



Service Indicators in Local Authorities 2011

Eighth Annual Report to the Minister for the Environment,
Community and Local Government by the Local
Government Management Agency.

Táscairí Seirbhíse 'sna Rialtais Áitiúla, 2011

An tOchtú Tuarascáil Bhliantúil ón nGníomhaireacht
Bainistíochta Rialtais Áitiúil don Aire Comhshaoil,
Pobail agus Rialtais Áitiúil.

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**Report Number 8:
Service Indicators in Local Authorities: 2011**

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Foreword

As Chairman of the Local Government Management Agency (LGMA), I have great pleasure in submitting this report to the Minister for the Environment, Community and Local Government.

The 2011 report provides the results of the Service Indicators in local authorities for the eighth 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 Local Government Reform and see this Report, and its predecessors, as evidence of the ongoing commitment of the local authorities to continuous review and improvement.

H. Kearns
Chairman
Local Government Management Agency

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- Staff in the Local Government Management Agency;
- Colleagues in the Department of the Environment, Community and Local Government and the EPA;
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- 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 eighth Annual Report on Service Indicators in Irish local authorities. The aim of the Service Indicators is to measure local authority performance in a transparent manner across a range of services. Earlier reports (2004–2010) are available online and can be downloaded at www.lgma.ie. The data is audited by an Independent Assessment Panel and the composite Report is submitted to the Minister for the Environment, Community and Local Government by the Local Government Management Agency (LGMA).

The Context – Local Government in Transition

As the impact of the global recession is reducing central government subventions, virtually all local government systems are coming under pressure. In many countries, this is prompting a re-examination of existing structures, with a focus on more effective delivery of community services.

Irish local government is undergoing profound change due to a number of factors:

At policy level, three major government decisions are helping to re-shape local government:

- In line with requirements under the Memorandum of Agreement with the EU-IMF, the government also confirmed its intent to implement a comprehensive household Property Tax that would, in time, fund local government services.
- In 2011, the government decided to transfer local authority water functions to Irish Water, a new national body.
- In addition, the Minister for the Environment, Community and Local Government has published *the Action Programme for Effective Local Government - Putting People First*, the most significant blueprint to reform and consolidate local government structures and functions in 100 years.

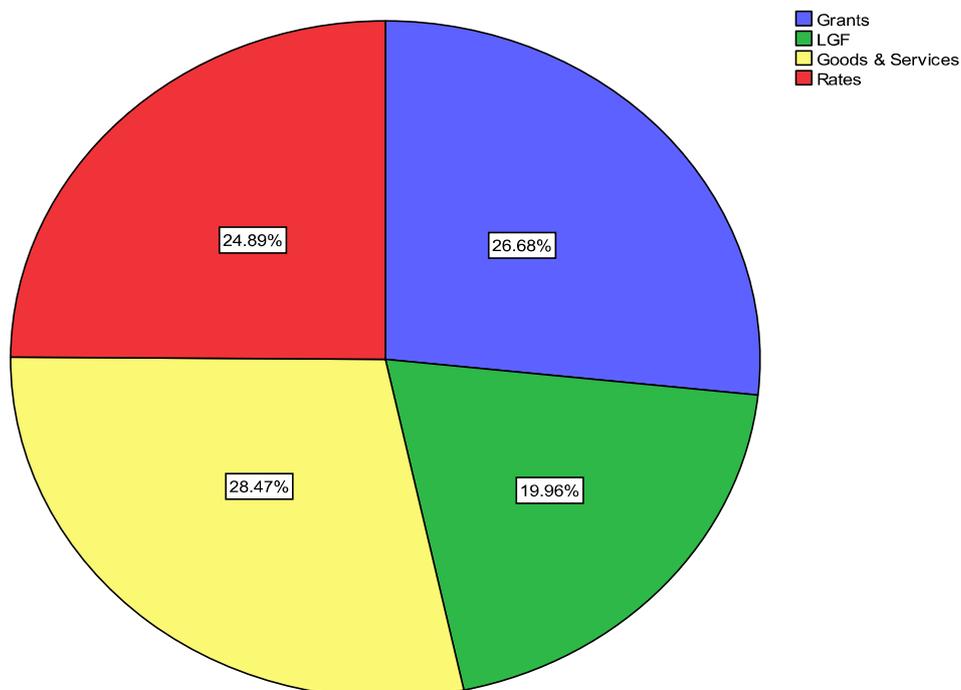
In addition, fiscal consolidation and the efficiency agenda are factors affecting local government:

- Internationally, municipal authorities are under financial stress. The global economic crisis, weak economic growth and a lack of financial resources are impacting on the relationship between central and local governments. Following a period of prolonged economic growth, deep cuts in central funding for local government predominate. In most countries, councils have already been through several waves of reform programmes to achieve efficiencies. However, the global recession means that they are now confronted

with unparalleled reductions in funding at a time when there is increased demand for local social services.

- Reductions in government funding meant that, out of necessity, the sector became an “early responder” to the fiscal crisis by reducing current expenditure, which fell by €735m between 2008 and 2012.¹
- 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 30% in 2011.

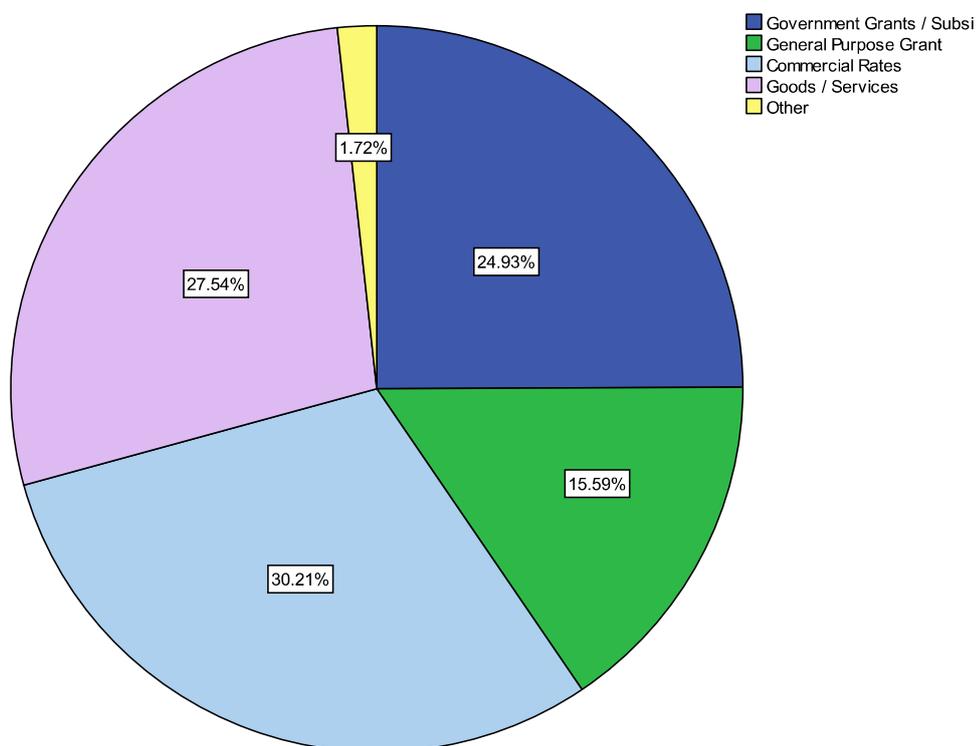
Graph 1: Sources of Revenue Funding 1999



Footnote: Sources of Local Government Funding, 1999

¹ Interim Report to the Minister for the Environment, Community and Local Government and the Local Government Efficiency Review Implementation Group, March 2012: p. 6.

Graph 2: Sources of Revenue Funding 2011



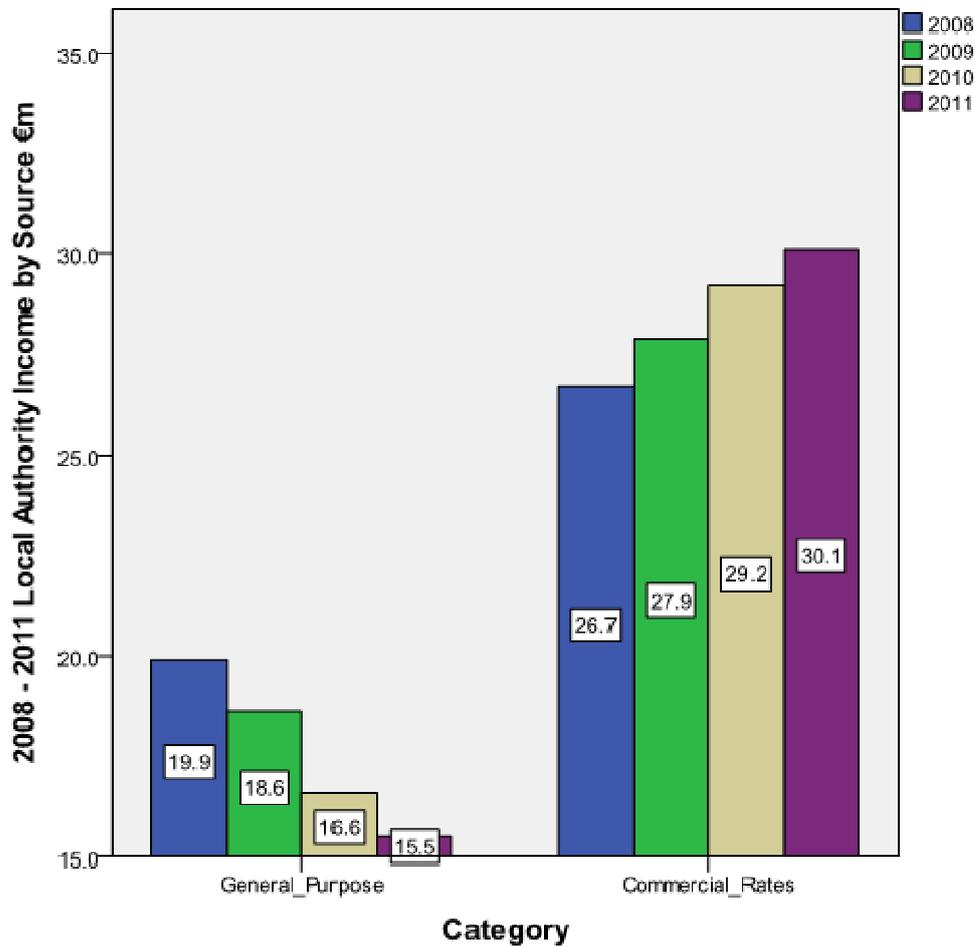
Sources of Local Govt Funding 2011

Table 1: 2008 – 2011 % of Local Authority Income by Source (€m)

	2008	2009	2010	2011
Budgeted Expenditure	5,029.43	5,036.70	4,655.69	4,547.94
Government Grants/Subsidies	25.3%	24.9%	23.7%	24.8%
General Purpose Grant	19.9%	18.6%	16.6%	15.5%
Goods/Services	27.9%	28.4%	28.5%	27.4%
Commercial Rates	26.7%	27.9%	29.2%	30.1%

Source: Calculations derived from Local Authority Budgets (DECLG 2008 – 2011)

Graph 3: Sources of Revenue Funding 2008 - 2011 Compared (%)



- In addition, local government radically reduced its staffing footprint. Between 2008 and 2012 staffing levels fell by 23%, more than any other part of the public sector in Ireland (DoECLG).
- Substantial efficiencies were achieved through a range of measures such as: across the board reviews of expenditure, streamlining of business processes and the elimination of non-discretionary expenditure.
- The efficiency agenda is continuing apace. The County and City Managers' Association (CCMA) established a central Programme Management Office (PMO) to collect, collate and analyse data for the sector in response to the efficiency agenda. This office is also using this data to support the sector evaluate and analyse business cases for progressing back office shared services such as Payroll, HR transactions, Finance and ICT.

The Interim Report to the Local Government Efficiency Review Implementation Body confirms that the sector delivered significant savings from the 31st December 2008 to 31st December 2011 of €548.6m, and projected savings of €187.2m for 2012. The report found that the overall total savings in Revenue spend and Capital payroll amount to €830.3m, and “proportionately represents a ‘best-in-class’ reduction across the Public Sector”.²

It is clear that the system is in a state of transition. Given that the Service Indicators capture a broad range of measures over quite a long time period, they are useful to some extent, in charting changes over this period and giving an indication of basic trends in relation to existing services and functions.

Some key statistics from Report

Planning

The table below offers a summary of the total number of planning applications by category for 2010 and 2011. It reflects the continuing slump in construction and development and shows that in 2011, the total number of planning applications has fallen by 18% (down from 29,150 to 23,942). Planning decisions in respect of individual houses and developments fell by almost a third in a single year.

Table 2: Comparison of Planning Decisions, 2010 - 2011

Category	Individual Houses	New Developments	Other: not requiring EIA	Other: Requiring EIA	Total
2010	8,786	1,048	19,133	183	29,150
2011	6,268	649	16,885	140	23,942
% Change	-29%	-38%	-12%	-23%	-18%

On average, 85.5% of individual house applications were granted in 2011, and the typical local authority approved 74% of housing development applications. In the case of individual houses, An Bord Pleanála confirmed the decision of the local authority in an average of 66.7% of cases and in the case of housing developments, the figure was 77%. A total of 14,199 pre-planning consultation meetings were held across all local authorities in 2011. The average length of time

² Interim Report to the Minister for the Environment, Community and Local Government and the Local Government Efficiency Review Implementation Group, March 2012: p. 6.

from request for consultation to actual formal meeting reduced from 9 days in 2010 to 8 days in 2011.

Housing

- The total housing stock held by local authorities increased slightly in 2011: from 128,074 in 2010 to 130,809 in 2011 (2.1 %).
- Although the proportion of housing voids (units that are empty) has fallen slightly from an average of 3.1% to 2.9% between 2009 and 2011, the percentage of empty units unavailable for letting has increased slightly from an average of 71.5% in 2009 to 74.5% in 2011.
- The time taken to carry out repairs and re-let dwellings has also increased slightly over time: the average time taken to complete repairs has increased from 17.9 weeks in 2009 to 20.7 weeks in 2011, while the number of weeks that it takes to re-let housing units has also increased from 4.4 to 5 weeks in the same period.

Environment

- The report contains a number of tables which summarise waste landfilled and recycled in each local authority area, along with the types of recycling facilities available in each local authority area.
- The vast majority of local authorities no longer provide a refuse collection service directly, and as a result, local authorities experience some difficulties obtaining accurate and up-to-date data from private operators.
- Notwithstanding such data quality issues, local authorities report that in 2011, approximately 64.6% (368,604 tonnes) of household waste collected from kerbside was recycled.
- Local authorities also recycled approximately 35.3% (201,333 tonnes) through a network of over 1,817 bring banks and 100 civic amenity sites.

The promotion of litter free towns and cities is an extremely important function for local authorities. In 2011, local authorities had 112 full-time and 184 part-time litter wardens. The figures indicate a decline in staffing per capita in this area.³ Also, 15,197 litter fines were issued, a 17% reduction in fines issued compared with the previous year.

³ Although this is in part attributable to the use of updated Census data.

Local authorities also work with the EPA to tackle environmental pollution such as fly-tipping. Environmental enforcement staff investigated over 54,000 environmental complaints: a small decrease (of approximately 3% on last year).

Litter pollution surveys showed a small disimprovement in performance: the median percentage of areas classified as "litter free" decreased from 9% in 2010 to 8% in 2011 while the percentage of areas significantly polluted by litter has improved slightly over the past three years, from a median average of 3.2% in 2009 to 1% in 2011.

Fire Service

Local authority fire and emergency services are divided between urban areas where full-time services are available, and less populated areas where retained services are available. Full-time services (Cork City, Dublin, Galway, Limerick City, Drogheda and Waterford City) are operated on a 24-hour shift basis. Retained stations account for the majority of fire services in the country: retained fire-fighters respond to emergency calls upon activation of a pager system. Dublin City Council operates fire and emergency services (including an ambulance service) as a shared service on behalf of the four Dublin local authorities. The fire service for Galway City is operated by Galway County Council on a shared service basis.

The indicators for individual local authorities which cover fire and emergency services highlight a broad range of mobilisation times reflecting factors such as geographical density. They show that average mobilisation times for full-time fire-brigades in respect of fire fell slightly from 1.9 minutes in 2009 to 1.65 minutes in 2011. Average mobilisation times for retained fire stations in respect of fire have disimproved slightly, taking 5.53 minutes in 2011, compared with 5.3 minutes in 2009.

Fire brigades arrived at 41.5 per cent of fire incidents in under 10 minutes. Of significance in this section is that the percentage of brigades arriving at the scene after 20 minutes has disimproved from 11.5% in 2009 to 14.6% in 2011.

Motor Tax

The Service Indicators confirm the continued trend in the use of online motor tax services. In 2011, over 2.1m (41%) of all transactions were carried out online, compared to 38% in 2010. In total, more than 5.2 million transactions were dealt with over the counter, by post and on the internet.

Table 3: Motor Tax Transactions by Type

Motor tax transactions	2010	2011	% of Total 2010	% of Total 2011
Counter	2,550,909	2,446,797	49%	47%
Post	691,496	627,043	13%	12%
Online	1,945,852	2,144,739	38%	41%
Total	5,188,257	5,218,579	100%	100%

The high standard of postal service offering remains unchanged with 70% of applications dealt with on the same day while 94% of applications were processed within three days.

Table 4: Motor Tax Transactions by Length of Time

Postal Transactions	2010	% Total	2011	% Total
Same Day	483,056	70%	441,522	70%
Second or Third Day	162,394	23%	146,130	24%
Fourth or Fifth Day	19,197	3%	19,148	3%
> 5 days	26,849	4%	20,243	3%
Total	691,496	100%	627,043	100%

Absenteeism

The local government sector has used the Service Indicators to monitor sick leave for a number of years in a consistent manner. Based on figures reported by local authorities, the total number of days lost in the sector to absenteeism rose slightly from 346,750 in 2010 to 350,224 in 2011. Although the percentage of working days lost to uncertified sick leave rose very slightly (from 0.65% in 2011 compared to 0.61% in 2010), certified leave levels remain unchanged (4.44% of working days lost compared with 4.46% in 2010).

Libraries

Library service statistics cover a number of aspects. The Report records the average number of opening hours for full-time libraries, which average 37.19 hours per week. Reported comments from a number of local authorities highlight the resource and funding challenge which can impact on the number of hours during which libraries can remain open.

Local authorities are spending significantly less on library stock than in 2009, with expenditure per capita falling from an average of €2.43 in 2009 to €1.79 in 2011. However, in spite of the challenges facing the library service, demand for these facilities remains strong.

According to reported figures, libraries received almost 15.7 million visits throughout the year, compared with approximately 15 million in 2010. The popularity of the free internet availability in libraries continues and in 2011, the average number of internet sessions per 1,000 population was 342.18. On average, 3.36 books were issued per head of population in 2011, with 0.42 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 2011, there were 0.13 children's playgrounds per 1,000 population directly provided by the local authority compared to 0.09 per 1,000 population in 2006.

Revenue

The impact of the global recession continues to effect locally raised finances. In terms of commercial rates, the (median) amount collected at years end, as percentage of amount due, fell from 84% in 2009 to 76.2% in 2011. Similarly, for housing rents, the (median) amount collected, as a percentage of amounts due, fell from 90.1% in 2009 to 87.5% in 2011. For housing loans, the median amount collected at years end, as percentage of amount due, also decreased: from 84.9% in 2009 to 73.1% in 2011.

The general decline in revenue collection illustrated across the key revenue indicators is symptomatic of the pressures facing households and the commercial sector. Revenue collections are 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.

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 eighth Report on Service Indicators in Local Authorities. It captures data in respect of the calendar year 2011. 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 Agency for submission to the Minister for the Environment, Community and Local Government and an Independent Assessment Panel (IAP) 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.

Some General Comments

The background to the development of the current set of indicators has been outlined above, and has acknowledged that some indicators are more meaningful and relevant than others. It is also acknowledged 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 annual review of the process (Appendix 1), the Independent Assessment Panel are generally satisfied with the production of data but express concern at the “continuing incidences of error and variation” in respect of some indicators. The IAP members also raise valid issues in relation to meaningful comparison of certain indicators, commenting that:

“While the Indicators Initiative has contributed significantly to allowing comparisons between individual authorities it has also raised questions around how meaningful certain comparative data is, given the enormous differences in demographic, resource issues and priorities that prevail between authorities...”

The IAP also provide a useful overview of the process as a whole, in which they identify a number of challenges that need to be addressed. In doing so, they recommend a strategic review of the Service Indicators process.

This recommendation is accepted in the local government reform plan, *Putting People First*, which emphasises the need for good quality performance measures rather than a large number of indicators. *Putting People First* states that:

“Existing Service Indicators will be replaced by an enhanced system of Performance Indicators which will demonstrate a local authority’s overall performance in delivering a particular activity or service and will facilitate evaluating its performance against the Performance Standard for that activity or service.

Local authority members will also adopt annual Service Plans in parallel with the budgetary process, and set targets to be achieved in the delivery of services. Local

authority Annual Reports will include a comprehensive review of Performance Standards by reference to the Performance Indicators.

(The Action Programme for Effective Local Government - Putting People First, Department of Environment, Community and Local Government: Page 118-121)

More detailed recommendations are set out as follows in the report:

- A new, more robust system of Performance Standards and Monitoring will be introduced in the local government sector with focus on key indicators and emphasis on value for money, comparative performance of local authorities and outcomes rather than outputs;
- This will be linked to, and facilitate, the Service Level Agreements.
- A Review of Service Indicators will be undertaken which is likely to result in a smaller more focused set of indicators than the current 46 and a number of high-level indicators of overall performance.
- Improvements are being made to the external evaluation processes, including in relation to Performance Standards and Indicators. Local authorities will prepare annual Service Plans and set targets to be achieved in the delivery of services against each of the Performance Standards.
- Local authority Annual Reports will include a comprehensive review of performance of these Service Plans against Performance Standards by reference to the Performance Indicators.

Such recommendations are to be welcomed, taking into account the comments of the Independent Assessment Panel, and given the current financial challenges, the reduction in staffing in local authorities and the need for a continued emphasis on efficiency and effectiveness. The LGMA looks forward to working with relevant stakeholders to achieve this outcome.

The remainder of this Report is structured as follows:

- Sections 1-10 contain the detailed tables and comparative data;
- Appendix 1 contains the report of the Independent Assessment Panel; and
- Appendix 2 is a short section on Methods.

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	39.9	18.4	100.0	100.0	100.0
Cavan County Council	41.9	9.1	100.0	100.0	100.0
Clare County Council	38.8 ^a	17.7	71.4	100.0	90.5
Cork City Council	36.8	5.8	57.1	57.1	100.0
Cork County Council	37.1	15.4	80.0	32.0	76.0
Donegal County Council	34.2 ^b	16.1	100.0	100.0	83.3
Dublin City Council	41.6	20.0	95.8	87.5	95.8
Dun Laoghaire Rathdown County Council	35.0	0.0	62.5	100.0	100.0
Fingal County Council	48.3 ^c	23.0	37.5	100.0	100.0
Galway Combined	33.8 ^d	11.5	20.0	80.0	100.0
Kerry County Council	37.3	13.7	100.0	66.0	100.0
Kildare County Council	36.6	13.8	100.0	100.0	76.0
Kilkenny County Council	33.4	21.7	100.0	100.0	100.0
Laois County Council	34.1	8.0	25.0	100.0	100.0
Leitrim County Council	38.3	11.2	20.0	100.0	100.0
Limerick City Council	41.2	9.0	66.0	66.0	66.0
Limerick County Council	36.0	10.8	100.0	100.0	100.0
Longford County Council	36.0 ^e	16.8	100.0	100.0	100.0
Louth County Council	37.4	19.7	66.6	100.0	100.0
Mayo County Council	37.4	20.4	100.0	100.0	100.0
Meath County Council	36.6	14.2	100.0	100.0	100.0
Monaghan County Council	36.0	20.0	100.0	100.0	50.0
Offaly County Council	35.0	13.0	100.0	100.0	100.0
Roscommon County Council	26.3	21.9	100.0	100.0	100.0
Sligo County Council	35.8	18.5	91.7	91.7	91.7
South Dublin County Council	45.2	22.6	71.4	71.4	71.4
Tipperary Combined	38.5 ^f	13.5	100.0	100.0	88.0
Waterford City Council	47.2	20.3	100.0	100.0	100.0
Waterford County Council	32.9	11.1	66.6	100.0	33.3
Westmeath County Council	39.6	16.3	100.0	100.0	100.0
Wexford County Council	41.5	19.7	100.0	100.0	100.0
Wicklow County Council	38.5	15.4	20.0	100.0	100.0

a) Clare County Council - A virtual library in Cranny is open 31 hours per week.
b) Donegal County Council - Calculations allow for the fact the new Gaoth Dobhair library only opened in October 2011, i.e. it was only available for 25% of the year (it replaced the previous premises lost to flooding in June 2009). Also, hours adjusted in other libraries due to reduced staffing.
c) Fingal County Council - 37.5% of full time libraries have lunchtime opening. One branch (Baldoyle) initially had lunchtime opening, but this was unsustainable. We have eight full time branches, and one part time. In 2010, four of these were open over lunch time. In 2011, three had lunchtime opening.
d) Galway Combined - Library Service is provided on a shared service basis by Galway County Council
e) Longford County Council - Ballymahon Library re-opened as a full time library (31.5 hrs per week in February 2011) and is counted as a full-time library in the return for 2011 having previously been included as a part-time library (15.5 hpw).
f) Tipperary Combined - Service Indicator figures relate to County Tipperary Joint Libraries Committee which covers North and South Tipperary.

Summary Statistics 2009-2011

Public opening hours for full-time libraries		2009	2010	2011
N	Valid	32	32	32
	Missing	2	2	2
Average	Median	37.3	37.4	37.19
	Mean	38.5	38.1	37.75
Percentiles	25%	35.9	35.9	35.19
	75%	40.8	39.9	39.84

Average number of opening hours per week for part-time libraries (where applicable)		2009	2010	2011
N	Valid	32	32	32
	Missing	2	2	2
Average	Median	16.8	15.56	15.76
	Mean	16.6	15.8	15.27
Percentiles	25%	12.6	12.7	11.28
	75%	20.0	19.5	19.93

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	79.74	92.24	91.31
Percentiles	25%	66.15	93.74	88.62
	75%	100	100	100

Table 2: Library Visits

	Number of visits to full time libraries per 1,000 population
Carlow County Council	2,787.81
Cavan County Council	3,666.60
Clare County Council	3,420.24 ^a
Cork City Council	6,659.86
Cork County Council	4,048.06
Donegal County Council	2,089.15 ^b
Dublin City Council	5,261.16 ^c
Dun Laoghaire Rathdown County Council	1,992.23 ^d
Fingal County Council	4,324.33
Galway Combined	3,398.65
Kerry County Council	3,367.85
Kildare County Council	2,530.69
Kilkenny County Council	1,623.32
Laois County Council	3,219.07
Leitrim County Council	5,256.78 ^e
Limerick City Council	4,783.23
Limerick County Council	3,140.26
Longford County Council	4,463.69
Louth County Council	2,046.28 ^f
Mayo County Council	2,509.34
Meath County Council	2,910.88
Monaghan County Council	2,751.35
Tipperary Combined	4,164.46
Offaly County Council	2,101.40 ^g
Roscommon County Council	1,613.13
Sligo County Council	2,531.35
South Dublin County Council	3,718.12 ^h
Waterford City Council	7,226.13
Waterford County Council	2,399.19
Westmeath County Council	2,897.24
Wexford County Council	3,833.47
Wicklow County Council	3,063.21

a) Clare County Council - Newmarket-on-Fergus library was full-time up to July so visits there were calculated for 6 months. Kilkee library was situated in temporary accommodation during refurbishment of library building and this impacted on the number of visits.
b) Donegal County Council - Increase possibly due to current economic climate, rising unemployment, increased population etc. as well as promotional programmes.
c) Dublin City Council - Excludes 297,255 visits to mobiles and 755,094 virtual visitors.
d) Dun Laoghaire - Rathdown County Council - Number of visits reduced from 2010 due to Dundrum and Stillorgan Libraries being closed temporarily for renovations.
e) Leitrim County Council- Indicator is based on visits during first week in October which was quieter than the same week in 2010. Door count can vary considerably from week to week particularly in the context of events taking place.
f) Louth County Council - Libraries closed on Sundays and Mondays.
g) Offaly County Council - Decrease on 2010 figures as counters were not working.
h) South Dublin County Council - Ballyroan library moved to smaller location during rebuild from September 2011.

