath County Council	33.25
Wexford County Council	35.00
Wicklow County Council	29.32
<p>a) Cork City Council - Exception being Bank/Public Holidays etc</p> <p>b) Cork County Council - The Planning Directorate, when compiling this service indicator data, looked at each of the Public Counters where members of the public have access to, namely:- Front Office (Main Public Counter), Enforcement Section, Contributions Section, Estates Section and the Planning Divisional Office in Skibbereen. These sections are open from 9am to 4pm inclusive of lunch time opening, accounting for 35 hours opening per week. The Public Counters of the 9 Town Councils were also included.</p> <p>c) 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 website 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.</p> <p>d) Galway City Council - Opening hours are calculated from daily 9 to 4 by 5 days</p> <p>e) Kerry County Council - Revised method for calculating average no of hours</p> <p>f) 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 working hours i.e. 35 hours per week.</p> <p>g) North Tipperary County Council - This is based on 3 Town Councils with public opening 35 hours per week; Co. Co. public counter opened 30 hours per week; less closures due to public holidays, etc. In addition Co. Co. phone lines are open 32.5 hours per week and there is access to planning on-line on a 24/7 basis.</p>	

Summary Statistics 2008-2010

Planning Offices: Average number of opening hours per week		2008	2009	2010
N	Valid	34	34	33
	Missing	0	0	1
Average	Median	35	35	34
	Mean	34.5	34.4	34
Percentiles	25%	33.3	33.2	33
	75%	35.6	35.6	35

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	217	1.00 ^a
Cavan County Council	305	2.59
Clare County Council	360	15.00
Cork City Council	285	9.00
Cork County Council	967	13.00
Donegal County Council	452	29.00
Dublin City Council	183 ^b	9.00
Dun Laoghaire Rathdown County Council	644 ^c	12.00
Fingal County Council	1,234	7.40
Galway City Council	294	4.00
Galway County Council	211	56.00
Kerry County Council	716	8.00
Kildare County Council	238	17.00
Kilkenny County Council	667	6.00
Laois County Council	313	5.00
Leitrim County Council	95	16.00
Limerick City Council	616	10.00
Limerick County Council	486	10.00
Longford County Council	105	6.00
Louth County Council	553	3.00
Mayo County Council	2,142	0.00
Meath County Council	348 ^d	25.00
Monaghan County Council	556	2.00
North Tipperary County Council	327	25.00
Offaly County Council	593	8.00
Roscommon County Council	250	7.00 ^e
Sligo County Council	781	8.00
South Dublin County Council	148	15.00
South Tipperary County Council	352	9.00
Waterford City Council	49	11.00
Waterford County Council	367	12.00
Westmeath County Council	318	17.00
Wexford County Council	586	14.00
Wicklow County Council	345	7.00
Total	16,103	
<p>a) Carlow County Council - Walk in clinic provided 10.00 a.m.- 11.00 a.m. on Tuesdays</p> <p>b) Dublin City Council - DCC 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 is not considered applicable to the pre-planning stage.</p> <p>c) Dun Laoghaire Rathdown County Council - Increase over 2009 due to more accurate phone records</p> <p>d) Meath County Council - This includes one-off and commercial pre-planning meetings. There were another 695 consultations over the phone and via email on pre-planning</p> <p>e) Roscommon County Council - This relates to all 250 pre-planning meetings held</p>		

Summary Statistics 2008-2010

Number of pre-planning consultation meetings held		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	524	415.5	350
	Mean	652	525.3	474
Percentiles	25%	262.5	307.5	259
	75%	993.3	669	591

Average length of time from request for consultation with local authority planner to actual formal meeting for pre-planning consultation (days)		2008	2009	2010
N	Valid	34	33	34
	Missing	0	1	0
Average	Median	10.5	10	9
	Mean	20.9	12.7	12
Percentiles	25%	7.8	6.3	6
	75%	17.3	16.1	15

Table 51: New Buildings Inspected

	Buildings inspected as a percentage of new buildings notified to the local authority
Carlow County Council	44.06
Cavan County Council	18.48
Clare County Council	20.23
Cork City Council	26.49
Cork County Council	17.32
Donegal County Council	16.99
Dublin City Council	28.07
Dun Laoghaire Rathdown County Council	18.51
Fingal County Council	12.71 ^a
Galway City Council	28.85 ^b
Galway County Council	6.28
Kerry County Council	28.93
Kildare County Council	58.68
Kilkenny County Council	15.79
Laois County Council	100.00
Leitrim County Council	20.00
Limerick City Council	60.00
Limerick County Council	16.78
Longford County Council	12.00
Louth County Council	14.12
Mayo County Council	10.98
Meath County Council	47.76
Monaghan County Council	25.69
North Tipperary County Council	9.55
Offaly County Council	22.39
Roscommon County Council	17.37
Sligo County Council	17.65
South Dublin County Council	19.80
South Tipperary County Council	35.16
Waterford City Council	0.00
Waterford County Council	24.19
Westmeath County Council	22.22
Wexford County Council	0.00
Wicklow County Council	26.39
<p>a) Fingal County Council - In general the stats here are not indicative of all the inspections that are carried out by building control. They exclude inspections of sites with commencement notices with start dates that fall outside the relevant period. Also excluded are taking in charge inspections, building control queries, water leakage site visits, road safety, accessibility, and other related building control site visits.</p> <p>b) Galway City Council - Drop in inspections due to staff resources</p>	

Summary Statistics 2008-2010

Buildings inspected as a percentage of new buildings notified to the local authority		2008	2009	2010
N	Valid	34	33	34
	Missing	0	1	0
Average	Median	29.7	25.3	19.9
	Mean	22.18	33.2	24.8
Percentiles	25%	16.2	16.5	16.0
	75%	33.1	39.6	27.7

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 2010	Number of estates that were taken in charge in 2010	Number of dwellings represented
Carlow County Council	3	2	152
Cavan County Council	0	1	65
Clare County Council	46	3	205
Cork City Council	20	4	225
Cork County Council	523	51	1,540
Donegal County Council	91	1	50
Dublin City Council	7	3	158
Dun Laoghaire Rathdown County Council	38	5	164
Fingal County Council	56	32	3,558
Galway City Council	5	6	808
Galway County Council	45	1	33
Kerry County Council	32	10	350
Kildare County Council	33	13	1,071
Kilkenny County Council	37	4	86
Laois County Council	32	10	785
Leitrim County Council	2	1 ^a	22 ^b
Limerick City Council	88	5	138
Limerick County Council	72	8	820
Longford County Council	21	1	4
Louth County Council	51	13	959
Mayo County Council	64	12	392
Meath County Council	99 ^c	30 ^d	2,597 ^e
Monaghan County Council	13	1	15
North Tipperary County Council	31	3	212
Offaly County Council	43 ^f	5	329
Roscommon County Council	78	8	178
Sligo County Council	27	7	173
South Dublin County Council	17	6	1,128
South Tipperary County Council	31	9	270
Waterford City Council	13	9	451
Waterford County Council	53	5	229
Westmeath County Council	37	28	962
Wexford County Council	86	10	508
Wicklow County Council	43	14	374
Totals	1,837	321	19,011
<p>a) Leitrim County Council - 1 Estate taken in charge in 2010 compared to 4 estates taken in charge in 2009. At year end there were approximately 33 applications for taking in charge which were at various stages of the taking in charge process</p> <p>b) Leitrim County Council - 1 Estate taken in charge in 2010 (22 dwellings) compared to 4 estates taken in charge in 2009(93 dwellings)</p> <p>c) Meath County Council - Marked increase in requests from developers to take estates in charge to get the cash securities/bonds held by the PA returned to them</p> <p>d) Meath County Council - Marked increase in requests from developers to take estates in charge to get the cash securities/bonds held by the PA returned to them</p> <p>e) Meath County Council - increased activity by the PA in enforcement and in the area of taking estates in charge</p> <p>f) Offaly County Council - The increased number of expired permissions with formal applications to have estates taken in charge can be explained two fold, 1) 2004/2005 would have seen a sharp rise in the number of permissions granted for developments within the County, and those permissions are now expiring 2) in the current financial climate, developers are very proactive in trying to get bonds released and this can only be done by getting their estate taken in charge.</p>			

Summary Statistics 2008-2010

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	2010
N	Valid	33	34	34
	Missing	1	0	0
Average	Median	26	26.50	37
	Mean	32.18	37.58	54
Percentiles	25%	8	16	20
	75%	45	50.25	55

Number of estates that were taken in charge in the year in question		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	7.50	5.50	6
	Mean	9.29	8.29	9
Percentiles	25%	3.50	2.00	3
	75%	12.75	10.50	10

Number of dwellings in respect of estates taken in charge.		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	297	179.50	250
	Mean	567.53	378.06	559
Percentiles	25%	71.25	91.00	154
	75%	792.25	551.75	802

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 2010 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	33.33	0	0
Cavan County Council	N/A	0	0
Clare County Council	95.65	5	0
Cork City Council	80.00	2	1
Cork County Council	7.46	5	1
Donegal County Council	21.98	7	1
Dublin City Council	57.14	0	0
Dun Laoghaire Rathdown County Council	94.74	12	2
Fingal County Council	100.00	30	2
Galway City Council	80.00	1	1
Galway County Council	55.56	0	0
Kerry County Council	93.75	0	0
Kildare County Council	12.12	0	1
Kilkenny County Council	72.97	3	0
Laois County Council	68.75	6	1
Leitrim County Council	50.00 ^a	0	0
Limerick City Council	15.91	1	0
Limerick County Council	44.44	17	1
Longford County Council	95.24	5	0
Louth County Council	1.96	1	1
Mayo County Council	73.44	8	1
Meath County Council	N/A	24	1
Monaghan County Council	100.00	0	0
North Tipperary County Council	80.65	2	0
Offaly County Council	44.19	5	0
Roscommon County Council	96.15 ^b	19	0
Sligo County Council	48.15	5	5
South Dublin County Council	64.71	0	0
South Tipperary County Council	48.39	2	0
Waterford City Council	N/A	0	0
Waterford County Council	86.79	2	0
Westmeath County Council	24.32	4	0
Wexford County Council	41.86	16	0
Wicklow County Council	67.44	1	1
Totals		183	20
<p>a) Leitrim County Council - 1 of 2 estates not completed to the satisfaction of the Planning Authority in 2010. 0 of 0 estates not completed to the satisfaction of the Planning Authority in 2009</p> <p>b) Roscommon County Council - Roscommon County Council has assumed that what is being sought is information on developments, which were on hands at the start of the year, which were uncompleted at the end of the year</p>			

