



Local Authority Performance Indicator Report 2020

NOAC Report No. 44 – September 2021

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NOAC (the National Oversight and Audit Commission) was established in July 2014 under the 2014 Local Government Reform Act to provide independent oversight of the local government sector.

The statutory functions assigned to NOAC include the scrutiny of the performance of local government bodies against relevant indicators. There are 42 separate indicators covering 11 areas that the Commission consider appropriate to review. This report is based on data provided to the Local Government Management Agency in response to a reporting guidelines document issued by NOAC.

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Executive Summary

NOAC is delighted to publish its seventh annual Performance Indicator Report. This report has evolved since the first report in 2014 and this year NOAC is reporting on 42 indicators under 11 headings. In publishing this report NOAC is carrying out its function of scrutinising local authority performance against relevant indicators. With so much data, local authorities can look at the results to streamline their processes, monitor various areas of performance more accurately, and understand their results on a deeper, more individual level, collecting, analysing, and using this wealth of insights for improvement. The selected indicators record local authority activity in relation to some aspects of their wide-ranging functions and these are collated and published annually in order to provide objective information on their performance. This information is relevant to the local authorities themselves, both to track their own performance over time and to compare their performance with other local authorities of a similar profile and size. The report is also of importance to the various Government Departments that work with the authorities and to the wider public that are affected by how well their local authority carries out its functions. On a fundamental level, the Performance Indicators provide critical performance-based information that enables local authorities and its stakeholders to understand whether or not it's on track and thus take action.

Trend analysis was introduced to the report in 2018 to allow the reader to track results that have been gathered over the years.

NOAC reviews the indicators each year, determines if they need refinement or clarification and introduces new indicators where appropriate. Accordingly this year there is 3 new indicators and revisions to 5 indicators.

NOAC is conscious of the impact that COVID-19 had on the work of local authorities in 2020. Public health restrictions and the increased challenges local authorities faced in providing essential services, along with the reduction in income, has impacted performance under various indicator headings. In this regard, this report includes a section on COVID-19 that sets out a summary of some, but not all, of the additional work local authorities undertook in 2020 to help in the fight against COVID-19 that are not measured by the indicators in this report.

Detailed findings of this report are set out in section 3, however the improved performance of local authorities in respect of a number of areas is worthy of note. Overall, local authorities have shown improved performance in the following areas:

- Housing stock levels increased;
- Homeless adult levels decreased;
- Motor tax transactions conducted online increased;
- Certified and self-certified sick leave rates decreased;
- Housing loan collection levels increased; and
- Revenue account deficits decreased.

The key messages section in the report identifies areas that warrant special mention in this year's report. Re-letting time and cost has again increased and although COVID-19 has impacted this area NOAC notes the steady rise in re-letting costs since 2014, with only a small decrease shown in 2019 compared to the prior year. Libraries are also considered in this section due to the significant drop in visits in 2020 which NOAC notes is directly related to closures and restrictions imposed by public health measures.

A new indicator for 2020, M3: Public Liability Claims is discussed and NOAC will monitor this in the coming years due to the resources required to address these claims. It is unfortunate that data for two indicators (W1 and E5) was unavailable this year but NOAC will follow up on this matter. It looks forward to receiving data for these two performance indicators to include in its 2021 report.

It must be acknowledged that in some areas where performance has disimproved, NOAC is aware of the impact that COVID-19 restrictions may have attributed to these results. At this year's validation visits, all undertaken remotely due to ongoing restrictions, NOAC was pleased to see that despite the challenges of 2020, local authorities continued to provide essential services and are continuing to develop new approaches to improve their performance. NOAC expects to see continued positive improvements recorded in its 2021 report and looks forward to showcasing some of the exemplars of good practices in its Good Practice Seminar later in 2021.

Acknowledgements

The production of this report has involved the support and input from a number of organisations. NOAC acknowledges the LGMA's continued input to the evolution of the guidelines to local authorities and maintenance of the LG Returns system into which all the authorities entered the data. NOAC is also grateful to the Statistical and GIS unit of the Department of Housing, Local Government and Heritage for their contribution to the report in relation to analysis and data visualisation.

NOAC wishes to recognise the continued contribution of the data co-ordinators and staff of all the local authorities. In particular it would like to thank the Chief Executives and their teams for the warm welcome and contributions made at the annual validation meetings. It would also like to acknowledge all those who provided or reviewed data included in the report, Enterprise Ireland, the Environmental Protection Agency (EPA), Sustainable Energy Authority of Ireland (SEAI), the Residential Tenancies Board, the Road Management Office, the National Waste Collection Permit Office and Tobin Consulting Engineers as well as the Department of Housing, Local Government and Heritage (DHLGH), Department of Transport, the Department of Environment, Climate and Communications, the Department of Enterprise, Trade and Employment, the Department of Rural and Community Development, the Department of Tourism, Culture, Arts, Gaeltacht, Sport and Media, IPB Insurance, An Taisce The National Trust for Ireland.

Special mention and thanks goes to the members of the Working Group and in particular to the members of the Working Group, Martina Moloney and Constance Hanniffy whose term of office came to an end during the course of the 2020 report and whose valuable guidance, experience, knowledge and hard work has contributed to the success and progress made in these reports.

NOAC also notes the work undertaken in this report by the Secretariat in the co-ordination, drafting and management of data queries in relation to the report.

NOTE:

All data presented in this report comes from Local Authorities and Government Departments and Agencies. The data is checked and verified as much as possible. The NOAC Secretariat should be contacted where an issue or error arises for review and amendment as necessary

Chapter 1

Introduction

NOAC published its first Performance Indicator Report in 2014. This is the seventh annual Performance Indicator Report published by NOAC in relation to its function of scrutinising local authority performance against relevant indicators.

The COVID-19 pandemic and the emergency measures taken to mitigate it have had a significant impact on the finances of local authorities. This has resulted in a reduction in and uncertainty over various income sources, together with increased levels of unexpected expenditures. Reductions in income have also had a bearing on the cash flow of the local authority and their ability to deliver services. Local authorities have continued to provide services during this period supporting individuals, communities and businesses as part of a national effort to respond to the economic and social challenges arising from the pandemic.

One of NOAC's key functions is to scrutinise the performance of any local authority against, or in comparison with, relevant indicators that the Commission consider are appropriate. Ultimately the published data should facilitate local authorities to critically review their performance relative to other authorities serving a similar population size and type and make improvements where the data indicates performance could improve.

The indicator outcomes should also highlight best practice so that local authorities can learn from each other for the improvement of the services that they provide to their communities. It is apparent from the validation visits that NOAC undertook over the years that the NOAC Performance Indicators are now being embedded in the operation of local authorities and used in budgeting, planning and to identify areas of potential service improvement.

Each year NOAC reviews the set of indicators and liaises with the local authorities and other stakeholders on improvements or changes that could be incorporated into its report. Due to the nature of some of the indicators it is not possible to make all suggested changes or if changes are agreed they may require introduction over a phased period.

There are 42 indicators in 11 areas:

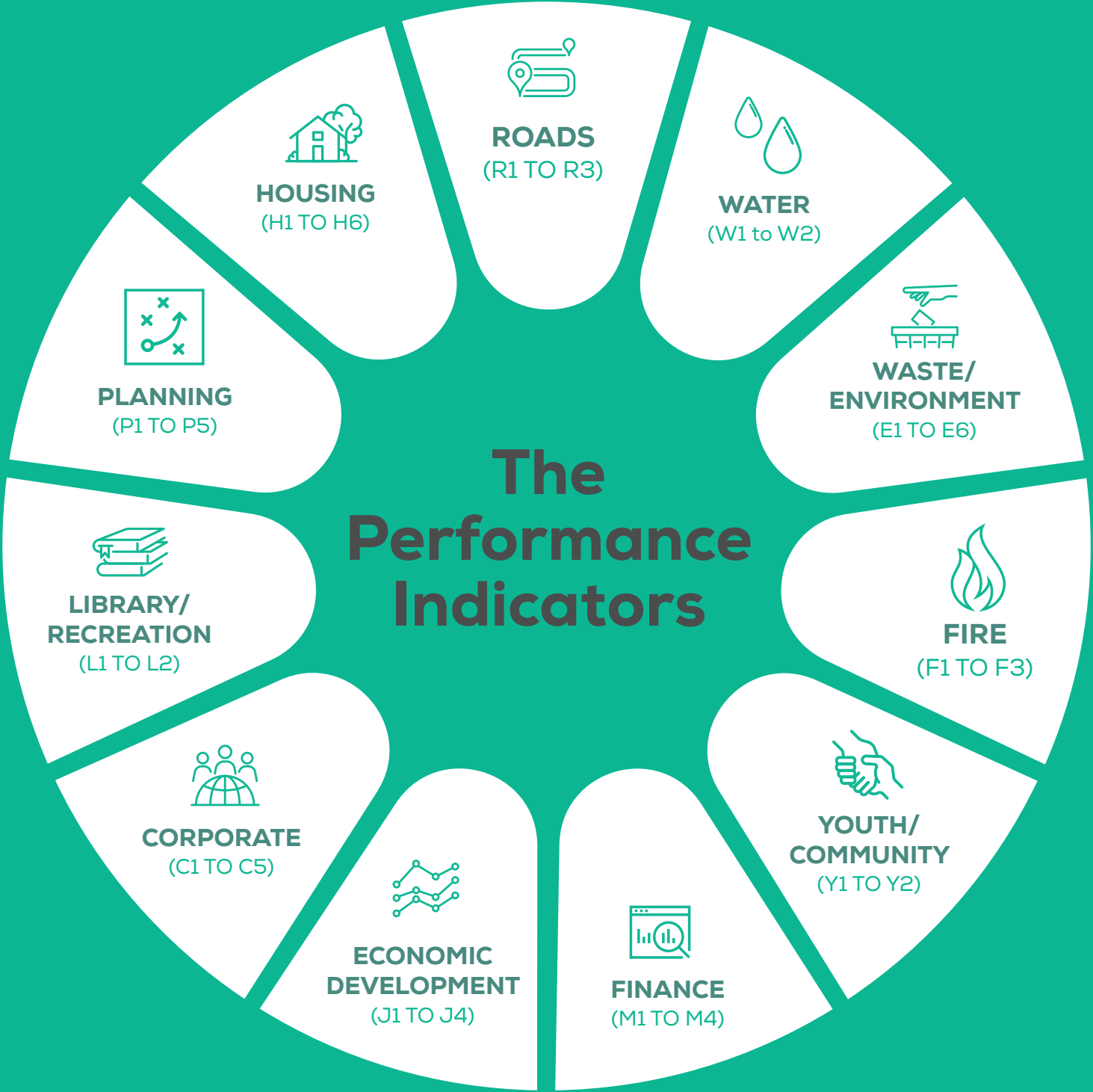
- 1 Housing**
- 2 Roads**
- 3 Water**
- 4 Waste/Environment**
- 5 Planning**
- 6 Fire Services**
- 7 Library/Recreational**
- 8 Youth/Community**
- 9 Corporate**
- 10 Finance**
- 11 Economic Development**

Three new indicators were added to improve the suite of indicators ahead of the Performance indicators workshop on 15 February 2021:

- Two new indicators were added to the finance section, M3 – Public Liability Claims and M4 – Overheads; and
- A new indicator was added to the environmental section, E6 – Public lighting.

NOAC worked to improve and amend the indicators for the 2020 report, based on the findings of the 2019 Performance Indicators report:

- The guidance under H1: Social Housing Stock has been amended to include further clarifications, specifically:
 - H1A: No. of dwellings in the ownership of the local authorities at 1/1/2020: Where a variance arises between the 2019 H1E figure published in NOAC's 2019 report and H1A in the 2020 return, a detailed explanation for this variance is required to be provided in the comments on LGReturns.
 - H1B: No. of dwellings added to the local authority owned stock during 2020 (whether constructed or acquired): Where a variance arises between the H1B figure for 2020 and those published by the DHLGH under the headings local authority New Build / Part V Build excluding Lease / Acquisition a detailed reconciliation is now to be provided to the NOAC Secretariat on excel via email in addition to the data submitted on LG Returns.
- The guidance under H5B to D: Private Rented Sector Inspections was amended and the data for this indicator is now obtained directly from the DHLGH rather than as in previous years from the local authorities.
- E1 No./% Households with access to a 3 bin service was amended to measure the percentage of households with access to 3 bin service based on those in agglomerations of >500 instead of using the household figure from the 2016 census.
- The name of E4: The % of schools that have been awarded/renewed green flag status in the two years to 31 December 2019 was updated to % of schools that currently hold and have renewed their green flag status.
- The guidance for L1C: Library registered members per head of population was changed to active members per head of population to capture anyone who checked out or renewed or returned at least one physical item, anyone who used a digital resource and anyone who used library Wi-Fi or public internet access where a login is required. L1D was added to record the number of registered members of the library in the year.
- C3: LA website and social media usage was updated to include a request that local authorities confirm if there was a change to their cookie policy on their websites. Cookies are created to identify when a website is visited and assist the website provider in tracking the number of visitors.



The Performance Indicators

To support the compilation of the 2020 report NOAC held the Performance Indicators Workshop on 15 February 2021. Due to the COVID-19 restrictions in place at the time, it was necessary for the first time to hold this workshop remotely. All local authority data coordinators were invited to the workshop where the 2020 Performance Indicator Guidelines were presented and explanations of methodology and updates to the indicators were given. It also allowed for specific queries from the data coordinators to be raised and addressed.

The data coordinators worked with their respective local authority colleagues to collate the data in line with the methodology outlined in the guidelines. The data was uploaded to the LG>Returns system (LG>Returns is a system developed in partnership with the Department of Housing, Local Government and Heritage and the Local Government Management Agency to support local authorities in the entry and processing of national data returns). The NOAC Secretariat then carried out a quality assurance review of the data, which involves a number of steps as described in Appendix 1.

The closing date for the submission of data was the 30 April 2021.

Appendix 1 shows the validation process carried out to assess the accuracy and reliability of a subset of the indicators and local authorities.

Appendix 2 shows the tables containing all of the data received.

Appendix 4 is the commentary on the indicators provided by the Local Government Management Agency.

The key messages from the Performance Indicators are set out in Part 2 of this report with detailed findings included at Part 3.

In Part 3 of this report NOAC have prepared a trend analysis for a sample set of indicators.

Finally, NOAC's conclusions arising from the Performance Indicators and analysis of that data are in Part 5.

It is notable that while the local authorities submit most of the indicator data, other bodies also provide data which is set out in the below table.

Name	Indicator
Residential Tenancies Board	H5: A. Total number of registered tenancies in the LA area at end June 2020
Road Management Office	R1 to R2: Roads
Department of Transport	R3: % of motor tax transactions conducted online
Environmental Protection Agency	W1: % Drinking water in private schemes in compliance with statutory requirements
National Waste Collection Permit Office	E1: No./% of Households with access to a 3 bin service
Tobin Consulting Engineers	E3: % of LA area within the 5 levels of litter pollution
An Taisce: The National Trust for Ireland	E4: % of schools that currently hold and have renewed their green flag status.
The Sustainable Energy Authority of Ireland (SEAI)	E5: Energy efficiency performance
Department of Housing, Local Government and Heritage	C1: A. The whole-time equivalent (WTE) staffing number as at 31 December 2020.
Irish Public Body Insurance	M3: Public Liability Claims
Enterprise Ireland	J1 to J3: Economic Development

COVID-19

NOAC is particularly conscious of the impact of COVID-19 on local authorities in 2020. NOAC acknowledges the extra burden this placed on local authorities with the reduction in revenues and additional strain put on resources while still having to deliver essential services and providing new services. Local authorities had to react to the restrictions and deliver in a completely new environment. They did so very effectively by setting up community response forums in order to co-ordinate local services and improve access to them under the Community Call launched in April 2020. A summary of this service is provided below.

NOAC also had to deliver the Performance Indicator Workshop and had to carry out all the validation visits remotely for this report. It understands and acknowledges that much of the work on this report such as completing of returns and compilation of data was carried out in the context of people and organisations having to work remotely.

Where performance in a particular indicator has declined compared to previous years as direct result of the impact of COVID-19, this is highlighted in the report. Where data was unavailable for specific indicators this has also been highlighted in the report. At the time of publication, data for indicators W1 (Drinking Water in Private Schemes in Compliance with Statutory Requirements) and E5 (Energy Efficiency Performance) was unavailable.

NOAC is aware that the report itself does not measure specific COVID-19 related work undertaken by local authorities throughout 2020. In this regard the following is a brief summary of the additional work provided by local authorities in 2020.

Data for the following was provided to NOAC by the LGMA.

- In a report published by the LGMA in May 2020, the challenges experienced by local authorities was presented. One hundred and nine related to the delivery of public services. A further 102 of the challenges identified related to internal processes and staffing, with the remaining 4 challenges associated with service delivery to elected representatives. In responding to these challenges, local authorities implemented formal or informal structures (e.g., governance structures or working groups). Specifically, 48% of the challenges identified were addressed through an existing formal structure within their organisation (i.e., structure that was set up within existing local government protocols/processes to ensure delivery/management of services). Informal or ad hoc organisational structures (i.e., structures set up to deliver COVID-19 services on a short-term basis) were developed to deal with COVID-19 related challenges in 38% of cases. The remaining responses to COVID-19 related challenges were addressed through engagement with external agencies (i.e., government departments, other local authorities, and community groups);
- Local authorities were responsible for administering Restart Grants to businesses. The total expenditure on Restart Grants paid out by local authorities amounted to €633.2m;
- In 2020, the Irish Government introduced a commercial rates waiver to help businesses forced to close during the COVID-19 pandemic. Local authorities recouped a total of almost €729m from central government towards the costs of the rates waived in 2020;

- Local authorities provided a wide range of other economic and social supports which sought to contribute towards maintaining confidence in local businesses and communities during a time of unprecedented economic and social change. These measures were facilitated through initiatives such as voucher and grants schemes, new street furniture, wider footpaths, dedicated cycle lanes, online training, marketing campaigns and COVID-19 seasonal supports for retail at Christmas;
- During the COVID-19 pandemic, each of the 31 Local authorities held a significant coordination role in supporting communities through a range of services provided;
- While many local authority services experienced changes in demand for services and rapid adaptation of their methods of service delivery, libraries data illustrates that during the COVID-19 pandemic the libraries across the country made a significant impact in their communities through the provision of existing and additional services during all stages of the pandemic, both in-person and online. Despite the closure of libraries to the public during the pandemic, library authorities across the country provided physical access to its services and resources through newly established home deliveries and contact and collect appointments when restrictions permitted.

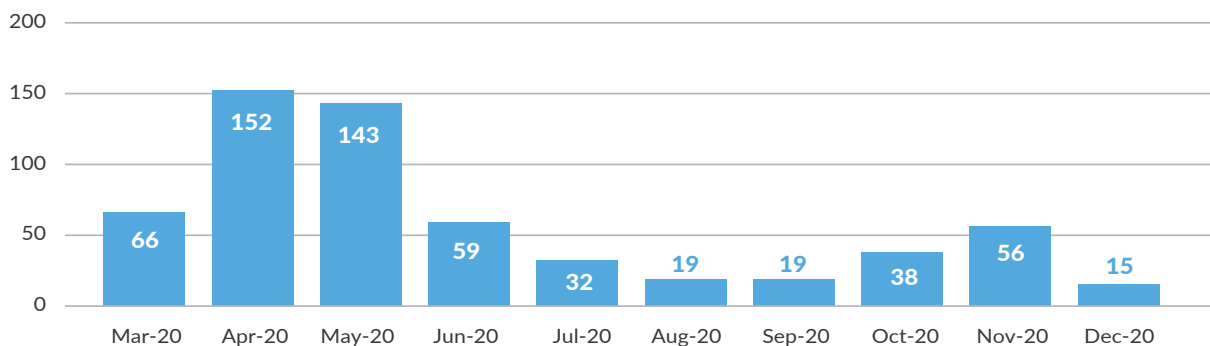
The primary mechanism established to coordinate and deliver supports provided in each local authority area was through the Community Call Initiative which comprised of a community call helpline, community call forum and data collection. The helpline was staffed by redeploying existing employees. The DHLGH established a data hub to collect weekly data from the local authorities.

Community Call Helpline

Between the months of March and December 2020, local authorities received over 57,000 phone calls from individuals via the Community Call helpline, while local authority staff made almost 23,000 follow-up calls related to these engagements. The table below sets out the type of calls dealt with by local authorities.

Community Call Forum Meetings

In total, 599 Community Call Forum meetings were held across all local authorities in 2020. The table below sets out the total number of forum meetings by date.



Source: Government of Ireland (2021)

Local Authority	Collection and Delivery Service Calls	Social Isolation Service Calls	Meal Service Calls	Medical and Health Service Calls	Other Request Calls
Carlow	186	181	9	66	300
Cavan	467	50	39	89	469
Clare	206	44	34	267	603
Cork City	507	133	71	32	4,056
Cork County	597	130	65	158	4,312
Donegal	93	67	42	246	432
Dublin City	1,347	23	142	26	898
Dún Laoghaire–Rathdown	1,541	597	58	187	1,540
Fingal	368	52	68	36	568
Galway City	228	163	31	155	286
Galway County	164	10	27	97	499
Kerry	777	133	88	160	1,301
Kildare	158	98	28	40	1,094
Kilkenny	118	105	21	139	894
Laois	98	91	77	123	321
Leitrim	133	51	31	151	477
Limerick	748	97	52	173	1,930
Longford	79	14	12	32	276
Louth	608	79	38	204	195
Mayo	192	48	17	157	487
Meath	211	46	40	221	601
Monaghan	97	42	41	34	576
Offaly	82	31	7	106	229
Roscommon	881	618	2,917	44	270
Sligo	196	291	39	171	83
South Dublin	884	106	84	462	650
Tipperary	178	57	22	37	79
Waterford	195	245	19	77	399
Westmeath	135	54	21	39	550
Wexford	448	7,350	72	122	1,007
Wicklow	323	65	21	166	670
Total	12,245	11,071	4,233	4,017	26,052

Chapter 2

Key Messages from 2019 Report

Introduction

All of the results of the annual Performance Indicator Report are provided throughout this report. However each year certain areas warrant special mention due to the fact that improvements have been noted or indeed a reduction in performance that stands out. For this reason these are included as key messages or key learnings for the year in question.

The 2020 keys messages include 10 indicators where the following has been noted:

- Improvement in performance;
- Decline in results;
- A change in the indicator from the previous report; and
- Data that was unavailable at the time of publication.

H3: Average Re-letting Time and Cost

This is already a challenging area for local authorities and the impact of COVID-19 in 2020 placed further strain on improving performance in this area. Nationally the average re-letting time has increased from 28.17 weeks in 2019 to 32.96 weeks in 2020 and the average re-letting cost from €18,336 to €19,065.

NOAC is aware that due to the pandemic the cost of using contractors increased and public health measures may have resulted in longer turnaround times for properties. It is evident from this year's validation visits that some local authorities are carrying properties for extended periods of time that can skew their overall performance in this indicator.

The delay in bringing these properties to re-let standard can be for various reasons including legal impediments. NOAC is eager to see the overall downward trend in these indicators improve in future years.

NOAC is pleased to see, despite the difficulties faced from COVID-19 in 2020, two of the 6 main urban authorities, Dublin City and Galway City Councils reduced average re-lettings times from 2019 to 2020. Dublin City decreased from 16.77 weeks to 15.17 and Galway City decreased from 46 weeks to 44.47.

H6: Homeless Adults

Tackling homelessness is a key priority for local authorities and one which in any year is challenging. NOAC is pleased to see that despite the impact of COVID-19 on services provided by local authorities, 2020 is the first year since NOAC published its first Performance Indicators Report 2014, that there has been a decrease in both the number of adults in emergency accommodation and the number of adults in emergency accommodation that are long-term homeless.

All of the city authorities confirmed a reduction in both categories and Dublin City Council, which returns figures for the four Dublin authorities, showed the largest decrease in both. Of particular note is its decrease in the percentage of long-term homeless adults from 68.04% in 2019 to 16.93% in 2020. This reduction is a positive impact of COVID-19 and as a result of specific measures introduced including the ban on evictions of tenants and increased bed capacity.

E1 – Households with Access to a 3 Bin Service

In previous reports the percentage of households with access to a 3 bin service was based on the 2016 census household figures. For the 2020 report NOAC amended this indicator to measure the percentage of households based on those in agglomerations of over 500. As such the results for this year are not comparable to previous years. To address this NOAC has also included the figures in this report using the previous methodology to aid in comparing performances in this transition year.

This indicator was reviewed as part of NOAC's validation visits. NOAC notes that local authorities are using fixed charge penalty notices which became enforceable following revisions to bye laws to pursue members of the public who are not properly disposing of their waste. Cork City Council noted that due to data protection it is unable to obtain details of properties that do not have a collection service. This impacts on its ability to target its investigations into the proper disposal of waste. NOAC would like to see developments and progress in this area nationally in future years.

L1: Libraries

The figures in this year's report show a dramatic decrease in the national average number of library visits per head of population from 3.57 in 2019 to 1.05 in 2020. This decrease is directly attributable to library closures in the year as a result of public health measures.

Although the national average for the number of items borrowed also decreased from 497k in 2019 to 347k in 2020 the drop is not as significant as the number of visits. Libraries made significant efforts to increase their online presence and two local authorities increased the number of items borrowed from 2019. Sligo increased its borrowings on 2019 by 48% and Tipperary by 4%. It should also be noted that libraries in many instances provided a delivery service to older residents which also halted the reduction in the number of items loaned.

NOAC is aware the services provided by libraries is evolving each year and will be looking at ways to capture more of the good work done by them in future reports.

C3: Website and Social Media

For the 2020 report NOAC amended how the figures for this indicator are presented. In prior years NOAC reported on the total number of page views and the total number of followers. This was amended for this report and the results are now presented on a per capita basis to provide more useful data. This should enable greater comparison nationally and allow local authorities to more easily identify areas of potential performance improvement.

Due to the impact of COVID-19 an increase in the use of local authority run websites was to be expected. However, due to a change in cookie monitoring policy during 2020, the ability for some local authorities to track page views was restricted. This in part can explain the drop in the national page views from 81 million in 2019 to 74 million 2020. NOAC is pleased to see the number of social media users increase nationally from 3.1 million in 2019 to 3.9 million in 2020.

Due to public health restrictions in place local authorities placed a greater emphasis on improving the availability of services online and the use of social media to communicate with the public. NOAC notes the strain this additional burden placed on local authorities and is pleased that despite these challenges local authorities were able to continue providing services throughout 2020.

M1: Revenue Account Balances

Due to the impact of COVID-19 further pressure was placed on local authority finances in 2020. Extra costs were incurred to continue to provide services and the reduction in rates income greatly impacted local authority finances notwithstanding grants received from central government.

In 2019, eleven local authorities had a deficit on their revenue account at the year end. The position remains the same in 2020 however NOAC is pleased to see for all eleven local authorities the individual deficit amounts have decreased. The overall deficit for these authorities has decreased from €46 million in 2019 to €40 million in 2020.

NOAC notes that Sligo County Council remains the only local authority where the deficit is greater than 4% of its total income but has shown year on year reductions from 30.21% in 2018 to 20.03% in 2020.

In a normal year these reductions would have been welcome but they are more impressive due to the impact COVID-19 has had on local authority finances.

In response to businesses that were forced to close due to COVID-19 public health restrictions the Government introduced a commercial rates waiver scheme. The DHLGH allocated €600m from March to September 2020 and then extended the waiver for a further three months at an additional cost of €300m.

M3 – Public Liability Claims

NOAC introduced this as a new indicator for 2020. The indicator measures the cost per capita of insurance claims for local authorities over a period of three years. The cost of insurance and settling claims impacts the available funds of local authorities to carry out other services. Data for this indicator was collected from local authorities and Irish Public Bodies (IPB).

At this year's validation visits NOAC was pleased to see each local authority noted the importance of managing insurance claims and ensuring risks are mitigated in so far as possible. NOAC is mindful that single large claims in a particular year can skew the per capita cost for local authorities and this is particularly relevant to smaller local authorities.

Due to the boundary change in Cork County Council and Cork City Council in 2019 only figures for 2020 have been published for these local authorities as this will be used as the baseline year for these two local authorities in future reports.

J1 - Economic Development

As set out in the 2019 report in recent years local authorities have had an increased role in economic development through the creation of the Local Enterprise Offices (LEOs). The LEOs provide advice, information and support to business in both starting a business and developing an existing business. There are 31 teams across the local authority network.

Nationally the results in this report shows a significant decline in the number of jobs created in 2020 across all 31 local authorities. There is no doubt that the reduction in jobs created is as a result of the restrictions imposed due to COVID-19. NOAC is confident performance under this indicator will improve as the effects of the pandemic ease.

NOAC is considering further performance indicators to measure local authority initiatives to stimulate economic activity and these will be incorporated in future reports.

W1 - Percentage Drinking Water in Private Schemes in Compliance with Statutory Requirements and E5 - Energy Efficiency Performance

NOAC is disappointed that data for the 2020 report in respect of indicators W1: Percentage Drinking Water in Private Schemes in Compliance with Statutory Requirements and E5: Energy Efficiency Performance was unavailable at the time of publication. Data for these indicators is normally received from the EPA and SEAI respectively. The EPA confirmed that it is currently undertaking an exercise to ensure each private scheme is correctly classified and this work will not be completed in time for the publication of this report. The SEAI has confirmed that COVID-19 has had a profound impact on energy performance and it will be completing a study on these impacts. NOAC will be following up on this matter and looks forward to receiving data for these two performance indicators to include in its 2021 report.

Chapter 3

Detailed Analysis

Section 1: Housing (H1 – H6)

H1: Social Housing Stock (A to F)

Social Housing continues to be a very important and topical subject and therefore it is considered one of the key indicators that NOAC reviews every year. Social housing stock is stock that is owned by local authorities and is added to each year through the local authority build and acquisition programmes. From a performance management perspective, the management of housing stock is a key function of local authorities for assessment. NOAC has developed an indicator, which looks at the stock level in local authorities, the additions to that stock in the review year and any reduction in stock levels during that year. This gives an overall view of the movement and management of local authority housing stock and the activity of local authorities in that year.

Local authorities play a key role to meet new and existing housing need. Notwithstanding this, it must be acknowledged that local authorities also play a key role in managing and steering the delivery of housing supports by other bodies and play a crucial role in delivering housing supports through other delivery mechanisms such as the Housing Assistance Payment (HAP).

While the housing stock of local authorities remains a key focus for NOAC, social housing delivery by other entities must also be acknowledged. Accordingly, local authorities have a more strategic role in managing the delivery of social housing by other bodies and through a range of new delivery mechanisms. Ways to deliver social housing support can be summarised and divided into activity strands, namely -

- direct local authority activity in increasing their housing stock to provide for households in housing need (i.e. building and buying),
- local authority activity in providing housing units through DHLGH funding streams, which do not form part of the authority's permanent stock, but which meet housing need (e.g. HAP and RAS), and
- the involvement of local authorities in the provision of housing by AHB's which meet the needs of households on local authority waiting lists by adding to the permanent and leased social housing stock of those AHB's.

From NOAC's perspective, while local authority involvement in the provision of housing support by AHB's is important in respect of the overall objective of meeting housing need, from an oversight and audit perspective, the statutory responsibility for the provision of local authority housing rests with the Local Authority as the Housing Authority and is therefore the key consideration.

Table H1a shows dwellings provided by both local authorities and AHB's under the various social housing schemes funded by the DHLGH. Tables H1b and H1c, which follow, break down the build and acquisition delivery from 2018 to 2020 by local authorities and AHB's. For Rebuilding Ireland (Rebuilding Ireland, an Action Plan for Housing and Homelessness¹) statistical reporting purposes, activity under the voids programme reflects the level of the voids target under Rebuilding Ireland each year.

Table H1A – Total Social Housing Output 2018 to 2020

Year	Total New Build	Total Acquisition	LA Vacant Dwellings	Leasing	RAS	HAP	Overall Totals
2018	4,251	2,610	560	1,001	755	17,926	27,103
2019	5,771	2,772	303	1,905	1,043	17,025	28,819
2020	5,073	1,314	180	1,440	913	15,885	24,625

Source: Department of Housing, Local Government and Heritage

Table H1B – Total Social Housing Build Output 2018-2020 by local authority and AHB

Year	LA New Build	AHB New Build	Part V – New Build (LA & AHB)	Total New Build
2018	2,022	1,388	841	4,251
2019	2,271	2,174	1,326	5,771
2020	2,230	2,101	742	5,073

Source: Department of Housing, Local Government and Heritage

Table H1C – Total Social Housing Acquisition Output 2018-2020 by local authority and AHB

Year	LA Acquisition	AHB Acquisition	Total Acquisition
2018	1,533	1,077	2,610
2019	1,905	867	2,772
2020	833	481	1,314

Source: Department of Housing, Local Government and Heritage

The housing needs of 24,625 households were therefore met in 2020 through a variety of delivery mechanisms and by local authorities and AHB's. This is a decrease of 14.55% from 2019. This is primarily due to the impact of COVID-19 on construction delivery.

Focusing on local authority delivery, in so far as it adds to local authority permanent stock, a total of 3,063 additional social housing stock units were provided in 2020, as recorded by DHLGH. Of this number, 2,230 were built by local authorities with the balance of 833 units purchased by local authorities on the open market. This was in addition to 742 Part V units, of which 355 relate directly to local authorities. The remaining 387 Part V units related to AHBs.

NOAC works to reconcile the figures given by local authorities to the DHLGH and to NOAC where variances arise. Looking at a comparison of DHLGH output figures for local authorities with figures recorded by local authorities for additions to stock in 2020, there is a variation of 267 units in respect of 23 authorities. There are several valid reasons for differences between the Department and NOAC figures. Mortgage to rent units, units managed and maintained by Approved Housing Bodies and units transferred to local authorities from other bodies are not included.

1 https://rebuildingireland.ie/wp-content/uploads/2016/07/Rebuilding-Ireland_Action-Plan.pdf

Table H1, column E in Appendix 2 shows in 2020 that local authorities had 141,128 dwellings in their ownership at the end of the year. Nationally this shows an increase in local authority housing stock when new units added to stock, demolitions and sales of dwellings (reduction in stock numbers) are taken into account.

In 2020 H1B shows nationally local authorities added 3,151 units to owned stock, whether constructed or acquired, a decrease of 2,468 on the 2019 figure of 5,619. In 2018 the figure was 3,965.

Local authorities recorded the sale of 353 units of stock in 2020, a significant decrease on the 1,390 units of stock sold in 2019. Eight local authorities demolished a total of 75 dwellings in 2020 compared to 106 dwellings in 2019.

Wicklow County recorded the largest increase in stock at year end in 2020, compared to 2019, with 5.33%. This figure represents the opening stock figure (carried over from 2019) plus any additions to stock, minus any units sold or demolished during the year.

H2: Housing Vacancies (A)

With the ever-increasing demand for social housing accommodation to meet the housing need, the management of vacant properties within local authorities continues to be a very important function. Minimising housing vacancies was a key action in relation to Rebuilding Ireland and local authorities continue to be funded by the Department of Housing, Local Government and Heritage to achieve these outcomes. In that context NOAC, year on year, looks at the number of dwellings in a local authority's overall stock that were not tenanted as of 31 December.

The overall percentage of directly provided local authority stock that was vacant at the end of 2020 was just 3.18%, a small increase from the 2019 figure of 3.15%.

As can be seen in the data in Table H2 Appendix 2, the lowest vacancy rate was in South County Dublin at 0.70%. The highest level of vacancy was in Galway County at 7.07%, which is a decrease on the highest level of Longford at 8.00% for 2019. The total number of vacant dwellings at end 2020 was 4,467 vacancies compared to the 2019 figure of 4,365 an increase of 2.34%.

NOAC understands that while there is always a level of turnover of local authority rented properties, every effort should be made by local authorities to ensure the stock is utilised to the greatest extent possible to meet the demand and needs of applicants on the housing waiting list. To support this, this matter is discussed in detail with local authorities during the NOAC Scrutiny Process and exemplars of best practice in this area have been the subject of presentations at the NOAC Good Practice in Local Authorities Seminars.

H3: Average Re-letting Time and Cost (A and B)

NOAC has previously noted that a key action in Rebuilding Ireland is to achieve the refurbishment and re-letting of vacant social housing units with minimal delay in line with best asset management practice. This is stated to involve adopting a national re-letting performance standard across all local authorities, a preventative maintenance approach to housing stock management, a greater focus on the roles and responsibilities of tenants and funding mechanisms structured to incentivise swift turnaround, consistent standards and to be proactive. NOAC is aware that the age of housing stock will also negatively impact this time line but active management should over time reduce it.

The national average re-letting time from the date the tenant vacated the dwelling to the date of the first rent debit in 2020 was 32.69 weeks, higher when compared to 28.17 weeks in 2019. The average letting cost was €19,065.30 compared to €18,336.85 in 2019, an increase of €728.45.

A comparison of average re-letting times for the six main urban authorities of Cork, Dublin, and Galway Cities, Dún Laoghaire-Rathdown, Fingal and South Dublin County Councils shows variations in both re-letting times and costs and are set out in table H3. The longest average re-letting time across these six authorities was recorded by Cork City at 85.08 weeks and the shortest at 15.17 weeks by Dublin City.

Table H3: Average 2020 re-letting times and costs of urban authorities compared to 2019

Local Authority	Unit re-letting Time		Unit re-letting Cost		No. of units re- tenanted	
	2020	2019	2020	2019	2020	2019
	Weeks	Weeks	€	€	No	No
Cork City	85.08	12.96	€19,438.24	€3,089.62	116	-12
Dublin City	15.17	-1.6	€21,346.12	-€2,489.51	715	-68
Dún Laoghaire-Rathdown	23.37	8.82	€12,367.05	-€8,411.47	55	-69
Fingal	35.43	3.09	€18,543.20	€3,548.99	89	26
Galway City	44.47	-1.53	€18,130.72	€10,482.23	63	-7
South Dublin	24.88	2.88	€22,658.23	€3,648.35	125	-47

Table H3 in Appendix 2 shows the national average re-letting time which varies 11.49 weeks in Monaghan to 85.08 weeks in Cork City. Cork County recorded the largest increase in the average re-letting time from 23.59 weeks in 2019 to 49.91 weeks in 2020. The largest reduction was for Longford County Council from 84.69 weeks in 2019 to 48.78 weeks in 2020, which NOAC sees as a welcome improvement.

In 2020, the average re-letting cost increased for 16 local authorities, from the 2019 figures. Notably, the lowest average re-letting cost was recorded by Wexford at €6,316.24, which was a decrease of €2,888.59 on its 2019 figure. Limerick City and County Council had the highest at €33,482.64, a significant increase from its 2019 cost of €15,410.64.

H4: Housing Maintenance Cost (A)

Expenditure on repair and maintenance of local authority stock is set out in table H4, Appendix 2. The maintenance cost per unit recorded across the 31 local authorities ranged from €326.90 in Monaghan (€622.03 in 2019) to €2,441.06 in Dublin City (€2,498.76 in 2019). Limerick recorded the largest increase, going from €764.72 in 2019 to €1,894.49 in 2020. Monaghan recorded the largest decrease, going from the 2019 figure of €622.03 to €326.90 in 2020.

H5: Private Rented Sector Inspections (A to D)

Table H5 Appendix 2 shows that the inspection rate of registered tenancies continues to be low at 6.73%, a decrease on the 9.93% recorded in 2019.

South Dublin County inspected the largest amount of rented dwellings in 2020 with 2,987, while Carlow inspected the least with 113.

Laois, Galway City, Waterford, Kilkenny, Cavan and Carlow recorded that 100% of inspected dwellings in 2020 were found not to be compliant with the Standards Regulations with Monaghan County having the lowest percentage at 55.10%.

Local authorities have advised that the number of non-compliant dwellings deemed compliant following an inspection in 2020 was 7,400, a decrease from 2019 when this figure was 9,326.

H6: Long-term Homeless Adults (A)

Table H6, Appendix 2 shows the number of homeless adults in emergency accommodation at the year-end has decreased in 2020 by 8.94% to 5,763 in 2020 from 6,329 persons in 2019. This is a welcome improvement and is the first decrease in these figures since NOAC began reporting on local authority performance indicators in 2014.

The number of adults in emergency accommodation that are long-term homeless (as a percentage of the total number of homeless adults in emergency accommodation) also dropped significantly from the 2019 figure of 61.59% to 27.62% in 2020.

There were 15 local authorities that recorded an increase in the number of long-term homeless adults however, 11 local authorities recorded decreases of which Dublin City Council saw a decrease from 68.04% in 2019 to 16.93% in 2020 and Cavan County Council dropped from 100% to 0%. Dublin City Council make a joint return on behalf of South Dublin County Council, Fingal County Council and Dun Laoghaire Rathdown County Council. Cavan, Tipperary and Roscommon County Councils were the only local authorities to record no adults in emergency accommodation at the end of the year.

Table H6 looks at the long-term homeless adults in the city authorities. These authorities would traditionally have counted the largest proportion of homeless adults and household. The figures shown are the number of adults classed as homeless and in emergency accommodation as recorded on the Pathway Accommodation & Support System (PASS) on 31 December 2020 and the number of homeless adults in emergency accommodation for longer than 6 months. In 2020, each of the city authorities saw a decrease from the 2019 figures.

Table H6: Long-term Homeless Adults in city authorities

Local Authority	Adults classed as homeless & in emergency accommodation			Adults on who had been in emergency accommodation +6 months		
	31/12/2019	31/12/2020	Difference	31/12/2019	31/12/2020	Difference
Cork City	318	289	-29	173	148	-25
Dublin City*	4,277	4,058	-219	2,910	687	-2,223
Galway City	234	176	-58	126	116	-10
Limerick City & County	278	205	-73	109	104	-5
Waterford City & County	71	47	-24	34	23	-11

*Dublin City Council make a joint return on behalf of the four authorities in the Dublin region

Section 2: Roads (R1 to R3)

R1 – Pavement Surface Condition Index (PSCI) Rating

NOAC publishes the Pavement Surface Condition Index (PSCI) data, which is compiled under the guidance of the Department of Transport (DoT). This is one of the longer standing indicators used by NOAC and is based on tracking the regional and local road network pavement condition performance through a condition rating system – Pavement Surface Condition Index (PSCI), that was developed in 2012 by the DoT and local authorities. This system also links condition to treatment type to cost.

Data is recorded on the LGMA MapRoad system, which is a local government road management system that covers a range of functions including road pavements.

The published PSCI ratings in Tables R1 show the proportion of roads that fall within the grouped condition categories as representing an indication of service quality:

Overall PSCI Rating	Primary Rating Indicators
9 to 10	No defects or minor surface defects
7 to 8	Surface defects
5 to 6	Surface defects, localised distress
1 to 4	Some to severe structural distress

The NOAC data relates solely to regional and local roads and does not include National routes for which responsibility is shared between DoT, local authorities and Transport Infrastructure Ireland (TII). Regional and Local roads represent 96,043km out of the total public road network length of 101,456km. Additionally, as the six large urban authorities have a proportionally small amount of regional and local roads network, NOAC has focused its examination of the data on the other 25 authorities.

NOAC recognises that cross authority comparisons of performance indicators can represent a challenge, having regard to the variation in characteristics, geographic, topographic, and socio-economic factors, population distribution, resource availability and local service prioritisation. However, identifying comparators can still be beneficial in the case of specific indicators, with a view to sharing learning and best practice amongst local authorities.

Regional (R) Roads

Regional roads are the arteries that connect many parts of the country and are the most highly trafficked routes outside national roads. They constitute 13,336km of road or 13% of the total network length.

Poor quality roads can be a cause of concern to communities and impact economic development. Excluding the six² large urban authorities Table R1a below identifies the three local authorities that have the highest percentage of roads with a condition rating of 1 to 4.

The proportion of these roads surveyed in the 24 months to the end of 2020 exceeds 90% for 18 local authorities, excluding the six large urban authorities.

2 Cork City, Dublin City, Galway City, Dún Laoghaire-Rathdown, Fingal and South Dublin County Councils.

Table R1a: Regional Roads PSC Rating 1-4 (Structural Defects)

County	2019	2020
Laois County	6.51%	17.80%
Offaly County	10.96%	13.40%
Cork County	8.83%	13.10%

In respect of the poorest PSCI condition ratings, from 1 to 4, three counties, Laois, Offaly and Cork had over 10% of the regional road network length, while a further seven authorities had greater than 5% of their regional road network length with the same rating (a reduction from seventeen in 2019).

There are 21 local authorities that have less than 5% of their regional road network falling into the rating category of 1 to 4 and of these local authorities, Leitrim and Galway City have effectively no road in this category.

In respect of PSCI rating 9 to 10 (no defects or less than 10% defective) Kilkenny County Council had the lowest percentage of regionals roads in this category (9.20%) and Westmeath County Council had the highest percentage of its regional roads given this rating (56.60%). Table R1b below shows those authorities (excluding the six large urban authorities) with the highest proportion of their regional roads having few or no defects. NOAC welcomes these results.

Table R1b: Regional Roads PSCI Rating 9-10 (Little or no Defects)

County	2019	2020
Westmeath County	53.37%	56.60%
Kildare County	47.21%	53.20%
Mayo County	42.89%	45.60%
Longford County	44.41%	43.00%

Local Primary (LP) Roads

As with regional roads, local primary roads also represent a very important part of the local road network. The guidance from the DoT requires that local primary roads be surveyed every two years. The proportion of these roads surveyed in the 24 months to the end of 2020 exceeds 90% for 21 local authorities (15 in 2019), excluding the six large urban authorities.

In the case of two local authorities, Clare and Kildare, less than 50% of local primary road kilometres were surveyed and received a PSCI rating in the 24 months to the year-end 2020.

NOAC believes that all roads should be surveyed in accordance with the standard to ensure the accuracy and completeness of the information published.

In terms of the road condition for local primary roads, Wexford County's network had the highest percentage at 31.3% (37.01% in 2019) classified as structurally distressed, which although is a reduction since 2019, remains a cause for concern. Excluding the six large urban authorities and those authorities who had surveyed less than 90% of their local primary network in the last 24 months, Kildare had the highest percentage (42.70%) of its roads in the best condition with no defects.

Local Secondary (LS) Roads

For local secondary roads the guidance from the DoT also requires condition surveys every two years. The proportion of such roads surveyed in the 24 months to the end of 2020 exceeds 90% for 19 authorities (again excluding the six large urban authorities), which is an increase from thirteen in 2019. In the case of Longford and Wicklow, it was greater than 98%. In the case of two local authorities, Clare and Kildare less than 50% of local secondary road kilometres were surveyed and received a PSCI rating in the 24 months to the year-end 2020. NOAC would expect to see that all roads are surveyed in accordance with the DoT standard to ensure the accuracy and completeness of the information published.

In terms of the road condition, Wexford County's network had the highest percentage of 44.70% classified as structurally distressed, which is a cause for concern, particularly as it also had the highest percentage of local primary roads in distress. Excluding the six large urban authorities and those authorities who had surveyed less than 90% of their local secondary network in the last 24 months, Kildare, as with local primary roads, demonstrated that it had the highest percentage (29.90%) of its roads in the best condition with no defects.

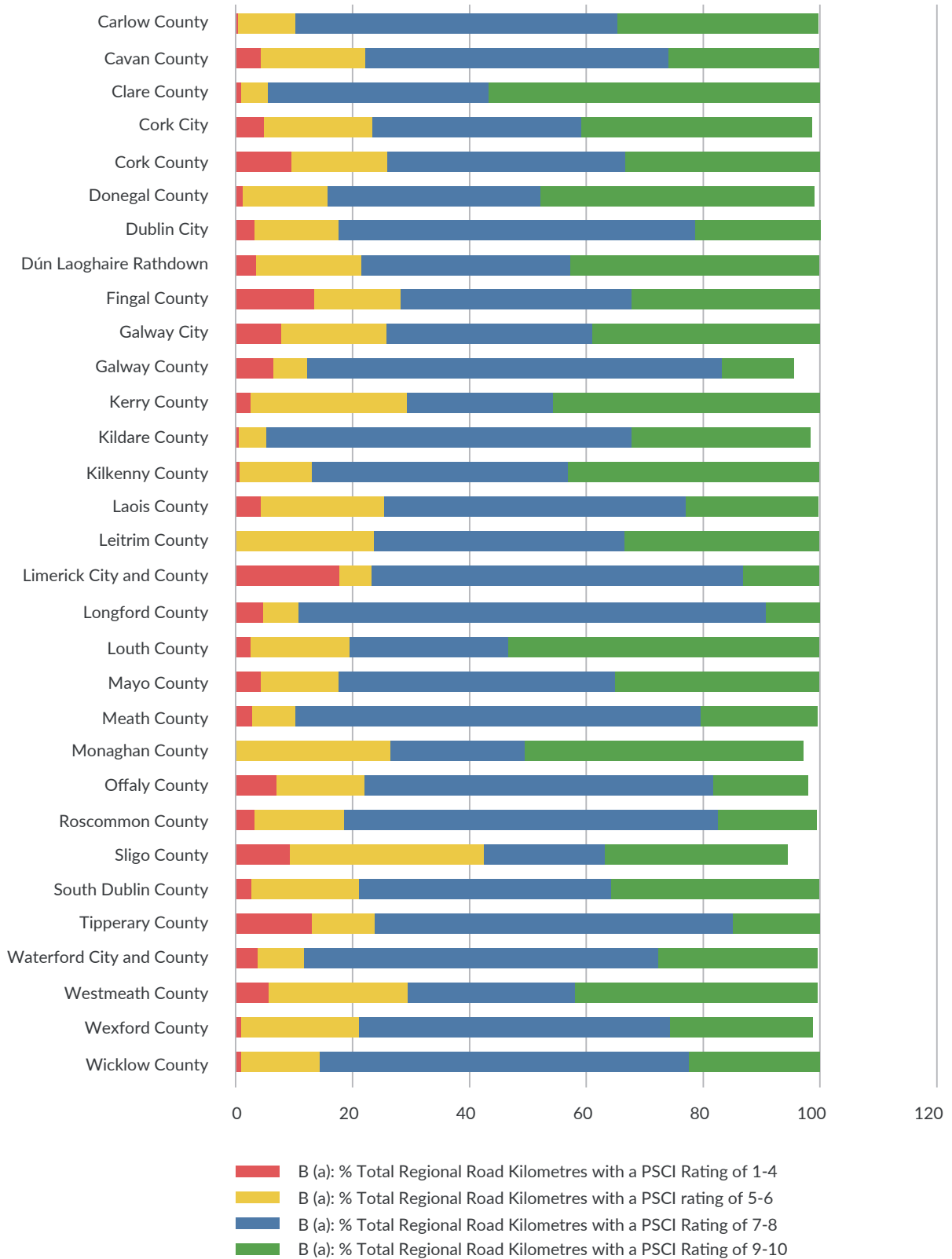
Local Tertiary (LT) Roads

For local tertiary roads the guidance from the DoT requires condition surveys every five years (60 months).