Summary Statistics 2009-2011

Number of visits to full time libraries per 1,000 population		2009	2010	2011
N	Valid	32	32	32
	Missing	2	2	2
Average	Median	2,897.30	3,198.44	3,179.67
	Mean	3,240.78	3,482.0	3,431.20
Percentiles	25%	2,283.41	2,629.6	2,514.68
	75%	4,109.76	4,091.8	4,135.36

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	1.46	2.67	0.75
Cavan County Council	0.42	2.55	0.10
Clare County Council	2.14	4.30	0.38
Cork City Council	3.58	6.17	2.34
Cork County Council	1.19	4.59	0.21
Donegal County Council	1.10 ^a	2.14	0.12
Dublin City Council	3.38	3.64	0.83
Dun Laoghaire Rathdown County Council	3.11 ^b	5.14 ^c	1.41
Fingal County Council	3.12	3.58	1.08
Galway Combined	1.40	2.56	0.08
Kerry County Council	2.41	3.79	0.10
Kildare County Council	2.07	2.76	0.65
Kilkenny County Council	3.17	2.75	0.31
Laois County Council	2.41	2.95	0.75
Leitrim County Council	2.93 ^d	3.73	0.05
Limerick City Council	2.05	4.41	1.48
Limerick County Council	1.85	2.84	0.56
Longford County Council	2.04	3.30	0.16
Louth County Council	1.14	3.41	0.35
Mayo County Council	1.02	4.16	0.61
Meath County Council	1.11	2.59	0.55
Monaghan County Council	1.24	2.97	0.45
Tipperary Combined	1.04	3.02	0.09
Offaly County Council	1.64	2.59	0.26
Roscommon County Council	1.53 ^e	2.24	0.60
Sligo County Council	1.39 ^f	3.65	0.06
South Dublin County Council	3.35	3.30	1.41
Waterford City Council	4.72	5.33	3.36
Waterford County Council	1.57	3.05	0.80
Westmeath County Council	2.10	4.06	0.38
Wexford County Council	1.90	4.15	0.25
Wicklow County Council	1.17	3.75	0.28

a) Donegal County Council – Reduced figure due to reduced budget.
b) Dun Laoghaire-Rathdown County Council - Calculations include Library Council grant of €37,000 received mid-year.
c) Dun Laoghaire-Rathdown County Council – Number of items issued marginally reduced due to Stillorgan and Dundrum Libraries being closed for 3 months and 2 weeks respectively.
d) Leitrim County Council - A one-off allocation of funding from the Library Council was received in 2011 in addition to monies provided from Council own resources.
e) Roscommon County Council - Reduction in 'other items' issued of approx 18,000 over year due to restricted/reduced access to services for County Library Refurbishment Works.
f) Sligo County Council - Significant reduction in budget for 2011.

Summary Statistics 2009-2011

Annual expenditure on stock per head of population (county/city wide)		2009	2010	2011
N	Valid	32	32	32
	Missing	2	2	2
Average	Median	2.43	1.97	1.79
	Mean	2.63	2.2	2.02
Percentiles	25%	1.81	1.5	1.26
	75%	3.19	2.5	2.80

Number of books issued per head of population (county/city-wide)		2009	2010	2011
N	Valid	32	32	32
	Missing	2	2	2
Average	Median	3.39	3.36	3.36
	Mean	3.43	3.53	3.50
Percentiles	25%	2.68	2.87	2.75
	75%	3.89	3.95	4.13

Number of other items issued per head of population (county/city-wide)		2009	2010	2011
N	Valid	32	32	32
	Missing	2	2	2
Average	Median	0.39	0.39	0.42
	Mean	0.59	0.64	0.65
Percentiles	25%	0.17	0.21	0.17
	75%	0.81	0.78	0.79

Table 4: Internet Access through Libraries

	Number of Internet sessions provided per 1,000 population
Carlow County Council	570.31
Cavan County Council	459.63
Clare County Council	564.74
Cork City Council	322.94
Cork County Council	267.57
Donegal County Council	171.79 ^a
Dublin City Council	764.48
Dun Laoghaire Rathdown County Council	304.70 ^b
Fingal County Council	467.67
Galway Combined	274.00
Kerry County Council	361.42
Kildare County Council	228.11
Kilkenny County Council	309.90
Laois County Council	190.01
Leitrim County Council	779.16
Limerick City Council	623.33
Limerick County Council	461.71
Longford County Council	656.40
Louth County Council	145.85
Mayo County Council	477.14
Meath County Council	213.24
Monaghan County Council	559.52
Tipperary Combined	226.41
Offaly County Council	575.68
Roscommon County Council	120.02
Sligo County Council	237.84
South Dublin County Council	898.12
Waterford City Council	790.04
Waterford County Council	598.43
Westmeath County Council	123.89
Wexford County Council	316.03
Wicklow County Council	252.32

a) Donegal County Council – Gaoth Dobhair opened from October 2011 only.

b) Dun Laoghaire-Rathdown County Council - Internet sessions marginally reduced due to Stillorgan Library being closed for 3 months and Dundrum Library being closed for 2 weeks in September.

Summary Statistics 2009-2011

Number of Internet sessions provided per 1,000 population		2009	2010	2011
N	Valid	32	32	32
	Missing	2	2	2
Average	Median	394.56	385.16	342.18
	Mean	534.71	444.81	416.01
Percentiles	25%	296.00	257.21	230.54
	75%	629.39	613.43	574.34

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	0.13	0.00
Cavan County Council	0.00	0.00
Clare County Council	0.06	0.19 ^a
Cork City Council	0.15	0.00
Cork County Council	0.05	0.14
Donegal County Council	0.27	0.03
Dublin City Council	0.21	0.01
Dun Laoghaire Rathdown County Council	0.10	0.03
Fingal County Council	0.10	0.08
Galway City Council	0.30	0.00
Galway County Council	0.08	0.21
Kerry County Council	0.04	0.09
Kildare County Council	0.05	0.00
Kilkenny County Council	0.17	0.04
Laois County Council	0.15	0.02
Leitrim County Council	0.25	0.22
Limerick City Council	0.05	0.09
Limerick County Council	0.06	0.04
Longford County Council	0.31	0.00
Louth County Council	0.10	0.03
Mayo County Council	0.22	0.01
Meath County Council	0.10	0.01
Monaghan County Council	0.51	0.05
North Tipperary County Council	0.14	0.09
Offaly County Council	0.12	0.07
Roscommon County Council	0.22	0.03
Sligo County Council	0.09	0.12
South Dublin County Council	0.05	0.00
South Tipperary County Council	0.08	0.08
Waterford City Council	0.15	0.00
Waterford County Council	0.00	0.24
Westmeath County Council	0.23	0.13
Wexford County Council	0.21	0.01
Wicklow County Council	0.13	0.01

a) **Clare County Council** - Clare County Council part-funded these community playgrounds which are owned and managed by the local communities.

Summary Statistics 2009-2011

Number of children's playgrounds per 1,000 population (directly provided)		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	0.13	0.13	0.13
	Mean	0.14	0.15	0.14
Percentiles	25%	0.06	0.06	0.06
	75%	0.21	0.21	0.21

Number of children's playgrounds per 1,000 population (facilitated)		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	0.03	0.03	0.03
	Mean	0.06	0.06	0.06
Percentiles	25%	0.01	0.00	0.01
	75%	0.10	0.08	0.09

Table 6: Local Authority-Facilitated Leisure Facilities

	Number of visitors to local authority-facilitated leisure facilities per 1,000 population
Carlow County Council	N/A
Cavan County Council	1,334.18
Clare County Council	4,077.64 ^a
Cork City Council	8,698.20
Cork County Council	1,174.98
Donegal County Council	1,634.28 ^b
Dublin City Council	3,305.88
Dun Laoghaire Rathdown County Council	4,456.31
Fingal County Council	N/A ^c
Galway City Council	3,150.78
Galway County Council	1,037.18
Kerry County Council	1,925.44
Kildare County Council	4,410.66
Kilkenny County Council	4,534.19 ^d
Laois County Council	5,843.04
Leitrim County Council	4,942.79 ^e
Limerick City Council	2,949.66
Limerick County Council	591.29
Longford County Council	2,753.37
Louth County Council	2,390.61
Mayo County Council	1,807.24
Meath County Council	1,481.03
Monaghan County Council	1,072.72
North Tipperary County Council	3,561.37
Offaly County Council	1,589.35
Roscommon County Council	3,344.82
Sligo County Council	3,575.50
South Dublin County Council	1,926.87
South Tipperary County Council	2,657.53
Waterford City Council	2,489.44 ^f
Waterford County Council	1,576.73
Westmeath County Council	3,286.70
Wexford County Council	550.69
Wicklow County Council	3,945.74 ^g

a) Clare County Council - Lees Road Amenity Facilities and Tim Smythe Park Leisure facilities have large numbers of users, which is recorded in terms of hours booked for groups using astro-turf facilities, playing pitches and running tracks, rather than number of visitors = 2,877 hours.
b) Donegal County Council - This is an estimated figure, as full information was not available at time of submission.
c) Fingal County Council - Fingal County Council does not operate any local authority facilitated leisure facilities.
d) Kilkenny County Council - Increase is due to increase in usage of Watershed leisure complex.
e) Leitrim County Council - 2011 was a challenging year for the Carrick on Shannon Leisure Centre. In addition, the open-air swimming pool at Drumshanbo did not open for the Summer Season due to major refurbishment works.
f) Waterford City Council - figures for golf course and regional sports centre are new additions.
g) Wicklow County Council - Leisure facilities do not include local authority facilitated community halls etc which are managed by local committees and have booked public sessions. Similarly car park/leisure facilities/recreational parks at Brittas Bay, Glendalough, Charlesland, Wicklow Gaol etc have not been included.

Summary Statistics 2009-2011

Number of visitors to local authority-facilitated leisure facilities per 1,000 population		2009	2010	2011
N	Valid	34	34	32
	Missing	0	0	2
Average	Median	2,205.62	2,674.89	2,705.5
	Mean	2,707.23	2,974.1	2,877.4
Percentiles	25%	1,156.95	1,588.8	1,579.9
	75%	4,213.97	3,679.1	3,853.2

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	85.71 ^a	166
Cavan County Council	65.52	452
Clare County Council	78.95 ^b	599
Cork City Council	62.07 ^c	54
Cork County Council	30.00 ^d	1,423
Donegal County Council	37.50	607
Dublin City Council	22.92 ^e	733
Dun Laoghaire Rathdown County Council	43.66	400
Fingal County Council	93.33 ^f	900
Galway City Council	100.00	255
Galway County Council	75.00 ^g	710
Kerry County Council	74.51	658
Kildare County Council	89.66	610
Kilkenny County Council	56.25	100
Laois County Council	100.00 ^h	559
Leitrim County Council	100.00 ⁱ	201
Limerick City Council	17.39	142
Limerick County Council	77.14 ^j	1,619
Longford County Council	96.00	158
Louth County Council	95.45	169
Mayo County Council	89.47	704
Meath County Council	33.33	1,043
Monaghan County Council	68.42	374
North Tipperary County Council	34.62 ^k	81
Offaly County Council	100.00	431
Roscommon County Council	72.92	393
Sligo County Council	65.52	706
South Dublin County Council	28.01 ^l	1,012
South Tipperary County Council	46.03	329
Waterford City Council	14.77	209
Waterford County Council	80.00	287
Westmeath County Council	88.24	386
Wexford County Council	59.57	639
Wicklow County Council	64.52	39
Total		17,148

a) Carlow County Council - 11 schools and 1 youth group.

b) Clare County Council - Students participated through schools rather than through youth groups in which they may also participate.

c) Cork City Council – Number of youth clubs is not recorded as the young people do not come representing their youth clubs.

d) Cork County Council - The reduction in youth groups from 30 in 2010 to 10 in 2011 was due to a more targeted approach to youth group participation.

e) Dublin City Council - The methodology for arriving at this figure is the total number of schools registered in December (66) expressed as a percentage of the total number of schools in Dublin City which is 288 (Primary, Secondary. Sources: Education Ireland and dublin.ie website).

f) Fingal County Council - 27 Schools and 3 Youth Services. 25 Schools and 3 Youth Services involved in FCNN.

g) Galway County Council - Participation by 32 schools out of 44 schools in total and 10 groups out of 12 groups in total.

h) Laois County Council - 57 was the total number of youth groups and schools in the county. The figure which should have been inserted was 17, as this is the number of schools and youth organisations represented on Laois Comhairle na n-Óg. Please note, there is no actual scheme for Comhairle. However, all youth groups and schools in Laois are made aware of Comhairle and their work, through our public relations work and the Youth Officer and with Laois VEC.

i) Leitrim County Council – The structure of the Comhairle in Leitrim is based around the second level schools. We would only engage with the youth groups in this context if we identified a sector or segment of the population that was not represented through the schools process and accordingly the youth groups are not relevant for the purposes of this indicator.

j) **Limerick County Council** - Limerick CDB invited 35 schools/youth groups to participate in the Comhairle. In total 82 delegates from 27 Schools/youth groups attended the Comhairle event
k) **North Tipperary County Council** - An additional 10 groups were invited to participate in 2011 over 2010. This resulted in increased number of groups participating but reduced percentage involvement.
l) **South Dublin County Council** – Policy is to focus on post-primary and youth groups. Error in 2010 data entry noted. Should have read 432 and 117.

Summary Statistics 2009-2011

Percentage of local schools involved in the local Youth Council/ Comhairle na n-óg scheme		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	61.4	72.7	70.7
	Mean	60.3	66.3	66.1
Percentiles	25%	41.7	47.4	42.1
	75%	81.4	85.3	89.5

Number of groups registered with the Community and Voluntary Forum		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	381.50	400.00	415.50
	Mean	481.35	494.09	504.35
Percentiles	25%	190.75	193.00	193.00
	75%	638.75	645.75	704.50

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	4.80	0.69
Cavan County Council	4.42	0.33
Clare County Council	3.65	0.35
Cork City Council	4.07	1.13
Cork County Council	4.63	0.78
Donegal County Council	4.29	0.68 ^a
Dublin City Council	3.93	1.02
Dun Laoghaire Rathdown County Council	4.04	1.04
Fingal County Council	5.04	0.72
Galway City Council	4.94	0.55
Galway County Council	4.77	0.61
Kerry County Council	4.93	0.62
Kildare County Council	5.05 ^b	0.66
Kilkenny County Council	4.08	0.46
Laois County Council	4.07	0.62
Leitrim County Council	4.94 ^c	0.74
Limerick City Council	5.67	0.97
Limerick County Council	4.33	0.69
Longford County Council	5.38	0.56
Louth County Council	4.81	0.80
Mayo County Council	4.42 ^d	0.88 ^e
Meath County Council	4.29	0.64
Monaghan County Council	4.74	0.33
North Tipperary County Council	4.36 ^f	0.60
Offaly County Council	4.19	0.41
Roscommon County Council	5.17	0.53
Sligo County Council	4.85	0.64
South Dublin County Council	3.89	0.70
South Tipperary County Council	4.37	0.47
Waterford City Council	3.82	1.23
Waterford County Council	6.28 ^g	0.37
Westmeath County Council	4.45 ^h	0.66
Wexford County Council	4.71	0.48
Wicklow County Council	3.26	0.95

a) Donegal County Council - The significant increase in this figure year-on-year is to some extent attributable to enhanced time and attendance record keeping resulting from the introduction of Core HR.
b) Kildare County Council - Total days lost includes 2,250 days relating to staff now retired (40 in number).
c) Leitrim County Council - This indicator is negatively impacted upon as a result of 3 staff members being on long-term sick leave during 2011.
d) Mayo County Council - The difference between 2010 and 2011 is as a result of unpaid leave being excluded in error from the first set of figures submitted.
e) Mayo County Council - Change since 2010 attributable to more accurate recording of uncertified leave through CORE system.
f) North Tipperary County Council - improvement is due to successful application of attendance management policy and procedures by line managers/HR and increased management and monitoring of sick leave by HR Management and Staff.
g) Waterford County Council - 1,650 of these days were unpaid. A number of employees were absent on long term illnesses. Most of these retired in February 2012 and a significant reduction in the number of days lost to certified sick leave is expected in 2012.
h) Westmeath County Council - 0.7% of the 4.45% indicator is attributable to 3 employees absent of certified sick leave greater than 12 months.

Summary Statistics 2009-2011

% Working Days Lost to sickness – absence through certified leave		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	4.2	4.46	4.44
	Mean	4.2	4.41	4.55
Percentiles	25%	3.6	4.02	4.08
	75%	4.7	5.01	4.93

% Working Days Lost to sickness – absence through uncertified leave		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	0.57	0.61	0.65
	Mean	0.63	0.65	0.67
Percentiles	25%	0.49	0.49	0.52
	75%	0.74	0.76	0.79

Table 9: Expenditure on Training and Development

	Expenditure on Training and Development as a percentage of total payroll costs:
Carlow County Council	3.70
Cavan County Council	3.16
Clare County Council	4.43
Cork City Council	4.67
Cork County Council	5.85
Donegal County Council	2.50 ^a
Dublin City Council	4.07
Dun Laoghaire Rathdown County Council	3.97
Fingal County Council	2.26
Galway City Council	3.95
Galway County Council	5.51
Kerry County Council	4.93
Kildare County Council	4.56
Kilkenny County Council	3.90
Laois County Council	4.56
Leitrim County Council	3.35
Limerick City Council	5.02
Limerick County Council	4.30
Longford County Council	5.66
Louth County Council	2.80
Mayo County Council	4.77
Meath County Council	4.05
Monaghan County Council	4.99
North Tipperary County Council	6.80
Offaly County Council	5.64
Roscommon County Council	5.24
Sligo County Council	2.34
South Dublin County Council	3.75
South Tipperary County Council	4.21
Waterford City Council	4.05
Waterford County Council	3.44
Westmeath County Council	4.91
Wexford County Council	3.11
Wicklow County Council	3.98 ^b
a) Donegal County Council – Expenditure on staff training dropped by over 40% in 2011 due to budgetary considerations. b) Wicklow County Council - Increase in in-house training with implementation of CORE HRPS.	

Summary Statistics 2009-2011

Expenditure on Training and Development as a percentage of total payroll costs		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	4.1	4.21	4.14
	Mean	4.3	4.29	4.25
Percentiles	25%	3.7	3.46	3.64
	75%	4.9	5.18	4.95

Section 3: Environment

Table 10: Percentage of Households Provided with Segregated Waste Collection

	Percentage of households who receive a waste collection service and are provided with segregated waste collection for dry recyclables	Percentage of households who receive a waste collection service and are provided with segregated waste collection for organics
Carlow County Council	100.00	31.33
Cavan County Council	96.99	8.66
Clare County Council	94.15	58.34
Cork City Council	100.00	N/A
Cork County Council	99.57	0.10 ^a
Donegal County Council	65.18	N/A
Dublin City Council	100.00	75.85
Dun Laoghaire Rathdown County Council	100.00	N/A
Fingal County Council	100.00	98.57
Galway City Council	99.23	86.05
Galway County Council	99.67	17.26
Kerry County Council	100.00	19.14
Kildare County Council	99.96	47.80
Kilkenny County Council	100.00	N/A
Laois County Council	100.00	36.86 ^b
Leitrim County Council	100.00	N/A
Limerick City Council	99.57	48.49
Limerick County Council	99.49	40.92
Longford County Council	97.10	30.09
Louth County Council	91.57	26.74
Mayo County Council	97.79	19.17
Meath County Council	87.00	0.31
Monaghan County Council	98.99	16.10
North Tipperary County Council	100.00	1.63 ^c
Offaly County Council	84.29	7.51
Roscommon County Council	100.00	17.84
Sligo County Council	100.00	5.60
South Dublin County Council	100.00	100
South Tipperary County Council	98.19	15.00
Waterford City Council	99.53	89.24
Waterford County Council	100.00	100.00
Westmeath County Council	97.56	0.90
Wexford County Council	100.00	33.55
Wicklow County Council	99.07	1.28

General - It should be noted that a number of local authorities where the service is privatised provided a 'nil' return. These are excluded from comparison tables.

a) Cork County Council - The percentage of households with an organics collection service is admittedly very low (just under 0.1 %) but the situation is that waste collectors have not introduced collections of segregated organic waste except in the case of KWD who provide services to 125 of their customers. According to the AERs returned by the private sector collectors, of a total of 129,631 households in the County, only 125 (0.096%) have got this service.

b) Laois County Council - Was one of a few counties that introduced waste bye-laws in 2010 for the collection of brown waste (organics) and these mainly applied to six towns in the county. As a result of introducing/enforcing these bye-laws, there was a notable increase in 2011 in the number of households who were offered and availed of an organic waste collection.

c) North Tipperary County Council - 2010 figures are provided as details for 2011 have not been obtained from the waste collectors. North Tipperary County Council does not provide a waste collection service therefore the figures are submitted by the private waste collectors.

Summary Statistics 2009-2011

% of households who receive a waste collection service and are provided with segregated waste collection for dry recyclables		2009	2010	2011
N	Valid	33	34	34
	Missing	1	0	0
Average	Median	99.59	99.74	99.62
	Mean	95.13	96.29	97.20
Percentiles	25%	95.49	96.62	97.73
	75%	100.0	100.00	100.00

% of households who receive a waste collection service and are provided with segregated waste collection for organics		2009	2010	2011
N	Valid	21	27	29
	Missing	13	7	5
Average	Median	18.03	27.06	26.74
	Mean	31.74	35.41	35.7
Percentiles	25%	4.24	8.11	8.1
	75%	49.2	46.45	53.4

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	18.72	2,721	12,410
Cavan County Council	22.50	3,396	4,548
Clare County Council	33.60	6,957	6,197
Cork City Council	26.36	10,480	3,200
Cork County Council	30.46	31,392	6,934
Donegal County Council	21.17	4,021	4,702
Dublin City Council	38.35	45,288	15,242
Dun Laoghaire Rathdown County Council	92.43	38,287	11,818
Fingal County Council	56.00	26,793	12,312
Galway City Council	49.62	10,060	2,839
Galway County Council	36.87	17,956	5,228
Kerry County Council	32.53	8,282	6,156
Kildare County Council	27.64	19,105	5,033
Kilkenny County Council	40.88	7,535	2,818
Laois County Council	20.76	3,275	2,778
Leitrim County Council	33.15	1,569	1,093
Limerick City Council	29.50	4,736	1,652
Limerick County Council	33.46	8,490	8,034
Longford County Council	51.92	3,934	1,391
Louth County Council	22.43	5,650	14,664
Mayo County Council	24.59	8,208	4,719
Meath County Council	23.63	8,595	5,114
Monaghan County Council	28.16	3,398	9,763
North Tipperary County Council ^a	28.22	6,079	2,723
Offaly County Council	23.87	3,306	3,930
Roscommon County Council	24.06	3,193	2,760
Sligo County Council	26.80	4,220	8,860 ^b
South Dublin County Council	46.23	35,824	10,298
South Tipperary County Council	36.50	5,134	3,446
Waterford City Council	37.72	6,379	2,915
Waterford County Council	42.86	3,577	2,217
Westmeath County Council	16.24	3,459	3,829
Wexford County Council	32.08	12,013	4,988
Wicklow County Council	18.94	5,292	6,722
Totals		368,604	201,333

General Note: Please note that the recycling rate presented in Table 11 does not include recycling from civic amenity sites and bring banks and therefore does not represent the 'total' recycling rate for a local authority area. It should also be noted that local authorities have experienced considerable difficulty obtaining accurate and timely data from private sector operators. This can affect the quality of the data that is presented.

a) North Tipperary County Council - 2010 figures are provided as details for 2011 have not been obtained from the waste collectors. North Tipperary County Council does not provide a waste collection service therefore the figures are submitted by the private waste collectors.

b) Sligo County Council - Transfer Station - DMR tonnages not included in 2010.