Summary Statistics 2008-2010

Percentage of estates, where requests were made to be taken in charge, not completed to the satisfaction of the planning authority		2008	2009	2010
N	Valid	31	31	34
	Missing	3	3	0
Average	Median	25.81	63.64	56
	Mean	40.23	54.78	55
Percentiles	25%	17.65	24.72	27
	75%	69.23	81.25	80

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	2010
N	Valid	33	34	34
	Missing	1	0	0
Average	Median	1	1	2
	Mean	2.21	4.44	5
Percentiles	25%	0	0.00	0
	75%	2.5	7.5	6

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	2010
N	Valid	33	34	34
	Missing	1	0	0
Average	Median	0	0.0	0
	Mean	0.64	0.79	1
Percentiles	25%	0	0.00	0
	75%	1.0	2.0	1

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	53,130	7,333	22,818
Cavan County Council	46,570	11,872	24,071
Clare County Council	93,759	14,333	43,820
Cork City Council	N/A	N/A	N/A
Cork County Council	195,833	157,374	255,594
Donegal County Council	143,392	5,490	37,199
Dublin City Council	460,870	145,176	609,210
Dun Laoghaire Rathdown County Council	N/A	N/A	N/A
Fingal County Council	N/A	N/A	N/A
Galway City Council	N/A	N/A	N/A
Galway County Council	157,804	31,957	92,766
Kerry County Council	62,734	48,648	64,638
Kildare County Council	98,327	22,252	119,803
Kilkenny County Council	65,113	14,063	38,999
Laois County Council	59,100	6,632	25,808
Leitrim County Council	21,254	7,012	9,182
Limerick City Council	35,428	9,220	19,793
Limerick County Council	88,383	24,166	58,182
Longford County Council	33,179	3,876	9,231
Louth County Council	85,571	2,911	36,192
Mayo County Council	97,930	13,857	40,926
Meath County Council	92,903	25,097	94,839
Monaghan County Council	47,134	9,350	14,994
North Tipperary County Council	46,839	15,507	33,255
Offaly County Council	53,016	10,170	27,229
Roscommon County Council	44,600	15,503	18,736
Sligo County Council	52,161	7,895	19,635
South Dublin County Council	N/A	N/A	N/A
South Tipperary County Council	75,320	12,452	28,950
Waterford City Council	33,935	3,553	18,760
Waterford County Council	57,962	5,713	23,865
Westmeath County Council	73,787	8,270	27,349
Wexford County Council	82,721	40,560	65,613
Wicklow County Council	92,154	11,254	64,395
Totals	2,550,909	691,496	1,945,852

Summary Statistics 2008-2010

Number of motor tax transactions dealt with over the counter		2008	2009	2010
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	75,442	71,072	65,113
	Mean	92,983.34	90,334.30	87,962
Percentiles	25%	51,220.50	49,720.50	47,134
	75%	99,398	96,680.00	92,903

Number of motor tax transactions dealt with by post		2008	2009	2010
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	13,887	12,790	11,872
	Mean	23,534.59	25,580.80	23,845
Percentiles	25%	8,585	7,704.00	7,333
	75%	25,735	26,382.00	22,252

Number of motor tax transactions dealt with online		2008	2009	2010
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	26,030	30,034	33,255
	Mean	55,293	62,071	67,098
Percentiles	25%	17,823	20,085	22,818
	75%	51,258	57,655	64,395

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	63.80	8.81	27.40
Cavan County Council	56.44	14.39	29.17
Clare County Council	61.72	9.44	28.85
Cork City Council	N/A	N/A	N/A
Cork County Council	32.17	25.85	41.98
Donegal County Council	77.06	2.95	19.99
Dublin City Council	37.92	11.95	50.13
Dun Laoghaire Rathdown County Council	N/A	N/A	N/A
Fingal County Council	N/A	N/A	N/A
Galway City Council	N/A	N/A	N/A
Galway County Council	55.85	11.31	32.83
Kerry County Council	35.64	27.64	36.72
Kildare County Council	40.90	9.26	49.84
Kilkenny County Council	55.10	11.90	33.00
Laois County Council	64.56	7.24	28.19
Leitrim County Council	56.76	18.72	24.52
Limerick City Council	54.98	14.31	30.71
Limerick County Council	51.77	14.15	34.08
Longford County Council	71.68	8.37	19.94
Louth County Council	68.64	2.33	29.03
Mayo County Council	64.13	9.07	26.80
Meath County Council	43.65	11.79	44.56
Monaghan County Council	65.94	13.08	20.98
North Tipperary County Council	48.99	16.22	34.79
Offaly County Council	58.64	11.25	30.12
Roscommon County Council	56.57	19.66	23.76
Sligo County Council	65.45	9.91	24.64
South Dublin County Council	N/A	N/A	N/A
South Tipperary County Council	64.53	10.67	24.80
Waterford City Council	60.33	6.32	33.35
Waterford County Council	66.21	6.53	27.26
Westmeath County Council	67.44	7.56	25.00
Wexford County Council	43.79	21.47	34.74
Wicklow County Council	54.92	6.71	38.38

Summary Statistics 2008-2010

Motor tax transactions at counter (percentage)		2008	2009	2010
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	61.48	59.6	57
	Mean	60.85	58.3	57
Percentiles	25%	55.58	51.7	52
	75%	68.43	66.6	65

Motor tax transactions by post (percentage)		2008	2009	2010
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	12.86	11.8	11.3
	Mean	13.41	13.1	12.0
Percentiles	25%	9.7	9.3	8.4
	75%	16.64	16.6	14.3

Motor tax transactions online (percentage)		2008	2009	2010
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	24.04	26.8	29.2
	Mean	25.74	28.6	31.2
Percentiles	25%	20.1	22.8	25.0
	75%	27.78	31.7	34.7

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	6,964	294	10	65
Cavan County Council	1,633	4,750	3,386	2,103
Clare County Council	14,116	99	7	111
Cork City Council	N/A	N/A	N/A	N/A
Cork County Council	152,566	3,075	184	1,549
Donegal County Council	3,202 ^a	1,123 ^b	347	818
Dublin City Council	37,298	98,520	4,954	4,404
Dun Laoghaire Rathdown County Council	N/A	N/A	N/A	N/A
Fingal County Council	N/A	N/A	N/A	N/A
Galway City Council	N/A	N/A	N/A	N/A
Galway County Council	28,361	3,161	216	219
Kerry County Council	48,434	148	7	59
Kildare County Council	4,451	9,460	2,641	5,700
Kilkenny County Council	5,102	6,928	1,024	1,009
Laois County Council	6,585	26	0	21
Leitrim County Council	6,883	80	7	42
Limerick City Council	8,447	732	3	38
Limerick County Council	21,719	2,382	9	56
Longford County Council	3,806	33	0	37
Louth County Council	2,228	529	97	57
Mayo County Council	3,507	3,744	1,984	4,622
Meath County Council	13,947	4,268	2,552	4,330
Monaghan County Council	7,971	1,303	6	70
North Tipperary County Council	7,470	7,553 ^c	104	380
Offaly County Council	8,733	1,361	16	60
Roscommon County Council	15,486	0	0	17
Sligo County Council	7,789	93	0	13
South Dublin County Council	N/A	N/A	N/A	N/A
South Tipperary County Council	12,434	8	0	10
Waterford City Council	3,250	250	2	51
Waterford County Council	5,502	160	5	46
Westmeath County Council	8,233	26	1	10
Wexford County Council	33,847	6,278	105	330
Wicklow County Council	3,092	6,010	1,530	622
Totals	483,056	162,394	19,197	26,849

a) **Donegal County Council** - Prioritisation of other work has led to a disimprovement in performance although postal taxes only represent 2.95% of the overall work

b) **Donegal County Council** - Substantial increase in the number of driver licence applications received.

c) **North Tipperary County Council** - There was an arrears situation with licences for most of 2010 and only urgent licences would be issued on day of receipt. Early closing of the office to the public commenced mid November 2010 to address the arrears problem. This also had a positive impact in terms of take up of on-line motor taxation facilities.

Summary Statistics 2008-2010

Number of postal motor tax applications dealt with on same day		2008	2009	2010
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	9,448	8,104	7,789
	Mean	18,927.40	17,875	16,657.1
Percentiles	25%	6,229.50	4,915	4,451.0
	75%	17,526	16,189	14,116.0

Number of postal motor tax applications dealt with on third day or less		2008	2009	2010
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	1,086	1,207	1,123
	Mean	7,160.50	6,185.20	5,599.8
Percentiles	25%	202	123	96.0
	75%	6,400	6,321.50	4,509.0

Number of postal motor tax applications dealt with on fifth day or less		2008	2009	2010
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	55	26	10
	Mean	901.6	524.66	662
Percentiles	25%	3	2.5	3
	75%	511.50	628	347

Number of postal motor tax applications dealt with in over five days		2008	2009	2010
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	138	97	65
	Mean	1,209	996	926
Percentiles	25%	56	39	42
	75%	477	523	818

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	94.97	4.01	0.14	0.89
Cavan County Council	13.76	40.01	28.52	17.71
Clare County Council	98.49	0.69	0.05	0.77
Cork City Council	N/A	N/A	N/A	N/A
Cork County Council	96.94	1.95	0.12	0.98
Donegal County Council	58.32	20.46	6.32	14.90
Dublin City Council	25.69	67.86	3.41	3.03
Dun Laoghaire Rathdown County Council	N/A	N/A	N/A	N/A
Fingal County Council	N/A	N/A	N/A	N/A
Galway City Council	N/A	N/A	N/A	N/A
Galway County Council	88.75	9.89	0.68	0.69
Kerry County Council	99.56	0.30	0.01	0.12
Kildare County Council	20.00	42.51	11.87	25.62
Kilkenny County Council	36.28	49.26	7.28	7.17
Laois County Council	99.29	0.39	0.00	0.32
Leitrim County Council	98.16	1.14	0.10	0.60
Limerick City Council	91.62	7.94	0.03	0.41
Limerick County Council	89.87	9.86	0.04	0.23
Longford County Council	98.19	0.85	0.00	0.95
Louth County Council	76.54	18.17	3.33	1.96
Mayo County Council	25.31	27.02	14.32	33.35
Meath County Council	55.57	17.01	10.17	17.25
Monaghan County Council	85.25	13.94	0.06	0.75
North Tipperary County Council	48.17	48.71	0.67	2.45
Offaly County Council	85.87	13.38	0.16	0.59
Roscommon County Council	99.89	0.00	0.00	0.11
Sligo County Council	98.66	1.18	0.00	0.16
South Dublin County Council	N/A	N/A	N/A	N/A
South Tipperary County Council	99.86	0.06	0.00	0.08
Waterford City Council	91.47	7.04	0.06	1.44
Waterford County Council	96.31	2.80	0.09	0.81
Westmeath County Council	99.55	0.31	0.01	0.12
Wexford County Council	83.45	15.48	0.26	0.81
Wicklow County Council	27.47	53.40	13.60	5.53

