

LOCAL AUTHORITY PERFORMANCE INDICATORS 2015

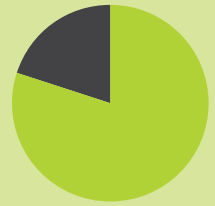


LOCAL AUTHORITY PERFORMANCE INDICATORS 2015

The 31 City and County Councils provide a wide range of services throughout Ireland. These services can affect your daily life and include housing, transport, planning, libraries, amenities, environmental management, fire and emergency services, infrastructure, community and economic development. The provision of these services are discussed by elected councillors at monthly meetings of the City or County Council. These meetings are open to the public.

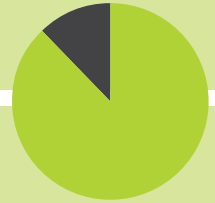
Like other public bodies, local councils operate in a challenging environment with reduced staffing and budgets and increased demand for services. Every year, the sector publishes Performance Indicators to show the level of service provided by each City and County Council. This report provides an overview of the main indicators for 2015.

FINANCE 2015



82%

Average rates collection



88%

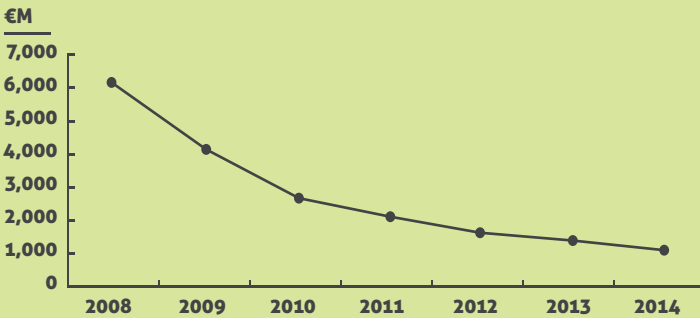
Average rents & annuities collection



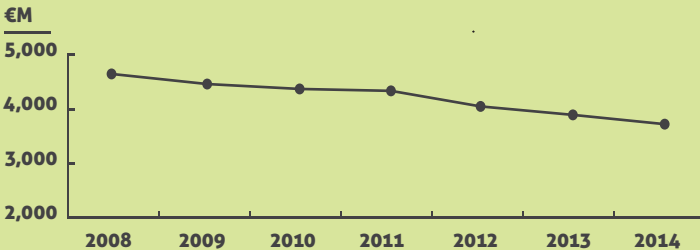
73%

Average housing loans collection

Capital Expenditure 2008 - 2014



Revenue Expenditure 2008 - 2014



City and County Councils are delivering a range of services under difficult financial constraints. Between 2008 and 2014 the revenue or current budgets of local councils reduced from €4.72billion to €3.88billion. Over the same period capital budgets reduced from €6.13billion to €1.11billion. As a result, by 2012 the majority of councils were operating at a revenue deficit. Since then, the level of deficit of all City and County Councils reduced and by 2015, 15 of 31 councils operated at a deficit.

HOUSING 2015



159,336
Total social housing units
provided as at 31/12/2015

9,081
1/1/15 - 31/12/15
Additional social housing
units provided

961
Units built or purchased
by councils in 2015

1,565

Additional rental
accommodation scheme
units in 2015

5,362

Additional housing
assistance payment
scheme units in 2015

1,193

Additional social housing
leasing initiative units
in 2015

6,847

Homeless adults and
dependents in October 2016

308,729

Registered tenancies

17,410

Private rented
inspections carried out

3.50%

Directly provided
units vacant as
at 31/12/15

€10,522

Re-let cost

22.56 weeks

Median re-let time

€732.00

Maintenance
cost per unit

Rebuilding Ireland will invest **€5.35 Billion** in a
social housing programme to deliver **47,000 units** by 2021.

City and County Councils are central to the provision of social housing. They provide homes directly through their own housing stock and operate a number of social housing schemes such as the Rental Accommodation Scheme (RAS), the Housing Assistance Payment (HAP) and the Social Housing Leasing Initiative (SHLI).

Housing is a key priority for City and County Councils. The Government has responded to the current housing crisis with the Action Plan for Housing and Homelessness: Rebuilding Ireland 2016 – 2021. This aims to address homelessness, accelerate provision of social housing, build more homes and improve the rental sector.