Summary Statistics 2009-2011

Percentage of household waste collected from kerbside, which is sent for recycling		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	21.46	22.34	29.98
	Mean	23.49	24.54	33.18
Percentiles	25%	17.86	18.66	23.53
	75%	27.32	27.18	38.86

Tonnes of household waste recycled		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	5,531	5,485.5	4853.50
	Mean	9,137	8,977.8	5921.56
Percentiles	25%	4,222	3,818.7	3,547.2
	75%	9,260	9,424.5	10,863.3

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	81.28	11,815
Cavan County Council	77.50	11,698
Clare County Council	66.40	13,746
Cork City Council	73.64	29,271
Cork County Council	69.54	71,656
Donegal County Council	78.83	14,976
Dublin City Council	61.65	72,795
Dun Laoghaire Rathdown County Council	7.57	3,137
Fingal County Council	44.00	21,048
Galway City Council	50.38	10,214
Galway County Council	63.13	30,750
Kerry County Council	67.47	17,180
Kildare County Council	72.36	50,010
Kilkenny County Council	59.12	10,896
Laois County Council	79.24	12,504
Leitrim County Council	66.85	3,164
Limerick City Council	70.50	11,320
Limerick County Council	66.54	16,885
Longford County Council	48.08	3,643
Louth County Council	77.57	19,541
Mayo County Council	75.41	25,167
Meath County Council	76.37	27,782
Monaghan County Council	71.84	8,669
North Tipperary County Council	71.78	15,463
Offaly County Council	76.13	10,544
Roscommon County Council	75.94	10,077
Sligo County Council	73.20	11,528
South Dublin County Council	53.77	41,659
South Tipperary County Council	63.50	8,930
Waterford City Council	62.28	10,533
Waterford County Council	57.14	4,769
Westmeath County Council	83.76	17,842
Wexford County Council	67.92	25,433
Wicklow County Council	81.06	22,649
Total		677,294

Summary Statistics 2009-2011

Percentage of household waste going to landfill		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	60.12	59.14	70.02
	Mean	58.1	56.17	66.82
Percentiles	25%	49.24	47.44	62.12
	75%	65.4	65.10	76.19

Tonnages of household waste going to landfill		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	15,959	15,218	14,361
	Mean	22,090	20,265	19,920
Percentiles	25%	11,369	10,008	10,453
	75%	25,760	25,673	25,234

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	2.57
Cavan County Council	30	3	33	2.26
Clare County Council	54	5	59	2.52
Cork City Council	40	1	41	1.72
Cork County Council	148	11	159	1.99
Donegal County Council	65	6	71	2.21
Dublin City Council	115	2	117	1.11
Dun Laoghaire Rathdown County Council	44	3	47	1.14
Fingal County Council	61	2	63	1.15
Galway City Council	12	1	13	0.86
Galway County Council	85	4	89	2.54
Kerry County Council	100	6	106	3.65
Kildare County Council	41	2	43	1.02
Kilkenny County Council	43	3	46	2.41
Laois County Council	47	2	49	3.05
Leitrim County Council	39	1	40	6.29
Limerick City Council	19	1	20	1.76
Limerick County Council	53	4	57	2.12
Longford County Council	26	2	28	3.59
Louth County Council	37	2	39	1.59
Mayo County Council	100	2	102	3.91
Meath County Council	37	4	41	1.11
Monaghan County Council	28	2	30	2.48
North Tipperary County Council	39	3	42	2.99
Offaly County Council	45	3	48	3.12
Roscommon County Council	40	4	44	3.44
Sligo County Council	40	2	42	3.22
South Dublin County Council	46	2	48	0.91
South Tipperary County Council	70	3	73	4.13
Waterford City Council	22	1	23	2.46
Waterford County Council	45	1	46	3.43
Westmeath County Council	48	2	50	2.91
Wexford County Council	117	4	121	4.16
Wicklow County Council	54	5	59	2.16
Totals	1,817	100	1,917	

Summary Statistics 2009-2011

Number of Bring Banks - Glass		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	44.0	42	44.5
	Mean	53.2	53.0	53.4
Percentiles	25%	37.0	37.0	37.0
	75%	63.3	61.8	62.0

Number of Civic Amenity Sites - Glass		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	3.0	2.0	2.0
	Mean	3.0	2.9	2.9
Percentiles	25%	2.0	2.0	2.0
	75%	4.0	3.8	4.0

Total Number of Recycling Facilities - Glass		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	46.50	44.0	46.5
	Mean	56.08	55.9	56.4
Percentiles	25%	38.50	39.0	39.8
	75%	66.25	64.5	65.0

Number of locations per 5000 of population - Glass		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	2.6	2.5	2.5
	Mean	2.7	2.7	2.5
Percentiles	25%	1.8	1.8	1.7
	75%	3.5	3.5	3.3

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	2.57
Cavan County Council	30	3	33	2.26
Clare County Council	54	5	59	2.52
Cork City Council a	24	1	25	1.05
Cork County Council	118	11	129	1.62
Donegal County Council	65	6	71	2.21
Dublin City Council	67	2	69	0.66
Dun Laoghaire Rathdown County Council	31	3	34	0.82
Fingal County Council	54	2	56	1.03
Galway City Council	0	1	1	0.07
Galway County Council	84	4	88	2.51
Kerry County Council	100	6	106	3.65
Kildare County Council	37	2	39	0.93
Kilkenny County Council	43	3	46	2.41
Laois County Council	47	2	49	3.05
Leitrim County Council	39	1	40	6.29
Limerick City Council	21	1	22	1.94
Limerick County Council	52	4	56	2.08
Longford County Council	26	2	28	3.59
Louth County Council	42	2	44	1.79
Mayo County Council	100	2	102	3.91
Meath County Council	37	4	41	1.11
Monaghan County Council	28	2	30	2.48
North Tipperary County Council	39	3	42	2.99
Offaly County Council	45	3	48	3.12
Roscommon County Council	40	4	44	3.44
Sligo County Council	40	2	42	3.22
South Dublin County Council	30	2	32	0.60
South Tipperary County Council	70	3	73	4.13
Waterford City Council	22	1	23	2.46
Waterford County Council	0	1	1	0.07
Westmeath County Council	48	2	50	2.91
Wexford County Council	118	4	122	4.20
Wicklow County Council	52	5	57	2.09
Totals	1,630	100	1,730	

Summary Statistics 2009-2011

Number of Bring Banks - Cans		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	40.0	40.0	41.0
	Mean	47.2	47.7	47.9
Percentiles	25%	27.5	28.0	29.5
	75%	58.0	54.5	56.8

Number of Civic Amenity Sites - Cans		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	3.0	2.0	2.0
	Mean	2.9	2.9	2.9
Percentiles	25%	2.0	2.0	2.0
	75%	4.0	3.8	4.0

Total Number of Recycling Facilities - Cans		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	43.0	43.50	44.0
	Mean	50.1	50.59	50.9
Percentiles	25%	30.0	29.50	31.5
	75%	61.8	58.00	61.5

Number of locations per 5000 of population - Cans		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	2.5	2.51	2.4
	Mean	2.5	2.52	2.3
Percentiles	25%	1.3	1.41	1.1
	75%	3.5	3.44	3.1

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	56	1	57	5.23
Cavan County Council	30	3	33	2.26
Clare County Council	12	5	17	0.73
Cork City Council	23	1	24	1.01
Cork County Council	104	11	115	1.44
Donegal County Council	41	6	47	1.46
Dublin City Council	71	2	73	0.69
Dun Laoghaire Rathdown County Council	29	3	32	0.77
Fingal County Council	0 ^a	0	0	0.00
Galway City Council	14	1	15	0.99
Galway County Council	70	4	74	2.11
Kerry County Council	0	6	6	0.21
Kildare County Council	62	2	64	1.52
Kilkenny County Council	95	3	98	5.14
Laois County Council	6	2	8	0.50
Leitrim County Council	38 ^b	2	40	6.29
Limerick City Council	5	1	6	0.53
Limerick County Council	90	4	94	3.49
Longford County Council	2	2	4	0.51
Louth County Council	0	2	2	0.08
Mayo County Council	54	2	56	2.14
Meath County Council	14	4	18	0.49
Monaghan County Council	25	2	27	2.23
North Tipperary County Council	39	3	42	2.99
Offaly County Council	20	3	23	1.50
Roscommon County Council	22	4	26	2.03
Sligo County Council	18	2	20	1.53
South Dublin County Council	38	2	40	0.75
South Tipperary County Council	0	3	3	0.17
Waterford City Council	8	1	9	0.96
Waterford County Council	37	1	38	2.84
Westmeath County Council	42	2	44	2.56
Wexford County Council	160	4	164	5.64
Wicklow County Council	23	5	28	1.03
Totals	1,248	99	1,347	

a) Fingal County Council - In 2011 Fingal County Council had no designated bring sites for clothes. Guidance from the EPA advises that collecting clothes is not a waste activity. As a result we have no means of controlling the clothes banks locations. We are aware however that there is a large number of banks in the area.

b) Leitrim County Council - A new contractor re: textile recycling took over in March 2011 and has expanded the textile recycling facilities available.

Summary Statistics 2009-2011

Number of Bring Banks - Textiles		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	16.5	24.5	27.0
	Mean	24.7	32.7	36.7
Percentiles	25%	4.75	9.0	11.0
	75%	41.25	42.0	54.5

Number of Civic Amenity Sites - Textiles		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	2.5	2.0	2.0
	Mean	2.9	2.8	2.9
Percentiles	25%	2.0	2.0	2.0
	75%	4.0	3.0	4.0

Total Number of Facilities - Textiles		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	18.0	27.0	30.0
	Mean	27.59	35.6	39.6
Percentiles	25%	6.75	10.0	13.5
	75%	43.25	47.0	56.3

Number of Locations per 5000 population - Textiles		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	0.8	1.1	1.5
	Mean	1.3	1.6	1.8
Percentiles	25%	0.5	0.6	0.7
	75%	2.3	2.5	2.3

Table 16: Recycling Facilities - Batteries

	Batteries. The number of Bring Sites for recycling	Batteries. The number of Civic Amenity Centres for recycling	Batteries. The total number of facilities for recycling	Batteries. The number of locations for recycling per 5,000 of population
Carlow County Council	0	1	1	0.09
Cavan County Council	0	3	3	0.21
Clare County Council	0	5	5	0.21
Cork City Council	0	1	1	0.04
Cork County Council	0	11	11	0.14
Donegal County Council	32	6	38	1.18
Dublin City Council	7	2	9	0.09
Dun Laoghaire Rathdown County Council	0	3	3	0.07
Fingal County Council	72	2	74	1.36
Galway City Council	0	1	1	0.07
Galway County Council	0	4	4	0.11
Kerry County Council	0	6	6	0.21
Kildare County Council	221	2	223	5.31
Kilkenny County Council	81	1	82	4.30
Laois County Council	0	2	2	0.12
Leitrim County Council	6	2	8	1.26
Limerick City Council	0	1	1	0.09
Limerick County Council	18	3	21	0.78
Longford County Council	0	2	2	0.26
Louth County Council	0	2	2	0.08
Mayo County Council	0	2	2	0.08
Meath County Council	14	4	18	0.49
Monaghan County Council	0	2	2	0.17
North Tipperary County Council	0	3	3	0.21
Offaly County Council	0	3	3	0.20
Roscommon County Council	0	4	4	0.31
Sligo County Council	0	2	2	0.15
South Dublin County Council	187	2	189	3.56
South Tipperary County Council	0	3	3	0.17
Waterford City Council	0	1	1	0.11
Waterford County Council	56	1	57	4.26
Westmeath County Council	0	2	2	0.12
Wexford County Council	5	2	7	0.24
Wicklow County Council	8	5	13	0.48
Totals	707	96	803	

Summary Statistics 2009-2011

Number of Bring Banks - Batteries		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	0.0	0.0	0.0
	Mean	19.6	14.1	20.8
Percentiles	25%	0.0	0.0	0.0
	75%	23.5	7.5	9.5

Number of Civic Amenity Sites - Batteries		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	2.0	2.0	2.0
	Mean	2.9	2.8	2.8
Percentiles	25%	2.0	1.3	2.0
	75%	4.0	3.0	3.3

Total Number of Facilities - Batteries		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	4.0	3.5	3.5
	Mean	22.5	16.9	23.6
Percentiles	25%	2.0	2.0	2.0
	75%	26.7	11.8	14.3

Number of Locations per 5000 population - Batteries		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	0.2	0.2	0.2
	Mean	0.9	0.7	0.8
Percentiles	25%	0.1	0.1	0.1
	75%	1.1	0.6	0.6

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	0.09
Cavan County Council	0	3	3	0.21
Clare County Council	0	5	5	0.21
Cork City Council	0	1	1	0.04
Cork County Council	0	11	11	0.14
Donegal County Council	0	6	6	0.19
Dublin City Council	5	2	7	0.07
Dun Laoghaire Rathdown County Council	0	1	1	0.02
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	0.05
Laois County Council	0	2	2	0.12
Leitrim County Council	0	2	2	0.31
Limerick City Council	0	1	1	0.09
Limerick County Council	0	3	3	0.11
Longford County Council	0	1	1	0.13
Louth County Council	0	2	2	0.08
Mayo County Council	0	2	2	0.08
Meath County Council	0	4	4	0.11
Monaghan County Council	0	2	2	0.17
North Tipperary County Council	0	1	1	0.07
Offaly County Council	0	3	3	0.20
Roscommon County Council	0	4	4	0.31
Sligo County Council	0	1	1	0.08
South Dublin County Council	0	2	2	0.04
South Tipperary County Council	0	3	3	0.17
Waterford City Council	0	1	1	0.11
Waterford County Council	0	1	1	0.07
Westmeath County Council	0	2	2	0.12
Wexford County Council	0	2	2	0.07
Wicklow County Council	3	5	8	0.29
Totals	8	89	97	

Summary Statistics 2009-2011

Number of Bring Banks - Oil		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	0.0	0.0	0.0
	Mean	0.3	0.3	0.2
Percentiles	25%	0.0	0.0	0.0
	75%	0.0	0.0	0.0

Number of Civic Amenity Sites - Oil		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	2.0	2.0	2.0
	Mean	2.6	2.5	2.6
Percentiles	25%	1.0	1.0	1.0
	75%	3.0	3.0	3.0

Total Number of Facilities - Oil		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	2.0	2.0	2.0
	Mean	2.9	2.8	2.9
Percentiles	25%	1.0	1.0	1.0
	75%	3.3	3.0	3.3

Number of Locations per 5000 population - Oil		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	0.1	0.1	0.1
	Mean	0.1	0.1	0.1
Percentiles	25%	0.1	0.1	0.1
	75%	0.2	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	6	1	7	0.64
Cavan County Council	30	3	33	2.26
Clare County Council	5	5	10	0.43
Cork City Council	0	1	1	0.04
Cork County Council	5	11	16	0.20
Donegal County Council	0	6	6	0.19
Dublin City Council	9	2	11	0.10
Dun Laoghaire Rathdown County Council	0	3	3	0.07
Fingal County Council	0	2	2	0.04
Galway City Council	0	1	1	0.07
Galway County Council	0	4	4	0.11
Kerry County Council	6	6	12	0.41
Kildare County Council	2	2	4	0.10
Kilkenny County Council	9	3	12	0.63
Laois County Council	0	2	2	0.12
Leitrim County Council	0	2	2	0.31
Limerick City Council	0	1	1	0.09
Limerick County Council	10	4	14	0.52
Longford County Council	0	2	2	0.26
Louth County Council	42	2	44	1.79
Mayo County Council	0	2	2	0.08
Meath County Council	0	4	4	0.11
Monaghan County Council	0	2	2	0.17
North Tipperary County Council	0	3	3	0.21
Offaly County Council	0	3	3	0.20
Roscommon County Council	0	4	4	0.31
Sligo County Council	0	3	3	0.23
South Dublin County Council	0	2	2	0.04
South Tipperary County Council	1	3	4	0.23
Waterford City Council	0	1	1	0.11
Waterford County Council	0	1	1	0.07
Westmeath County Council	0	2	2	0.12
Wexford County Council	96	4	100	3.44
Wicklow County Council	8	5	13	0.48
Totals	229	102	331	

Summary Statistics 2009-2011

Number of Bring Banks – Other		2009	2010	2011
N	Valid	33	34	34
	Missing	1	0	0
Average	Median	0.0	0.0	0.0
	Mean	4.5	6.2	6.7
Percentiles	25%	0.0	0.0	0.0
	75%	5.0	5.8	6.0

Number of Civic Amenity Sites - Other		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	2.5	2.5	2.5
	Mean	2.9	3.3	3.0
Percentiles	25%	2.0	2.0	2.0
	75%	4.0	4.0	4.0

Total Number of Facilities - Other		2009	2010	2011
N	Valid	33	34	34
	Missing	1	0	0
Average	Median	3.0	3.0	3.5
	Mean	7.3	9.4	9.7
Percentiles	25%	2.0	2.0	2.0
	75%	10.3	10.3	11.3

Number of Locations per 5000 population - Other		2009	2010	2011
N	Valid	33	34	34
	Missing	1	0	0
Average	Median	0.2	0.2	0.2
	Mean	0.4	0.4	0.4
Percentiles	25%	0.1	0.1	0.1
	75%	0.3	0.4	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	0.18
Cavan County Council	3	4	0.48
Clare County Council	2	1	0.13
Cork City Council	4	0	0.17
Cork County Council	4	12	0.20
Donegal County Council	7	1	0.25
Dublin City Council	21	2	0.22
Dun Laoghaire Rathdown County Council	6	2	0.19
Fingal County Council	6	0	0.11
Galway City Council	0	0	0.00
Galway County Council	0	16	0.46
Kerry County Council	3	12	0.52
Kildare County Council	1	7	0.19
Kilkenny County Council	3	13	0.84
Laois County Council	3	0	0.19
Leitrim County Council	0	3	0.47
Limerick City Council	3	1	0.35
Limerick County Council	3	24	1.00
Longford County Council	3	0	0.38
Louth County Council	5	2	0.28
Mayo County Council	1	11	0.46
Meath County Council	2	3	0.14
Monaghan County Council	1	9	0.83
North Tipperary County Council	2	7	0.64
Offaly County Council	3	3	0.39
Roscommon County Council	2	2	0.31
Sligo County Council	2	6	0.61
South Dublin County Council	6	0	0.11
South Tipperary County Council	3	15	1.02
Waterford City Council	2	1	0.32
Waterford County Council	2	1	0.22
Westmeath County Council	0	6	0.38
Wexford County Council	1	5	0.21
Wicklow County Council	6	15	0.77
Totals	112	184	

Summary Statistics 2009-2011

Number of full-time litter wardens		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	3.0	3.0	3.0
	Mean	3.6	3.4	3.3
Percentiles	25%	0.1	2.0	1.8
	75%	0.3	4.0	4.0

Number of part-time litter wardens		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	3.0	3.0	3.0
	Mean	5.7	5.9	5.4
Percentiles	25%	1.0	1.3	1.0
	75%	9.0	10.3	9.5

Number of Litter wardens (full-time and part-time) per 5000 population		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	0.4	0.4	0.3
	Mean	0.4	0.4	0.4
Percentiles	25%	0.3	0.3	0.2
	75%	0.5	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	161	47	1
Cavan County Council	162	52	3
Clare County Council	65	29	1
Cork City Council	1,292	556	68
Cork County Council	448	254	14
Donegal County Council	131	40	0
Dublin City Council	3,236	1,409	853
Dun Laoghaire Rathdown County Council	1,027	680	141
Fingal County Council	1,220	536	109
Galway City Council	193	119	14
Galway County Council	383	159	35
Kerry County Council	166	62	10
Kildare County Council	749	310	60
Kilkenny County Council	102	53	3
Laois County Council	183	96	39
Leitrim County Council	77 ^a	32 ^b	5
Limerick City Council	1,152	637	107
Limerick County Council	231	42	23
Longford County Council	311	110	8
Louth County Council	511	278	47
Mayo County Council	164	69	9
Meath County Council	391	278	9
Monaghan County Council	93	31	9
North Tipperary County Council	183	58	25
Offaly County Council	304 ^c	116	0
Roscommon County Council	114	43	2
Sligo County Council	159 ^d	64	18
South Dublin County Council	712	247	208
South Tipperary County Council	69	30	0
Waterford City Council	246	197	7
Waterford County Council	118	76	1
Westmeath County Council	369	187	34
Wexford County Council	210	110	48
Wicklow County Council	265	110	47
Totals	15,197	7,117	1,958

a) Leitrim County Council - The number of fines decreased significantly in 2011, primarily as a result of the success of our CCTV System at our Bring Banks in reducing fly-tipping and littering activities.
b) Leitrim County Council – 33 proceeding, 32 paid, 12 struck off.
c) Offaly County Council - Decrease on 2010 figures due to the increased use of CCTV at bring banks sites.
d) Sligo County Council – Council had no litter warden for the first 4 months of 2010.

Summary Statistics 2009-2011

Number of on-the-spot fines		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	365.0	302.5	220.5
	Mean	658.0	537.9	447.0
Percentiles	25%	166.0	131.3	152.0
	75%	792.5	632.3	463.8

Number of on-the-spot fines paid		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	183.5	145.5	110.0
	Mean	325.2	267.6	209.3
Percentiles	25%	71.3	69.8	50.8
	75%	421.5	368.0	260.0

Number of prosecution cases taken because of non-payment of on-the-spot fines		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	20.0	18.5	14.0
	Mean	64.4	61.6	57.6
Percentiles	25%	9.8	7.0	3.0
	75%	59.5	62.5	47.3

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	1	20	1	1
Cavan County Council	1	21	3	1
Clare County Council	1	0	1	1
Cork City Council	65	0	68	65
Cork County Council	4	2	14	4
Donegal County Council	0	0	0	0
Dublin City Council	99	3	936	165
Dun Laoghaire Rathdown County Council	28	4	151	32
Fingal County Council	18	0	109	18
Galway City Council	0	0	14	0
Galway County Council	10	0	35	10
Kerry County Council	4	2	12	4
Kildare County Council	37	50	60	37
Kilkenny County Council	2	20	0	0
Laois County Council	21	11	39	21
Leitrim County Council	0	0	0	0
Limerick City Council	39	42	107	39
Limerick County Council	6	0	23	6
Longford County Council	8	0	8	8
Louth County Council	47	24	62	24
Mayo County Council	6	2	9	6
Meath County Council	9	14	9	9
Monaghan County Council	2	4	10	2
North Tipperary County Council	5	5	25	5
Offaly County Council	0	245	0	0
Roscommon County Council	1	15	2	1
Sligo County Council	1	2	1	1
South Dublin County Council	31	119	211	40
South Tipperary County Council	0	3	0	0
Waterford City Council	3	0	7	3
Waterford County Council	0	0	0	0
Westmeath County Council	3	51	36	3
Wexford County Council	17	0	48 ^a	17
Wicklow County Council	4	0	47	4
Totals	473	659	2,048	527

a) Wexford County Council - Difficult to obtain court judgements.

Summary Statistics 2009-2011

Number of litter prosecutions secured		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	8.0	6.5	4.0
	Mean	15.7	17.3	13.9
Percentiles	25%	3.8	1.3	1.0
	75%	25.0	24.3	18.8

Number of notices issued (under sections 9, 15, 16, 17 and 20 of the Litter Pollution Act 1997)		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	6.0	3.0	2.5
	Mean	25.1	20.1	19.4
Percentiles	25%	0.0	0.0	0.0
	75%	27.5	18.0	20.0

Total number of prosecutions taken (all prosecutions under the Litter Acts 1997 to 2003)		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	25.0	19.0	13.0
	Mean	71.5	68.5	60.2
Percentiles	25%	9.25	7.3	1.0
	75%	54.8	70.8	51.0

Total number of prosecutions secured (all prosecutions under the Litter Acts 1997 to 2003)		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	14.5	8.0	4.0
	Mean	19.7	19.2	15.5
Percentiles	25%	4.0	2.0	1.0
	75%	28.0	27.3	18.8

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	4	78	17	0	0
Cavan County Council	37	59	4	0	0
Clare County Council	1	74	22	3	0
Cork City Council	1	76	19	3	1
Cork County Council	N/A ^a	N/A	N/A	N/A	N/A
Donegal County Council	3	90	7	0	0
Dublin City Council	3	72	21	4	0
Dun Laoghaire Rathdown County Council	26	52	15	4	3
Fingal County Council	13	69	17	1	0
Galway City Council	1	49	29	15	6
Galway County Council	6	55	29	8	3
Kerry County Council	27	66	7	0	0
Kildare County Council	17	31	45	7	0
Kilkenny County Council	2	53	41	4	0
Laois County Council	15	71	15	0	0
Leitrim County Council	0	73	23	4	0
Limerick City Council	34	52	13	1	0
Limerick County Council	16	63	19	2	0
Longford County Council	9	73	18	1	0
Louth County Council	21	71	7	0	0
Mayo County Council	10	57	33	0	0
Meath County Council	0	0	100	0	0
Monaghan County Council	3	92	5	0	0
North Tipperary County Council	5	72	21	2	0
Offaly County Council	19	50	30	1	0
Roscommon County Council	10	65	23	3	0
Sligo County Council	6	79	13	1	0
South Dublin County Council	N/A ^a	N/A	N/A	N/A	N/A
South Tipperary County Council	9	68	22	2	0
Waterford City Council	5	65	29	1	0
Waterford County Council	10	76	14	0	0
Westmeath County Council	0	67	33	0	0
Wexford County Council	7	69	22	2	0
Wicklow County Council	10	56	29	4	1

a) Data for Cork County Council and South Dublin County Council - is not available as these local authorities did not participate in the litter pollution survey.

Summary Statistics 2009-2011

Percentage of areas within the local authority area that are litter free		2009	2010	2011
N	Valid	32	32	32
	Missing	2	2	2
Average	Median	7.1	9.0	8.0
	Mean	8.4	11.3	10.3
Percentiles	25%	2.7	3.8	3.0
	75%	13.4	12.3	15.8

Percentage of areas within the local authority area that are slightly polluted		2009	2010	2011
N	Valid	32	32	32
	Missing	2	2	2
Average	Median	62.7	65.0	67.5
	Mean	61.4	62.6	63.8
Percentiles	25%	55.1	53.8	55.3
	75%	70.6	73.0	73.0

Percentage of areas within the local authority area that are moderately polluted		2009	2010	2011
N	Valid	32	32	32
	Missing	2	2	2
Average	Median	28.1	20.5	21.0
	Mean	26.4	22.8	23.2
Percentiles	25%	17.6	16.8	14.3
	75%	32.8	31.0	29.0

Percentage of areas within the local authority area that are significantly polluted		2009	2010	2011
N	Valid	32	32	32
	Missing	2	2	2
Average	Median	3.2	2.0	1.0
	Mean	3.5	3.1	2.3
Percentiles	25%	0.1	0.8	0.0
	75%	5.0	3.3	3.8

Percentage of areas within the local authority area that are grossly polluted		2009	2010	2011
N	Valid	32	32	32
	Missing	2	2	2
Average	Median	0.2	0.0	0.0
	Mean	0.0	0.4	0.4
Percentiles	25%	0.0	0.0	0.0
	75%	0.5	0.0	0.0

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	1,085	1,085	726	41
Cavan County Council	307	303	180	118
Clare County Council	750	580	567	326
Cork City Council	1,245	1,207	1,115	24
Cork County Council	1,386	1,679	309	1,370
Donegal County Council	970	936	900	25
Dublin City Council	6,015	6,015	6,022	68
Dun Laoghaire Rathdown County Council	4,635	4,623	3,389	1,234
Fingal County Council	2,439	2,416	2,372	41
Galway City Council	1,106	1,106	1,079	0
Galway County Council	843	1,249	791	338
Kerry County Council	1,084	1,039	354	152
Kildare County Council	1,146	1,137	1,029	972
Kilkenny County Council	1,340	1,340	1,270	185
Laois County Council	878	878	746	119
Leitrim County Council	594	594	312	197
Limerick City Council	1,942	1,942	1,686	256
Limerick County Council	1,588	1,398	1,368	521
Longford County Council	1,640	1,681	1,561	320
Louth County Council	1,826	1,810	1,686	96
Mayo County Council	1,092	788	803	674
Meath County Council	1,217	829	695	391
Monaghan County Council	520	520	510	10
North Tipperary County Council	658	790	461	71
Offaly County Council	1,139	1,179	982	154
Roscommon County Council	772	752	164	118
Sligo County Council	4,145	5,043	3,832	680
South Dublin County Council	3,471	3,471	2,616	912
South Tipperary County Council	621	621	616	69
Waterford City Council	1,391	1,391	1,166	473
Waterford County Council	1,127	1,204	1,145	51
Westmeath County Council	1,094	1,094	786	308
Wexford County Council	1,899	1,899	1,160	253
Wicklow County Council	2,045	2,045	2,214	457
Totals	54,010	54,644	44,612	11,024

Summary Statistics 2009-2011

Total number of cases subject to complaints concerning environmental pollution		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	1,573.5	1,381.0	1,142.5
	Mean	1,878.9	1,714.7	1,588.5
Percentiles	25%	998.8	958.0	869.3
	75%	2,129.8	1,814.5	1,844.3

Number of cases investigated		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	1,578.5	1,342.5	1,191.5
	Mean	1,960.2	1,664.9	1,607.2
Percentiles	25%	1,093.3	952.8	819.3
	75%	2,330.3	1,745.8	1,832.3

Number of complaints resolved where no further action was necessary		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	1,314	1,055.0	1,005.5
	Mean	1,621.2	1,403.0	1,312.1
Percentiles	25%	691.2	685.8	603.8
	75%	1,953.25	1,572.3	1,592.3

Number of enforcement procedures taken		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	230.0	242.5	191.0
	Mean	453.2	335.8	324.2
Percentiles	25%	93.8	84.5	68.8
	75%	626.5	461.0	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	92.7	80.0
Cavan County Council	74.0	80.0
Clare County Council	89.8	89.5
Cork City Council	57.4	50.0
Cork County Council	76.2	69.5
Donegal County Council	91.0	100.0 ^a
Dublin City Council	77.6	69.0
Dun Laoghaire Rathdown County Council	89.0	93.9
Fingal County Council	85.7	91.7
Galway City Council	100.0	100.0
Galway County Council	90.9	91.2
Kerry County Council	89.5	88.5
Kildare County Council	87.6	73.1
Kilkenny County Council	84.4	75.0
Laois County Council	90.0	100.0
Leitrim County Council	95.2	100.0
Limerick City Council	93.9	92.9
Limerick County Council	83.3	90.5
Longford County Council	100.0	100.0
Louth County Council	93.2	100.0
Mayo County Council	83.0	100.0
Meath County Council	84.9	84.2
Monaghan County Council	75.0	75.0
North Tipperary County Council	93.4	94.4
Offaly County Council	87.9 ^b	100.0
Roscommon County Council	90.8	90.0
Sligo County Council	94.0	100.0
South Dublin County Council	90.0	88.6
South Tipperary County Council	77.2	70.6
Waterford City Council	90.9	72.7
Waterford County Council	87.3	100.0
Westmeath County Council	89.7	100.0
Wexford County Council	83.8	86.4
Wicklow County Council	95.7	95.2

a) **Donegal County Council** - In addition to secondary schools and primary schools there are 2 Adult Education Centres, 1 Youthreach and 1 preschool registered with the Green Schools Programme in Donegal. These are not included in the statistics.

b) **Offaly County Council** - Increase on 2010 figures due to increase in green schools registration with primary schools.