Summary Statistics 2008-2010

% of postal Motor tax applications dealt with on same day		2008	2009	2010
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	86.3	91.8	89.9
	Mean	75.9	75.1	75.3
Percentiles	25%	50.3	45.1	55.6
	75%	97.2	98.1	98.2

% postal of Motor tax applications dealt with on third day or less		2008	2009	2010
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	12.4	7.4	9.9
	Mean	18.2	18.3	16.4
Percentiles	25%	1.9	1.4	1.1
	75%	32.1	31.7	20.5

% postal of Motor tax applications dealt with on fifth day or less		2008	2009	2010
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	0.3	0.1	0.1
	Mean	2.4	2.7	3.5
Percentiles	25%	0	0.01	0.0
	75%	4.6	4.32	3.4

% of postal Motor tax applications dealt with over five days		2008	2009	2010
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	0.8	0.9	0.8
	Mean	3.6	3.9	4.8
Percentiles	25%	0.6	0.5	0.4
	75%	2.8	3.4	3.0

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	4,903	844	453	2,302
Cavan County Council	5,576	1,928	593	1,819
Clare County Council	14,425	1,309	518	804
Cork City Council	N/A	N/A	N/A	N/A
Cork County Council	68,402	2,033	290	433
Donegal County Council	15,703	5,549	186	145
Dublin City Council	114,975	30,479	2,014	1,109
Dun Laoghaire Rathdown County Council	N/A	N/A	N/A	N/A
Fingal County Council	N/A	N/A	N/A	N/A
Galway City Council	N/A	N/A	N/A	N/A
Galway County Council	5,215	3,422	3,533	20,389
Kerry County Council	20,503	42	0	3
Kildare County Council	600	2,673	2,146	19,806
Kilkenny County Council	1,589	2,271	1,275	7,603
Laois County Council	5,580	4,254	60	37
Leitrim County Council	645	2,886	695	487
Limerick City Council	718	3,944	1,387	932
Limerick County Council	18,628	753	15	39
Longford County Council	449	912	813	3,351
Louth County Council	6,344	3,653	2,144	2,669
Mayo County Council	3,364	2,457	729	11,207
Meath County Council	1,982	3,991	5,465	11,185
Monaghan County Council	2,326	5,829	56	95
North Tipperary County Council	753	675	320	8,741
Offaly County Council	2,683	2,096	702	4,514
Roscommon County Council	718	4,313	2,747	1,750
Sligo County Council	4,125	3,285	888	1,134
South Dublin County Council	N/A	N/A	N/A	N/A
South Tipperary County Council	6,565	6,230	8	52
Waterford City Council	276	507	96	5,669
Waterford County Council	8,042	607	152	188
Westmeath County Council	791	7,840	1,949	911
Wexford County Council	18,412	1,704	48	79
Wicklow County Council	1,358	1,364	3,839	11,440
Totals	335,650	107,850	33,121	118,893

Summary Statistics 2008-2010

Number of Driving Licence applications dealt with on the same day as receipt of the application		2008	2009	2010
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	5,771.00	3,084.00	4,125.0
	Mean	14,674.72	9,694.66	11,574.1
Percentiles	25%	3,011.00	1,387.5	791.0
	75%	425,587.00	8,486.5	8,042.0

Number of Driving Licence applications dealt with on the second or third day from receipt of the application		2008	2009	2010
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	2,833.00	2,696.00	2,457.0
	Mean	4,869.00	4,202.45	3,719.0
Percentiles	25%	1,448	989.50	1,309.0
	75%	141,201	4,620.00	3,991.0

Number of Driving Licence applications dealt with on the fourth or fifth day from receipt of the application		2008	2009	2010
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	589	354.00	695.0
	Mean	1,245.90	969.76	1,142.1
Percentiles	25%	50.50	17.50	152.0
	75%	36,131	1,286.50	1,949.0

Number of Driving Licence applications dealt with in over five days from receipt of the application		2008	2009	2010
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	1,084	516.00	1,134.0
	Mean	2,118.31	1,191.51	4,099.8
Percentiles	25%	53.50	56.50	188.0
	75%	3,959.00	1,750.00	5,669.0

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	57.67	9.93	5.33	27.08
Cavan County Council	56.23	19.44	5.98	18.34
Clare County Council	84.57	7.67	3.04	4.71
Cork City Council	N/A	N/A	N/A	N/A
Cork County Council	96.12	2.86	0.41	0.61
Donegal County Council	72.76	25.71	0.86	0.67
Dublin City Council	77.38	20.51	1.36	0.75
Dun Laoghaire Rathdown County Council	N/A	N/A	N/A	N/A
Fingal County Council	N/A	N/A	N/A	N/A
Galway City Council	N/A	N/A	N/A	N/A
Galway County Council	16.02	10.51	10.85	62.62
Kerry County Council	99.78	0.20	0.00	0.01
Kildare County Council	2.38	10.60	8.51	78.52
Kilkenny County Council	12.47	17.83	10.01	59.69
Laois County Council	56.19	42.84	0.60	0.37
Leitrim County Council	13.69	61.23	14.75	10.33
Limerick City Council	10.29	56.50	19.87	13.35
Limerick County Council	95.85	3.87	0.08	0.20
Longford County Council	8.13	16.51	14.71	60.65
Louth County Council	42.84	24.67	14.48	18.02
Mayo County Council	18.94	13.84	4.11	63.11
Meath County Council	8.76	17.64	24.16	49.44
Monaghan County Council	28.00	70.18	0.67	1.14
North Tipperary County Council	7.18	6.44	3.05	83.33
Offaly County Council	26.84	20.97	7.02	45.16
Roscommon County Council	7.54	45.27	28.83	18.37
Sligo County Council	43.73	34.83	9.41	12.02
South Dublin County Council	N/A	N/A	N/A	N/A
South Tipperary County Council	51.07	48.46	0.06	0.40
Waterford City Council	4.22	7.74	1.47	86.58
Waterford County Council	89.46	6.75	1.69	2.09
Westmeath County Council	6.88	68.23	16.96	7.93
Wexford County Council	90.95	8.42	0.24	0.39
Wicklow County Council	7.54	7.58	21.33	63.55

Summary Statistics 2008-2010

Percentage of overall driving Licence applications which are dealt with on the same day as receipt of the application		2008	2009	2010
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	50.21	45.74	28.0
	Mean	52.38	47.31	41.2
Percentiles	25%	25.53	14.79	8.8
	75%	73.30	80.64	72.8

Percentage of overall driving Licence applications dealt with on the second or third day from receipt of the application		2008	2009	2010
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	23.4	32.67	17.6
	Mean	27.12	32.63	23.7
Percentiles	25%	14.31	9.83	7.7
	75%	41.04	46.91	34.8

Percentage of overall driving Licence applications dealt with on the fourth or fifth day from receipt of the application		2008	2009	2010
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	5.43	3.37	5.3
	Mean	7.26	8.02	7.9
Percentiles	25%	0.24	0.22	0.9
	75%	12.24	16.33	14.5

Percentage of overall driving Licence applications dealt with in over five days from receipt of the application		2008	2009	2010
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	10.13	4.67	13.4
	Mean	13.23	12.03	27.22
Percentiles	25%	0.40	0.56	0.8
	75%	24.47	22.51	59.7

Table 60: Motor Tax Offices: Public Opening Hours

	Average number of opening hours per week
Carlow County Council	28.0
Cavan County Council	28.5
Clare County Council	32.5
Cork City Council	N/A
Cork County Council	33.8
Donegal County Council	21.0
Dublin City Council	28.4 ^a
Dun Laoghaire Rathdown County Council	N/A
Fingal County Council	N/A
Galway City Council	N/A
Galway County Council	32.5
Kerry County Council	28.5
Kildare County Council	30.0
Kilkenny County Council	34.2
Laois County Council	28.6
Leitrim County Council	28.2
Limerick City Council	28.5
Limerick County Council	30.0
Longford County Council	30.8
Louth County Council	32.5
Mayo County Council	27.5
Meath County Council	26.0
Monaghan County Council	26.2
North Tipperary County Council	26.0 ^b
Offaly County Council	29.0
Roscommon County Council	26.2
Sligo County Council	32.5
South Dublin County Council	N/A
South Tipperary County Council	31.3
Waterford City Council	32.5
Waterford County Council	31.0
Westmeath County Council	33.4
Wexford County Council	35.0
Wicklow County Council	29.0
<p>a) Dublin City Council - Dublin City Council is responsible for the provision of the motor tax service in the Greater Dublin Administrative Area</p> <p>b) North Tipperary County Council - Early closing of the office commenced mid November 2010 to address an arrears problem with Driving Licence Applications. This had a positive impact in terms of take up of on-line motor taxation facilities.</p>	

