



Service Indicators in Local Authorities 2012

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

Táscairí Seirbhíse 'sna Rialtais Áitiúla, 2012

An Naoú Tuarascáil Bhliantúil ón nGníomhaireacht
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Report Number 9:

Service Indicators in Local Authorities: 2012

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Foreword

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

This 2012 report provides the results of the Service Indicators in local authorities for the ninth consecutive year. It provides comparison with the previous years' performance of local authorities where this is appropriate. The report includes relevant material, comment and suggestions for further refinement.

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

Michael Malone
Chairman
Local Government Management Agency

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Acknowledgements

This report is prepared by the Local Government Management Agency (LGMA) for submission to the Minister for the Environment, Community and Local Government.

The Agency wishes to acknowledge the contributions of:

- Individual local authorities through the County and City Managers and their Implementation Teams;
- Staff in the Local Government Management Agency;
- Colleagues in the Department of the Environment, Community and Local Government and the Environmental Protection Agency;
- External agencies which supplied data directly to the LGMA. These include the Environmental Protection Agency (EPA), the Vehicle Registration Unit (VRU), Tobin Consulting Engineers, the National Central Waste Permitting Office located in Offaly County Council; and finally
- Eric Embleton and Arthur Coldrick, Chairman and member of the Independent Assessment Panel appointed by the Minister to validate the data prepared by local authorities.

Executive Summary

Introduction

This is the ninth Report on Service Indicators in Irish local authorities. The aim of the project is to report on local authority performance across a range of services.

Earlier reports (2004 – 2011) are available online and can be downloaded at:

<http://www.lgma.ie/en/publication-category/service-indicator-reports-2004-2010>.

The data is audited by an Independent Assessment Panel and the composite Report is submitted to the Minister for the Environment, Community and Local Government by the Local Government Management Agency (LGMA).

The Context – Accelerated reforms against a challenging fiscal backdrop

Funding continues to be a challenge for local authorities and this restricts the scope of local authorities to maintain existing levels of services. Between 2008 and 2012, the General Purpose Grant allocations reduced by 36%. The Local Government Fund which historically included an Exchequer Contribution and Roads Grants declined by 30% over the same period. These trends are shown in Table 1 below.

Table 1: Local Government Fund

Year	General Purpose Grant Payments	Total LGF Income ¹
1999*	438,575,786	820,131,777
2000	469,148,003	866,953,844
2001	556,732,759	988,981,429
2002	591,688,064	960,644,368
2003	662,835,500	1,131,814,176
2004	759,545,894	1,212,712,045
2005	826,759,971	1,302,881,350
2006	884,853,776	1,414,290,184
2007	947,657,879	1,499,619,271
2008	999,212,659	1,610,744,945
2009	832,668,626	1,500,722,644
2010	762,784,350	1,263,846,393
2011	699,761,892	1,189,427,800
2012**	637,106,314	1,167,502,929
2013***	640,903,000	1,119,900,000
% Change since 2008	- 36%	- 30%

Source: Oireachtas Debates, May 29, 2013.

Notes:

*1999 Figures converted from (£) to Euro (€).