The proportion of such roads surveyed in the 60 months to the end of 2020 exceeds 90% for three authorities (excluding the six large urban authorities), which is down from five in 2019. In the case of one local authority, Kildare, less than 50% of local tertiary road kilometres were surveyed and received a PSCI rating in the 60 months to the year-end 2020.

Figure R1a: Regional Road Pavement Surface Condition Index (PSCI) survey level

Pavement Surface Condition Index (PSCI) 2020



In terms of the road condition for local tertiary roads, Wexford County's network had the highest percentage, 39.50%, classified as structurally distressed which is a cause for concern. Excluding the six large urban authorities and those authorities who had surveyed less than 90% of their local tertiary network in the last 60 months Offaly had the highest percentage (31.00%) of its roads in the best condition with no defects.

R2: Roadworks / Expenditure]

Table R2a below summarises expenditure under the various road maintenance headings and the full details can be found at Table R2 in Appendix 2. Total Improvement and Maintenance Expenditure increased from €317,845,887 in 2019 to €366,134,345 in 2020 and the total kilometres strengthened and resealed increased from 4,984.70km in 2019 to 5,798.80km in 2020.

Table R2a: Improvement and Maintenance Expenditure 2019 - 2020

Road / Works Category	Km		€	
	2019	2020	2019	2020
Regional road strengthened	408.2	457.2	90,538,476	99,083,705
Regional road resealing	442.3	505.4	14,520,626	17,491,305
Local road strengthening	2,015.00	2,275.4	171,698,912	199,875,622
Local road resealing	2,119.20	2,560.80	41,087,873	49,683,713
Total	4,984.70	5,798.8	317,485,887	366,134,345

R3: Percentage (%) Motor Tax transactions conducted online

As in previous years all local authorities showed an increase in the percentage of motor tax transactions which were dealt with online.

The largest percentage increase was recorded in Donegal going from 58.13% of motor tax transactions completed online in 2019 to 79.65% in 2020, an increase of 22%. The lowest year on year increase recorded was by Meath and Dublin City at 5%. However, as with last year's report Dublin City (who collect for the 4 Dublin Authorities) has the highest overall percentage of motor tax transactions completed online at 92.01%, Kildare recorded 91.16% and Meath had the third highest in 2020 at 91.00%. While Roscommon had the lowest percentage of motor tax transactions completed online at 74.91%, it represents an increase of over 16.78% from 2019. It should also be noted that five local authorities do not collect motor tax as in each case it is collected by another adjoining authority.

Section 3: Water (W1 – W2)

Since the creation of Irish Water in 2015, much of the public supply functions of local authorities have been taken over by that utility. However, local authorities still have functions in areas including private supplies.

W1: Percentage (%) drinking water in private schemes in compliance with statutory requirements

Local authorities have submitted the 2020 test results to the EPA. The EPA reviews and publishes these results annually, however, summary data for 2020 was not available in time for this report as the EPA is currently undertaking an exercise to ensure each private scheme is correctly classified.

W2: – Percentage of registered schemes monitored

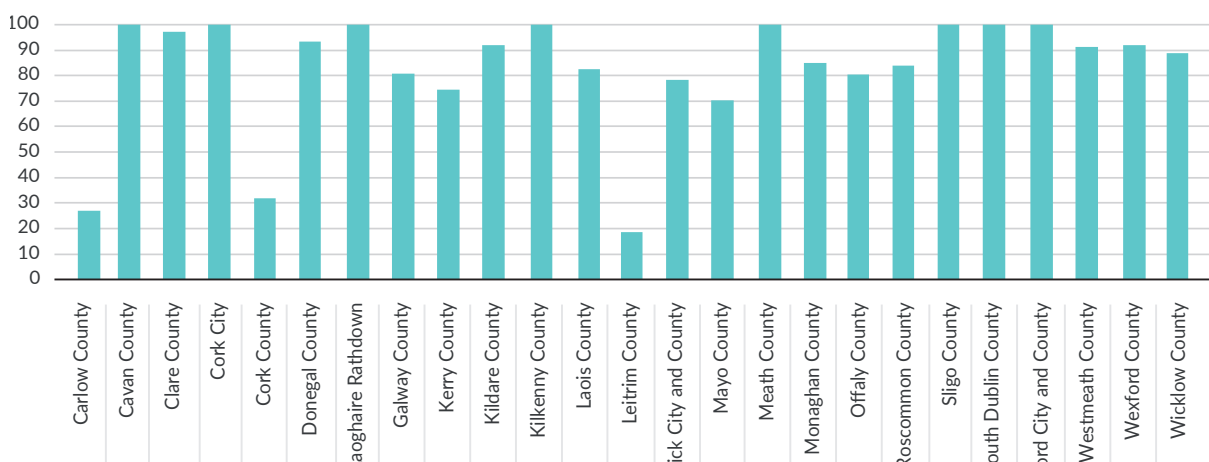
W2 was introduced for 2019 as the W1 performance indicator relates only to actual inspections (that is, where a sample was taken and tested to determine the water quality) and does not reflect registered supplies that were not monitored or unregistered supplies. NOAC has introduced W2 as a new indicator to include the number of registered schemes monitored by each local authority as a percentage of total registered schemes.

Local authorities provide the data directly to NOAC. NOAC were unable to verify this data with the EPA as finalisation of its 2020 data is ongoing.

Monitoring seemed to have varied substantially between local authorities with a national average of 71.01%, down from 73.43% in 2019. There were only eight local authorities that had 100% of schemes monitored in 2020, down from 16 in 2019. However, the number of local authorities that monitored less than 50% of such schemes fell from four to three. Dublin City, Galway City, Longford and Tipperary reported no registered schemes in 2020. Fingal and Louth reported 6 and 7 registered schemes respectively in 2020 with no monitoring undertaken. Schemes that are not monitored are a concern to NOAC, which local authorities need to address.

NOAC met with the EPA prior to collecting the data, who advised that they were engaging with local authorities to ensure that each supply is correctly classified as a private group scheme, public group scheme or small private supply.

Figure W2: Percentage (%) registered private schemes monitored.



Section 4: Waste and Environment (E1 – E6)

E1: Households with access to a 3 Bin Service

Since 1 July 2016, the Household Food Waste and Bio-Waste Regulations has required all agglomerations³ greater than 500 households to have access to brown bin collection service. Data for this indicator comes directly from the National Waste Collection Permit Office (NWCPO). NOAC has been advised that the system used by NWCPO is a live system and local authorities can update figures submitted on an ongoing basis. Where adjustments were made after submission of figures to NOAC, these changes will not be captured in this report.

The local authority function is to ensure that food waste in the agglomerations to which the regulations apply is either home composted, brought to an authorised facility for treatment or collected by an authorised waste collector.

NOAC amended this indicator for the 2020 report to measure the percentage of households based on those in agglomerations of over 500 instead of the 2016 census household figure as in previous years.

In the interest in maintaining trend comparison NOAC have portrayed the data as based on agglomerations greater than 500 households and using the previous methodology based on the 2016 census household figure.

Eight local authorities reported in excess of 100% in respect of households with access to a 3 bin service in agglomerations of over 500, as the service was provided for more households than just those in an agglomeration over 500. For example Clare County Council (who reported the highest figure at 199.44%) have 15,535 households in agglomerations over 500 but 30,983 households had a 3 bin service. Westmeath County Council had the lowest at 35.19%.

When comparing local authorities against the previous method NOAC used (% of households within the local authority (per 2016 Census) which are situated in an area covered by a licensed operator providing a 3 bin service) Cork City was the highest with 114.00% (up from 105.52% in 2019) and Cavan County was the lowest at 12.45% (down from 10.98% in 2019).

³ a large, densely and continuously populated area

Authority	A. Number of households which are situated in an area covered by a licensed operator providing a 3 bin service at 31/12/2019	B. % of households within the local authority (per 2016 Census) that the number at A represents in 2019	A. Number of households which are situated in an area covered by a licensed operator providing a 3 bin service at 31/12/2020	B. % of households within the local authority (per 2016 Census) that the number at A represents in 2020
Carlow County	9,576	46.79	10,381	50.73
Cavan County	2,942	10.98	3,337	12.45
Clare County	29,366	67.74	30,983	71.48
Cork City	52,094	105.52	56,283	114.00
Cork County	39,678	27.17	46,407	31.77
Donegal County	9,234	15.84	9,115	15.63
Dublin City	109,059	51.54	118,516	56.01
Dún Laoghaire Rathdown	54,868	69.84	57,299	72.93
Fingal County	83,109	86.03	85,841	88.86
Galway City	27,177	94.28	28,603	99.22
Galway County	15,409	24.56	17,418	27.77
Kerry County	25,492	46.96	26,769	49.31
Kildare County	42,072	57.36	47,729	65.07
Kilkenny County	8,842	25.45	10,425	30.01
Laois County	10,115	34.88	11,750	40.52
Leitrim County	7,941	64.02	8,082	65.16
Limerick City and County	48,988	68.98	49,468	69.65
Longford County	3,385	22.43	3,593	23.81
Louth County	21,766	47.98	22,884	50.45
Mayo County	7,200	14.77	8,705	17.86
Meath County	28,532	44.68	32,228	50.47
Monaghan County	3,440	15.92	4,635	21.45
Offaly County	4,911	18.07	6,400	23.54
Roscommon County	4,212	17.58	4,885	20.39
Sligo County	8,309	33.56	8,598	34.72
South Dublin County	66,525	72.00	70,648	76.46
Tipperary County	24,248	41.05	25,728	43.55
Waterford City and County	29,535	67.97	29,908	68.83
Westmeath County	3,648	11.51	5,062	15.98
Wexford County	14,235	26.36	17,740	32.85
Wicklow County	25,112	51.24	26,450	53.97
TOTALS	821,020		885,870	

E2: – Environmental Pollution Cases

The total number of pollution cases in respect of which a complaint was made in 2020 was 84,942 across all local authorities, which is an increase of 5,908 from the 2019 figure of 79,034. Leitrim recorded the largest percentage point increase of 55.80% from 2019 to 2020 and Limerick recorded the greatest proportional decrease of 59.55%, going from 3,565 pollution cases that were subject to a complaint in 2019 to 1,442 in 2020. The cases relate to all pollution types, including air, noise, water, litter and waste.

For closing cases, Dublin City Council had the largest increase from 22,420 in 2019 to 26,689 in 2020.

Limerick, who closed 1,657 cases in 2020, had the largest year on year decrease of cases closed at 56.50% or 2,152 fewer cases closed than in 2019.

A total of 8,814 or 10.38% of the 84,942 pollution cases that arose in 2020 were still on hand at the end of the year compared to 7,334 in 2019. These cases carry over into 2021.

E3: – Litter Pollution

Offaly County Council did not take part in the 2020 survey.

In respect of areas classed as unpolluted or litter free, NOAC is pleased to see Clare has recorded the largest increase, going from 13% in 2019 to 36% in 2020, an increase of 23%. Similarly, Donegal went from 29% to 49% for the same period, an increase of 20%.

Overall, nine local authorities recorded a decrease in the percentage area unpolluted or litter free, whereas 18 recorded an increase. Ten (Twelve in 2019) local authorities recorded no areas as being significantly polluted. Twenty four (twenty seven in 2019) local authorities recorded no area as grossly polluted. However, for the remaining six that recorded areas in this category, the proportional area of the county was low, ranging from 1% to 4%.

The litter pollution monitoring figures are set out in Table E3 in Appendix 2.

E4: % of schools that currently hold and have renewed their green flag status

This is the third year for Indicator E4 which records the percentage of schools that have been awarded green flag status. Promoting long-term, whole-school action for the environment Green-Schools is a student-led programme with involvement from the wider community. The programme is operated and co-ordinated by the Environmental Education Unit of An Taisce (FEE member for Ireland).

The percentage shown in the tables are calculated on schools that attained a Green Flag for the first time in 2020, those that renewed a Green Flag in 2020 and those that held a Green Flag from 2019 and therefor does not require renewal until 2021. It does not include schools that received a green flag prior to 2019 and have yet to renew it. All local authorities have schools that participate in the programme. As in 2018 when it recorded 70.00% and 2019 when it recorded 65.31%, Roscommon recorded the highest percentage in 2020 of 61.22%, a reduction of nearly four percentage points. Cavan was again the lowest at 26.44%, a further decrease from 35.63% in 2019.

E5 Percentage Energy Efficiency Performance

This was introduced as a new indicator for 2019 and represents the cumulative percentage (%) of energy savings achieved by the end of 2020 (31 December) relative to a baseline year (2009). In order to compile this information, data has been sourced directly from the Sustainable Energy Authority of Ireland (SEAI), who in turn gathers this information as part of annual returns made by local authorities to the SEAI.

For 2020, the SEAI advised that the COVID-19 pandemic has had profound impacts on energy performance and that they will be completing a study on these impacts in the coming months. As such, data for this indicator will not be provided for this report.

E6: Public Lighting

NOAC introduced the E6: Public Lighting indicator for the 2020 report.

Ireland's 31 Local Authorities and Transport Infrastructure Ireland (TII) manage and maintain over 480,000 public lights across the country. These lights consume 210 million kilowatts per hour of energy annually, which is the equivalent to the total annual energy use of 15,500 domestic homes each year.

The RMO were tasked by the National Public Lighting Steering Group to explore options to reduce energy consumption and upgrade the existing Public Lighting asset to a state of the art public service.

A dedicated Public Lighting Management Team was set up by the RMO to develop the options to achieve the best possible solution for the Local Authorities and TII and in turn a National Project was established.

Cork City, Dublin City, Dún Laoghaire Rathdown County, Fingal County, Laois County, South Dublin County, Wexford County, Monaghan County and Longford County Councils are not part of the RMO project.

The Local Authority Public Lighting Energy Efficiency Project's primary aim is to enable Local Authorities reach their statutory energy efficiency target and the Project will also significantly help Local Authorities reach their new 2030 target of 50%.

Dublin City reported the highest amount of billable wattage at 20,407.00 kilowatts per hour. The lowest was Monaghan County at 1,532 watts. Monaghan County also recorded the highest percentage of its total public lighting system that LED lights represent at 89.50%. Waterford City and County was the lowest at 6.80%.

Section 5: Planning (P1 to P5)

P1: - Building Control Inspections

Local authorities have a responsibility to inspect new buildings notified to them, to ensure that the building is in compliance with the Code of Practice for Inspecting and Certifying Buildings and Works⁴. The total number of new buildings notified to local authorities in 2020 was 17,267, a decrease from 2019 (19,826) and represents the first decrease in the trend since 2016.

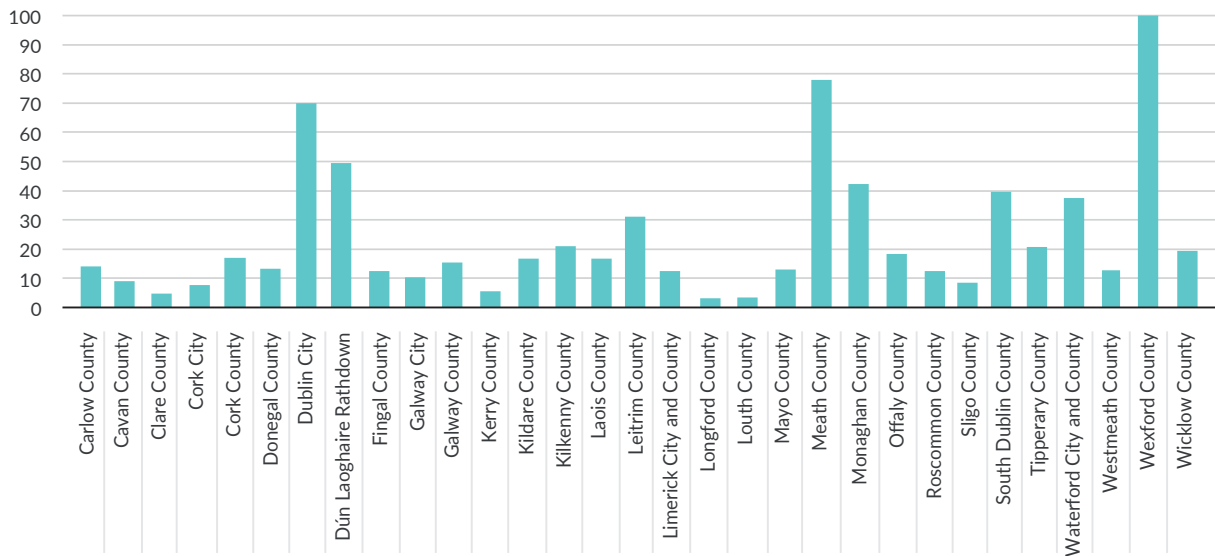
In terms of buildings being inspected as a percentage of new buildings notified to a local authority, Wexford recorded the largest proportional increase in the number of buildings inspected and the highest overall percentage of buildings inspected, going from 42.11% in 2019 to 100% in 2020. However, they also had the least amount of building notified at 37. The largest amount of buildings notified was 1,816 in Kildare, who inspected 16.8% of these buildings.

Apart from Wexford, Meath recorded the highest overall percentage of buildings inspected at 77.97% in 2020, with 952 buildings inspected, an increase on the 2019 figure of 57.71%.

A total of eight local authorities did not meet the minimum 12-15% inspection requirement contained in the Code of Practice for Inspecting and Certifying Buildings and Works. This is a drop from 2019 when there were four local authorities. Due to the impact of COVID-19 and public health restrictions some local authorities were not in a position to carry out inspections as normal. NOAC expects performance in this indicator to improve next year in line with easing of restrictions around the pandemic.

Nationally 21.71% of notified new buildings were inspected in 2020, a decrease from 23.90% in 2019.

Figure P1: - Percentage of buildings inspected as a percentage of new buildings notified (%)



4 https://www.localgov.ie/sites/default/files/2016-10-21_code_of_practice_for_inspecting_and_certifying_buildings_and_works_final_version-2016.pdf

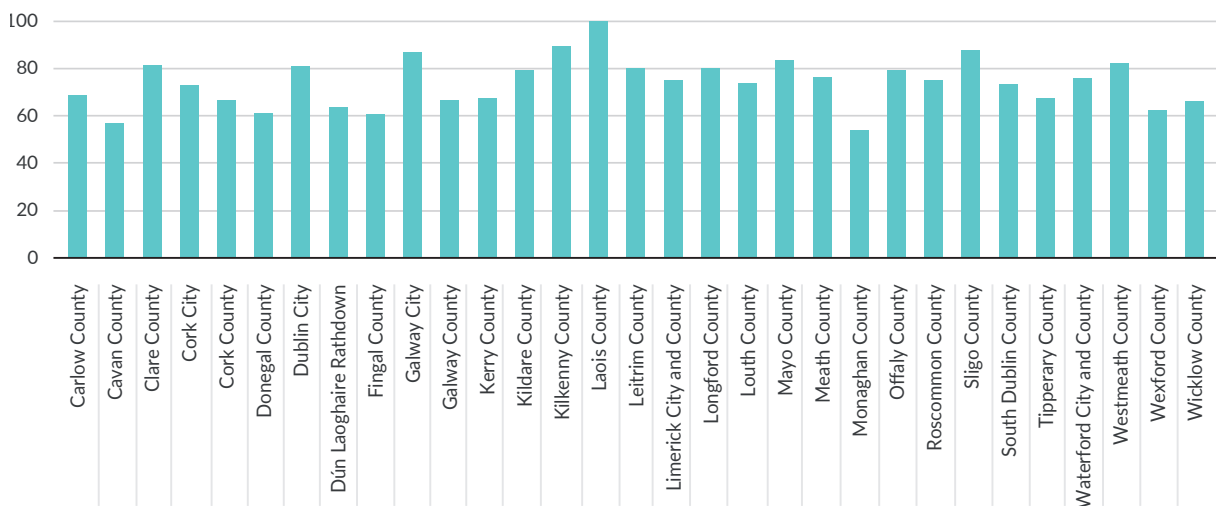
P2: No./% of Planning decisions confirmed by An Bord Pleanála

NOAC notes the impact of COVID-19 which led to a suspension of the planning process for a period of time. The Emergency Measures in the Public Interest (COVID-19) Act provided for the suspension of the time periods in the Planning and Development Act and included the eight week period for taking a judicial review of a planning decision under Section 50 of the Planning and Development Act 2000.

The number of planning appeals to An Bord Pleanála in 2020 was 1,600, a decrease on the 2019 figure of 1,827. In the case of Laois County Council, An Bord Pleanála confirmed, with or without modifications, the decision of the local authority in 100.00% of the applications that were appealed to the Board, which was the highest nationally.

Monaghan had the lowest decision confirmation rates at 53.85%. Cavan was the only other local authority with less than 60% at 57.14%.

Figure P2: - An Bord Pleanála Appeals - (% Determinations confirming local authority decision)



P3: - Planning Enforcement

Local authorities investigated 7,060 planning enforcement cases in 2020 that were either referred to them by the public or initiated by the authorities themselves. This represents an increase of 0.07% on the 2019 figure of 7,065.

Nationally the total number of investigated cases that were closed decreased by 20.69% compared to 2019 despite the number of cases referred to or initiated being almost identical. The number of cases that were dismissed under section 152(2) or statute barred or exempted development decreased to 2,178 from 2,789 in 2019, 2,478 in 2018 to and 3,401 cases in 2017.

P4: - Cost per Capita

The average per capita cost of the planning service in 2020, shown in Table P4; Appendix 2, was €31.47, a slight increase on €30.27 in 2019. The lowest cost per capita in 2020 was for Limerick at €19.42, a decrease from €23.08. The highest figure for 2020 was Dun Laoghaire Rathdown at €51.31, an increase from €45.19 in 2019 when they had the highest figure also. The highest total spent was Dublin City with a total of €16,843,103 while the lowest, Leitrim, spent €1,202,373. In the case of most local authorities, unaudited 2020 Annual Financial Statements were used.

P5: - Fire Safety Certificate Applications

There were 2,805 applications for Fire Safety Certificates received in 2020 by local authorities that were not subsequently withdrawn by the applicant. This represents a slight decrease on the 2019 figure of 3,054. Monaghan had the lowest number of applications in 2020 at 20 and Dublin City had the highest number at 289, a reduction from the 2019 figure of 335.

In Cork County 95.69% of applications for Fire Safety Certificates received were decided within 2 months (a reduction from 100% in 2019). Offaly and Westmeath were the other two local authorities above 90% at 93.55% and 91.46% respectively. Cork City, at 76.77% had the highest percentage where an extended period was agreed with the applicant. NOAC considers that the high utilisation of extension of time by some councils may merit some consideration by the local authority concerned.

Section 6: Fire Services (F1 to F3)

F1: - Cost per Capita of the Fire Service

The per capita cost figures are based on the populations provided with a first response by each fire authority. These population figures have been calculated from the 2016 Census Small Area Population Statistics, published by the Central Statistics Office on 20 July 2017.

The cost per capita of providing the fire service was higher in 2020 than the previous year in 19 local authorities. Cork City Council at €101.93, Dublin at €87.21 and Limerick at €86.02 were the highest in 2020. The three authorities with the lowest costs per capita were Meath at €30.69 (€31.40 in 2019), Kildare at €32.00 (€31.49 in 2019) and Westmeath at €33.14 (€32.15 in 2019). The largest increase was by Kerry, going from €45.19 in 2019 to €51.34 in 2020, a 11.98% increase. It advised that expenditure was significantly impacted by the Fire Service COVID-19 response. As with the 2019 report the population figure according to the Risk Based Approach Phase One was used to calculate the per capita spend. This document outlines what population each local authority provides fire services to. As both Cork City and County council's boundary change has not been reflected in the population figures, they have been omitted from this report.

The largest reduction was by Cavan County Council going from €52.65 in 2019 to €47.73 in 2020, a 9.34% reduction.

Since the boundary change in Cork, six local authorities (Dublin City Council, Cork City Council, Galway County Council, Limerick City and County Council, Louth County Council and Waterford City and County Council) operate both full-time and-retained fire services. Twenty-one other local authorities operate retained fire services. Dublin City Council provides the service to the City, Dún Laoghaire Rathdown, Fingal and South Dublin County Councils. Returns are included under Dublin City Council. Galway County Council provides the services for Galway City and County.

The cost per capita of the fire services is therefore derived from the expenditure on fire services in each local authority divided by the population served by that fire service. It should also be noted that the cost may vary year on year arising from the nature of incidents e.g. severe weather events, gorse fires etc. The national average per capita cost of providing the fire service in 2020 was €62.69, which represents an increase on the 2019 average per capita cost of €60.79.

	Cost Per Capita - (€) full and part-time station	Cost Per Capita - (€) part-time stations	Cost Per Capita - (€) of full time stations
2020	€62.69	€44.81	€79.93
2019	€60.79	€44.65	€77.19
Difference	€1.90	€0.16	€2.74

The 2019 figures reported excluded Cork City and County due to the boundary change but are now included in the 2020 report.

Dublin City, Mayo County and Limerick City and County Councils incur costs in relation to providing regional control centres.

F2: - Mobilisation Times

In the local authorities with full time fire brigades, three of the six services improved their average mobilisation times for fires and four improved their average mobilisation times for other non-fire emergencies in 2020. In respect of the retained brigades 15 improved mobilisation times for fire emergencies and 15 (14 in 2019) for non- fire emergencies. NOAC is aware that average mobilisation times can be skewed by various factors such as the time of day, traffic, remoteness from the nearest fire station and the quality of information received.

In relation to fire related emergencies, Waterford had the quickest response time for full time services of 57 seconds, and improvement from 2019 when they were also the quickest at 1 minute 4 seconds. For retained services response times, Sligo, at 3 minutes 17 seconds were the quickest as they were in 2019 with 3 minutes 24 seconds. Galway County had the slowest response time for full time services of 2 minutes 06 seconds but improved from 2 minutes 15 seconds in 2019. Kildare at 6 minutes 45 seconds (6 minutes 32 seconds in 2019) was the slowest for retained services response in respect of fire incidents.

For non-fire related emergencies Waterford had the quickest response time for full time services of 1 minute, an improvement from its time of 1 minute and 10 seconds in 2019.

Sligo was the fastest responding retained fire service at 3 minutes 25 seconds (3 minutes 19 seconds in 2019) in respect of all other (non-fire) emergency incidents. Galway County had the slowest response time for full time services of 2 minutes 06 seconds (an improvement from 2 minutes 16 seconds in 2019) and Westmeath at 7 minutes 37 seconds (a decline from 7 minutes 22 seconds in 2019) for retained service in responding to non-fire emergency incidents.

F3: - Attendance Times at Scenes

For fire incidents, 14 authorities increased the percentage in which the first fire tender reached the scene in less than 10 minutes compared to 2019. In the case of 17 authorities, the percentage where first fire tender attendance took longer than 20 minutes increased. Carlow had no cases in respect of fire in which first attendance at the scene was after 20 minutes.

The largest percentage increase in respect of fires where first attendance at the scene was within 10 minutes was in Kilkenny, increasing from 30.54% in 2019 to 38.40% in 2020. Waterford had the largest decrease in attendance at the scene is within 10 minutes in respect of fires, from 77.57% in the 2019 to 66.17% in 2020

For all other emergency incidents, 15 authorities increased the percentage being attended within 10 minutes, up from 14 in 2019. In the case of 13 authorities, the percentage of other emergency incidents, where first attendance took longer than 20 minutes increased, with Offaly recording the largest increase going from 20.92% in 2019 to 33.78% in 2020 and recorded the highest percentage overall. Cork City recorded the lowest percentage for the second year in row with 1.41% in 2020, up from 0.55% in 2019.

Section 7: Library Service (L1 and L2)

L1: - Library visits and issues

As well as the number of visits to libraries per head of population in 2020, Table L1 in Appendix 2, shows the number of items borrowed during the year to better illustrate the extent of the usage of services offered by libraries. In addition to books, magazines, CDs and DVDs issued to borrowers, the figures include items accessed online through services such as ProQuest, Mango Languages, E-Books, E-Audio Books, etc. and magazine reports downloaded to an app or read on a web browser.

Overall, the average number of library visits per head of population was 1.05, a large decrease from 3.57 in 2019, 3.58 in 2018 and 3.56 in 2017. Each local authority decreased in terms of visits due to COVID-19 closures. The decrease ranged from -318.18% in Wexford County Council to -61.78% in Cork City.

Longford's visitor numbers were the highest at two visits per head of population, with Meath County Council the lowest at 0.28 visits per head of population.

All but two authorities showed decreases in the number of items borrowed during the year. Sligo increased by 47.78% while Tipperary increased by 4.42%. These increases were attributed to increased online use. The decreases of the 28 local authorities were attributed to COVID-19 closures. Galway County Council collects library statistics on behalf of Galway City Council and these are presented as combined statistics. It was highlighted that though many library service have online resources, several of these eResources are only available on library PCs and library Wi-Fi.

L1 (C) was amended in 2020 to measure the active library members per head of population based on the 2016 census figures. An active membership is described as the following:

- Anyone who checked out or renewed or returned at least one physical item (including laptops, tablets, etc.);

- Anyone who used a digital resource that authenticates the patron ID against the LMS (for example the BorrowBox platform for lending eBooks and Audiobooks); and
- Anyone who used library Wi-Fi or public Internet access where a login is required.

L2: - Cost of Operating a Library Service (€)

The average per capita cost of operating the library service increased from €34.94 in 2019 to €35.95 in 2020. Longford had the highest spend per head on its library service at €57.61 (€46.02 in 2019) and Galway County combined with Galway City recorded the lowest cost per capita figure of €19.33. In 2019 it was also the lowest at €19.89.

This represents a very significant variance between the highest and lowest per capita spend. Figure L2a and Table A2-L2 shows the variation in expenditure per capita.

In terms of annual expenditure per capita on new stock Leitrim (€2.88), Fingal (€2.71) and Dublin City Council (€2.68) had the highest level whereas Galway had the lowest level of expenditure at €0.63 (In 2019 it was also the lowest at €0.55). NOAC notes the Public Library Strategy 2018 - 2022 contains an action to put programmes in place to meet a book fund annual spend target of €4.00 per head of population in the lifetime of the strategy. Figure L2b illustrates this data.

Figure L2(A): Per Capita Cost of Operating a Library Service (€)

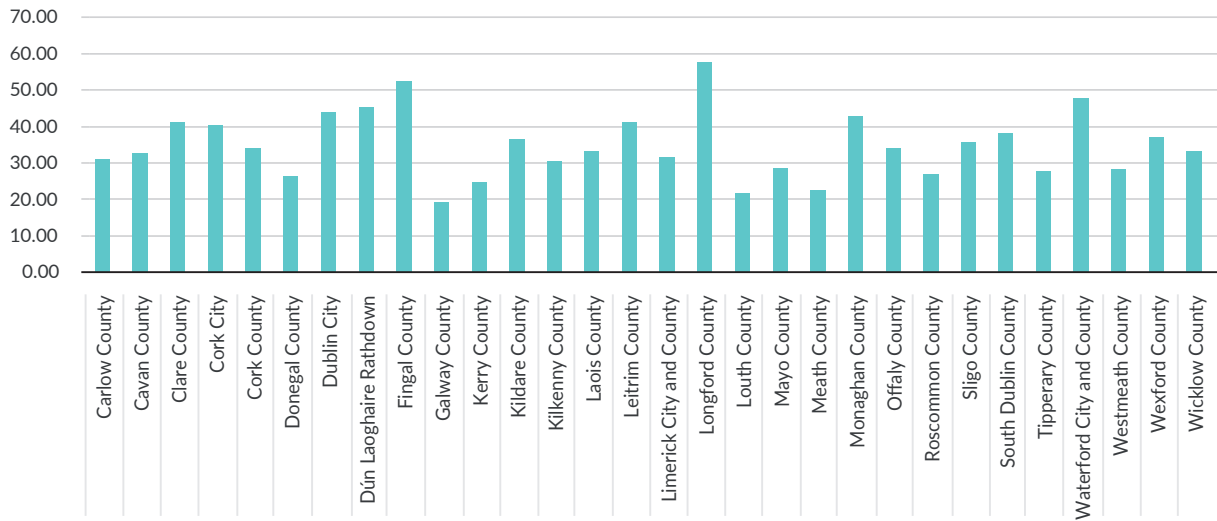
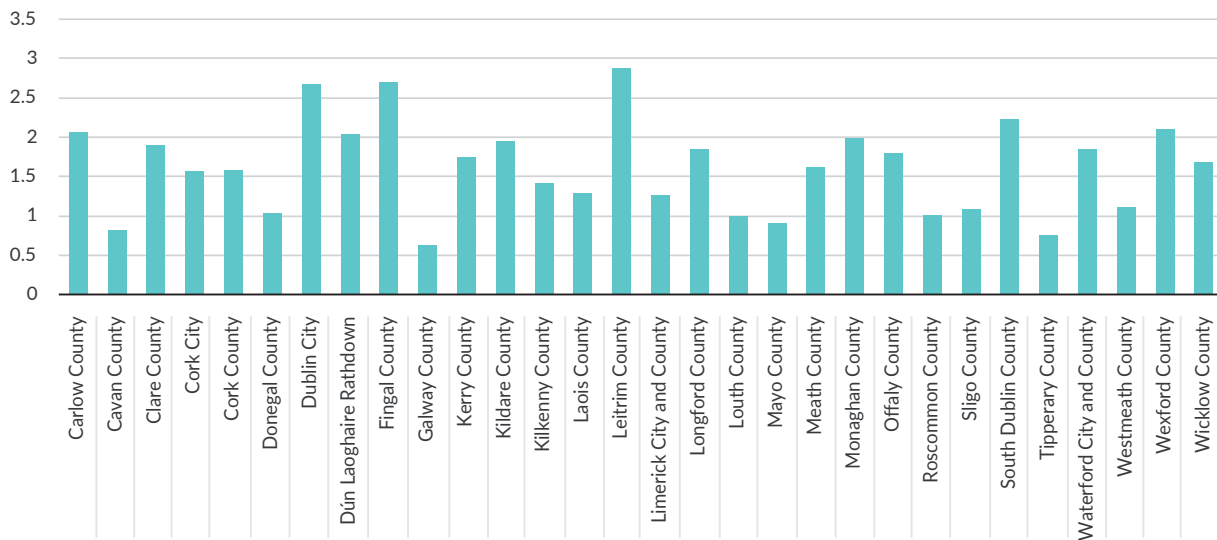


Figure L2(B): Per Capita Expenditure on New Stock (€)



Section 8: Youth/Community (Y1 and Y2)

Comhairle na nÓg are child and youth councils in the 31 Local Authority areas of the country. They were set up to give children and young people (under the voting age of 18) a voice in the development of local services and policies.

All Local Authorities have regular meetings of Comhairle na nÓg, which link with adult decision-making bodies. Comhairle na nÓg were established under the National Children's Strategy (2000), which is based on the United Nations Convention on the Rights of the Child (UNCRC).

Y1: - Participation in Comhairle na nÓg scheme

In 2020, five local authorities achieved 100% involvement in the local youth council scheme, which is a decrease from the previous year when there were eight. A participation rate of less than 50% arose only in Clare County Council, Cork City Council, Cork County Council, Dublin City Council, Fingal County Council and Limerick City and County Council. Dublin City Council was the lowest at 37.18% for 2020, and advised that school closures had an impact on this indicator as normal planning and engagement for the AGM was affected. Mayo had the largest decrease dropping to 73.08% in 2020 from 100% in 2019.

Offaly recorded the largest increase in the attendance rate of 75% in 2019 to 100% in 2020. The true national mean was calculated at 63.29%, a drop from 68.30% in 2019. Figures Y1 set out the participation rates.

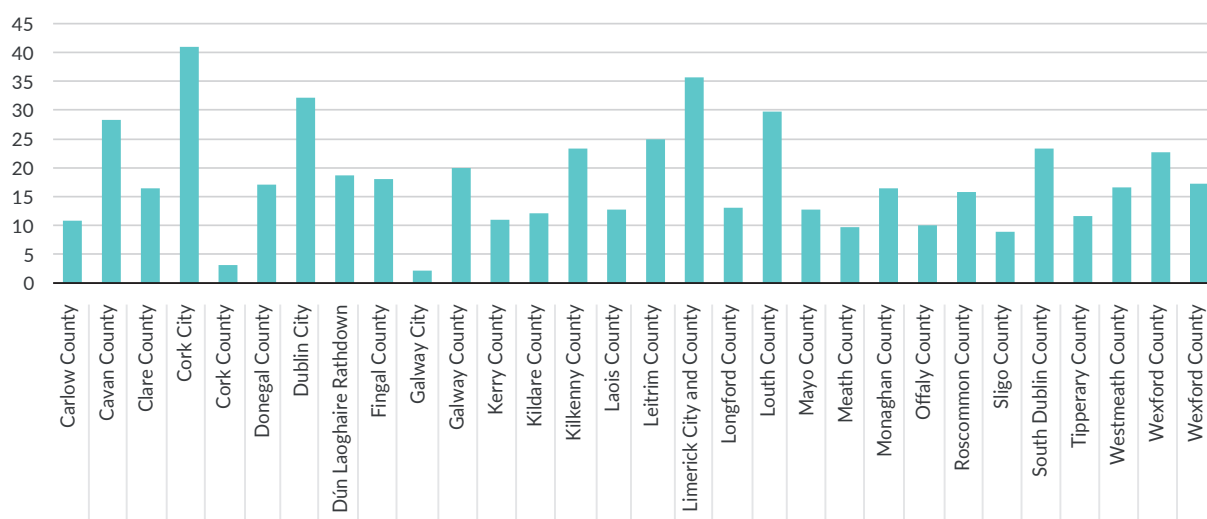
The number of schools represented at the Comhairle na nÓg AGM decreased to 462, from 502 in 2019 and 485 in 2018.

Y2 - Groups associated with the Public Participation Network (PPN)

The number of organisations on the county register for the Public Participation Network (PPN) at the end of 2020 was 17,780, 11.04% higher than in 2019 when it was 16,012. The national average was 16.33% with 2,436 organisations registering for the first time in 2020 and 2,903 of the organisations opting to be part of the Social Inclusion College within the Network. This is a slight decrease from the 2019 national average of 16.82%

A Public Participation Network (PPN) is a network that allows local authorities to connect with community groups around the country. The PPN is the 'go to' for all local authorities who wish to benefit from community and voluntary expertise in their area.

Figure Y2: Total number of organisations included in the county register for the local authority area as at 31/12/2020.



Section 9: Corporate – HR and ICT (C1 to C5)

C1: Whole Time Equivalent (WTE)

As indicated in Table C1, Appendix 2, total whole-time equivalent staff employed by the local authority sector at the end of 2020 was 29,717.92. This represents an increase of 1.90% or 555.24 staff since 2019. However, eleven local authorities showed a reduction in staff numbers. While seven of these (Monaghan, South Dublin, Wexford, Tipperary, Dublin City, Sligo and Waterford) were under 1% and three (Mayo, Roscommon and Kilkenny) were under 3%, Louth saw a 6.42% reduction or 41.37 whole-time equivalent staff less.

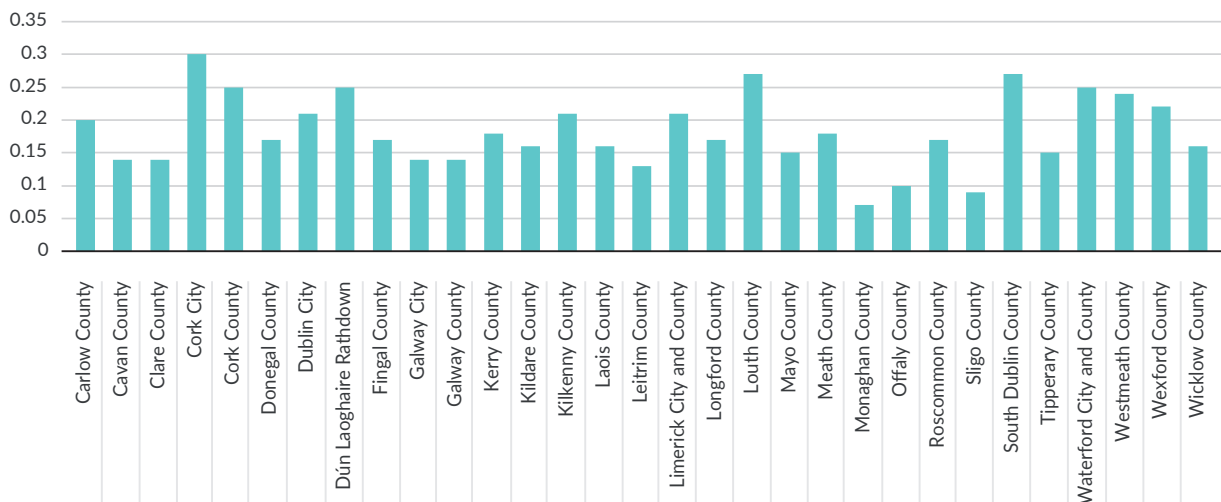
C2: Sick Leave

The national average percentage rate of paid workdays lost through medically certified paid sick leave for the sector in 2020 was at 3.01%, which was a reduction from 2019 when it was at 3.71% and 2018 when it was 3.78%. Separately the national average percentage of paid workdays lost through self-certified paid sick leave was 0.20%, which was also a decrease from 2019 when it was 0.36%

South Dublin had the highest certified sick leave rate of 4.06%, though this is a reduction of its result in 2019 (4.88%) and 2018 (5.23%). In November 2019, after the publication of the 2018 performance indicator report, NOAC wrote to South Dublin to query what action was being taken to reduce this figure. It advised that it has established a dedicated Attendance Management Unit (AMU) within the HR department to assist line managers in the implementation of this policy and to ensure that it was being adhered to.

Galway City Council had the lowest rate of 1.82%. This represents a reduction of 2.85%. In 2020, 10 authorities (18 in 2019 and 20 in 2018) exceeded their 3.5% public sector sick leave target. Figure C2(A) illustrates those local authorities that were above and below the public sector target.

Figure C2(B): - Percentage of paid working days lost to sickness absence through self-certified leave in 2020



C3: Website and Social Media

As indicated in Table C3, Appendix 2, total page views of local authority websites in 2020 amounted to 74.10 million page views or an average of 15.56 per head of population. The 2019 report noted total page views of 81.27 million and in 2018 it was 77.21 million. Table C3 (A) below illustrates these figures for the last 3 years.

The total number of social media users at end of 2020 was 3.87 million. This is an increase from 3.1 million in 2019.

In the 2020 Performance indicators C3 was amended to represent the results as per capita. Previously this indicator was represented as the total visitors to the local authority website and followers on social media.

Kerry County Council recorded 40.32 per capita total page views of the local authority's websites in 2020, which was the highest. Cork City Council was the lowest at 2.92. Clare County Council had the highest per capita total number of followers of the local authority's social media accounts at 1.86. Louth County Council was the lowest at 0.07.

Fingal lost 28.19% from its 2019 result and advised that its Cookie policy changed on 2nd October 2019 and page view recording ceased on that date.

A new page view recording solution was introduced on 20th May 2020 and page view recording resumed from that date. Page view figures provided are for the period from 20th May 2020 to 31st December 2020.

In 2019, Kilkenny County Council advised its figures were lower than expected due a change in use of its cookie and other tracking technologies. Kilkenny was chosen by the Data Protection Commissioner in 2019 to examine the deployment of such technologies and to establish how the local authority, as data controller, was obtaining consent of users for the use of cookies and other tracking technologies. There was a 21.96% drop from 2019 to 2020 for Kilkenny. Other local authorities who advised of a Cookie policy change in 2020 and a subsequent drop in activity recorded were Cavan (-25.11%), Cork County (-28.53%) Galway County Council (-29.76%). However, Waterford City and County had no change to its cookie policy and saw a decline of 16.24%. Several local authorities advised that they had updated their cookie policy in late 2020 so next year's report may give a better picture of the impact of cookie polices on the result of website usage.

Table C3 (A): Local authority website usage

Title	2017	2018	2019	2020
National total of page views	67,802,539	77,213,343	81,270,933	74,104,123
National number of page views per head of population	14.24	16.21	17.07	15.56

Table C3 (B): Local authority social media account followers

Title	2017	2018	2019	2020
National total of LA social media account followers	1,703,665	2,378,851	3,134,560	3,870,074

C4 and C5: ICT Expenditure

Figure C4 shows the costs of Information Communications Technology (ICT) provision in 2020 per whole-time equivalent staff member of the council. For this report the percentage of total LGMA general charge included is 56%.

The lowest cost in 2020 was recorded by Waterford at €2,266.32 per whole-time equivalent staff member (up from €2,031.83 in 2019). The highest was Monaghan with €5,337.47 (€3,997.71 in 2019). The largest increase was Louth County Council with a 67.61% increase from €2,181.67 to €3,656.76.

The national average cost of ICT in local authorities in 2020 was €3,457.02 whereas in 2019, it was €3,060.84, in 2018, it was €2,894.57 and €2,807.96 was recorded in 2017. These are increases year on year.

C5 calculates total ICT expenditure as a percentage of revenue expenditure. For 2020 the national average recorded was 1.52% (1.78% in 2019 and 1.75% in 2018) with Monaghan County Council having the highest at 2.52% and Limerick the lowest at 0.55%. Limerick was also lowest in 2019 at 0.59% and in 2018 at 0.72%.

Figure C4: Overall cost of ICT provision per WTE.

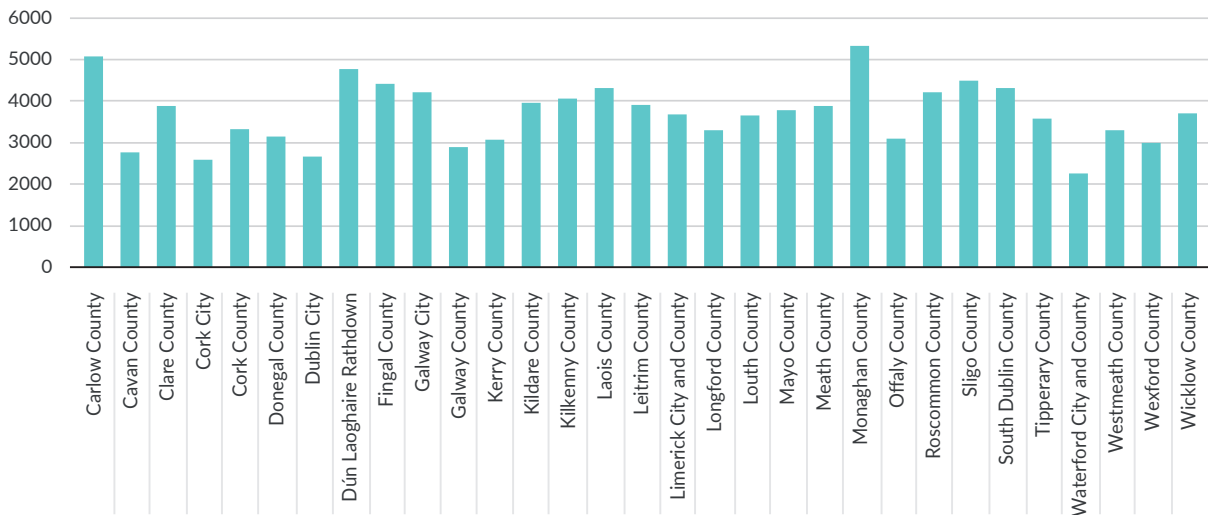
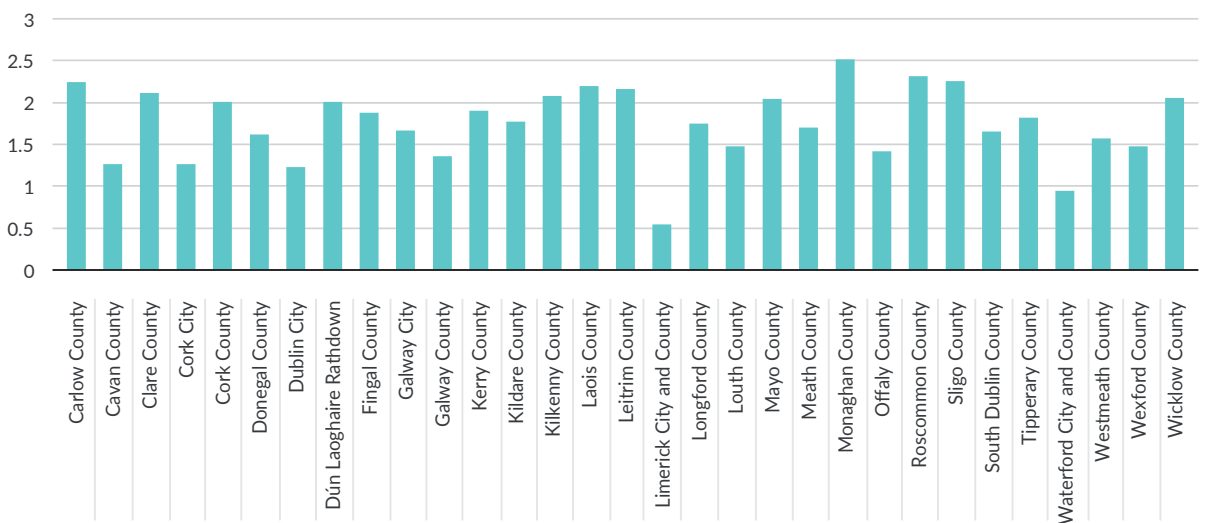


Figure C5: Overall cost of ICT as a proportion of Revenue expenditure



Section 10: Finance (M1 to M4)

M1: - Revenue Account Balance

Table M1 shows a summary of the Revenue Account balances for the years 2015 to 2020. Figures relating to 2020 are provisional, as the audited figures from the Local Government Audit Service were not yet available when the performance indicator data was supplied. There were 11 authorities that had a deficit on the Revenue Account at the end of 2020 (11 in 2019 and 13 in 2018) with all 11 having reduced their deficit amount from that in 2019.

The total cumulative figures for the sector are set out in table M1 below.