Summary Statistics 2008-2010

Average number of opening hours per week		2008	2009	2010
N	Valid	29	29	30
	Missing	5	5	4
Average	Median	30.22	30	29.0
	Mean	30	29.87	29.7
Percentiles	25%	28.38	27.5	28.2
	75%	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	93.81	12.00	13.00	55.00
Cavan County Council	82.33	14.31	11.58	57.37
Clare County Council	87.22	10.50	15.80	62.20
Cork City Council	90.59	3.82	11.99	81.00
Cork County Council	90.58	7.75	15.40	52.25
Donegal County Council	88.31	4.83	8.51	73.87
Dublin City Council	79.30	2.00	6.00	90.00a
Dun Laoghaire Rathdown County Council	81.44	4.00	11.20	78.40
Fingal County Council	90.98	6.70	16.42	67.86
Galway City Council	78.39	2.91	5.34	89.05
Galway County Council	91.14	7.30	9.50	76.70
Kerry County Council	95.58	4.50	9.16	86.34
Kildare County Council	82.24	3.02	5.13	89.00
Kilkenny County Council	88.49	6.00	8.00	80.00
Laois County Council	92.80	11.20	12.40	63.10
Leitrim County Council	93.81	11.30	12.40	63.90
Limerick City Council	94.36	8.30	10.60	71.30
Limerick County Council	92.16	7.75	14.77	64.32
Longford County Council	87.11	5.13	7.52	81.27
Louth County Council	87.16	6.98	10.65	76.65
Mayo County Council	81.47	2.73	3.81	89.72
Meath County Council	88.14	7.60	13.70	72.80
Monaghan County Council	94.30	26.62	18.99	47.39
North Tipperary County Council	96.64 ^b	8.44	17.67	58.82
Offaly County Council	86.79	5.86	8.73	77.48
Roscommon County Council	89.01	13.00	14.70	46.00
Sligo County Council	86.10	6.00	9.00	80.00
South Dublin County Council	76.77 ^c	1.34	5.04	92.69
South Tipperary County Council	89.68	10.94	10.64	65.59
Waterford City Council	84.69	4.00	7.00	85.00
Waterford County Council	89.73	3.31	9.57	83.56
Westmeath County Council	86.76 ^d	3.50	10.60	79.90
Wexford County Council	94.47	10.00	19.00	37.00
Wicklow County Council	95.69	12.51	13.09	62.65

a) Dublin City Council - Arrears of more than 12 weeks are net of overpayments of €2,284,687.
b) North Tipperary County Council - Based on Draft AFS
c) South Dublin County Council - Amount due at year end includes debit raised on 1st of January 2011 and accrued back to 2010. Adverse weather in December in 2010 contributed strongly to the receipts being nearly 25% down on the same period in 2009
d) Westmeath County Council - 90% of the arrears is accounted for by 41% of the accounts in arrears.

Summary Statistics 2008-2010

Housing rent collected at year end as a percentage of amount due		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	90.9	90.1	88.75
	Mean	89.7	89.1	88.47
Percentiles	25%	87.3	84.7	86.27
	75%	93.5	94.1	92.64

Housing Rent Arrears: Amount 4-6 weeks old		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	7.8	8.8	6.8
	Mean	10.4	9.5	7.5
Percentiles	25%	5.8	4.7	4.0
	75%	12.1	11.7	10.4

Housing Rent Arrears: Amount 6-12 weeks old		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	11.3	12.2	10.7
	Mean	12.4	12.7	11.1
Percentiles	25%	7.7	9.6	8.6
	75%	15.0	15.7	13.5

Housing Rent Arrears: Amount more than 12 weeks old		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	80.8	74.4	75.3
	Mean	76.1	73.1	71.7
Percentiles	25%	66.8	67.9	62.7
	75%	89.0	79.1	81.2

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	83.51	3.00	8.00	87.00
Cavan County Council	79.27	3.40	6.00	88.50
Clare County Council	75.21	1.60	2.50	95.00
Cork City Council	86.28	14.04	15.31	63.39
Cork County Council	68.37	2.10	1.83	88.02
Donegal County Council	77.74	2.54	2.25	94.31
Dublin City Council	76.81	2.30	2.24	94.16 ^a
Dun Laoghaire Rathdown County Council	81.32	1.63	1.38	95.96
Fingal County Council	95.25	7.33	10.15	77.26
Galway City Council	77.42	7.44	3.03	86.36
Galway County Council	84.03	8.70	5.90	85.40
Kerry County Council	89.92	0.00	0.00	100.00
Kildare County Council	54.16	0.71	1.14	97.56
Kilkenny County Council	76.44	5.00	5.00	89.00
Laois County Council	86.16	5.10	9.10	84.00
Leitrim County Council	73.78	3.70	3.80	90.30
Limerick City Council	83.70	4.05	6.56	87.64
Limerick County Council	78.44	2.92	1.93	92.99
Longford County Council	84.07	6.37	4.45	86.03
Louth County Council	66.93 ^b	1.18	1.97	95.96
Mayo County Council	65.48	1.00	2.40	95.60
Meath County Council	86.23	4.70	6.10	86.20
Monaghan County Council	83.56	14.21	7.93	66.05
North Tipperary County Council	77.45 ^c	1.61	2.24	95.04
Offaly County Council	67.83	3.44	1.71	92.33
Roscommon County Council	62.22	2.20	1.70	94.80
Sligo County Council	65.37	1.00	2.00	96.00
South Dublin County Council	92.30	8.38	19.22	63.47
South Tipperary County Council	78.15	6.54	7.50	82.26
Waterford City Council	70.99	7.00	5.00	80.00
Waterford County Council	85.31	9.00	7.00	78.00
Westmeath County Council	53.23 ^d	0.80	0.90	97.90
Wexford County Council	91.55	31.00	9.00	60.00
Wicklow County Council	79.97	2.00	4.00	94.00

a) Dublin City Council - Arrears of over 3 months are net of overpayments.
b) Louth County Council - There has been a reduction in Louth County Council's collection rate in respect of Housing Loans as a result of the economic downturn. However the Council is agreeing payment plans with customers and is vigorously following up the arrears.
c) North Tipperary County Council - Based on Draft AFS.
d) Westmeath County Council - 90% of the arrears is accounted for by 43% of the accounts in arrears.

Summary Statistics 2008-2010

Housing loans: Amount collected at year end as percentage amount due		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	88.3	84.9	78.30
	Mean	86.9	83.5	77.60
Percentiles	25%	81.2	78.7	71.69
	75%	93.8	90.2	84.06

Housing loan arrears 1 month old		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	8.59	4.02	3.42
	Mean	12.06	5.9	5.18
Percentiles	25%	4.08	1.8	1.72
	75%	13.82	8.9	6.89

Housing loan arrears 2-3 months old		2008	2009	2010
N	Valid	34	32	34
	Missing	0	2	0
Average	Median	6.77	5.39	3.90
	Mean	13.12	7.19	4.98
Percentiles	25%	3.16	3.01	1.98
	75%	15.77	9.95	6.89

Housing loan arrears more than 3 months old		2008	2009	2010
N	Valid	34	32	34
	Missing	0	2	0
Average	Median	95.12	87.63	88.75
	Mean	205.99	85.04	87.07
Percentiles	25%	80.40	81.8	84.35
	75%	126.04	93.44	94.95

Table 63: Commercial Rates

	Amount collected at year-end as a percentage of amount due from Commercial rates
Carlow County Council	71.82
Cavan County Council	77.61
Clare County Council	78.81 ^a
Cork City Council	81.47
Cork County Council	82.00
Donegal County Council	61.00 ^b
Dublin City Council	82.37
Dun Laoghaire Rathdown County Council	80.91 ^c
Fingal County Council	83.85
Galway City Council	64.00 ^d
Galway County Council	78.00
Kerry County Council	78.33
Kildare County Council	80.38
Kilkenny County Council	83.00
Laois County Council	81.00
Leitrim County Council	78.00 ^e
Limerick City Council	63.00 ^f
Limerick County Council	90.00
Longford County Council	79.43
Louth County Council	65.40 ^g
Mayo County Council	82.79
Meath County Council	84.00
Monaghan County Council	72.61
North Tipperary County Council	83.00 ^h
Offaly County Council	83.88
Roscommon County Council	77.00 ⁱ
Sligo County Council	72.00
South Dublin County Council	80.40 ^j
South Tipperary County Council	84.88
Waterford City Council	86.00
Waterford County Council	65.17
Westmeath County Council	82.40 ^k
Wexford County Council	76.00
Wicklow County Council	71.00 ^l

a) Clare County Council - Due to a considerable increase in the number of businesses ceasing to operate combined with the commercial difficulties rates payers are facing as a result of the economic downturn, collection of rates has been extremely difficult throughout 2010.
b) Donegal County Council - has been working very closely with individual rate customers in the context of the current economic climate. Amount due for year 2010 was €25.15m and amount collected was €16.16m
c) Dun Laoghaire Rathdown County Council - Data is based on Draft Annual Financial Statement for 2010. The level of collection achieved in 2010 was adversely affected by the unfavourable economic climate in which businesses currently operate.
d) Galway City Council - Decreased collection rate due to current economic climate - increased number of vacant premises, liquidation/receiverships and customers on payment plans
e) Leitrim County Council - Taking into account the amount received in early 2011 which related to 2010, the collection rate would be an additional 3%
f) Limerick City Council - Decrease in collection % for rates in Limerick City mainly driven by an increase in the number of vacant units in the City along with the currently prevailing very challenging economic environment.
g) Louth County Council - There has been a reduction in Louth County Council's collection rate in respect of Commercial Rates as a result of the economic downturn. However the Council is agreeing payment plans with customers and is vigorously following up the arrears.
h) North Tipperary County Council - Based on Draft AFS
i) Roscommon County Council - The reduction was as a result of the downturn in the economy; the local authority responded to the problems facing many businesses by introducing payment plans to help with cash flow.
j) South Dublin County Council - Reduction to economic downturn
k) Westmeath County Council - Prevailing economic conditions and in particular the reduced availability of credit facilities had a significant negative impact on the collection % for 2010.
l) Wicklow County Council - Reduced collection rate from 2009 to 2010 is the consequence of the challenging financial climate facing all enterprises

Summary Statistics 2008-2010

Rates: Amount collected at year-end as a percentage of amount due		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	90.1	84.0	79.9
	Mean	90.4	82.8	77.7
Percentiles	25%	87.5	79.9	73.5
	75%	93.0	87.0	82.7

Table 64: Refuse Charges

	Percentage of households paying refuse charges levied at year end
Carlow County Council	N/A ^a
Cavan County Council	N/A ^a
Clare County Council	N/A ^a
Cork City Council	96.16
Cork County Council	82.21 ^b
Donegal County Council	N/A ^a
Dublin City Council	95.00
Dun Laoghaire Rathdown County Council	90.60 ^c
Fingal County Council	100.00
Galway City Council	98.62
Galway County Council	N/A ^a
Kerry County Council	99.09
Kildare County Council	80.75
Kilkenny County Council	100.00
Laois County Council	N/A ^a
Leitrim County Council	N/A ^a
Limerick City Council	N/A ^a
Limerick County Council	N/A ^a
Longford County Council	N/A ^a
Louth County Council	N/A ^a
Mayo County Council	N/A ^a
Meath County Council	N/A ^a
Monaghan County Council	N/A ^a
North Tipperary County Council	N/A ^a
Offaly County Council	N/A ^a
Roscommon County Council	N/A ^a
Sligo County Council	N/A ^a
South Dublin County Council	100.00
South Tipperary County Council	68.44
Waterford City Council	101.00 ^d
Waterford County Council	100.00
Westmeath County Council	N/A ^e
Wexford County Council	52.00
Wicklow County Council	N/A ^a
<p>a) N/A - This service has now been privatised. b) Cork County Council - Cork County Council ceased collecting refuse in July 2010. c) Dun Laoghaire Rathdown County Council - Following the holding of a competitive tender competition the Council ceased to provide a direct collection service to a majority of its customer from August 2010 and appointed a contractor who offers a fully segregated waste collection service to former Council Customers. d) Waterford City Council - Payment received in advance from vending operators e) Westmeath County Council - n/a Bin Tag System in Operation</p>	