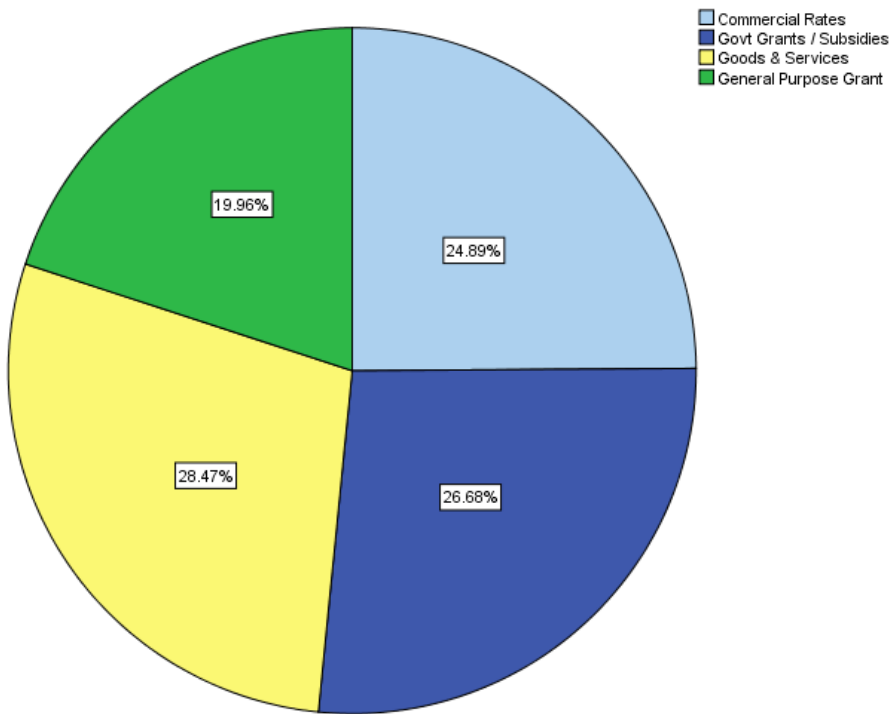
**2012 unaudited Local Government Account figures.

***2013 Revised Estimates Volume 2013 figures.

Over the past decade, the balance of funding between Exchequer and non-Exchequer sources of funding has shifted. In 1999, Exchequer sources of funding represented about 46.6% of all funding; by 2012 this had declined to about 37% of funding. The dependence on non-Exchequer sources of income has grown over time. For example, income from commercial rates rose from 25% in 1999 to over 30% in 2012.

¹ The Local Government Fund, which is mainly comprised of Motor Tax income, is disbursed to local authorities through General Purpose Allocations and funding for local and regional roads from the Department of Transport, Tourism and Sport.