Table M1: - Cumulative Deficits and Surpluses for the local government sector for 2018-2020

Category	2018	2019	2020
Overall Deficits	-€51,835,528.00	-€45,629,084.00	-€40,336,262
Overall Surpluses	€ 88,635,645.00	€ 91,245,015.00	€103,125,689
Overall Balances	€ 36,800,117.00	€ 45,615,931.00	€62,789,427

Viewing the cumulative deficits and surpluses as a percentage of total income in 2020 shows that all but one of the deficits represent less than 4% of the total income of the respective council. The only authority above 4% in 2020 is Sligo County Council at 20.03 (29.10% in 2019 and 30.21% in 2018). Wexford showed the biggest reduction in its deficit at €1,254,698, going from €2,127,851 in 2019 to €873,153 in 2020.

Column G of Table M1, Appendix 2, shows the Revenue Expenditure in 2020 per head of population within the local authority. Though Meath rose 36.01% or €228.16 to €861.76 it was the lowest, as with the previous year (€633.60 in 2019 and €599.40 in 2018). The highest was Limerick at €4,267.50 (€3,396.29 in 2019 and €2,659.16 in 2018). NOAC notes Limerick City and County operates the Housing Assistance Payment shared service which increases its cost per capita figure.

Column H of Table M1 shows Revenue expenditure per capita in 2020 excluding significant out of county / shared service expenditure for three specific local authorities, Dublin, Laois and Limerick. The following is noted in respect of each local authority:

Authority	Revenue Expenditure per Capita in 2020 (based on 2016 Census)	Revenue expenditure per capita in 2020 excluding significant out of county / shared service expenditure
Dublin City	€2,191.58	€1,905.51
Laois County	€1,045.95	€986.22
Limerick City and County	€4,267.50	€1,164.2

M2: - Revenue Collection Rates

Local authority revenue collection rates in Tables M2 (a) to M2(c) of Appendix 2 are based on the amount collected relative to the amount levied for the year. Pre-existing arrears are added to this figure. The following items are then deducted:

- Write offs and waivers;
- In the case of rates, vacant property adjustments and specific doubtful arrears to include accounts in examinership/receivership/liquidation where no communication has been received; and
- Vacancy applications pending and not yet decided at year end.

Collection rates can be affected for a number of reasons depending on the local authority.

A common concern that was again raised by local authorities in the 2020 validation visits relates to the revaluation process currently being undertaken by the Valuation Office.

M2 (A): - 5 Year Summary of Collection Levels of Commercial Rates

Table M2 (A) in Appendix 2 shows the percentage of commercial rates collected by local authorities from 2016 to 2020. Fingal had the highest collection performance at 93% (they were also the highest in 2019 with 97.9%) of commercial rates collected. Donegal and Galway City had the lowest collection performance at 61%. This is a decrease for Donegal from last year, where it was also the lowest, at 76.5% collected. All 31 authorities saw a decrease in rates. Cavan had the lowest decrease of 3% to 76% and Galway City decreased 22% to 61%.

M2 (B): - 5 Year Summary of Collection of Rent & Annuities

Table M2 (B) in Appendix 2 shows the percentage of rent and annuities collected by local authorities from 2016 to 2020. Dublin City had the lowest rate at 73% (the same percentage as in 2019 when it was also the lowest). Cork County was the highest at 100% (97% in 2019). Both Cork County and Offaly had the largest increase from 2019 at 3%, rising to 97.00% and 89.00% respectively. Fingal County saw the largest decrease at 4.3% from 83.90% in 2019 to 79.60% in 2020.

M2 (C): - 5 Year Summary of Collection of Housing Loans

For 2020, Westmeath and Wexford's revenue collection has exceeded 100% at 102% and 104% respectively (99% and 102.7% in 2019). Housing loan yields can exceed 100% when loan arrears collected in that year are included with loan repayment amounts due in that year. Five other local authorities: Carlow, Fingal, Kerry, Kilkenny and Tipperary have all achieved a collection rate of 90% or higher. Dún Laoghaire-Rathdown was the lowest in 2020 achieving 61.00%, the same result as in 2019. Roscommon County was among three local authorities (with Cork County and Kildare County) that collected 62.00% of Housing Loans. Roscommon recorded the largest decrease at 14% in 2020 after recording the largest increase from 2018 to 2019 at 21.0%. Offaly County had the largest increase at 13.00%, from 62% in 2019 to 75% in 2020.

NOAC is aware that loans currently going through the legal process can skew the overall percentage for each local authority and also acknowledges the progress made by many authorities to improve collections and the important contribution these sources of income make to funding local services.

M3: Public Liability Claims

NOAC introduced M3: Public Liability Claims as a new indicator in the 2020 Guidelines. As claims impact the available revenue and capital expenditure, it was seen as important to report on the amount paid out on public liability claims per capita (as per the 2016 census). To offer a year on year comparison NOAC requested Irish Public Bodies (IPB), the insurance company used by local authorities for public liability to provide details of pay out costs for 2018, 2019 and 2020. NOAC also asked local authorities to provide detail of any claim paid out under their excess⁵. As 2020 was the first full year since the Cork City and County Council boundary change, NOAC will report on their 2020 figure only and then use that as the baseline for future comparisons.

In 2018, Dublin City had the highest cost of settled claims per capita at €23.87 and Carlow had the lowest at €3.19.

For 2019, Carlow County Council was the highest at €27.31. It noted that the claims settled include an exceptional item for 2019. Laois County Council was the lowest at €2.71.

Laois was again the lowest in 2020 with €0.57, while Tipperary was the highest with €68.59. It advised that this was due to a large single claim.

M4: Overheads

NOAC introduced M4: Overheads as a new indicator in the 2020 Guidelines. Overheads are the costs directly related to the operational activities for each local authority. They include:

- Corporate Affairs,
- Corporate Buildings,
- Finance Function,
- Human Resource Function,
- IT Services Function,
- Pension and Lump Sum, and
- Printing services.

NOAC collected the following two datasets in the regard:

- A. Overall central management charge as a percentage (%) of total expenditure on revenue account
- B. Total payroll costs as a percentage (%) of revenue expenditure.

Roscommon had the highest central management charge as a percentage of total expenditure on revenue account with 15.01%, while Limerick City and County was the lowest at 3.62%.

Roscommon County also had the highest payroll costs as a percentage of its revenue expenditure at €37.42. Limerick City and County again had the lowest with 9.28%.

⁵ An excess amount means the portion of each claim paid by the insured, with the balance covered by the insurer.

Section 11: Economic Development - (J1 to J4)

The indicators J1 – J3 was calculated per 100,000 of population for the first time in 2020.

J1: - Job Creation

The Job Creation indicator has to date been calculated on a “Net Jobs Created” basis. The total number of jobs created nationally in 2020 with the assistance of the Local Enterprise Offices (LEOs), with subsequent jobs losses was minus 1,494. This represents a large drop from 3,149 in 2019 and 3,656 in 2018. Each part-time job is counted as half of a full-time job.

All 31 saw a decrease in the number of jobs created in the county with LEO assistance. Carlow showed the lowest decrease in the number of jobs created, losing 23 jobs and recording 98.36 jobs per 100,000 population created with assistance from the LEO in 2020. Dublin City Council reported the largest drop, from 271 in 2019 to -84 in 2020. Carlow had the lowest drop from 79 in 2019 to 56 in 2020. Figures for Galway City Council are recorded under Galway County Councils statistics.

Figure J1: - Jobs Created per 100,000 of population



J2: Trading Online Vouchers

In line with the growth of online trading, the LEO’s provide support to businesses to improve their online presence. The total number of trading online applications approved by LEOs saw a large increase in 2020 with 12,946 in 2020, from 1,220 in 2019 and 1,107 in 2018. This was after decreasing from 1,189 in 2017.

The number of vouchers that were actually drawn down saw an increase to 4,578 from 478 in 2019 and 521 in 2018, after falling from 546 in 2017.

Leitrim County Council had the largest number of trading online applications approved per 100,000 population at 508.68. It also had the highest trading online vouchers that were drawn down in 2020 per 100,000 at 205.97. Offaly County Council had the lowest at 182.14 per 100,000 population. Louth had the lowest trading online vouchers that were drawn down in 2020 per 100,000 at 45.00%.

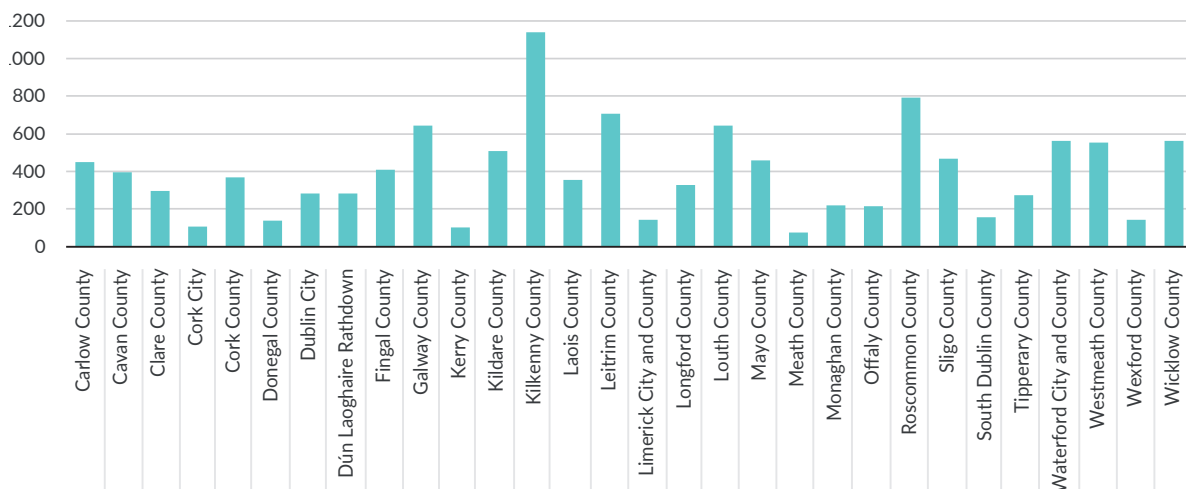
J3: No. of mentoring recipients

In 2020, NOAC amended this indicator to report on the participants in mentoring per 100,000 of population rather than the full number of receipts.

Kilkenny County Council had the largest return at 1141.77 mentoring receipts per 100,000 of population. Meath County Council had the lowest at 76.39.

There was a total of 16,231 participants in the mentoring programme in 2020, which was an increase of from 10,756 in 2019. The data evidences the growth in demand for supports from the LEO's by small businesses which support local economic development.

Figure J3: - Mentoring Receipts per 100,000 of population



J4: - Tourism Strategy

Galway County, Carlow and Laois confirmed there was no Tourism Strategy in place. Laois reported that there was no designated Tourism Officer in place in the council in 2020. However, it has previously advised that it employs a member of staff with responsibility for tourism along with other duties.

The remaining authorities confirmed tourism strategies are in place. NOAC recognises the good work done in the national effort to improve the tourism sector, in which local authorities are heavily involved.

Chapter 4

Trend Analysis

This is NOAC's seventh performance indicator report. The information collected over this period provides sufficient opportunity to review trends in the data and to highlight and discuss the changes noted. Trend analysis can be valuable as an early warning indicator of potential problems. It can also show where improvements have been made year on year.

Since the first Performance Indicators report in 2014, there have been many developments in the Local Government sector. The roll out of the Department of Housing, Local Government and Heritage 'Putting People First' action plan has led to significant changes in the sector. In 2013, Irish Water was created to take ownership of the water and wastewater services that previously were provided by local authorities.

As set out in the introduction of this report, changes to some indicators may result in difficulties making year on year comparisons. Where this is the case, NOAC will provide additional commentary in its analysis. Indicators, which are either new for 2020 or have a limited number of years of data, have not been included in this analysis. In the 2018 report, NOAC selected 13 indicators for analysis. For 2019 and in 2020 all indicators were included, except where they are recent and thus have insufficient data for a trend.

Over the period under consideration from 2014 to 2020, there have been changes in population and in price inflation. A change in expenditure per head of population may not lead to an improvement in service. Local authorities should continuously look for ways to decrease expenditure without compromising the end service.

Detailed Trend Analysis for each Performance Indicator

Section 1

Housing

H1 – Social Housing Stock

Data for the ownership of dwellings was examined for the period of 2017 to 2020 and showed an increase in 'start of year ownerships' over the period of 5.35% and an increase of 'end of year ownership' of 5.80% over the same period. Increases in stock over the period were accounted for by the number of dwellings added increasing by 24.44% against the number of local authority owned dwellings sold increasing by 1.44% and the number of local authority dwellings demolished reducing from 197 to 75 units. The total number of dwellings directly provided by local authorities at year end increased by 5.80% over the period.

One of the key indicators that NOAC review every year is the social housing stock level in local authorities. This is housing stock that is owned by local authorities and is added to each year through local authority build and acquisition programmes. From a performance management perspective, the management of housing stock is a key function of local authorities for assessment. Thus, the above trend illustrates housing stock has increased nationally year on year. This relates to directly provided dwellings, whether constructed or acquired by local authorities. The number of units sold to tenant purchasers is deducted from the overall stock.

H2 – Housing Vacancies

The national average percentage of local authority dwellings that were vacant at the year-end decreased by 22% from 2015 to 2017 and then increased by 16.25% to 3.18% in 2020. It is however clear that local authorities are actively engaging in measures to reduce the proportion of vacant dwellings compared to overall stock each year. It should be noted that this indicator is based on each local authority position on the last day of each year. The challenges presented by COVID-19 in 2020 would have impacted on the performance of local authorities under this indicator.

H3 – Average Re-letting time and direct costs

Overall, from 2014 to 2020 the time taken to re-let a dwelling increased by 4.00%. However, in the period from 2017 to 2019 it had fallen to 28.99, 27.75 and 28.17 weeks respectively. From 2014 to 2020, the costs involved in re-letting a dwelling increased by 65.28%. The challenges presented by COVID-19 in 2020 would have impacted on the performance of local authorities under this indicator.

H4 – Housing Maintenance Direct Costs

The average expenditure on dwelling repair and maintenance during the period decreased by 11.98% from 2014 to 2020. During that period there was a peak in 2016 of €1,506.02.

H5 – Private Rented Sector Inspections

For the period from 2014 to 2020 the number of registered tenancies increased by 17.39%. From 2016 to 2020 there was an increase of 19.29% in the number of dwellings found to be not compliant and a 45.07% increase in the number of dwellings over the period that became compliant during the year, with a peak of 9,326 in 2019.

H6 – Long Term Homeless Adults

After an increase from 2014 to 2019 of 32%, 2020 saw the figure drop by 55%.

The Department of Housing, Local Government and Heritage's Rebuilding Ireland strategy covers areas such as housing supply and state supports aimed at tackling the issue. Individual local authorities are attempting to increase numbers of social housing stock available.

Section 2

Roads

R1 Pavement Surface Condition Index (PSCI) Rating

Graph R1 (A) in Appendix 3 shows the percentage surveyed against the maximum percentage possible (400%) for each year. NOAC welcomes the trend that shows a very high and increasing percentage of roads being surveyed, however it is noted that the Department of Transport requirement is to achieve 4 x 100% for the periods specified and this has not yet been achieved.

The data is presented as stacked bar charts showing the relative performance of each road type for each condition category for the period. The results illustrate the amount of roads with condition rating 1 to 4 remains high for all categories, including Regional roads.

R2: - Kilometres of regional road strengthened during 2019, the amount expended on that work and the average unit cost of such works in Euro per square metre (€/m²).

The kilometres of regional road strengthened rose from 362km in 2015 to 457km in 2020. In line with this, the amount expended on regional road strengthening work also rose from €48,078,678 in 2015 to €99,083,705. The kilometres of regional road resealed rose from 350km to 505km.

R3 (A): - The percentage of motor tax transactions which were dealt with online (i.e. that the transaction is processed, and the tax disc is issued)

Data for this indicator is supplied directly by the Department of Transport's Vehicle Registration Unit in Shannon. Nationally there has been a steady increase in online motor tax transactions going from 57.76 in 2014 to 81.52% in 2020.

Section 3

Water

W1: % Drinking water in private schemes in compliance with statutory requirements

For W1, the EPA was not able to provide updated data for the 2020 report.

W2: % of registered schemes monitored

As W2 was a new indicator for 2019 there is limited historic trend data available.

Section 4

Waste / Environment

A range of indicators are contained in this section that broadly covers this area. This includes waste management, environmental pollution, litter management and school green flag.

E1: No./% Households with access to a 3 bin service

NOAC amended this indicator for the 2020 report to measure the percentage of households based on those in agglomerations of over 500 instead of the 2016 census household figure as in previous years.

In the interest in maintaining trend comparison NOAC have portrayed the data as based on agglomerations greater than 500 households and using the previous methodology based on the 2016 census household figure.

The new method shows that 89.73% of households in an agglomerations over 500 availed of a 3 bin service.

When based on households as per the 2016 census, the trend rose each year, from 22.09% in 2014 to 48.22% in 2020.

E2: % Environmental pollution complaints closed

For E2, the number of environmental pollution complaints closed, the years 2015 to 2020 was examined with the national average number of local authority complaints recorded as increasing by 53.93% from 2015 to 2020 or from 1,780 to 2,740 cases. The average number of cases closed increased by 54.44% from 2015 to 2020. The number of cases on hand at year end doubled from 2015 to 2020 from 142 to 284.

E3: % LA area within the 5 levels of litter pollution

For E3, the median percentage of LA area within the five levels of litter pollution data has been consistent for the period of 2014 to 2020 and shows a lot of slight and moderately polluted areas ranging between 70% to 62% and 16% to 17% respectively. However, there is little incidence of significant pollution with a max of 2% in 2017. Level of no pollution has shown increases from 10% to 22%. Data, however showed anomalies in this area, not adding to 100% due to rounding issues.

E4: % of schools that that currently hold and have renewed their green flag status

The percentage of schools that have been awarded green flag status fell from 51.41% in 2018 to 41.83% in 2020.

E6: Public Lighting

As E6 is a new indicator for 2020 no historic trend data is available for this year's report.

Section 5

Planning

NOAC Planning indicators covered the areas of building control, appeals to An Bord Pleanála, enforcement cases, costs of planning services and Fire Safety Certificates.

P1: - New Buildings Inspected

The Code of Practice for Inspecting and Certifying Buildings and Works (The Code) in relation to inspections of new buildings for which valid commencement notices have been received sets a minimum requirement of 12 – 15%. Since 2015 the median national figure has decreased from 24% in 2015 to 15.28% in 2020.

These inspections are vital to ensure buildings are being constructed in line with legislation. NOAC would like to see all local authorities achieving the minimum requirements set out in The Code in subsequent reports.

P2: - Number / Percentage decisions confirmed by An Bord Pleanála

These indicators track the number of local authority decisions appealed to and decided by An Bord Pleanála in a year as well as the percentage of determinations which confirmed the local authority decision. The first of these indicators showed an increasing trend in appeals with a 46.12% increase for that period. In addition, the percentage of An Bord Pleanála appeals that upheld local authority decisions increased by 3.18 percentage points on the 2014 figure.

P3: - Percentage of Planning Enforcement cases closed as resolved

The number of planning cases referred to or initiated by a LA increased by 9.83% from 2014 to 2020. Planning cases closed during the period by a LA between 2014 and 2020 fell by 10.04%. The percentage of planning cases dismissed from 2014 to 2020 increased by 77.76% over the period and peaked in 2017, with the percentage of those closed and resolved to a local authority's satisfaction through negotiation dropping by 71.07%. The percentage of cases closed due to enforcement proceedings increased from 41.79% to 48.40% over the period.

P4: - Cost per Capita of the Planning Service

This indicator calculates the cost per capita of services provided by local authorities relating to planning and shows an overall increase of 19.98% from 2014 to 2020. The trend in this is significant, however as the indicator is the provision of the service per head of population this trend is occurring over a time period when case volumes are high in the system. Local authorities should continuously look for ways to decrease expenditure without compromising the end service. Cost per capita figures in 2014 and 2015 are based on the 2011 census. From 2016 these costs are based on the census results carried out in 2016.

P5: - Applications for Fire Safety Certificates

In the four years from 2017 to 2020 the percentage of applications for fire safety certificates received in year that were decided (granted or refused) within two months of their receipt rose 3.67% from 51.77% to 55.44%.

Section 6

Fire Services

Fire Service indicators cover the cost of a service per capita, service mobilisation times and times to attend at the scene of an incident.

The per head cost of running a Fire Service increased over the period from 55.19% in 2014 to 62.69% in 2020.

For mobilisation times in relation to fire incidents the full-time and retained Fire Stations showed small improvements to the times. Full-time station times improved by 12 seconds over the period from 2014 to 2020. For retained stations, timings improved by 8 seconds over the same period. For mobilisation times in relation to other incidents the full-time and part-time fire stations showed small improvements to the times with full-time station times improving by 20 seconds and retained station timings improving by 19 seconds over the same period.

Data in relation to fire incidents is presented together. For percentage attendance times in relation to fire incidents there was little variation from 2014 to 2020. The majority of incidents were attended to within 10 minutes, but the percentage reducing from 58.61% in 2014 to 55.30% in 2020. For those incidents that were attended after 20 minutes the percentage reduced from 9.13% in 2014 to 9.00% in 2020, an increase from 8.20% in 2019.

Data in relation to other emergencies is presented together. For percentage attendance times in relation to all other emergencies there was a slight worsening in times over the duration from 2014 to 2020. Of incidents that were attended to within 10 minutes the percentage reduced from 51.68% in 2014 to 46.64% in 2020. However, for those incidents that were attended after 20 minutes the percentage returned to the 2014 figure of 10.96% in 2020 after an increase to 11.74% in 2017.

Section 7

Library / Recreational Services

The challenges presented by COVID-19 in 2020 impacted on the performance of local authorities under this indicator. Due to public health measures libraries were forced to close for a significant period of time. After this the reopening was on a reduced capacity basis with restricted access. This is evident in the significant reduction in library visits per head of population of 70.59% from 2019 to 2020.

Library / Recreational Service indicators cover the number of members, visits and issued material as well as the cost of operating a library service.

The number of items issued to library users saw a drop of 40.88% from 2015 to 2020.

The average national per head cost of running a Library Service in a local authority increased by 19.12% over the period and reflected a cost increase for each year except for 2015.

Section 8

Youth / Community

Youth / Community indicators cover the percentage level of participation in the Local Youth Council/ Comhairle na n-Óg Scheme and the percentage of organisations that opted to be part of the Social Inclusion College within the Public Participation Network (PPN).

The national average percentage of local schools Involved in the Local Youth Council/ Comhairle na n-Óg Scheme increased from 51.86% to 63.29% over 2014 to 2020. There was an initial increase from 2014 to 2015 and the figure remained constant from 2015 to 2019 and then dropped 5.01% in 2020.

The national average percentage of organisations on the County Register at year end that opted to be Part of the Social Inclusion College within the PPN increased from 16.21% in 2019 to 16.33% in 2020. Previously this indicator saw a drop from 19.78% in 2015 to its lowest point of 16.21% in 2019

Section 9

Corporate

C1: - Total Number of Whole Time Equivalent Staff (WTEs)

The Whole Time Equivalent (WTE) staff numbers in local authorities dropped from 2014 to a low in 2015 and then continued to increase annually to 2020. Overall, the numbers have increased by a total of 10.86%.

C2: - Working Days lost to Sickness

From 2014 to 2020 the average percentage of working days lost to certified leave decreased by 9.88%. The peak during this period was 3.78% in 2017 and 2018. In the same period the percentage paid working days lost to self-certified sickness absence reduced by 50%.

C3: - Local Authority Website and Social Media Usage

From 2014 to 2019, the usage of local authority websites increased by 76.84% over the entire period, with increases recorded for each year. This is until 2020 when there was a drop of 8.82% from 2019. Since 2015, the total number of followers for local authority social media accounts increased by 500% over that entire period. This figure reflects the increasing importance of social media, across a number of platforms, as part of the overall package of communications. This can be used for purposes including news and events, notifications and receiving complaints.

C4: - Overall cost of ICT provision per WTE

Since 2015 the expenditure on ICT per WTE has increased by 28.54% and, other than a drop in 2016, is a year on year increase over that period. However, hardware used in the provision of ICT services generally has a short useable life and recurring software costs can fluctuate when upgrades are factored in. With more reliance placed on the ICT infrastructure of local authorities, it is not unusual to see an increase over time in this indicator particularly in light of the increased resources required in 2020 due to the impact of COVID-19 on local authorities. This coupled with the slow rate of increase of WTEs recorded under indicator C1 explains the trend noted in this analysis.

C5: - Overall cost of ICT as a proportion of Revenue expenditure

After rising from 1.75 in 2018 to 1.80 in 2019, this figure dropped to 1.52 in 2020.

Section 10

Finance

M1 – 5-year summary of Revenue account Balance

The national revenue account balance across the 31 local authorities has increased since 2016 from €29.24m to €62.79m in 2020. This is a very significant improvement over the period. It should be noted that the trends differ for each local authority with a number of local authorities having deficits and surpluses as set out in Appendix 3. Those local authorities with deficits saw a reduction over the period.

Although the national trend shows a positive picture there are a number of local authorities that have recorded deficit balances since 2014 and the national figure is increased by a small number of local authorities with large surplus balances. NOAC is pleased that the majority of local authorities with deficit balances are reducing year on year. NOAC is aware that a strong focus has been placed on improving the financial position of local authorities and NOAC expects further improvements for results recorded by this indicator in next year's report.

Nationally since 2015 the cumulative surplus or deficit as a percentage of total income has increased by 135.66% over the period. This trend is accounted for by those local authorities having deficits focusing efforts on reducing them. Data for revenue expenditure per capita is only available from 2016 onwards and shows an increase of 68.53% over the period.

M2 – 5-year summary of percentage collection levels for major revenue sources.

Since 2014 the national median percentage (%) commercial rates collected in a year has risen by 20.83% until 2019 and then fell to 77.10% in 2020. Within the national figure, trends vary between local authorities.

Since 2014 the national median percentage (%) rents and annuities collected in a year increased by 3% over the period. Within that national figure trends vary between local authorities.

Since 2014 the national median percentage (%) of housing loans collected in a year has increased by 15% over the period.

Local authority collection rates are based on the amount collected relative to the amount levied for the year plus pre-existing arrears less write offs / waivers, vacant property adjustments and specific doubtful debt arrears where no communication has been received and undecided vacancy applications.

The Debt Management Initiative introduced by Local Authorities which set targets for improved rates collection, established dedicated teams and provided additional staff training appears to have contributed to improved collections, which is a welcome development.

The challenges presented by COVID-19 in 2020 would have impacted on the performance of local authorities under this indicator.

M3: Public Liability Claims

Although NOAC introduced M3: Public Liability Claims as a new indicator in the 2020 Guidelines, to offer a year on year comparison NOAC requested Irish Public Bodies (IPB), the insurance company used by local authorities for public liability, and local authorities themselves to provide details of pay out costs for 2018, 2019 and 2020. The average cost per capita of public liability claims rose from €11.62 in 2018 to €13.53 in 2019 and then fell to €12.21 in 2020.

M4: Overheads

As M4 is a new indicator for 2020, no historic trend data is accordingly available.

Section 11

Economic Development

Since 2014, the national total of jobs created with assistance from the LEOs has decreased significantly by 143% with a net of -1,494 after it peaked in 2018 at 3,656. The national total of trading online vouchers approved by the LEOs has increased by 1,035% since 2016 from 1,141 to 12,946. In line with this, trading online vouchers drawn down increased by 596%.

Summary

The majority of indicators showed trends over the last number of years and of those most were positive. A number of indicators however showed no particular trend or pattern.

NOAC is pleased with the improvements shown in various indicators. Where performance has decreased NOAC would expect local authorities to focus on increasing performance in these areas while maintaining the upward trend in other areas. NOAC is mindful of the impact of COVID-19 on local authorities in 2020 and the negative affect it had on performance in respect of certain indicators.

Chapter 5

Conclusions and Recommendations

The impact of COVID-19 resulted in 2020 being an extremely challenging year for local authorities, with the curtailment of some services and presenting difficulties in continuing to provide essential services. As already referred to in this report NOAC acknowledges and is impressed with the additional work undertaken by local authorities. It understands that while certain indicators have shown a decrease in performance, these are mainly due to the impact of the pandemic.

For the second year NOAC conducted all its validation visits remotely. NOAC recognises the effort made by all the authorities involved to ensure these visits were effective and it ensured that the data in the report could be validated by NOAC. These 6 meetings identified exemplars of good practice in local authorities. It provided clarity and context to the data and in some cases it identified incorrect data which was subsequently corrected.

Notwithstanding the difficult year the trend analysis undertaken in the report illustrates areas where improvement has been noted and understandably areas that have seen a decline in performance since 2019 due to the impact of COVID-19.

Improvements noted are as follows:

- Year-end housing stock figures have increased 5.80% since 2017;
- Housing maintenance costs have decreased by 11.98% since 2014;
- Percentage of long term homeless adults has significantly decreased 55% since 2019;

- Percentage of working days lost to certified and self-certified leave has decreased 9.88% and 50% respectively since 2014; and
- Cumulative revenue balance has increased from €29.24m in 2016 to €62.79m in 2020.

For those indicators where a drop in performance has occurred in 2020 NOAC is eager to see improvements made in future years as the impact of COVID-19 reduces.

In particular NOAC notes the costs associated with providing services such as planning, fire, libraries and ICT provision has continued to creep upwards and sees this as a key area of improvement for local authorities.

Another concern for NOAC is the increase in re-letting times and costs for local authority dwellings. Since 2014 the average re-letting time has increased 4% and the average re-letting cost by 65%. Although COVID-19 undoubtedly impacted the work carried out in this area NOAC has flagged this issue in previous Performance Indicator reports.

A key area for local authorities in the future is Climate Action. NOAC has introduced a new indicator for 2020 that measures the power usage and percentage of public lighting that is LED. LED lighting consumes considerably less energy than older SOX-SON lighting systems. NOAC was pleased to see the great efforts made by local authorities in this area at the validation visits this year. NOAC will monitor this indicator in future reports and expects to see progress across all the local authorities in this area.

Appendices



Appendix 1

Quality Assurance Review of Data

Selected Indicators and Local Authorities

This year the members of NOAC's Performance Indicators working group – Martina Moloney (Chair), Connie Hanniffy and Brian Cawley, assisted by NOAC members Margaret Lane and Declan Breathnach, selected six indicators for review:

Number	Indicator	Title
1	H3	Average Re-letting Time and Direct Costs
2	E1	No./% of Households with access to a 3 bin service
3	E6	Public Lighting
4	C3	LA website and social media usage
5	M3	Public Liability Claims
6	M4	Overheads

The indicators were primarily selected to get a better understanding of the way that the data is compiled by the local authorities and in particular the validation process applied by local authorities in returning data as part of this process.

The following councils were chosen for review:

Number	Local Authority	Date
1	Cork City Council	23 June 2021
2	Laois County Council	25 June 2021
3	Clare County Council	13 July 2021
4	Carlow County Council	21 July 2021
5	Tipperary County Council	21 July 2021
6	Waterford City and County Council	28 July 2021

The reviews were carried out remotely via video conference in the context of COVID-19.

The NOAC members were accompanied by members of the Secretariat at each visit and their assistance was greatly appreciated. NOAC is very grateful to the local authority coordinators who arranged the visits and to the Chief Executives and other local authority staff who met with the NOAC members in the course of the visits for all of their contributions.

Meetings with Chief Executives

The NOAC members met with the Chief Executives or their deputies and some of the Management Team of the local authorities for a general discussion on overall performance issues and experience with the indicators, process and results. The local authorities provided the members with a brief overview of the context in which the authorities operate and their particular priorities and challenges.

Common concerns raised by local authorities included:

- Uncertain financial situation, in particular following the pandemic restrictions
- Delivering services amid the ongoing COVID-19 pandemic;
- Reduced staffing levels, difficulties recruiting and retaining staff.
- next steps after the rates waiver ends;
- reduced service charge returns; and
- increased rent arrears.

Cork City Council held on 23 June 2021. Chaired by Martina Moloney NOAC, Neill Dalton & Darren Browne Secretariat

Cork City Council acknowledged that housing is a key priority for the council and said that they expect to build approximately 600 social housing units per year over the next number of years. Over a 1,000 units are currently under construction with a further 500 houses at contract reward stage. The council advised that the overall staffing level was 1,530 with further requests for additional staff being made to the Department of Housing, Local Government and Heritage. It noted that with the level of projects ongoing that it is a challenge to balance staffing resources.

Laois County Council held on 25 June 2021. Chaired by Constance Hanniffy & Margaret Lane NOAC, Neill Dalton & Darren Browne Secretariat

Laois County Council advised that it was confident in reaching and exceeding their housing target through their own building programme, the use of turnkeys and approved housing bodies. In regard to economic development, the council advised that 112 jobs in the county have been supported by the IDA. The council acknowledged the target to reduce carbon emissions is onerous, with the target to reduce emissions being 51% by 2030. Laois are pursuing advancements in renewable energy, increased retrofitting of homes for energy efficiency and in the greater use of electric vehicles in public transport.

Clare County Council held on Tuesday 13 July 2021. Chaired by Brian Cawley NOAC, Neill Dalton & Colin Flood Secretariat

The council advised that it is running 12-15 match funding schemes from central government and advised that there was a €2.5 million loss in commercial rates last year. It told NOAC that Clare County Council is highly dependent on a few large commercial rates payers that have now been lost. The Chief Executive advised that there is a new library being built. The council confirmed it sees opportunities in more digital work and remote working in promoting rural Clare.

Carlow County Council held on 21 July 2021. Chaired by Brian Cawley NOAC, Colin Flood & Darren Browne Secretariat

The council identified areas in need of development, in the context of the performance indicators, such as inspection rates of newly built houses, improvement in the area of housing maintenance costs and improved response times to fires. In terms of vacancy stock levels, it noted that these figures have improved slightly in 2020 compared to 2019. It advised that these are areas that are labour and cost intensive and are considered by Carlow County Council as important when assessing if their processes and procedures are up to standard. Choice based letting is an area that the council would like to move into but currently they do not have an IT system to facilitate this. This would aim to reduce turnaround times for vacant properties. It also noted that greater enforcement in planning is a particular challenge at the moment. It identified challenges in housing, financial and staffing positions, Climate Action and digitalisation.

Tipperary County Council held on 21 July 2021. Chaired by Declan Breathnach NOAC, Colin Flood & Darren Browne Secretariat

The council described its new Corporate Plan 2020 – 2024. The plan retained the core themes around economy, social and environmental issues but refocused on “Our Tipperary”.

It noted threats around finance, climate change, housing, managing COVID-19 within work environments, the supply of commercial/industrial units where required and water services.

In terms of reducing housing voids, it advised that voids in rural locations may stay vacant for longer resulting in increased times overall. This is an area that they have looked at how other counties are managing. This resulted in a review carried out in 2020 in order to stream line 10 different authorities and their work processes. The importance of the Performance Indicators was also communicated.

Waterford City and County Council held on 28 July 2021. Chaired by Declan Breathnach NOAC, Colin Flood & Darren Browne Secretariat

Over the last year the council's biggest challenge has been dealing with the impact of COVID-19. This presented challenges amongst other things in remote working and maintaining health and safety. Going forward, the council noted that a 'blended working' approach would be the preference with the possibility of having 3 days in the office and 2 days out.

Lockdowns presented difficulties in maintaining construction which resulted in delays in areas of housing and re-tenanting however the council is confident in meeting the national targets for the next 3-5 years but acknowledged that they still face significant pressures. In terms of decarbonisation and climate change, they are aiming to be significantly more ambitious. There is the ongoing retrofit program in terms of social housing. They have made an application to make Waterford city a designated decarbonised zone. This would be the largest area to take this on nationwide.

The council noted that the LEO have been under pressure regarding restart grants. The Council have been particularly conscious of the pressures on businesses and tried to offer as much assistance as possible.

Summary of Indicators Validated for Each Local Authority

H3: Average Re-letting Time and Direct Costs

This indicator measures the time taken from the date of vacation of a dwelling to the date in 2020 when the dwelling is re-tenanted, averaged across all dwellings re-let during 2020 and the cost expended on getting the dwellings re-tenanted in 2020, averaged across all dwellings re-let in 2020.

Cork City's average re-letting time increased from 72.12 weeks in 2019 to 85.08 in 2020. It advised that older properties necessitate longer refurbishment time and expenditure. NOAC highlighted one property that took 165 weeks and the council advised that there may be other issues such as legal issues. Their target is to achieve 30 weeks vacancy. The biggest constraints in getting to this target is the legal barrier. Unpredictable factors such as the condition of the property also poses a challenge.

Laois advised that they had incorrectly included transfer of title/succession tenancies. These are excluded in the NOAC guidelines. The NOAC Secretariat opened an audit query to allow the change. From 58 properties to 55. An audit query was also opened to amend the council's time taken to re-let figure as it was entered as 0.5 weeks average per property. This was amended to 28.83 weeks averaged across all dwellings re-let during 2020.

Clare's average re-letting time rose 24.37% from 35.37 weeks in 2019 to 43.99 weeks in 2020. The council advised that a few properties skew the data, e.g. one property took over two years to remove an illegal occupant. They had two single rural dwellings, which is always more expensive to refurbish due to issues such as the septic tank, treatment system and boundary. The council had started inspecting properties before the vacancy but this was not possible in lockdown. The housing team visited Monaghan County Council to study good practice in this area, for example Clare charge €150 deposit, while Monaghan charge €500.

Carlow's average re-letting time rose 22.77% from 24.02 weeks in 2019 to 29.49 weeks in 2020. It advised that access to houses was a challenge, that works were halted due to COVID-19 and that there was also difficulty in the supply of materials.

Tipperary's average re-letting time rose 14.59% from 32.48 weeks in 2019 to 37.22 weeks in 2020. The local authority arranges contractors from an approved list that work off a shared framework. This then increases efficiency and re-letting homes. It advised that while deposits are not currently considered, it was confirmed that when a property is returned in a bad standard and the tenant seeks to let again in the future, they are expected to pay off excess damage costs.

Waterford's average re-letting time rose 80.68% from 14.80 weeks in 2019 to 26.74 weeks in 2020. The council advised that they had a number of voids that were held as emergency accommodation (19 properties). These would have had a delay of up to 12 weeks. It acknowledged that there will be an increase in time as suppliers will have difficulties in sourcing materials. The council aims to turn properties around within 5 weeks but face external issues. For instance, it advises that it may have to allocate a property to someone who may still need to give their notice to a private landlord. The days from turnaround to re-occupying of the property is currently down to 45 days in 2021.

E1: No./% of Households with access to a 3 bin service

This indicator measures the number of households, which are situated in an area covered by a licensed operator providing a 3 bin service at 31/12/2020 and the % of households within the local authority that the number at A represents (based on agglomerations > 500).

The data is obtained directly from the National Waste Collection Permit Office.

Cork City advised that the Segregation, Storage and Presentation of Household and Commercial Waste Bye-Laws, 2019 (conferred on it by Section 35(1) of the Waste Management Act, 1996 and in accordance with Part 19 of the Local Government Act, 2001) has been invaluable in increasing compliance in properties that ensure all citizens dispose of their waste by using an authorised waste contractor or by taking it to an authorised waste facility or by sharing bins by written agreement. The council can now go to a housing estate and enquire with residents how they dispose of waste. If the council are not satisfied with the explanation or proof, it can issue fines of €75.00.

Laois advised that it carried out surveys which encouraged people to become compliant in using either an authorised waste contractor or by taking it to an authorised waste facility. It is currently preparing maps to issue to all waste collectors to focus on areas for the 3 bin service.

Clare advised it does not collect or validate the data. The team took the LGReturns data and checked it with NWCPO. Also, as Clare provide five civic amenity sites, not everyone will use the 3 bin collection.

Carlow advised that while desktop validation of the data is undertaken by the NWCPO, the validation of the waste collectors is carried out by the local authority and Regional Waste Management Planning Offices later in the year when the portal opens for their access.

The County of Tipperary (Waste Management) Bye-laws, 2018, resulted in inspections of compliance in Tipperary. It carried out 167 in 2019 and found 129 compliant. Letters were issued to non-compliant households. In 2020, 250 houses were planned for inspection, 281 were actually inspected with 227 compliant. In 2021, 150 are planned with 70-80 inspected so far.

Waterford advised that it has 11 of agglomerations with a population of over 500. The council has a number of environmental inspectors who inspect householders on their waste arrangements. There are facilities available to compost the waste or take to a waste facility. There are two in the county or they can use the householder waste provider. Waterford advised that it has increased its waste collection capacity through the use of 'big belly' bins which provide compacting abilities and message the council when full. It has also introduced plastic bottle recycling units and aluminium recycling units on the streets of towns in key locations.

E6: Public lighting

This indicator presents the following data:

- A. Total billable wattage of the public lighting system,**
- B. Average billable wattage of the Public Lighting system,**
- C. Percentage of the total system that LED lights represent.**

The data is obtained directly from the Roads Management Office (RMO).

Cork City advised that it is one of seven local authorities that are not part of the Roads Management Office's Local Authority Public Lighting Energy Efficiency Project. The council reported that 20.00% of its public lighting system was now LED (light emitting diode) lights. It plans to aggressively get this figure higher, however, it advised that it will never get to 100% as it is not part of the RMO program.

Laois is also not part of the RMO upgrade program. It advised that it had more control and that it was more economical than going with the RMO project.

Clare are part of the Region 1 retrofit project of the RMO scheme, which will see a full LED upgrade except a large part of Shannon due to poor infrastructure. The target for Clare is 100%. It will be close to 90% at the end of the region 1 scheme. Once the Shannon infrastructure is upgraded it will be close to 100%. The council advised that the level of reduction in energy is difficult to state due to design, location, requirements and difficulty in comparing SOX/SON and LED bulbs.

Carlow advised that the RMO figures included "non in-charge" lights which were discounted in final figures provided to NOAC. 'Non in charge' lights are those still under the control of developers. Carlow are part of the eastern regional project which includes 11 authorities. The target is for 100% upgrade to LEDs and the project is at tender stage.

Tipperary advised that all LED upgrade activity is carried out by appointed contractors. Tipperary is currently at 24.60% but targets 100% upgrade to LED lights in the public network.

Waterford is part of South West region of the RMO retro-fit project. It will see the LED upgrade begin in 2022 and should take eight months. Waterford advised that it should gain a 50% energy efficiency and 30-40% save on cost maintenance. The SOX/SON lights have a lifespan of 4-5 years but LED lifespan is 20 years.

C3: LA website and social media usage

This indicator looks at the per capita total page views of the local authority's websites in 2020 and the per capita total number of followers of the local authorities social media accounts (if any) at the end of 2020.

Each local authority is asked to confirm if there was a change to its cookie policies and what date this came into effect as this will impact on the tracking figures for the indicator.

Cork City advised that they have 60 new online services, and some services have now gone completely online. There has been a shift in Cork City's social media policy. They had traditionally focused on websites and are now using social media to connect with the population and then link back to the website.

Laois advised that it experienced a large rise in activity in March last year and at the end of May for the restart grant. Facebook live events via the libraries and other specific Facebook pages, such as heritage sites, encourage the rise in activity. However, Laois also advised that due to the counties demographic, not all citizens will want to use the websites. While there is one staff member allocated to ensure resources are available, responsibility for content is spread amongst the sections within the council.

Clare explained that the council has core corporate accounts and then a number of focused and more specific accounts. They advised that the increase from 2019 to 2020 is due to organic growth over the year. It was noted that Clare has a dedicated communications officer and that a large part of their role is to drive usage, engagement and advise citizens on what the councils does.

Carlow advised that it had a reduction of website usage which may be due to less usage during COVID-19. Its 29 Social Media accounts are managed by an external company with usage rising from 2019 to 2020.

Tipperary advised that there was a large drop in tourism website usage, while a large rise in genealogy, online museums and the COVID-19 data hub. The council advised that it has a Website Redevelopment project due within the next year to make one central portal with improved design and usability. This is to develop the complete customer service online.

Waterford record the information on website visitors by using a spreadsheet pulled from Google Analytics and the analytics programs within Wordpress. To increase the public use of its website, the council used ad campaigns, local radio adverts and increased online payment facilities for services.

M3 – Public Liability Claims

This is a new indicator for 2020 that establishes the total cost of settled claims for the years 2018, 2019 and 2020.

Cork City advised that it is largely self-insured. It has an excess of €1 million. Irish Public Bodies (IPB), the public body insurance company, take over the cost of each claim above this threshold. The council advised that it has over 600 claims on its books at any one time. It has a claims unit, external legal body and external advisor to ensure sufficient reserves are in place.

Clare advised that it has received funding from IPB to mitigate road and footpath claims. It looks at the location of the claim and when the roads works programme can address faults. In reference to significant reduction in the pay out of claims 2018 to 2020, it advised that a lot of claims are low value due to potholes and road defects. When it has a large claim, such as in 2018, it can skew the figures. For 2019 and 2020, Clare advised it had no large claims.

To mitigate against potential claims, Carlow map claims and carry out remedial works. This resulted in the number claims being reduced. Settled 2019 claims include an exceptional item in respect of a road traffic accident while trips and falls are the most common claims.

Tipperary advised that it monitors locations for claims and incorporate these areas into the road works programmes to mitigate against potential claims.

Waterford explained that when the separate municipal districts joined with Waterford County Council, it removed the previous insurance excess of €6,300. The Council advised that it works with IPB to mitigate against potential claims by reviewing data from the insurance company. This included the use of heat maps and then works to upgrade the area to avoid the next potential claim.

Due to unforeseen circumstances at the time of the validation visit Laois did not have the staff member responsible for this area available. The Secretariat undertook a desktop review of this indicator and noted a correction that was required by the council to its data return.

M4 – Overheads

This is a new indicator for 2020 that establishes the overall central management charge as a percentage (%) of total expenditure on revenue account and total payroll costs as a percentage (%) of revenue expenditure.

Cork City advised that it pulls the details of its overheads directly from its cost management system. It also advised that it joined MyPay, the shared service for local authority staff payments in 2018.

Clare advised that it uses the financial system, Agresso, to record the figure of its overheads.

Carlow confirmed that it benchmarks its overhead costs with other local authorities.

Laois confirmed it has not benchmarked against other authorities on this indicator as the costs included in the central management charge are specific to each. They relate to the cost for the central functions of the council that are used by all services such as Human Resources, Finance, Corporate etc.

Tipperary advised that it has always benchmarked its overheads against other similar authorities. It noted that the result in this new indicator is dependent on its overall revenue expenditure which can vary one year to the next. Tipperary noted that central management charges and payroll charges didn't vary significantly year on year but the revenue expenditure could significantly increase or decrease. This may create a distorting effect.

Waterford advised that it intermittently benchmarks its overheads against other similar authorities. To improve the indicator, it suggested that it would add more value to exclude the pension and lump sums, and to consider that this metric is against the revenue expenditure and that can vary thus skewing the results. It also noted that Capital expenditure was not included.

Conclusion

The members were impressed with the preparation made by all the local authorities selected for validation and would like to acknowledge the contributions made by individual staff on the day and in the provision of all follow up material.

NOAC is broadly satisfied with the validity of the data of each local authority.