Summary Statistics 2008-2010

Percentage of households paying refuse charges at year end		2008	2009	2010
N	Valid	14	14	14
	Missing	20	20	20
Average	Median	96.3	95.9	97.4
	Mean	92.0	93.3	90.3
Percentiles	25%	84.2	87.6	84.3
	75%	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	65.15
Cavan County Council	45.73
Clare County Council	32.52 ^a
Cork City Council	84.77
Cork County Council	67.38
Donegal County Council	36.00 ^b
Dublin City Council	50.89
Dun Laoghaire Rathdown County Council	41.27 ^c
Fingal County Council	71.10
Galway City Council	56.00
Galway County Council	50.00
Kerry County Council	76.65
Kildare County Council	57.32
Kilkenny County Council	58.00
Laois County Council	51.00
Leitrim County Council	41.22
Limerick City Council	66.00
Limerick County Council	76.00
Longford County Council	55.97
Louth County Council	34.36
Mayo County Council	50.81
Meath County Council	38.00
Monaghan County Council	55.12
North Tipperary County Council	65.00 ^d
Offaly County Council	35.30 ^e
Roscommon County Council	57.00
Sligo County Council	49.00
South Dublin County Council	48.00
South Tipperary County Council	72.72
Waterford City Council	74.00
Waterford County Council	62.09
Westmeath County Council	44.60 ^f
Wexford County Council	37.00
Wicklow County Council	42.00

a) Clare County Council- Delayed billing due to the roll out of the non domestic metering project resulted in our collection percentage of 32.52 for 2010. Progress on billing and collection of water and waste water charges continues to improve with engagement with customers also improving.

b) Donegal County Council - The value of water bills issued in 2011 and relating to 2010 is €2.3m. These bills relate to readings taken January 2011 for: a. December, 2010 Monthly Bills b. 2010 Final Quarter Bills and c. Second Semi Annual Bill set for 2010 The value of these bills issued in 2011 is included in 2010 figures for collection

c) Dun Laoghaire Rathdown County Council - Data is based on Draft AFS for 2010. Debtors figure at 31/12/10 includes the amount in respect of invoices for the last quarter of 2010 (which issued in March 2011) but were accrued back into 2010. However, this requirement consequently underestimates the collection percentage performance figure under this heading

d) North Tipperary County Council - Based on Draft AFS. Collection levels were impacted by (1) Economy; (2) Staffing and change to office based collection; (3) Disputes on Wastewater Charges levied on water in/water out basis; (4) Take over of accounts by Co. Co. from Town Councils; (5) Leaks arising from exceptional weather conditions; (6) Disputes where single connections are serving several commercial and domestic properties.

e) Offaly County Council - The increased collection rates is as a result of more aggressive collection practices coupled with huge resources going into leak resolution.

f) Westmeath County Council - 90% of the arrears is accounted for by 44% of the accounts in arrears.

Summary Statistics 2008-2010

Non-Domestic Water Charges		2008	2009	2010
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	51.7	53.2	53.1
	Mean	54.4	53.9	54.4
Percentiles	25%	37.1	41.2	42.7
	75%	70.0	68.2	65.1

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 and motor tax.

1. Revenue

The Local Government Efficiency Review Group (LGERG)

In their report, 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.⁷

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,⁸ levied annually by county, city, borough and certain town councils.

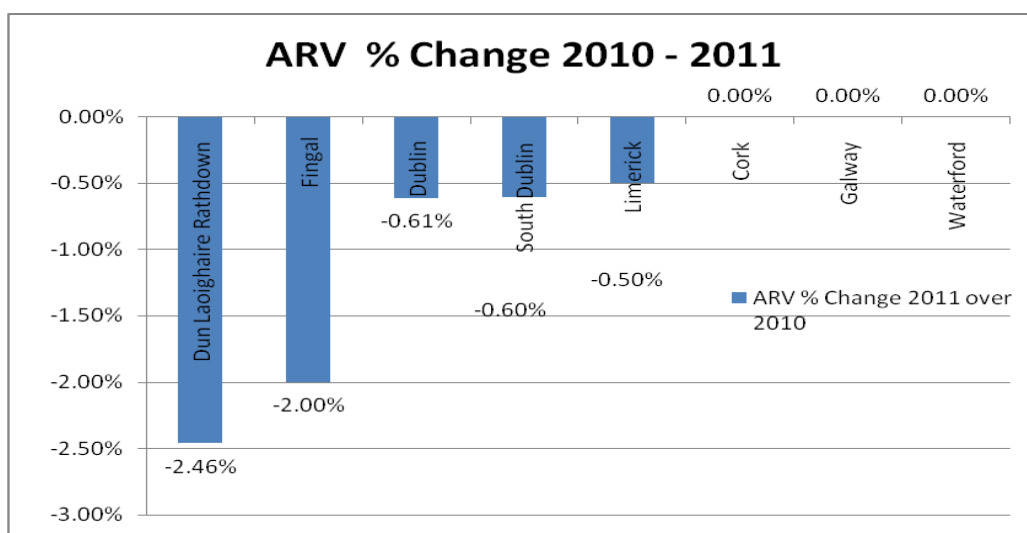
Annual Rateable Valuation: Trend in Rates:

Commercial rates, which are set at local level at budget time, have either been frozen or reduced by local authorities.

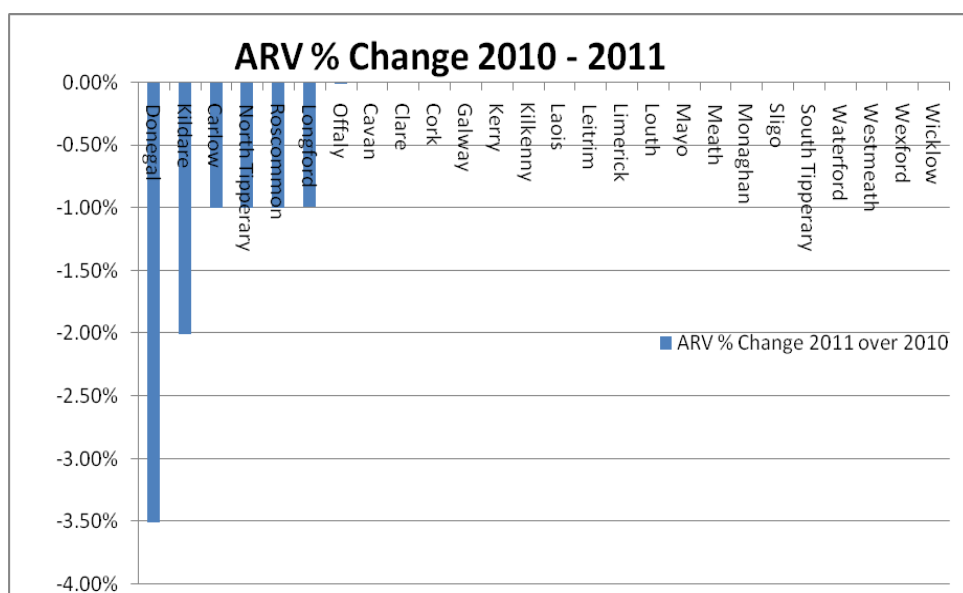
⁷ Report of the Local Government Efficiency Review Group, 2010

⁸ Local Authority Budgets 2010 (DoEHLG). See also Oireachtas Library and Research Service (2010). 'Income Streams'. Financing Local Government. 9-11.

Graph 2: ARV 2010 – 2011: Large Urban Authorities



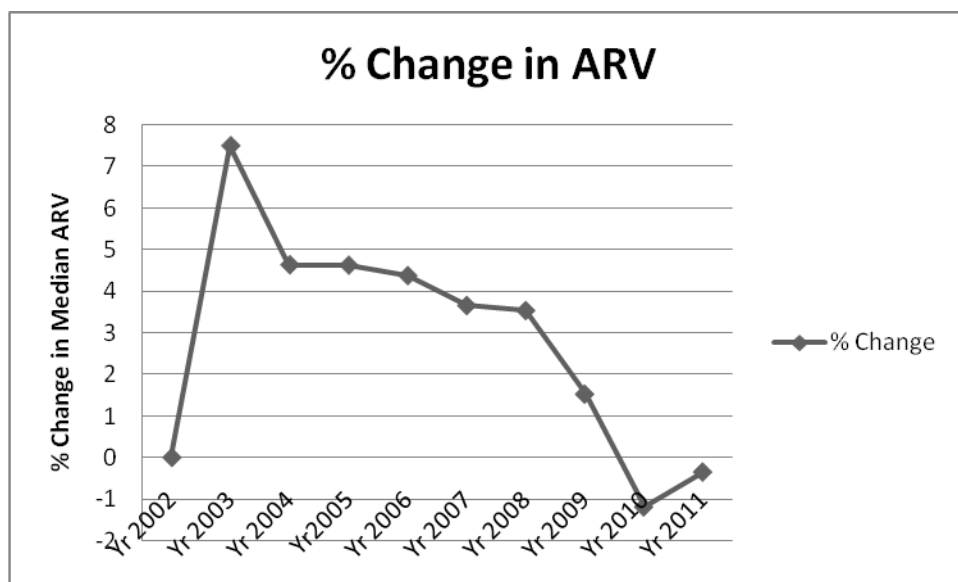
Graph 3: ARV 2010 – 2011: % Change County Councils



In 2011, 8 local authorities reduced rates: the remainder froze rates at 2010 levels.⁹ As Graph 4 shows, following a prolonged period of rates inflation, this is in effect a real reduction in the rate set by local authorities.

⁹ With the exception of two Town Councils, where the ARV was affected by local boundary changes and particular issues.