Summary Statistics 2009-2011

Primary schools participating in environmental campaigns (percentage)		2009	2010	2011
N	Valid	33	34	34
	Missing	1	0	0
Average	Median	80.5	85.0	89.6
	Mean	78.6	82.0	87.2
Percentiles	25%	74.1	76.9	83.7
	75%	86.2	89.6	92.8

Secondary schools participating in environmental campaigns (percentage)		2009	2010	2011
N	Valid	33	34	34
	Missing	1	0	0
Average	Median	81.8	89.4	90.8
	Mean	81.6	85.4	88.0
Percentiles	25%	74.3	76.3	78.8
	75%	91.6	98.9	100.0

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	6.02	N/A	7.29
Cavan County Council	N/A	5.33	N/A	4.73
Clare County Council	N/A	4.90	N/A	5.4
Cork City Council	1.66	N/A	1.78	N/A
Cork County Council	N/A	5.37	N/A	5.5
Donegal County Council	N/A	5.58	N/A	5.6
Dublin Combined	1.39	5.41	1.38	6.16
Galway Combined	2.66	4.99	2.27	4.77
Kerry County Council	N/A	5.53	N/A	6.1
Kildare County Council	N/A	5.99	N/A	6.11
Kilkenny County Council	N/A	6.39	N/A	6.52
Laois County Council	N/A	5.22	N/A	5.22
Leitrim County Council	N/A	5.24	N/A	5.08
Limerick City Council	N/A	N/A	1.24	N/A
Limerick County Council	1.23	4.58	N/A	4.86
Longford County Council	N/A	6.13	N/A	6.2
Louth County Council	2.94	3.81	3.1	5.4
Mayo County Council	N/A	5.54	N/A	5.4
Meath County Council	N/A	5.19	N/A	6.02
Monaghan County Council	N/A	6.32	N/A	7.05
North Tipperary County Council	N/A	5.53	N/A	6.15
Offaly County Council	N/A	5.55	N/A	5.5
Roscommon County Council	N/A	5.83	N/A	6.05
Sligo County Council	N/A	4.45	N/A	4.11
South Tipperary County Council	N/A	6.30	N/A	5.56
Waterford City Council	1.63	N/A	1.82	N/A
Waterford County Council	N/A	4.46	N/A	4.55
Westmeath County Council	N/A	6.72	N/A	6.88
Wexford County Council	N/A	6.44	N/A	6.72
Wicklow County Council	N/A	6.77 ^a	N/A	6.16

a) Wicklow County Council – In relation to part-time stations, returns based on data from ERCC, 602 of 684 calls return time in attendance.

Summary Statistics 2009-2011

Average time (minutes) to mobilise fire brigades in full-time stations		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	In respect of fire 2011	In respect of emergency incidents 2011
N	Valid	6	6	6	6	6	6
	Missing	28	28	28	28	28	28
Average	Median	1.9	1.7	1.7	1.84	1.65	1.80
	Mean	1.9	1.8	1.8	1.95	1.92	1.93
Percentiles	25%	1.5	1.5	1.4	1.67	1.35	1.35
	75%	2.2	2.0	2.2	2.27	2.73	2.48

Average time (minutes) to mobilise fire brigades in retained stations		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	In respect of Fire 2011	In respect of all other emergency incidents 2011
N	Valid	28	27	27	27	27	27
	Missing	6	7	7	7	7	7
Average	Median	5.28	5.5	5.5	5.95	5.53	5.63
	Mean	5.12	5.6	5.6	5.74	5.54	5.75
Percentiles	25%	5.01	5.3	5.2	5.09	5.19	5.22
	75%	5.57	6.1	6.1	6.41	6.13	6.16

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	50.15	40.36	9.50
Cavan County Council	40.09	43.17	16.74
Clare County Council	44.41	36.39	19.20
Cork City Council	87.80	11.69	0.51
Cork County Council	34.78	45.74	19.48
Donegal County Council	31.82	50.94	17.23
Dublin Combined	79.74	18.16	2.10
Galway Combined	43.04	30.81	26.15
Kerry County Council	36.80	44.88	18.32
Kildare County Council	21.73	59.82	18.15
Kilkenny County Council	28.81	54.8	16.38
Laois County Council	41.98	46.23	11.79
Leitrim County Council	41.60	36.00	22.40 ^a
Limerick City Council	90.26	9.13	0.61
Limerick County Council	33.94	47.81	18.25
Longford County Council	34.23	54.36	11.41
Louth County Council	63.68	28.03	8.29
Mayo County Council	35.03	44.91	20.06
Meath County Council	45.63	41.91	12.46
Monaghan County Council	41.31	47.89	10.80
North Tipperary County Council	48.30	38.83	12.86
Offaly County Council	56.34	33.77	9.89
Roscommon County Council	32.13	54.15	13.72
Sligo County Council	41.70	38.21	20.09
South Tipperary County Council	36.06	47.12	16.83
Waterford City Council	89.74	8.86	1.40
Waterford County Council	54.43	33.07	12.50
Westmeath County Council	27.03	57.85	15.12
Wexford County Council	35.97	42.45	21.58
Wicklow County Council	30.40	55.48	14.12

a) Leitrim County Council - There were a significant number of gorse/forest fires in 2011, the majority of which were difficult to access and were located on extremities of station fire ground areas.

Summary Statistics 2009-2011

% of fire incidents in which first attendance is at the scene within 10 minutes		2009	2010	2011
N	Valid	30	30	30
	Missing	4	4	4
Average	Median	44.5	37.51	41.46
	Mean	50.6	44.97	45.96
Percentiles	25%	38.6	31.56	34.16
	75%	59.8	50.45	51.22

% of fire incidents in which first attendance is at the scene after 10 minutes but within 20 minutes		2009	2010	2011
N	Valid	30	30	30
	Missing	4	4	4
Average	Median	41.5	42.3	42.81
	Mean	38.5	39.3	40.09
Percentiles	25%	31.0	33.8	33.60
	75%	48.0	48.4	48.65

% of fire incidents in which first attendance is at the scene after 20 minutes		2009	2010	2011
N	Valid	30	30	30
	Missing	4	4	4
Average	Median	11.5	15.7	14.62
	Mean	11.1	15.7	13.93
Percentiles	25%	6.6	12.3	10.57
	75%	15.2	22.2	18.54

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	24.24	59.09	16.67
Cavan County Council	40.09	46.08	13.82
Clare County Council	39.68	42.06	18.25
Cork City Council	86.9	12.43	0.66
Cork County Council	32.37	51.56	16.07
Donegal County Council	34.98	43.96	21.05 ^a
Dublin Combined	79.55	17.56	2.89
Galway Combined	43.37	40.45	16.18
Kerry County Council	21.54	63.08	15.38
Kildare County Council	20.00	67.12	12.88
Kilkenny County Council	31.78	48.31	19.92
Laois County Council	30.00	52.86	17.14 ^d
Leitrim County Council	47.92	33.33	18.75
Limerick City Council	86.55	12.11	1.35
Limerick County Council	37.14	49.14	13.71
Longford County Council	38.24	51.47	10.29
Louth County Council	41.00	41.42	17.57
Mayo County Council	37.38	50.8	11.82
Meath County Council	34.81	48.07	17.13
Monaghan County Council	21.74	63.77	14.49
North Tipperary County Council	31.36	52.07	16.57 ^c
Offaly County Council	38.98	47.46	13.56
Roscommon County Council	29.84	63.71	6.45
Sligo County Council	51.69	37.29	11.02
South Tipperary County Council	23.64	55.76	20.61
Waterford City Council	78.11	18.93	2.96
Waterford County Council	34.25	58.90	6.85
Westmeath County Council	23.96	50.00	26.04
Wexford County Council	25.98	50.39	23.62
Wicklow County Council	23.16	66.32	10.53

a) Donegal County Council - Of the total of 68 incidents recorded where first attendance at the scene was greater than 20 minutes, 38 (56%) occurred in Q2. During this period, the Fire Service was dealing with widespread gorse fires, which may have impacted on response times.

b) Laois County Council - The 2011 figure of 17.14% for attendance at incidents "other than fires" greater than 20 mins stands. These incidents can be flooding, RTAs, chemical incidents and are totally dependent on location, so there can be significant variation from year to year. In addition the total number of these incidents is quite small so a small variation in the number and location of incidents can lead to a large percentage change.

c) North Tipperary County Council - In addition to the 412 incidents there were another 109 incidents for which the attendance time is not recorded - this arises where the officer does not send the 'in attendance' message either because of initial pressure or failure to make contact due to radio traffic or blackspots.

Summary Statistics 2009-2011

% of cases in respect of all other emergency incidents in which first attendance is at the scene within 10 minutes		2009	2010	2011
N	Valid	30	30	30
	Missing	4	4	4
Average	Median	39.7	34.8	34.9
	Mean	41.8	40.6	39.7
Percentiles	25%	31.6	30.0	25.5
	75%	47.3	42.7	41.6

% of cases in respect of all other emergency incidents in which first attendance is at the scene after 10 minutes but within 20 minutes		2009	2010	2011
N	Valid	30	30	30
	Missing	4	4	4
Average	Median	47.3	49.4	49.6
	Mean	44.3	45.7	46.5
Percentiles	25%	41.8	41.7	41.2
	75%	52.8	55.0	56.5

% of cases in respect of all other emergency incidents in which first attendance is at the scene after 20 minutes		2009	2010	2011
N	Valid	30	30	30
	Missing	4	4	4
Average	Median	12.5	14.8	14.9
	Mean	12.1	13.7	13.8
Percentiles	25%	7.8	10.8	10.5
	75%	16.6	18.0	17.7

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	63	71	6
Cavan County Council	54	44	0
Clare County Council	104	90	6
Cork City Council	135	123	0
Cork County Council	358	371	26
Donegal County Council	120 ^a	80	13
Dublin City Council	462	457	28
Dun Laoghaire Rathdown County Council	153	165	12
Fingal County Council	201	221	8
Galway City Council	126	118	7
Galway County Council	131	63	19
Kerry County Council	149	143	14
Kildare County Council	153	168	14
Kilkenny County Council	81	67	9
Laois County Council	47	50	0
Leitrim County Council	32	35	0
Limerick City Council	49	44	0
Limerick County Council	101	117	5
Longford County Council	26	23	2
Louth County Council	111	99	12
Mayo County Council	109	87	0
Meath County Council	104	104	1
Monaghan County Council	68	69	4
North Tipperary County Council	82	84	25
Offaly County Council	31	33	0
Roscommon County Council	37	37	0
Sligo County Council	73	69	4
South Dublin County Council	93	110	0
South Tipperary County Council	72	70	0
Waterford City Council	40	38	0
Waterford County Council	32	32	0
Westmeath County Council	93	96	2
Wexford County Council	123	89	0
Wicklow County Council	80	75	2
Totals	3,693	3,542	219

a) Donegal County Council - Includes Regularisation Certificates.

Summary Statistics 2009-2011

Number of Applications for Fire Safety Certificates Received		2009	2010	2011
N	Valid	33	34	34
	Missing	1	0	0
Average	Median	97.0	111.5	93.0
	Mean	127.5	122.1	108.6
Percentiles	25%	76.5	56.0	52.8
	75%	140.0	139.3	127.3

Number of Applications for Fire Safety Certificates Processed (including cases deemed invalid)		2009	2010	2011
N	Valid	33	34	34
	Missing	1	0	0
Average	Median	105.0	102.5	82.0
	Mean	132.5	116.4	104.1
Percentiles	25%	71	59.5	48.5
	75%	140	143.5	117.3

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	34.00
Cavan County Council	37.20
Clare County Council	34.69
Cork City Council	55.85
Cork County Council	49.56
Donegal County Council	45.29 ^a
Dublin City Council	40.31
Dun Laoghaire Rathdown County Council	26.05
Fingal County Council	31.78
Galway City Council	50.18
Galway County Council	37.63
Kerry County Council	60.27
Kildare County Council	28.92
Kilkenny County Council	46.60
Laois County Council	30.03
Leitrim County Council	34.62
Limerick City Council	57.23
Limerick County Council	30.62
Longford County Council	48.72
Louth County Council	41.39
Mayo County Council	49.13
Meath County Council	36.42
Monaghan County Council	30.13
North Tipperary County Council	38.75
Offaly County Council	47.00
Roscommon County Council	52.74
Sligo County Council	41.11
South Dublin County Council	16.46
South Tipperary County Council	53.13
Waterford City Council	47.64
Waterford County Council	43.43 ^b
Westmeath County Council	46.79
Wexford County Council	37.79
Wicklow County Council	24.30

a) **Donegal County Council** - There was substantial efforts made in 2011 to find leaks/bursts following the severe weather in late 2010. There was also a major effort made by the employees in each electoral area to repair leaks/bursts as soon as same were identified by the leak detection team.

b) **Waterford County Council** - the main reason for the % UFW increase from 2010 to 2011 (from 40.14% to 43.43%) is a change in the assumptions for domestic consumption. The 2011 return is based on more accurate data from the 2011 Census with a consequent downward adjustment in domestic properties served and occupancy. The total volume of water supplied is up by only 0.16% from 2010.

Summary Statistics 2009-2011

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		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	44.5	42.3	40.7
	Mean	41.5	42.3	40.8
Percentiles	25%	34.6	36.1	33.5
	75%	47.9	48.9	48.8

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	70.40	0.00
Cavan County Council	254.09	2.70
Clare County Council	299.50	3.70
Cork City Council	9.50 ^a	0.15 ^d
Cork County Council	827.30	1.67
Donegal County Council	437.00	8.00
Dublin City Council	22.45 ^c	0.56 ^d
Dun Laoghaire Rathdown County Council	11.00	1.00
Fingal County Council	36.60	1.50
Galway City Council	19.02	0.00
Galway County Council	400.20	3.05 ^e
Kerry County Council	235.23	7.32
Kildare County Council	72.35	51.04
Kilkenny County Council	162.00	0.00
Laois County Council	88.00	0.50
Leitrim County Council	167.70 ^f	1.15 ^g
Limerick City Council	4.00	2.00
Limerick County Council	232.00	4.00
Longford County Council	55.44	0.60
Louth County Council	126.80	2.20
Mayo County Council	397.98	1.10
Meath County Council	155.63	7.64
Monaghan County Council	92.00	5.00
North Tipperary County Council	155.90	2.00
Offaly County Council	97.71	4.20
Roscommon County Council	341.30 ^h	1.60
Sligo County Council	149.55 ⁱ	0.97
South Dublin County Council	30.01	2.75
South Tipperary County Council	103.00	2.30
Waterford City Council	2.50	1.30 ^j
Waterford County Council	122.86	0.30
Westmeath County Council	157.97 ^k	0.00
Wexford County Council	183.60	4.00
Wicklow County Council	142.47	7.72

a) **Cork City Council** - 9.5km of resurfacing.

b) **Cork City Council** - This refers to Cornmarket Street renewal.

c) **Dublin City Council** - Figure does not include the numerous smaller works' areas implemented throughout the whole of the City's road network using Block Grant funding, which are difficult to measure. In addition, the figure includes for 10.9 km of road network that was renewed using funds other than Block Grant funding.

d) **Dublin City Council** - This refers to the re-construction of an existing road at Blackhorse Avenue.

e) **Galway County Council** - 47% of the total allocation for 2011 was for the reconstruction of a bridge, which has resulted in a significant reduction in kms of roads constructed under this scheme this year.

f) **Leitrim County Council** - An additional allocation was received mid-year under the Government's Job Initiative facilitating additional works.

g) **Leitrim County Council** - The 2011 allocation was insufficient to allow completion of one scheme accounting for the reduced length of road completed vis a vis 2010.

h) **Roscommon County Council** - The level of block grant received is a factor in the length of road which can be improved and maintained.

i) **Sligo County Council** - The length of road improved in 2011 as a result of the Restoration Maintenance Grant increase from 2010 as we did a single surface dressing with road preparation.

j) **Waterford City Council** - Funded under Strategic Road Improvement Scheme.

k) **Westmeath County Council** - 9.20 funded from own resources.

Summary Statistics 2009-2011

Number of kilometres of local and regional roads improved and maintained under the Restoration Programme per annum		2009	2010	2011
N	Valid	33	34	34
	Missing	1	0	0
Average	Median	132.6	118.0	134.6
	Mean	148.3	150.4	166.6
Percentiles	25%	47.6	63.3	50.7
	75%	212.3	199.4	232.8

Number of kilometres of local and regional roads constructed under the specific improvement grants scheme per annum		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	0.95	0.95	1.84
	Mean	2.55	2.06	3.88
Percentiles	25%	0.00	0.00	0.59
	75%	4.61	2.98	4.00

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	1,611.8	1,611.8	1.6	72.6	27.4
Cavan County Council	1,933.0	1,891.0	8.0	77.6	22.4
Clare County Council	2,330.0	2,289.5	2.9	95.0	5.0
Cork City Council	8,743.3	8,679.5	4.3	85.2	14.8
Cork County Council	7,108.0	7,085.0	5.5	64.0	36.0
Donegal County Council	4,604.0 ^a	4,415.0	1.1	29.2 ^b	70.8
Dublin City Council	26,679.0	24,639.0	2.5	44.7	55.3
Dun Laoghaire Rathdown County Council	4,377.0	4,293.0	1.7	43.7	56.3
Fingal County Council	4,508.0	4,497.0	2.8	88.7	11.3 ^c
Galway City Council	2,242.0	2,220.0	2.7	58.3	41.7
Galway County Council	2,366.0	2,301.0	3.1	88.7	11.3
Kerry County Council	4,112.3	4,085.8	3.3	57.3	42.7
Kildare County Council	3,576.0	3,568.0	1.6	84.5	15.5
Kilkenny County Council	2,148.0	2,122.0	3.9	65.1	34.9
Laois County Council	2,043.0	2,041.0	2.8	54.4	45.6
Leitrim County Council	993.8	968.5	3.6 ^d	85.0	15.0
Limerick City Council	3,133.7	2,865.0	2.9	39.3	60.7
Limerick County Council	2,140.8	2,140.8	8.3	79.4	20.6
Longford County Council	1,909.8	1,864.5	4.3	93.4	6.6
Louth County Council	3,664.0	3,664.0	1.8	49.2	50.8
Mayo County Council	2,176.0	2,121.0	5.9	51.6	48.4
Meath County Council	2,983.0	2,933.0	1.5	46.5	53.5
Monaghan County Council	1,378.8	1,365.5	3.1	78.6	21.4
North Tipperary County Council	1,819.5	1,809.5	3.7	89.6	10.4
Offaly County Council	1,751.0	1,748.0	1.2	81.0	19.1
Roscommon County Council	1,351.0	1,318.0	4.2	76.4	23.6
Sligo County Council	2,038.0	2,030.0	6.9	93.9	6.1
South Dublin County Council	9,035.5	9,033.3	1.0	78.6	21.4
South Tipperary County Council	2,879.5	2,852.3	5.4	76.8	23.2
Waterford City Council	3,035.0	3,035.0	1.9	63.6	36.4
Waterford County Council	1,767.0	1,767.0	5.0	71.9	28.1
Westmeath County Council	1,712.0	1,701.0	2.1	77.1	22.9
Wexford County Council	4,216.0	4,163.0	0.7	37.2	62.8
Wicklow County Council	4,444.0	4,350.0	1.8	39.5	60.5
Totals	130,810	127,468			

a) Donegal County Council - This does not include leased units.

b) Donegal County Council - While the % of empty dwelling unavailable for letting shows an increase of 13% in real terms there is only an increase of 4 units.

c) Fingal County Council - The interpretation of the query varied in 2010/2011. In 2010 properties on hold for emergency purposes for the Christmas period or where offers were accepted were excluded. However in 2011 such properties were included.

d) Leitrim County Council - There has been a significant turn-over of properties and this indicator was also negatively impacted upon by activities relating to the severe weather conditions of Winter 2010 in Q1 of 2011. A full review of the structures and process for dealing with vacancies is to be undertaken in 2012.

Summary Statistics 2009-2011

The total number of dwellings in local authority stock		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	2,328.0	2,333.0	2,348.0
	Mean	3,711.4	3766.8	3,847.3
Percentiles	25%	1,820.6	1,905.5	1,887.2
	75%	4,052.5	3,970.8	4,256.3

Overall percentage of dwellings that are empty		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	3.1	3.0	2.9
	Mean	3.5	3.4	3.3
Percentiles	25%	1.9	2.0	1.7
	75%	4.9	4.5	4.3

Percentage of empty dwellings unavailable for letting		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	71.53	67.8	74.5
	Mean	68.34	67.7	68.2
Percentiles	25%	54.35	52.5	52.3
	75%	84.58	82.2	83.6

Percentage of empty dwellings available for letting		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	29.8	32.3	25.5
	Mean	33.6	32.3	31.8
Percentiles	25%	19.5	17.8	16.4
	75%	49	47.5	47.7

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	18.6	2.4
Cavan County Council	32.5	9.5
Clare County Council	20.2	3.7
Cork City Council	57.8 ^a	9.6
Cork County Council	10.2	4.6
Donegal County Council	19.0 ^b	17.0 ^c
Dublin City Council	26.4 ^d	3.0
Dun Laoghaire Rathdown County Council	10.9	18.5 ^e
Fingal County Council	21.5	2.9
Galway City Council	N/A ^f	N/A
Galway County Council	39.3 ^g	3.7
Kerry County Council	28.5	14.4
Kildare County Council	13.8	3.3
Kilkenny County Council	21.3	2.9
Laois County Council	10.0	5.0
Leitrim County Council	22.9 ^h	3.7 ⁱ
Limerick City Council	9.0	2.0
Limerick County Council	57.0 ^j	6.0 ^k
Longford County Council	14.4	1.6
Louth County Council	11.0	5.0
Mayo County Council	29.0	11.0 ^l
Meath County Council	12.0	8.0
Monaghan County Council	24.2	5.9
North Tipperary County Council	30.1	2.4
Offaly County Council	8.4	5.8
Roscommon County Council	37.0 ^m	10.8
Sligo County Council	65.1 ⁿ	7.7
South Dublin County Council	14.2	2.1
South Tipperary County Council	42.6	5.7
Waterford City Council	16.4	10.4
Waterford County Council	24.3	4.8
Westmeath County Council	9.0	5.5
Wexford County Council	8.9	13.3
Wicklow County Council	21.5 ^o	4.4 ^p

- a) **Cork City Council** - Increase due to reduced effective resources and also sequencing of properties for repair.
- b) **Donegal County Council** - Increase in number of weeks mainly due to increase in number of casual vacancies i.e. 2010 - 98 properties; 2011 - 172 properties. Furthermore, there was increased activity in 2011 on the Retrofit Programme where 124 units were upgraded.
- c) **Donegal County Council** - While the overall County shows a reduction of 2 weeks, Donegal County Council had a reduction of 5 weeks as there was increased effort to turn around properties as soon as possible i.e. 2010 - 75 properties; 2011 - 116 properties. Also, there are 9 properties in this category which are affecting the outcome: 1 property offered 4 times, 3 other properties offered 3 times, another 4 properties were offered twice and 1 x 1-bed property for which there was no demand.
- d) **Dublin City Council** - Dwellings in low demand areas that may remain vacant with no repairs carried out for some time pending allocation.
- e) **Dun Laoghaire Rathdown County Council** - Please note that in 2011 it took an average of 9.52 weeks to re-let a property excluding the following: OAP units took an average of 26.49 weeks to re-let, Low Demand Areas took 27.54 weeks to re-let; Greened properties took an average of 13.23 weeks to re-let. The overall average to re-let a property in 2011 was 18.45 weeks. New regulations introduced in April 2011 changed the way applications for Social Housing Support are assessed. This was the main delay with making offers.
- f) **Galway City Council** - Housing unable to complete these indicators, due to way data was recorded on the system. Combined figure for this question and the one below is 147 days or 21 weeks.
- g) **Galway County Council** - This has increased from 2010 figure due to long term voids being brought back into use.
- h) **Leitrim County Council** - This indicator was negatively impacted upon by activities relating to the severe weather conditions of Winter 2010 and in Q1 of 2011. A full review of the structures and process for dealing with casual vacancies is to be undertaken in 2012.
- i) **Leitrim County Council** - Refusals of offers of accommodation impacting negatively on this indicator - in one case there were 8 refusals of offers prior to the unit, which was a relatively new house in a good location, being accepted. If this unit is excluded the indicator figure is reduced to 2.09 weeks.
- j) **Limerick County Council** - Council was assigned €2,425,000 for energy efficiency and pre-letting works in 2011. This reflects the level of activity and standard reached prior to letting.

- k) Limerick County Council** - New assessment regulations operational from April 2011 necessitated review of qualified applicants prior to allocation. No longer sufficient to review under first area of preference only. In 2011 full Garda checks are required on all housing applicants prior to allocation.
- l) Mayo County Council** - The change is down to a reduction in staff and therefore the length of time necessary to re-occupy empty units will be longer, also as there was a change in policy regarding Social Housing eligibility during 2011. It caused a further delay in assessing each applicant.
- m) Roscommon County Council** - Reduced level of funding for Housing Maintenance and a higher level of repairs required due to the condition of houses following surrender of tenancy by tenants.
- n) Sligo County Council** - Due to budgetary constraints, finance available for repairing dwellings was limited and has been expended in Q1.
- o) Wicklow County Council** - Long term refurbishment and 2 fire damaged houses which increased average time to 44 weeks. Repairs on 72 properties completed within 17 weeks.
- p) Wicklow County Council** - Low demand in rural parts of county can increase re-let time.

Summary Statistics 2009-2011

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		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	17.9	19.4	20.7
	Mean	16.8	20.2	23.1
Percentiles	25%	9.2	14.3	11.0
	75%	19.6	22.6	29.3

The average time taken (in weeks) from the works (above) being completed to the date of the first rent debit		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	4.4	3.9	5.0
	Mean	5.5	5.6	6.4
Percentiles	25%	2.5	3.9	3.0
	75%	7.6	6.4	9.5

Table 33: Housing Repairs Completed by Local Authorities

	Number of repairs completed as a percentage of the number of valid repair requests received
Carlow County Council	98.95
Cavan County Council	77.10
Clare County Council	90.41
Cork City Council	78.85
Cork County Council	79.94
Donegal County Council	86.92 ^a
Dublin City Council	72.90
Dun Laoghaire Rathdown County Council	99.13
Fingal County Council	96.86
Galway City Council	92.34
Galway County Council	88.24
Kerry County Council	99.48
Kildare County Council	91.81
Kilkenny County Council	71.68
Laois County Council	96.29
Leitrim County Council	87.23 ^b
Limerick City Council	85.77
Limerick County Council	80.97
Longford County Council	96.63
Louth County Council	91.70
Mayo County Council	86.18
Meath County Council	91.42
Monaghan County Council	86.25
North Tipperary County Council	93.14
Offaly County Council	98.95
Roscommon County Council	74.01
Sligo County Council	87.84
South Dublin County Council	93.10
South Tipperary County Council	80.60
Waterford City Council	89.99
Waterford County Council	90.89
Westmeath County Council	91.42
Wexford County Council	94.94
Wicklow County Council	91.52

a) Donegal County Council - No craftsman in area for large part of 2011.
b) Leitrim County Council - A significant number of repair requests related to the severe weather of Nov/Dec 2010 would have been dealt with in Q 1 of 2011 - this work is not reflected in the 2011 indicator as the repair requests were received in 2010.