Appendix 2 - Tables / Figures

Section 1 - Housing

Table H1: - Social Housing Stock (A-F)

Authority	A. No. of dwellings in the ownership of the LA at 1/1/2020	B. No. of dwellings added to the LA owned stock during 2020 (whether constructed or acquired)	C. No. of LA owned dwellings sold in 2020	D. No. of LA owned dwellings demolished in 2020	E. No. of dwellings in the ownership of the LA at 31/12/2020	F. No. of LA owned dwellings planned for demolition under a DHLGH approved scheme
Carlow County	1797	55	7	0	1845	0
Cavan County	2058	23	1	0	2080	0
Clare County	2555	57	12	0	2600	2
Cork City	10297	143	22	28	10390	40
Cork County	7030	292	11	0	7311	0
Donegal County	4844	52	17	8	4871	0
Dublin City	26150	370	25	28	26467	439
Dún Laoghaire Rathdown	4422	52	7	0	4467	16
Fingal County	5368	124	13	0	5479	0
Galway City	2271	47	12	0	2306	2
Galway County	2525	81	16	0	2590	0
Kerry County	4297	46	22	0	4321	0
Kildare County	4515	305	4	0	4816	15
Kilkenny County	2388	88	9	1	2466	1
Laois County	2180	49	4	0	2225	0
Leitrim County	967	21	6	0	982	0
Limerick City and County	5385	109	18	1	5475	47
Longford County	2067	64	18	1	2112	1
Louth County	3838	156	11	0	3983	2
Mayo County	2179	82	7	0	2254	0
Meath County	3402	166	5	0	3563	0
Monaghan County	1615	68	16	0	1667	0
Offaly County	1891	36	9	0	1918	0
Roscommon County	1370	24	14	0	1380	0
Sligo County	2156	17	7	3	2163	20
South Dublin County	9528	49	2	0	9575	0
Tipperary County	5072	94	11	5	5150	0
Waterford City and County	5175	113	13	0	5275	1
Westmeath County	1974	59	8	0	2025	6
Wexford County	4545	58	17	0	4586	0
Wicklow County	4544	251	9	0	4786	0
Totals	138,405	3,151	353	75	141,128	592

NOTE: Cork City, Dún Laoghaire Rathdown, Fingal, Galway City, Galway County, Kildare, Laois, Louth, South Dublin County and Westmeath confirmed their closing figures (H1E) for 2019 were incorrect. The amended opening figures (H1A) have been used for the 2020 report

H2: Housing Vacancies

Authority	A. The percentage of the total number of LA owned dwellings that were vacant on 31/12/2020
Carlow County	2.38
Cavan County	6.06
Clare County	3.85
Cork City	5.17
Cork County	5.1
Donegal County	2.48
Dublin City	2.64
Dún Laoghaire Rathdown	1.26
Fingal County	3.38
Galway City	2.08
Galway County	7.07
Kerry County	4.07
Kildare County	1.69
Kilkenny County	2.39
Laois County	2.65
Leitrim County	2.65
Limerick City and County	3.7
Longford County	6.35
Louth County	1.73
Mayo County	5.01
Meath County	6.93
Monaghan County	0.72
Offaly County	2.5
Roscommon County	2.97
Sligo County	2.05
South Dublin County	0.7
Tipperary County	4.39
Waterford City and County	1.23
Westmeath County	2.38
Wexford County	1.35
Wicklow County	4.81

H3: Average Re-letting Time and Cost

Authority	A. Time taken from the date of vacation of a dwelling to the date in 2020 when the dwelling is re-tenanted, averaged across all dwellings re-let during 2020 (weeks)	"B. Cost expended on getting the dwellings re-tenanted in 2020, averaged across all dwellings re-let in 2020 (€)"
Carlow County	29.49	32523.59
Cavan County	61.82	16249.13
Clare County	43.99	28713.99
Cork City	85.08	19438.24
Cork County	49.91	25397.95
Donegal County	35.99	12451.89
Dublin City	15.17	21346.12
Dún Laoghaire Rathdown	23.37	12367.05
Fingal County	35.43	18543.2
Galway City	44.47	18130.72
Galway County	49.22	17174.71
Kerry County	34.92	13562.3
Kildare County	38.88	23517.64
Kilkenny County	24.72	16048.3
Laois County	18.61	9576.85
Leitrim County	36.43	11233.49
Limerick City and County	59.85	33482.64
Longford County	48.78	20865.21
Louth County	39	16927.33
Mayo County	12.5	16423.04
Meath County	31.4	27959.84
Monaghan County	11.49	10898.95
Offaly County	26	16168.55
Roscommon County	21.84	10967.35
Sligo County	22.06	20435.07
South Dublin County	24.88	22658.23
Tipperary County	37.22	10871.51
Waterford City and County	26.74	10952.08
Westmeath County	21.98	16901.23
Wexford County	35.14	6316.24
Wicklow County	27.96	28304.28

H4: Housing Maintenance Cost

Authority	A. Expenditure during 2020 on the maintenance of LA housing compiled from 1 January 2020 to 31 December 2020, divided by the no. of dwellings in the LA stock at 31/12/2020, i.e. H1E less H1F indicator figure
Carlow County	450.85
Cavan County	356.52
Clare County	993.16
Cork City	1357.94
Cork County	528.39
Donegal County	848.67
Dublin City	2441.06
Dún Laoghaire Rathdown	929.51
Fingal County	703.95
Galway City	976.1
Galway County	1058.16
Kerry County	743.39
Kildare County	654.41
Kilkenny County	1122.45
Laois County	761.34
Leitrim County	1335.66
Limerick City and County	1894.49
Longford County	336.5
Louth County	608.92
Mayo County	465.83
Meath County	556.5
Monaghan County	326.9
Offaly County	565.45
Roscommon County	448.17
Sligo County	462
South Dublin County	692.09
Tipperary County	593.68
Waterford City and County	917.87
Westmeath County	775.07
Wexford County	782.01
Wicklow County	659.97

H5: Private Rented Sector Inspections

Authority	A. Total no. of registered tenancies in the LA area at the end June 2020	B. No. of rented dwellings inspected in 2020	C. % inspected dwellings in 2020 not compliant with Standards Regulations	D. Number of dwellings deemed compliant in 2020 (including those originally deemed non-compliant)
Carlow County	3890	113	100	13
Cavan County	3321	119	100	29
Clare County	5340	274	98.84	21
Cork City	20166	415	85.19	286
Cork County	17152	752	99.2	12
Donegal County	6973	957	98.09	279
Dublin City	75103	2224	78.1	3446
Dún Laoghaire Rathdown	19630	870	95.87	69
Fingal County	20801	2933	95.52	662
Galway City	11853	387	100	12
Galway County	7036	859	99.52	83
Kerry County	8150	925	92.07	151
Kildare County	13236	551	98.33	95
Kilkenny County	5116	329	100	170
Laois County	4621	445	100	10
Leitrim County	1719	220	75.45	67
Limerick City and County	13541	774	99.46	35
Longford County	2716	218	97.26	124
Louth County	8227	541	99.75	19
Mayo County	6657	473	92.75	136
Meath County	8799	1199	88.11	244
Monaghan County	2472	243	55.1	133
Offaly County	3630	250	99.07	9
Roscommon County	3095	294	89.53	119
Sligo County	5332	679	99.81	152
South Dublin County	16677	2987	92.03	588
Tipperary County	8122	765	98.65	91
Waterford City and County	9421	349	100	113
Westmeath County	6249	452	97.41	76
Wexford County	8571	330	99.14	76
Wicklow County	6972	590	98.64	80
Totals	334,588	22,517		7,400

NOTE: Dublin City Council manages homelessness responses on behalf of the Dublin authorities, so Dún Laoghaire Rathdown, Fingal and South Dublin County Councils are included under Dublin City Council.

H6: Long-term Homeless Adults

Authority	A. Number of adults in emergency accommodation that are long-term homeless as a % of the total number of homeless adults in emergency accommodation at end of 2020
Carlow County	38.89
Cavan County	0.00
Clare County	56.34
Cork City	51.21
Cork County	57.65
Donegal County	36.36
Dublin City	16.93
Dún Laoghaire Rathdown	0.00
Fingal County	0.00
Galway City	65.91
Galway County	48.48
Kerry County	64.95
Kildare County	60.87
Kilkenny County	57.14
Laois County	50.00
Leitrim County	0.00
Limerick City and County	50.73
Longford County	100.00
Louth County	61.04
Mayo County	40.43
Meath County	45.30
Monaghan County	0.00
Offaly County	64.00
Roscommon County	0.00
Sligo County	53.66
South Dublin County	0.00
Tipperary County	0.00
Waterford City and County	48.94
Westmeath County	40.00
Wexford County	38.89
Wicklow County	45.00

NOTE: Dublin City Council manages homelessness responses on behalf of the Dublin authorities, so Dún Laoghaire Rathdown, Fingal and South Dublin County Councils are included under Dublin City Council.

Housing Statistics

H1 & H2: Social Housing Stock

Social Housing Stock (H1)

H1 A. Dwellings in LA Ownership 01/01/2019			2020
N	Valid		31
	Missing		0
Average	Mean		4465
	Median		3402
H1 B. Dwellings added to LA stock			2020
N	Valid		31
	Missing		0
Average	Mean		102
	Median		64
H1 C. LA owned dwellings sold			2020
N	Valid		31
	Missing		0
Average	Mean		11
	Median		11
H1 D. LA dwellings demolished			2020
N	Valid		31
	Missing		0
Average	Mean		2
	Median		0
H1 E. Dwellings in LA ownership 31/12/2020			2020
N	Valid		31
	Missing		0
Average	Mean		4553
	Median		3563
H1 F. LA dwellings planned for demolition			2020
N	Valid		31
	Missing		0
Average	Mean		19
	Median		0

Summary Statistics 2015-2020 (H1 E)

Total No. of Dwellings in Local Authority Stock 31/12/2020		2015	2016	2017	2018	2019	2020
N	Valid	31	31	31	31	31	31
	Missing	0	0	0	0	0	0
Average	Mean	4,189.03	5,660.71	4,303.03	4,350.97	4,480.81	4,552.52
	Median	3,132.00	4,143.00	3,006.00	3,116.00	3,402.00	3,563.00

Housing Vacancies (H2)

H2 A. % of dwellings vacant 31/12/2020		2020
N	Valid	31
	Missing	0
	True national %	3.18%
	Median	3,132.00

H3 & H4: Average Re-Letting Time & Stock; Housing Maintenance Cost**Summary Statistics 2015-2020 (H3 A)**

H3 A. Re-letting Time (Weeks)		2015	2016	2017	2018	2019	2020
N	Valid	31	31	31	31	31	31
	Missing	0	0	0	0	0	0
	True national mean			28.99	27.75	28.17	32.69
	Median	3,132.00					

Average Re-letting Time, Cost & Maintenance (H3-H4)

H3 A. Re-letting Time (Weeks)		2020
N	Valid	31
	Missing	0
	True national mean	32.69
H3 B. Re-Let Cost Average (€)		2020
N	Valid	31
	Missing	0
	True national mean	19,065.30
H4 A. Maintenance Cost by Unit (€)		2020
N	Valid	31
	Missing	0
	True national mean	1119.82

H5 & H6: Private Rented Sector Inspections; Long-term Homeless Adults

Summary Statistics 2015-2020

H5 A. Total No. of Registered Tenancies		2015	2016	2017	2018	2019	2020
Average	Mean	9,959.00	10,041.77	10,554.42	10,394.52	10,457.68	10,793.16
	Median	6,583.00	6,685.00	7,132.00	6,920.00	6,862.00	7,036.00
H5 B. No. of Inspections Carried out							
Average	Mean	561.61	438.81	523.55	768.52	1,038.58	726.35
	Median	379.00	314.00	496.00	622.00	712.00	473.00

Private Rented Sector Inspections - Long Term Homeless Adults

H5 A. Total No. of Registered Tenancies		2020
N	Valid	31
	Missing	0
Average	Mean	10,793.16
	Median	7,036.00
H5 B. No. of Inspections Carried Out		2020
N	Valid	31
	Missing	0
Average	Mean	726.35
	Median	473.00
H5 C. % of Inspected Dwellings Not Compliant		2020
N	Valid	31
	Missing	0
	True national %	94.29%
H5 D. No. of Non-Compliant Dwellings that Became Compliant in 2020		2020
N	Valid	31
	Missing	0
Average	Mean	238.71
	Median	91.00
H6 A. Long Term Homeless as % of Total No of Homeless Adults		2020
N	Valid	28
	Not Applicable	3
	True national %	27.62%

Section 2 - Roads

R1: Pavement Surface Condition Index (PSCI) Ratings - A

Authority	A (a): % Regional Road that received a PSCI Rating in the 24 month period to 31/12/2020	A (b): % Local Primary Road that received a PSCI Rating in the 24 month period to 31/12/2020	A (c): % Local Secondary Road that received a PSCI Rating in the 24 month period to 31/12/2020	A (d): % Local Tertiary Road that received a PSCI Rating in the 60 month period to 31/12/2020
Carlow County	95.8	95.9	96.3	92.6
Cavan County	93.8	96	92.9	77.5
Clare County	12.9	46.4	49.9	52.5
Cork City	95.5	95.1	93.4	91.6
Cork County	93	96.1	90.1	83
Donegal County	96.5	95.8	92.9	69.9
Dublin City	7.4	83.9	67.6	87
Dún Laoghaire Rathdown	88.6	90.2	92.6	81.6
Fingal County	91.2	90.9	95.6	96.3
Galway City	7.5	96.7	82.9	90.8
Galway County	94	96.7	94.5	79
Kerry County	94.1	94.6	90.8	79.8
Kildare County	20.6	36.9	33.5	20.7
Kilkenny County	98	95.8	94.1	70
Laois County	94.4	95.7	97.1	88.8
Leitrim County	86.3	70.1	67	84.1
Limerick City and County	93.7	96.8	96.6	85.9
Longford County	95.2	97.8	98.2	84.7
Louth County	90.2	93.8	93.6	86.9
Mayo County	57.6	78.8	31.3	88.9
Meath County	89.1	91.7	92.6	73.9
Monaghan County	95.3	97	97	94.6
Offaly County	96.8	96.3	80.6	56.5
Roscommon County	93.6	91.4	77.5	72.2
Sligo County	93.7	97.2	95.8	79.1
South Dublin County	5.5	69.8	58.2	37.6
Tipperary County	93.9	96.1	95.6	80.2
Waterford City and County	24	96.3	95.6	92.3
Westmeath County	94.3	96.2	96.1	83
Wexford County	87.1	92.1	92.4	88.8
Wicklow County	98.8	98.2	98.6	82.6

R1: Pavement Surface Condition Index (PSCI) Ratings - B - Regional

Authority	B (a): % Total Regional Road Kilometres with a PSCI Rating of 1-4	B (a): % Total Regional Road Kilometres with a PSCI rating of 5-6	B (a): % Total Regional Road Kilometres with a PSCI Rating of 7-8	B (a): % Total Regional Road Kilometres with a PSCI Rating of 9-10
Carlow County	1	13.4	63.2	22.4
Cavan County	1	20.1	53.3	24.4
Clare County	5.7	23.8	28.6	41.4
Cork City	3.8	7.9	60.6	27.2
Cork County	13.1	10.8	61.2	14.9
Donegal County	2.8	18.3	43.2	35.6
Dublin City	9.3	33.2	20.8	31.2
Dún Laoghaire Rathdown	3.2	15.4	63.9	16.9
Fingal County	7	15	59.8	16.2
Galway City	0.1	26.4	23	47.7
Galway County	2.8	7.5	69.4	19.9
Kerry County	4.4	13.2	47.4	34.9
Kildare County	2.6	16.9	27.2	53.2
Kilkenny County	4.7	6.1	79.9	9.2
Laois County	17.8	5.4	63.7	13
Leitrim County	0.1	23.5	43	33.3
Limerick City and County	4.4	21	51.6	22.7
Longford County	0.7	12.4	43.7	43
Louth County	0.6	4.6	62.6	30.6
Mayo County	2.6	26.8	24.9	45.6
Meath County	6.4	5.9	71	12.3
Monaghan County	7.9	17.9	35.3	38.9
Offaly County	13.4	14.9	39.5	32.2
Roscommon County	3.6	17.9	35.8	42.5
Sligo County	3.3	14.3	61	21.5
South Dublin County	1.2	14.5	36.5	46.8
Tipperary County	9.6	16.4	40.7	33.3
Waterford City and County	4.9	18.5	35.8	39.4
Westmeath County	1	4.5	37.8	56.6
Wexford County	4.3	17.9	51.8	25.8
Wicklow County	0.4	9.8	55.1	34.4

R1: Pavement Surface Condition Index (PSCI) Ratings - B - Local Primary

Authority	B (b): % Total Local Primary Road Kilometres with a PSCI Rating of 1-4	B (b): % Total Local Primary Road Kilometres with a PSCI rating of 5-6	B (b): % Total Local Primary Road Kilometres with a PSCI Rating of 7-8	B (b): % Total Local Primary Road Kilometres with a PSCI Rating of 9-10
Carlow County	0.2	30.6	59.6	9.2
Cavan County	2.6	36.2	42.7	18.3
Clare County	2.1	17.5	44.9	27.2
Cork City	4.6	13.8	66	15.3
Cork County	19.1	21.1	43.3	16.2
Donegal County	5.6	24.3	43.8	25.1
Dublin City	14.1	39.6	15.5	21.7
Dún Laoghaire Rathdown	5.7	32.7	49.8	11.6
Fingal County	7.8	19.9	57.9	10.6
Galway City	3.9	41.9	30.9	22.9
Galway County	8.8	32	38.1	20.8
Kerry County	8.1	16.1	46.5	28
Kildare County	4.9	19.4	28.9	42.7
Kilkenny County	5.7	37	32.2	24.4
Laois County	7	26.1	52.1	12.1
Leitrim County	0.7	30.4	41.9	26.1
Limerick City and County	10.4	26.6	35.1	27
Longford County	0.2	8.8	58.3	32.3
Louth County	12.2	6	70.5	10.8
Mayo County	12.6	31	28.4	27.8
Meath County	14.3	3.6	47	29.5
Monaghan County	11.2	11.9	41	35.9
Offaly County	19.1	21.8	33.9	24.6
Roscommon County	1.9	47.5	28	22.4
Sligo County	10.7	10.3	42.9	35.8
South Dublin County	3	25.7	26.5	44.2
Tipperary County	18.1	15.1	40.9	25.1
Waterford City and County	19.6	16.5	45.9	17.6
Westmeath County	5.2	9.2	55.1	30.2
Wexford County	31.3	15.2	31.5	21.6
Wicklow County	1.3	20.9	50.4	26.9

R1: Pavement Surface Condition Index (PSCI) Ratings - C - Local Secondary

Authority	B (c): % Total Local Secondary Road Kilometres with a PSCI Rating of 1-4	B (c): % Total Local Secondary Road Kilometres with a PSCI rating of 5-6	B (c): % Total Local Secondary Road Kilometres with a PSCI Rating of 7-8	B (c): % Total Local Secondary Road Kilometres with a PSCI Rating of 9-10
Carlow County	3.5	39.3	45.3	11.1
Cavan County	6.4	34.6	43	14.8
Clare County	4.5	23.5	42.3	21.7
Cork City	3	15.1	65.3	13.6
Cork County	34	8.4	49.1	7
Donegal County	10.2	27	39.4	21
Dublin City	11.2	49.5	12.3	14.8
Dún Laoghaire Rathdown	11.5	27.7	52.9	6.9
Fingal County	21.2	18.1	46.7	12.6
Galway City	4.5	41	34.7	19.3
Galway County	14.5	9.6	64.7	9.6
Kerry County	12.2	26.4	39.4	16.6
Kildare County	11.7	26	28.1	29.9
Kilkenny County	14.9	13	58.5	12.4
Laois County	9	28.6	54.1	7.5
Leitrim County	3.9	42	30.5	23.1
Limerick City and County	12.9	33	30.9	21.9
Longford County	1.1	18.4	52.8	27.4
Louth County	15.5	6.1	69.4	7.9
Mayo County	19.5	32.9	19.8	25.7
Meath County	22.7	2.6	48.9	20.6
Monaghan County	19.9	10.7	49.2	20.1
Offaly County	19.8	22	33.8	23.8
Roscommon County	7.3	48.9	25.3	17
Sligo County	23.6	9.4	38.3	27.7
South Dublin County	2.9	34	17.4	32.9
Tipperary County	25.2	10.4	43.3	19.3
Waterford City and County	30.3	13.4	45.1	10.7
Westmeath County	4.6	22.8	54.2	17.8
Wexford County	44.7	14.1	26.7	13.8
Wicklow County	8.1	29.7	42.3	19.1

R1: Pavement Surface Condition Index (PSCI) Ratings - D - Local Tertiary

Authority	B (d): % Total Local Tertiary Road Road Kilometres with a PSCI Rating of 1-4	B (d): % Total Local Tertiary Road Road Kilometres with a PSCI rating of 5-6	B (d): % Total Local Tertiary Road Road Kilometres with a PSCI Rating of 7-8	B (d): % Total Local Tertiary Road Road Kilometres with a PSCI Rating of 9-10
Carlow County	9	27.3	45.7	11.9
Cavan County	13.5	43.5	19.5	8.8
Clare County	23.9	20.3	23.6	16
Cork City	5.3	21.6	51.2	13.6
Cork County	39	17.6	26.9	5.7
Donegal County	24.9	12.6	15.5	20.9
Dublin City	18.9	35.1	27	10.6
Dún Laoghaire Rathdown	4.3	33.7	43	9.4
Fingal County	6.9	27.5	51	10.9
Galway City	1.9	23.5	53.8	18.5
Galway County	23.6	21.7	25	14.4
Kerry County	17.7	28.4	25.6	12.1
Kildare County	6.2	5.4	5.1	7.4
Kilkenny County	21.4	13.7	29.4	5.8
Laois County	17.4	25.5	36.9	11.4
Leitrim County	17.5	42.9	20.1	10
Limerick City and County	21.8	27	30.4	9.8
Longford County	4.5	19.9	33.5	29.4
Louth County	23.3	26.8	22.5	15.4
Mayo County	27.3	25.3	14.6	22.1
Meath County	26.8	3.5	34.7	10.4
Monaghan County	19.6	12	48.6	17.1
Offaly County	19.1	9.3	22.9	31
Roscommon County	20.3	43.4	12.1	8.4
Sligo County	31.9	14.6	20	17.5
South Dublin County	8.7	15.1	9.7	5.6
Tipperary County	36.4	10.1	27.7	10.3
Waterford City and County	27	17.6	34.5	14.3
Westmeath County	16.1	19.8	27.9	20.9
Wexford County	39.5	11.7	26.9	11.4
Wicklow County	7.2	12.9	42.4	20.7

R2: Road Works - A

Authority	A: Kilometres of regional road strengthened during 2020	"A: Amount expended on regional road strengthening during 2020 (€)"	"A. Average unit cost of regional road strengthening in 2020 (€/m2)"
Carlow County	6.8	1479155	26.31
Cavan County	13.2	2729199	28.7
Clare County	10.3	2500155	38.88
Cork City	7.5	2672570	43.74
Cork County	39.6	10855810	38.98
Donegal County	30.4	4824684	21.86
Dublin City*	10.4	3402931	55.11
Dún Laoghaire Rathdown*	3.9	1653151	52.7
Fingal County*	8.1	1608000	25.71
Galway City	0.8	166084	36.33
Galway County	34.2	5770136	24.89
Kerry County	16.6	3012050	27.81
Kildare County	19.8	4247203	29.53
Kilkenny County	8.8	1770153	24.87
Laois County	17.2	4715464	35.15
Leitrim County	20.1	2606072	18.81
Limerick City and County	22	5918364	34
Longford County	4	763820	30.06
Louth County	7.7	1388521	25.11
Mayo County	17.8	4818149	42.22
Meath County	19.4	4727122	29.69
Monaghan County	14.4	3281487	29.11
Offaly County	23.6	3013071	21.46
Roscommon County	16.4	3499682	32.04
Sligo County	5.7	1197574	31.78
South Dublin County*	2.9	771726	38.38
Tipperary County	26.2	4421304	23.51
Waterford City and County	14.7	5303627	49.64
Westmeath County	8.6	1232240	21.13
Wexford County	15.9	2879216	26.43
Wicklow County	10.2	1854985	25.31
Totals	457.2	99,083,705	

NOTE: *These local authorities did not receive grants from the Department of Transport, Tourism and Sport. Works were funded through their own resources.

R2: Road Works - B

Authority	B: Kilometres of regional road resealed during 2020	"B: Amount expended on regional road resealing during 2020 (€)"	"B. Average unit cost of regional road resealing in 2020 (€/m2)"
Carlow County	6.4	214885	5.3
Cavan County	13.8	497000	5.26
Clare County	18.8	597752	5.58
Cork City			
Cork County	88.5	3090008	5.33
Donegal County	37.3	1256965	5.57
Dublin City*			
Dún Laoghaire Rathdown*			
Fingal County*	0.8	35000	5.18
Galway City			
Galway County	37.4	1236320	5.4
Kerry County	15.9	656740	5.91
Kildare County	28.0	1147229	6.33
Kilkenny County	13.9	453789	4.74
Laois County	9.1	501427	7.48
Leitrim County	1.4	92745	9.72
Limerick City and County	19.4	604684	5.15
Longford County	10.9	293134	4.27
Louth County	4.7	294373	9.81
Mayo County	8.9	314028	5.66
Meath County	21.7	699683	5.06
Monaghan County	14.1	502934	4.82
Offaly County	13.9	515755	5.94
Roscommon County	2.4	46812	3.91
Sligo County	11.1	376874	5.4
South Dublin County*			
Tipperary County	44.9	1649775	5.29
Waterford City and County	19.4	600020	4.28
Westmeath County	13.8	380840	4.47
Wexford County	29.9	931095	4.48
Wicklow County	19.0	501438	4.3
Totals	505.4	17,491,305	

NOTE: *These local authorities did not receive grants from the Department of Transport, Tourism and Sport. Works were funded through their own resources.

R2: Road Works - C

Authority	C: Kilometres of local road (i.e. total of primary, secondary and tertiary) strengthened during 2020	"C: Amount expended on local road (i.e. total of primary, secondary and tertiary) strengthening during 2020 (€)"	"C: Average unit cost of local road (i.e. total of primary, secondary and tertiary) strengthening in 2020 (€/m2)"
Carlow County	40.6	2617727	14.87
Cavan County	41.2	5668737	33.93
Clare County	104.1	8346588	21.06
Cork City	12.2	3629825	43.41
Cork County	225.6	22420451	22.32
Donegal County	241.6	13474782	13.48
Dublin City*	14.5	4635927	57.23
Dún Laoghaire Rathdown*	4.2	1465466	50.52
Fingal County*	27.5	2495623	14.45
Galway City	4.1	330336	12.96
Galway County	188.3	13596718	17.7
Kerry County	97.3	9304279	19.72
Kildare County	45.5	5438176	23.86
Kilkenny County	65.5	6588084	23.73
Laois County	23.8	3170484	28.67
Leitrim County	69.2	5189120	21.96
Limerick City and County	63.1	6059741	19.13
Longford County	63.2	3223547	12.59
Louth County	30.3	3392677	16.38
Mayo County	124.3	11344350	22.28
Meath County	61.2	7721735	27.32
Monaghan County	48.9	5493306	24.85
Offaly County	48.5	2697149	12.9
Roscommon County	144.2	6807697	13.15
Sligo County	75.9	6977251	22.82
South Dublin County*	8.2	1380426	27.22
Tipperary County	141.8	12406033	19.81
Waterford City and County	38.7	6484987	33.72
Westmeath County	79.4	5252271	15.88
Wexford County	83.8	8182264	19.37
Wicklow County	58.7	4079865	13.69
Totals	2275.4	199,875,622	

NOTE: *These local authorities did not receive grants from the Department of Transport, Tourism and Sport. Works were funded through their own resources.

R2: Road Works - D

Authority	D: Kilometres of local road resealed during 2020	"D: Amount expended on local road resealing during 2020 (€)"	"D. Average unit cost of local road (i.e. total of primary, secondary and tertiary) resealing in 2020 (€/m2)"
Carlow County	36.5	727345.0	4.8
Cavan County	73.4	1438719.0	4.42
Clare County	128.2	2405706.0	4.63
Cork City			
Cork County	273.9	5021585.0	4.11
Donegal County	182.7	3347414.0	4.36
Dublin City*			
Dún Laoghaire Rathdown*			
Fingal County*			
Galway City			
Galway County	140.8	2949043.0	4.8
Kerry County	138.5	2871376.0	4.54
Kildare County	76.9	2221806.0	5.76
Kilkenny County	90.3	1802214.0	3.45
Laois County	29.9	1088813.0	8.57
Leitrim County	83.1	1482254.0	5.26
Limerick City and County	103.8	2295185.0	4.54
Longford County	63.8	823974.0	3.32
Louth County	30.2	814627.0	4.85
Mayo County	268.4	4390613.0	4.59
Meath County	97.6	2346881.0	4.7
Monaghan County	78.5	1334059.0	3.77
Offaly County	54.1	1029144.0	4.2
Roscommon County	125.5	1815867.0	4.22
Sligo County	87.6	1631987.0	4.52
South Dublin County*			
Tipperary County	121.1	2445824.0	4.43
Waterford City and County	56.5	1204107.0	4.44
Westmeath County	74.6	1295594.0	4.1
Wexford County	76.6	1708514.0	4.32
Wicklow County	68.3	1191062.0	3.24
Totals	2560.8	49,683,713	

NOTE: *These local authorities did not receive grants from the Department of Transport, Tourism and Sport. Works were funded through their own resources.

R3: % Motor Tax Transactions Conducted Online

Authority	A: % of motor tax transactions which were dealt with online (i.e. transaction is processed and the tax disc is issued) in 2020
Carlow County	79.71
Cavan County	83.61
Clare County	82.72
Cork City	0
Cork County	87.38
Donegal County	79.65
Dublin City	92.01
Dún Laoghaire Rathdown	0
Fingal County	0
Galway City	0
Galway County	84.03
Kerry County	84.64
Kildare County	91.16
Kilkenny County	83.07
Laois County	81.52
Leitrim County	81.51
Limerick City and County	83.72
Longford County	77.66
Louth County	84.25
Mayo County	80.82
Meath County	91
Monaghan County	79.99
Offaly County	81.18
Roscommon County	74.91
Sligo County	79.67
South Dublin County	0
Tipperary County	84.47
Waterford City and County	83.32
Westmeath County	77.11
Wexford County	83.47
Wicklow County	88.7

R3: % Motor Tax Transactions Conducted Online - Summary Statistics 2015-2020 (R3 A)

% Motor Tax Transactions Performed Online		2015	2016	2017	2018	2019	2020
N	Valid	26	26	26	26	26	26
	N/A	5	5	5	5	5	5
	Median	56.6	63.87	65.95	69.15	70.21	81.52

Roads Statistics

R1: PSCI

Summary Statistics for overall PSCI Condition surveyed (R1 A)

% Regional Road that received a PSCI Rating in the 24 month period to 31/12/2020		2020
N	Valid	31
	Missing	0
Average	Mean	77
	Median	94
% Local Primary Road that received a PSCI Rating in the 24 month period to 31/12/2020		2020
N	Valid	31
	Missing	0
Average	Mean	89
	Median	96
% Local Secondary Road that received a PSCI Rating in the 24 month period to 31/12/2020		2020
N	Valid	31
	Missing	0
Average	Mean	85
	Median	93
% Local Tertiary Road that received a PSCI Rating in the 60 month period to 31/12/2020		2020
N	Valid	31
	Missing	0
Average	Mean	78
	Median	83

Ratings in Pavement Surface Condition Index - Regional Roads - R1 B (a)

PSCI Rating 1-4		2020
N	Valid	31
	Missing	0
Average	Mean	4.64
	Median	3.60
PSCI Rating 5-6		2020
N	Valid	31
	Missing	0
Average	Mean	15.30
	Median	15.00
PSCI Rating 7-8		2020
N	Valid	31
	Missing	0
Average	Mean	48.11
	Median	47.40
PSCI Rating 9-10		2020
N	Valid	31
	Missing	0
Average	Mean	31.19
	Median	32.20

Ratings in Pavement Surface Condition Index - Local Primary Roads - R1 B (b)

PSCI Rating 1-4		2020
N	Valid	31
	Missing	0
Average	Mean	8.77
	Median	7.00
PSCI Rating 5-6		2020
N	Valid	31
	Missing	0
Average	Mean	22.86
	Median	21.10
PSCI Rating 7-8		2020
N	Valid	31
	Missing	0
Average	Mean	42.89
	Median	42.90
PSCI Rating 9-10		2020
N	Valid	31
	Missing	0
Average	Mean	24.00
	Median	24.60

Ratings in Pavement Surface Condition Index -Local Secondary Roads - R1 B (c)

PSCI Rating 1-4		2020
N	Valid	31
	Missing	0
Average	Mean	14.01
	Median	11.70
PSCI Rating 5-6		2020
N	Valid	31
	Missing	0
Average	Mean	24
	Median	24
PSCI Rating 7-8		2020
N	Valid	31
	Missing	0
Average	Mean	42.05
	Median	43.00
PSCI Rating 9-10		2020
N	Valid	31
	Missing	0
Average	Mean	17.66
	Median	17.80

Ratings in Pavement Surface Condition Index -Local Tertiary Roads - R1 B (d)

PSCI Rating 1-4		2020
N	Valid	31
	Missing	0
Average	Mean	18.74
	Median	19.10
PSCI Rating 5-6		2020
N	Valid	31
	Missing	0
Average	Mean	21.59
	Median	20.30
PSCI Rating 7-8		2020
N	Valid	31
	Missing	0
Average	Mean	29.28
	Median	27.00
PSCI Rating 9-10		2020
N	Valid	31
	Missing	0
Average	Mean	13.93
	Median	11.90

R2: Road Works

Summary Statistics for Regional Road Works (R2 A - R2 B)

Kilometres of regional road strengthened*		2020
N	Valid	31
	Missing	0
Average	Mean	14.7
	Median	14.4
"Amount expended on regional road strengthening (€)"		2020
N	Valid	31
	Missing	0
Average	Mean	3,196,249
	Median	2,879,216
"Average unit cost of regional road strengthening (€/m2)"		2020
N	Valid	31
	Missing	0
Average	Mean	32
	Median	30
Kilometres of regional road resealed*		2020
N	Valid	25
	Missing	6
Average	Mean	19.4
	Median	14.0

"Amount expended on regional road resealing (€)"		2020
N	Valid	25
	Missing	6
Average	Mean	672,743
	Median	502,186
"Average unit cost of regional road resealing - (€/m2)"		2020
N	Valid	25
	Missing	6
Average	Mean	5.6
	Median	5.3

Summary Statistics for Local Road Works (R2 C - R2 D)

Kilometres of local road (i.e. total of primary, secondary and tertiary) strengthened		2020
N	Valid	31
	Missing	0
Average	Mean	73.4
	Median	61.2
Amount expended on local road (i.e. total of primary, secondary and tertiary) strengthening (€)		
N	Valid	31
	Missing	0
Average	Mean	6,447,601
	Median	5,493,306
Average unit cost of local road (i.e. total of primary, secondary and tertiary) strengthening (€/m2)		
N	Valid	31
	Missing	0
Average	Mean	23.3
	Median	21.1
Kilometres of local road resealed*		
N	Valid	26
	Missing	5
Average	Mean	102.4
	Median	83.1
Amount expended on local road resealing (€)		
N	Valid	26
	Missing	5
Average	Mean	1,987,349
	Median	1,708,514
Average unit cost of local road (i.e. total of primary, secondary and tertiary) resealing (€/m2)		
N	Valid	26
	Missing	5
Average	Mean	4.6
	Median	4.4

NOTE: Dublin City Council, Dún Laoghaire Rathdown County Council, Fingal County Council and South Dublin County Council did not receive grants from the Department of Transport. Works were funded through their own resources.

Section 3 - Water

W2: % of registered schemes monitored

Authority	% of registered schemes monitored
Carlow County	26.79
Cavan County	100.00
Clare County	97.33
Cork City	100.00
Cork County	31.90
Donegal County	93.48
Dublin City	0.00
Dún Laoghaire Rathdown	100.00
Fingal County	0.00
Galway City	0.00
Galway County	80.73
Kerry County	74.64
Kildare County	91.80
Kilkenny County	100.00
Laois County	82.61
Leitrim County	18.52
Limerick City and County	78.38
Longford County	0.00
Louth County	0.00
Mayo County	70.28
Meath County	100.00
Monaghan County	85.00
Offaly County	80.36
Roscommon County	83.78
Sligo County	100.00
South Dublin County	100.00
Tipperary County	0.00
Waterford City and County	100.00
Westmeath County	91.23
Wexford County	91.81
Wicklow County	88.89

Water Statistics

W2: % registered schemes monitored

		2020
N	Valid	27
	Not applicable	4
	True national %	71.01%

Section 4 - Waste Environment

E1: No./% Households with access a 3 bin service

Authority	A. Number of households, which are situated in an area covered by a licensed operator providing a 3 bin service at 31/12/2020	"B. The % of households within the local authority that the number at A represents (based on agglomerations > 500)"
Carlow County	10,381	121.50
Cavan County	3,337	37.59
Clare County	30,983	199.44
Cork City	56,283	84.81
Cork County	46,407	95.89
Donegal County	9,115	41.25
Dublin City	118,516	67.12
Dún Laoghaire Rathdown	57,299	85.13
Fingal County	85,841	91.90
Galway City	28,603	95.88
Galway County	17,418	99.09
Kerry County	26,769	122.27
Kildare County	47,729	91.35
Kilkenny County	10,425	95.73
Laois County	11,750	99.96
Leitrim County	8,082	169.86
Limerick City and County	49,468	120.63
Longford County	3,593	70.76
Louth County	22,884	76.39
Mayo County	8,705	71.02
Meath County	32,228	82.53
Monaghan County	4,635	63.82
Offaly County	6,400	67.09
Roscommon County	4,885	79.94
Sligo County	8,598	85.90
South Dublin County	70,648	117.25
Tipperary County	25,728	125.94
Waterford City and County	29,908	111.67
Westmeath County	5,062	35.19
Wexford County	17,740	89.50
Wicklow County	26,450	90.46
Totals	885,870	

E2: % Environmental pollution complaints closed

Authority	A. Total number of pollution cases in respect of which a complaint was made during 2020	A. Number of pollution cases closed from 1/1/2020 to 31/12/2020	A. Total no. of pollution cases on hand at 31/12/2020
Carlow County	770	772	3
Cavan County	673	680	92
Clare County	2,886	2800	301
Cork City	3,367	3378	93
Cork County	2,017	2040	146
Donegal County	1,195	1123	248
Dublin City	27,191	26689	1220
Dún Laoghaire Rathdown	3,126	3173	43
Fingal County	3,637	3837	49
Galway City	1,692	1681	28
Galway County	1,488	1090	1147
Kerry County	1,686	1675	454
Kildare County	2,347	2339	118
Kilkenny County	1,317	1156	299
Laois County	1,057	1067	22
Leitrim County	631	630	33
Limerick City and County	1,442	1657	148
Longford County	1,848	1832	76
Louth County	1,993	2077	164
Mayo County	1,481	1503	617
Meath County	2,007	2012	52
Monaghan County	508	498	39
Offaly County	1,478	1388	222
Roscommon County	821	596	380
Sligo County	566	697	66
South Dublin County	5,463	5430	101
Tipperary County	1,690	1648	108
Waterford City and County	3,038	3046	21
Westmeath County	1,067	1075	299
Wexford County	3,613	2958	1458
Wicklow County	2,847	2572	767
Totals	84,942	83,119	8,814

NOTE: Cork City, Limerick City and County and Roscommon confirmed their closing figures for 2019 were incorrect. The amended figures have been used for the 2020 report.

E3: % LA area within the 5 levels of litter pollution

Authority	% Area Unpolluted or Litter Free	% Area Slightly Polluted	% Area Moderately Polluted	% Area Significantly Polluted	% Area Grossly Polluted
Carlow County	40	59	1	0	0
Cavan County	41	59	0	0	0
Clare County	36	53	10	1	0
Cork City	6	76	13	5	0
Cork County	37	34	26	3	0
Donegal County	49	38	11	2	1
Dublin City	22	52	20	6	1
Dún Laoghaire Rathdown	28	46	24	2	1
Fingal County	27	47	26	1	0
Galway City	5	77	15	3	0
Galway County	22	43	24	7	4
Kerry County	32	68	1	0	0
Kildare County	80	17	3	0	0
Kilkenny County	15	75	4	6	0
Laois County	22	75	3	0	0
Leitrim County	4	92	4	0	0
Limerick City and County	2	65	31	2	0
Longford County	38	47	14	1	0
Louth County	8	64	29	0	0
Mayo County	39	47	13	1	0
Meath County	20	38	26	12	4
Monaghan County	4	66	26	4	0
Offaly County					
Roscommon County	26	73	1	0	0
Sligo County	29	52	19	0	0
South Dublin County	12	69	19	1	0
Tipperary County	7	74	20	0	0
Waterford City and County	24	56	18	2	0
Westmeath County	14	75	10	1	1
Wexford County	9	69	19	3	0
Wicklow County	10	70	19	2	0

NOTE: Some rounding adjustments have been made so the sum of the breakdown in each category equals 100%
 Offaly County Council did not take part in the 2020 survey

E4: % of schools that that currently hold and have renewed their green flag status

Authority	A. % of schools that have been awarded/renewed green flag status in the two years to 31/12/2020
Carlow County	42
Cavan County	26
Clare County	45
Cork City	45
Cork County	49
Donegal County	43
Dublin City	34
Dún Laoghaire Rathdown	53
Fingal County	41
Galway City	51
Galway County	35
Kerry County	50
Kildare County	39
Kilkenny County	39
Laois County	45
Leitrim County	36
Limerick City and County	37
Longford County	38
Louth County	51
Mayo County	36
Meath County	36
Monaghan County	36
Offaly County	42
Roscommon County	61
Sligo County	38
South Dublin County	35
Tipperary County	44
Waterford City and County	56
Westmeath County	28
Wexford County	51
Wicklow County	39

E6: Public Lighting

Authority	A. Total billable wattage of the public lighting system	B. Average billable wattage of the public lighting system	C. Percentage of the total system that LED lights represent
Carlow County	2629	90	37.06
Cavan County	2871	92	49.97
Clare County	5734	92	38.54
Cork City	10153	99	20.00
Cork County	15138	105	13.80
Donegal County	5787	77	46.25
Dublin City	20407	105	22.00
Dún Laoghaire Rathdown	9800	81	66.00
Fingal County	7016	56	77.80
Galway City	3353	83	46.94
Galway County	4579	92	30.60
Kerry County	5426	100	32.51
Kildare County	8010	84	34.40
Kilkenny County	3559	76	53.00
Laois County	3181	80	60.00
Leitrim County	1893	99	24.10
Limerick City and County	9159	94	45.26
Longford County	1997	81	54.58
Louth County	6809	113	35.00
Mayo County	6839	97	30.34
Meath County	8404	99	23.19
Monaghan County	1532	59	89.50
Offaly County	3355	91	35.65
Roscommon County	2910	86	41.72
Sligo County	4323	114	23.94
South Dublin County	9568	107	46.00
Tipperary County	7484	105	24.60
Waterford City and County	6574	101	6.80
Westmeath County	4797	97	31.55
Wexford County	3166	54	84.00
Wicklow County	6039	96	31.30
Totals	192,491	2,805	
National %			38.80

Waste Environment

E1: Households with access to a 3 Bin Service

Households availing of a 3 Bin Service		2020
N	Valid	31
	Missing	0
	Mean	28,576
	Median	22,884
% of Households availing of a 3 Bin Service		2020
N	Valid	31
	Missing	0
	True national %	89.73

E2: Environmental Pollution Cases

No. of Pollution Cases Subject of a Complaint		2020
N	Valid	31
	Missing	0
Average	Mean	2,740
	Median	1,690
No. of Pollution Cases Closed		2020
N	Valid	31
	Missing	0
Average	Mean	2,681
	Median	1,675
No. of Pollution Cases on Hand at 31/12/2020		2020
N	Valid	31
	Missing	0
Average	Mean	284
	Median	118

E3: Percentage Area within the Five Levels of Litter Pollution

Unpolluted or Litter Free		2015	2016	2017	2018	2019	2020
N	Valid	31	29	30	31	31	30
	Missing	0	2	1	0	0	1
	Median	14	13	11	19	15	22
Slightly polluted		2015	2016	2017	2018	2019	2020
N	Valid	31	29	30	31	31	30
	Missing	0	2	1	0	0	1
	Median	66	72	70	63	66	62
Moderately polluted		2015	2016	2017	2018	2019	2020
N	Valid	31	29	30	31	31	30
	Missing	0	2	1	0	0	1
	Median	15	14	16	15	15	17
Significantly polluted		2015	2016	2017	2018	2019	2020
N	Valid	31	29	30	31	31	30
	Missing	0	2	1	0	0	1
	Median	2	1	2	1	1	1
Grossly polluted		2015	2016	2017	2018	2019	2020
N	Valid	31	29	30	31	31	30
	Missing	0	2	1	0	0	1
	Median	0	0	0	0	0	0

E4: % of schools that that currently hold and have renewed their green flag stat

A. % of schools that have been awarded/renewed green flag status in the two years to 31/12/2020		2020
N	Valid	31
	Missing	0
	True national %	41.83

E6: Public Lighting

A. Total billable wattage of the public lighting system		2020
N	Valid	31
	Missing	0
Average	Mean	6209
	Median	5734
B. Average billable wattage of the public lighting system		2020
N	Valid	31
	Missing	0
Average	Mean	90
	Median	92
C. Percentage of the total system that LED lights represent		2020
N	Valid	31
	Missing	0
	True national %	38.80
Number of LED lights in the public lighting system		
	Total	197,137
	Minimum	1,062
	Maximum	26,111
Average	Mean	6,359
Number of SOX-SON lights in the public lighting system		
	Total	310,998
	Minimum	612
	Maximum	36,660
Average	Mean	10,032
Total lights in the public lighting system		
	Total	508,135

Section 5 - Planning

P1: New Buildings Inspected

Authority	A. Buildings inspected as a percentage of new buildings notified to the local authority
Carlow County	14.04
Cavan County	8.89
Clare County	4.86
Cork City	7.61
Cork County	17.08
Donegal County	13.33
Dublin City	70.03
Dún Laoghaire Rathdown	49.48
Fingal County	12.38
Galway City	10.28
Galway County	15.28
Kerry County	5.59
Kildare County	16.8
Kilkenny County	21.04
Laois County	16.61
Leitrim County	31.03
Limerick City and County	12.52
Longford County	3.26
Louth County	3.3
Mayo County	13.05
Meath County	77.97
Monaghan County	42.15
Offaly County	18.26
Roscommon County	12.5
Sligo County	8.5
South Dublin County	39.49
Tipperary County	20.67
Waterford City and County	37.5
Westmeath County	12.86
Wexford County	100
Wicklow County	19.35

NOTE: In the case of most local authorities, unaudited 2020 AFSs were used.

P2: Planning Decisions Confirmed by ABP

Authority	A. Number of LA planning decisions which were the subject of an appeal to An Bord Pleanála that were determined by the Board on any date in 2020	B. % of the determinations at A which confirmed (either with or without variation) the decision made by the LA
Carlow County	16	68.75
Cavan County	14	57.14
Clare County	43	81.4
Cork City	48	72.92
Cork County	96	66.67
Donegal County	23	60.87
Dublin City	338	81.07
Dún Laoghaire Rathdown	122	63.93
Fingal County	144	60.42
Galway City	30	86.67
Galway County	57	66.67
Kerry County	49	67.35
Kildare County	82	79.27
Kilkenny County	38	89.47
Laois County	6	100
Leitrim County	10	80
Limerick City and County	40	75
Longford County	10	80
Louth County	34	73.53
Mayo County	31	83.87
Meath County	64	76.56
Monaghan County	13	53.85
Offaly County	24	79.17
Roscommon County	16	75
Sligo County	8	87.5
South Dublin County	71	73.24
Tipperary County	37	67.57
Waterford City and County	29	75.86
Westmeath County	17	82.35
Wexford County	37	62.16
Wicklow County	53	66.04
Totals	1,600	

P3: Planning Enforcement Cases Closed as Resolved

Authority	A. Total number of planning cases referred to or initiated by the local authority in the period 1/1/2020 to 31/12/2020 that were investigated	B. Total number of investigated cases that were closed during 2020	C. % of the cases at B that were dismissed as trivial, minor or without foundation or were closed because statute barred or an exempted development	D. % of the cases at B that were resolved to the LA's satisfaction through negotiations	E. % of the cases at B that were closed due to enforcement proceedings	F. Total number of planning cases being investigated as at 31/12/2020
Carlow County	92	87	47.13	10.34	42.53	253
Cavan County	114	28	39.29	0	60.71	335
Clare County	128	120	13.33	0	86.67	531
Cork City	134	96	60.42	12.5	27.08	279
Cork County	197	312	65.06	0.96	33.97	698
Donegal County	291	136	56.62	0	43.38	1022
Dublin City	1443	1202	43.18	0	56.82	3290
Dún Laoghaire Rathdown	369	323	36.22	23.84	39.94	294
Fingal County	300	95	58.95	0	41.05	937
Galway City	159	127	69.29	0	30.71	104
Galway County	281	85	68.24	30.59	1.18	1626
Kerry County	299	220	58.18	5.45	36.36	558
Kildare County	268	92	32.61	8.7	58.7	862
Kilkenny County	104	65	10.77	18.46	70.77	385
Laois County	94	129	48.84	1.55	49.61	165
Leitrim County	80	34	55.88	32.35	11.76	46
Limerick City and County	374	384	47.14	0.26	52.6	967
Longford County	39	38	34.21	2.63	63.16	63
Louth County	268	235	57.02	2.98	40	251
Mayo County	151	89	32.58	4.49	62.92	1003
Meath County	368	224	0	60.71	39.29	904
Monaghan County	119	36	0	13.89	86.11	348
Offaly County	29	8	37.5	62.5	0	126
Roscommon County	101	35	74.29	8.57	17.14	201
Sligo County	69	88	28.41	12.5	59.09	187
South Dublin County	278	76	55.26	0	44.74	680
Tipperary County	187	167	58.08	0	41.92	724
Waterford City and County	217	92	15.22	33.7	51.09	511
Westmeath County	87	16	25	18.75	56.25	465
Wexford County	241	173	31.21	2.89	65.9	292
Wicklow County	179	171	38.01	5.26	56.73	554
TOTALS	7,060	4,983				18,661

NOTE: Dublin City confirmed its 2019 figures contained errors.

* Planning and Development Act 2000

P4: Cost Per Capita of Planning Service

Authority	A. The 2020 Annual Financial Statement (AFS) Programme D data divided by the population of the LA area per 2016 Census (€)
Carlow County	29.91
Cavan County	19.77
Clare County	33.58
Cork City	30.05
Cork County	46.06
Donegal County	27.49
Dublin City	30.37
Dún Laoghaire Rathdown	51.31
Fingal County	38.09
Galway City	32.16
Galway County	21.29
Kerry County	33.07
Kildare County	35.1
Kilkenny County	29.23
Laois County	24.95
Leitrim County	37.52
Limerick City and County	19.42
Longford County	41.3
Louth County	30.33
Mayo County	32.43
Meath County	25.36
Monaghan County	33.85
Offaly County	28.08
Roscommon County	31.73
Sligo County	39.06
South Dublin County	23.8
Tipperary County	24.03
Waterford City and County	28.08
Westmeath County	27.4
Wexford County	30.42
Wicklow County	27.64

P5: Applications for Fire Safety Certificates

Authority	A. % of applications for fire safety certificates received in 2020 that were decided (granted or refused) within two months of their receipt	B. % of applications for fire safety certificates received in 2020 that were decided (granted or refused) within an extended period agreed with the applicant
Carlow County	62.26	30.19
Cavan County	58.97	41.03
Clare County	69.09	23.64
Cork City	23.23	76.77
Cork County	95.69	1.91
Donegal County	73.56	26.44
Dublin City	26.99	44.29
Dún Laoghaire Rathdown	10.81	40.54
Fingal County	25	65.62
Galway City	54.01	37.23
Galway County	66.17	33.83
Kerry County	45	50
Kildare County	65.89	31.78
Kilkenny County	88.3	11.7
Laois County	21.31	57.38
Leitrim County	58.33	0
Limerick City and County	55.45	44.55
Longford County	37.04	22.22
Louth County	57.32	31.71
Mayo County	64.41	30.51
Meath County	67.86	19.64
Monaghan County	85	10
Offaly County	93.55	6.45
Roscommon County	52.63	26.32
Sligo County	84.62	15.38
South Dublin County	46.53	53.47
Tipperary County	47.44	41.03
Waterford City and County	56.72	32.84
Westmeath County	91.46	8.54
Wexford County	62.03	27.85
Wicklow County	67.29	27.1

Planning

Summary Statistics 2014-2020

Buildings Inspected as % of New Buildings Notified to the LA		2014	2015	2016	2017	2018	2019	2020
N	Valid	31	31	31	31	31	31	31
	Missing	0	0	0	0	0	0	0
	Median	17.71	24	19.42	17.20	16.75	16.56	15.28
	True national %			24.93	25.58	23.47	23.90	21.71

Summary Statistics for Planning 2020

P3B. Total No. of Cases Closed During 2020		2020
N	Valid	31
	Missing	0
	Mean	161
	Median	95
P2 A. No. of LA Planning Decisions the Subject of an Appeal to ABP that were Determined by the Board in 2020		2020
N	Valid	31
	Missing	0
Average	Mean	52
	Median	37
P2 B. % of the Determinations that Confirmed (With or Without Variation) the Decision Made by the Local Authority		2020
N	Valid	31
	Missing	0
Average	True national %	73.13
P4 A. Cost per Capita of the Planning Service (€)		2020
N	Valid	30
	Missing	1
Average	True national mean	31.47
P5 A. % of applications for fire safety certificates received in 2020 decided (granted or refused) within two months of receipt		2020
N	Valid	31
	Missing	0
	True national %	55.44

Section 6 - Fire

F1: Cost Per Capita

Authority	A. Annual Financial Statement (AFS) Programme E expenditure data for 2020 divided by the population of the LA area per the 2016 Census figures for the population served by the fire authority as per the Risk Based Approach Phase One reports (€)
Carlow County	34.32
Cavan County	47.73
Clare County	51.41
Cork City	101.93
Cork County	42.05
Donegal County	49.63
Dublin City	87.21
Dún Laoghaire Rathdown	0.00
Fingal County	0.00
Galway City	0.00
Galway County	52.48
Kerry County	51.34
Kildare County	32.00
Kilkenny County	52.81
Laois County	52.87
Leitrim County	73.79
Limerick City and County	86.02
Longford County	56.51
Louth County	60.05
Mayo County	50.46
Meath County	30.69
Monaghan County	45.50
Offaly County	41.85
Roscommon County	64.21
Sligo County	65.13
South Dublin County	0.00
Tipperary County	53.44
Waterford City and County	71.94
Westmeath County	33.14
Wexford County	37.48
Wicklow County	39.64

NOTE: In the case of most local authorities, unaudited 2020 AFSs were used.