Graph 4: Reduction in Rate of increase in ARV 2002 - 2011

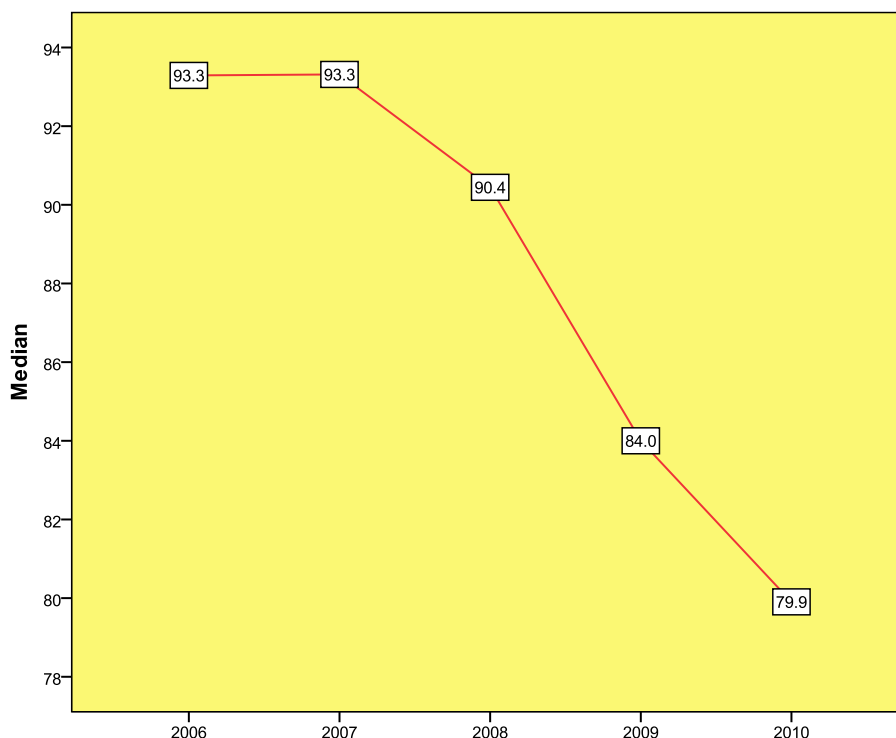


At the same time, however, individual local authorities report that they are experiencing a reduction in rates collected. Because the Service Indicator measuring rates collection is a '*lagging*' indicator, this trend is only beginning to be reflected in the 2010 Report.

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 5 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 79.9% per local authority in 2010.

Graph 5: Average Amount collected as a percentage of amount due from 'Commercial Rates' by each Local Authority 2006 - 2010



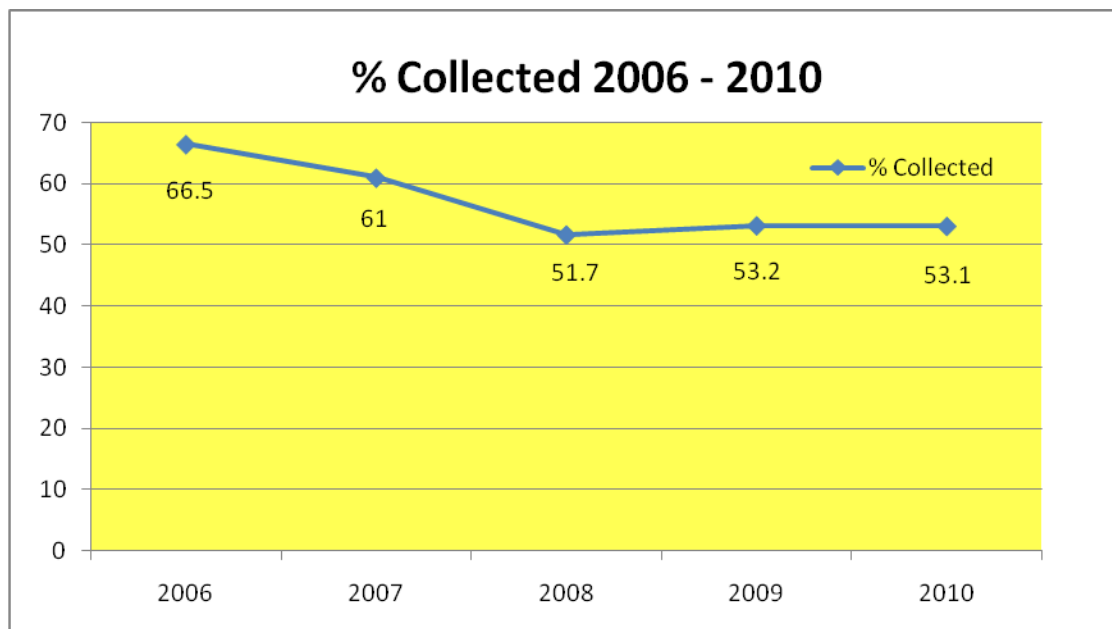
The decline in amounts collected from commercial rates by local authorities clearly illustrates the negative impact of the current recession, and the difficulties facing the business sector. With 29% of local government revenue coming from this source, these figures present a worrying trend for local government in terms of its ability to fund and maintain services.

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 be pro-active in working closely with businesses in this challenging economic climate.

Non-domestic Water Charges

As the Service Indicators show, between 2006 and 2010 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 53.1 % in 2010 (Graph 6).

Graph 6: 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 139 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 still involved in *direct* refuse collection. However, the figures do not cover the private waste collections. The indicator confirms the high collection rates in respect of refuse charges where they apply. Local authorities continue to exit the waste collection and recycling businesses, mainly because of financial considerations and the higher costs associated with environmental standards.

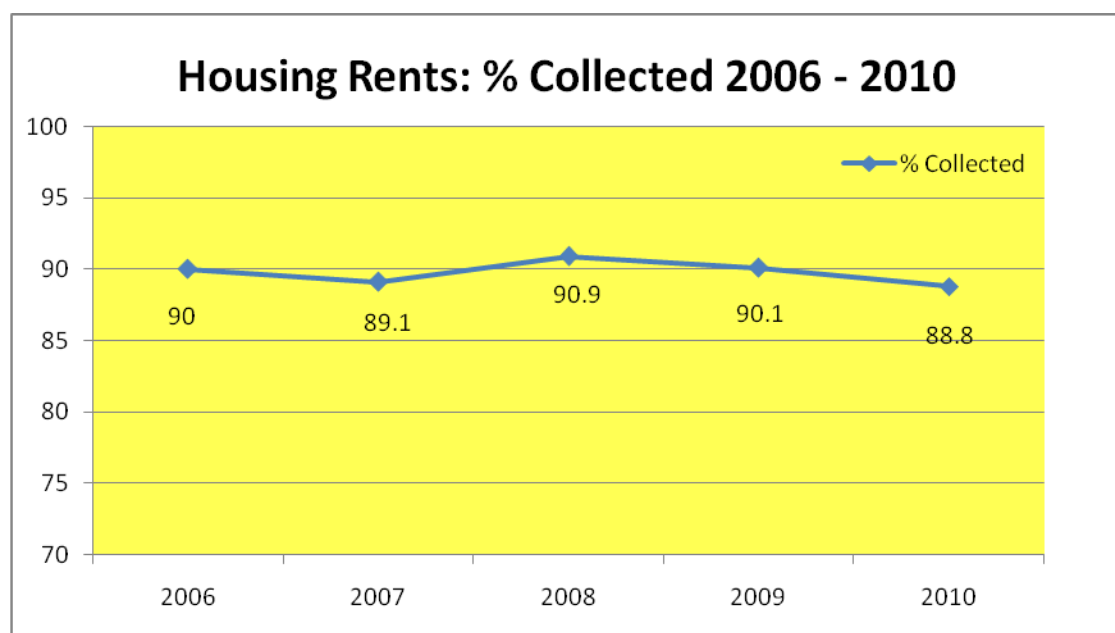
Local Authority Rents

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. Rents are

based on ability to pay through a system called “*differential rents*”. 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 2010. The (median) amount collected at year end as a percentage of amounts due from housing rent has declined slightly 2006 (90%) and 2010 (88.8%), as illustrated in Graph 7. This contrasts with the (median) percentage of arrears from housing **rent greater than 12 weeks old**, which has decreased from 80.8% to 75.3% between 2008 and 2010.

Graph 7: The (median) average amount collected at year end as a percentage of amounts due from Housing Rent per Local Authority

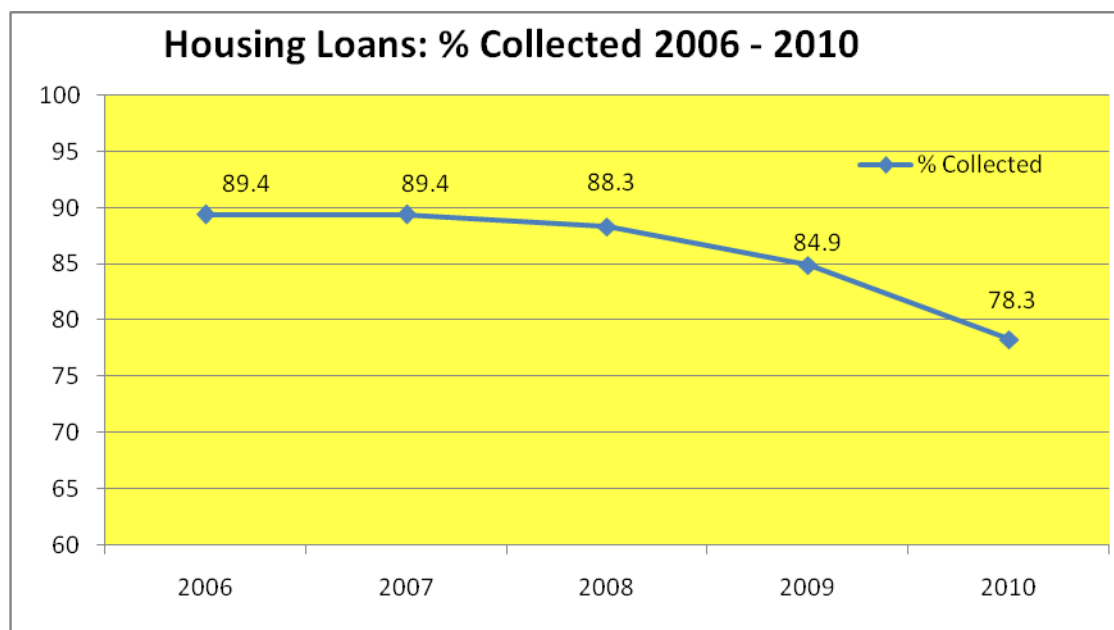


With 70% of local authority tenants in receipt of some form of government payment, the LGERG advocates direct deduction of social housing rents from social welfare payments for new tenants. This would have the potential in the long-term to greatly increase the efficiency of rent-collection, removing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

Local Authority Housing Loans

A review of the Service Indicator data over recent years highlights trends local authorities are experiencing in collecting housing loan repayments.