Summary Statistics 2009-2011

Number of repairs completed as a percentage of the number of valid repair requests received		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	89.74	91.00	90.65
	Mean	86.05	88.70	88.63
Percentiles	25%	84.72	84.10	84.57
	75%	93.91	95.27	93.59

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	60.0
Cavan County Council	166.7
Clare County Council	25.0
Cork City Council	90.9
Cork County Council	15.4
Donegal County Council	216.7 ^a
Dublin City Council	82.5
Dun Laoghaire Rathdown County Council	64.3
Fingal County Council	15.6 ^b
Galway City Council	20.0
Galway County Council	47.1
Kerry County Council	21.4
Kildare County Council	90.9
Kilkenny County Council	110.0
Laois County Council	85.7
Leitrim County Council	35.7
Limerick City Council	50.0
Limerick County Council	76.9
Longford County Council	92.9
Louth County Council	75.0
Mayo County Council	78.3 ^c
Meath County Council	560.0 ^d
Monaghan County Council	111.1
North Tipperary County Council	46.7
Offaly County Council	46.2
Roscommon County Council	6.7
Sligo County Council	11.8
South Dublin County Council	142.1
South Tipperary County Council	17.7
Waterford City Council	100.0
Waterford County Council	400.0
Westmeath County Council	100.0
Wexford County Council	25.0
Wicklow County Council	35.7

a) Donegal County Council - There is no particular identifiable reason for the year-on-year change in activity level. The target under the Accommodation Programme for 2011 was 6, but 13 were provided.
b) Fingal County Council - Principal reasons for any variations between traveller accommodation targets for 2011 and actual output: The target for Fingal County Council was comprised of 14 group houses and 18 allocations to standard local authority houses. The group housing is the scheme currently approved in principal by the Department for families currently located on Dunsink Lane. At present and after consultations with both the family and the Irish Traveller Movement, Fingal County Council is examining alternative means of accommodation.
c) Mayo County Council - As per guidelines received travellers accommodated in Private Rental Accommodation were not included in 2011 figures, however they were allowed in 2010.
d) Meath County Council - Have exceeded targets for accommodation.

Summary Statistics 2009-2011

Traveller families accommodated (as % target in local Traveller accommodation programme)		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	96.1	68.3	69.6
	Mean	95.8	95.3	91.9
Percentiles	25%	60.5	50.0	25.0
	75%	122.9	100.0	100.0

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	2,858	162	175	6
Cavan County Council	1,712	548	548	32
Clare County Council	4,514	1,375	1,375	30
Cork City Council	13,746	625	835	5
Cork County Council	16,540	1,130	1,142	7
Donegal County Council	3,723	563	563	15 ^a
Dublin City Council	63,077	1,868	3,053	3
Dun Laoghaire Rathdown County Council	12,531	795	1,035	6
Fingal County Council	18,665	262	319	1
Galway City Council	8,000	374	504	5
Galway County Council	11,875	182	182	2
Kerry County Council	6,132	302	302	5
Kildare County Council	9,652	545	694	6
Kilkenny County Council	3,438	285	324	8
Laois County Council	2,637	263	330	10
Leitrim County Council	1,250	335	335	27 ^b
Limerick City Council	6,048	460	576	8
Limerick County Council	4,976	225	244	5
Longford County Council	1,934	57	114	3
Louth County Council	4,538	330	392	7
Mayo County Council	3,987	567	586	14
Meath County Council	3,167	138	161	4
Monaghan County Council	1,243	164	164	13
North Tipperary County Council	2,147	466	470	22
Offaly County Council	2,243	75	104	3
Roscommon County Council	1,895	317	451	17
Sligo County Council	5,071	979	1,219	19
South Dublin County Council	9,522 ^c	877	954	9
South Tipperary County Council	1,572	132	132	8
Waterford City Council	3,256	575	575	18
Waterford County Council	2,838	523	523	18
Westmeath County Council	4,928	1,090	1,090	22
Wexford County Council	5,801	1,041	1,041	18
Wicklow County Council	6,021	1,165	1,165	19
Totals	251,537	18,795	21,677	

a) **Donegal County Council** - The number of inspections for 2011 was on a par with 2010 whereas the number of registered tenancies showed a considerable increase, thereby reducing the percentage inspection figure.

b) **Leitrim County Council** - An increased programme of inspections was carried out in 2011 with 222 inspections completed under our standard programme and a further 113 inspections under the Department's Intensified Inspection Programme.

c) **South Dublin County Council** - The PRTB registrations have decreased mainly due to duplication and sometimes triplication of the same address. The data was cleansed during 2011 to try and eliminate this and achieve an actual figure for the County. Also landlords may not be registering tenancies when they expire particularly due to costs involved and some properties may have been removed from the rental market due to repossession.

Summary Statistics 2009-2011

Total number of registered tenancies		2009	2010	2011
N	Valid	32	34	34
	Missing	2	0	0
Average	Median	4,045.5	4,094.5	4,526
	Mean	6,968.7	8,127.7	7,398
Percentiles	25%	1,983.8	2,144.0	2,539
	75%	7,906.3	6,000.0	8,381

Number of dwelling units inspected		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	393.5	471.0	463
	Mean	496.4	525.5	553
Percentiles	25%	233.8	260.8	253
	75%	601.5	626.8	816

Number of inspections carried out		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	454.0	540.5	514
	Mean	566.3	610.5	638
Percentiles	25%	264.5	296.0	288
	75%	661.0	684.5	974

Number of dwellings inspected as percentage of registered		2009	2010	2011
N	Valid	32	34	34
	Missing	2	0	0
Average	Median	8.24	9.1	8.35
	Mean	14.2	14.2	11.63
Percentiles	25%	4.79	6.2	4.65
	75%	17.05	20.4	18.07

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	15	21 ^a
Cavan County Council	17	14
Clare County Council	20	28
Cork City Council	8 ^b	8
Cork County Council	11	16
Donegal County Council	12 ^c	24
Dublin City Council	2 ^d	3
Dun Laoghaire Rathdown County Council	1	2
Fingal County Council	8	8
Galway City Council	13	33
Galway County Council	12	12
Kerry County Council	20 ^e	24
Kildare County Council	2	2
Kilkenny County Council	29	28
Laois County Council	3	4
Leitrim County Council	4 ^f	12 ^g
Limerick City Council	5	8
Limerick County Council	12 ^h	14 ⁱ
Longford County Council	2	4
Louth County Council	8	8
Mayo County Council	32	25
Meath County Council	20	18
Monaghan County Council	4	4
North Tipperary County Council	7	15
Offaly County Council	12	39
Roscommon County Council	21	30 ^j
Sligo County Council	21	33
South Dublin County Council	7	13
South Tipperary County Council	18	33
Waterford City Council	5	20
Waterford County Council	13	16
Westmeath County Council	9	5
Wexford County Council	4 ^k	4
Wicklow County Council	10	10

a) Carlow County Council - Due to restricted funding priority 2 and 3 valid applications were held in some cases for a number of months before being approved. In addition HDG applications may require detailed plans following OT reports
b) Cork City Council - In normal circumstances a period of 7-8 weeks would be the timeframe 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) Donegal County Council - More straight forward application with minor works.
d) Dublin City Council - These figures are calculated based on a 5-day working week.
e) Kerry County Council - Improvement due to securing additional funding and deployment of additional resources to the project.
f) Leitrim County Council - MAG Applications generally do not require OT report and accordingly have a much shorter processing time
g) Leitrim County Council - All HGD applications are referred for OT assessment and recommendation - given the nature of the works a more detailed technical inspection is generally required to assess how the necessary works can be facilitated and both these requirements account for the longer processing time
h) Limerick County Council - In 2011 the backlog of applicants on hands had been cleared and therefore approval times were significantly improved.
i) Limerick County Council - In 2011 the backlog of applicants on hands had been cleared and therefore approval times were significantly improved
j) Roscommon County Council - Significant reduction in allocation of funding for the Grant Schemes resulted in necessity to expend more time prioritising resources.

k) **Wexford County Council** - Applications have been prioritised based on the nature of works required. Priority applications have been used to calculate processing time. Applications for other works have been held as "pending decision" and will impact on processing time when resources become available.

Summary Statistics 2009-2011

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		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	14.25	10.1	10.8
	Mean	16.79	13.9	11.4
Percentiles	25%	7.75	6.0	4.8
	75%	22.87	17.8	17.3

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		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	19.0	17.0	14.0
	Mean	19.9	19.7	15.9
Percentiles	25%	8.0	9.3	7.4
	75%	30.5	26.2	24.4

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	62	100.00
Cavan County Council	154	100.00
Clare County Council	145	100.00
Cork City Council	282	61.35
Cork County Council	330	90.61
Donegal County Council	193	82.90 ^a
Dublin City Council	653	49.92
Dun Laoghaire Rathdown County Council	96	23.96 ^b
Fingal County Council	133	100.00
Galway City Council	93	0.00
Galway County Council	96	100.00
Kerry County Council	190	62.63
Kildare County Council	146	100.00
Kilkenny County Council	99	100.00
Laois County Council	116	0.00
Leitrim County Council	33	100.00 ^c
Limerick City Council	128	100.00
Limerick County Council	106	92.45
Longford County Council	146	81.51
Louth County Council	160	100.00
Mayo County Council	123	100.00
Meath County Council	231	100.00
Monaghan County Council	42	100.00
North Tipperary County Council	169	100.00
Offaly County Council	109	97.25
Roscommon County Council	102	88.24
Sligo County Council	60	100.00
South Dublin County Council	299	22.07
South Tipperary County Council	184	96.20
Waterford City Council	173	100.00
Waterford County Council	61	100.00
Westmeath County Council	93	100.00
Wexford County Council	209	100.00
Wicklow County Council	188	100.00
Total	5,404	
<p>a) Donegal County Council - Pre tenancy courses were provided primarily on new estates and the reduction is relative to the reduction in the number of new schemes being built.</p> <p>b) Dun Laoghaire Rathdown County Council - Pre-tenancy training courses are made available to new tenants for new developments. Otherwise the provision of pre-tenancy training courses is dependent on resources being available. DLRCC is aiming to hold them every quarter. A general pre-tenancy course was held in December 2011, however only 3 people who attended this course were housed in 2011.</p> <p>c) Leitrim County Council - Pre-tenancy training is mandatory for all new tenants</p>		

Summary Statistics 2009-2011

Percentage of new local authority tenants who have been offered pre-tenancy familiarisation courses		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	94.13	100.0	100.0
	Mean	82.72	86.7	83.8
Percentiles	25%	75.01	92.7	82.6
	75%	100.00	100.0	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	115	11	122	4
Cavan County Council	132	6	210	6
Clare County Council	288	25	502	2
Cork City Council	23	7	337	4
Cork County Council	806	69	1,520	5
Donegal County Council	560	35	676	2
Dublin City Council	76	25	1,534	0
Dun Laoghaire Rathdown County Council	84	43	831	1
Fingal County Council	82	27	733	0
Galway City Council	22	11	261	0
Galway County Council	369	12	1,190	4
Kerry County Council	300	25	758	8
Kildare County Council	218	12	779	11
Kilkenny County Council	155	31	420	9
Laois County Council	85	3	337	3
Leitrim County Council	44	2	131	1
Limerick City Council	4	1	173	0
Limerick County Council	211	10	572	2
Longford County Council	99	18	116	1
Louth County Council	158	29	475	5
Mayo County Council	345	13	514	7
Meath County Council	329	5	605	27
Monaghan County Council	161	6	273	5
North Tipperary County Council	123	12	275	8
Offaly County Council	125	13	222	2
Roscommon County Council	144	14	251	2
Sligo County Council	157	8	227	0
South Dublin County Council	54	12	611	1
South Tipperary County Council	126	10	392	4
Waterford City Council	3	1	150	0
Waterford County Council	268	16	143	3
Westmeath County Council	163	12	228	8
Wexford County Council	262	102	798	3
Wicklow County Council	177	23	519	2
Totals	6,268	649	16,885	140

Summary Statistics 2009-2011

Individual Houses - Number of applications decided		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	287.5	188.5	149.5
	Mean	369.6	258.4	184.4
Percentiles	25%	183.5	123.8	83.5
	75%	487	305.8	263.5

Developments - Number of applications decided		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	37.5	21.5	12.0
	Mean	62.9	31.5	19.1
Percentiles	25%	21.8	11.3	7.8
	75%	88.3	38.5	25.0

Not requiring EIA - Number of applications decided		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	557.5	438.5	406.0
	Mean	673.6	562.9	496.6
Percentiles	25%	321	284.5	225.8
	75%	917.8	798.3	690.3

Requiring EIA - Number of applications decided		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	5	4.0	3.0
	Mean	7.5	5.4	4.1
Percentiles	25%	2	2.3	1.0
	75%	10	7.0	5.3

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	115	58	57	0	76.82
Cavan County Council	132	95	37	0	68.35
Clare County Council	288	167	108	13	73.00
Cork City Council	23	12	11	0	82.00
Cork County Council	806	445	344	17	89.00
Donegal County Council	560	305	231	23	69.00
Dublin City Council	76	61	15	0	73.00
Dun Laoghaire Rathdown County Council	84	57	27	0	80.00
Fingal County Council	82	34	48	0	78.00
Galway City Council	22	9	13	0	73.08
Galway County Council	369	121	194	54	77.84
Kerry County Council	300	140	160	0	78.96
Kildare County Council	218	86	132	0	76.00
Kilkenny County Council	155	76	79	0	73.89
Laois County Council	85	30	55	0	73.24
Leitrim County Council	44	11	33	0	73.82
Limerick City Council	4	1	3	0	70.00
Limerick County Council	211	59	147	5	76.00
Longford County Council	99	37	62	0	67.89
Louth County Council	158	43	113	1	70.12
Mayo County Council	345	88	258	13	77.00
Meath County Council	329	212	117	0	74.00
Monaghan County Council	161	71	87	2	77.00
North Tipperary County Council	123	47	69	7	77.77
Offaly County Council	125	47	77	1	77.09
Roscommon County Council	144	54	90	0	72.77
Sligo County Council	157	119	37	1	69.82
South Dublin County Council	54	35	19	0	77.00
South Tipperary County Council	126	81	45	0	73.00
Waterford City Council	3	3	0	0	0.00
Waterford County Council	268	172	95	1	76.99
Westmeath County Council	163	96	67	0	78.40
Wexford County Council	262	156	107	0	76.00
Wicklow County Council	177	53	80	44	68.32
Totals	6,268	3,081	3,017	182	

Summary Statistics 2009-2011

Individual Houses - Number of applications decided		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	287.5	188.5	149.5
	Mean	369.6	258.4	184.4
Percentiles	25%	183.5	123.8	83.5
	75%	487	305.8	263.5

Number of decisions which were decided within 8 weeks		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	139.5	89.5	60.0
	Mean	180.97	129.8	90.6
Percentiles	25%	89.25	61.3	36.5
	75%	217.25	190.8	119.5

Number of decisions which required the submission of further information		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	132.5	102.50	73.0
	Mean	170.41	118.53	88.7
Percentiles	25%	57.75	50.50	36.0
	75%	213.75	133.50	114.0

Number of decisions where an extension of time was agreed to by the applicant		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	1	1	0.0
	Mean	18.18	10	5.4
Percentiles	25%	0	0	0.0
	75%	8.25	7	2.8

Average length of time (days) taken to decide an application where further information was sought		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	75.3	75.5	75.0
	Mean	73.8	73.5	72.8
Percentiles	25%	71.5	72.1	72.1
	75%	77.7	77.9	77.3

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

	Percentage of applications granted	Percentage of applications refused	Percentage of cases where the decision was confirmed, with or without variations, by An Bord Pleanala	Percentage of cases where the decision was reversed by An Bord Pleanala
Carlow County Council	90.43	9.57	50.00	50.00
Cavan County Council	92.42	7.58	50.00	50.00
Clare County Council	83.68	16.32	61.11	38.89
Cork City Council	91.30	8.70	33.33	66.67
Cork County Council	84.99	15.01	57.14	42.86
Donegal County Council	90.54	9.29	31.25	68.75
Dublin City Council	69.74	30.26	68.00	32.00
Dun Laoghaire Rathdown County Council	69.64	30.36	61.54	38.46
Fingal County Council	59.76	40.24	75.00	25.00
Galway City Council	90.91	9.09	0.00	100.00
Galway County Council	85.91	14.09	63.64	36.36
Kerry County Council	71.67	28.33	80.95	19.05
Kildare County Council	59.63	40.37	70.00	30.00
Kilkenny County Council	80.65	19.35	20.00	80.00
Laois County Council	89.41	10.59	100.00	100.00
Leitrim County Council	93.18	6.82	N/A	N/A
Limerick City Council	100.00	0.00	N/A	N/A
Limerick County Council	77.73	22.27	57.14	42.86
Longford County Council	73.74	26.26	100.00	0.00
Louth County Council	93.04	6.96	60.00	40.00
Mayo County Council	93.62	6.38	58.33	41.67
Meath County Council	84.19	15.81	80.00	20.00
Monaghan County Council	86.96	13.04	100.00	0.00
North Tipperary County Council	94.31	5.69	66.67	33.33
Offaly County Council	87.20	12.80	83.33	16.67
Roscommon County Council	77.78	22.22	66.67	33.33
Sligo County Council	92.99	7.01	83.33	16.67
South Dublin County Council	64.81	35.19	78.57	21.43
South Tipperary County Council	91.27	8.73	75.00	25.00
Waterford City Council	100.00	0.00	N/A	N/A
Waterford County Council	82.84	17.16	88.24	11.76
Westmeath County Council	82.21	17.79	85.71	14.29
Wexford County Council	86.64	13.36	60.00	40.00
Wicklow County Council	61.58	38.42	60.00	40.00

Summary Statistics 2009-2011

Individual Houses - Percentage of Grants		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	80.4	80.0	86.3
	Mean	77.1	79.0	83.4
Percentiles	25%	65.7	71.6	76.7
	75%	86.8	86.7	91.6

Individual Houses - Percentage of Refusals		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	19.6	20.0	13.7
	Mean	22.9	21.0	16.6
Percentiles	25%	13.3	13.3	8.4
	75%	34.3	28.4	23.3

Percentage of cases where the decision was confirmed by An Bord Pleanala		2009	2010	2011
N	Valid	34	34	31
	Missing	0	0	3
Average	Median	64.3	62.5	62.6
	Mean	65.5	61.8	59.6
Percentiles	25%	56.4	50.0	50.0
	75%	75.1	76.2	80.2

Percentage of cases where the decision was reversed by An Bord Pleanala		2009	2010	2011
N	Valid	34	34	31
	Missing	0	0	3
Average	Median	35.7	37.5	33.3
	Mean	34.5	38.2	34.6
Percentiles	25%	24.9	23.8	16.7
	75%	43.6	50.0	42.9

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	11	4	7	0	78.91
Cavan County Council	6	5	1	0	73.00
Clare County Council	25	19	4	2	71.00
Cork City Council	7	4	3	0	83.00
Cork County Council	69	44	24	1	86.00
Donegal County Council	35	14	17	4	74.00
Dublin City Council	25	17	8	0	82.00
Dun Laoghaire Rathdown County Council	43	24	19	0	84.00
Fingal County Council	27	8	19	0	76.00
Galway City Council	11	6	5	0	74.60
Galway County Council	12	4	4	4	80.33
Kerry County Council	25	11	14	0	80.21
Kildare County Council	12	2	10	0	82.00
Kilkenny County Council	31	15	16	0	79.84
Laois County Council	3	3	0	0	0.00
Leitrim County Council	2	1	1	0	67.00
Limerick City Council	1	1	0	0	0.00
Limerick County Council	10	3	7	0	76.00
Longford County Council	18	11	7	0	67.71
Louth County Council	29	13	16	0	68.11
Mayo County Council	13	3	10	2	80.00
Meath County Council	5	0	5	0	80.00
Monaghan County Council	6	5	2	0	77.00
North Tipperary County Council	12	8	3	1	80.67
Offaly County Council	13	5	8	0	79.50
Roscommon County Council	14	1	13	0	62.62
Sligo County Council	8	5	3	0	53.50
South Dublin County Council	12	7	5	0	73.00
South Tipperary County Council	10	4	6	0	73.00
Waterford City Council	1	0	1	0	77.00
Waterford County Council	16	9	7	0	78.14
Westmeath County Council	12	5	7	0	82.14
Wexford County Council	102	87	16	1	79.50
Wicklow County Council	23	10	10	2	71.52
Totals	649	358	278	17	

Summary Statistics 2009-2011

Developments - Number of applications decided		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	37.5	20.0	12.0
	Mean	62.9	30.8	19.1
Percentiles	25%	21.8	11.3	7.8
	75%	88.3	38.5	25.0

Number of decisions which were decided within 8 weeks		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	13.5	9.0	5.0
	Mean	27.7	15.8	10.5
Percentiles	25%	8.3	4.3	3.0
	75%	28.5	19.3	11.5

Number of decisions which required the submission of further information		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	25	10	7.0
	Mean	33.2	14.7	8.2
Percentiles	25%	10.8	6.0	3.0
	75%	40.8	20.8	13.3

Number of decisions where an extension of time was agreed to by the applicant		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	0	0	0
	Mean	1.9	1.2	0.5
Percentiles	25%	0	0.0	0.0
	75%	2	1.0	0.3

Average length of time (days) taken to decide an application where further information was sought		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	79.0	77.9	77.0
	Mean	78.2	82.1	71.5
Percentiles	25%	75.6	74.4	71.4
	75%	80.6	80.0	80.2

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

	Percentage of applications granted	Percentage of applications refused	Percentage of cases where the decision was confirmed, with or without variations, by An Bord Pleanala	Percentage of cases where the decision was reversed by An Bord Pleanala
Carlow County Council	36.36	63.64	75.00	25.00
Cavan County Council	50.00	50.00	100.00	0.00
Clare County Council	72.00	28.00	100.00	0.00
Cork City Council	71.43	28.57	50.00	50.00
Cork County Council	82.61	17.39	100.00	0.00
Donegal County Council	80.00	20.00	50.00	50.00
Dublin City Council	78.00	22.00	79.07	20.93
Dun Laoghaire Rathdown County Council	67.44	32.56	85.71	14.29
Fingal County Council	74.07	25.93	50.00	50.00
Galway City Council	54.55	45.45	66.67	33.33
Galway County Council	58.33	41.67	100.00	0.00
Kerry County Council	80.00	20.00	100.00	0.00
Kildare County Council	75.00	25.00	100.00	0.00
Kilkenny County Council	67.74	32.26	0.00	100.00
Laois County Council	33.33	66.67	100.00	0.00
Leitrim County Council	50.00	50.00	0.00	0.00
Limerick City Council	0.00	100.00	0.00	0.00
Limerick County Council	50.00	50.00	100.00	0.00
Longford County Council	72.22	27.78	0.00	0.00
Louth County Council	82.76	17.24	0.00	0.00
Mayo County Council	92.31	7.69	100.00	0.00
Meath County Council	100.00	0.00	100.00	0.00
Monaghan County Council	83.33	16.67	0.00	0.00
North Tipperary County Council	83.33	16.67	100.00	0.00
Offaly County Council	92.31	7.69	75.00	25.00
Roscommon County Council	28.57	71.43	66.67	33.33
Sligo County Council	75.00	25.00	100.00	0.00
South Dublin County Council	66.67	33.33	62.50	37.50
South Tipperary County Council	80.00	20.00	100.00	0.00
Waterford City Council	100.00	0.00	33.33	66.67
Waterford County Council	81.25	18.75	66.67	33.33
Westmeath County Council	66.67	33.33	100.00	0.00
Wexford County Council	75.49	23.53	20.00	80.00
Wicklow County Council	73.91	26.09	100.00	0.00

Summary Statistics 2009-2011

Developments - Percentage of Grants		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	73.55	67.6	74.0
	Mean	72.08	67.0	68.7
Percentiles	25%	67.53	55.3	57.4
	75%	79.68	80.4	81.6

Development - Percentage of Refusals		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	26.45	32.4	26.0
	Mean	27.73	33.0	31.3
Percentiles	25%	20.32	19.6	18.4
	75%	32.47	44.7	42.6

Percentage of cases where the decision was confirmed by An Bord Pleanala		2009	2010	2011
N	Valid	33	34	34
	Missing	1	0	0
Average	Median	66.67	70.7	77.0
	Mean	62.22	65.1	67.07
Percentiles	25%	49.17	42.5	30.0
	75%	77.32	83.3	100.0

Percentage of cases where the decision was reversed by An Bord Pleanala		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	33.33	29.3	0.0
	Mean	37.78	34.9	18.011
Percentiles	25%	22.69	16.7	0.0
	75%	50.84	57.5	33.3

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	122	68	54	0	76.22
Cavan County Council	210	148	62	0	68.00
Clare County Council	502	412	77	5	75.00
Cork City Council	337	260	67	10	81.00
Cork County Council	1,520	1,098	415	7	81.00
Donegal County Council	676 ^a	472	179	25	68.00
Dublin City Council	1,534	1,306	227	0	75.00
Dun Laoghaire Rathdown County Council	831	722	109	0	78.00
Fingal County Council	733	525	207	1	75.00
Galway City Council	261	183	76	4	73.58
Galway County Council	1,190	858	278	52	78.63
Kerry County Council	758	518	239	1	74.89
Kildare County Council	779	426	353	0	80.00
Kilkenny County Council	420	305	115	0	74.91
Laois County Council	337	244	92	0	73.67
Leitrim County Council	131 ^b	68	63	0	74.03
Limerick City Council	173	103	70	0	66.17
Limerick County Council	572	282	287	3	76.00
Longford County Council	116	69	47	0	72.43
Louth County Council	475	281	185	8	69.11
Mayo County Council	514	494	219	13	78.00
Meath County Council	605	300	304	1	77.00
Monaghan County Council	273	156	91	1	77.00
North Tipperary County Council	275	186	81	8	78.27
Offaly County Council	222 ^c	132	87	0	76.13
Roscommon County Council	251	128	123	0	77.54
Sligo County Council	227	179	43	5	73.45
South Dublin County Council	611	503	108	0	74.00
South Tipperary County Council	392	308	83	0	75.00
Waterford City Council	150	117	33	0	75.58
Waterford County Council	143	102	41	0	76.20
Westmeath County Council	228	135	93	0	76.47
Wexford County Council	798	743	53	3	78.00
Wicklow County Council	519 ^d	304	204	9	66.35
Totals	16,885	12,135	4,765	156	

a) Donegal County Council - Extension of Duration applications have been omitted from the 2011 figures whereas they were included in previous years

b) Leitrim County Council - A further 63 Extension of Duration applications were also decided in 2011 but these are excluded from this Indicator.

c) Offaly County Council - Three files were referred to H.S.A. as the applications referred to SEVESO sites. As these files were on hold until reports were received the decisions were made outside of the 8 week period as per Section 34(8)(e)(ii) of the Planning and Development Act 2000.

d) Wicklow County Council - Includes Temp Permission Application (10/3021) and Application under Old Timeframes (01/4911).