Graph 1: Sources of Revenue Funding 1999



Graph 2: Sources of Revenue Funding 2012

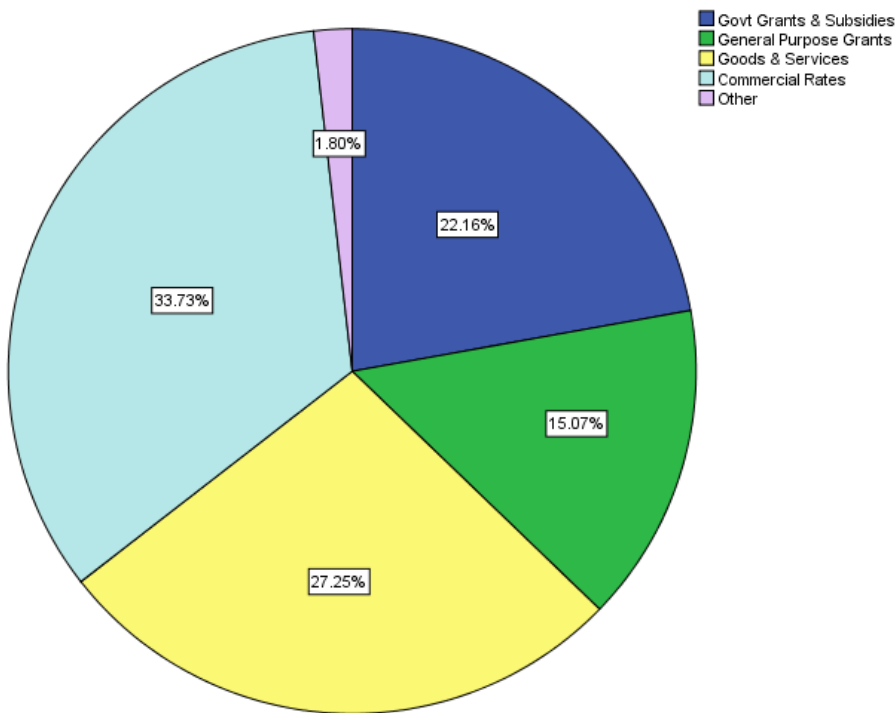
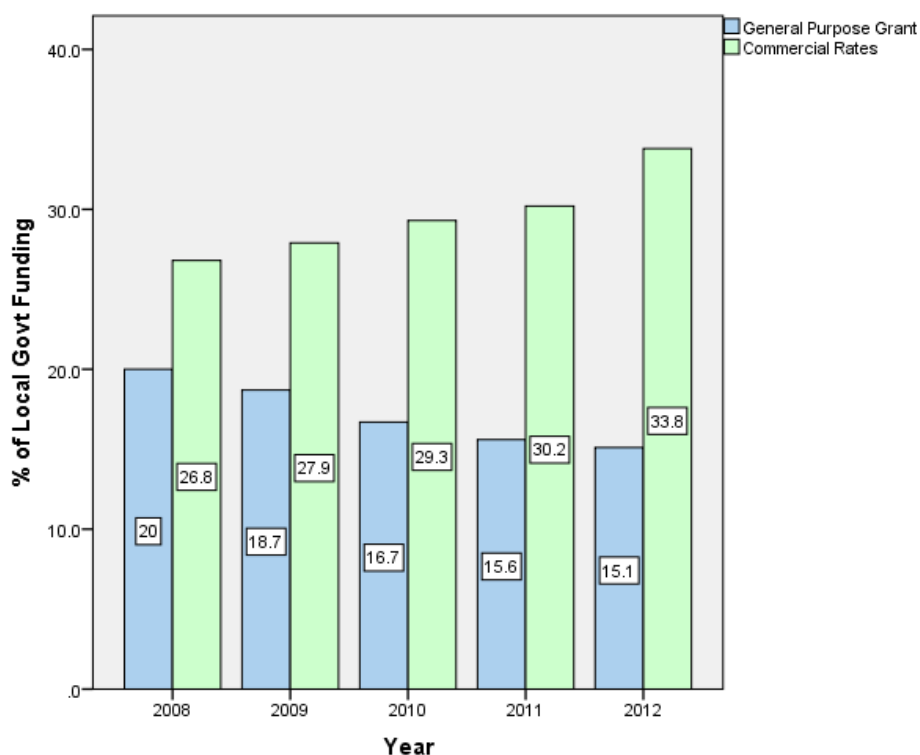


Table 2: 2008 – 2012 % of Local Authority Income by Source (€m)

	2008	2009	2010	2011	2012
Budgeted Expenditure	5,029.43	5,036.70	4,655.69	4,547.94	4,329.962
Government Grants/Subsidies	25.4%	25.00%	23.9%	25.00%	22.20%
General Purpose Grant	20.00%	18.70%	16.70%	15.60%	15.10%
Goods/Services	27.70%	28.40%	28.40%	27.40%	27.30%
Commercial Rates	26.80%	27.90%	29.30%	30.20%	33.80%
Pension Related Deductions			1.70%	1.70%	1.80%

Source: Local Authority Budgets (DECLG 2008 – 2012)

Graph 3: Sources of Revenue Funding 2008 - 2012 Compared (%)



Pro-active response

Local government has responded rapidly to the constrained funding environment in order to protect local services. Over a very short time period, local government has radically reduced its staffing footprint. Between 2008 and 2012 staffing levels fell by 23%, while the sector also delivered documented efficiency savings of 839m² and succeeded in freezing / reducing commercial rates.³ Without such measures, essential services simply could not have been maintained in recent years. In spite of efforts to protect frontline services, continued fiscal consolidation will inevitably impact on the range and quality of services that local authorities can deliver.