NOTE: Dublin Fire Brigade provides services to Dublin City Council, Dún Laoghaire Rathdown, Fingal and South Dublin County Councils. Returns are included under Dublin City Council. Galway County Council provides the services for Galway City and County.

NOTE: *These six local authorities provide full-time fire services.

F2: Service Mobilisation

Authority	A & B. Average time taken, in minutes, to mobilise fire brigades in respect of fire		C & D. Average time taken, in minutes, to mobilise fire brigades (retained fire service) in respect of all other (non-fire) emergency incidents	
	Full-Time Station	Part-Time Station	Full-Time Station	Part-Time Station
Carlow County	0:00	6:27	0:00	6:22
Cavan County	0:00	5:31	0:00	6:01
Clare County	0:00	5:16	0:00	4:46
Cork City	1:22	4:16	1:19	4:22
Cork County	0:00	4:46	0:00	4:48
Donegal County	0:00	5:24	0:00	5:40
Dublin City	1:28	6:19	1:26	6:24
Dún Laoghaire Rathdown	0:00	0:00	0:00	0:00
Fingal County	0:00	0:00	0:00	0:00
Galway City	0:00	0:00	0:00	0:00
Galway County	2:06	5:09	2:06	5:21
Kerry County	0:00	6:03	0:00	6:19
Kildare County	0:00	6:45	0:00	6:31
Kilkenny County	0:00	5:51	0:00	6:34
Laois County	0:00	5:55	0:00	5:30
Leitrim County	0:00	4:24	0:00	4:42
Limerick City and County	1:28	4:58	1:28	4:34
Longford County	0:00	6:03	0:00	6:52
Louth County	1:36	4:49	1:43	5:00
Mayo County	0:00	5:22	0:00	5:36
Meath County	0:00	5:01	0:00	5:12
Monaghan County	0:00	5:07	0:00	7:05
Offaly County	0:00	5:31	0:00	5:19
Roscommon County	0:00	6:42	0:00	6:42
Sligo County	0:00	3:17	0:00	3:25
South Dublin County	0:00	0:00	0:00	0:00
Tipperary County	0:00	5:33	0:00	5:43
Waterford City and County	0:57	4:34	1:00	4:10
Westmeath County	0:00	6:24	0:00	7:37
Wexford County	0:00	6:21	0:00	7:10
Wicklow County	0:00	5:10	0:00	5:33

F3: % Attendance Times at Scenes

Authority	A. % of cases in respect of fire in which first attendance at the scene is within 10 minutes	B. % of cases in respect of fire in which first attendance at the scene is after 10 minutes but within 20 minutes	C. % of cases in respect of fire in which first attendance at the scene is after 20 minutes	D. % of cases in respect of all other emergency incidents in which first attendance at the scene is within 10 minutes	E. % of cases in respect of all other emergency incidents in which first attendance at the scene is after 10 minutes but within 20 minutes	F. % of cases in respect of all other emergency incidents in which first attendance at the scene is after 20 minutes
Carlow County	39.66	60.34	0.00	33.10	53.79	13.10
Cavan County	24.28	56.07	19.65	30.49	48.08	21.43
Clare County	36.48	40.68	22.83	40.70	43.33	15.97
Cork City	88.85	9.82	1.33	88.18	10.40	1.41
Cork County	37.46	45.52	17.03	39.48	45.77	14.75
Donegal County	37.23	47.62	15.15	34.72	50.94	14.34
Dublin City	73.44	23.79	2.77	71.61	24.63	3.76
Dún Laoghaire Rathdown	0.00	0.00	0.00	0.00	0.00	0.00
Fingal County	0.00	0.00	0.00	0.00	0.00	0.00
Galway City	0.00	0.00	0.00	0.00	0.00	0.00
Galway County	42.16	36.34	21.50	45.69	39.19	15.12
Kerry County	30.44	52.00	17.56	25.78	60.25	13.98
Kildare County	20.20	58.89	20.91	14.62	66.45	18.94
Kilkenny County	38.40	48.80	12.80	24.38	64.20	11.42
Laois County	34.20	52.87	12.93	34.94	54.62	10.44
Leitrim County	33.33	44.44	22.22	42.86	37.76	19.39
Limerick City and County	67.14	24.26	8.61	56.88	35.20	7.93
Longford County	36.82	54.81	8.37	26.92	62.82	10.26
Louth County	71.11	25.93	2.96	58.14	38.14	3.72
Mayo County	32.94	47.76	19.29	43.25	44.84	11.90
Meath County	39.06	49.16	11.78	30.39	56.35	13.26
Monaghan County	35.07	58.77	6.16	15.66	69.88	14.46
Offaly County	45.29	41.62	13.09	28.38	37.84	33.78
Roscommon County	17.11	57.75	25.13	16.67	65.74	17.59
Sligo County	48.28	37.93	13.79	53.48	35.22	11.30
South Dublin County	0.00	0.00	0.00	0.00	0.00	0.00
Tipperary County	46.68	41.38	11.94	31.91	51.33	16.76
Waterford City and County	66.17	26.17	7.67	55.20	38.15	6.65
Westmeath County	24.88	60.43	14.69	9.73	70.80	19.47
Wexford County	29.58	49.24	21.18	12.97	60.54	26.49
Wicklow County	39.30	49.51	11.19	34.77	55.47	9.77

Fire Statistics

F1 A: Cost Per Capita (€) Fire Service

		Full-Time Station	Full & Part-Time Station	Part-Time Station
N	Valid	6	27	21
	Not Applicable	0	0	0
	True national mean	79.93	62.69	44.81

F2 A and F2 B: Average Time to Mobilise Fire Brigade (Fire in Minutes)

Full-Time Station		2020	Part-Time Station		2020
N	Valid	6	N	Valid	21
	Not Applicable	25		N/A	10
	Median	1:28		Median	5:24

F2 C and F2 D: Average Time to Mobilise Fire Brigade (Non-Fire in Minutes)

Full-Time Station		2020	Part-Time Station		2020
N	Valid	6	N	Valid	21
	N/A	25		N/A	10
	Median	1:27		Median	5:36

F3: Fire and Non-Fire Mobilisation times (%)*

F3 A: % of Fire Cases within 10 Minutes		2020
N	Valid	27
	Not Applicable	4
	True national %	55.30
F3 B: % of Fire Cases 10- 20 Minutes		2020
N	Valid	27
	Not Applicable	4
	True national %	34.09
F3 C: % of Fire Cases After 20 Minutes		2020
N	Valid	27
	Not Applicable	4
	True national %	9.00
F3 D: % of Non-Fire Cases within 10 Minutes		2020
N	Valid	27
	Not Applicable	4
	True national %	46.64
F3 E: % of Non-Fire Cases 10-20 Minutes		2020
N	Valid	27
	Not Applicable	4
	True national %	40.04
F3 F: % of Non-Fire Cases After 20 Minutes		2020
N	Valid	27
	Not Applicable	4
	True national %	10.96

Section 7 - Library

L1: Library visits and Issues

Authority	A. No. of library visits per head of population for the LA area per the 2016 census	B. Number of items issued to library borrowers in the year	C. Library active members per head of population in 2020	D. Number of registered members in the library in the year
Carlow County	0.77	73378	0.1	9997
Cavan County	0.68	87542	0.08	10976
Clare County	1.14	269491	0.13	23920
Cork City	1.46	609086	0.13	36882
Cork County	1.49	867791	0.13	65516
Donegal County	0.77	210439	0.06	17789
Dublin City	1.2	1308548	0.11	117314
Dún Laoghaire Rathdown	1.79	856283	0.16	60583
Fingal County	0.85	646138	0.11	68518
Galway City	0	0	0	0
Galway County	0.64	435010	0.09	49139
Kerry County	1.05	462503	0.12	27541
Kildare County	0.98	218621	0.1	33640
Kilkenny County	0.86	239473	0.13	20987
Laois County	0.93	113134	0.09	14402
Leitrim County	0.8	45638	0.11	3460
Limerick City and County	0.88	311011	0.11	34849
Longford County	2	75754	0.14	10613
Louth County	0.71	221881	0.08	18103
Mayo County	1.18	263335	0.12	23189
Meath County	0.28	287294	0.09	27155
Monaghan County	1.17	124759	0.13	11907
Offaly County	0.93	162043	0.11	15018
Roscommon County	0.42	81208	0.07	8371
Sligo County	0.86	298268	0.11	11912
South Dublin County	1.02	799458	0.12	50195
Tipperary County	0.96	397461	0.11	16998
Waterford City and County	1.28	267443	0.12	23045
Westmeath County	1.27	149630	0.12	18544
Wexford County	0.88	482119	0.15	33538
Wicklow County	1.45	388809	0.16	33652
TOTAL		10,753,548		897,753

NOTE: Galway County Council collects library statistics on behalf of Galway City Council and these are presented as combined statistics.

NOTE: In the case of most local authorities, unaudited 2020 AFSs were used.

L2: Cost of Operating a Library Service

Authority	A. Annual Financial Statement (AFS) Programme F data for 2020 divided by the population of the LA area per the 2016 Census (€)	"B. Annual per capita expenditure on collections over the period 01/01/2020 to 31/12/2020"
Carlow County	31.18	2.06
Cavan County	32.76	0.83
Clare County	41.36	1.89
Cork City	40.53	1.57
Cork County	34.21	1.58
Donegal County	26.41	1.03
Dublin City	44.11	2.68
Dún Laoghaire Rathdown	45.35	2.04
Fingal County	52.49	2.71
Galway City	0	0
Galway County	19.33	0.63
Kerry County	24.73	1.75
Kildare County	36.56	1.95
Kilkenny County	30.4	1.41
Laois County	33.32	1.3
Leitrim County	41.12	2.88
Limerick City and County	31.65	1.27
Longford County	57.61	1.85
Louth County	21.87	0.99
Mayo County	28.48	0.92
Meath County	22.69	1.62
Monaghan County	43.03	1.99
Offaly County	34.19	1.8
Roscommon County	26.88	1.01
Sligo County	35.84	1.08
South Dublin County	38.19	2.24
Tipperary County	27.8	0.76
Waterford City and County	47.74	1.85
Westmeath County	28.25	1.11
Wexford County	37.23	2.1
Wicklow County	33.34	1.68

NOTE: Galway County Council collects library statistics on behalf of Galway City Council and these are presented as combined statistics

Library Statistics

Summary Statistics for 2020

L1 A. No. of library visits per head of population		2020
N	Valid	30
	N/A	1
	True national mean	1.05
L1 B. No. of items issued to borrowers in year		2020
N	Valid	30
	N/A	1
	True national mean	346888.65
L1 C. Library active members per head of population		2020
N	Valid	30
	N/A	1
	True national mean	0.11
L1 D. Number of registered members in the library in the year		2020
N	Valid	30
	N/A	1
	True national mean	28959.77
L2 A. Cost per capita of library services in year		2020
N	Valid	31
	N/A	0
	True national mean	35.95
L2 B. Annual per capita expenditure on collections over the year		2020
N	Valid	30
	N/A	1
	True national mean	1.73

Section 8 - Youth

	Y1	Y2
Authority	A. Annual Financial Statement (AFS) Programme F data for 2020 divided by the population of the LA area per the 2016 Census (€)	A. Number of organisations included in the County Register at 31/12/2020 and the proportion of those organisations that opted to be part of the Social Inclusion College within the PPN
Carlow County	72.73	10.80
Cavan County	100.00	28.27
Clare County	47.37	16.49
Cork City	45.16	40.95
Cork County	43.14	3.15
Donegal County	85.19	17.03
Dublin City	37.18	32.08
Dún Laoghaire Rathdown	50.00	18.63
Fingal County	48.57	18.01
Galway City	90.00	2.08
Galway County	54.29	19.92
Kerry County	73.08	10.98
Kildare County	65.38	12.16
Kilkenny County	68.75	23.39
Laois County	80.00	12.71
Leitrim County	100.00	24.91
Limerick City and County	41.03	35.61
Longford County	100.00	13.02
Louth County	89.47	29.68
Mayo County	73.08	12.73
Meath County	72.73	9.69
Monaghan County	83.33	16.49
Offaly County	100.00	10.02
Roscommon County	77.78	15.71
Sligo County	69.23	8.88
South Dublin County	52.63	23.27
Tipperary County	76.67	11.68
Waterford City and County	94.44	16.53
Westmeath County	100.00	22.64
Wexford County	77.27	17.21
Wicklow County	78.26	20.79
True National	63.29	16.33

Youth Statistics

Summary Statistics 2014-2020

Y1 A. % of Local Schools Involved in the Local Youth Council/Comhairle na nÓg Scheme		2015	2016	2017	2018	2019	2020
N	Valid	30	31	31	31	31	31
	Missing	1	0	0	0	0	0
	True national %		68.07	69.04	67.36	68.30	63.29

Summary Statistics 2020

Y2 A. % of Organisations on the County Register that Opted to be Part of the Social Inclusion College Within the PPN		2020
N	Valid	31
	Missing	0
	True national %	16.33

Section 9 - Corporate

C1: Total No. WTEs

Authority	A. The wholetime equivalent staffing number as at 31 December 2020
Carlow County	289.34
Cavan County	397.00
Clare County	803.84
Cork City	1515.96
Cork County	2328.42
Donegal County	998.96
Dublin City	5618.30
Dún Laoghaire Rathdown	1083.40
Fingal County	1382.84
Galway City	503.49
Galway County	780.13
Kerry County	1216.12
Kildare County	969.94
Kilkenny County	563.60
Laois County	449.38
Leitrim County	299.71
Limerick City and County	1248.11
Longford County	334.66
Louth County	602.70
Mayo County	980.64
Meath County	736.87
Monaghan County	397.53
Offaly County	417.80
Roscommon County	392.09
Sligo County	423.44
South Dublin County	1145.55
Tipperary County	1069.02
Waterford City and County	760.15
Westmeath County	467.02
Wexford County	794.11
Wicklow County	747.80

C2: Working Days Lost to Sickness

Authority	A. % of paid working days lost to sickness absence through medically certified leave in 2020	B. % of paid working days lost to sickness absence through self-certified leave in 2020
Carlow County	3.65	0.20
Cavan County	2.26	0.14
Clare County	3.36	0.14
Cork City	3.75	0.30
Cork County	2.91	0.25
Donegal County	3.53	0.17
Dublin City	2.78	0.21
Dún Laoghaire Rathdown	2.64	0.25
Fingal County	2.81	0.17
Galway City	1.82	0.14
Galway County	3.54	0.14
Kerry County	3.24	0.18
Kildare County	2.59	0.16
Kilkenny County	2.68	0.21
Laois County	2.26	0.16
Leitrim County	3.09	0.13
Limerick City and County	3.01	0.21
Longford County	2.56	0.17
Louth County	3.58	0.27
Mayo County	3.40	0.15
Meath County	2.32	0.18
Monaghan County	2.04	0.07
Offaly County	3.22	0.10
Roscommon County	3.08	0.17
Sligo County	3.54	0.09
South Dublin County	4.06	0.27
Tipperary County	3.24	0.15
Waterford City and County	3.42	0.25
Westmeath County	3.21	0.24
Wexford County	2.73	0.22
Wicklow County	2.29	0.16

C3: LA Website and Social media Usage

Authority	A. The per capita total page views of the local authority's websites in 2020	B. The per capita total number of followers at end 2020 of the local authority's social media accounts
Carlow County	5.42	0.94
Cavan County	8.07	1.30
Clare County	16.53	1.86
Cork City	2.92	1.11
Cork County	10.14	0.61
Donegal County	12.47	0.99
Dublin City	28.42	1.19
Dún Laoghaire Rathdown	20.33	0.44
Fingal County	5.67	0.87
Galway City	12.01	0.36
Galway County	6.26	0.45
Kerry County	40.32	0.52
Kildare County	10.54	0.27
Kilkenny County	17.96	0.96
Laois County	7.33	0.61
Leitrim County	11.40	0.45
Limerick City and County	21.93	1.42
Longford County	16.39	1.18
Louth County	8.17	0.07
Mayo County	13.30	1.35
Meath County	12.29	0.57
Monaghan County	18.51	1.46
Offaly County	19.92	1.04
Roscommon County	13.06	0.58
Sligo County	14.34	0.45
South Dublin County	19.63	0.42
Tipperary County	14.39	0.66
Waterford City and County	22.16	1.77
Westmeath County	13.29	0.98
Wexford County	17.70	0.17
Wicklow County	10.25	0.57

	C4: Overall Cost of ICT Provision per WTE	C5: Overall cost of ICT as a proportion of Revenue expenditure
Authority	A. All ICT expenditure in the period from 01/01/2020 to 31/12/2020, divided by the WTE no. supplied under the C1 indicator	A. All ICT expenditure calculated in C4 as a proportion of Revenue expenditure
Carlow County	5078.01	2.24
Cavan County	2769.73	1.26
Clare County	3890.95	2.11
Cork City	2596.14	1.26
Cork County	3327.03	2.01
Donegal County	3142.51	1.62
Dublin City	2658.64	1.23
Dún Laoghaire Rathdown	4777.42	2.01
Fingal County	4407.98	1.88
Galway City	4203.59	1.67
Galway County	2896.86	1.36
Kerry County	3082.73	1.90
Kildare County	3967.82	1.77
Kilkenny County	4073.65	2.08
Laois County	4327.81	2.20
Leitrim County	3898.97	2.16
Limerick City and County	3672.26	0.55
Longford County	3307.77	1.75
Louth County	3656.76	1.48
Mayo County	3791.65	2.04
Meath County	3884.77	1.70
Monaghan County	5337.47	2.52
Offaly County	3088.34	1.42
Roscommon County	4211.03	2.31
Sligo County	4484.50	2.25
South Dublin County	4310.74	1.65
Tipperary County	3573.23	1.82
Waterford City and County	2266.32	0.95
Westmeath County	3306.31	1.57
Wexford County	3006.42	1.48
Wicklow County	3712.29	2.05

Corporate Statistics

Summary Statistics for Whole Time Equivalents Numbers

C1 A. Total Number of WTE Staff in LA		2020
N	Valid	31
	Missing	0
	Mean	958.64
	Median	760.15

Summary Sick-Leave Statistics 2014-2020

C2 A. % of paid working days lost to sickness absence through medically certified leave in 2020		2015	2016	2017	2018	2019	2020
N	Valid	31	31	31	31	31	31
	Missing	0	0	0	0	0	0
	True national %			3.78	3.78	3.71	3.01

C2 B. % of paid working days lost to sickness absence through self-certified leave in 2020		2015	2016	2017	2018	2019	2020
N	Valid	31	31	31	31	31	31
	Missing	0	0	0	0	0	0
	True national %			0.38	0.35	0.36	0.20

Summary Statistics for Website Visits 2020

A. The per capita total page views of the local authority's websites in 2020		2020
N	Valid	31
	Missing	0
	True national %	15.56
B. The per capita total number of followers at end 2020 of the local authority's social media accounts		2020
N	Valid	31
	Missing	0
	True national %	0.81
C4 A. Overall cost of ICT provision per WTE (€)		2020
N	Valid	31
	Missing	0
	True national %	3,457.02
C5 A. ICT expenditure as a proportion of revenue expenditure		2020
N	Valid	31
	Missing	0
	True national %	1.52

Total page views of the local authority's websites in 2020		2020
N	Valid	31
	Missing	0
Average	Mean	2,390,456
	Median	1,678,779
Total number of followers at end 2020 of the LA's social media accounts		2020
N	Valid	31
	Missing	0
Average	Mean	124,841
	Median	89,389

Section 10 – Finance

M1: 5 Year Summary of Revenue Account Balance

Authority	"A. Cumulative surplus/deficit balance at 31/12/2016 in the Revenue Account from the Income & Expenditure Account Statement of the AFS (€) "	"B. Cumulative surplus/deficit balance at 31/12/2017 in the Revenue Account from the Income & Expenditure Account Statement of the AFS (€) "	"C. Cumulative surplus/deficit balance at 31/12/2018 in the Revenue Account from the Income & Expenditure Account Statement of the AFS (€) "	"D. Cumulative surplus/deficit balance at 31/12/2019 in the Revenue Account from the Income & Expenditure Account Statement of the AFS (€) "	"E. Cumulative surplus/deficit balance at 31/12/2020 in the Revenue Account from the Income & Expenditure Account Statement of the AFS (€) "	F. Cumulative surplus or deficit at 31/12/2020 as a percentage of Total Income in 2020 from the Income and Expenditure Account Statement of the AFS	"G. Revenue Expenditure per Capita in 2020 (based on 2016 Census)"	H. Revenue expenditure per capita in 2020 excluding significant out of county/ shared service expenditure
Carlow County	610,507	649,386	687,939	744,827	772,516	1.08	1,152.41	
Cavan County	1,742,974	1,743,072	1,743,171	1,743,260	1,743,352	1.89	1,146.84	
Clare County	499,966	1,243,272	1,937,006	2,472,728	2,733,562	1.70	1,247.93	
Cork City	832,282	849,820	892,845	945,643	980,829	0.30	1,483.99	
Cork County	12,778,997	7,343,576	7,388,624	7,452,166	7,530,107	1.84	1,162.16	
Donegal County	-9,717,139	-8,953,104	-8,386,583	-7,733,836	-6,882,639	-3.34	1,218.30	
Dublin City	26,101,486	23,240,144	21,641,583	23,784,693	34,747,188	2.69	2,191.58	1,905.51
Dún Laoghaire Rathdown	9,764,273	9,771,901	9,787,717	8,735,240	8,740,812	3.20	1,180.66	
Fingal County	15,974,676	15,976,478	15,978,433	15,979,356	15,979,679	4.11	1,092.74	
Galway City	933,557	1,654,560	2,120,944	2,343,703	2,509,228	1.83	1,613.81	
Galway County	-1,959,192	-582,156	-11,921	4,852	15,936	0.01	929.20	
Kerry County	6,355,246	6,443,037	6,521,851	6,605,635	6,687,884	3.21	1,333.13	
Kildare County	-959,050	-736,403	-505,228	-334,804	-171,440	-0.08	976.57	
Kilkenny County	5,231	10,661	17,805	27,998	44,633	0.04	1,178.16	
Laois County	-198,369	-128,095	-68,333	5,009	70,614	0.08	1,045.95	986.22
Leitrim County	-266,479	-264,105	-260,640	-259,115	-256,122	-0.46	1,688.86	
Limerick City and County	810,407	812,260	823,400	833,704	887,565	0.10	4,267.50	1,164.20
Longford County	174,151	231,830	233,046	246,348	250,963	0.37	1,546.98	
Louth County	0	395,594	545,520	950,351	1,007,413	0.65	1,153.27	
Mayo County	-4,351,379	-4,950,835	-4,533,867	-4,065,676	-3,871,794	-2.00	1,395.76	
Meath County	-2,495,446	-1,287,437	-952,361	-684,544	-497,931	-0.27	861.76	
Monaghan County	-2,219,049	-2,377,340	-2,300,467	-2,223,599	-1,865,179	-2.11	1,373.55	
Offaly County	-3,611,785	-3,067,265	-2,505,853	-1,873,757	-1,661,523	-1.83	1,132.98	
Roscommon County	172,692	183,369	189,834	201,740	218,803	0.29	1,105.30	
Sligo County	-23,831,345	-21,430,923	-19,500,224	-18,483,135	-17,454,453	-20.03	1,288.02	
South Dublin County	12,111,427	12,146,531	12,185,837	12,189,910	12,210,777	3.54	1,072.18	
Tipperary County	5,547,270	5,550,224	5,555,516	5,562,106	5,569,307	2.54	1,314.87	
Waterford City and County	-7,622,473	-7,117,340	-6,682,140	-5,790,294	-5,155,764	-2.85	1,493.90	
Westmeath County	335,712	366,368	384,574	415,746	424,521	0.39	1,111.03	
Wexford County	-5,303,779	-4,773,729	-3,770,163	-2,127,851	-873,153	-0.49	1,075.52	
Wicklow County	-2,975,226	-2,686,945	-2,357,748	-2,052,474	-1,646,264	-1.11	950.96	

NOTE: Limerick City and County confirmed it did not exclude transfers for the 2018 and prior reports.

M2 (A): 5 Year Summary of Collection of Commercial Rates

Authority	Collection level of Rates from the Annual Financial Statement for 2016	Collection level of Rates from the Annual Financial Statement for 2017	Collection level of Rates from the Annual Financial Statement for 2018	Collection level of Rates from the Annual Financial Statement for 2019	Collection level of Rates from the Annual Financial Statement for 2020
Carlow County	88.0	90.0	86.0	86.0	82.0
Cavan County	83.0	79.0	83.0	79.0	76.0
Clare County	84.0	86.0	87.0	87.0	82.0
Cork City	79.0	79.0	82.0	83.0	65.0
Cork County	88.0	89.6	92.0	93.0	87.0
Donegal County	68.0	74.3	76.0	76.0	61.0
Dublin City	90.0	91.0	92.0	94.0	84.0
Dún Laoghaire Rathdown	85.0	86.0	88.0	89.0	73.0
Fingal County	95.6	96.1	95.8	97.9	93.0
Galway City	75.0	78.0	81.0	83.0	61.0
Galway County	84.0	84.0	86.0	87.0	82.0
Kerry County	81.3	82.5	84.6	86.2	65.4
Kildare County	83.0	81.0	82.0	83.0	70.0
Kilkenny County	94.0	95.0	93.0	94.0	83.0
Laois County	76.0	75.0	76.0	80.0	71.0
Leitrim County	81.0	82.0	83.0	83.0	72.0
Limerick City and County	77.0	82.0	85.0	88.0	81.0
Longford County	84.0	89.0	89.0	88.0	81.0
Louth County	68.6	75.0	80.0	83.0	63.0
Mayo County	82.3	84.9	86.6	87.7	82.0
Meath County	89.0	92.0	93.0	93.0	88.0
Monaghan County	82.0	85.0	89.0	86.0	80.0
Offaly County	88.0	87.1	88.7	88.0	77.1
Roscommon County	91.0	83.0	86.0	89.0	68.0
Sligo County	76.0	77.0	81.0	82.0	69.0
South Dublin County	83.0	84.0	86.0	88.0	82.0
Tipperary County	81.0	81.5	82.5	83.2	75.2
Waterford City and County	81.0	79.0	80.0	82.0	67.0
Westmeath County	81.0	81.0	83.0	85.0	81.0
Wexford County	79.1	82.4	88.0	89.9	84.0
Wicklow County	79.0	81.0	85.0	87.0	70.0
Mean	82.5	83.6	85.5	86.5	76.0
Median	82.3	82.5	86.0	87.0	77.1

M2 (B): 5 Year Summary of Collection of Rent & Annuities

Authority	Collection level of Rent & Annuities from the Annual Financial Statement for 2016	Collection level of Rent & Annuities from the Annual Financial Statement for 2017	Collection level of Rent & Annuities from the Annual Financial Statement for 2018	Collection level of Rent & Annuities from the Annual Financial Statement for 2019	Collection level of Rent & Annuities from the Annual Financial Statement for 2020
Carlow County	88.0	91.0	93.0	94.0	96.0
Cavan County	84.0	84.0	84.0	85.0	82.0
Clare County	86.0	84.0	85.0	85.0	86.0
Cork City	81.0	85.0	88.0	88.0	88.0
Cork County	93.0	95.0	94.0	97.0	100.0
Donegal County	89.0	89.2	89.0	90.0	90.0
Dublin City	78.0	76.0	76.0	73.0	73.0
Dún Laoghaire Rathdown	77.0	78.0	79.0	79.0	79.0
Fingal County	89.8	85.7	86.0	83.9	79.6
Galway City	76.0	80.0	79.0	80.0	79.0
Galway County	91.0	90.0	91.0	91.0	92.0
Kerry County	93.6	92.6	93.1	93.0	91.7
Kildare County	88.0	88.0	89.0	92.0	92.0
Kilkenny County	93.0	92.0	93.0	95.0	96.0
Laois County	95.0	96.0	96.0	96.0	93.0
Leitrim County	88.0	88.0	89.0	90.0	91.0
Limerick City and County	94.0	96.0	95.0	96.0	96.0
Longford County	90.0	92.0	93.0	90.0	89.0
Louth County	71.0	69.0	76.0	80.0	81.0
Mayo County	84.8	86.1	86.5	88.0	87.0
Meath County	87.0	89.0	89.0	89.0	88.0
Monaghan County	95.0	96.0	96.0	95.0	97.0
Offaly County	86.0	84.6	86.8	89.0	92.0
Roscommon County	92.0	91.0	92.0	91.0	93.0
Sligo County	78.0	78.0	78.0	80.0	82.0
South Dublin County	75.0	76.0	75.0	76.0	74.0
Tipperary County	97.0	98.7	93.3	95.4	96.9
Waterford City and County	79.0	77.0	78.0	77.0	77.0
Westmeath County	96.0	97.0	97.0	98.0	98.0
Wexford County	89.9	91.7	92.0	90.7	93.0
Wicklow County	90.0	90.0	90.0	88.0	85.0
Mean	86.9	87.3	87.8	88.2	88.3
Median	88.0	89.0	89.0	90.0	90.0

M2 (C): 5 Year Summary of Collection of Housing Loans

Authority	Collection level of Rent & Annuities from the Annual Financial Statement for 2016	Collection level of Rent & Annuities from the Annual Financial Statement for 2017	Collection level of Rent & Annuities from the Annual Financial Statement for 2018	Collection level of Rent & Annuities from the Annual Financial Statement for 2019	Collection level of Rent & Annuities from the Annual Financial Statement for 2020
Carlow County	91.0	90.0	95.0	95.0	94.0
Cavan County	77.0	74.0	77.0	81.0	84.0
Clare County	60.0	66.0	69.0	74.0	78.0
Cork City	70.0	78.0	69.0	79.0	83.0
Cork County	55.0	55.0	55.0	65.0	62.0
Donegal County	66.0	67.9	68.0	68.0	65.0
Dublin City	66.0	66.0	69.0	75.0	75.0
Dún Laoghaire Rathdown	62.0	57.0	63.0	61.0	61.0
Fingal County	100.1	101.2	101.7	97.7	96.5
Galway City	80.0	82.0	84.0	86.0	86.0
Galway County	76.0	76.0	76.0	79.0	79.0
Kerry County	81.0	82.1	84.8	94.2	95.0
Kildare County	47.0	43.0	51.0	62.0	62.0
Kilkenny County	80.0	85.0	88.0	90.0	90.0
Laois County	65.0	68.0	72.0	75.0	72.0
Leitrim County	63.0	64.0	63.0	65.0	70.0
Limerick City and County	74.0	78.0	75.0	78.0	84.0
Longford County	57.0	60.0	55.0	59.0	65.0
Louth County	72.9	75.0	76.0	82.0	85.0
Mayo County	68.3	70.6	75.0	76.6	79.0
Meath County	67.0	67.0	73.0	81.0	83.0
Monaghan County	80.0	77.0	78.0	78.0	83.0
Offaly County	59.0	55.3	55.9	62.0	75.0
Roscommon County	58.0	56.0	55.0	76.0	62.0
Sligo County	57.0	61.0	62.0	64.0	68.0
South Dublin County	81.0	80.0	75.0	79.0	80.0
Tipperary County	79.0	84.4	85.0	90.1	93.7
Waterford City and County	58.0	61.0	66.0	63.0	65.0
Westmeath County	85.0	89.0	97.0	99.0	102.0
Wexford County	85.7	92.1	98.0	102.7	104.0
Wicklow County	76.0	75.0	76.0	80.0	80.0
Mean	70.9	72.1	73.8	78.0	79.4
Median	70.0	74.0	75.0	78.0	80.0

M3: Public Liability Claims

Authority	A.1 Per capita total cost of settled claims for 2018	A.2 Per capita total cost of settled claims for 2019	A.3 Per capita total cost of settled claims for 2020
Carlow County	3.19	27.31	4.24
Cavan County	4.28	6.40	12.10
Clare County	12.29	7.84	4.21
Cork City			7.36
Cork County			8.44
Donegal County	12.97	7.06	7.24
Dublin City	23.87	22.05	14.55
Dún Laoghaire Rathdown	7.17	9.96	8.20
Fingal County	6.24	6.43	5.58
Galway City	11.12	15.66	21.29
Galway County	7.77	18.86	5.56
Kerry County	14.29	21.12	18.52
Kildare County	6.91	8.69	8.88
Kilkenny County	6.09	3.66	1.72
Laois County	3.30	2.71	0.57
Leitrim County	6.57	6.77	9.30
Limerick City and County	17.52	23.34	18.74
Longford County	13.94	7.43	16.00
Louth County	11.31	18.20	12.88
Mayo County	14.80	15.21	13.99
Meath County	6.23	5.66	12.09
Monaghan County	5.33	6.15	3.02
Offaly County	6.82	7.63	4.75
Roscommon County	4.73	11.34	9.51
Sligo County	10.81	14.32	21.84
South Dublin County	9.58	12.81	10.58
Tipperary County	14.10	19.18	68.59
Waterford City and County	20.07	14.68	14.88
Westmeath County	10.30	17.06	6.50
Wexford County	5.63	16.37	8.78
Wicklow County	13.05	6.80	9.07
National Mean %	11.62	13.53	12.21

NOTE: Due to the boundary change in Cork County Council and Cork City Council in 2019 only figures for 2020 have been published for these local authorities as this will be used as the baseline year for these two local authorities in future reports.

M4:Overheads

Authority	A. Overall central management charge as a percentage (%) of total expenditure on revenue account	B. Total payroll costs as a percentage (%) of revenue expenditure
Carlow County	10.61	28.29
Cavan County	11.35	31.64
Clare County	14.36	33.60
Cork City	11.86	30.40
Cork County	12.29	36.27
Donegal County	9.85	33.14
Dublin City	9.48	33.75
Dún Laoghaire Rathdown	12.30	26.74
Fingal County	13.67	26.48
Galway City	8.18	21.61
Galway County	9.98	31.15
Kerry County	10.11	35.55
Kildare County	9.40	26.45
Kilkenny County	11.28	31.34
Laois County	10.64	32.30
Leitrim County	12.26	34.85
Limerick City and County	3.62	9.28
Longford County	14.06	35.34
Louth County	10.97	29.25
Mayo County	10.12	32.48
Meath County	13.14	28.31
Monaghan County	13.29	31.76
Offaly County	12.68	30.03
Roscommon County	15.01	37.42
Sligo County	13.06	33.08
South Dublin County	10.15	24.24
Tipperary County	11.32	32.54
Waterford City and County	11.99	30.59
Westmeath County	11.79	27.60
Wexford County	12.48	31.67
Wicklow County	13.70	32.90
National Mean %	9.65	26.75

Finance Statistics

5 Year Summary of the Percentage Collection Levels for Commercial Rates

Commercial Rates %		2016
N	Valid	31
	Missing	0
	Median	82.3
Commercial Rates %		2017
N	Valid	31
	Missing	0
	Median	82.5
Commercial Rates %		2018
N	Valid	31
	Missing	0
	Median	86.0
Commercial Rates %		2019
N	Valid	31
	Missing	0
	Median	87.0
Commercial Rates %		2020
N	Valid	31
	Missing	0
	Median	77.1

5 Year Summary of the Percentage Collection Levels for Rent & Annuities

Rent & Annuities %		2016
N	Valid	31
	Missing	0
	Median	88.0
Rent & Annuities %		2017
N	Valid	31
	Missing	0
	Median	89.0
Rent & Annuities %		2018
N	Valid	31
	Missing	0
	Median	89.0
Rent & Annuities %		2019
N	Valid	31
	Missing	0
	Median	90.0
Rent & Annuities %		2020
N	Valid	31
	Missing	0
	Median	90.0

5 Year Summary of the Percentage Collection Levels for Housing Loans

Housing Loan %		2016
N	Valid	31
	Missing	0
	Median	70.0
Housing Loan %		2017
N	Valid	31
	Missing	0
	Median	74.0
Housing Loan %		2018
N	Valid	31
	Missing	0
	Median	75.0
Housing Loan %		2019
N	Valid	31
	Missing	0
	Median	78.0
Housing Loan %		2020
N	Valid	31
	Missing	0
	Median	80.0

5 Year Summary of Revenue and Account Balances

2016 Balance		2016
N		31
		0
Average	Mean	€943,230.42
	Median	€172,692.00
2017 Balance		2017
N		31
		0
Average	Mean	€976,013.10
	Median	€231,830.00
2018 Balance		2018
N		31
		0
Average	Mean	€1,187,100.55
	Median	€233,046.00
2019 Balance		2019
N		31
		0
Average	Mean	€1,471,481.61
	Median	€246,348.00
2020 Balance		2020
N		31
		0
Average	Mean	€2,025,465.39
	Median	€250,963.00
Cumulative surplus/deficit as % of AFS Total Income		2020
N	Valid	31
	Missing	0
Mean	True national	€0.87
Revenue Expenditure per Capita (2016 Census) (€)		2020
N	Valid	31
	Missing	0
Mean	True national	€1,419.01
Revenue Expenditure per capita excluding significant out of county / shared services expenditure (€)		2020
N	Valid	3
	Missing	28
Mean	True national	€1,351.98

M3: A. Per capita total cost of settled claims for the years 2018, 2019 and 2020

Per capita total cost of settled claims for 2018 %		2018
N	Valid	30
	N/A	2
Mean	True national	11.62
Per capita total cost of settled claims for 2019 %		2019
N	Valid	30
	N/A	2
Mean	True national	13.53
Per capita total cost of settled claims for 2020 %		2020
N	Valid	31
	N/A	0
Mean	True national	12.21

M4: Overheads

A. Overall central management charge as a percentage (%) of total expenditure on revenue account		
N	Valid	31
	N/A	0
Mean	True national	9.65
B. Total payroll costs as a percentage (%) of revenue expenditure		
N	Valid	31
	N/A	0
Mean	True national	26.75
Overall central management charge from the Local Authority FMS and defined in the Annual Budget		
N	Valid	31
	N/A	0
Average	Mean	€22,407,814.23
	Median	€18,551,889.00
Total payroll costs from Appendix 1 of the AFS for 2020 (including Salaries, Wages and Pensions)		
N	Valid	31
	N/A	0
Average	Mean	€62,103,731.97
	Median	€49,817,170.00

Section 11 - Economic Development

	J1	J2		J3	J4	
	A	A	B	A	A	B
Authority	The number of jobs created with assistance from the Local Enterprise Office during the period 1/1/2020 to 31/12/2020 per 100,000 population	The number of trading online voucher applications approved by the Local Enterprise Office in 2020 per 100,000 population	The number of those trading online vouchers that were drawn down in 2020 per 100,000 population	The number of participants who received mentoring during the period 1/1/2020 to 31/12/2020 per 100,000 population	Does the local authority have a current tourism strategy?	Does the local authority have a designated Tourism Officer?
Carlow County	98.3630	282.7935	135.2491	449.6592	No	Yes
Cavan County	-128.6494	213.9782	78.7650	397.7631	Yes	Yes
Clare County	-46.2897	337.4938	121.1948	294.5706	Yes	Yes
Cork City	-65.0346	253.4926	98.7387	108.7075	Yes	Yes
Cork County	-30.1014	254.9584	77.3605	370.8486	Yes	Yes
Donegal County	-20.7297	297.1255	123.7499	138.1979	Yes	Yes
Dublin City	-15.1473	197.8166	45.4419	283.1104	Yes	Yes
Dún Laoghaire Rathdown	-43.1157	353.1818	138.0620	282.5455	Yes	Yes
Fingal County	-20.2689	255.0503	82.0890	409.0940	Yes	Yes
Galway City	0.0000	0.0000	0.0000	0.0000	Yes	Yes
Galway County	-21.7403	354.5348	126.5399	645.5209	No	Yes
Kerry County	-85.3040	326.3217	75.8258	103.5834	Yes	Yes
Kildare County	-4.9437	315.0505	68.3134	506.5077	Yes	Yes
Kilkenny County	-37.2864	304.3373	141.0835	1141.7688	Yes	Yes
Laois County	-29.5170	207.7996	63.7567	354.2038	No	No
Leitrim County	-137.3112	508.6756	205.9668	708.4009	Yes	Yes
Limerick City and County	-28.2197	240.1244	103.6434	141.6118	Yes	Yes
Longford County	-29.3592	288.6991	117.4369	327.8448	Yes	Yes
Louth County	-68.2785	262.2513	45.0017	645.5417	Yes	Yes
Mayo County	-47.5070	335.6142	98.0790	457.4467	Yes	Yes
Meath County	15.3811	224.5647	89.7233	76.3930	Yes	Yes
Monaghan County	-30.9517	210.1456	86.3389	218.2908	Yes	Yes
Offaly County	-43.6115	182.1424	66.7000	215.4924	Yes	Yes
Roscommon County	-27.8880	385.7833	175.0744	793.2573	Yes	Yes
Sligo County	-85.4505	413.5195	134.2794	466.9261	Yes	Yes
South Dublin County	-37.6659	218.8207	133.0861	158.1966	Yes	Yes
Tipperary County	10.0280	279.5309	112.1884	273.8902	Yes	Yes
Waterford City and County	-160.1019	395.0902	166.1273	563.7998	Yes	Yes
Westmeath County	-1.1265	307.5363	127.2953	551.9883	Yes	Yes
Wexford County	15.3618	317.9225	140.2599	141.5958	Yes	Yes
Wicklow County	-28.0850	301.9133	73.7230	563.8055	Yes	Yes

Economic Development Statistics

Summary Statistics for 2020

J1 Average number of Jobs created in 2020 with assistance from the Local Enterprise Office		
N	Valid	31
	N/A	0
Average	Mean	-48.2
	Median	-40.0
J2 Average number of Trading Online Vouchers Approved by the Local Enterprise Office in 2020		
N	Valid	31
	N/A	0
Average	Mean	418
	Median	438
J2 No. of Those Trading Online Vouchers that were Drawn Down in 2020		
N	Valid	31
	N/A	0
Average	Mean	148
	Median	140
Average number of Participants who Received Mentoring from 01/01/2020 to 31/12/2020		
N	Valid	31
	N/A	0
Average	Mean	524
	Median	350

J1 A. Number of Jobs created in 2020 with assistance from the Local Enterprise Office per 100,000 population		
N	Valid	31
	N/A	0
	True National Mean	-31.37
J2 A. Number of Trading Online Vouchers Approved by the Local Enterprise Office in 2020 per 100,000 population		
N	Valid	31
	N/A	0
	True National Mean %	271.87
J2 B. Number of those Trading Online Vouchers that were Drawn Down in 2020 per 100,000 population		
N	Valid	31
	N/A	0
	True National Mean %	96.14
J3. A. Number of Participants who received mentoring from 01/01/2020 to 31/12/2020 per 100,000 population		
N	Valid	31
	N/A	0
	True National Mean %	340.85

Appendix 3

Trend Analysis Tables / Figures

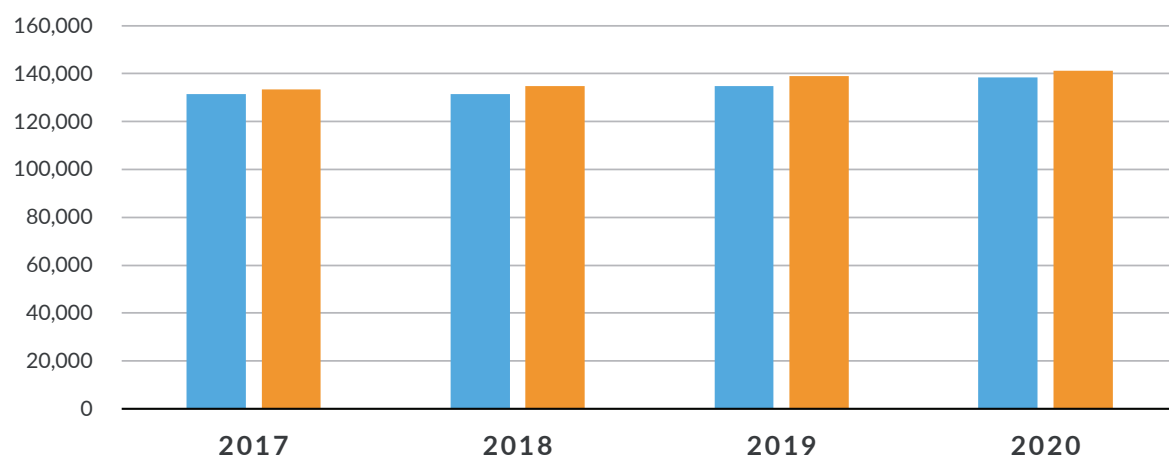
Section 1: Housing (H1 to H6)

H1: - Social Housing Stock

H1 (A): - Number of dwellings in the ownership of local authorities at the start of year.

H1 (E): - Number of dwellings in the ownership of local authorities at the year end.

2017	2018	2019	2020
131,375	131,614	134,782	138,405
133,394	134,880	138,980	141,128

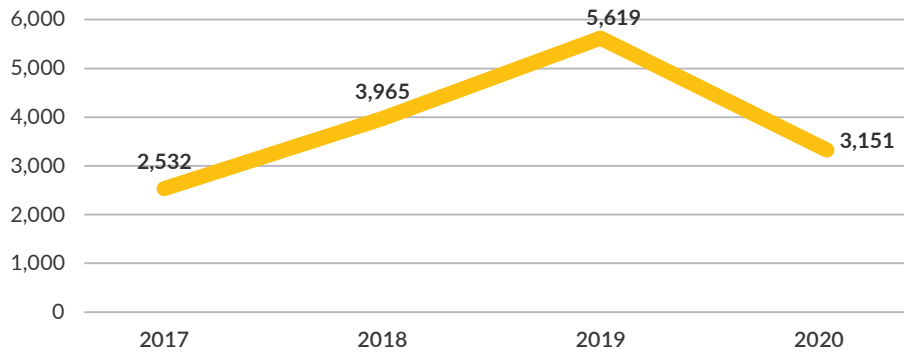


■ H1 A No. of dwellings in the ownership of the LA at start of year

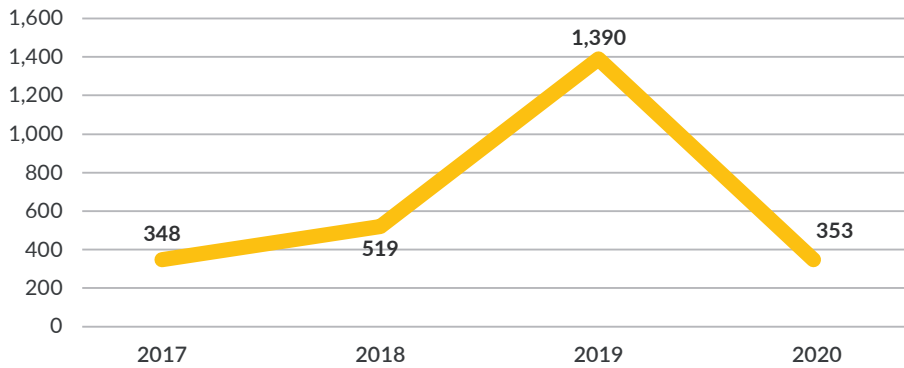
■ H1 E - Number of dwellings in the ownership of local authorities at the year end.