Summary Statistics 2009-2011

Not requiring EIA - Number of applications decided		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	557.5	438.5	406.0
	Mean	673.6	562.7	496.6
Percentiles	25%	321	296.5	225.8
	75%	917.8	778.8	690.3

Number of decisions which were decided within 8 weeks		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	386	301.0	281.5
	Mean	465.7	398.9	356.9
Percentiles	25%	210	184.5	134.3
	75%	676.5	524.0	496.3

Number of decisions which required the submission of further information		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	131.5	125.5	92.5
	Mean	189.88	157.7	140.1
Percentiles	25%	103.5	90.0	66.0
	75%	254.75	209.8	210.0

Number of decisions where an extension of time was agreed to by the applicant		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	1	1	0.5
	Mean	8.2	5.3	4.6
Percentiles	25%	0	0.0	0.0
	75%	7.3	7.5	5.5

Average length of time (days) taken to decide an application where further information was sought		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	76	75	75.3
	Mean	75.7	81.9	75.0
Percentiles	25%	73.6	73.4	73.6
	75%	78	77.2	77.7

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	91.80	8.20	75.00	25.00
Cavan County Council	97.62	2.38	50.00	50.00
Clare County Council	89.04	10.96	67.65	32.35
Cork City Council	92.28	7.72	68.42	31.58
Cork County Council	95.00	5.00	76.47	23.53
Donegal County Council	93.05	6.95	72.00	28.00
Dublin City Council	88.89	11.11	79.19	20.81
Dun Laoghaire Rathdown County Council	89.65	10.35	74.42	25.58
Fingal County Council	91.13	8.87	72.22	27.78
Galway City Council	88.89	11.11	84.21	15.79
Galway County Council	95.63	4.37	60.98	39.02
Kerry County Council	88.65	11.35	59.09	40.91
Kildare County Council	77.41	22.59	85.00	15.00
Kilkenny County Council	89.76	10.24	88.89	11.11
Laois County Council	92.88	7.12	43.75	56.25
Leitrim County Council	99.24	0.76	50.00	50.00
Limerick City Council	94.22	5.78	100.00	0.00
Limerick County Council	87.24	12.76	76.32	23.68
Longford County Council	87.07	12.93	83.33	16.67
Louth County Council	92.84	7.16	95.83	4.17
Mayo County Council	96.50	3.11	84.21	15.79
Meath County Council	84.30	15.70	69.44	30.56
Monaghan County Council	95.97	4.03	78.57	21.43
North Tipperary County Council	95.27	4.73	88.89	11.11
Offaly County Council	92.79	7.21	88.89	11.11
Roscommon County Council	90.84	9.16	71.43	28.57
Sligo County Council	95.59	4.41	100.00	0.00
South Dublin County Council	89.20	10.80	65.38	34.62
South Tipperary County Council	96.94	3.06	80.00	20.00
Waterford City Council	96.67	3.33	62.50	37.50
Waterford County Council	93.01	6.99	50.00	50.00
Westmeath County Council	91.67	8.33	83.33	16.67
Wexford County Council	89.85	10.15	66.67	33.33
Wicklow County Council	89.02	10.98	84.85	15.15

Summary Statistics 2009-2011

Not requiring EIA - Percentage of Grants		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	91.57	91.9	92.0
	Mean	90.52	90.5	91.8
Percentiles	25%	87	88.2	89.0
	75%	93.93	93.0	95.4

Not requiring EIA - Percentage of Refusals		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	8.44	8.2	8.0
	Mean	9.4	9.6	8.2
Percentiles	25%	5.99	7.0	4.7
	75%	13	11.8	11.0

Percentage of cases where the decision was confirmed by An Bord Pleanala		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	72.61	70.9	75.7
	Mean	74.14	69.0	74.6
Percentiles	25%	68.81	60.5	66.3
	75%	80.11	73.9	84.4

Percentage of cases where the decision was reversed by An Bord Pleanala		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	27.39	29.06	24.3
	Mean	25.87	30.97	25.4
Percentiles	25%	19.90	25.7	15.6
	75%	31.90	39.6	33.7

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	4	1	3	0	101.33
Cavan County Council	6	3	3	0	100.66
Clare County Council	2	1	1	0	108.00
Cork City Council	4	1	3	0	95.00
Cork County Council	5	0	5	0	112.00
Donegal County Council	2	1	1	0	65.00
Dublin City Council	0	0	0	0	0.00
Dun Laoghaire Rathdown County Council	1	0	1	0	78.00
Fingal County Council	0	0	0	0	0.00
Galway City Council	0	0	0	0	0.00
Galway County Council	4	3	1	0	111.00
Kerry County Council	8	2	6	0	122.00
Kildare County Council	11	3	8	0	59.00
Kilkenny County Council	9	6	3	0	89.33
Laois County Council	3	1	2	0	107.00
Leitrim County Council	1	0	1	0	84.00
Limerick City Council	0	0	0	0	0.00
Limerick County Council	2	2	0	0	51.00
Longford County Council	1	1	0	0	0.00
Louth County Council	5	1	4	0	87.75
Mayo County Council	7	4	4	0	76.00
Meath County Council	27	13	14	0	92.50
Monaghan County Council	5	1	4	0	137.00
North Tipperary County Council	8	3	4	1	86.25
Offaly County Council	2	0	2	0	76.50
Roscommon County Council	2	0	2	0	109.00
Sligo County Council	0	0	0	0	0.00
South Dublin County Council	1	0	1	0	117.00
South Tipperary County Council	4	1	3	0	86.00
Waterford City Council	0	0	0	0	0.00
Waterford County Council	3	1	2	0	94.00
Westmeath County Council	8	4	4	0	102.75
Wexford County Council	3	1	2	1	108.00
Wicklow County Council	2	1	1	0	37.50
Totals	140	55	85	2	

Summary Statistics 2009-2011

Requiring EIA - Number of applications decided		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	5	4.0	3.0
	Mean	7.5	5.4	4.1
Percentiles	25%	2	2.3	1.0
	75%	10	7.0	5.3

Number of decisions which were decided within 8 weeks		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	2	1.5	1.0
	Mean	2.86	2.4	1.6
Percentiles	25%	2	0.3	0.0
	75%	10	3.0	2.3

Number of decisions which required the submission of further information		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	3.5	2.0	2.0
	Mean	4.5	2.9	2.5
Percentiles	25%	1	1.3	0.8
	75%	6	4.0	4.0

Number of decisions where an extension of time was agreed to by the applicant		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	0	0	0
	Mean	0.2	0	0.1
Percentiles	25%	0	0	0.0
	75%	0	0	0.0

Average length of time (days) taken to decide an application where further information was sought		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	91.8	84.9	87.0
	Mean	82	73.3	73.3
Percentiles	25%	79.8	72.3	47.6
	75%	101.3	100.0	107.3

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

	Percentage of applications granted	Percentage of applications refused	Percentage of cases where the decision was confirmed, with or without variations, by An Bord Pleanala	Percentage of cases where the decision was reversed by An Bord Pleanala
Carlow County Council	50.00	50.00	0.00	100.00
Cavan County Council	83.33	16.67	0.00	100.00
Clare County Council	50.00	50.00	75.00	25.00
Cork City Council	100.00	0.00	100.00	0.00
Cork County Council	100.00	0.00	N/A	N/A
Donegal County Council	100.00	0.00	66.67	33.33
Dublin City Council	N/A	N/A	N/A	N/A
Dun Laoghaire Rathdown County Council	100.00	0.00	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	100.00	0.00	100.00	0.00
Kerry County Council	50.00	50.00	25.00	75.00
Kildare County Council	90.91	9.09	100.00	0.00
Kilkenny County Council	77.78	22.22	100.00	0.00
Laois County Council	66.67	33.33	N/A	N/A
Leitrim County Council	0.00	100.00	0.00	100.00
Limerick City Council	N/A	N/A	N/A	N/A
Limerick County Council	0.00	100.00	0.00	100.00
Longford County Council	100.00	0.00	N/A	N/A
Louth County Council	100.00	0.00	66.67	33.33
Mayo County Council	100.00	0.00	75.00	25.00
Meath County Council	85.19	14.81	75.00	25.00
Monaghan County Council	100.00	0.00	N/A	N/A
North Tipperary County Council	87.50	12.50	100.00	0.00
Offaly County Council	100.00	0.00	100.00	0.00
Roscommon County Council	100.00	0.00	N/A	N/A
Sligo County Council	N/A	N/A	N/A	N/A
South Dublin County Council	100.00	0.00	50.00	50.00
South Tipperary County Council	100.00	0.00	100.00	0.00
Waterford City Council	N/A	N/A	N/A	N/A
Waterford County Council	66.67	33.33	0.00	100.00
Westmeath County Council	75.00	25.00	0.00	100.00
Wexford County Council	66.67	33.33	100.00	0.00
Wicklow County Council	100.00	0.00	0.00	100.00

Summary Statistics 2009-2011

Requiring EIA - Percentage of Grants		2009	2010	2011
N	Valid	32	29	28
	Missing	2	5	6
Average	Median	88.2	90.0	95.5
	Mean	86	87.9	80.3
Percentiles	25%	75.9	78.8	66.7
	75%	100.0	100.0	100.0

Requiring EIA - Percentage of Refusals		2009	2010	2011
N	Valid	32	29	28
	Missing	2	5	6
Average	Median	11.8	10.0	4.5
	Mean	14	12.5	19.7
Percentiles	25%	0	0	0.0
	75%	24.1	22.5	33.3

Percentage of cases where the decision was confirmed by An Bord Pleanala		2009	2010	2011
N	Valid	29	25	22
	Missing	5	9	12
Average	Median	80	66.7	70.8
	Mean	73.3	60.4	55.1
Percentiles	25%	50	29.2	0.0
	75%	100.0	100.0	100.0

Percentage of cases where the decision was reversed by An Bord Pleanala		2009	2010	2011
N	Valid	29	26	22
	Missing	5	8	12
Average	Median	20	29.2	29.2
	Mean	26.75	38.1	43.9
Percentiles	25%	0	0	0.0
	75%	50.0	70.8	100.0

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	72	19	13
Cavan County Council	46	1	15
Clare County Council	156	32	62
Cork City Council	142	45	117
Cork County Council	385	0	506
Donegal County Council	307 ^a	91	35
Dublin City Council	896	363	347
Dun Laoghaire Rathdown County Council	217	0	133
Fingal County Council	324	150	122
Galway City Council	284	108	0
Galway County Council	377	62	215
Kerry County Council	409	149	236
Kildare County Council	252	53	51
Kilkenny County Council	161	4	192
Laois County Council	142	32	36
Leitrim County Council	86	42 ^b	13
Limerick City Council	170	8	20
Limerick County Council	542	3	113
Longford County Council	74	9	36
Louth County Council	183	44	84
Mayo County Council	132	75	60
Meath County Council	489 ^c	30	163
Monaghan County Council	112	14	36
North Tipperary County Council	97	60	49
Offaly County Council	104	24	44
Roscommon County Council	179 ^d	3	21
Sligo County Council	260	50	121
South Dublin County Council	333	178	143
South Tipperary County Council	263	10	327
Waterford City Council	68	18	71
Waterford County Council	192	57	37
Westmeath County Council	111	19	40
Wexford County Council	470	5	423 ^e
Wicklow County Council	355	19	368
Totals	8,390	1,777	4,249
<p>a) Donegal County Council - Of the 307 cases which were investigated 132 came from verbal complaints. Donegal County Council have chosen to include verbal complaints, otherwise the figures would be inaccurate.</p> <p>b) Leitrim County Council - A number of complaints were received regarding certain aspects of housing developments - these matters are being dealt with separately through negotiations, discussions and, where necessary, broad enforcement action against relevant stakeholders. The complaints received are noted and appropriate correspondence issued. However, as each individual complaint did not proceed to warning letter they can only be recorded as dismissed.</p> <p>c) Meath County Council - Reduced from 644 to 489 due to reduction in number of financial enforcement files opened, and new procedure established not to open files unless there is a valid enforcement complaint.</p> <p>d) Roscommon County Council - This includes all cases opened in the year from internal or external complaints but excludes cases where the only non-compliance is financial.</p> <p>e) Wexford County Council - Considerable effort has been applied to resolve cases through negotiation.</p>			

Summary Statistics 2009-2011

Planning Enforcement - total number of cases subject to complaints that are investigated		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	258	221	188
	Mean	325	270	247
Percentiles	25%	148	141	112
	75%	453.3	335	339

Total number of cases subject to complaints that are dismissed		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	47	27.5	31
	Mean	78.1	57.6	52
Percentiles	25%	6	7.3	9
	75%	83.8	73.3	61

Total number of cases subject to complaints that were resolved through negotiations		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	117	84.0	66.5
	Mean	144.1	106.3	125
Percentiles	25%	42	31.5	36
	75%	195.3	142.0	170.3

Table 48: Planning Enforcement (continued)

	Number of enforcement procedures taken through warning letters	Number of enforcement procedures taken through enforcement notices	Number of prosecutions
Carlow County Council	35	8	9 ^a
Cavan County Council	10	2	0
Clare County Council	327	192	33
Cork City Council	81	27	2
Cork County Council	371	28	29
Donegal County Council	153	89	39
Dublin City Council	784	80	34
Dun Laoghaire Rathdown County Council	241	48	23
Fingal County Council	140	49	9
Galway City Council	210	204	83
Galway County Council	268	156	19
Kerry County Council	187	210	8
Kildare County Council	163	53	22
Kilkenny County Council	124	68	10
Laois County Council	85	23	6
Leitrim County Council	18	11	2
Limerick City Council	136	40	3
Limerick County Council	285	220	18
Longford County Council	50	32	11
Louth County Council	119	45	3
Mayo County Council	94	35	2 ^b
Meath County Council	470	142	39
Monaghan County Council	77	42	17
North Tipperary County Council	83	21	5
Offaly County Council	83	23	9
Roscommon County Council	154	55	5 ^c
Sligo County Council	193	93	28
South Dublin County Council	263	117	19
South Tipperary County Council	278	83	10
Waterford City Council	29	21	5
Waterford County Council	26	23	0
Westmeath County Council	125	36	7
Wexford County Council	558	486	105
Wicklow County Council	425	127	62
Totals	6,645	2,889	676

a) Carlow County Council - Some relate to complaints received prior to 2011. Some are currently ongoing.
b) Mayo County Council - 46 files ongoing with solicitor, includes 4 ongoing in court and 2 prosecutions.
c) Roscommon County Council - This figure is the number of cases where a summons were first issued in the year in question in relation to prosecutions under Section 151, 154 or 156 and cases where a first hearing in court took place in the year in question under Section 160.

Summary Statistics 2009-2011

Total number of enforcement procedures taken through warning letters		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	228	156	147
	Mean	271.2	241	195
Percentiles	25%	132	134	83
	75%	364.3	300	271

Total Number of enforcement procedures taken through enforcement notices		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	81	56	49
	Mean	116.2	91	85
Percentiles	25%	38.8	28	26
	75%	170.5	142	120

Total number of prosecutions		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	16.5	13	10
	Mean	26.9	22	20
Percentiles	25%	3	4	5
	75%	36.5	32	28

Table 49: Planning Offices: Public Opening Hours

	Average number of opening hours per week
Carlow County Council	33.00
Cavan County Council	33.75
Clare County Council	36.00
Cork City Council	35.00
Cork County Council	35.00
Donegal County Council	35.56 ^a
Dublin City Council	35.70 ^b
Dun Laoghaire Rathdown County Council	30.00
Fingal County Council	40.00
Galway City Council	35.00
Galway County Council	34.00
Kerry County Council	38.00
Kildare County Council	34.30
Kilkenny County Council	33.25
Laois County Council	32.50
Leitrim County Council	33.16
Limerick City Council	35.00
Limerick County Council	33.00 ^c
Longford County Council	32.55
Louth County Council	40.00
Mayo County Council	35.00
Meath County Council	25.00
Monaghan County Council	40.00
North Tipperary County Council	32.95
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	33.58
Wexford County Council	35.00
Wicklow County Council	29.58

a) Donegal County Council - Letterkenny Town Council remains open during lunch time.
b) Dublin City Council - All planning applications received by Dublin City Council and their associated documents (including drawings, observations, reports and orders) are available to view on the City Council's web-site at all times. Planning files are thus available to the public at all times. In addition, the City Council introduced an electronic planning application service during 2008 which enables planning applications for specified application types to be made 24 hours a day, 7 days per week.
c) Limerick County Council - The Planning Desk at County Hall is open for 30 hours per week.

Summary Statistics 2009-2011

Planning Offices: Average number of opening hours per week		2009	2010	2011
N	Valid	34	33	34
	Missing	0	1	0
Average	Median	35	34	34
	Mean	34.4	34	34
Percentiles	25%	33.2	33	33
	75%	35.6	35	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	182	0.00 ^a
Cavan County Council	167	3.13
Clare County Council	250	17.00
Cork City Council	265	8.00
Cork County Council	789	11.00
Donegal County Council	450	28.69
Dublin City Council	227 ^b	8.00
Dun Laoghaire Rathdown County Council	548	11.00
Fingal County Council	1,061 ^c	6.45
Galway City Council	404	3.36
Galway County Council	427	20.75
Kerry County Council	624	8.24
Kildare County Council	209	14.70
Kilkenny County Council	663	5.06
Laois County Council	199	7.00
Leitrim County Council	97	13.34
Limerick City Council	183	5.00
Limerick County Council	376	6.00
Longford County Council	60	8.57
Louth County Council	465	4.72
Mayo County Council	2,100	0.00
Meath County Council	260 ^d	17.50 ^e
Monaghan County Council	802	2.00
North Tipperary County Council	225	28.11
Offaly County Council	293	8.19
Roscommon County Council	196 ^f	5.60 ^g
Sligo County Council	676	5.08
South Dublin County Council	262	15.00
South Tipperary County Council	368	8.00
Waterford City Council	141	13.40
Waterford County Council	432	10.82
Westmeath County Council	178	15.57
Wexford County Council	324	12.00
Wicklow County Council	296 ^h	6.50
Totals	14,199	

a) Carlow County Council - Operate a 'walk-in' clinic i.e. no appointment necessary.
b) Dublin City Council - does not provide individual consultations at planning clinics. Presentation to groups of people is not considered applicable to the pre-planning stage.
c) Fingal County Council - 458 meetings 603 telephone calls.
d) Meath County Council - 755 pre-planning meetings/emails/phone calls made outside pre planning clinics.
e) Meath County Council - Waiting time reduced from 25 days to 17.5 as both commercial and one off houses are held on the same day.
f) Roscommon County Council - Total number of meetings both formal and informal in Planning Department.
g) Roscommon County Council - Average of all meetings held.
h) Wicklow County Council - In addition to formal pre planning meetings WCC accepts pre-planning submissions which include site location/layout/plans for review.

Summary Statistics 2009-2011

Number of pre-planning consultation meetings held		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	415.5	350	295
	Mean	525.3	474	418
Percentiles	25%	307.5	259	198
	75%	669	591	486

Average length of time from request for consultation with local authority planner to actual formal meeting for pre-planning consultation (days)		2009	2010	2011
N	Valid	33	34	34
	Missing	1	0	0
Average	Median	10	9	8
	Mean	12.7	12	10
Percentiles	25%	6.3	6	5
	75%	16.1	15	14

Table 51: New Buildings Inspected

	Buildings inspected as a percentage of new buildings notified to the local authority
Carlow County Council	55.10
Cavan County Council	18.13
Clare County Council	16.67
Cork City Council	23.81
Cork County Council	21.01
Donegal County Council	8.02
Dublin City Council	15.88
Dun Laoghaire Rathdown County Council	20.64
Fingal County Council	9.97
Galway City Council	17.54
Galway County Council	0.00
Kerry County Council	44.84
Kildare County Council	35.52
Kilkenny County Council	20.18
Laois County Council	25.84
Leitrim County Council	30.68
Limerick City Council	21.05
Limerick County Council	15.31
Longford County Council	13.21
Louth County Council	16.57
Mayo County Council	15.00
Meath County Council	38.68
Monaghan County Council	19.78
North Tipperary County Council	0.00 ^a
Offaly County Council	29.41
Roscommon County Council	12.98 ^b
Sligo County Council	12.39
South Dublin County Council	17.45
South Tipperary County Council	66.15
Waterford City Council	10.61
Waterford County Council	16.74
Westmeath County Council	19.85
Wexford County Council	25.47
Wicklow County Council	30.69

a) **North Tipperary County Council** - No buildings inspected during 2011 due to lack of available staffing resources. Staff member re-assigned in 2012 for this purpose.
b) **Roscommon County Council** - Building control officer on long-term absence in 2011. Arrangements made to carry out this function from existing staff resources in 2012.

Summary Statistics 2009-2011

Buildings inspected as a percentage of new buildings notified to the local authority		2009	2010	2011
N	Valid	33	34	34
	Missing	1	0	0
Average	Median	25.3	19.9	19.36
	Mean	33.2	24.8	22
Percentiles	25%	16.5	16.0	14.5
	75%	39.6	27.7	26.7

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 2011	Number of estates that were taken in charge in 2011	Number of dwellings represented
Carlow County Council	8	4	247
Cavan County Council	4	0	0
Clare County Council	50	3	60
Cork City Council	18	2	19
Cork County Council	268	55	1,898
Donegal County Council	119	3	68
Dublin City Council	6	3	32
Dun Laoghaire Rathdown County Council	36	5	1,208
Fingal County Council	67	20	2,349
Galway City Council	5	2	202
Galway County Council	100	11	409
Kerry County Council	35	10	418
Kildare County Council	36	17	778
Kilkenny County Council	43	2	31
Laois County Council	24	7	291
Leitrim County Council	2	3	119
Limerick City Council	91	5	151
Limerick County Council	71	9	566
Longford County Council	29	1	11
Louth County Council	51	8	525
Mayo County Council	54	8	239
Meath County Council	83	19	1,454
Monaghan County Council	19	4	282
North Tipperary County Council	42	11	544
Offaly County Council	45	6	376
Roscommon County Council	101	6	128
Sligo County Council	27	11	282
South Dublin County Council	18	6	954
South Tipperary County Council	29	7	141
Waterford City Council	6	3	170
Waterford County Council	67	7	442
Westmeath County Council	34	21	1,192
Wexford County Council	119	25	1,046
Wicklow County Council	68	41	1,889
Totals	1,775	345	18,521

Summary Statistics 2009-2011

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		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	26.50	37	39
	Mean	37.58	54	52
Percentiles	25%	16	20	19
	75%	50.25	55	69

Number of estates that were taken in charge in the year in question		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	5.50	6	7
	Mean	8.29	9	10
Percentiles	25%	2.00	3	3
	75%	10.50	10	11

Number of dwellings in respect of estates taken in charge.		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	179.50	250	287
	Mean	378.06	559	544
Percentiles	25%	91.00	154	126
	75%	551.75	802	822

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 2011 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	50.00	1	0
Cavan County Council	0.00	0	0
Clare County Council	96.00	4	0
Cork City Council	94.44	3	0
Cork County Council	11.94	0	0
Donegal County Council	24.37	10	3
Dublin City Council	50.00	0	0
Dun Laoghaire Rathdown County Council	77.78	8	0
Fingal County Council	100.00 ^a	18	0
Galway City Council	60.00	0	0
Galway County Council	76.00	7	1
Kerry County Council	94.29	1	0
Kildare County Council	2.78	1	0
Kilkenny County Council	76.74	3	1
Laois County Council	91.67	6	0
Leitrim County Council	50.00	0	0
Limerick City Council	21.98	7	0
Limerick County Council	42.25	12	2
Longford County Council	96.55	3	0
Louth County Council	0.00	0	0
Mayo County Council	35.19	5	0
Meath County Council	0.00	20	0
Monaghan County Council	100.00	1	0
North Tipperary County Council	73.81	3	0
Offaly County Council	55.56	3	0
Roscommon County Council	96.04	16	2
Sligo County Council	44.44	5	2
South Dublin County Council	77.78	9	1
South Tipperary County Council	79.31	3	1
Waterford City Council	50.00	0	0
Waterford County Council	83.58	10	6
Westmeath County Council	38.24	9	0
Wexford County Council	54.62	24	5
Wicklow County Council	45.59	5	5
Totals		197	29
a) Fingal County Council - 100% as no development is completed to Council's satisfaction – snagging and completion issues.			