Continuous Change on All Fronts

2012 is notable in local government as a year when the pace and scale of system change has accelerated beyond all expectations. The extent of the challenge facing local government becomes clearer when we consider that the sector is working to deliver *four major change management programmes* simultaneously, as follows:

- “*Putting People First*”, the local government reform programme involves extensive structural and functional reforms, alignment of local development and local government, a renewed focus on business supports⁴ and the establishment of local enterprise offices, and implementation of labour activation schemes;
- *Irish Water*: the establishment of a new public water utility, the introduction of water metering and a complete restructuring of the Irish water system for the first time in its history;
- *Shared Services*: Driven by the recommendations of the Local Government Efficiency Review Group, a CCMA progress report to the Minister for the Environment, Community and Local Government⁵ confirmed that the required efficiencies were being delivered and that this achievement by the sector represented a “*best in class*” performance.⁶ The continued implementation of the local government efficiency / shared services agenda remains a sectoral priority;
- On its own, the *Local Property Tax*, and the introduction of a new funding model for local government represents a considerable challenge - and opportunity - for local communities.⁷

Taken together this package of reforms is set to radically alter the landscape of local government for decades to come. In this context, performance measurement should be more important than ever as a means to inform citizens and managers alike about organisational performance.

²Local Government: Delivering Real Savings and Meaningful Reform: Summary document of CCMA submission to Local Government Efficiency Review Implementation Group (July 2013).

³ This was acknowledged in the National Strategy, *Supporting Economic Recovery and Jobs Locally (2012)*, which stated that: “*Local authorities have responded positively in recent years to requests to exercise restraint in setting commercial rates. In 2012, 68 local authorities froze their ARVs at 2011 levels, and 19 reduced theirs. Overall, the average change of ARV from 2011 to 2012 shows a decrease of 0.31%.*”

⁴ <http://www.lgma.ie/en/news/ccma-report-local-authorities-support-economic-development>

⁵ http://www.lgma.ie/sites/default/files/summary_document_of_ccma_submission_lgerig_2_for_print.pdf

⁶ <http://www.environ.ie/en/LocalGovernment/LocalGovernmentEfficiencyReviewGroup/PublicationsDocuments/FileDownload.33712.en.pdf>

⁷ For a more detailed summary, see R Murphy, “*Local Government*” in *Administration*, vol. 60, no. 4 (2013), pp. 21-33.

The Service Indicators

Although the LGMA is responsible for reporting on the service indicators, the original set of 42 indicators was devised by the Customer Services Working Group, a representative group of academic and practitioner experts drawn from the local government sector.⁸ The indicators were intended to:

- make local government more transparent and accountable through public reporting on local authority performance
- to help monitor performance
- to establish best practice through peer review
- ultimately, to improve public service.⁹

Over time, the range of indicators, definitions and methodology have been amended. As a result, there are now 46 indicators in the current batch of Service Indicators. These range from basic measures of outputs (i.e. the number of playgrounds in a local authority area), to more meaningful indicators which track financial performance, levels of water leakage and quality, or levels of investment in our libraries.

Challenges in Performance Measurement

As noted in previous years, some indicators are more meaningful than others. The Independent Assessment Panel (IAP) has also commented on the need to link performance indicators to key strategic priorities. International experience also confirms that problems in defining and measuring performance consistently across very different organisations are far from unique to the Irish case. It is difficult to devise a perfect set of performance indicators. This is particularly the case in an area such as local government where it is impossible to capture the full range of activities, and where outcomes cannot be easily measured, or reflected in the profit and loss of a balance sheet.

In spite of such acknowledged difficulties, it could be argued that many of the Service Indicators help to tell the “*story*” of local government over time. For example, local authorities have been publishing data on absenteeism since 2005, and this is an important measure of organisational health. Similarly, the financial indicators reported in the Service Indicators dataset allow us to monitor financial performance, and to trace the impact of the economic crisis on the local government sector. The Service Indicators also report on levels of Unaccounted for Water and housing vacancy levels, both of which are coming under increased scrutiny in recent years.