Graph 8: Amount collected at year end as a percentage of amount due from Housing Loans



Graph 8 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 78.3% in 2010. The graph confirms a negative trend in housing loan collection rates.

The general decline in revenue collection illustrated across the four key revenue indicators is symptomatic of the pressures facing households and the commercial sector. Revenue collection 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”*.¹⁰

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 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...*¹¹

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.¹² 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 a Pilot Study,¹³ 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...the DMA, when field trials proved that loss to be close to 0%.”*¹⁴

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.

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.

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

¹² See further comment from the Independent Assessment Panel, *Service Indicators in Local Authorities 2009*, p. 165

¹³ Merriam Road South UFW Pilot Study, Dublin City Council.

¹⁴ *ibid*

As a result of the extreme cold weather both in late 2009 and 2010, and the consequent damage to pipes and network infrastructure, one would expect to find that this has impacted on levels of unaccounted for water during this period. In spite of difficult weather conditions, the Service Indicators show that average levels of UFW have fallen slightly from an average of 44.5 to 42.3 per cent between 2009 and 2010.

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- 2012¹⁵

“...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 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).¹⁶ 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 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...”*.

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.

¹⁵ 2010 – 2012 Water Services Investment Programme, p 4.

¹⁶ Local Government Efficiency Review Group Report (2010)

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 Driver and Vehicle Computer Services Division (DVCS) of the Department of Transport, Tourism and Sport 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 2010 is reported on in full on pages 119 to 122. 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 123 to 126.

The information below presents some of the key national trends in relation to motor tax between 2005¹⁷ and 2010.

- Between 2005 and 2010, the total number of motor tax transactions increased from 4.6m to 5.19m (+13%);
- The volume of online transactions increased from 763,000 to 1.9m (+149%);
- As a proportion of the total, online transactions increased substantially from 16% in 2005 to 38% in 2010;
- The volume of over-the-counter transactions decreased slightly from 2.75m to 2.55m (-7%). As a proportion of all transactions, over-the-counter transactions fell from 59% to 49%;
- The volume of postal transactions in the same period has declined from 1.16 million to 691,496 (-40%). As a proportion of all transactions, postal transactions declined the most, from 24% to 13% over the same period.

2009 and 2010 Comparison

- The total number of motor tax transactions increased from 5.16 million to 5.19 million (+0.6%);
- The number of transactions carried out online has increased from 35% to 38% while the number carried out by post decreased from 14% to 13% in the same period.

¹⁷It 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 six 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	2010	2009	2008	2007	2006	2005
Over-the-Counter	49%	51%	54%	57%	60%	59%
Postal	13%	14%	14%	18%	19%	24%
Online	38%	35%	32%	25%	21%	16%
Total	5,188,257	5,161,604	4,982,517	5,454,814	5,079,540	4,589,589

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 21% of all postal applications, and so any comparison with Clare County Council, responsible for only 2.1% 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.

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Appendix 1: Report of the Independent Assessment Panel

1. Background

Each year an Independent Assessment Panel (IAP), appointed by the Minister for the Environment, Community and Local Government, undertakes a quality assurance exercise with a view to verifying the returns contained in the annual Report on “**Service Indicators in Local Authorities**”; this exercise has been ongoing since 2005. The Panel carries out its work in conjunction with both the Department of the Environment, Community and Local Government and with the Office for Local Authority Management (OLAM). Apart from a review of returns centrally the IAP also visits a range of authorities in order to assess the accuracy and reliability of the returns for selected service indicators. These visits enable the IAP to speak at first hand to those involved with making the returns and to discuss possible improvements and amendments to the overall Service Indicator process.

The current members of the IAP are:

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

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

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

2. IAP Programme of Work on the 2010 Indicators

The local authorities were required to make returns on 46 service indicators in 2010. Consequent on its own deliberations and discussions with OLAM, the IAP decided to concentrate on the following six service indicators, each of which was considered to warrant review at this time:

- **L.1: Library Public Opening Hours**
- **L.3: Library Stock**
- **P.2: Planning Enforcement**
- **R1: Road Restoration Programme**
- **Rev3: Commercial Rates**
- **Rev5: Non-Domestic Water Charges**

It may be noted that the IAP reviewed the latter two indicators also in relation to the 2009 returns but in the light of the prevailing economic situation, and the resultant cash-flow and payment problems facing businesses, it was decided to include them again in the 2010 review. The IAP undertook visits to ten local

authorities to review each of the six indicators with the relevant officers. The visits were conducted as follows:

Mr. Coldrick and Mr. Embleton jointly visited **South Dublin and Westmeath County Councils**;
Mr Coldrick visited **Kerry, Waterford, and Wexford County Councils and Waterford City Council**;
Mr. Embleton visited **Donegal, Sligo, Mayo and Roscommon County Councils**.

The visits were carried out between 7 and 13 July 2011, inclusive. 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 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 corporate and annual business/operational plans and the performance management and development system; and
 - Suggestions for improvements in the reporting process imposed by the service indicator exercise.

Following completion of the visits, a debriefing meeting was held with OLAM to discuss the findings in general terms and to relay any issues of concern. Suggestions on possible amendments were made as were observations on the methodology. This meeting also allowed the IAP to draw attention to proposals put forward by the authorities themselves.

The IAP members wish to thank Ms. Paula King, Mr. Ronan Murphy and Mr. Bruce McDevitt of OLAM for their assistance and guidance throughout the review, and to acknowledge the co-operation of all the authorities visited.

3. Report on Assessment Visits 2011 – Overview

The IAP was pleased overall with the degree of cooperation afforded by the selected authorities in the course of the visits and it was noted and appreciated that certain authorities had made special preparations so as to ensure both clarity of presentation and depth of explanation. Generally, 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 wide ranging, frank and open and a number of suggestions emerged as to how some of the selected indicators could be enhanced particularly to the benefit of the authorities themselves in terms of better reflecting their performance and improving year-on-year comparisons.

While the IAP is satisfied in general that the indicators were compiled accurately and in keeping with the guidelines issued, a small number of errors emerged/were reported in the course of the visits and some amendments were consequently necessary. Furthermore, it was noted in certain cases that the compilation methodology used did not always adhere strictly to the central guidelines. (For example, it is manifestly clear from the guidelines that Town and Borough Council figures should be included in the overall aggregate returns).

While such variations are a matter of some concern, especially since the indicator initiative has been underway for seven years, the IAP is satisfied that the overall integrity and validity of the returns are not in question. The IAP would caution, however, that the continuing incidences of error and variation might reflect a tendency towards passive compliance and a possible lack of awareness of the potential use and inter-authority comparative value of reliable, relevant service indicators. It is evident from the discussions that there is still not widespread use being made of the indicators by management either to assess performance vis-a-vis other authorities or to make better informed decisions in relation to the deployment of scarce budgetary and staff resources. A number of authorities were of the view that comparisons were made but in other forums, e.g. at the CCMA, at Finance Head meetings, etc. and that, in their view, direct comparisons with certain other authorities were not always relevant. The IAP addresses this factor in recommendations which follow.

Hereunder are some further general and specific comments.

General Comments

In the main, the selected indicators were compiled on a routine basis, e.g. weekly, monthly, and quarterly with the result that - unlike the case with some 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, with the exception of indicator R1 – *the Road Restoration Programme* -, the service indicators in question are useful and relevant and would most likely be compiled anyway. Nonetheless, the IAP feels obliged to reiterate its observation made in previous reports that the preparation of indicators appears to take place with little reference to objectives or to targets set down in

the periodic corporate or annual business/operational plans although it is clearly evident, however, that the indicators relating to revenue collection are regularly reviewed by senior management. There is a clear need to see that individual authority's goals and related objectives in managing organisational and team/individual performance are linked to the indicator process. It has been emphasised in previous IAP, OLAM and other reports, including 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. It is possible, in the opinion of the IAP, that whereas the collection and presentation of the data relating to indicators is now well established and streamlined, the full implications and potential of the end-product are not always acted upon.

In light of the above, the IAP would again 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 IAP would also strongly support the recommendations of the Local Government Efficiency Review Group relating to the role and further development of the indicators. Indeed, in the light of the prevailing economic circumstances and the growing challenges facing the local authorities in delivering more and better services 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

L1: Library Opening Hours

Opening hours remain an acceptable core indicator of library activity but some authorities expressed a view that 'hours' on their own had limitations with respect of certain services now available, e.g. the ability of users to engage with libraries on-line – 'virtual services'. The IAP would concur with this observation and also with the view that an indicator(s) relating to progress made in increasing membership over a period should be considered.

Despite some decline in staffing resources, consequent on the loss of temporary staff and/or the current embargo on recruitment, public opening hours have more or less been maintained for both full-time and part-time libraries. No problems were reported with recording data on opening hours. However, in the case of a library open for 30 hours per week, the question arose as to whether it was full or part-time since the guidelines refer to more than 30 or less than 30 hours. It is understood that An Chomhairle Leabharlanna has confirmed that full-time libraries are those open for 30 or more hours per week.

Some authorities anticipate that staffing constraints may eventually have adverse effects, particularly in relation to lunchtime openings but, in some instances, there is an increased emphasis on measures to

counter such effects through reorganisation and staff reassignments resulting from staff agreements within the ambit of the Croke Park Agreement. Librarians demonstrated a strong commitment to maintaining opening hours and to continue providing the full range of services. There is some concern that shrinking resources may make it difficult to keep pace with technological advances which are increasingly enablers of more flexible services with fewer staff. A point made by several librarians related to changing patterns in those visiting libraries, e.g. there has been a notable increase in the number of unemployed people availing of library services but a decline in the number of non-national visitors. The benefits of efforts to increase the number of children using libraries were cited and, in this context, the discontinuation of the Department of Education book grant was seen as a matter for regret.