ROADS 2015

94,405 Kms
of local and regional roads



60% Regional roads surveyed

PSCI

84% Local primary roads surveyed

72% Local secondary roads surveyed

58% Local tertiary roads surveyed

74%

Regional roads

No visible / minor defects or surface defects

60%

Local primary roads

No visible / minor defects or surface defects

48%

Local secondary roads

No visible / minor defects or surface defects

40%

Local tertiary roads

No visible / minor defects or surface defects



361.85 Kms

of roads strengthened



350.03 Kms

of roads resaled

There are **94,405 kms** of regional and local roads in Ireland and local councils repair and maintain these roads. The Pavement Surface Condition Index (PSCI) is used to rate the surface condition of the road network.

Regional and Local Primary Roads In 2015 **60% of Local Primary Roads** surveyed had no visible/minor defects or surface defects and **74% of Regional Roads** surveyed had no visible/minor defects or surface defects.

WASTE/WATER/ ENVIRONMENT 2015



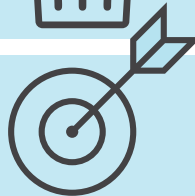
97.97%
of drinking water in
private schemes in
compliance with
statutory requirements

55,169
Samples taken from private
drinking water schemes



575,078

Households availing
of a 3 bin service



53,808

Environmental pollution
complaints closed

80%

of areas litter free /
unpolluted / slightly
polluted

15%

of areas moderately
polluted

2%

of areas significantly
polluted

Water Since January, 2014 water services transferred from City and County Councils to Irish Water under a Service Level Agreement. A total of **55,169** samples were taken from private drinking water schemes and of these **97.97%** were compliant with statutory requirements.

Environment City and County Councils do not directly provide waste collection services, but do regulate the private waste collectors. In 2015 the number of households availing of a 3-bin collection service increased by **10%** to 575,078.

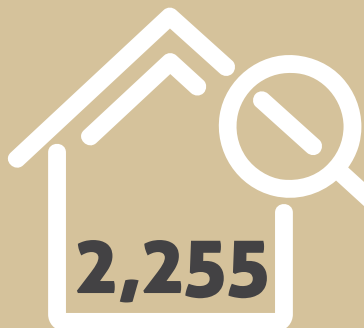
City and County Councils work with voluntary groups such as Tidy Town Committees to manage litter and pollution. In 2015 **80%** of areas surveyed were classified as unpolluted / litter-free / slightly polluted.

PLANNING 2015



9,438

Commencement notices



New buildings inspected



3,056

Enforcement cases resolved



16,346

Planning cases on hand at 31/12/15



6,273

Planning cases closed during 2015

1,391

 of which

Appeals to An Bord Pleanála

74.3%

Upheld by An Bord Pleanála

€26.78

Cost per capita of planning service

Planning and Development is an important function of City and County Councils. The service includes forward planning, development management, enforcement and preparation of the County or City Development Plan. In 2015, the average cost per capita of the planning service across the sector was **€26.78**. In 2015 a total of 16,346 planning cases were on hand; 6,273 planning cases were closed; 1,391 planning decisions made by City and County Councils were appealed to An Bord Pleanála, who upheld **74.3%** of the decisions made by the councils.

Focussing on Building Control, City and County Councils were notified of 9,438 new buildings in 2015, **27%** were inspected by local councils.

FIRE SERVICE 2015

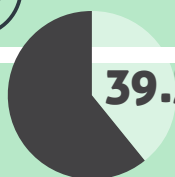


23,352

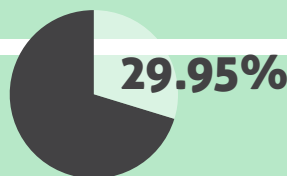
Emergency callouts 2015

€55.53

Cost per capita
of fire service



Fire cases within
10 minutes



Non-fire cases within
10 minutes

**1 minute
36 seconds**

Average time to mobilise
fire brigade (full-time)
(Fire)

**5 minutes
27 seconds**

Average time to mobilise
fire brigade (part-time)
(fire)

**1 minute
44 seconds**

Average time to mobilise
fire brigade (full-time)
(non-fire)

**5 minutes
40 seconds**

Average time to mobilise
fire brigade (part-time)
(non-fire)

Local councils provide a critical range of emergency services. Fire brigades and other emergency services frequently cross their administrative boundaries to respond to an incident. In 2015 fire services responded to **23,352 callouts**.

The cost per capita of the fire service was **€55.53**. The cost varies from council to council, depending on whether the fire service provided is full or part-time and the geography and topography of an area.