So what do the Service Indicators Tell Us? Some key statistics from the 2012 Report

Absenteeism

The local government sector has published absenteeism data since 2005, and was the first area of the public sector to do so transparently, and on a consistent basis. The figures in this area show a noticeable improvement in 2012:

⁸LGMSB, *Service Indicators in Local Authorities*, 2004.

⁹LGMSB, *Service Indicators in Local Authorities*, 2004

- The total number of days lost to absenteeism in the sector fell by 9.9%, from 350,224 to 315,436 between 2011 and 2012.
- Broken down, the total number of certified leave sick days fell by over 8.9%, while the total number of uncertified leave days reduced by 15.5%.
- Two thirds of local authorities reported an improvement in Certified Leave, while Uncertified Leave fell in 85% of local authorities.
- As a result, the number of days lost per staff member in the sector fell from 11.7 to 11.1.

Housing

- The total housing stock held by local authorities increased slightly in 2012: from 130,809 in 2011 to 131,005 (1 %).
- Although the proportion of housing voids has fallen slightly from an average of 3.1% to 2.8% between 2009 and 2012, the percentage of empty units *unavailable for letting* has increased from an average of 67.8% in 2010 to 78.9% in 2012.
- The time taken to carry out repairs has improved slightly over the past three years: the average time taken to carry out all repairs deemed necessary to re-let the dwelling has decreased from 19.4 weeks in 2010 to 18 weeks in 2012, although the time taken to re-let dwellings has increased from 3.9 to 5.3 weeks in the same period.

Libraries

The key feature of the library indicators for 2012 is that, in line with demand for most community services, demand for library services is strong and increasing, while investment in materials and books is being reduced, with some evidence of a knock-on impact on existing levels of service.

- **Average number of opening hours per week for full-time libraries**

The format for reporting on opening hours - based on the *average* number of library opening hours provided – does not tell us very much about changes in service provision from one year to the next, or about the impact on services at local level. For example, a number of very large libraries have opened in some urban areas with extended opening hours; this can offset reductions in opening hours in smaller library branches which may not be captured in the data.

- There is limited evidence that reduced funding has directly led to a reduction in the number of opening hours provided. However, a small number of local authorities submitted contextual comment indicating some impact on individual library services, for example, some libraries have reduced from full-time to part-time, or closed during lunchtimes due to staff shortages.

- **Annual expenditure on stock per head of population**

Local authorities are spending significantly less on library stock compared with 2009, with expenditure per capita falling from an average of €2.43 in 2009 to €1.28 in 2012. However, in spite of the challenges facing the library service, demand for these facilities remains strong.

- According to reported figures, libraries received approximately 16.1m million visits throughout the year, compared with approximately 15.7 million in 2011.
- Book issues increased from 3.36 in 2010 to 3.43 per head of population in 2012, while the number of “*other materials*” borrowed increased from .39 to .56 per capita.
- In summary, libraries are growing in popularity: it is likely that the growth in public library usage is partly driven by the recession, as members of the public take advantage of free internet and wi-fi services, homework schemes, job assistance resources, and a broad range of educational courses.

Recreational Services

There has been a steady increase in the number of children's playgrounds directly provided by the local authorities over the last number of years. In 2012, there were 0.15 children's playgrounds per 1,000 population directly provided by the local authority compared to 0.09 per 1,000 population in 2006.

Planning

The Table below offers a summary of the total number of planning applications by category for 2011 and 2012. It reflects the continuing slump in construction and development and shows that in 2012, the total number of planning applications decided fell by 9% (down from 23,942 to 21,792). Planning applications decided in relation to individual houses and developments fell by approximately 11%; this is comparable to the fall in total planning applications decided.

Table 3: Comparison of Planning Decisions, 2011 - 2012

Category	Individual Houses	New Developments	Other: not requiring EIA	Other: Requiring EIA	Total
2011	6,268	649	16,885	140	23,942
2012	5,750	395	15,481	166	21,792
% Change	-8.3%	-39.1%	-8.3%	18.6%	-9.0%

On average, 87.3% of individual house applications were granted in 2012, and the typical local authority approved 80% of new housing development applications. An Bord Pleanála confirmed the decision of the planning authority in an average of 71% of individual planning cases, and in relation to housing developments in 94% of planning developments. A total of 13,329 pre-planning consultation meetings were held across all local authorities in 2012. The average length of time from request for consultation to actual formal meeting rose from 8 days to 9 days from 2011 to 2012.