L3: Library Stock

By and large, reductions in budgets have resulted in the annual expenditure on stock per head of population declining in 2010. It is expected that such pressure on budgets is likely to prevail for some time to come. In this regard, it may be noted that some authorities operate a relatively small annual membership charge which brings in extra money while others favour the provision of free library services. With regard to the number of items issued per head of population, the indicator figures for books and other items, respectively, increased in most cases but the latter were reported as growing more rapidly. Again, there were no difficulties reported with collection and compilation of the underlying data

Overall, the current set of indicators, including those not covered in the present review, are seen as satisfactory and reflecting the performance of library services. Some librarians are alert to their use in planning, and to linking them more closely to, future service delivery. Some expressed a view that internet sessions might be better expressed in terms of duration of sessions given the variations between authorities on the length of sessions permitted. A view expressed by a number of librarians was that indicators relating to archival and genealogical services warrant consideration. Likewise, there are now a range of other activities promoted, e.g. events for children, book readings, heritage and other cultural activities; these also form part of the services provided and may merit measurement.

While overall the current indicators are seen as satisfactory, particularly if an indicator with respect to membership trends is included, the IAP would suggest that, in a future review of library indicators, the implications of technological developments, specialised and ‘virtual’ services are examined.

While somewhat removed from the IAP remit it is nevertheless pertinent to observe also that the use of libraries as a potential revenue generating source for local authorities deserves attention in these times. In making this observation the IAP concedes that such a development would not find favour with some librarians.

P.2: Planning Enforcement

While the indicators in question essentially reflect the relevant statutory underpinning, and as such are tightly controlled and recorded, the actual procedures for managing and processing the returns show some variations. It was noted also that adherence to the central guidelines in calculating the indicators varied and that deviations in interpretation existed. In particular, some authorities include verbal and anonymous complaints in their compilation of 'cases' while others log written complaints only. The concept of what actually constitutes 'dismissal' can also be the subject of local interpretation. Additionally, the legal validity of resolving complaints through 'negotiations' was deemed questionable in the opinion of one authority; as, in their view, it implied compromise in the absence of full compliance, a situation with which the planning authority in question felt it had not the power to enter into. In the case of prosecutions, it was felt by several authorities that the indicator might better reflect reality if it related to successful prosecutions; others were of a view that '*referred for formal legal procedures*' was a better indicator. Moreover, in one instance it was reported that a prosecution was deemed to have taken place on the date of service of a summons and/or when a Section 160 order is sought on the date the case is first heard as these landmarks represent a point of no return in a legal action.

A further innovatory procedure now operating in two of the authorities visited was the issue of a preliminary 'warning letter' once a complaint was recorded; some differences of opinion appear to exist around the benefits or otherwise of this procedure and further evidence needs to be accumulated. It was further noted that an authority's capacity to instigate required site inspection visits in both the volume and within the time periods mandated was a major determinant of progress in this area.

Some authorities drew attention to potentially important matters that lie outside the remit of the IAP; two such items were;-

- The growing cost of formal legal intervention through the Courts and, in some instances,
- The perceived unsympathetic attitude of Courts towards the cases in question.

The IAP recommends that, given the variations noted, the guidelines relating to planning enforcement be clarified with the aim of ensuring consistency in their interpretation and reporting of outcomes.

R1: Road Restoration Programme

This indicator was universally viewed as being of little use to authorities either as a year-on-year or inter-authority comparator; indeed in the opinion of the IAP it is surprising that it has continued to feature for a number of years. While it is accepted that the current indicator of 'kilometres' treated is of local political interest, it does not reflect the output of the individual local and regional restoration programmes. Numerous suggestions were put forward for more relevant indicators particularly by distinguishing

between local and regional roads, respectively, and their relevant restoration programmes. Indicators measuring, respectively, the square metres of local and regional roads treated, classified by type of treatment, and their cost per square metre, were deemed to be far more relevant and meaningful in terms of measuring output and performance. The cost per square metre is seen as providing an indication of value for money and would be of interest in comparing unit costs between authorities. It appears that the necessary data on which to base such enhanced indicators are readily available and are supplied to the Department of the Environment, Community and Local Government.

Whereas the relevance of the indicator was called into question in every authority visited, the compilation of the data is straightforward and places no additional burden on those charged with compiling the figures. Supporting documentation was of a high quality and recordings were meticulous.

The IAP recommends that more relevant indicators on road restoration programmes be compiled separately for local and regional roads showing the square metres treated, length in kilometres treated and cost per square metre and each classified by type of treatment.

Rev3: Commercial Rates

Currently a single indicator for commercial rates collection applies; - *the amount collected expressed as a percentage of the amount due including accumulated arrears*. The economic downturn and attendant cash-flow problems being encountered by the business community continued to give rise to growing arrears in 2010 with the result that ever increasing efforts were required to monitor and address the situation. This trend is, of course, well known and the subject of regular media attention. All authorities visited attested to the sensitivity of this collection task.

The authorities visited cited liquidations, receiverships, business closures and vacant properties as commonplace resulting in many cases of non-payment of rates. In addition, cash-flow problems are making it difficult for many businesses to make payments either on schedule or in full, leading to an increased reliance on payment plans. In particular, small businesses, and in some instances the hospitality sector, were cited as having evolving financial problems. Authorities continue to strive to strike an appropriate balance between fostering and supporting business developments while simultaneously meeting their own revenue needs through actions such as debt collection. The loss of experienced revenue collectors (through retirement), with their knowledge of their areas, is also having an adverse effect on the capacity to manage and collect arrears. It was noticed in dialogue that the approach of authorities to debt collection varied in particular with respect to the need or otherwise for 'collectors' in the field; some saw centralised 'units' as a priority while others feared centralisation as losing touch with local developments

The guidelines on indicators clearly state that Town and Borough Council returns must be aggregated with respect to this indicator and this requirement is generally adhered to. The IAP would again, however, highlight this requirement as there can be a tendency to ignore/overlook it possibly due to the relative autonomy of some Town/Borough Councils in everyday operations.

While not within its brief, the IAP would reiterate the view expressed in its 2009 Report that the accruing amount of debt, not only in relation to commercial rates but also for 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:

- The amount of arrears outstanding by age of debt in order to provide a more complete overview of performance in managing arrears and collecting revenue, and
- The number of payment plans put in place to address the payment of arrears.

It is understood that the basic data for age of debt would most likely be readily extracted from the local authorities' own financial management systems. In the case of payment plans, a manual compilation may be required. However, given that payment plans are a recent development, the IAP is of the view that it would be a relatively simple task to count such plans and subsequently compile their number as they arise.

There continues to be a compelling case for authorities to share their debt management and collection experiences and any innovative measures they are applying to address the problem of growing arrears.

The IAP 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 and the incidence of payment plans being entered into to address payment of arrears. Expanded indicators would accord with the views expressed in the Report of the Local Government Efficiency Review Group in respect of key financial indicators (paragraph 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 although in the case of water the threat of cutting off supply is a formidable resource. 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 2009 Service Indicator 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 while others were still

grappling with the consequences of queries relating to metering. As with commercial rates, a more comprehensive indicator would be desirable to show the amount of arrears and their longevity.

The IAP 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 (paragraph 3.5.4 refers).

While outside the brief of the IAP, it may be noted that some concerns were raised about the future introduction of meters for *domestic water consumption* and the importance of learning from the experiences of introducing non-domestic water metering. In particular, it was posited that a lead-in time should be factored in, through the issue of “dummy” bills, to allow domestic consumers a period of grace to adjust to the new system and become more aware of their water usage and related practical conservation measures. Such an approach, while intended, did not prove possible for various reasons when non-domestic metering was implemented.

4. Concluding Comments

Validity and Use of Service indicators

The IAP is satisfied that the returns for the selected indicators by the authorities visited are reliable notwithstanding some variations as adverted to above. However, it has to be appreciated that, given the overall number of authorities and the small number of indicators and visits that are made annually, the IAP can only focus in any depth on the few selected from the total set of 46 service indicators. The IAP, 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 likely to be compiled by them in any event, there is little hard evidence of their widespread use as a management tool to set targets and to inform key decisions. The IAP repeats that 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 the Managers, and the Directors of Service, in promoting indicators and their use cannot be understated and the IAP, as in the case of its 2009 report, would stress its full support for the views and recommendations contained in the Report of the Local Government Efficiency Review Group (paragraph 3.5.4 of the report refers) in relation to the use of the Service Indicators.

Clustering

The IAP would yet again stress the desirability of presenting indicators in the annual Service Indicator Report by clustering of like-sized authorities for purposes of improving comparisons between such counties and facilitating an element of meaningful benchmarking. It is accepted that this may not be applicable to all indicators but, if selectively applied to the more critical and important indicators, it would

assist in promoting their wider use. The IAP 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.

Review of Service Indicators

The IAP sees considerable merit in reconvening the '**Local Government Customer Service Group**' which last reviewed the indicators in 2008 and welcomes the understanding that such an action is planned. Deliberations in that forum could reinvigorate the whole S.I. process not only by agreeing the necessary indicator amendments but perhaps by considering the following issues and acting upon them:-

- How best to ensure appropriate follow up at authority level following annual publication;
- Disseminating best practice;
- Comparing the indicator methodology to that used to generate other mandatory returns, e.g. to the Department and to the relevant State Agencies;
- Enhancing the role of the 'indicator team' at authority level;
- Reviewing the current use of alternative software systems; and
- Reviewing what forums should be informed or presented with selected outcomes of the annual indicator comparisons.

The IAP would stress anew its previously expressed view that in any such review, 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.

Staffing

Authorities point out that recent staff reductions adversely affect their capacity to maintain standards of service across a broad range of activities, for example, the loss of revenue collectors through retirement has hindered them in tackling arrears of commercial rates and non-domestic water, not to mention the serious loss of knowledge of the local area and its customers with many of whom the collector would have had a good working relationship. While it is accepted that for the foreseeable future there is little prospect of additional staff resources being available, it does appear that there is a potential synergy to be had from closer cooperation and collaboration between neighbouring authorities. There are many common areas of activity where a sharing of resources and know-how would be highly beneficial. In this regard it is worth recalling that the Report of the Local Government Efficiency Review Group highlighted the efficiencies and synergies to be achieved through such cooperation and collaboration.

25 July 2011

Appendix 2: Method

What the Indicators Tell Us

There are Service Indicators across a wide range of services. The indicators are presented under ten headings: Housing and 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 2008 to 2010

In this report, the national results for every indicator are compared in the same manner between 2008 and 2010, 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.

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 at various points in time.

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 2009 report, a general clustering approach was used to compare the performance of similar local authorities in relation to rate collection and sick leave and to see if in practice, it would be possible over time to develop a model for inter-authority comparison. Section 12 of the 2009 report, which is available for download from www.lgmsb.ie

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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