Summary Statistics 2009-2011

Percentage of estates, where requests were made to be taken in charge, not completed to the satisfaction of the planning authority		2009	2010	2011
N	Valid	31	34	34
	Missing	3	0	0
Average	Median	63.6	56	55
	Mean	54.8	55	57
Percentiles	25%	24.7	27	37
	75%	81.3	80	86

Number of such estates in respect of which enforcement action was taken in the year in question and / or the bond was called in		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	1	2	3.5
	Mean	4.4	5	5.8
Percentiles	25%	0.	0	3
	75%	7.5	6	11

Number of such estates in respect of which works were undertaken by the authority to bring the estate to taking in charge standard		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	0	0	0
	Mean	0.8	1	1
Percentiles	25%	0	0	0
	75%	2.0	1	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	51,482	7,610	25,196
Cavan County Council	45,894	10,236	26,862
Clare County Council	88,666	12,280	49,752
Cork City Council	N/A	N/A	N/A
Cork County Council	189,446	146,570	280,459
Donegal County Council	141,243	4,770	43,012
Dublin City Council	440,758	124,719	653,803
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	150,018	31,381	102,149
Kerry County Council	64,334	36,883	74,773
Kildare County Council	97,905	17,091	129,302
Kilkenny County Council	61,801	12,765	43,330
Laois County Council	57,077	6,908	27,769
Leitrim County Council	20,891	6,601	10,636
Limerick City Council	34,169	7,337	20,903
Limerick County Council	85,843	23,783	63,428
Longford County Council	32,549	3,525	10,791
Louth County Council	82,259	2,275	41,274
Mayo County Council	94,363	13,866	46,626
Meath County Council	87,467	22,402	103,877
Monaghan County Council	47,385	8,271	17,044
North Tipperary County Council	42,387	14,816	38,147
Offaly County Council	52,420	8,886	29,533
Roscommon County Council	43,904	14,485	21,279
Sligo County Council	51,504	6,955	21,850
South Dublin County Council	N/A	N/A	N/A
South Tipperary County Council	72,428	11,900	31,768
Waterford City Council	31,814	2,934	21,107
Waterford County Council	43,044	9,270	33,486
Westmeath County Council	71,953	7,064	30,410
Wexford County Council	79,947	40,675	73,062
Wicklow County Council	83,846	10,785	73,111
Totals	2,446,797	627,043	2,144,739

Summary Statistics 2009-2011

Number of motor tax transactions dealt with over the counter		2009	2010	2011
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	71,072	65,113	64,334
	Mean	90,334.30	87,962	84,372
Percentiles	25%	49,720.50	47,134	44,899
	75%	96,680	92,903	88,067

Number of motor tax transactions dealt with by post		2009	2010	2011
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	12,790	11,872	10,785
	Mean	25,580.80	23,845	21,622
Percentiles	25%	7,704	7,333	7,010
	75%	26,382	22,252	19,747

Number of motor tax transactions dealt with online		2009	2010	2011
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	30,034	33,255	38,147
	Mean	62,071	67,098	73,957
Percentiles	25%	20,085	22,818	23,523
	75%	57,655	64,395	73,087

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	61.1	9.0	29.9
Cavan County Council	55.3	12.3	32.4
Clare County Council	58.8	8.1	33.0
Cork City Council	N/A	N/A	N/A
Cork County Council	30.7	23.8	45.5
Donegal County Council	74.7	2.5	22.8
Dublin City Council	36.1	10.2	53.6
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	52.9	11.1	36.0
Kerry County Council	36.6	21.0	42.5
Kildare County Council	40.1	7.0	52.9
Kilkenny County Council	52.4	10.8	36.8
Laois County Council	62.2	7.5	30.3
Leitrim County Council	54.8	17.3	27.9
Limerick City Council	54.8	11.8	33.5
Limerick County Council	49.6	13.7	36.7
Longford County Council	69.5	7.5	23.0
Louth County Council	65.4	1.8	32.8
Mayo County Council	60.9	9.0	30.1
Meath County Council	40.9	10.5	48.6
Monaghan County Council	65.2	11.4	23.4
North Tipperary County Council	44.5	15.5	40.0
Offaly County Council	57.7	9.8	32.5
Roscommon County Council	55.1	18.2	26.7
Sligo County Council	64.1	8.7	27.2
South Dublin County Council	N/A	N/A	N/A
South Tipperary County Council	62.4	10.3	27.4
Waterford City Council	57.0	5.3	37.8
Waterford County Council	50.2	10.8	39.0
Westmeath County Council	65.8	6.5	27.8
Wexford County Council	41.3	21.0	37.7
Wicklow County Council	50.0	6.4	43.6

Summary Statistics 2009-2011

Motor tax transactions at counter (percentage)		2009	2010	2011
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	59.6	57	55.1
	Mean	58.3	57	54.1
Percentiles	25%	51.7	52	47.0
	75%	66.6	65	62.3

Motor tax transactions by post (percentage)		2009	2010	2011
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	11.8	11.3	10.3
	Mean	13.1	12.0	11.0
Percentiles	25%	9.3	8.4	7.5
	75%	16.6	14.3	13.0

Motor tax transactions online (percentage)		2009	2010	2011
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	26.8	29.2	33.0
	Mean	28.6	31.2	34.9
Percentiles	25%	22.8	25.0	27.8
	75%	31.7	34.7	39.5

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	7,364	218	4	24
Cavan County Council	3,894	4,250	1,006	1,086
Clare County Council	11,910	17	19	334
Cork City Council	N/A	N/A	N/A	N/A
Cork County Council	143,871	1269	145	1,285
Donegal County Council	2,646	769	388	967
Dublin City Council	27,037	86,351	7,908	3,423
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	30,677	590	19	95
Kerry County Council	36,445	361	8	69
Kildare County Council	6,686	6,667	1,624	2,114
Kilkenny County Council	7,088	4,444	660	573
Laois County Council	6,837	37	0	34
Leitrim County Council	6,414	151	6	30
Limerick City Council	6,728	592	2	15
Limerick County Council	18,851	4,871	16	45
Longford County Council	2,869	618	18	20
Louth County Council	1,540	636	46	53
Mayo County Council	3,276	3,294	3,288	4,008
Meath County Council	11,077	5,281	1,757	4,287
Monaghan County Council	6,932	1,259	23	57
North Tipperary County Council	9,894	4,521	75	326
Offaly County Council	7,624	1,168	21	73
Roscommon County Council	14,477	4	0	4
Sligo County Council	6,897	54	0	4
South Dublin County Council	N/A	N/A	N/A	N/A
South Tipperary County Council	11,878	7	0	15
Waterford City Council	2,772	148	0	14
Waterford County Council	8,463	601	32	174
Westmeath County Council	6,996	51	1	16
Wexford County Council	27,665	11,692	979	339
Wicklow County Council	2,714	6,209	1,103	759
Totals	441,522	146,130	19,148	20,243

Summary Statistics 2009-2011

Number of postal motor tax applications dealt with on same day		2009	2010	2011
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	8,104	7,789	7,088.0
	Mean	17,875	16,657.1	15,224.9
Percentiles	25%	4,915	4,451.0	5,154.0
	75%	16,189	14,116.0	13,193.5

Number of postal motor tax applications dealt with on third day or less		2009	2010	2011
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	1,207	1,123	636.0
	Mean	6,185.20	5,599.8	5,039.0
Percentiles	25%	123	96.0	149.5
	75%	6,321.50	4,509.0	4,482.5

Number of postal motor tax applications dealt with on fifth day or less		2009	2010	2011
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	26	10	21.0
	Mean	524.66	662	660.3
Percentiles	25%	2.5	3	3.0
	75%	628	347	819.5

Number of postal motor tax applications dealt with in over five days		2009	2010	2011
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	97	65	73.0
	Mean	996	926	698.0
Percentiles	25%	39	42	22.0
	75%	523	818	863.0

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	96.8	2.9	0.1	0.3
Cavan County Council	38.0	41.5	9.8	10.6
Clare County Council	97.0	0.1	0.2	2.7
Cork City Council	N/A	N/A	N/A	N/A
Cork County Council	95.8	2.2	0.4	1.7
Donegal County Council	55.5	16.1	8.1	20.3
Dublin City Council	21.7	69.2	6.3	2.7
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	97.8	1.9	0.1	0.3
Kerry County Council	98.8	1.0	0.0	0.2
Kildare County Council	39.1	39.0	9.5	12.4
Kilkenny County Council	55.5	34.8	5.2	4.5
Laois County Council	99.0	0.5	0.0	0.5
Leitrim County Council	97.2	2.3	0.1	0.5
Limerick City Council	91.7	8.1	0.0	0.2
Limerick County Council	79.3	20.5	0.1	0.2
Longford County Council	81.4	17.5	0.5	0.6
Louth County Council	67.7	28.0	2.0	2.3
Mayo County Council	23.6	23.8	23.7	28.9
Meath County Council	49.5	23.6	7.8	19.1
Monaghan County Council	83.8	15.2	0.3	0.7
North Tipperary County Council	66.8	30.5	0.5	2.2
Offaly County Council	85.8	13.1	0.2	0.8
Roscommon County Council	99.9	0.0	0.0	0.0
Sligo County Council	99.2	0.8	0.0	0.1
South Dublin County Council	N/A	N/A	N/A	N/A
South Tipperary County Council	99.8	0.1	0.0	0.1
Waterford City Council	94.5	5.0	0.0	0.5
Waterford County Council	91.3	6.5	0.4	1.9
Westmeath County Council	99.0	0.7	0.0	0.2
Wexford County Council	68.0	28.7	2.4	0.8
Wicklow County Council	25.2	57.6	10.2	7.0

Summary Statistics 2009-2011

% of postal Motor tax applications dealt with on same day		2009	2010	2011
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	91.8	89.9	85.8
	Mean	75.1	75.3	75.8
Percentiles	25%	45.1	55.6	55.5
	75%	98.1	98.2	97.5

% postal of Motor tax applications dealt with on third day or less		2009	2010	2011
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	7.4	9.9	13.1
	Mean	18.3	16.4	16.9
Percentiles	25%	1.4	1.1	1.4
	75%	31.7	20.5	28.4

% postal of Motor tax applications dealt with on fifth day or less		2009	2010	2011
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	0.1	0.1	0.3
	Mean	2.7	3.5	3.0
Percentiles	25%	0.01	0.0	0.0
	75%	4.32	3.4	5.8

% of postal Motor tax applications dealt with over five days		2009	2010	2011
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	0.9	0.8	0.8
	Mean	3.9	4.8	4.2
Percentiles	25%	0.5	0.4	0.3
	75%	3.4	3.0	3.6

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

	Number of Driving Licence applications dealt with on the same day as receipt of the application	Number of Driving Licence applications dealt with on the second or third day from receipt of the application	Number of Driving Licence applications dealt with on the fourth or fifth day from receipt of the application	Number of Driving Licence applications dealt with in over five days from receipt of the application
Carlow County Council	5,078	1,447	973	1,031
Cavan County Council	6,628	2,077	494	860
Clare County Council	14,826	173	125	1,132
Cork City Council	N/A	N/A	N/A	N/A
Cork County Council	70,678	4,595	275	598
Donegal County Council	14,805	6,630	281	149
Dublin City Council	123,465	36,022	3,778	1,455
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	4,937	23,101	6,052	696
Kerry County Council	21,897	65	1	3
Kildare County Council	715	2,091	390	24,008
Kilkenny County Council	1,796	6,458	2,656	2,102
Laois County Council	6,103	3,739	104	30
Leitrim County Council	527	2,606	811	650
Limerick City Council	1,178	4,057	1,192	493
Limerick County Council	18,143	1,216	22	42
Longford County Council	436	266	359	4,229
Louth County Council	9,641	710	299	3,548
Mayo County Council	3,783	1,648	799	12,414
Meath County Council	2,007	12,850	5,551	3,853
Monaghan County Council	2,285	6,036	21	68
North Tipperary County Council	1,142	1,295	896	6,030
Offaly County Council	2,461	1,139	483	5,303
Roscommon County Council	717	4,661	2,066	1,645
Sligo County Council	4,192	3,576	671	1,025
South Dublin County Council	N/A	N/A	N/A	N/A
South Tipperary County Council	5,876	7,466	47	79
Waterford City Council	508	1,782	1,104	3,204
Waterford County Council	7,390	219	376	1,452
Westmeath County Council	1,413	8,185	1,676	581
Wexford County Council	17,780	3,216	224	109
Wicklow County Council	1,860	1,705	3,149	12,176
Totals	352,267	149,031	34,875	88,965

Summary Statistics 2009-2011

Number of Driving Licence applications dealt with on the same day as receipt of the application		2009	2010	2011
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	3,084.00	4,125.0	4,192.0
	Mean	9,694.66	11,574.1	12,147.1
Percentiles	25%	1,387.5	791.0	1,295.5
	75%	8,486.5	8,042.0	12,223.0

Number of Driving Licence applications dealt with on the second or third day from receipt of the application		2009	2010	2011
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	2,696.00	2,457.0	2,606.0
	Mean	4,202.45	3,719.0	5,139.0
Percentiles	25%	989.50	1,309.0	1,255.5
	75%	4,620.00	3,991.0	6,247.0

Number of Driving Licence applications dealt with on the fourth or fifth day from receipt of the application		2009	2010	2011
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	354.00	695.0	494.0
	Mean	969.76	1,142.1	1,202.6
Percentiles	25%	17.50	152.0	249.5
	75%	1,286.50	1,949.0	1,434.0

Number of Driving Licence applications dealt with in over five days from receipt of the application		2009	2010	2011
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	516.00	1,134.0	1,031.0
	Mean	1,191.51	4,099.8	3,067.8
Percentiles	25%	56.50	188.0	321.0
	75%	1,750.00	5,669.0	3,700.5

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	59.5	17.0	11.4	12.1
Cavan County Council	65.9	20.7	4.9	8.6
Clare County Council	91.2	1.1	0.8	7.0
Cork City Council	N/A	N/A	N/A	N/A
Cork County Council	92.8	6.0	0.4	0.8
Donegal County Council	67.7	30.3	1.3	0.7
Dublin City Council	75.0	21.9	2.3	0.9
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	14.2	66.4	17.4	2.0
Kerry County Council	99.7	0.3	0.0	0.0
Kildare County Council	2.6	7.7	1.4	88.3
Kilkenny County Council	13.8	49.6	20.4	16.2
Laois County Council	61.2	37.5	1.0	0.3
Leitrim County Council	11.5	56.7	17.7	14.2
Limerick City Council	17.0	58.6	17.2	7.1
Limerick County Council	93.4	6.3	0.1	0.2
Longford County Council	8.2	5.0	6.8	79.9
Louth County Council	67.9	5.0	2.1	25.0
Mayo County Council	20.3	8.8	4.3	66.6
Meath County Council	8.3	53.0	22.9	15.9
Monaghan County Council	27.2	71.8	0.3	0.8
North Tipperary County Council	12.2	13.8	9.6	64.4
Offaly County Council	26.2	12.1	5.1	56.5
Roscommon County Council	7.9	51.3	22.7	18.1
Sligo County Council	44.3	37.8	7.1	10.8
South Dublin County Council	N/A	N/A	N/A	N/A
South Tipperary County Council	43.6	55.4	0.4	0.6
Waterford City Council	7.7	27.0	16.7	48.6
Waterford County Council	78.3	2.3	4.0	15.4
Westmeath County Council	11.9	69.0	14.1	4.9
Wexford County Council	83.4	15.1	1.1	0.5
Wicklow County Council	9.9	9.0	16.7	64.5

Summary Statistics 2009-2011

Percentage of overall driving Licence applications which are dealt with on the same day as receipt of the application		2009	2010	2011
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	45.74	28.0	27.2
	Mean	47.31	41.2	42.2
Percentiles	25%	14.79	8.8	11.7
	75%	80.64	72.8	71.4

Percentage of overall driving Licence applications dealt with on the second or third day from receipt of the application		2009	2010	2011
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	32.67	17.6	20.7
	Mean	32.63	23.7	28.2
Percentiles	25%	9.83	7.7	7.0
	75%	46.91	34.8	52.1

Percentage of overall driving Licence applications dealt with on the fourth or fifth day from receipt of the application		2009	2010	2011
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	3.37	5.3	4.9
	Mean	8.02	7.9	7.9
Percentiles	25%	0.22	0.9	1.0
	75%	16.33	14.5	16.7

Percentage of overall driving Licence applications dealt with in over five days from receipt of the application		2009	2010	2011
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	4.67	13.4	10.8
	Mean	12.03	27.22	21.7
Percentiles	25%	0.56	0.8	0.8
	75%	22.51	59.7	36.8

Table 60: Motor Tax Offices: Public Opening Hours

	Average number of opening hours per week
Carlow County Council	27.0
Cavan County Council	28.4
Clare County Council	31.2
Cork City Council	N/A
Cork County Council	33.8
Donegal County Council	20.8
Dublin City Council	28.3
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	28.2
Kilkenny County Council	34.2
Laois County Council	28.9
Leitrim County Council	28.1
Limerick City Council	28.5
Limerick County Council	30.0
Longford County Council	30.7
Louth County Council	30.4
Mayo County Council	27.5
Meath County Council	26.3
Monaghan County Council	26.0
North Tipperary County Council	19.0
Offaly County Council	29.0
Roscommon County Council	26.6
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	26.5
Westmeath County Council	33.3
Wexford County Council	35.0
Wicklow County Council	21.0 ^a

a) Wicklow County Council - Rationalisation of opening hours in offices in Blessington and Bray has resulted in decline in average opening hours.

Summary Statistics 2009-2011

Average number of opening hours per week		2009	2010	2011
N	Valid	29	30	29
	Missing	5	4	5
Average	Median	30	29.0	28.5
	Mean	29.87	29.7	28.8
Percentiles	25%	27.5	28.2	26.8
	75%	32.5	32.5	31.9

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 less than 4 weeks old	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	93.31	16.12	11.02	12.40	60.46
Cavan County Council	79.07	12.05	11.16	13.83	62.96
Clare County Council	85.54	4.79	5.41	8.77	81.03
Cork City Council	89.13	2.55	2.99	10.36	84.10
Cork County Council	83.64	25.25	8.15	16.27	50.76
Donegal County Council	87.44	12.64	5.23	8.57	73.56
Dublin City Council	78.55 ^a	2.00	2.00	5.00	91.00
Dun Laoghaire Rathdown County Council	79.68	3.38	2.50	7.56	86.56
Fingal County Council	86.09	5.62	4.52	12.51	77.35
Galway City Council	75.70	1.93	2.11	3.24	92.72
Galway County Council	88.68	7.98	7.76	9.24	75.02
Kerry County Council	94.83	8.44	7.63	11.58	72.35
Kildare County Council	81.80	2.96	3.14	4.97	88.93
Kilkenny County Council	87.51	5.80	5.20	5.90	83.10
Laois County Council	94.22	12.00	8.00	12.00	68.00
Leitrim County Council	93.05	10.50	9.70	9.85	69.95
Limerick City Council	92.98	8.30	6.6	10.90	74.20
Limerick County Council	89.61	6.42	5.22	13.60	74.76
Longford County Council	88.20	6.06	4.49	6.41	83.04
Louth County Council	85.94	5.25	5.57	9.43	80.00
Mayo County Council	81.54	3.95	2.56	4.42	89.00
Meath County Council	85.19	5.42 ^b	6.01	10.68	77.89
Monaghan County Council	93.84	13.76	10.95	13.91	61.38
North Tipperary County Council	95.90	12.20	8.05	17.98	61.77
Offaly County Council	87.15	5.99	6.53	7.96	79.52
Roscommon County Council	90.52	25.30	12.50	15.20	47.00
Sligo County Council	85.43	5.00	5.00	7.00	83.00
South Dublin County Council	71.87 ^c	1.78	1.43	5.53	91.27
South Tipperary County Council	87.63	11.09	8.73	9.91	70.27
Waterford City Council	82.27	4.00	3.00	5.00	88.00
Waterford County Council	84.02	2.42	2.25	6.70	88.63
Westmeath County Council	89.57 ^d	5.90	3.80	10.10	80.20
Wexford County Council	91.58	30.00	9.00	18.00	42.00
Wicklow County Council	92.86 ^e	14.40	10.00	17.52	58.07

Note: Where columns do not sum to 100% this is due to rounding

a) **Dublin City Council** - Arrears of more than 12 weeks are nett of overpayment of €2,497,561.50

b) **Meath County Council** - Excluding any closing credits or prepayments.

c) **South Dublin County Council** - As instructed by the updated guidelines this indicator, includes the unadjusted arrears figure i.e. the arrears brought forward from 2010 excludes any closing credits or prepayments.

d) **Westmeath County Council** - 94% of the arrears is accounted for by 50% of the accounts in arrears.

e) **Wicklow County Council** - Rent and arrears figures are extracted from Appendix 7 of Draft AFS. Some final adjustments may be necessary for AFS as presented to the local authority members.

Summary Statistics 2009-2011

Housing rent collected at year end as a percentage of amount due		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	90.1	88.75	87.5
	Mean	89.1	88.47	86.9
Percentiles	25%	84.7	86.27	83.3
	75%	94.1	92.64	91.9

Housing Rent Arrears: Amount up to 4 weeks old		2009	2010	2011
N	Valid	N/A	N/A	34
	Missing	N/A	N/A	0
Average	Median	N/A	N/A	6.0
	Mean	N/A	N/A	8.9
Percentiles	25%	N/A	N/A	4.0
	75%	N/A	N/A	12.1

Housing Rent Arrears: Amount 4-6 weeks old		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	8.8	6.8	5.5
	Mean	9.5	7.5	6.1
Percentiles	25%	4.7	4.0	3.1
	75%	11.7	10.4	8.3

Housing Rent Arrears: Amount 6-12 weeks old		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	12.2	10.7	9.9
	Mean	12.7	11.1	10.1
Percentiles	25%	9.6	8.6	6.6
	75%	15.7	13.5	12.8

Housing Rent Arrears: Amount more than 12 weeks old		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	74.4	75.3	77.6
	Mean	73.1	71.7	74.9
Percentiles	25%	67.9	62.7	66.7
	75%	79.1	81.2	84.7

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 1- 2 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	79.99	2.34	2.94	5.76	88.96
Cavan County Council	75.01	1.50	2.20	4.10	92.20
Clare County Council	66.19	1.30	1.40	1.50	95.90
Cork City Council	82.48	12.27	15.08	14.37	58.28
Cork County Council	60.13	6.75	1.39	1.22	90.63
Donegal County Council	72.62	0.80	2.60	1.50	95.00
Dublin City Council	71.31	0.91	1.70	1.71	95.68
Dun Laoghaire Rathdown County Council	72.95	0.40	1.06	1.52	97.02
Fingal County Council	93.60	4.51	6.31	6.48	82.70
Galway City Council	72.46	5.65	2.76	2.51	89.08
Galway County Council	80.78	6.09	6.86	5.26	81.79
Kerry County Council	90.41	3.52	5.68	5.33	85.47
Kildare County Council	56.68	1.78	0.93	1.12	96.17
Kilkenny County Council	72.75	1.30	5.30	2.80	90.60
Laois County Council	80.64	2.00	4.00	3.00	91.00
Leitrim County Council	70.67 ^a	2.93	3.60	1.76	91.71
Limerick City Council	79.54	1.00	1.00	4.00	94.00
Limerick County Council	77.77 ^b	1.86	2.86	3.65	91.63
Longford County Council	77.16 ^c	2.10	3.98	4.48	89.44
Louth County Council	63.72	0.70	1.49	2.27	95.55
Mayo County Council	63.34	1.30	1.71	1.29	95.70 ^d
Meath County Council	83.01	2.10	3.36	2.70	91.84
Monaghan County Council	80.98	10.09	14.05	4.19	71.67
North Tipperary County Council	72.82	1.84	1.55	0.92	95.70
Offaly County Council	63.47	2.91	2.92	2.43	91.74
Roscommon County Council	57.24	1.40	2.40	0.80	95.40
Sligo County Council	57.25	1.00	1.00	2.00	96.00
South Dublin County Council	91.38	6.19	7.81	8.19	77.81
South Tipperary County Council	73.27	3.61	6.88	4.37	85.14
Waterford City Council	63.61	17.00	5.00	3.00	75.00
Waterford County Council	75.42	3.00	4.00	5.00	88.00
Westmeath County Council	48.57	0.40	0.70	0.80	98.20
Wexford County Council	87.94	31.00	18.00	7.00	44.00
Wicklow County Council	74.11	0.00	1.00	2.00	97.00

a) **Leitrim County Council** - Collection is impacted by the very difficult economic environment with predominantly pre-2000 loans in arrears. We continue to engage with customers and to agree payment plans and to pursue legal action where necessary.
b) **Limerick County Council** - This includes NET arrears carried forward from 2010 plus invoices minus write offs.
c) **Longford County Council** - The housing loans collection rate has deteriorated as a direct result of the decline in the domestic economy.
d) **Meath County Council** - Economic climate is a big problem: houses have reduced in value dramatically, ability to recapitalise/buy back house and let to occupant could be explored, allowances/subsidies based on current year income rather than previous would help.

Summary Statistics 2009-2011

Housing loans: Amount collected at year end as percentage amount due		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	84.9	78.30	73.1
	Mean	83.5	77.60	73.2
Percentiles	25%	78.7	71.69	63.7
	75%	90.2	84.06	80.7

Housing loan arrears up to 1 month old		2009	2010	2011
N	Valid	N/A	N/A	34
	Missing	N/A	N/A	0
Average	Median	N/A	N/A	2.1
	Mean	N/A	N/A	4.2
Percentiles	25%	N/A	N/A	1.2
	75%	N/A	N/A	4.8

Housing loan arrears greater than 1 month old		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	4.02	3.42	2.9
	Mean	5.9	5.18	4.2
Percentiles	25%	1.8	1.72	1.5
	75%	8.9	6.89	5.4

Housing loan arrears 2-3 months old		2009	2010	2011
N	Valid	32	34	34
	Missing	2	0	0
Average	Median	5.39	3.90	2.8
	Mean	7.19	4.98	3.5
Percentiles	25%	3.01	1.98	1.5
	75%	9.95	6.89	4.6

Housing loan arrears more than 3 months old		2009	2010	2011
N	Valid	32	34	34
	Missing	2	0	0
Average	Median	87.63	88.75	91.7
	Mean	85.04	87.07	88.1
Percentiles	25%	81.8	84.35	86.1
	75%	93.44	94.95	95.6

Table 63: Commercial Rates

	Amount collected at year-end as a percentage of amount due from Commercial rates
Carlow County Council	72.83
Cavan County Council	73.10
Clare County Council	76.21
Cork City Council	79.22
Cork County Council	79.58
Donegal County Council	57.00 ^a
Dublin City Council	80.32
Dun Laoghaire Rathdown County Council	76.00 ^b
Fingal County Council	84.99
Galway City Council	62.00
Galway County Council	72.00
Kerry County Council	76.15
Kildare County Council	77.21
Kilkenny County Council	82.00
Laois County Council	77.00
Leitrim County Council	72.00 ^c
Limerick City Council	59.00
Limerick County Council	87.00
Longford County Council	74.99 ^d
Louth County Council	60.10
Mayo County Council	81.00
Meath County Council	80.00 ^e
Monaghan County Council	66.45
North Tipperary County Council	78.00
Offaly County Council	81.42
Roscommon County Council	79.00
Sligo County Council	65.00
South Dublin County Council	74.00
South Tipperary County Council	80.12
Waterford City Council	81.00
Waterford County Council	61.61
Westmeath County Council	79.20
Wexford County Council	66.00
Wicklow County Council	67.00

a) Donegal County Council - Decrease in collection figures can be attributed to: (a) customers paying below par payments and carrying arrears until trading conditions improve, (b) decrease in number of businesses operating and (c) amounts becoming uncollectable due to businesses going into liquidation.

b) Dun Laoghaire Rathdown - Data is based on Draft AFS for 2011. The level of collection achieved was adversely affected by the very challenging economic environment within which businesses currently operate and the consequential increasing number of Payment Plans being entered into with customers.

c) Leitrim County Council - The very difficult economic environment is impacting on collection, which is increasingly challenging. Most customers are now on payment plans which extend beyond the calendar year.

d) Longford County Council - The commercial rates collection rate has deteriorated as a direct result of the decline in the domestic economy.

e) Meath County Council - The economic climate and entering into longer arrangement than normal have had an adverse effect on collection rates. Also, mobility of businesses is an issue.

Summary Statistics 2009-2011

Rates: Amount collected at year-end as a percentage of amount due		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	84.0	79.9	76.2
	Mean	82.8	77.7	74.1
Percentiles	25%	79.9	73.5	66.9
	75%	87.0	82.7	80.0

Table 64: Refuse Charges

	Percentage of households paying refuse charges levied at year end
Carlow County Council	N/A
Cavan County Council	N/A
Clare County Council	N/A
Cork City Council	96.77 ^a
Cork County Council	N/A
Donegal County Council	N/A
Dublin City Council	95.00
Dun Laoghaire Rathdown County Council	N/A
Fingal County Council	100.00
Galway City Council	98.93
Galway County Council	N/A
Kerry County Council	98.54
Kildare County Council	93.13
Kilkenny County Council	100.00
Laois County Council	N/A
Leitrim County Council	N/A
Limerick City Council	N/A
Limerick County Council	N/A
Longford County Council	N/A
Louth County Council	N/A
Mayo County Council	N/A
Meath County Council	N/A
Monaghan County Council	N/A
North Tipperary County Council	N/A
Offaly County Council	N/A
Roscommon County Council	N/A
Sligo County Council	N/A
South Dublin County Council	N/A
South Tipperary County Council	75.84
Waterford City Council	N/A
Waterford County Council	100.00
Westmeath County Council	N/A
Wexford County Council	60.00
Wicklow County Council	N/A

General Note: Not applicable for most local authorities as they have exited the waste collection business.

a) Cork City Council - Cork City Council ceased to provide a refuse collection service in August 2011.