Litter Pollution

The promotion of litter free towns and cities is an extremely important function for local authorities. In 2012, local authorities had 108 full-time and 175 part-time litter wardens. The figures indicate a decline in staffing per

capita in this area.¹⁰ For example, 12,381 litter fines were issued, an 18% reduction in fines issued compared with the previous year.

Litter pollution surveys showed a small improvement in performance: the median percentage of areas classified as “litter free” increased from 9% in 2010 to 11% in 2012 while the percentage of areas significantly polluted by litter has improved slightly over the past four years, from a median average of 3.2% in 2009 to 3% in 2012. This is in line with comment from Irish Business Against Litter who has noted a marked improvement in local authority performance in this area over the years.

Local authorities also work with the EPA to tackle environmental pollution such as fly-tipping. Environmental enforcement staff investigated 53,378 environmental complaints: a small decrease (of approximately 0.005 per cent) on the previous year).

Fire Service

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

The indicators for individual local authorities which cover fire and emergency services highlight a broad range of mobilisation times reflecting factors such as geographical density. They show that average mobilisation times for full-time fire-brigades in respect of fire fell slightly from 1.9 minutes in 2009 to 1.75 minutes in 2012. Average mobilisation times for retained fire stations in respect of fire have slightly dis-improved, taking 5.6 minutes in 2012, compared with 5.3 minutes in 2009.

The typical fire brigades arrived at 40.3% of fire incidents in less than 10 minutes, a reduction from 44.5% in 2009. However, the average arrival rate at scene after 20 minutes has improved from 15.7% in 2010 to 12.4% in 2012.

Motor Tax

Motor Tax data confirms that the use of online Motor Tax services is continuing to grow at a steady pace, although it also indicates that there is continued strong demand for Counter services. In 2012, over 2.3m (45%) of all transactions were carried out online, compared to 2.1m (41%) in 2011. In total, more than 5.1 million transactions were dealt with over the counter, by post and on the internet.

¹⁰ Although this is in part attributable to the use of updated Census data.

Table 4: Motor Tax Transactions by Type

Motor tax transactions	2011	2012	% of Total 2011	% of Total 2012
Counter	2,446,797	2,268,759	47%	44%
Post	627,043	549,640	12%	11%
Online	2,144,739	2,343,522	41%	45%
Total	5,218,579	5,161,921	100%	100%

The high standard of postal service offering remains unchanged with 69.3% of applications dealt with on the same day while 93% of applications were processed within three days.

Table 5: Motor Tax Transactions by Length of Time

Postal Transactions	2011	% Total	2012	% Total
Same Day	441,522	70%	380,934	69%
Second or Third Day	146,130	24%	130,648	24%
Fourth or Fifth Day	19,148	3%	21,195	4%
> 5 days	20,243	3%	16,863	3%
Total	627,043	100%	549,640	100%

Revenue Collection

The finance indicators included in the Service Indicators report are useful in flagging local authority general performance in revenue collection activities. It should be noted that they form a subset of a more comprehensive suite of statistics on which all local authorities report as part of their Annual Finance Statement.

Local authorities are particularly conscious of the difficult times that many businesses face in recessionary times. The well-documented impact of the recession on the business community, and on arrears levels among utility companies is also reflected in the local authority key finance indicators reported on here. As we have already shown, Exchequer sources of income have declined by over a third since 2008. In spite of the significant challenge this presents, the local government sector has a strong record of supporting local businesses during a time of economic crisis.