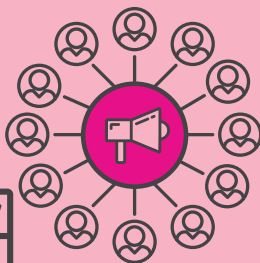
Fire scenes

The average time taken to mobilise the fire brigade to fire scenes from **full-time stations** was **1 minute 36 seconds** and from part-time stations it was **5 minutes 27 seconds**. Almost **40%** of fire scenes were attended within **10 minutes** and **85%** were attended within **20 minutes**.

Non-fire scenes

The average time taken to mobilise the fire brigade to non-fire scenes from full-time stations was **1 minute 44 seconds** and from part-time stations it was **5 minutes 40 seconds**. On average almost **30%** of non-fire scenes were attended within **10 minutes** and **80%** were attended within **20 minutes**.

LIBRARY SERVICES, COMMUNITY & YOUTH 2015



333

Public Libraries



17,492,513

Library visits

3.68

Visits per head
of population

€30.04

Cost per capita of
operating a library service

18,188,339

Items issued to borrowers

11,137

Organisations on the Public
Participation Network

486

Local schools involved in
the local Youth Council /
Comhairle na nÓg Scheme

Libraries There are **333** public libraries operated by City and County Councils throughout Ireland. In 2015 there were **17,492,513** visits to public libraries and **18,188,339** items were borrowed, including books, DVDs, audio, ebooks, e-magazines, e-audio and ProQuest. In addition to borrowing items, people visit the library to source information, participate in events and courses, and to access PCs and Wi-Fi. The cost per capita of the library service is **€30.04**. Free membership was introduced to public libraries in January 2016. www.librariesireland.ie

Community and Voluntary City and County Councils play a central role in the development of their local communities. The Public Participation Networks (PPNs) were set up in 2014 as a way for communities to take an active role in local policy making. The PPNs are organised by three colleges: Environmental, Social and Community. This provides voluntary and community groups with a mechanism to participate on the Local Community and Development Committees.

Young People The Youth Councils or Comhairle na nÓg are a way of fostering civic participation among young people. By 2015 **67.6%** of second level schools participated in the Local Youth Council/Comhairle na nÓg scheme.

CORPORATE 2015



26,569

Employees

3.52%

Working days lost to sickness
absence: medically certified

0.39%

Working days lost to sickness
absence: self-certified



644,521

Followers on social
media accounts

55,550,767

Page views of Council websites



€2,925

Cost of ICT per employee

57%

Motor tax transactions online

The number of staff working in City and County Councils reduced from 37,242 in June 2008 to 26,569 by the end of 2015, a reduction of **28.7%**.

There has been a steady decline in absenteeism across the sector since 2011. By 2015 **3.52%** of paid working days were lost to medically certified sickness. The percentage of paid days lost to self-certified absence was **0.39%**.

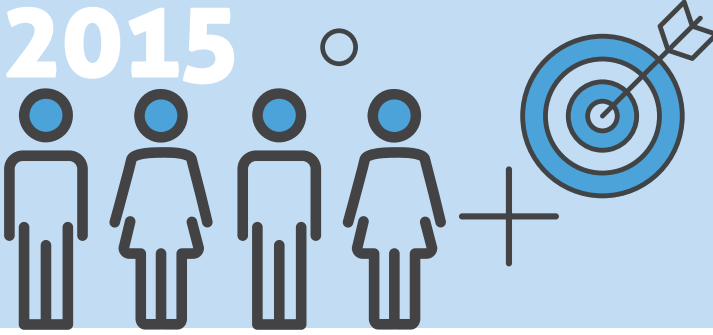
More people are using ICT to engage with their City or County Council. In 2015 there were over 55million page views of websites operated by local authorities and a total of 644,521 followers of council social media accounts. In 2011, **33%** of motor tax renewals were carried out online, by 2015 that figure rose to **57%**.

ECONOMIC DEVELOPMENT

2015

3,152.5

Jobs created with assistance of LEOs



1,896

Training Programmes

involving

27,187

Participants



8,175

Business owners received one-to-one mentoring

City and County Councils play a central role in driving and coordinating the economic planning and development of their areas, through the provision of infrastructure, business parks, tourism attractions and amenities. They work with a wide range of partners including state agencies and local community groups to attract investment and create and sustain jobs. This role broadened; a Local Economic and Community Plan has been published for each city and county area and the Local Enterprise Offices (LEOs) have become an integral part of each local council. In 2015 the LEOs assisted businesses to create an additional **3,152.5** jobs.



For further information visit www.noac.ie or www.lgma.ie