H1 (B): - No. of Dwellings Directly Added to LA owned stock in the year (constructed or acquired)

2017	2018	2019	2020
2,532	3,965	5,619	3,151

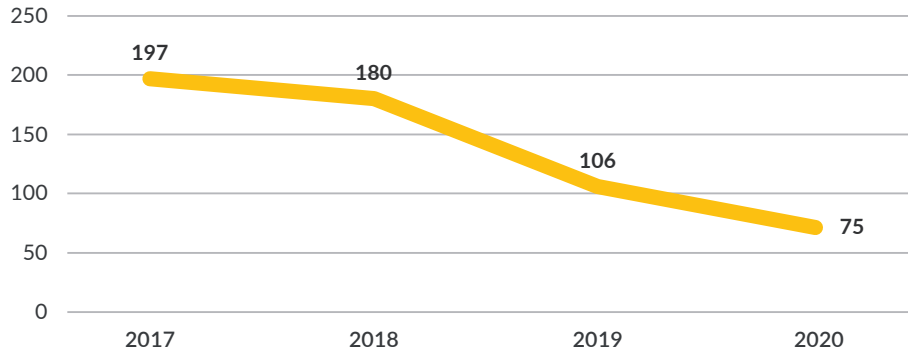
**H1 (C): - No. of LA owned dwellings sold in year**

2017	2018	2019	2020
348	519	1,390	353



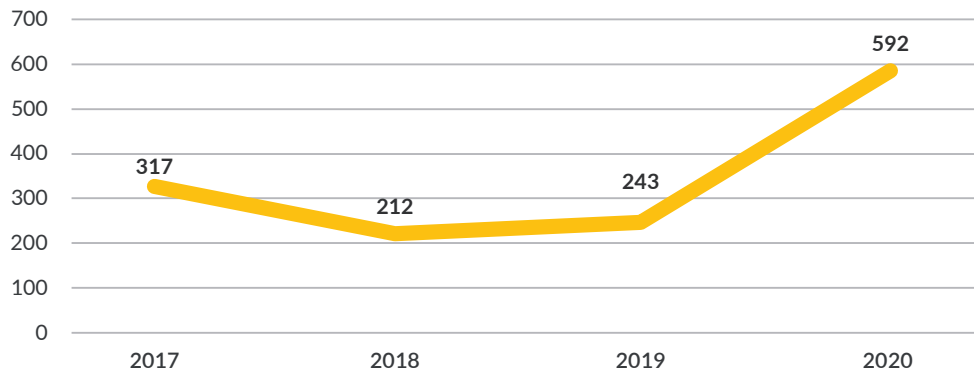
H1 (D): - No. of LA owned dwellings demolished in year

2017	2018	2019	2020
197	180	106	75



H1 (F): - Total no. of dwellings directly planned for demolition under DHLGH approved scheme

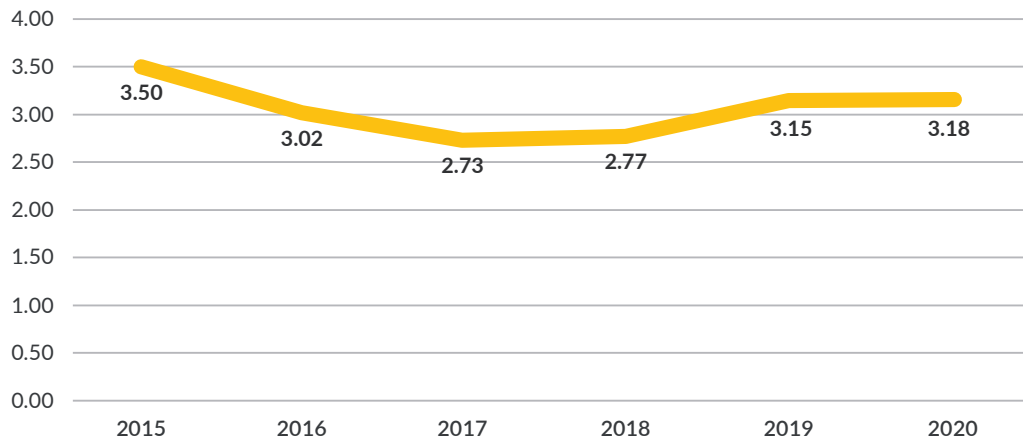
2017	2018	2019	2020
317	212	243	592



H2: - Housing Vacancies

H2 (A): - Percentage of the total number of local authority owned dwellings that were vacant at year-end.

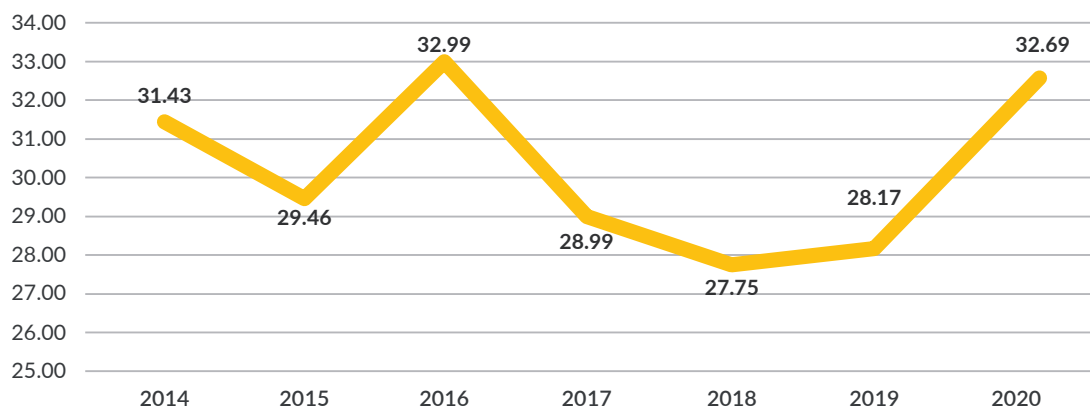
2015	2016	2017	2018	2019	2020
3.5	3.02	2.73	2.77	3.15	3.18



H3: - Average Re-letting time and direct costs

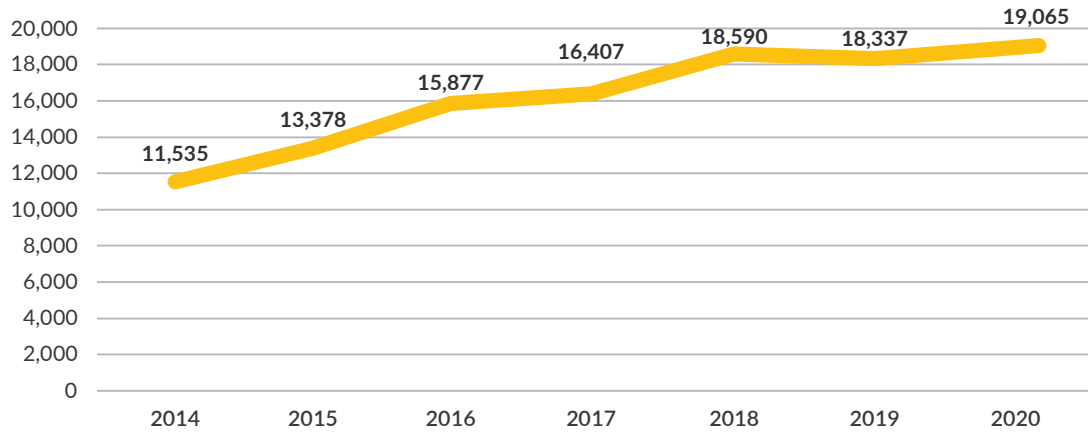
H3 (A): - The time taken from the date of vacation of a dwelling to the date in year when the dwelling is re-tenanted, averaged across all dwellings re-let during year (weeks)

2014	2015	2016	2017	2018	2019	2020
31.43	29.46	32.99	28.99	27.75	28.17	32.69



H3 B: - Average Cost Expended on Getting the Re-tenanted Dwellings Ready for Re-letting in year (€)

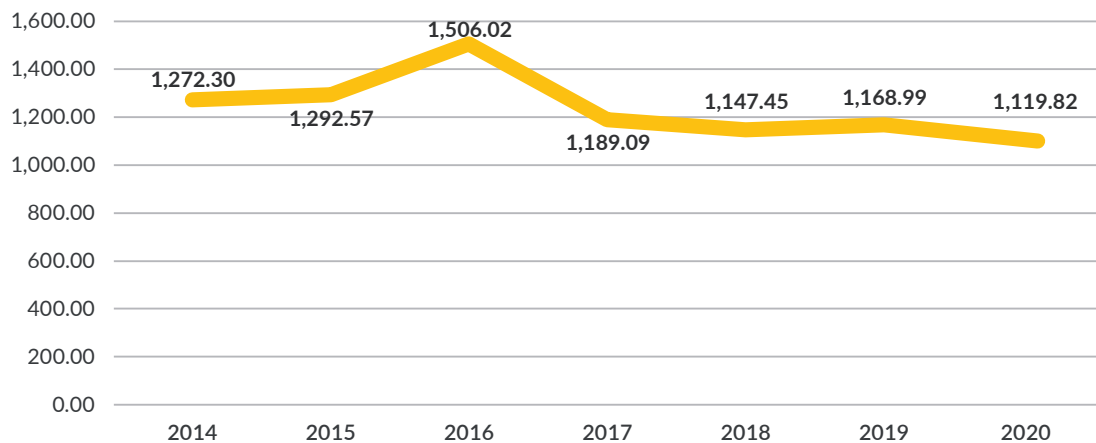
2014	2015	2016	2017	2018	2019	2020
11,535	13,378	15,877	16,407	18,590	18,337	19,065



H4: - Housing Maintenance Direct Costs

H4 (A): - Average expenditure during year on the repair and maintenance of housing bought or built by the LA divided by the no. of directly provided dwellings in the LA stock at year end

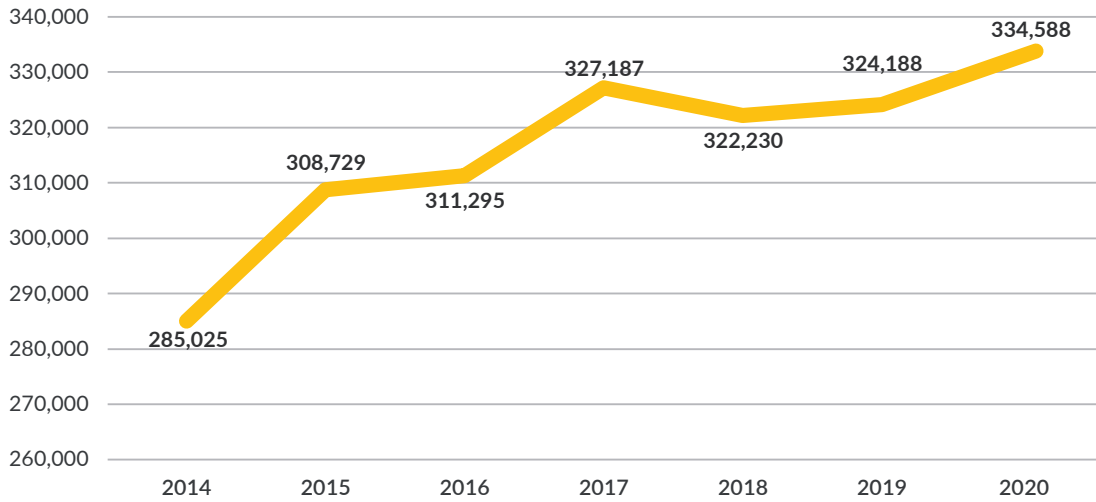
2014	2015	2016	2017	2018	2019	2020
1,272.30	1,292.57	1,506.02	1,189.09	1,147.45	1,168.99	1,119.82



H5: - Private Rented Sector Inspections

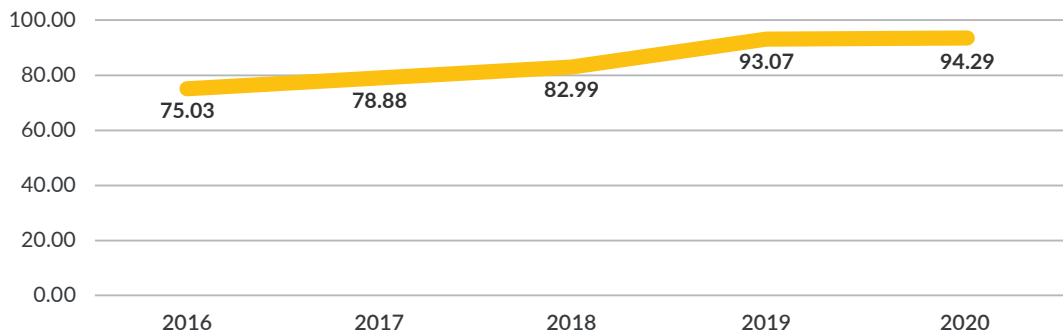
H5 (A): - Total number of registered tenancies in the LA area

2014	2015	2016	2017	2018	2019	2020
285,025	308,729	311,295	327,187	322,230	324,188	334,588



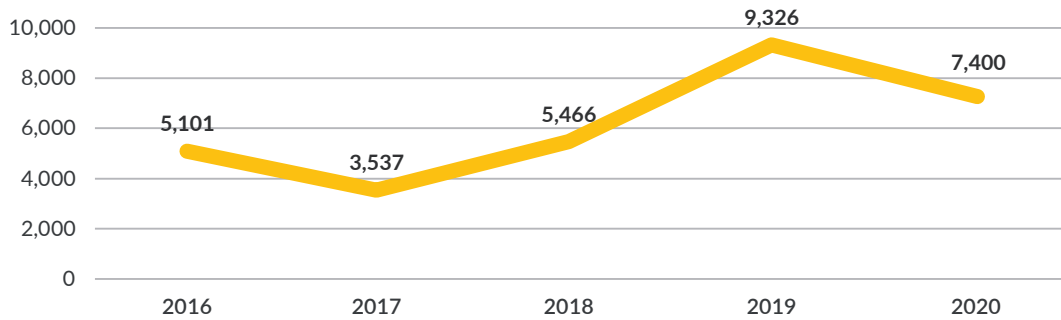
H5 (C): - Percentage of inspected dwellings in year that were found not to be compliant with the Standards Regulations

2016	2017	2018	2019	2020
75.03	78.88	82.99	93.07	94.29



H5 (D): - Number of non-compliant dwellings that became compliant during year

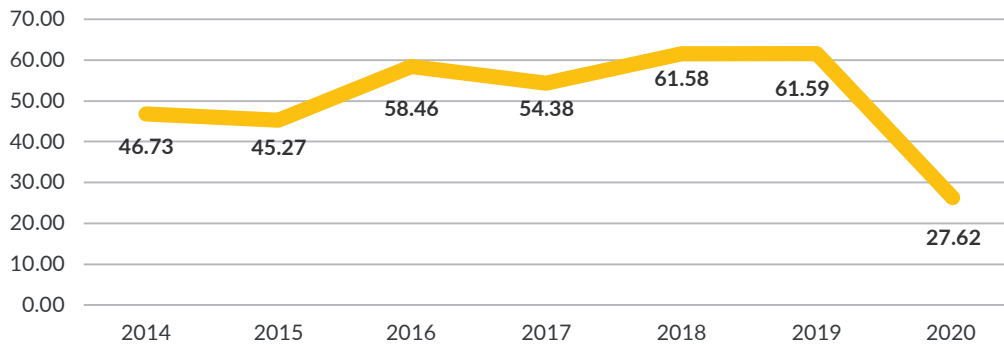
2016	2017	2018	2019	2020
5,101	3,537	5,466	9,326	7,400



H6: - Long Term Homeless Adults

H6 (A): -No. of Adults in Emergency Accommodation that are Long-Term Homeless (6 months or more) as % of the Total No. of Homeless Adults in Emergency Accommodation at the end of year

2014	2015	2016	2017	2018	2019	2020
46.73	45.27	58.46	54.38	61.58	61.59	27.62

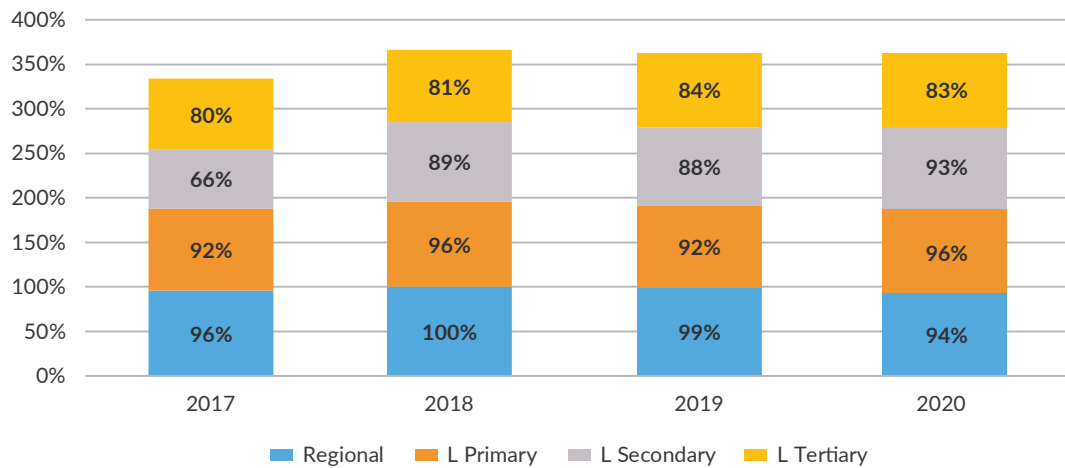


Section 2: Roads (R1 to R3)

R1: Pavement Surface Condition Index (PSCI) Ratings

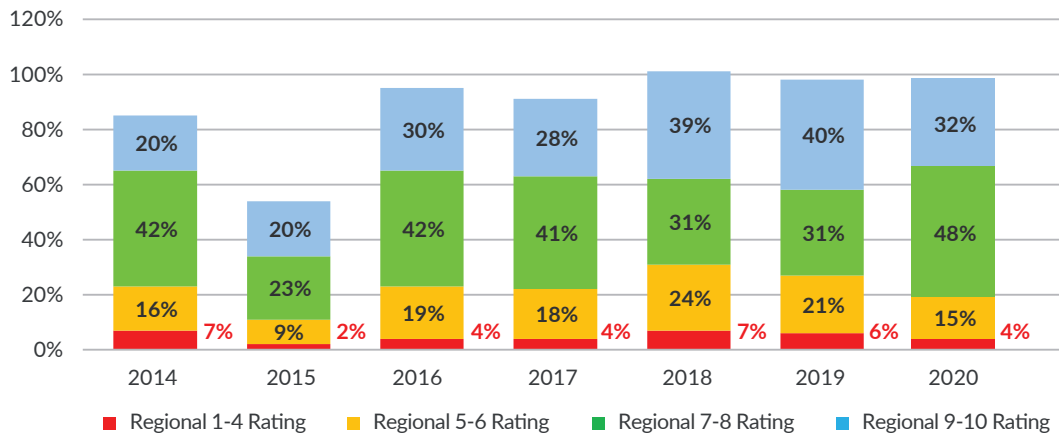
R1 A Median % of Regional, Local Primary, Local Secondary and Local Tertiary Road that received a PSCI Rating

Indicator	2017	2018	2019	2020
Regional Road (24 months)	96%	100%	99%	94%
Local Primary Road (24 months)	92%	96%	92%	96%
Local Secondary Road (24 months)	66%	89%	88%	93%
Local Tertiary Road (60 months)	80%	81%	84%	83%



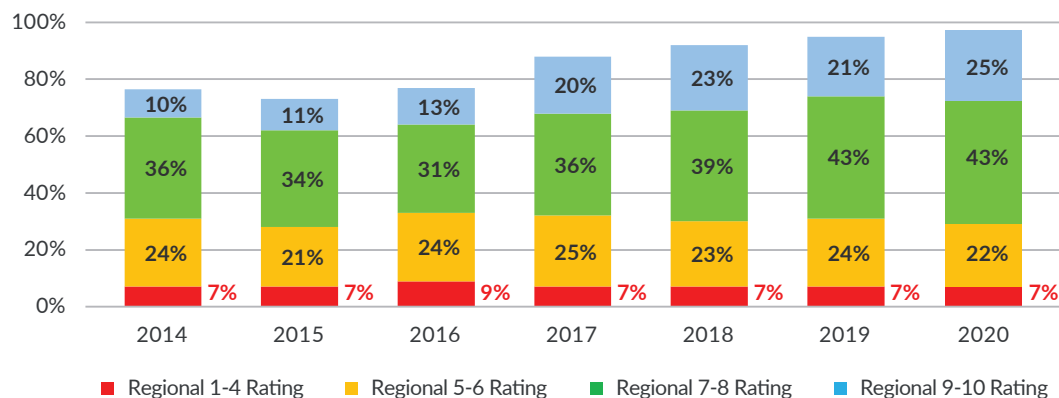
R1: Median % Pavement Surface Condition Index (PSCI) Ratings - B - Regional

	2014	2015	2016	2017	2018	2019	2020
Regional 1-4 Rating	7%	2%	4%	4%	7%	6%	4%
Regional 5-6 Rating	16%	9%	19%	18%	24%	21%	15%
Regional 7-8 Rating	42%	23%	42%	41%	31%	31%	48%
Regional 9-10 Rating	20%	20%	30%	28%	39%	40%	32%



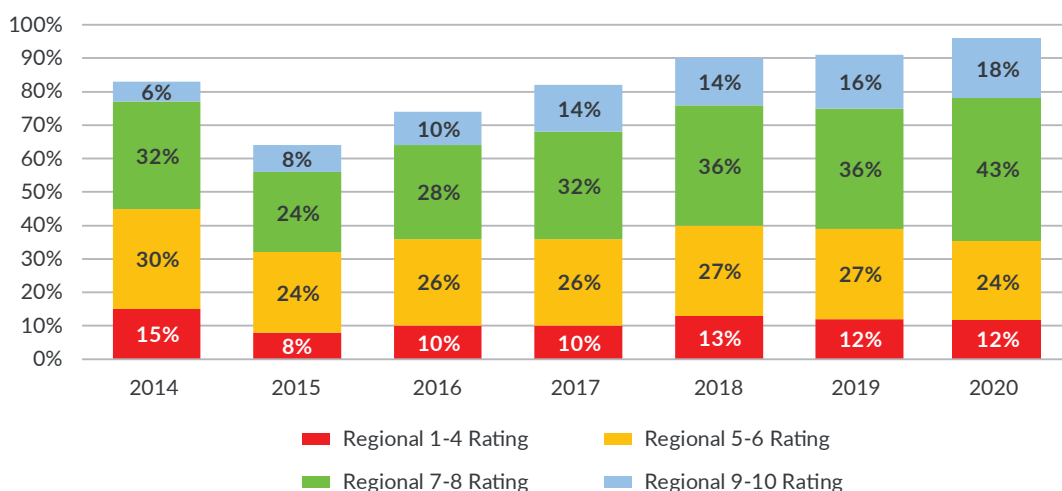
R1: Median % Pavement Surface Condition Index (PSCI) Ratings - B - Local Primary

	2014	2015	2016	2017	2018	2019	2020
Local Primary 1-4 Rating	7%	7%	9%	7%	7%	7%	7%
Local Primary 5-6 Rating	24%	21%	24%	25%	23%	24%	21%
Local Primary 7-8 Rating	36%	34%	31%	36%	39%	43%	43%
Local Primary 9-10 Rating	10%	11%	13%	20%	23%	21%	25%



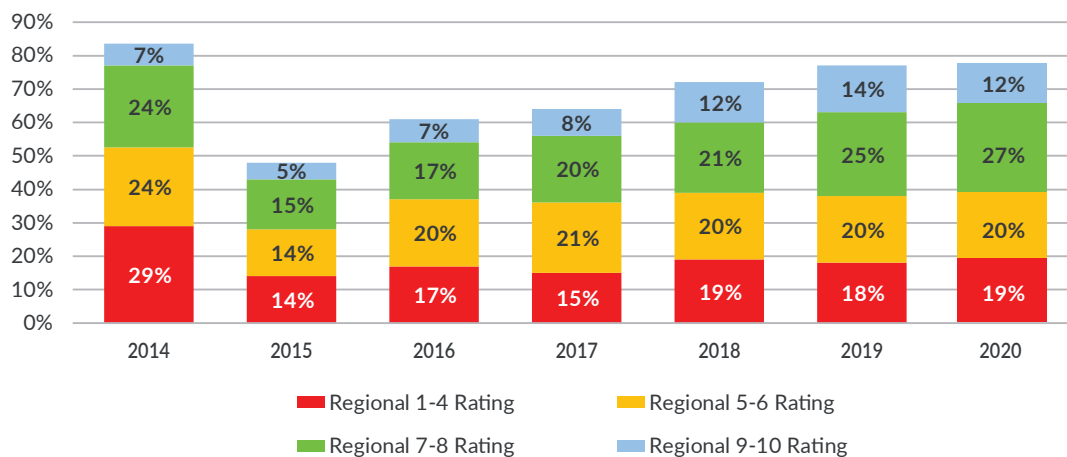
R1: Median % Pavement Surface Condition Index (PSCI) Ratings - C - Local Secondary

	2014	2015	2016	2017	2018	2019	2020
Local Secondary 1-4 Rating	15%	8%	10%	10%	13%	12%	12%
Local Secondary 5-6 Rating	30%	24%	26%	26%	27%	27%	24%
Local Secondary 7-8 Rating	32%	24%	28%	32%	36%	36%	43%
Local Secondary 9-10 Rating	6%	8%	10%	14%	14%	16%	18%



R1: Median % Pavement Surface Condition Index (PSCI) Ratings - D - Local Tertiary

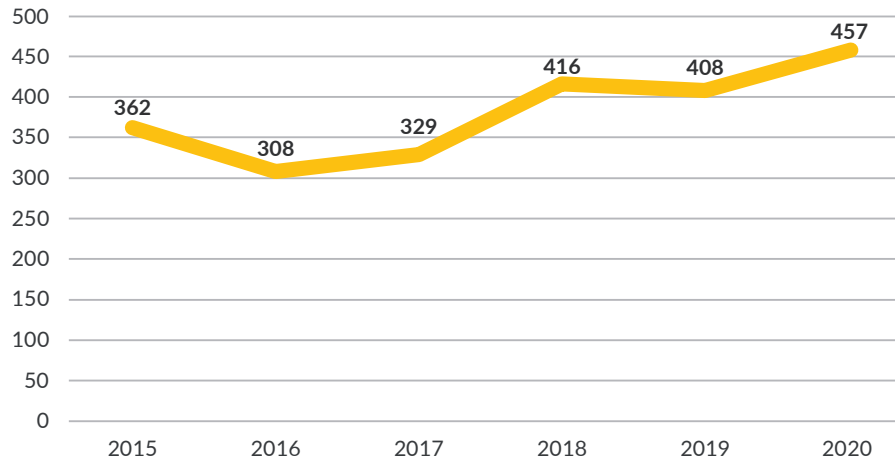
	2014	2015	2016	2017	2018	2019	2020
Local Tertiary 1-4 Rating	29%	14%	17%	15%	19%	18%	19%
Local Tertiary 5-6 Rating	24%	14%	20%	21%	20%	20%	20%
Local Tertiary 7-8 Rating	24%	15%	17%	20%	21%	25%	27%
Local Tertiary 9-10 Rating	7%	5%	7%	8%	12%	14%	12%



R2: - Road Works

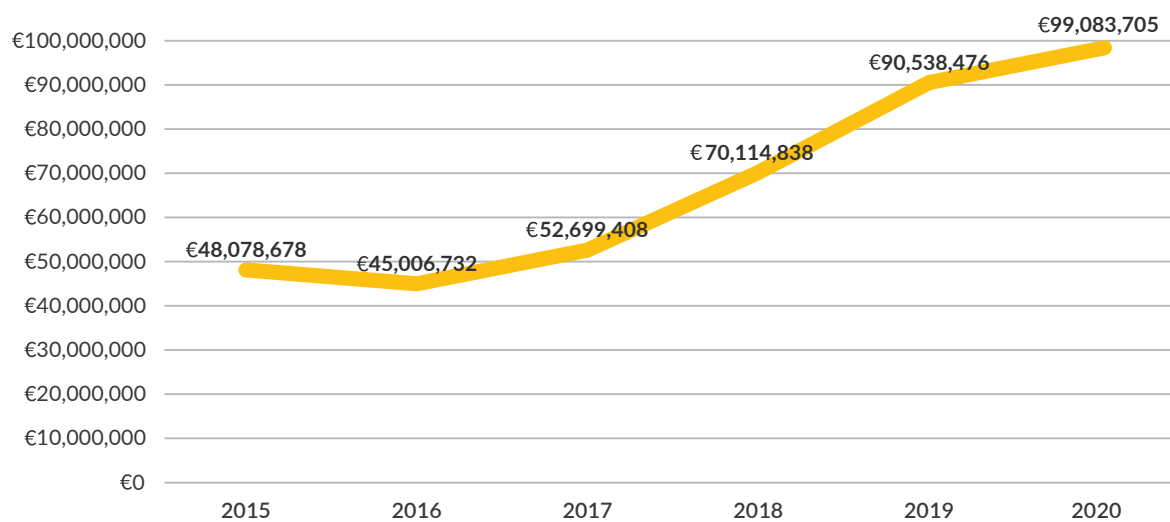
R2 A: Kilometres of regional road strengthened

2015	2016	2017	2018	2019	2020
362	308	329	416	408	457



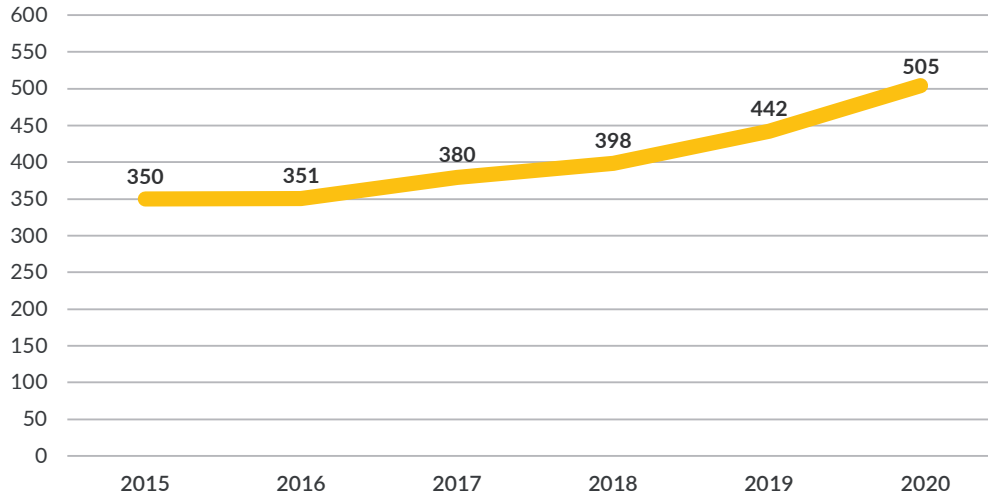
R2 (A) b. The amount expended on regional road strengthening work in year (€)

2015	2016	2017	2018	2019	2020
€48,078,678	€45,006,732	€52,699,408	€70,114,838	€90,538,476	€99,083,705



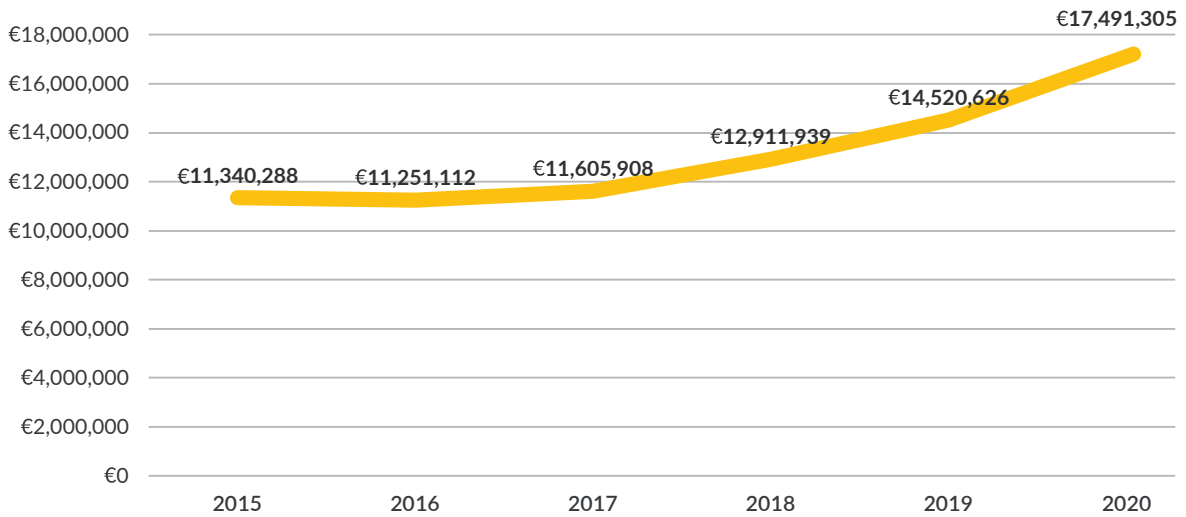
R2 (B): Kilometres of regional road resealed

2015	2016	2017	2018	2019	2020
350	351	380	398	442	505



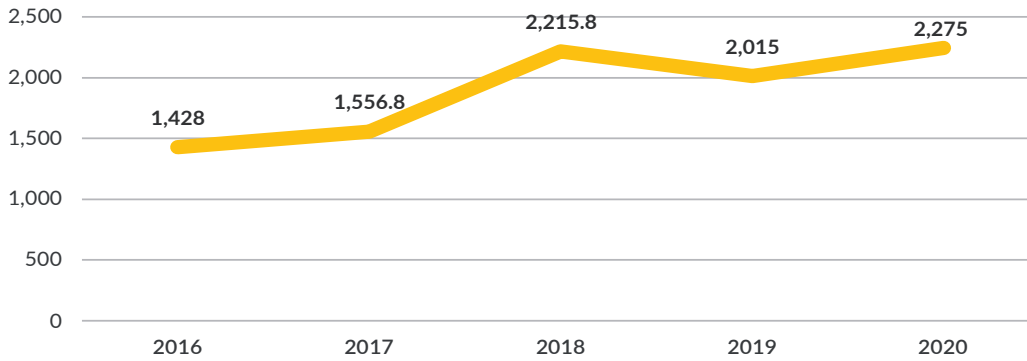
R2 (B): Amount expended on regional road resealing (€)

2015	2016	2017	2018	2019	2020
€11,340,288.00	€11,251,112.00	€11,605,908.00	€12,911,939.00	€14,520,626.00	€17,491,305.00



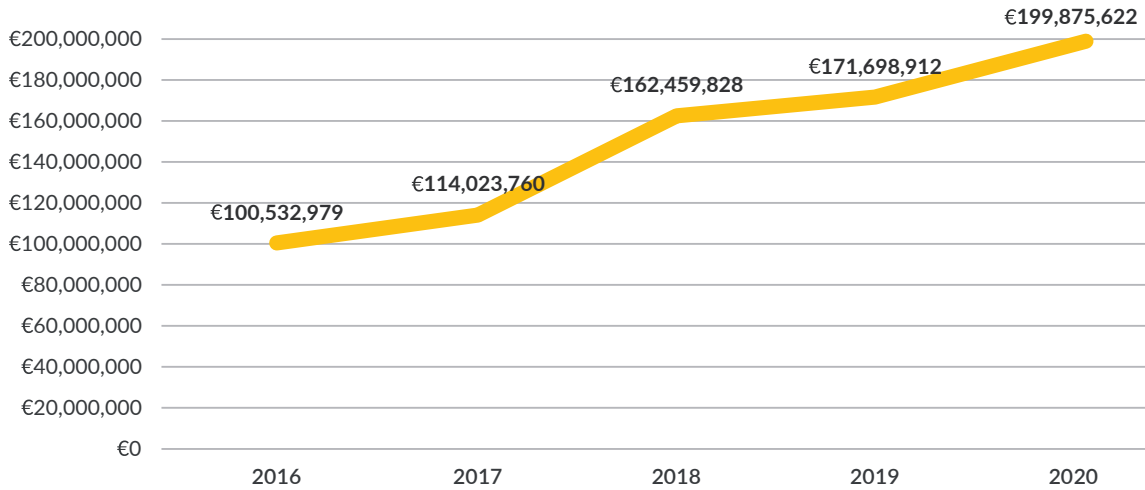
R2 (c): Kilometres of local road (i.e. total of primary, secondary and tertiary) strengthened

2016	2017	2018	2019	2020
1,428	1,556.8	2,215.8	2,015	2,275



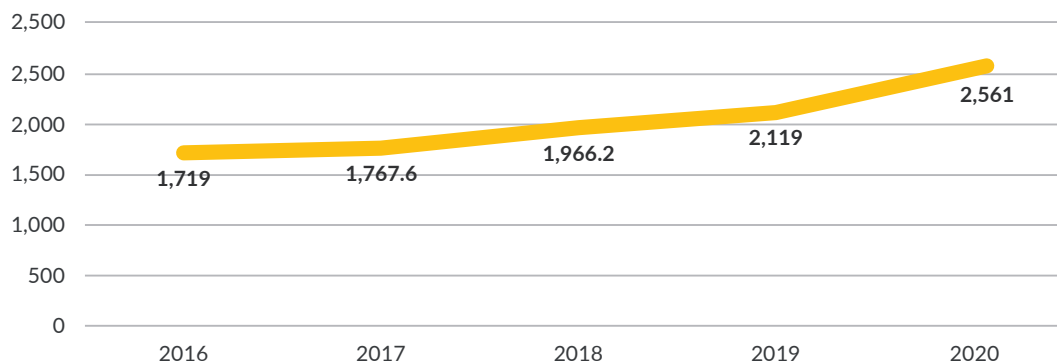
R2 C: Amount expended on local road (i.e. total of primary, secondary and tertiary) strengthening (€)

2016	2017	2018	2019	2020
€100,532,979	€114,023,760	€162,459,828	€171,698,912	€199,875,622



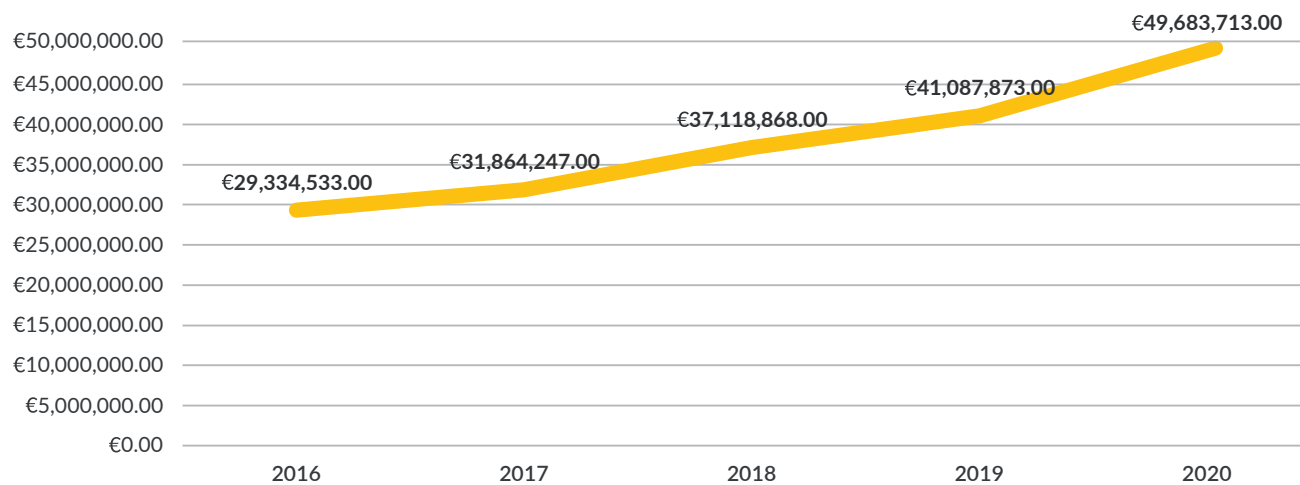
R2 D: Kilometres of local road resealed

2016	2017	2018	2019	2020
1,719	1,767.6	1,966.2	2,119	2,561



R2 (D): Amount expended on local road resealing (€)

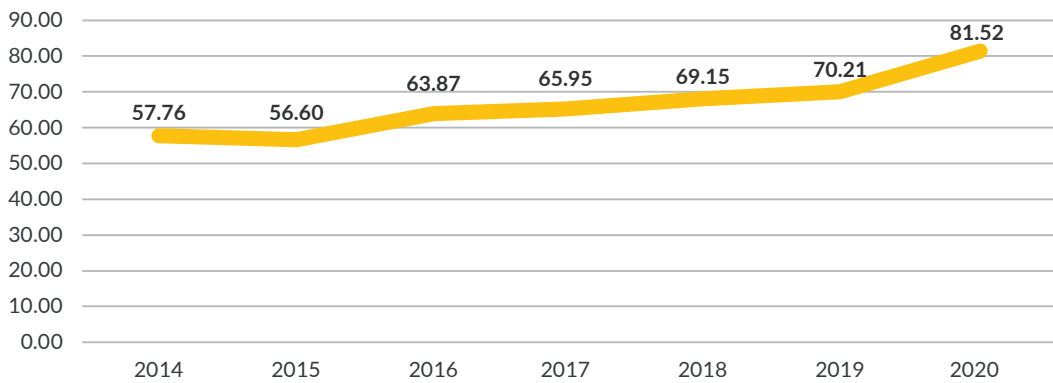
2016	2017	2018	2019	2020
€29,334,533.00	€31,864,247.00	€37,118,868.00	€41,087,873.00	€49,683,713.00



R3: Motor Tax Transactions Conducted Online

R3 A: % of motor tax transactions which were dealt with online (i.e. transaction is processed and the tax disc is issued)

	2014	2015	2016	2017	2018	2019	2020
R3a. The percentage of motor tax transactions which were dealt with online (i.e. transaction is processed and the tax disc is issued) in year	57.76	56.60	63.87	65.95	69.15	70.21	81.52



Section 3: Water (W1 and W2)

Trend analysis for the Water section is not available for 2020 as W1 was not submitted by the EPA and W2 has only two years of data.

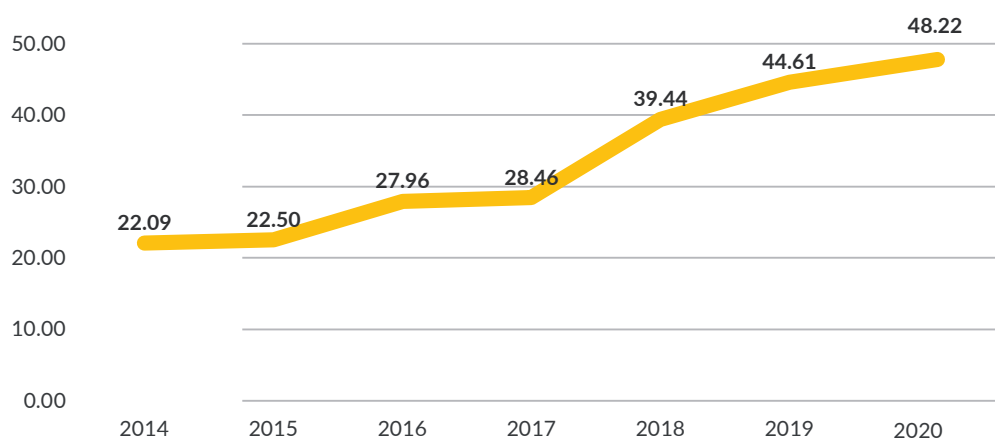
Section 4: Waste / Environment (E1 to E5)

E1: - Number / Percentage Households with access to a 3-bin service.

E1 (A): - The number of households, based on the Census, who are situated in an area covered by a licensed operator providing a 3-bin service at year end.

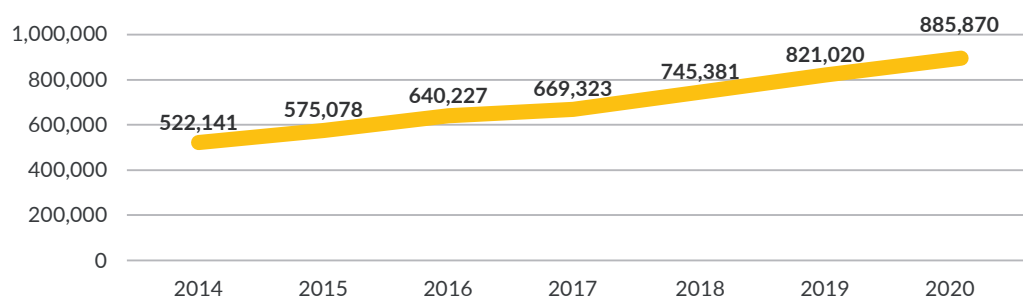
To allow trend analysis, NOAC, while having changed the Guidelines to reflect households in agglomerations over 500, will display the data here per the census 2016 E1 % of households within the local authority (per 2016 Census) which are situated in an area covered by a licensed operator providing a 3 bin service

2014	2015	2016	2017	2018	2019	2020
22.09	22.50	27.96	28.46	39.44	44.61	48.22



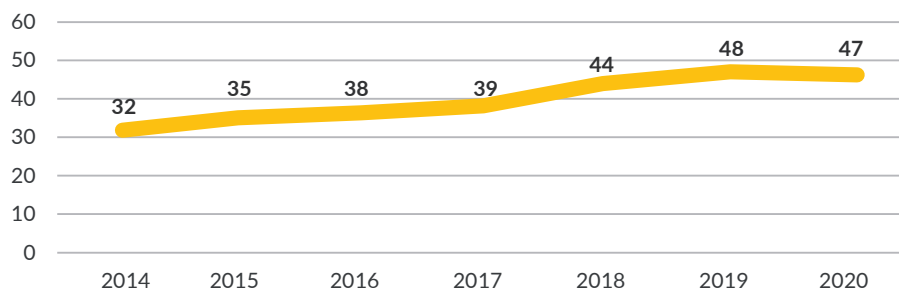
E1 (A) Number of households, which are situated in an area covered by a licensed operator providing a 3 bin service

2014	2015	2016	2017	2018	2019	2020
522,141	575,078	640,227	669,323	745,381	821,020	885,870



E1 (B): - Average Percentage of households, situated in an area covered by a licensed operator providing a 3-bin service at year-end

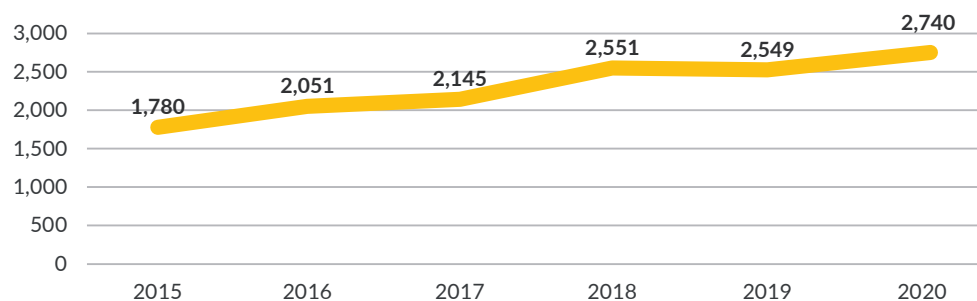
2014	2015	2016	2017	2018	2019	2020
32	35	38	39	44	48	47



E2: % Environmental pollution complaints closed

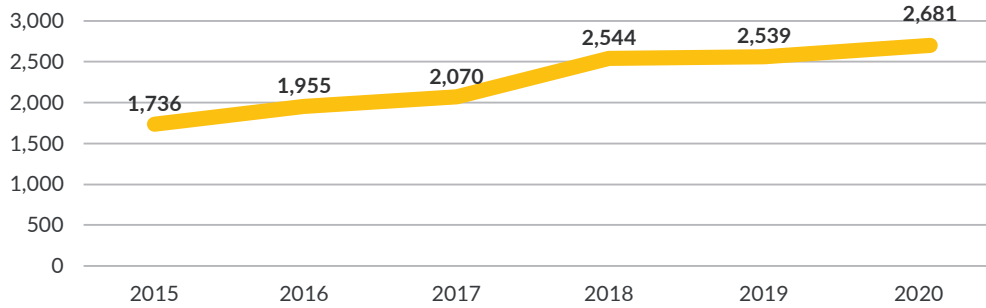
The average no. of pollution cases in respect of which a complaint was made

2015	2016	2017	2018	2019	2020
1,780	2,051	2,145	2,551	2,549	2,740



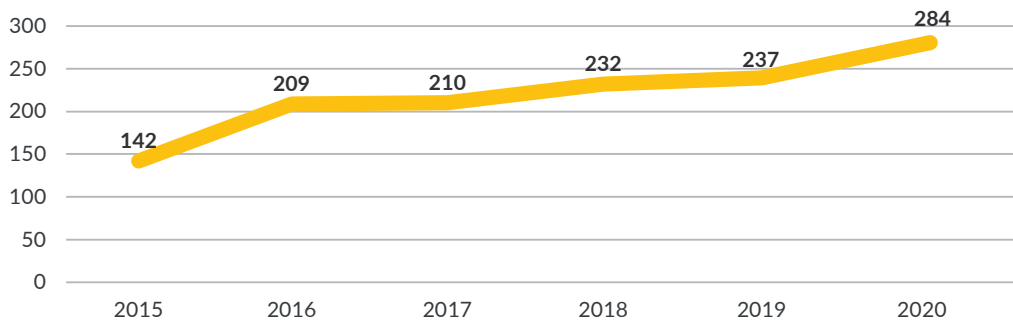
E2a. The number of pollution cases closed during the year

2015	2016	2017	2018	2019	2020
1,736	1,955	2,070	2,544	2,539	2,681



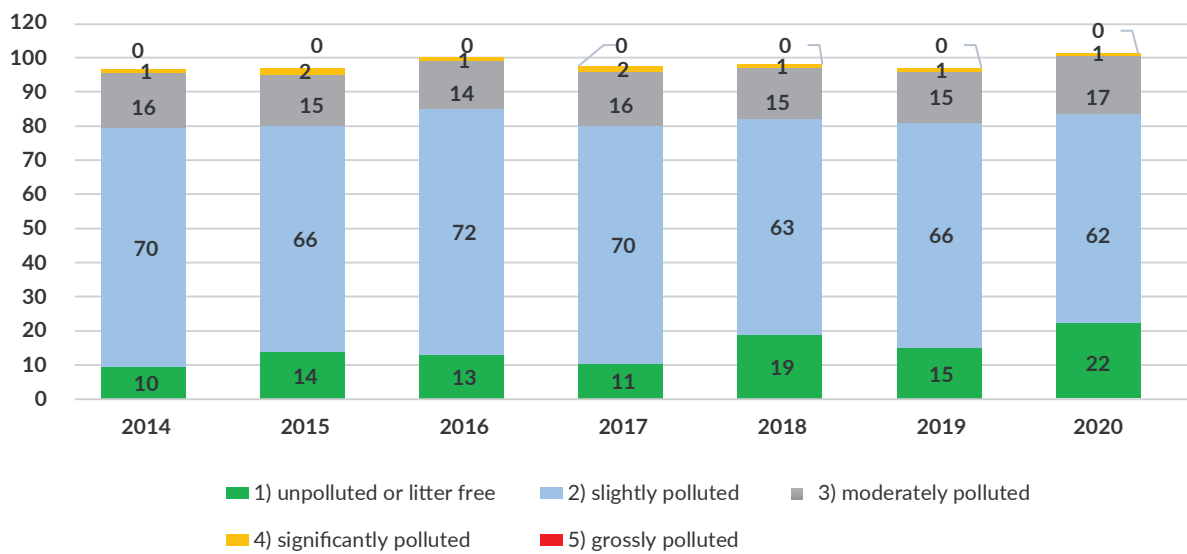
E2b The average no. of cases on hands at end of year