Flexible Approach

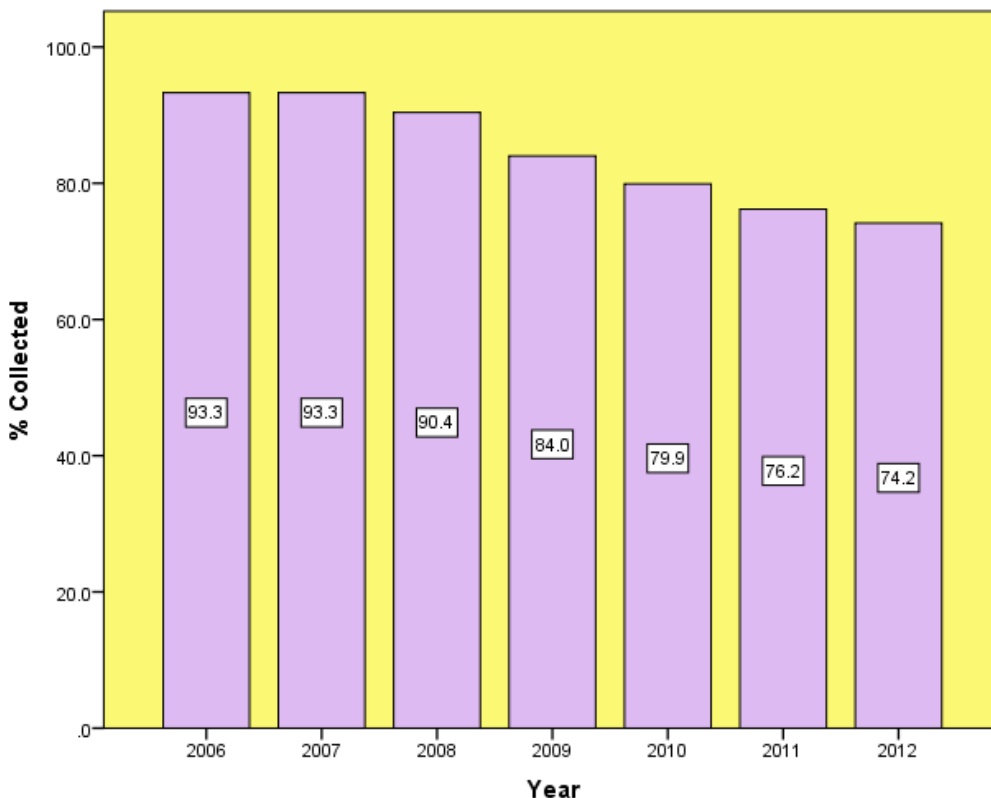
Local authorities are adopting a flexible approach to the payment of commercial rates and other charges.¹¹

- Measures taken to assist local businesses with debt management plans include the non-application of interest or financial penalties for late payment, or where payment plans are entered into. This assists ratepayers with cash flow and reduces the pressure that a single payment might bring.
- Conversely, the widespread application of payment plans across the local authority sector effectively increases the cost of interest for local authorities and represents **a subsidy for businesses**. In respect of commercial rates, this is confirmed by the very substantial increase in the sector's rate strike-off / refunds, and the cost of bad debt provisions, which have increased from €87m to €268m in 2012.¹²

Commercial Rates

Collection rates for Commercial Rates and Commercial Water charges have declined substantially over recent years in line with prevailing economic conditions. As Graph 5 shows, between 2006 and 2012 average collection rates for Commercial Rates have fallen by a fifth, down from 93.3% in 2006 to 74.2% in 2012. Taken together, both the fall in collection rates and cost of bad debts serves to erode the rates base, exerting further pressure on local authority finances.