Summary Statistics 2009-2011

Percentage of households paying refuse charges at year end		2009	2010	2011
N	Valid	14	14	10
	Missing	20	20	24
Average	Median	95.9	97.4	97.66
	Mean	93.3	90.3	91.82
Percentiles	25%	87.6	84.3	88.81
	75%	100.0	100.0	100.00

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	66.67
Cavan County Council	48.34
Clare County Council	40.55
Cork City Council	79.00
Cork County Council	71.34
Donegal County Council	32.00 ^a
Dublin City Council	57.15
Dun Laoghaire Rathdown County Council	44.00 ^b
Fingal County Council	70.92
Galway City Council	58.00
Galway County Council	53.00
Kerry County Council	78.20
Kildare County Council	58.28
Kilkenny County Council	75.00
Laois County Council	55.00
Leitrim County Council	37.00 ^c
Limerick City Council	67.00
Limerick County Council	77.00
Longford County Council	58.73
Louth County Council	39.91
Mayo County Council	55.00
Meath County Council	47.00 ^d
Monaghan County Council	75.07 ^e
North Tipperary County Council	60.00 ^f
Offaly County Council	55.03
Roscommon County Council	51.00
Sligo County Council	47.00
South Dublin County Council	53.00
South Tipperary County Council	76.08
Waterford City Council	66.00
Waterford County Council	49.76
Westmeath County Council	38.00 ^g
Wexford County Council	38.00
Wicklow County Council	45.00

a) Donegal County Council - Decrease in collection figure can be attributed to customers paying below par payments and carrying arrears until trading conditions improve.
b) Dun Laoghaire-Rathdown County Council - Data is based on Draft AFS for 2011. Debtors figure at 31/12/11 includes the amount in respect of invoices for the last 4 months of 2011 (which issued in February 2012) but were accrued back into 2011. However, this requirement consequently underestimates the collection percentage performance figure under this heading. While the collection achieved was also adversely affected by the very challenging economic environment the percentage collection nevertheless continues to improve.
c) Leitrim County Council - Group Water Schemes account for 50% of the arrears with 35% of the overall arrears attributable to 10 schemes. While Section 56 Notices have been effective in reducing water wastage they are less successful in securing payment of arrears. One large customer also accounts for an additional 10% of the overall arrears. Arrears are being vigorously pursued but collection is extremely challenging.
d) Meath County Council - Difficulties with unsplit connections, mixed domestic/commercial connections, mobility of businesses leaving unpaid bills, economic climate and historic problems impact on collection rates.
e) Monaghan County Council - Billing periods changed in 2011 and figure is based on 9 months invoices.
f) North Tipperary County Council - Level of collection has been affected by (i) recession (ii) staffing vacancy (iii) severe weather which led to increased water charges arising from leaks resulting in disputes relating to liability and delayed payments.
g) Westmeath County Council - 90% of the arrears is accounted for by 25% of the accounts in arrears.

Summary Statistics 2009-2011

Non-Domestic Water Charges		2009	2010	2011
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	53.2	53.1	55.02
	Mean	53.9	54.4	56.56
Percentiles	25%	41.2	42.7	46.50
	75%	68.2	65.1	67.98

Sources:

Comptroller and Auditor General. (August 2010) Report of the Comptroller and Auditor General: Sickness Absence in the Civil Service.

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Interim Report to the Minister of the Environment, Community and Local Government and the Local Government Efficiency Review Implementation Group, March 2012

Local Government Efficiency Review Group. Report of the Local Government Efficiency Review Group. (2011) Government Publications. July 2010.

Service Indicators in Local Authorities, 2004 – 2010: <http://www.lgma.ie/en/publication-category/service-indicator-reports-2004-2010>

Appendix 1: Report of the Independent Assessment Panel: Service Indicators in Local Authorities, 2011

1. Background

An integral activity of the annual Service Indicator process since its inception is a quality assurance review carried out by an Independent Assessment Panel (IAP), appointed by the Minister for the Environment, Community and Local Government, in order to verify the returns proposed for the annual Report on “***Service Indicators in Local Authorities***”. The Panel carries out its work in conjunction with both the Department of the Environment, Community and Local Government and the Office for Local Authority Management (OLAM). In addition to the general review of returns carried out centrally the IAP visits a range of authorities 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 2011 Indicators

The local authorities were required to make returns on some 46 service indicators in 2011. Consequent on its own deliberations and discussions with OLAM, the IAP decided to concentrate on the following five service indicators as warranting review at this time:

- **C1: Absenteeism**
- **Rec2: Facilitated Leisure Facilities**
- **H6: Grants to Adapt Housing for the Needs of People with a Disability**
- **P6: Taking Estates in Charge**
- **Rev1: House Rent**

The IAP undertook visits to ten local authorities to review each of the five indicators with the relevant officers. The visits made were:

Mr. Coldrick and Mr. Embleton jointly visited **Dun Laoghaire Rathdown and Wicklow County Councils;**

Mr Coldrick visited **Cavan, Meath, Monaghan and Offaly County Councils;**

Mr. Embleton visited **Carlow, Clare, Galway and Laois County Councils.**

The visits were carried out between 1 and 18 June 2012, inclusive. In the course of 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 discussions were:

- To check that the returns for the selected indicators as forwarded 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 session 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 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. Proposed Review of the Service Indicators

The IAP understands that it is proposed to undertake a major review of the entire indicator initiative later in 2012 and that this review will be carried out under the aegis of the Department of the Environment, Community and Local Government. Accordingly, the IAP considers it opportune in this report to reflect on its accumulated experience to date and to make a number of observations on the overall indicator process which may assist such a Review.

4. Report on Assessment Visits 2012 – Overview

As in previous years 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. In the course of the discussions a number of suggestions emerged as to how some of the selected, as well as some other 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 series of annual visits has revealed that, in general, the indicators are compiled accurately and in keeping with the guidelines issued, a small number of errors and variations continue to emerge/be reported each year in the course of the visits and some amendments consequently communicated to OLAM. This year it was noted again 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 and that 2011 rather than the 2006 population figures should be used).

It is a matter of some concern that local variations continue to arise, especially since the indicator initiative has been underway for many years. The variations noted on this occasion are such as to render some inter-authority comparisons of doubtful value as outlined below. The IAP remains concerned that the continuing incidences of error and variation may reflect a

tendency towards passive compliance but, more critically, 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 no widespread use being made of the indicators by some managements either to assess performance vis-à-vis other authorities or to make better informed decisions in relation to the deployment of declining budgetary and staff resources. It is accepted that comparisons are made and views exchanged but in other forums, e.g. at the CCMA, at Heads of Finance meetings, regional meetings etc. and that, in the view of some authorities, direct comparisons with certain other authorities are not always relevant. It would appear that the level of commitment shown by senior management is a key factor governing the use of the indicators locally and as inter-authority comparators. The IAP revisits this and other factors below. Hereunder are some further general and specific comments.

General Comments relating to 2011 returns

In the main the selected indicators were compiled on a routine basis, e.g. weekly, monthly, and quarterly with the result that 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.

It has been obvious that in recent years the Service Indicator process is seen as a standard annual exercise with the result that, while the figures are produced, in some authorities their implications and operational/strategic value appear to be little discussed or reviewed. Accordingly, the IAP feels obliged to restate an observation made in previous reports that, with some notable exceptions, the service indicators do not appear to be compiled and assessed relative to objectives or targets set down in the periodic corporate or annual business/operational plans. In this context, in the case of too many of the indicators reviewed in recent years, the absence of targets against which to assess the outturn means there is no indication of the extent to which improvements in performance and outputs/outcomes are being pursued or achieved. It must be acknowledged, however, that the indicators relating to revenue collection are regularly reviewed by senior management and assessed against amounts due.

The IAP would see it as essential to the thrust and usefulness of the service indicators that they are intrinsically linked to individual authority's goals and related objectives. 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 firmly

embedded in management systems and used to monitor and improve performance and aid decision making in relation to policy outcomes, budgets and expenditure matters.

In light of the above, the IAP would yet 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 and medium/long-term strategic goals. This observation accords with the recommendations of the Local Government Efficiency Review Group relating to the role and further development of the indicators.

Shared Services

It is of interest to note that the matter of “shared services” was mentioned in a few instances reflecting ongoing developments in this area. The introduction of shared services should help promote a greater awareness of the potential to deliver savings and efficiencies through cross-authority collaboration in sharing resources and expertise. Furthermore, the combined effects of ongoing budgetary constraints and decline in staffing, occasioned by recent retirements of long-serving staff, as well as the loss of contract staff, and their attendant experience and expertise, would be expected to reinforce the need for alternative and more effective approaches to service delivery. The sharing of services would be a welcome development and one in line with IAP comments in previous reports on the need for greater synergy through collaboration between authorities in managing resources and delivering common services. It was mooted, however, that sharing services embracing levels of service commitments will necessitate new approaches involving, in some instances, radical changes in current practices and procedures if the desired savings, increased efficiencies and synergies are to be realised.

Specific Comments

C1: Absenteeism

This indicator is compiled strictly in accordance with the guidelines and thus the calculations are clear-cut and transparent rendering the results comparable across authorities and from year to year. One exception, however, was noted where average whole-time equivalents over the year, rather than the corresponding end-year figure, was applied on the grounds that the annual average is a more accurate measure of staff numbers whose sick leave is included in the returns; in this case, the returns based on the end-year figure were made available during the review.

All the authorities visited are using the CORE HR system making it considerably easier to compile frequent and detailed reports on sick leave absences though, it may be noted, such absences are merely processed by HR personnel and not subject to checks which are seen as a line management task.

It is evident in all the authorities that there is now a more assertive and proactive approach to monitoring and managing sick leave absences on an ongoing basis as a result of the *“Attendance Management Guidelines”* being more rigorously applied. The use of return-to-work interviews post a sick-leave absence has ensured a more active role for line managers in monitoring the sick leave of their staff. There is also a greater awareness of the effects of absences generally through statutory entitlements, e.g. annual leave, maternity leave, parental leave, etc, and an acceptance by HR personnel of their wider implications for managing workloads against available staff. It was remarked by one authority that, in its case, such a calculation revealed the extent of absences from work to be far in excess of what had been generally anticipated highlighting a need for a more proactive management of absences vis-à-vis work demands

The IAP has previously suggested, in its report on the 2009 indicators, that consideration might be given to compiling a more comprehensive set of indicators on work attendance to include annual and other statutory leave. It would be desirable, given the decline in staffing levels, that a measure of absences arising from such entitlements be compiled once every two to three years, say, with a view to ascertaining their effects on work schedules and enabling better management of work demands through the flexible deployment of available staff.

Rec2: Facilitated Leisure Facilities

There must be considerable doubt about the use of this indicator for purposes of inter-authority comparisons whatever merit it may have as a local year-on-year measure. In practically all cases the facilities in question, which in the main are swimming pools and gymnasiums and, in some instances, playing pitches, are managed under contract on behalf of the authority; with the authorities involved in major repairs and capital expenditure. Consequently, while the authorities are represented on the boards of management – *though it would seem that some are more assertive participants than others* - the returns are provided by the contractors with little or no input by the authorities.

There are various arrangements in place for measuring the number of users of the facilities which differ from authority to authority and even from facility to facility within the authority itself. The number of visitors is more likely to be the number of visits made during the year, i.e. repeat users being counted each time. In one case a visitor using two or more facilities, including the café, is counted for use of each facility. Issues arise also in relation to those availing of membership and thus regular users of the facilities – here also the norm would appear to be the number of visits. In the case of playing pitches, while efforts are made to record the number of users, the overall accuracy of the figures can be affected by the timing of the count and weather conditions. In one authority, only the number of hours reserved for use is available – there is no head count. In another authority, the population figure used in calculating the indicator was that of the 2006 rather than the 2011 Census of Population.

At present, the indicator as compiled cannot be taken to be a meaningful inter-authority comparator. It would appear necessary to define more clearly what is to be counted – visitors or visits to, or each use of, a facility. If playing pitches are included, a more comparable means of measuring their use is required be it the number of users, bookings, or hours reserved. It was suggested in several cases that the number of facilities to which the returns refer should be included as this would have a bearing on the number of users. It was noted also that the location of a facility near a county border attracts users from the adjoining county or counties.

The IAP suggests that serious consideration be given to amending this indicator as it is not yielding meaningful inter-authority comparisons as currently compiled. In the overall “Leisure Facility” arena it is commended that the management contract arrangements be such as to include regular reports to the authority on targets set and reached and that authorities ensure

their nominated representative to Boards of Management for Leisure Facilities provide regular feedback on how ongoing activities are benefiting the local community

H6: Grants to Adapt Housing for the Needs of People with a Disability

There is great deal of interest in these two indicators among councillors and others locally but it is questionable if they are acceptable inter-authority comparators as varying interpretations are taken of what constitutes a completed valid application. Furthermore, practices differ in respect of being open for receipt of applications (*depending mainly on availability of funds*), prioritising them, and the degree of assistance given to applicants prior to acceptance of what is deemed to be a valid application. The latter element may involve considerable activity including inspections, the time devoted to which may go unrecorded in the returns.

There are also instances where the application is granted but there are no funds available adding to the time taken between acceptance and permission to proceed. As a result, some authorities have a considerable backlog of valid applications on hand which will take some time to clear. One authority reported no backlog as it manages the available funds through pro rata allocations.

The net result of the differing practices is that the number of weeks taken to process a “valid” application is not strictly comparable between authorities and, depending on the availability of funds and other changing local circumstances, year-on-year comparisons within an authority may be subject to caveats.

The availability of the housing grants attracts a great deal of attention but there was a concern expressed in some quarters that the qualifying criteria based on income alone are such that some applicants could well afford to carry out the works themselves thus increasing the funds available to assist more deserving applicants on lower incomes. Consequently, in their opinion, applicants should be subjected to a means test and the available grants targeted more specifically at those in more genuine need of financial assistance.

En passant, it may be noted that there is a third grant for improving older persons’ housing which is extremely popular (and thus often closed down for lack of funds) but is not included in the indicators; this grant also appears to absorb most of the available funds

The IAP recommends that the definitions underpinning these indicators be reviewed or rigorously applied in order to render inter-authority comparisons more valid than they are currently; the returns should also be accompanied by more explicit notes to highlight local circumstances including decisions taken regarding the prioritisation of applications, availability of funds, number of applications on hand, etc. It is recommended that the grant to assist with improvements for older persons' housing warrants inclusion as an additional indicator.

P6: Taking Estates in Charge

The inter-authority comparability of this indicator is of doubtful value since there are variations between authorities in respect of what triggers action; it is not consistently a "*formal written request*" as specified in the guidelines. Cases arise where informal requests or a complaint from a resident can lead to the process of taking in charge being set in train and included in the returns.

Frequently, the time taken is generally outside the control of the authority because of developer/builder attitudes and/or delays in accessing the bond which appears to be particularly a problem where an insurance company is involved. As regards the latter issue, it is considerably more accessible where it is a cash bond or held by a bank. There is widespread agreement that listing the number of dwellings is not very meaningful but estates comprised of a large number of dwellings undoubtedly would require more time to assess their state of readiness for taking in charge.

There is much interest locally among councillors and the media in the taking in charge of residential estates. The indicator serves as a useful year-on-year measure of the number of, and rate of progress being made towards, estates being taken in charge given the numbers of unfinished developments on the registers of the authorities. It would appear that the recent compilation of the registers has helped to focus attention on the extent of the problem though the setting of targets for 2012 was mentioned in a couple of cases only.

Given the variations from the guidelines, it is recommended that the compilation of this indicator for purposes of inter-authority comparisons be reviewed with the aim of introducing a more standardised approach across authorities to embrace all cases where steps are in train to take estates in charge whether arising from formal or informal requests from builders/developers or residents; to put such returns in context, and to assess the rate of progress, the overall number of unfinished estates should also be returned annually.

Rev1: House Rents

By and large these indicators, which are vital to the management of revenue collection, are compiled according to the central guidelines but, nonetheless, variations were noted. RAS rents were included in some authorities but no mention of it in others. How credits are handled and their significance is another issue.

There are variations in relation to managing arrears with little apparent sharing of experiences. As highlighted when the indicator was last reviewed (for the 2009 returns), all authorities have mounting arrears and are devoting more time and staff to monitoring and managing the situation. All are keenly aware of the financial problems facing many of their tenants, particularly those in receipt of social welfare payments who appear to comprise the majority of tenants in arrears, and a well defined series of measures is in place to identify and address emerging arrears at an early stage. A common feature is a proactive approach to contacting tenants once arrears occur and facilitating them in tailoring payments to suit their financial circumstances. Tenants are frequently advised to avail of advice/assistance from external agencies in budgeting for payments i.e. MABS and An Post Household Budget scheme though both attracted positive and negative comments. There is universal support for deduction at source in the case of social welfare recipients

There were mixed views on the value or otherwise of on-the-ground collectors with some authorities being less than positive but others seeing them as a vital contributor to rent collection and, critically, to the timely identification and management of potential defaulters.

Introducing an additional indicator restricted to the current year's rent and its collection, i.e. ignoring past years' arrears, is generally viewed as a more valid measure of how successful authorities are in collecting current rents. It is mooted that the compilation of this additional indicator might be problematic for the first year given that, in many cases, arrangements are in place for paying arrears in conjunction with current rents requiring the latter payments to be isolated

It is recommended that, given the variations noted, the guidelines relating to house rents be made more specific with the aim of ensuring consistency in the compilation and reporting of the indicators; consideration should be given also to the compilation of an additional indicator in respect of the collection rate of the current year's rent.

The IAP would further recommend that steps be taken to promote greater sharing of experience and know-how between authorities in relation to the management and collection of arrears in order to identify and promote best practice.

5. Concluding Comment

The annual independent reviews carried out by the IAP have been a feature of the service indicator process since its inception in 2005. Over that period the IAP, in its reports, has observed, and commented on, some strengths and weaknesses of the process. In the light of these observations, given the proposed Review of the process, appended hereto is an IAP perspective on the questions and issues that the Review might address.

28 August, 2012

Proposed Review of the Service Indicator Process

An IAP Perspective

Strategic Backdrop

The IAP would strongly support the implementation of a major review of the entire service indicator concept for a number of strategic reasons that would include the following:

- The economic and social scenario has drastically changed since the indicator initiative was introduced in 2005 and many of the perceived priorities and concerns that prevailed then may no longer be central to local government thinking and needs.
- With curtailed resources now available, both locally and nationally, many indicators may need to focus more acutely on how scarce assets are best deployed.
- With reform of local government now in train there is a logic in linking any indicator process to the whole reform agenda.
- The Reports of the IAP over recent years have pointed to the possible emergence of a 'compliance' mindset in the indicator exercise whereby the collection and presentation processes are now well embedded but possibly to the detriment of a strategic focus which would directly contribute to medium and long-term thinking at both local and national levels.
- While the Indicator Initiative has contributed significantly to allowing comparisons between individual authorities it has also raised questions around how meaningful certain comparative data is, given the enormous differences in demographic, resource issues and priorities that prevail between authorities.
- It has been clear to the IAP for a number of years that the key stakeholders involved in local government – councillors, senior management, staff, the parent Department and the public – do not always perceive the same priorities with respect to indicators and accordingly a review could revisit such perceptions and perhaps refine them

There is another compelling and critical reason for a major review as, in the opinion of the IAP, the experience and commitment of authority staff involved in the Indicator initiative is such that an enthusiasm now prevails towards a meaningful review.

Some Issues/Questions

In the light of its experience and annual reports the IAP sets out below its views on some specific issues and challenges that it believes the review should address in order to ensure the relevance of the indicators to monitoring and managing authorities' performances, to demonstrating value for money, and setting challenging strategic goals.

- **Towards a More Robust Performance Management Framework**

It must be acknowledged that the current indicator process has its strengths and its introduction marked a radical and innovative departure in the approach to monitoring and managing the performance of local authorities in delivering services. But it also has operational weaknesses which diminish its overall usefulness in promoting improved performance, identifying and disseminating best practice and providing inter-authority and year-on-year comparators. A major strength of the indicator process is that it is now well embedded in the local authorities' administrative procedures and can be said to constitute, together with the periodic strategic and annual business plans, a robust framework for performance management. A principal challenge, therefore, is to enhance and reinvigorate the existing process in order to take it to a level where the performance of the authorities, individually and collectively, can be better assessed against challenging targets and performance standards. Such targets and standards will require a realistic but challenging assessment of what is possible to achieve in the light of available resources and the various extraneous factors that impinge on the capacity of local authorities to deliver efficient and effective services and value for money. The proposed review presents an opportunity to put in place a renewed framework through exploiting the strengths of the current process while addressing some of its weaknesses.

- **Service Indicators and Strategic/Business Plans**

Despite management commitment to compiling the indicators, it has been noted in several IAP reports that, in general, there is limited use made of the information generated. Apart from some notable exceptions, there is little evidence of a connection between the process and the annual business or the periodic strategic plans. Hence, there is rarely mention of targets against which the returns are assessed or of their use as a management tool to inform operational and strategic decisions. The current approach, moreover, is orientated towards activities and outputs rather than outcomes and performance. There is a need to place more emphasis on the latter and to set standards against which the outcomes can be assessed.

The role of City/County Managers, and the Directors of Service, in linking the production of indicators to business and strategic planning and exploiting their use cannot be understated. It is very obvious in those authorities where the current process is valued and embedded in the business plans that the driving force is the overt commitment of senior management to its use for monitoring and improving performance. The IAP reiterates that management in the authorities should put the appropriate systems in place to integrate the indicator process within strategic and business planning. This is an issue warranting positive action given the undoubted potential of service indicators to assist local management to make better informed and evidence-based decisions, thus deriving more value from the substantial staff and other resources devoted to their compilation. It is also a critical issue if the current process is to be orientated to one that is more focussed on performance measurement and the setting of challenging but achievable performance standards. In this context, the views and recommendations contained in the Report of the Local Government Efficiency Review Group (paragraph 3.5.4 of the report refers) are relevant.

- **Validity of Service indicators**

Given the number of authorities and the few indicators reviewed and visits made annually, the IAP can only focus in any depth on those selected each year from the overall set of service indicators. While this limits the extent to which an in-depth analysis can be made of the use and relevance of the full range of indicators in any one year, the accumulated experience of the annual reviews, which by now have included every authority on several occasions and practically all the indicators, does enable an informed view to be taken of their overall validity and usefulness. The IAP is satisfied, notwithstanding the not insignificant number of variations and inconsistencies found in their compilation, that the returns for the indicators reviewed over the years are, by and large, reliable and, in many instances, constitute valid inter-authority and / or year-on-year comparators. 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 are some indicators which they regard as having little if any value. These latter indicators detract from the perceived value of the process for the staff involved resulting in a less than positive commitment to it overall.

In this regard, it is essential that, among the stakeholders, there is a shared understanding and acceptance of the objectives of the indicator process and that it is seen to be a meaningful and worthwhile undertaking; in short, to have clarity as to what it is that is being measured and, critically, why it is being measured. It is not evident that this situation obtains at present or,

indeed, who comprises the stakeholders. In addition to management in the authorities, the Department and OLAM, who is or should be involved as a stakeholder? To what extent are councillors, or the general public, aware of the process? Taking account of, and genuinely attempting to respond to, the views and aspirations of the latter parties would greatly enhance the standing, and objectives, of the process. The proposed review presents the opportunity to address this issue and ensure a greater degree of external scrutiny of performance in service delivery.

- **Inter-authority Comparators/Clustering**

For some indicators their validity as inter-authority comparators is questionable. The annual reviews have highlighted the negative effects of variations in interpretation of guidelines and in local practices/procedures on such comparisons. These detract from what must have been one of the principal objectives of compiling the indicators. It is obvious that across the board inter-authority comparisons in the case of some indicators are spurious, particularly where there is little in common between authorities in terms of population, urban/rural mix, geographic spread, level of activity, etc.

Undoubtedly, there is validity in comparing certain indicators, for example those relating to revenue collection and absenteeism to name but two, across all authorities. But in other cases, for example unaccounted for water, road restoration and leisure facilities, comparisons need to be made only in respect of “like” authorities. This calls for clustering of “like” authorities for purposes of making more meaningful comparisons, assessing performance and facilitating benchmarking. It is appreciated that OLAM has explored this question in some depth and has highlighted the various factors and inherent difficulties involved. It is accepted that clustering poses some difficulties and would require an analysis of the comparative relevance of individual indicators. Nonetheless, in the opinion of the IAP, there is a compelling argument in favour of clustering, selectively applied to the more critical and important indicators of performance, to enable more meaningful inter-authority comparisons and benchmarking of performance. Clustering could be expected also to enhance the understanding of the indicators by internal and external users.

Experience gleaned from the annual IAP reviews would indicate further that quite a few of the current set of indicators are more relevant as year-on-year comparators at individual authority level. It would appear necessary, therefore, to classify indicators according to their value as

comparators, e.g. those which are valid comparators across all authorities; those that should be the subject of clustering of “like” authorities, and those useful only at individual authority level.

- **Optimum Number of Performance Measures**

In the context of inter-authority comparisons, an issue to be considered is the optimum number of measures. There is a case for fewer rather than more, particularly if there is to be a greater focus on exploiting indicators to benchmark performance and pursue improvements over time. This is not to say that performance indicators should not be compiled for each service activity within the local authorities. Rather it is a question of being selective in the case of national (and sub-national) comparators in order to focus more attention on pursuing and achieving visible improvements in the delivery of key services, whether these relate to revenue collection, environmental goals, public facilities, etc. In essence, the performance indicator framework should be sufficiently dynamic and flexible so that it reflects contemporary performance needs and challenges. This would require that a renewed framework be subject to frequent review to ensure that performance measures reflect current service delivery requirements and changing challenges.

- **Standardisation, Cost-effectiveness and Timeliness of Returns**

There is now both ample scope and experience generated whereby the Indicator operational process could be examined in order to best ensure that returns are compiled in a more cost-effective and timely manner. As pointed out over a number of years in IAP Reports there remains a trend whereby 'errors' in returns still occur, for example, with respect to the inclusion or otherwise of certain financial figures and returns from Town or Borough Councils. In part this trend appears to reflect different methodological and statistical criteria which may prevail with respect to other information provided by the authorities at the request of the Department and/or State Agencies. The review presents the opportunity to examine and rationalise such differences in the interests of standardisation, improved cost-effectiveness and timeliness. Such an examination should include emphasis both on the role of '**implementation teams**' and on ensuring a process whereby ideas and recommendations from individual authorities in a particular year are integrated into the following year's exercise

- **Additional Issues/Questions**

As intimated earlier the review could reinvigorate the indicator process by refocusing it on performance measurement and standards but perhaps also by considering the following issues and questions:

- What are the comparable international experiences?
- How can the performance indicator process support, and be integrated readily with, parallel initiatives and policy developments in the local government area, e.g. mergers, shared services, staff reductions, new technology, etc.?
- What lessons and learning have emerged / been shared in recent years from the current process?
- What are the optimum ways of ensuring that progress / innovations made in individual authorities as a result, or as part, of the process are shared? Disseminating best practice?
- How best to ensure appropriate follow up at authority level on foot of the annual outturns;
- Enhancing the role of the 'implementation team' at authority level;
- Reviewing the current use of alternative software systems;
- Should the future role of an independent review / quality assurance panel, e.g. the IAP, be enhanced in any way?

- What forums should be informed or presented with the outcomes of the annual indicator comparisons?

Implementing a New Framework

The IAP would stress the absolute necessity to put in place a detailed implementation plan, and an attendant timetable, setting out the steps to be taken in introducing a renewed performance indicator process to ensure an orderly changeover. In this regard, it is critical that existing data systems are availed of to the greatest possible extent with sufficient lead-in time being available for the development of new or enhanced data sources should any be required. It would be essential, and prudent, to solicit the views and input of local management and those staff members who are most closely involved in the compilation process in the development of an implementation plan.

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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 LGMA by individual local authorities. The LGMA then creates data files from these submissions for use by the LGMA. The tables and summary statistics which form the basis of this report were prepared by the LGMA. As part of the quality assurance process, the LGMA also identified anomalies in the data and, where necessary, gave local authorities an opportunity to review them.

Comparison from 2010 to 2011

In this report, the national results for every indicator are compared in the same manner between 2010 and 2011, 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 LGMA 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.

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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