2015	2016	2017	2018	2019	2020
142	209	210	232	237	284



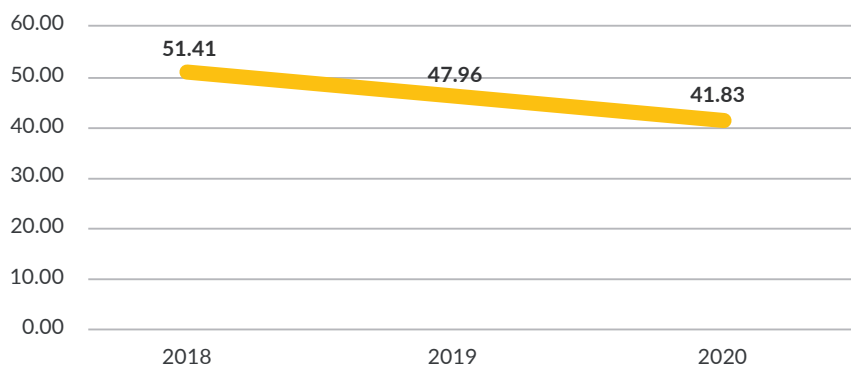
E3: % LA Area Within the 5 Levels of Litter Pollution

E3a. The median percentage of the area within local authorities that when surveyed in year was at a certain level of pollution	2014	2015	2016	2017	2018	2019	2020
1) unpolluted or litter free	10	14	13	11	19	15	22
2) slightly polluted,	70	66	72	70	63	66	62
3) moderately polluted	16	15	14	16	15	15	17
4) significantly polluted	1	2	1	2	1	1	1
5) grossly polluted	0	0	0	0	0	0	0



E4: % of schools that that currently hold and have renewed their green flag status

2018	2019	2020
51.41	47.96	41.83

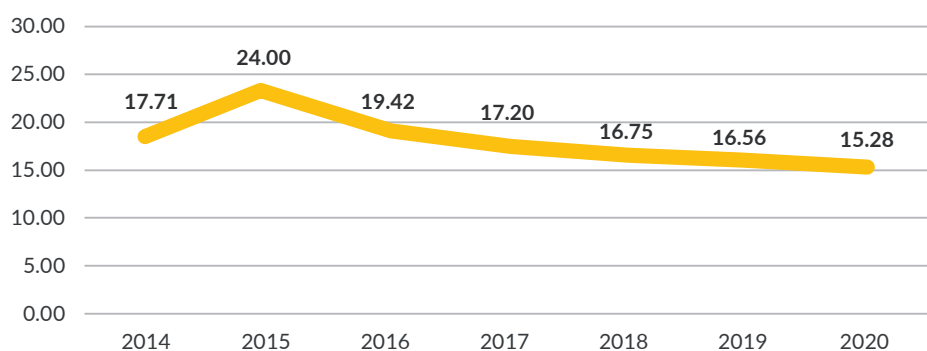


Section 5: Planning (P1 to P5)

P1: New Buildings Inspected

P1 (A) - Buildings Inspected as a percentage of new buildings notified to local authorities in year

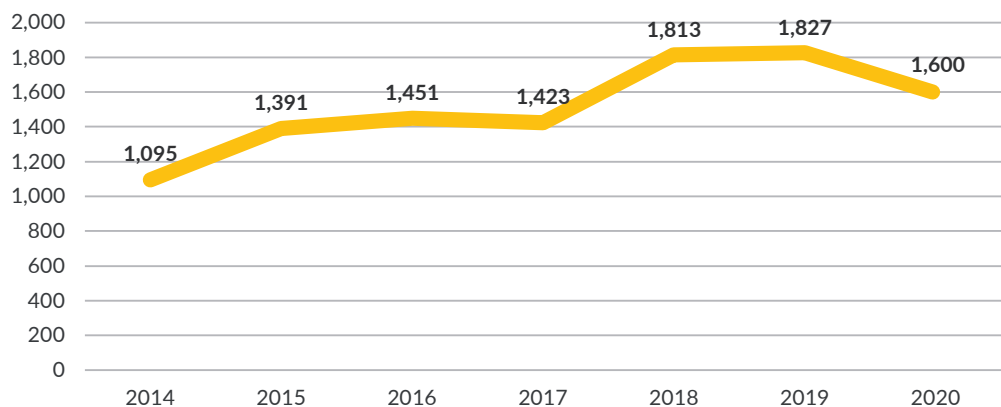
	2014	2015	2016	2017	2018	2019	2020
P1a. Buildings Inspected as a percentage of new buildings notified to local authorities in year	17.71	24.00	19.42	17.20	16.75	16.56	15.28



P2: - Number / Percentage decisions confirmed by An Bord Pleanála

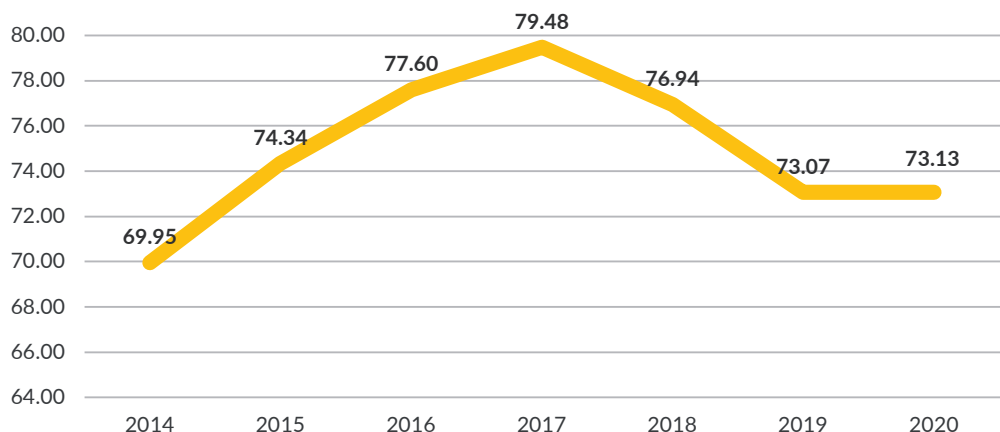
P2 A. Number of LA planning decisions which were the subject of an appeal to An Bord Pleanála that were determined by the Board on any date

2014	2015	2016	2017	2018	2019	2020
1,095	1,391	1,451	1,423	1,813	1,827	1,600



P2 B. % of the determinations at A which confirmed (either with or without variation) the decision made by the LA

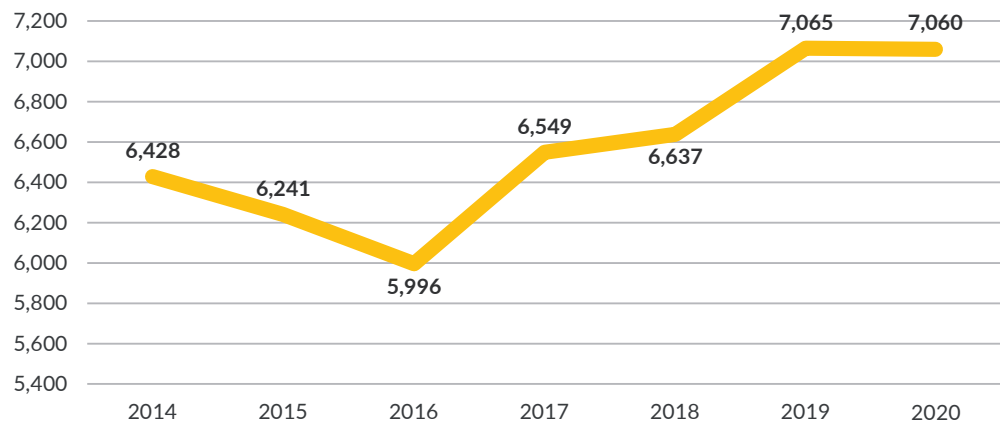
	2014	2015	2016	2017	2018	2019	2020
P2b. Percentage of An Bord Pleanála determinations which confirmed (either with or without variation) the decision made by local authorities 2014-2018	69.95	74.34	77.60	79.48	76.94	73.07	73.13



P3: Percentage (%) of Planning Enforcement Cases Closed as Resolved

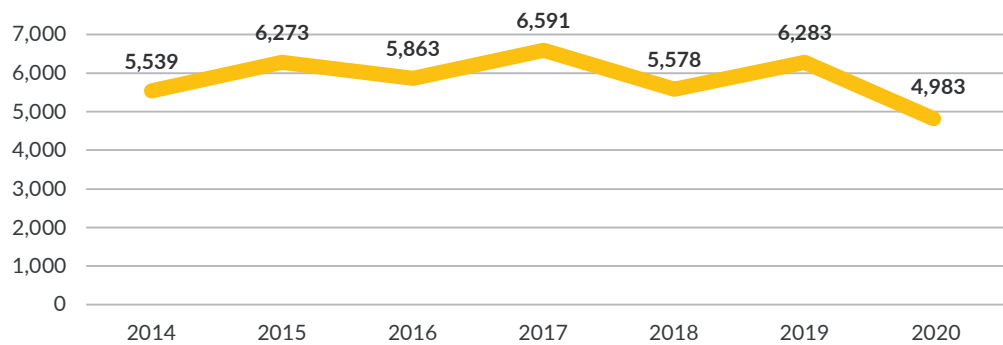
P3 A. Total number of planning cases referred to or initiated by the local authority that were investigated

2014	2015	2016	2017	2018	2019	2020
6,428	6,241	5,996	6,549	6,637	7,065	7,060



P3 B. Total number of investigated cases that were closed in the year

2014	2015	2016	2017	2018	2019	2020
5,539	6,273	5,863	6,591	5,578	6,283	4,983

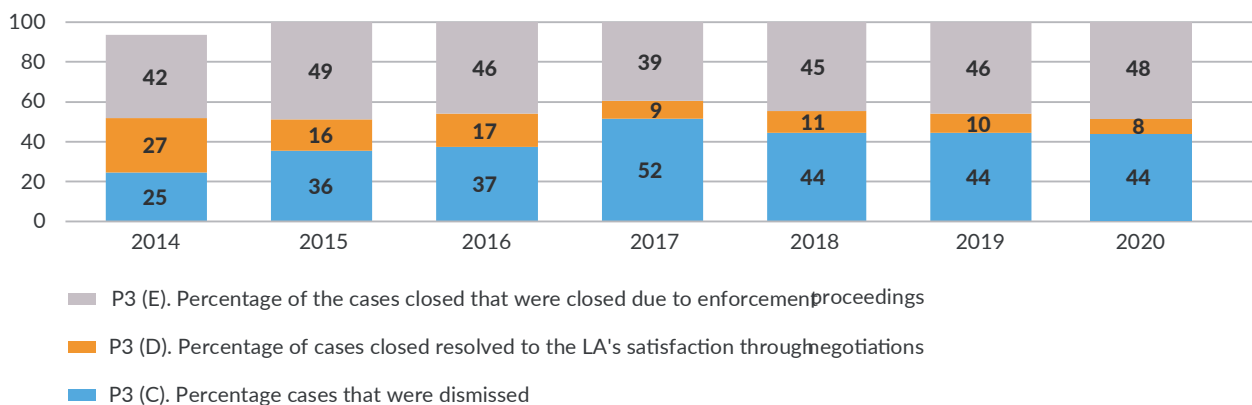


P3 (C): - Percentage of planning cases that were dismissed under section 152(2), Planning and Development Act 2000 or were closed because statute barred or an exempted development during the year

P3 (D): - Percentage of cases closed and resolved to the LA's satisfaction through negotiations during the year

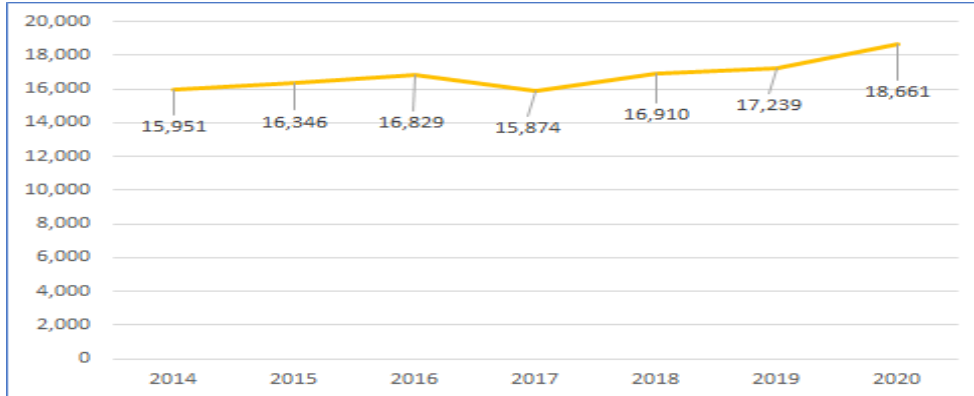
P3 (E): - Percentage of the cases closed that were closed due to enforcement proceedings in year

2014	2015	2016	2017	2018	2019	2020
24.59	35.58	37.37	51.60	44.42	44.39	43.71
27.28	15.70	16.82	8.94	10.90	9.69	7.89
41.79	48.72	45.81	39.46	44.68	45.92	48.40



P3 F. Total number of planning cases being investigated at year end

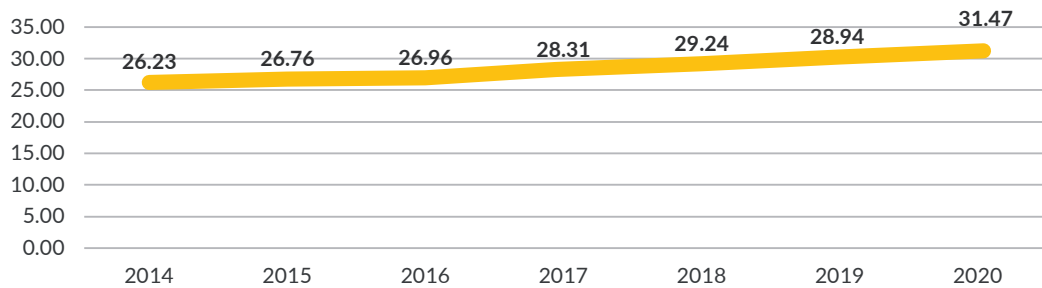
2014	2015	2016	2017	2018	2019	2020
15,951	16,346	16,829	15,874	16,910	17,239	18,661



P4: Cost Per Capita of Planning Service

P4 A. The 2020 Annual Financial Statement (AFS) Programme D data divided by the population of the LA area per 2016 Census (€)

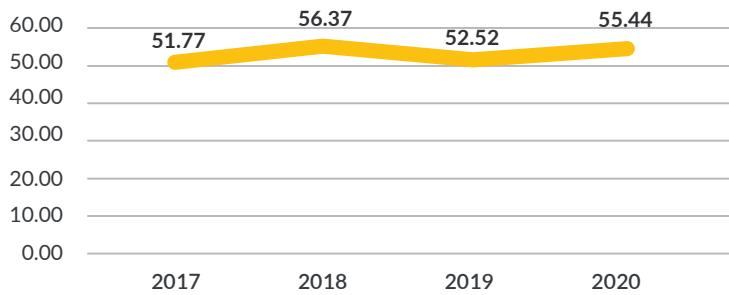
2014	2015	2016	2017	2018	2019	2020
26.23	26.76	26.96	28.31	29.24	30.27	31.47



P5: Applications for Fire Safety Certificates

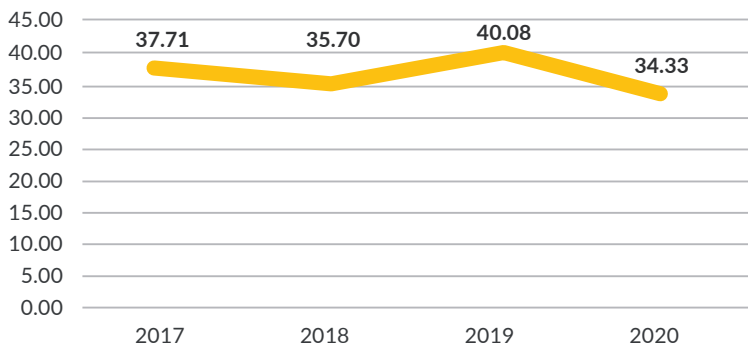
P5 A. % of applications for fire safety certificates received that were decided (granted or refused) within two months of their receipt

2017	2018	2019	2020
51.77	56.37	52.52	55.44



P5 B. % of applications for fire safety certificates received that were decided (granted or refused) within an extended period agreed with the applicant

2017	2018	2019	2020
37.71	35.70	40.08	34.33

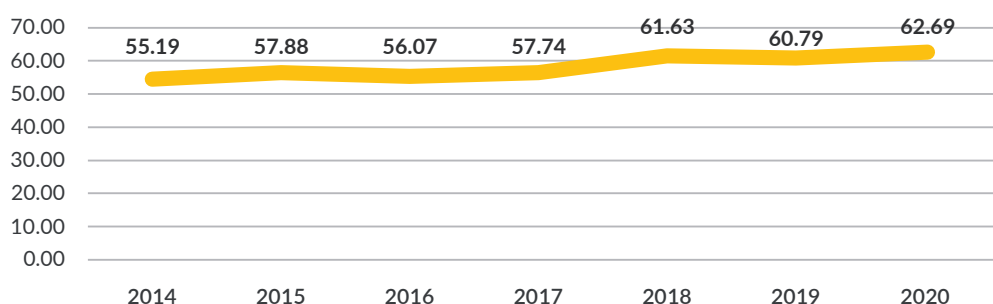


Section 6: Fire (F1 to F3)

F1: - Cost per Capita of the Fire Service (Full & Part-Time Station)

F1 A. Annual Financial Statement (AFS) Programme E expenditure data divided by the population of the LA area per the 2016 Census figures for the population served by the fire authority as per the Risk Based Approach Phase One reports (€)

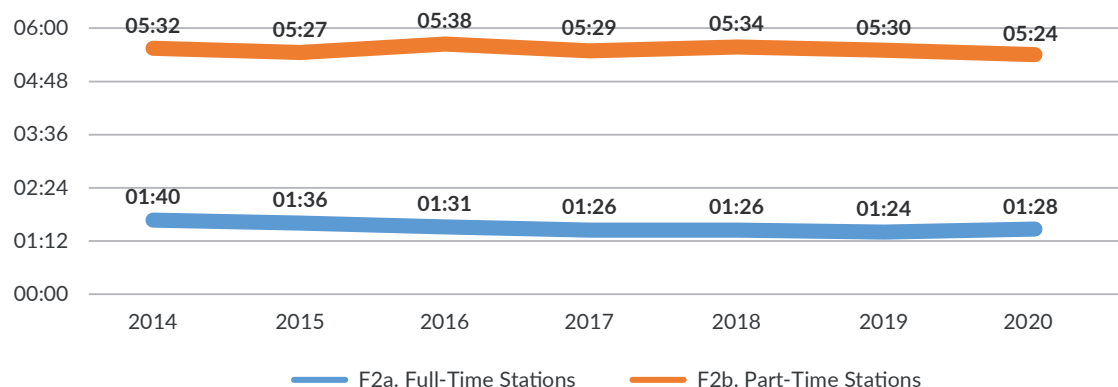
2014	2015	2016	2017	2018	2019	2020
55.19	57.88	56.07	57.74	61.63	60.79	62.69



F2: Service Mobilisation

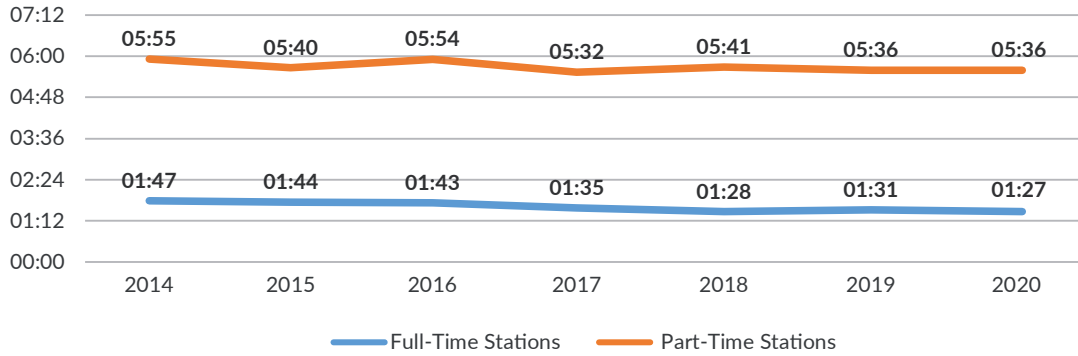
F2 A & B. Average time taken, in minutes, to mobilise fire brigades in respect of fire

2014	2015	2016	2017	2018	2019	2020
01:40	01:36	01:31	01:26	01:26	01:24	01:28
05:32	05:27	05:38	05:29	05:34	05:30	05:24



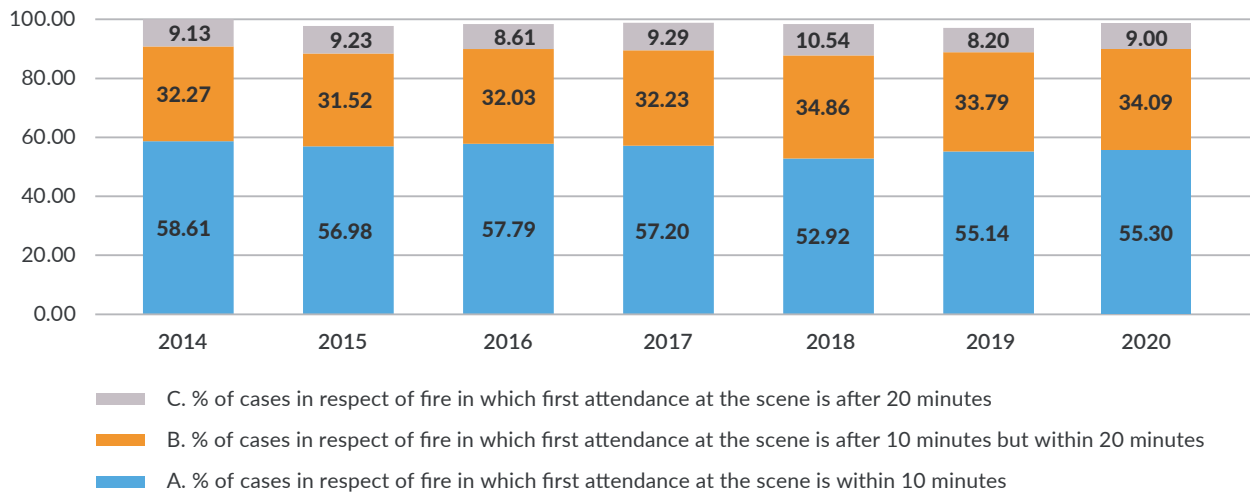
F2 C and F2 D: Average Time to Mobilise Fire Brigade (Non-Fire in Minutes)

2014	2015	2016	2017	2018	2019	2020
01:47	01:44	01:43	01:35	01:28	01:31	01:27
05:55	05:40	05:54	05:32	05:41	05:36	05:36

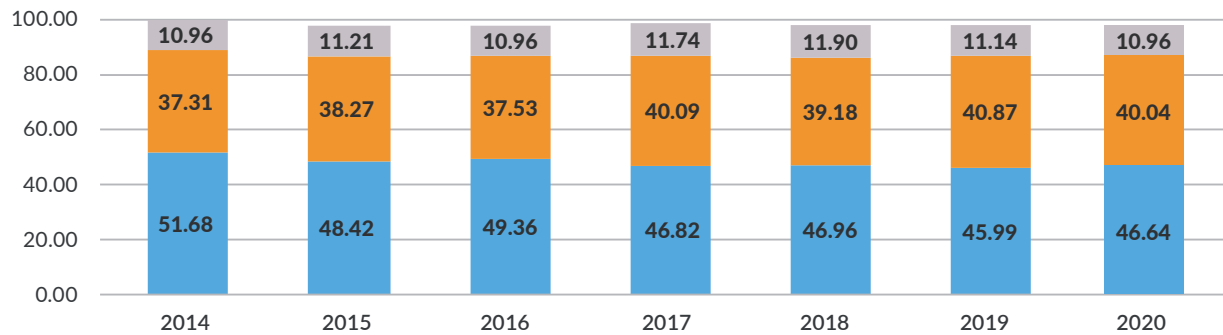


F3: % Attendance Times at Scenes

	2014	2015	2016	2017	2018	2019	2020
A. % of cases in respect of fire in which first attendance at the scene is within 10 minutes	58.61	56.98	57.79	57.20	52.92	55.14	55.30
B. % of cases in respect of fire in which first attendance at the scene is after 10 minutes but within 20 minutes	32.27	31.52	32.03	32.23	34.86	33.79	34.09
C. % of cases in respect of fire in which first attendance at the scene is after 20 minutes	9.13	9.23	8.61	9.29	10.54	8.20	9.00



	2014	2015	2016	2017	2018	2019	2020
D. % of cases in respect of all other emergency incidents in which first attendance at the scene is within 10 minutes	51.68	48.42	49.36	46.82	46.96	45.99	46.64
E. % of cases in respect of all other emergency incidents in which first attendance at the scene is after 10 minutes but within 20 minutes	37.31	38.27	37.53	40.09	39.18	40.87	40.04
F. % of cases in respect of all other emergency incidents in which first attendance at the scene is after 20 minutes	10.96	11.21	10.96	11.74	11.90	11.14	10.96



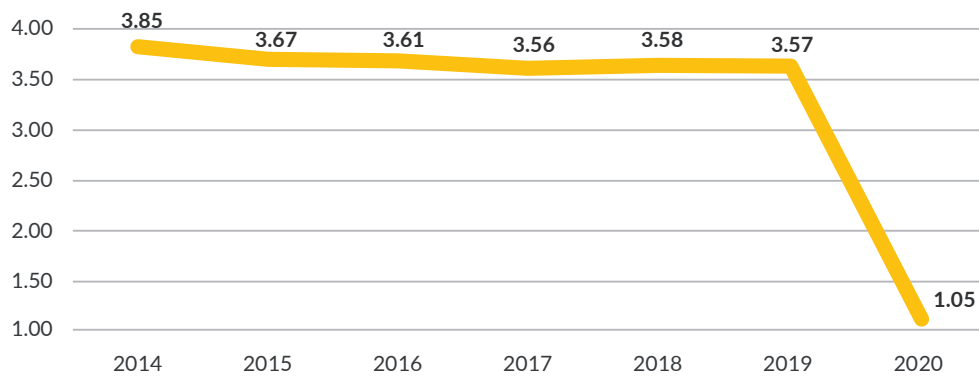
- F. % of cases in respect of all other emergency incidents in which first attendance at the scene is after 20 minutes
- E. % of cases in respect of all other emergency incidents in which first attendance at the scene is after 10 minutes but within 20 minutes
- D. % of cases in respect of all other emergency incidents in which first attendance at the scene is within 10 minutes

Section 7: Library / Recreation Services (L1 and L2)

L1: - Library Visits, Issues and Registered Members

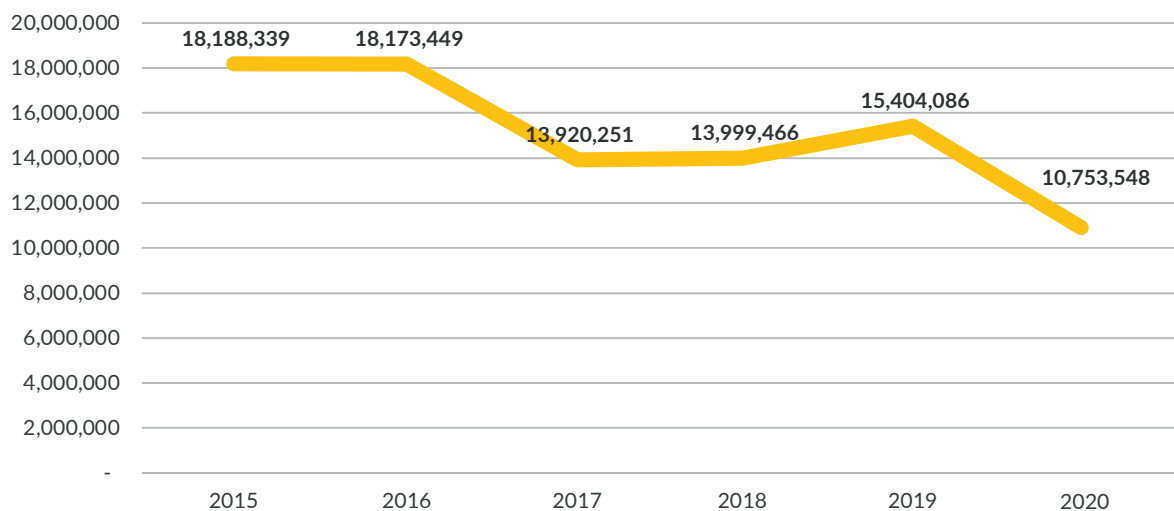
L1 A. No. of library visits per head of population for the LA area per the 2016 census

2014	2015	2016	2017	2018	2019	2020
3.85	3.67	3.61	3.56	3.58	3.57	1.05



L1 B. Number of items issued to library borrowers in the year

2015	2016	2017	2018	2019	2020
18,188,339	18,173,449	13,920,251	13,999,466	15,404,086	10,753,548

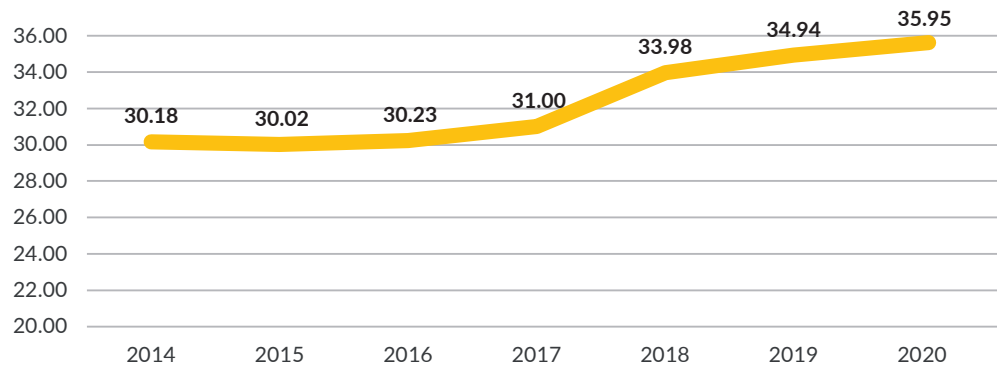


L1 (C): - Active members per head of population

As L1 (C) is a new indicator for 2020 no historic trend data is accordingly available.

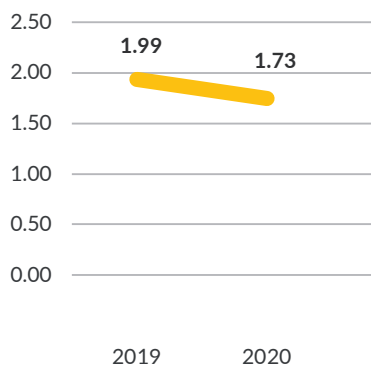
L2: Cost of Operating a Library Service

2014	2015	2016	2017	2018	2019	2020
30.18	30.02	30.23	31.00	33.98	34.94	35.95



L2 B. Annual per capita expenditure on collections over the period 01/01/2020 to 31/12/2020

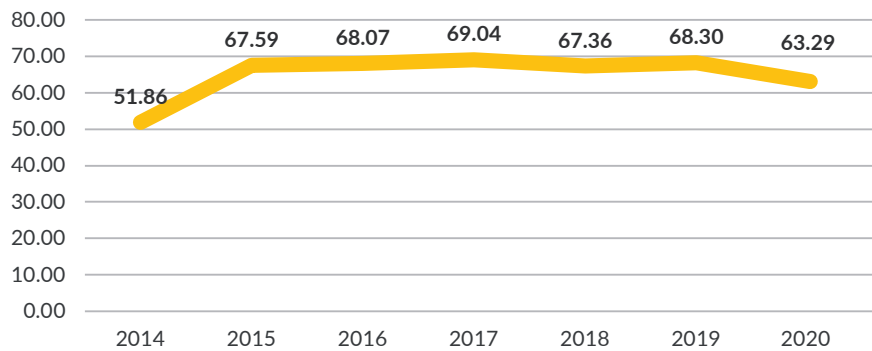
2019	2020
1.99	1.73



Section 8: Youth / Community (Y1 and Y2)

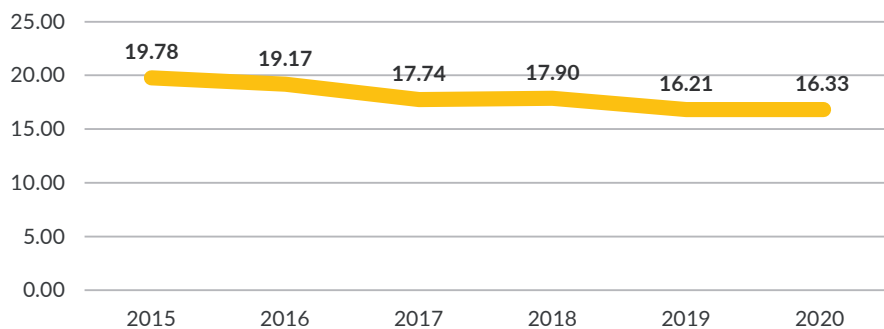
Y1 A. % of local schools involved in the local Youth Council/Comhairle na nÓg scheme

2014	2015	2016	2017	2018	2019	2020
51.86	67.59	68.07	69.04	67.36	68.30	63.29



Y2: Groups associated with the Public Participation Network (PPN)

2015	2016	2017	2018	2019	2020
19.78	19.17	17.74	17.90	16.21	16.33

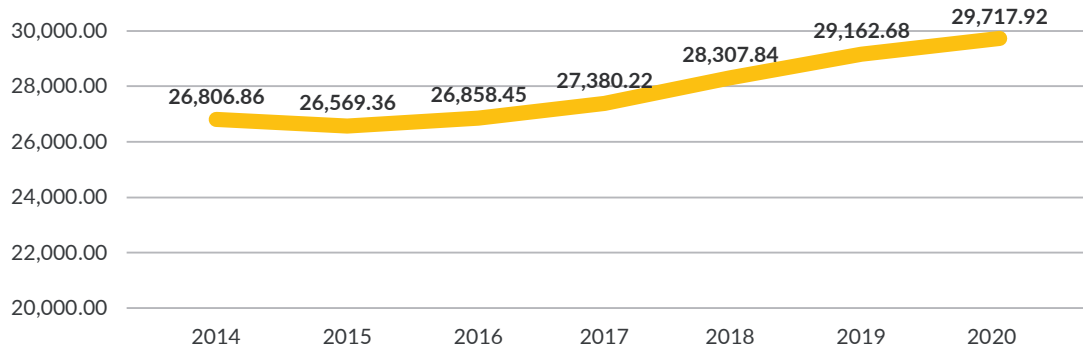


Section 8: Corporate (C1 to C4)

C1: Total No. WTEs

C1 A. The whole time equivalent staffing number

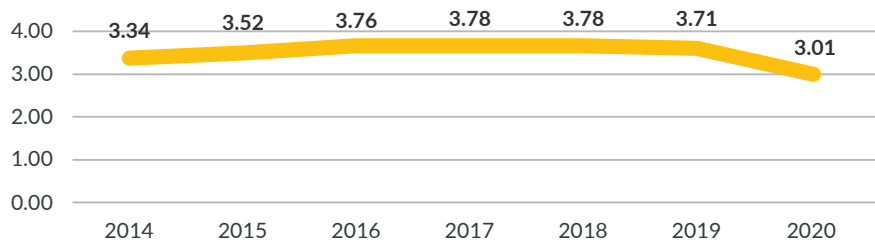
2014	2015	2016	2017	2018	2019	2020
26,806.86	26,569.36	26,858.45	27,380.22	28,307.84	29,162.68	29,717.92



C2: Working Days Lost to Sickness

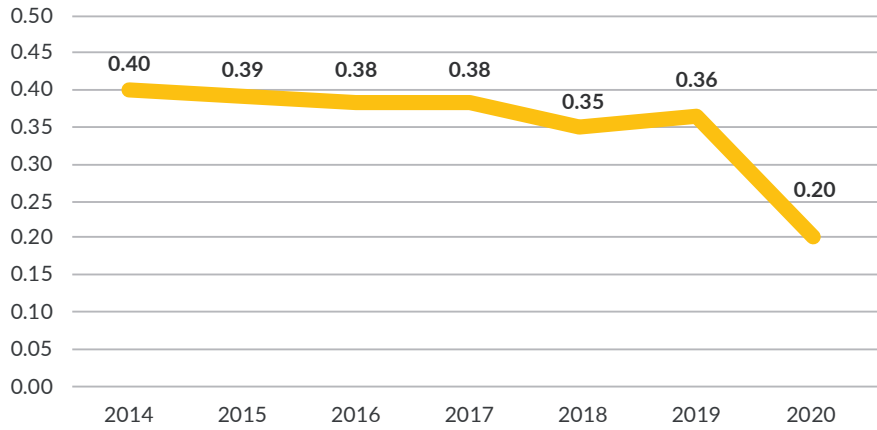
C2 A. % of paid working days lost to sickness absence through medically certified leave

2014	2015	2016	2017	2018	2019	2020
3.34	3.52	3.76	3.78	3.78	3.71	3.01



C2 B. % of paid working days lost to sickness absence through self-certified leave

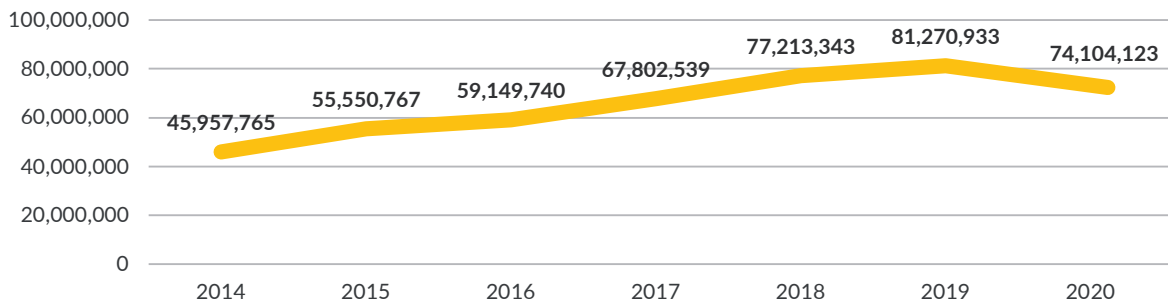
2014	2015	2016	2017	2018	2019	2020
0.40	0.39	0.38	0.38	0.35	0.36	0.20



C3: LA Website and Social media Usage

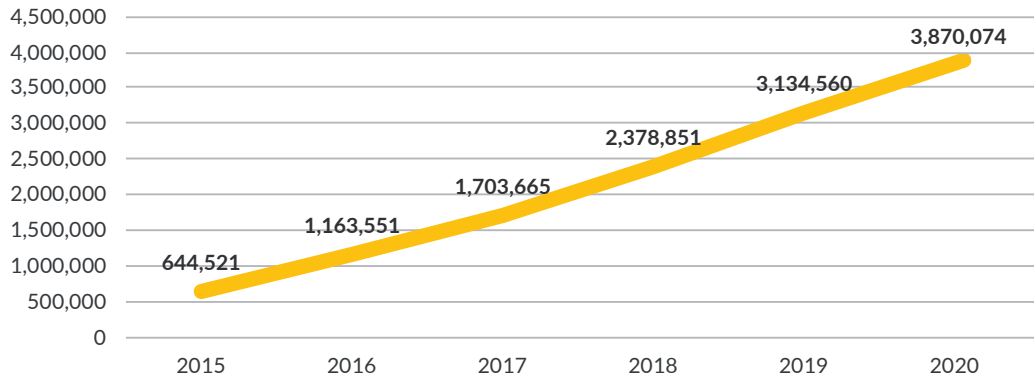
C3 A. The cumulative total page views of the local authority's websites

2014	2015	2016	2017	2018	2019	2020
45,957,765	55,550,767	59,149,740	67,802,539	77,213,343	81,270,933	74,104,123



C3 B The total number of social media users who were following the local authority on any social media sites

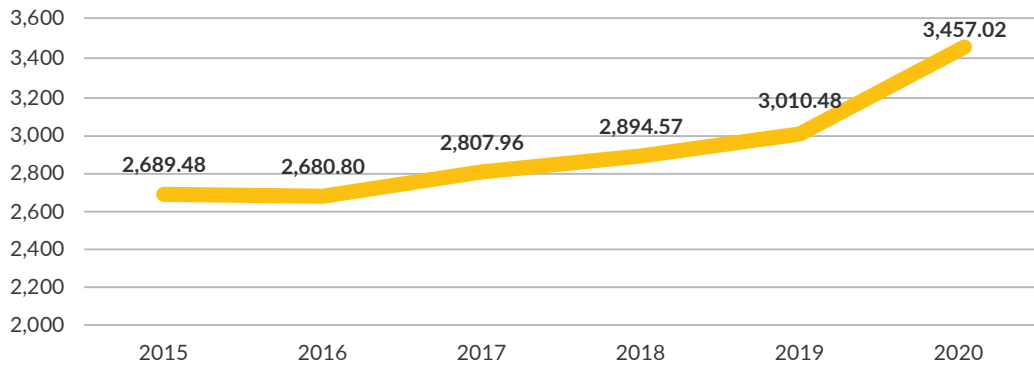
2015	2016	2017	2018	2019	2020
644,521	1,163,551	1,703,665	2,378,851	3,134,560	3,870,074



C4: Overall Cost of ICT Provision per WTE

C4 A. All ICT expenditure, divided by the WTE no. supplied under the C1 indicator

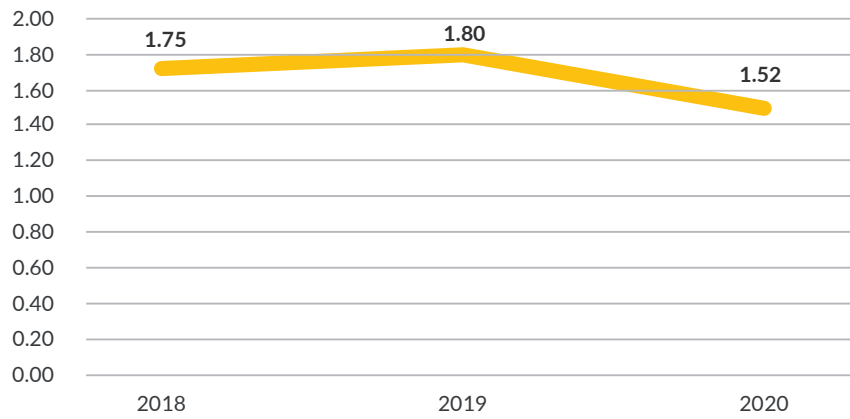
2015	2016	2017	2018	2019	2020
2,689.48	2,680.80	2,807.96	2,894.57	3,010.48	3,457.02



C5: Overall cost of ICT as a proportion of Revenue expenditure

C5 A. All ICT expenditure calculated in C4 as a proportion of Revenue expenditure

2018	2019	2020
1.75	1.80	1.52

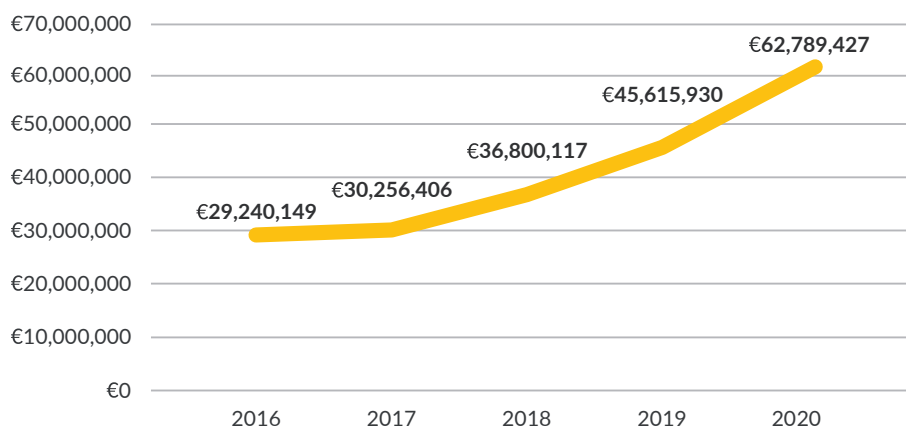


Section 10: Finance (M1 to M4)

M1 – 5-year summary of Revenue account Balance

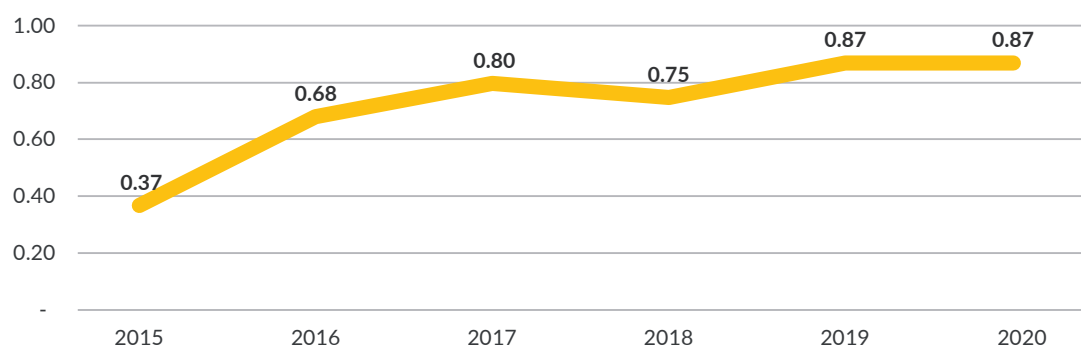
M1 (A to E): - Cumulative surplus/deficit balance in the Revenue Account from the Income and Expenditure Account Statement of the Annual Financial Statement (AFS) (€)

2016	2017	2018	2019	2020
€29,240,149	€30,256,406	€36,800,117	€45,615,930	€62,789,427



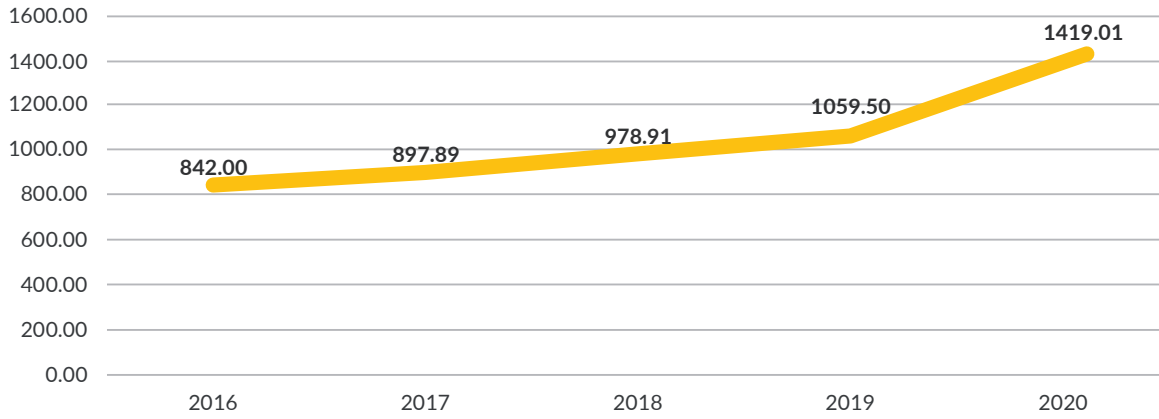
M1 F. Cumulative surplus or deficit as a percentage of Total Income from the Income and Expenditure Account Statement of the AFS

2015	2016	2017	2018	2019	2020
0.37	0.68	0.798	0.747	0.869	0.872



M1 G Revenue Expenditure per Capita (based on 2016 Census)

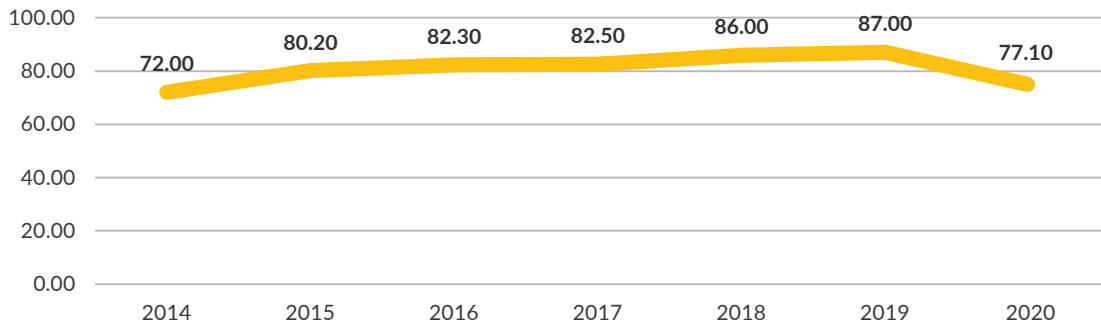
2016	2017	2018	2019	2020
842.00	897.89	978.91	1059.50	1419.01



M2 5-year summary of percentage collection levels for major revenue sources.

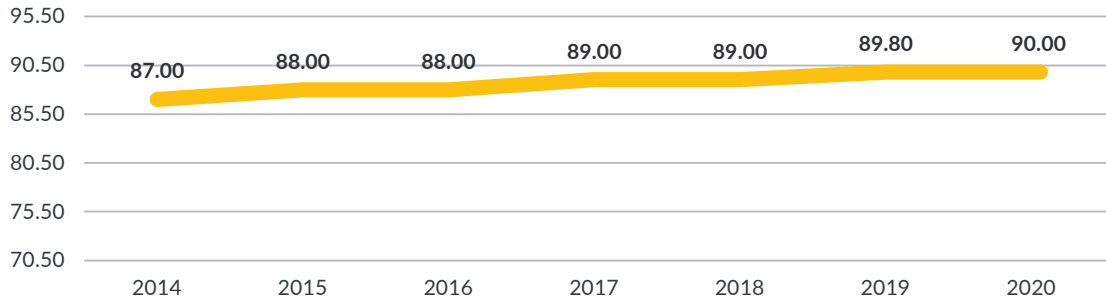
M2 A 5 Year Summary of Collection of Commercial Rates

2014	2015	2016	2017	2018	2019	2020
72.00	80.19	82.30	83.00	86.00	87.00	77.10



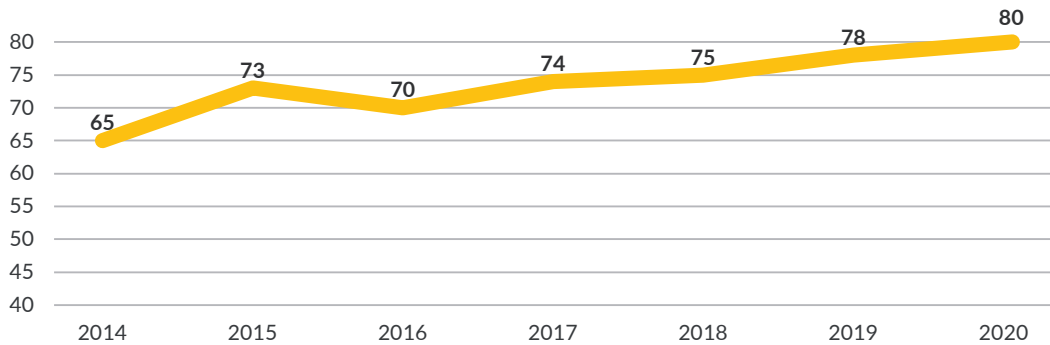
M2 B 5 Year Summary of Collection of Rent & Annuities

2014	2015	2016	2017	2018	2019	2020
87.00	88.00	88.00	89.00	89.00	89.80	90.00



M2 C 5 Year Summary of Collection of Housing Loans

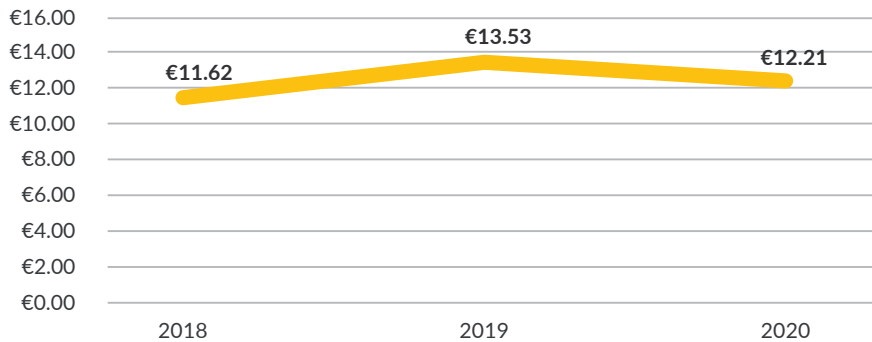
2014	2015	2016	2017	2018	2019	2020
65.00	73.00	70.00	74.00	75.00	78.00	80.00



M3: Public Liability Claims

M3 A. Per capita cost of settled public liability claims

	2018	2019	2020
A. Per capita total cost of settled claims for the years 2018, 2019 and 2020	€11.62	€13.53	€12.21



M4: Overheads

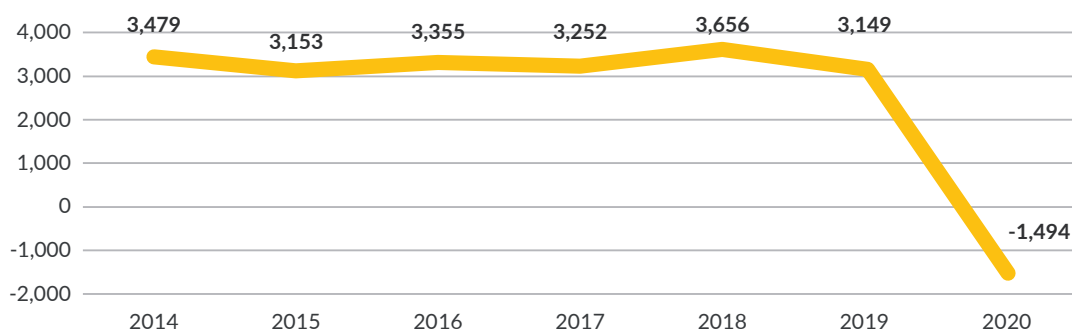
M4 A Overall central management charge as a percentage (%) of total expenditure on revenue account

M4 A is a new indicator for 2020 so no historic trend data is accordingly available.

Section 11: Economic Development (J1 to J4)

J1: Number of Jobs created

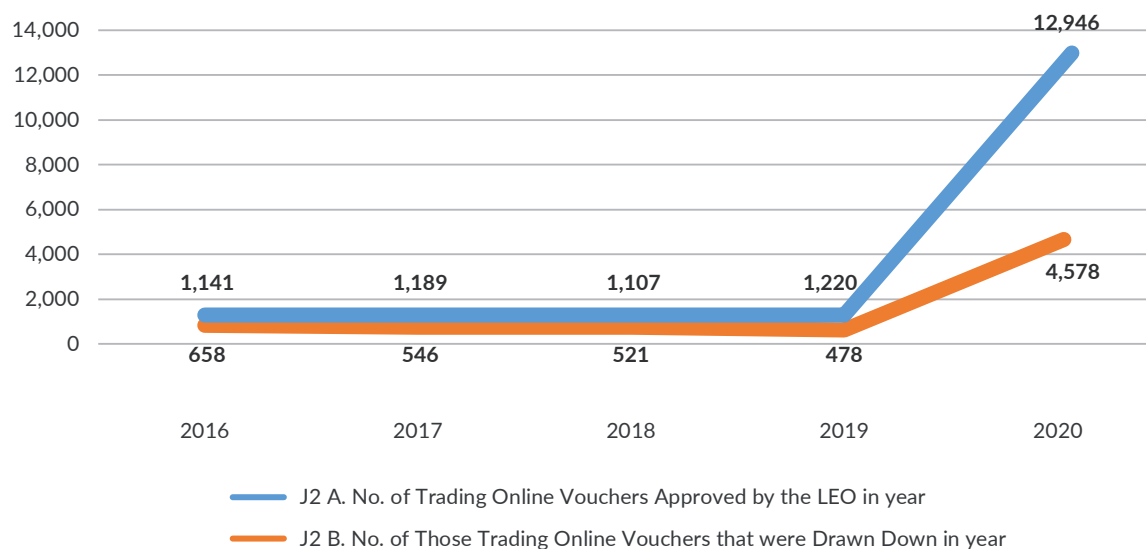
2014	2015	2016	2017	2018	2019	2020
3,479	3,153	3,355	3,252	3,656	3,149	-1,494



J2: Trading Online Vouchers

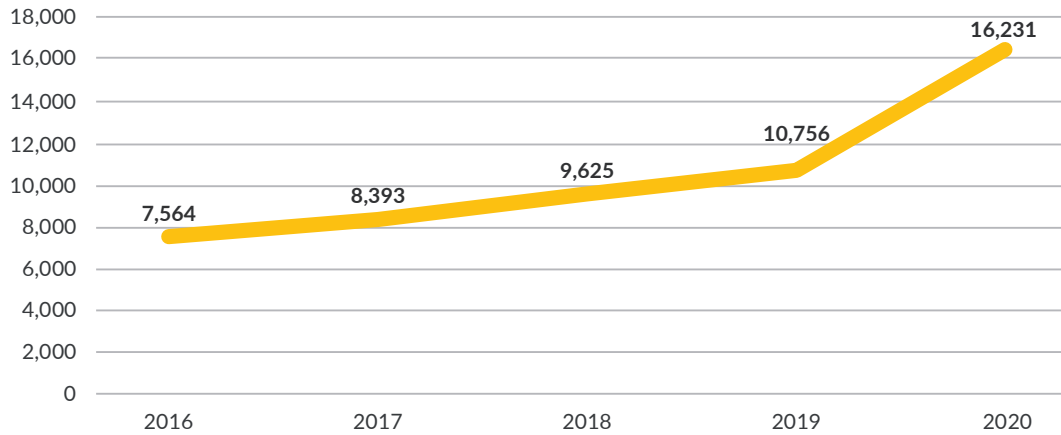
J2 A The no. of trading online voucher applications approved by the Local Enterprise Office
J2 B No. of those trading online vouchers that were drawn down

2016	2017	2018	2019	2020
1,141	1,189	1,107	1,220	12,946
658	546	521	478	4,578



J3: No. of mentoring recipients

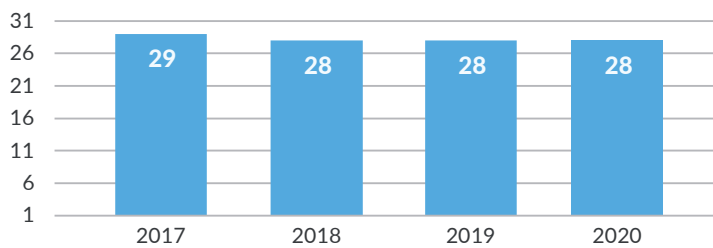
2016	2017	2018	2019	2020
7,564	8,393	9,625	10,756	16,231



J4: Tourism

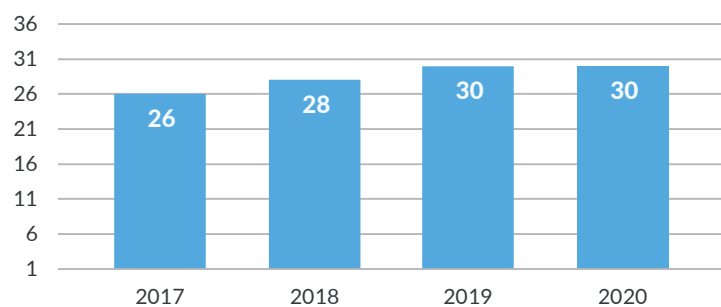
J4 A Does the local authority have a current tourism strategy?

2017	2018	2019	2020
29	28	28	28



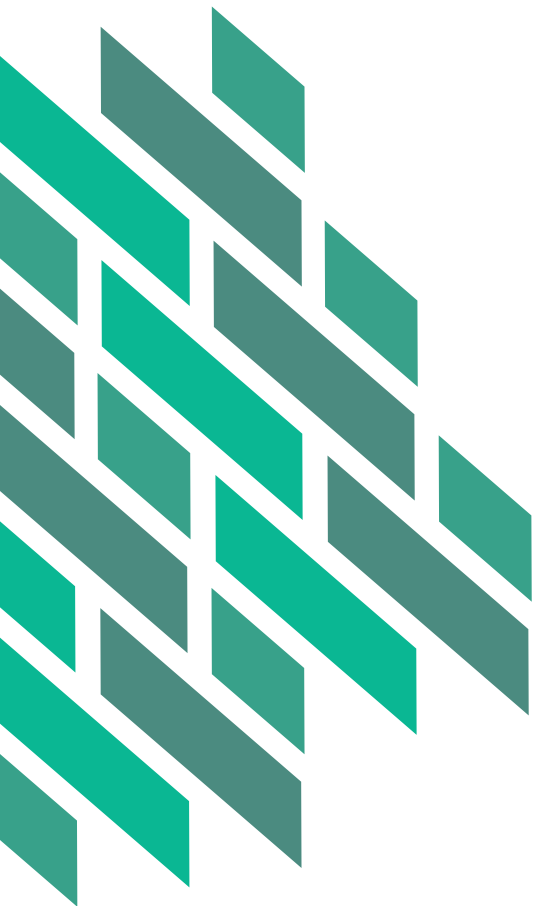
J4 B Does the local authority have a designated Tourism Officer?

2017	2018	2019	2020
26	28	30	30



LGMA Summary

Local Authority Performance Indicators 2020



LGMA
Local Government
Management Agency

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1. Introduction

- 1.1. This commentary has been prepared by the Local Government Management Agency (LGMA) to provide context to the 2020 performance indicators for the local government sector in Ireland. The indicators are collected and analysed by the LGMA on behalf of the National Oversight and Audit Commission (NOAC) as part of the Commission's role in monitoring the performance of local authorities. This report presents the performance of local authorities in 2020 using 42 indicators identified by NOAC. The performance indicators are categorised by local government functions; housing, roads, water, waste/environment, planning, fire services, library/recreation, youth/community, corporate, finance and economic development. While the indicators address the core functions of local authorities, it is acknowledged by NOAC that they do not reflect the extensive range of services delivered by city and county councils throughout the State.
- 1.2. This section presents a summary of the key results, the methodology used to gather the indicators, and provides an overview of the financial and economic context in which local authorities operated in 2020, the first year in which the Covid-19 Pandemic impacted society as a whole as well as the work of local authorities. The remainder of the report provides a commentary on the indicators for a range of functions, including housing, roads, water, waste/environmental management, planning, fire services, library/recreation, youth/community, corporate, finance and economic development.

Summary of Results – At A Glance

- 1.3. The highlights of the 2020 performance indicators are:
- By December 2020 local authorities owned 141,128 social housing units.
 - Local authorities added 3,151 units to the social housing stock in 2020.
 - The average time to re-let a social house increased from 28.2 weeks in 2019 to 32.7 weeks in 2020. The average cost of re-letting a housing unit increased from €18,337 in 2019 to €19,065 in 2020.
 - The number of tenancies in the private rented sector increased by 3.21% between 2019 and 2020 to 334,588 units.
 - Local authorities manage and maintain 96,043 km of regional and local roads.
 - 86% of motor tax transactions were conducted online, an increase from 77% since 2019.
 - 84,942 pollution complaints were made to local authorities in 2020, an increase from 79,034 in 2019.
 - In 2020 71.01% of the 2,056 registered private water schemes were monitored.
 - There was a decrease in new builds notified to local authorities in 2020, decreasing to 17,267 in 2020 from 19,826 in 2019. This represents a 12.91% decrease.
 - 5,010,251 visits to libraries in 2020 where 10,753,548 items were borrowed.
 - 29,718 people working in local government, up from 29,163 people in 2019.
 - There were over 74,104,123 visits to local authority websites. The number following local authorities via social media increased by 23% to 3.9 million in 2020.
 - The percentage of paid working days lost to medically certified leave decreased between 2019 and 2020 from 3.71% to 3.01%.

Methodology

- 1.4. To ensure that the performance indicators are valid and reliable, a thorough approach is taken to collating and analysing the data:
 - 1.4.1. 42 performance indicators are consistently measured across each local authority;
 - 1.4.2. A Head of Implementation has been designated in each local authority to co-ordinate data collection across multiple local authority departments;
 - 1.4.3. The data was input to a bespoke software system, 'LG Returns', which enables an appropriate audit process to be undertaken on all data;

The LGMA collated further datasets from external sources including the Central Statistics Office (CSO), the Department of Housing, Local Government and Heritage (DHLGH), the Department of Transport (DT), the Road Management Office (RMO), the Residential Tenancies Board (RTB), the National Waste Collection Permit Office (NWCPO), Enterprise Ireland (EI),; the Department of Environment, Climate and Communications (DECC), and An Taisce.
 - 1.4.4. Once input, the data was validated and audited from June to August 2021 by NOAC;
 - 1.4.5. Following validation of the data, NOAC prepared their report analysing the performance of local authorities, and the LGMA prepared this commentary on the data.

Comparing Local Authority Performance

- 1.5. Each local authority is different. While local authorities provide a similar range of services, they must take account of national policies, local needs and the democratic priorities of a particular area. In addition, the diversity between local authorities impacts on performance measurement. Specifically, geographic spread, population density, resources and socio-economic profiles are among a range of factors that affect the demand for different services locally. Thus, rather than make comparisons between local authorities, it is more appropriate to measure performance of individual local authorities addressing local priorities over time.

Reporting Figures

- 1.6. Where possible national average figures are used to illustrate the performance of the local government sector in aggregate. Where this is not the case, or where use of a national average is not available due to data limitations, median values are used. Median is sometimes considered a more accurate reflection than the average because divergent figures across local authorities can disproportionately affect the mean, rendering it unrepresentative. In instances where the median is used, the report clearly highlights this.

Context

The paragraphs that follow provide the economic and financial context in which local authorities operated in 2020.

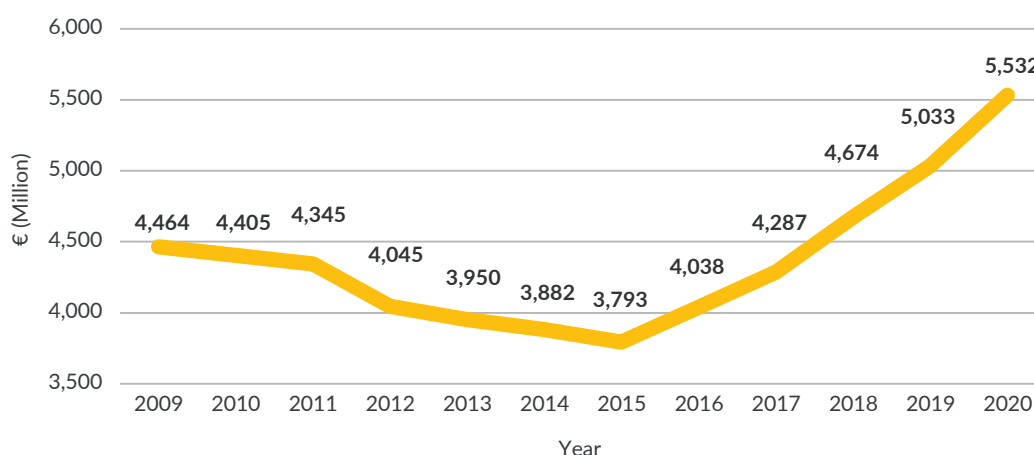
The Irish Economy

1.7. The Irish economy continued to experience significant GDP growth in 2020, with its Gross Domestic Product (GDP) increasing by 5.9%, compared to 5.6% in 2019. This overall GDP figure does not reflect significant challenges in the domestic economy in the context of Covid 19 lockdowns beginning in late March 2020. Modified Gross National Income (GNI) decreased by 3.5% (Central Statistics Office, 2021). This reduction in GNI* was mirrored in an increased rate of unemployment seasonally adjusted to 6.3% in December 2020, up from 4.8% in December 2019 (Central Statistics Office, 2021).

Local Government Resources

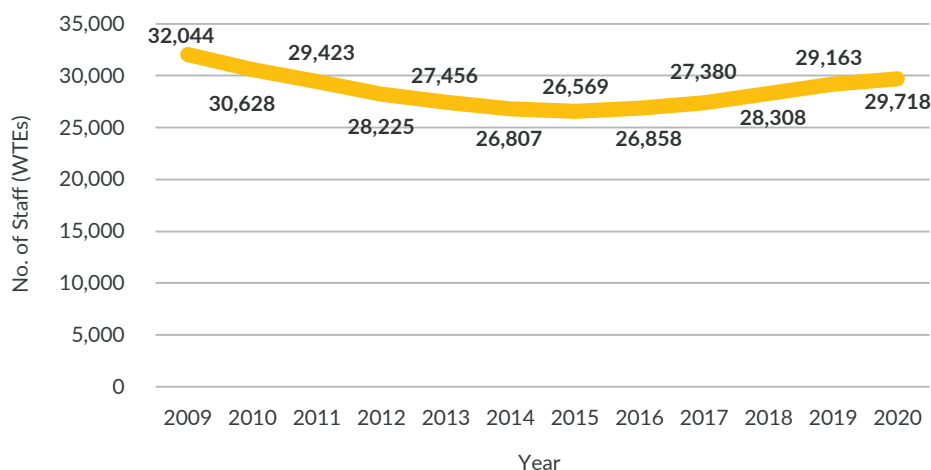
1.8. As illustrated in Figure 1.1 below, local government revenue budgets reduced from €4.46 billion in 2009 to a low of €3.79 billion in 2015. However, since 2015, the local government sector's income has increased, with an aggregate local government revenue budget in 2020 of €5.53 billion (Department of Housing 2021). The local government revenue budget increased by 9.94% between 2019 and 2020.

Figure 1.1 – Local Government Revenue Budgets 2009 - 2020



Source: Department of Housing, Local Government and Heritage, 2021

1.9. Staffing levels in local government were significantly reduced from 32,044 in 2009 to 26,858 in 2016, a reduction of 16.2% over this period. By the end of 2020, the total number of whole-time equivalent staff increased to 29,718. The number of staff increased by 1.90% between 2019 and 2020.

Figure 1.2 – Staffing in Local Authorities 2009 - 2020

Source: Department of Housing, Planning and Local Government, 2019

Local Government Reform

1.10. Since the publication of the Report of the Local Government Efficiency Review Group in 2010 (Department of Environment, Community and Local Government, 2010) and Putting People First: Action Programme for Effective Local Government in 2012 (Department of the Environment, Community and Local Government, 2012), the local government sector has implemented significant reforms. These are underpinned by the Local Government Reform Act, 2014. In particular, town councils were abolished, and municipal districts were established, reforming the democratic structures and governance of city and county councils.

Local authorities play an expanded role in community and economic development, with the establishment of the Local Community and Development Committees and the adoption of the Local Economic and Community Plans. These plans set out an integrated approach to social, cultural and economic development of local areas. Local Enterprise Offices were set up to support entrepreneurship in each local authority area. In parallel, water services have been transferred to Irish Water under a Service Level Agreement with each local authority.

In recent years, the role of local authorities has expanded to new areas including climate change.

In particular, the Irish Government's Climate Action Plan, published in June 2019, recognises local authorities as key public sector bodies in delivering on State commitments outlined in the Climate Action Plan. Under the Climate Action Plan, local authorities will need to meet specific targets and undertake actions, and this will be a key area of work for the sector. (Government of Ireland, 2019)

- 1.11. In addition to the changes in the democratic and functional structures, the local government sector implemented a series of efficiency reforms. Shared services were established to deliver back-office services such as payroll and procurement and a range of other functions such as environmental services, road management and building control.
- 1.12. The Local Government Act 2018 provided for the alteration of the boundary between Cork City Council and Cork County Council to extend the Cork City area. The Act provided for the transfer of part of the transfer of around 147km² of Cork County Council's administrative area, occupied by about 80,000 residents to Cork City Council. This transfer took place on 31st May 2019. (Government of Ireland, 2018)

2. Housing

- 2.1. The local government sector, working with the DHPLG, is committed to the delivery of the Rebuilding Ireland Action Plan for Housing and Homelessness, which was published by the Government in July 2016 (Government of Ireland, 2016b). The Action Plan commits to delivering 25,000 new homes annually and a total of 50,000 social housing units by 2021. This represents an investment of €6 billion in housing by the Government over the period 2016 to 2021. In 2019, delivery under the Rebuilding Ireland Action Plan for Housing and Homelessness programme provided 5,771 new homes nationally through new builds and acquisitions. (Department of Housing, Heritage and Local Government, 2020)

The housing performance indicators outlined below measure housing stock, housing maintenance and management, private rented inspections and homelessness. In addition to these important services, housing services of local authorities provide disability grants, are responsible for estate management, administer the tenant purchase scheme, housing loans and rents and provide traveller accommodation.

By the 31st of December 2020 the local government sector owned 141,128 social housing units, an increase in their overall stock by 2.0% compared to the 1st January 2020.

- 2.2. The number of dwellings added by local authorities decreased from 5,619 in 2019 to 3,151 in 2020, a decrease of 43.9%.
- 2.3. In 2020, local authorities sold 353 dwellings which they owned, a sharp decrease from the 1,390 dwellings sold in 2019. The number of dwellings owned by local authorities which were demolished reduced from 106 in 2019 to 75 in 2020. Local authorities directly provided, either through construction or by purchasing, 140,563 dwellings in 2020.

Housing Management

- 2.4. In 2020, the percentage of vacant dwellings within the social housing stock was 3.18%. This includes all units awaiting re-tenanting, illegally occupied units or those awaiting necessary repair work. This represents a small change on the vacancy level of 3.15% in 2019.
- 2.5. The average time from vacation of a dwelling to commencement of a new tenancy increased from 28.18 weeks in 2019 to 32.69 weeks in 2020. The average re-letting cost of a unit increased by 3.97% from €18,337 in 2019 to €19,065 in 2020. The average cost of housing maintenance decreased from €1,174 in 2019 to €1,120 per unit in 2020, a decrease of 4.6% from 2019.

Private Rented Sector

- 2.6. Between 2019 and 2020 the total number of registered tenancies increased to 334,588 from 324,188, an increase of 3.21%. In 2019, a total of 22,517 private rented dwellings were inspected by local authorities in 2020, a decrease of 30% from 2019. Furthermore, 94.29% of the dwellings first inspected during the year were non-compliant.

Homelessness

- 2.7. The performance indicators use data as of 31st December 2020 when there was a total of 5,763 adults homeless and in emergency accommodation, of which 27.62% were in emergency accommodation for 6 months continuously.

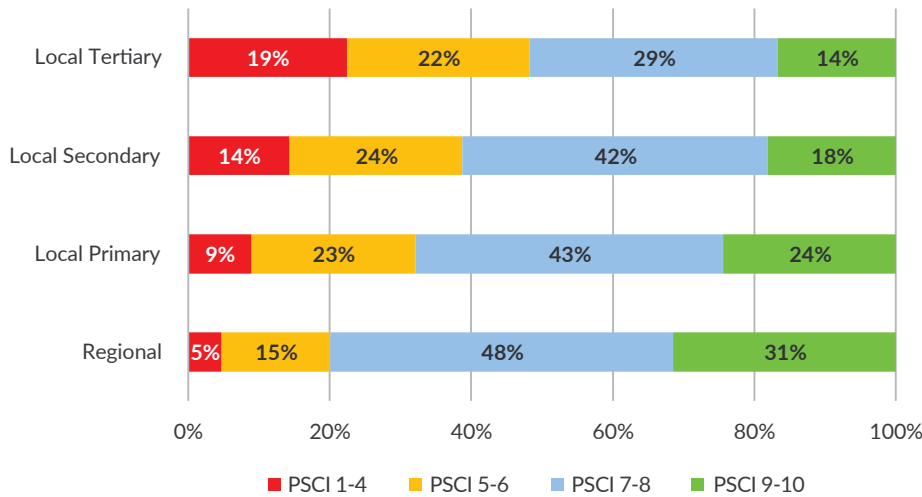
3. Roads

- 3.1. The local government sector is responsible for a total of 96,043 km of regional, local primary, local secondary and local tertiary roads in Ireland. Road maintenance is primarily funded through grants from the Department of Transport (DoT), except for some of the urban local authorities. The performance indicators related to roads present information on the road surface ratings, the road maintenance programme and collection of the motor tax. However, this only represents a fraction of the work of local authorities in relation to roads and transportation. The local government sector also provides key services including public lighting, traffic management, pedestrian pathways, parking management, road safety, safety in severe weather conditions such as flooding and cold weather, and traffic management for festivals and events.
- 3.2. The Pavement Surface Condition Index (PSCI) is a standardised means to assess and rate the surface conditions of roads. The data on road surfaces is derived from a central system called MapRoad. In 2020, there were:
- A total of 13,336 km of regional roads, of which 77% were PSCI rated in the 24-month period to 31/12/2020.
 - A total of 23,905 km of local primary roads, of which 89% were PSCI rated in the 24-month period to 31/12/2020.
 - A total of 33,685 km of local secondary roads, of which 85% were PSCI rated in the 24-month period to 31/12/2020.
 - A total of 25,117 km of local tertiary roads, of which 78% were PSCI rated in the 60-month period to 31/12/2020.
- 3.3. For the purpose of the performance indicators, the roads that have a PSCI rating are categorised as follows:
- Category 1-4: Structural Distress
 - Category 5-6: Surface Defect; Localised Distress
 - Category 7-8: Surface Defect
 - Category 9-10: No/Minor Defects
- 3.4. The PSCI Rating for Regional Roads, Local Primary Roads, Local Secondary Roads and Local Tertiary Roads are presented in Figure 3.1.

Pavement Surface Condition Index

- 3.2. The Pavement Surface Condition Index (PSCI) is a standardised means to assess and rate the surface conditions of roads. The data on road surfaces is derived from a central system called MapRoad. In 2020, there were:
- A total of 13,336 km of regional roads, of which 77% were PSCI rated in the 24-month period to 31/12/2020.
 - A total of 23,905 km of local primary roads, of which 89% were PSCI rated in the 24-month period to 31/12/2020.
 - A total of 33,685 km of local secondary roads, of which 85% were PSCI rated in the 24-month period to 31/12/2020.
 - A total of 25,117 km of local tertiary roads, of which 78% were PSCI rated in the 60-month period to 31/12/2020.

Figure 3.1 – Pavement Surface Condition by Road Type



Road Grants Works

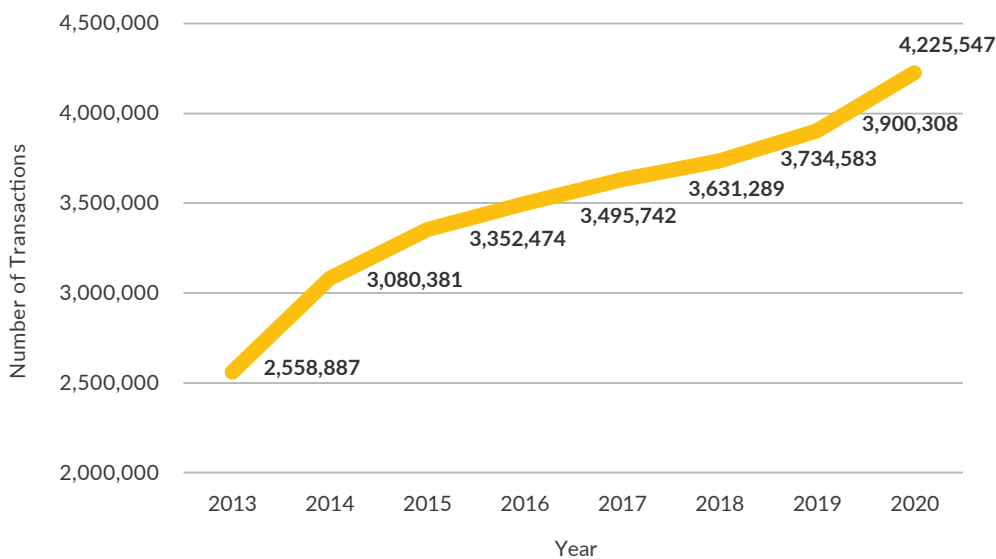
3.5. In 2020, the Department of Transport and the local authorities invested:

- €99.1 million to strengthen 457.2 km of regional roads, which represents €217 per m², and €17.5 million to reseal 505.4 km of regional roads, representing €35 euros per m².
- €199.9 million in strengthening 2,275.4 km of local roads, which represents €88 per m² and €49.7 million to reseal 2,560.8 km of local roads, representing €19 per m².

Motor Tax Online

3.6. In 2020, 4,225,547 motor tax transactions were conducted online (Figure 3.2). This represents 86% of all motor tax transactions. In 6 years, between 2015 and 2020, the number of motor tax transactions online increased by 26.04%.

Figure 3.2 – Motor Tax Transactions Online 2014 - 2019



4. Water & Environment

Water Services

At the time of publication data for indicators W1 (Drinking Water in Private Schemes in Compliance with Statutory Requirements) was unavailable.

4.1. Local Authorities are also responsible for the monitoring of group water schemes and regulated small private supplies, also known as private water schemes. For the first time in 2019, local authorities were asked to provide the percentage of private schemes monitored during the year. In 2019, 73.43% of the 2,608 private water schemes were monitored by local authorities. In 2020 71.01% of the 2,056 registered private water schemes were monitored, despite the difficulties posed by the pandemic and lockdown.

4.3. Using the previous NOAC methodology for calculating access to 3-bin service, the total number of households which accessed a 3-bin service increased by a further 8% from 821,020 in 2019 to 885,870 in 2020, having also increased by 10% between 2018 and 2019. This represents 48.22% of all households nationally in 2020, an increase from 44.6% in 2019.⁶

4.4. NOAC amended the 3-bin service indicator for the 2020 report to measure the percentage of households based on those in agglomerations of over 500 instead of the 2016 census household figure as in previous years. The new method shows that 89.73% of households in an agglomeration over 500 availed of a 3-bin service.

Environment

4.2. Local authorities carry out a broad range of environmental services including street, park and beach cleaning, litter services, veterinary services, cleaning graffiti, road cleaning, management of recycling centres and civic amenity sites, and management of landfill sites. Local authorities play a regulatory role in relation to waste collection. Three Waste Enforcement Regional Lead Authorities (WERLAs) for the Southern, Eastern and Midlands, and Connacht/Ulster Regions were established at the end of 2015. The objective of the WERLAs is to support improved performance and greater consistency in waste enforcement.

Pollution & Litter

4.5. In 2020, a total of 84,942 pollution complaints⁷ were made to local authorities, an increase of 7.5% from the 79,034 complaints made in 2019.

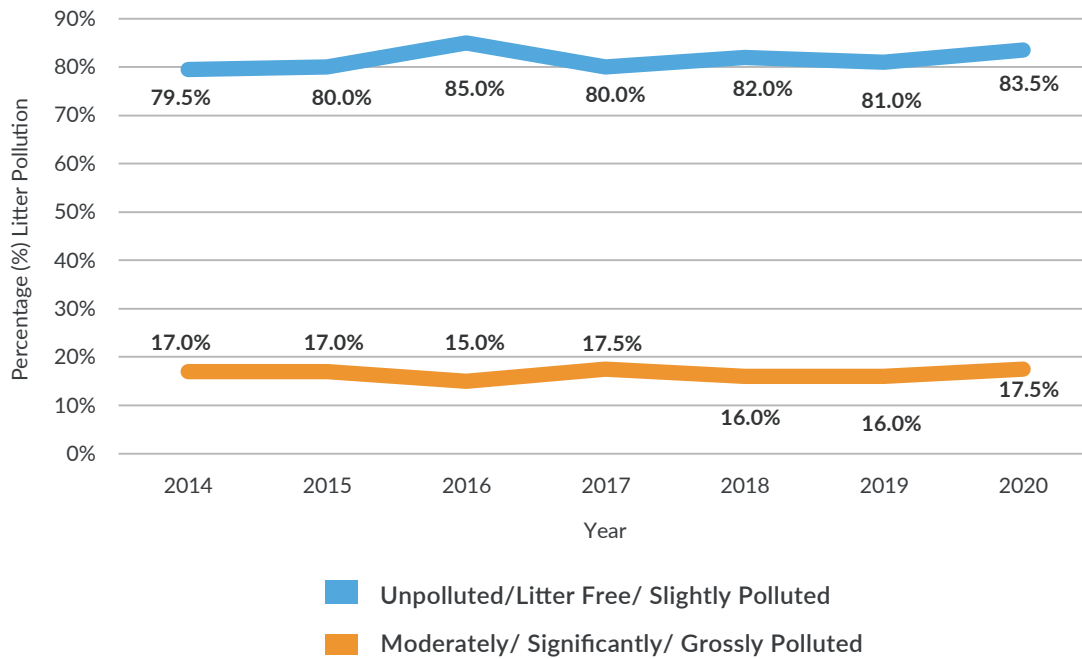
4.6. Local authorities, in partnership with voluntary groups such as Tidy Towns and Chambers of Commerce, are working to reduce the level of litter in their areas. In 2020, the median percentage of areas surveyed which were unpolluted/litter-free/slightly polluted increase to 83.5% from 81.0% in 2019 as illustrated in Figure 4.1. The level of moderately/significantly/grossly polluted increased to 17.5%⁸.

⁶ It is important to note that not all households have access to a 3-bin service. Brown bins have been introduced on a gradual basis, starting in the largest population centres and extending each year to smaller centres of population. With effect from July 2017, the 3-bin organic service has been rolled out to the last grouping of population centres – those with more than 500 residents. Very small population areas and small islands, where it is not practical to collect food waste separately, do not have access to the service. In 2019, based on the 2016 census figures, 22.54% of households in the country could not avail of the service. [EUROPEAN UNION, 2015]

⁷ This includes litter, air, noise, water or waste pollution.

⁸ This data is based on areas surveyed and to that extent median values are used.

Figure 4.1 – Trends in Levels of Litter Pollution 2015 - 2020



Green Flag Status

4.7. Green-Schools is an internationally recognised programme designed to encourage and acknowledge whole school action across seven key environmental themes. The programme offers a structured way for schools to promote environmental sustainability in their day-to-day operations. Nationally, the programme is managed by An Taisce, with local authorities a key partner in this process. Specifically, local authorities provide environmental education and support to schools which are working towards one of seven Green Flags, each linked to a specific environmental theme. At the end of 2020, 1,661 schools held a Green Flag, representing 42% of all schools nationally.

Energy Savings

- 4.8. At the time of publication data for E5 (Energy Efficiency Performance) was unavailable.
- 4.9. NOAC introduced the E6: Public Lighting indicator for the 2020 report. Ireland’s 31 Local Authorities and Transport Infrastructure Ireland (TII) manage and maintain over 480,000 public lights across the country. As of 2020, 38.8% of all public lighting had been upgraded to LED lights.

5. Planning

- 5.1. Local authorities are responsible for forward planning, in addition to providing regulatory, development management and enforcement functions for their areas.

New Buildings Inspected

- 5.2. In 2020, local authorities were notified of a total of 17,267 new buildings, a smaller figure than 2019's 19,826 new buildings, representing a decrease of 12.91%. Of these, local authorities inspected 21.71% in 2020.

Appeals to An Bord Pleanála

- 5.3. A total of 1,600 planning decisions made by local authorities were appealed to An Bord Pleanála in 2020. Of these, 73.13% of decisions made by local authorities were confirmed by An Bord Pleanála. This compares with 73.07% for the same figure in 2019.

Planning Cases

- 5.4. Local authorities investigated 7,060 cases referred to or initiated by local authorities in 2020, a very similar number to the 7,065 cases in 2019. Of those cases, 4,983 cases were closed during the year. At the end of 2020, 18,661 planning cases were being investigated.
- 5.5. In 2020, 44% of planning cases were dismissed under 152(2), Planning and Development Act 2000 or were closed because statute barred or an exempted development during the year. Of the closed cases, 8% were resolved to the local authority's satisfaction through negotiations, and 48% were closed due to enforcement proceedings during the year. These indicators remain similar to last year, as 44% of planning were also dismissed in 2019, 10% of closed cases were closed through negotiations and 44% of cases were closed due to enforcement proceedings.

Cost Per Capita of Planning Services

- 5.6. The cost of planning services includes forward planning, development management and enforcement. In 2020, the cost per capita of planning services across the sector was €31.47. This represents an increase from €30.27 in 2019.

Fire Safety Certificates

- 5.7. In 2020, 55.4% of applications for fire safety certificates received during the year were decided within two months of their receipt. This is an increase from 53% in 2019. The percentage of fire safety certificates applications that were decided within an extended period agreed with the applicant increased from 40% in 2019 to 34% in 2020.

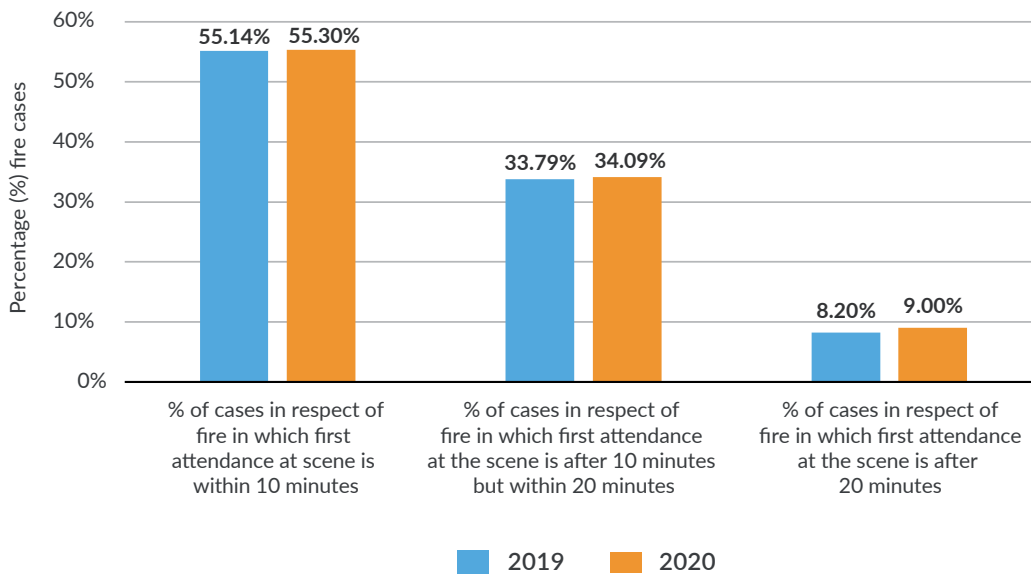
6. Fire Services

6.1. In addition to fire emergency services, local authorities conduct inspections on buildings for fire safety and provide a range of fire prevention services. The performance indicators focus on mobilisation of fire emergency services. For the purpose of the performance indicators there is a distinction made between mobilisation and attendance at both fire and non-fire scenes.

Fire Scenes

- 6.2. In the case of fire, in 2020 the median number of minutes taken to mobilise the fire brigade in full-time stations was 1 minute 28 seconds, while the median time in part-time fire stations was 5 minutes 24 seconds. This compared with 1 minute 24 seconds and 5 minutes 30 seconds respectively in 2019.
- 6.3. Figure 6.1 below compares the times of first attendance at a fire scene in 2019 and 2020. In 2020, 55.30% of fire scenes were attended within 10 minutes while 34.09% were attended within 10-20 minutes. This compares with 55.14% and 33.79% respectively in 2019.

Figure 6.1 – National Average Response Times to Attend Fire Scenes

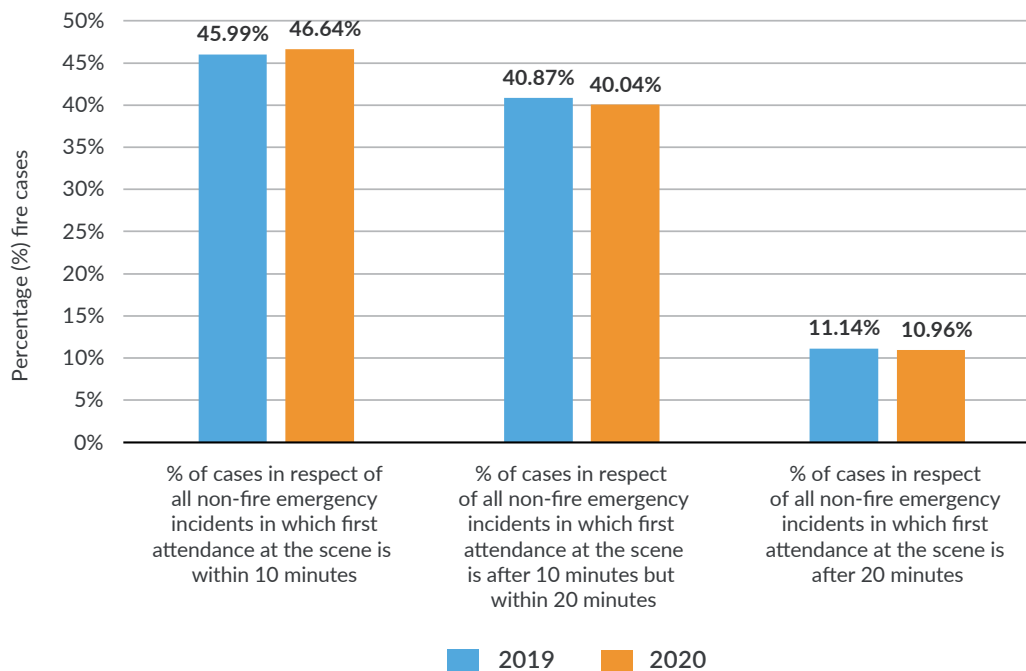


Non-Fire Scenes

6.4. In 2020, it took a median of 1 minute 27 seconds to mobilise from full-time fire stations and 5 minutes 36 seconds to mobilise from part-time fire stations for all non-fire emergency incidents. This compares with response times of 1 minute 31 seconds and 5 minutes 36 seconds respectively in 2019.

6.5. Attendance to non-fire scenes presented in Figure 6.2 below show that there is a slight increase in the percentage of non-fire emergency incidents in which first attendance at the scene was within 10 minutes in 2020. In 2020, 47% of non-fire scenes were attended within 10 minutes and a further 40% were attended within 10-20 minutes. This compares with 46% and 41% respectively in 2019.

Figure 6.2 – National Average Response Times to Attend Non-Fire Scenes



Cost Per Capita of Fire Services

6.6. The per capita cost of fire services across the local government sector in 2020 was €62.69, an increase from €60.79 in 2019. The cost of operating fire services is influenced by whether the fire service operates a full-time or retained fire brigade.

7. Library Services, Youth & Community

Library Services

- 7.1. In 2020, there were a total of 5,010,251 visits to libraries run by local authorities, a decrease of 70% compared to 2019. A total of 10,753,548 items⁹ were borrowed, which is a decrease of 30% since 2019. There were 546,207 active registered library members in 2020, meaning that there were 0.11 active registered library members per head of population.¹⁰
- 7.2. For much of 2020, in-person library visits were not available due to public health restrictions. Many of the digital resources offered by local libraries saw strong usage over the year. There were 71,871 new users of the library eBook/eAudio service in 2020. Similarly, there were 251,000 unique users of the library press reader service.
- 7.3. The cost per capita of operating the library service in 2020 was €35.95. In 2019, this was €34.94. In 2020, the total expenditure on new stock acquired by libraries was €8,251,024, or €1.73 per head of population.

Youth

- 7.4. Comhairle na nÓg are local councils for young people to provide them with an opportunity to be involved in the development of local policies. In 2020, 63.29% of second level schools participated in the Youth Councils/ Comhairle na nÓg, a decrease from 68.30% in 2019.

Public Participation Networks

- 7.5. Public Participation Networks enable the public to take an active and formal role in the policy-making activities of local authorities that will affect their communities. In 2020, a total of 17,780 community organisations were included in the County Registers nationally, an increase of 1,768 organisations since 2019. Of these, 16.33% opted to be part of the Social Inclusion College of their respective Public Participation Network. Community organisations may opt to participate in one of the two other Colleges of the PPN; the Community and Voluntary College, or the Environmental College.

⁹ Library borrowings include books, DVDs, audio, eBooks, e-magazines, e-audio and ProQuest etc.

¹⁰ The definition of an active library membership is a registered user who has borrowed at least one physical or digital resource during the reporting period, or used a service where a login is required.

8. Corporate

Staffing

8.1. The number of whole-time equivalent staff working in local authorities had fallen significantly from 2008 until 2015. Since then, this number has been steadily increasing again since 2015. The number of staff members increased again to 29,718 in 2020, compared to 29,163 in 2019. However, the number of whole-time equivalent staff in 2020 is still significantly lower than in 2008 when local authorities had 35,008 staff members. Figure 1.2 at the beginning of this report illustrates the increase and decrease in the number of staff members in local authorities over the years.

Cost Per Capita of ICT

8.4. In 2020, the cost per capita of ICT provision per whole time equivalent across the local government sector was €3,457.02. This compares to €3,060.84 in 2019. This increase is most likely to be due to an increased investment in the provision of online services.

Working Days Lost to Sickness

8.2. The percentage of paid working days lost to medically certified leave decreased between 2019 and 2020 from 3.71% to 3.01%, whilst the percentage of paid working days lost to self-certified leave decreased significantly to 0.20% in 2020 from 0.36% in 2019.

Use of Websites and Social Media

8.3. Local authorities are increasingly providing key services online. In 2020, there were a total of 74,104,123 page views of local authority websites, a decrease of 8.8% from 2019 figures. However, due a change in cookie monitoring policy during 2020 the ability for some local authorities to track page views was restricted. This in part can explain the drop in the national page views. In the same period there was an increase of 23.4% in the number of followers of social media pages of local authorities, from 3,134,560 to 3,870,074.

9. Finance

- 9.1. As outlined in Section One, local authorities operated in a particularly challenging financial environment between 2008 and 2015, with a very modest recovery in local government income in recent years. In 2012 most councils were operating at a revenue deficit. In 2020, 11 local authorities were operating at a deficit, the same number as in 2019.
- 9.2. The total revenue expenditure by local authorities in 2020 was €6.75bn, an increase from €5.05bn in 2019. The average revenue expenditure per capita by local authorities was €1,419.01 in 2020, an increase from €1,059.50 in 2019.
- 9.3. The per capita total cost of settled public liability claims in 2020 was €12.21, this was an increase on the 2019 figure of €13.53.
- 9.4. In 2020, the average percentage of total expenditure accounted for by the central management charge in local authorities was 9.65%.

Commercial Rates

- 9.5. The local government sector implemented a comprehensive debt management programme in recent years that involved improved processes, alignment in reporting with methods used by other public sector bodies and a focused debt management training programme. Furthermore, rates collection targets were set for each local authority. In 2020, the collection of Commercial Rates declined in all 31 local authorities. The median level of commercial rates collection decreased from 87.0% in 2019 to 77.10% in 2020.

Rents & Annuities

- 9.6. The median collection rate for Rents and Annuities remained stable between 2019 and 2020 at 90%. Collection rates improved in 14 local authorities, remained static in 8 local authorities and declined in 9 local authorities.

Housing Loans

- 9.7. In 2019, the collection of Housing Loans improved in the case of 19 local authorities, remained static in 6 local authorities and declined in 6 local authorities. The median collection rates for housing loans increased from 78% in 2019 to 80% in 2020.

10. Economic Development

10.1. Local authorities play a significant role in relation to economic development. In addition to adopting and coordinating the implementation of the Local Economic and Community Plans (LECPs) and the Regional Action Plans for Jobs, the sector provides planning and development services, physical infrastructure, and supports social enterprises.

Local Enterprise Offices

10.2. The Local Enterprise Offices (LEOs) are central to local economic development. This support structure contributes to the creation and sustainability of jobs in local communities, strengthening new and existing business development nationwide. In 2020, the total number of jobs created nationally with the assistance of the Local Enterprise Offices (LEOs), with subsequent jobs losses was minus 1,469, a decline from 3,149 in 2019.

LEOs also offer financial assistance, training and advice to help businesses trade online through a Trading Online Voucher scheme. The number of Trading Online Vouchers approved by LEOs in 2020 was 12,946, and 4,578 were drawn down during the year. The total number of participants that received mentoring in 2020 was 15,931, an increase from 10,756 in 2019. In addition to the data captured by the Performance Indicators, the value in the LEO structure also lies in supports such as core business training, networking events, advice and referral for start-ups, micro enterprises and small businesses locally.

Tourism

10.3. Local authorities also deliver a range of festivals, events and place branding, bringing tourism into cities and towns throughout Ireland. In 2019 and 2020, 28 local authorities have a designated Tourism Strategy to assist with tourism development. The number local authorities which have Tourism Officers in place, which assist in tourism promotion, remained at 30 local authorities in 2020.

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