Graph 4: Commercial Rates collected as % Amount Due



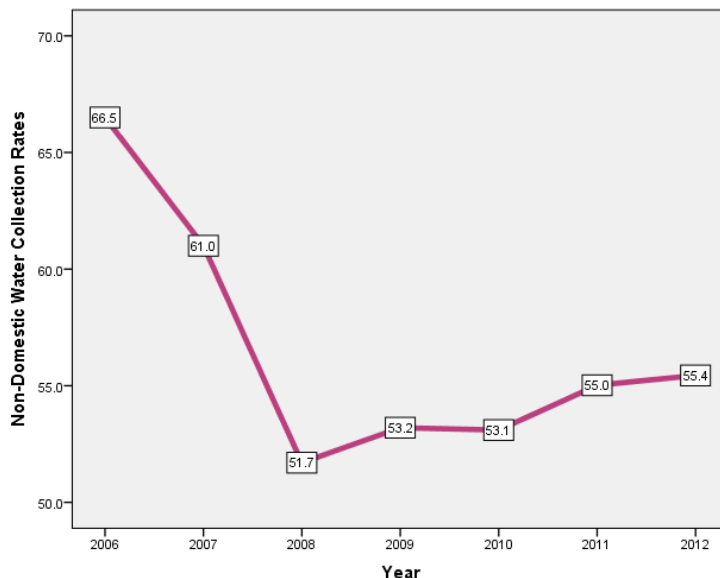
¹¹ <http://www.lgma.ie/en/news/ccma-report-local-authorities-support-economic-development>

¹² http://www.environ.ie/en/LocalGovernment/LocalGovernmentEfficiencyReviewGroup/PublicationsDocuments/FileDownload_33712.en.pdf

Non-Domestic Water Charges

Collection rates for non-domestic water charges fell sharply at the outset of the recession, from an average of 66.5% in 2006 to a low of 51.7% in 2008. However, as Graph 5 shows, collection rates have stabilised in recent years, and rose slightly to 55.4% in 2012.

Graph 5: Non-Domestic Water Charges Collected as % Amount Due



Commercial rates and non-domestic water arrears levels demonstrate that a proportion of commercial rates are not being paid in a timely manner. Increased bad debt provision is absorbing local authority income. In the long-run the sector needs to strike a balance between national policy which emphasises the need to assisting ratepayers, and the broader financial sustainability of the sector.

Housing Rents and Housing Loans

Housing Rent and Housing Loan collection rates highlight the challenging operating environment, and difficulties involved in recovering monies from local authority tenants. In terms of collection rates for housing rents, the (median) amount collected, as a percentage of amounts due, fell from 90.1% in 2009 to 87.3% in 2012. In respect of housing loans, the median amount collected at years end, as percentage of amount due, also decreased: from 84.9% in 2009 to 68.01% in 2012.

The general decline in revenue collection illustrated across the key revenue indicators is symptomatic of the pressures facing households and the commercial sector. Revenue collections are critical in terms of the capacity of local authorities to deliver their services. This underlines the importance of monitoring revenue streams on an ongoing basis.

Conclusion

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

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

The remainder of this Report is structured as follows:

- Sections 1-10 contain the detailed tables and comparative data; and
- Appendix 1 contains the report of the Independent Assessment Panel;

Section 1: Library, Recreation and Youth

Table 1: Library Public Opening hours

	Average number of opening hours per week for full-time libraries	Average number of opening hours per week for part-time ...	Percentage of full time libraries that have lunchtime openings	Percentage of full time libraries that have evening openings	Percentage of full time libraries that have Saturday openings
Carlow County Council	39.1	17.3	100.0	100.0	100.0 ^g
Cavan County Council	40.5	10.4	100.0	100.0	100.0
Clare County Council	38.3	15.7	100.0	100.0	100.0
Cork City Council	36.9	6.5	57.1	57.1	100.0
Cork County Council	36.5 ^a	14.8	80.0	32.0	76.0
Donegal County Council	32.0	15.4	80.0	100.0	80.0
Dublin City Council	41.9	20.0	95.8	87.5 ^f	95.8
Dun Laoghaire Rathdown County Council	33.0	0.0	63.0	100.0	100.0
Fingal County Council	47.5	23.0	37.5	100.0	100.0
Galway City Council	N/A	N/A	N/A	N/A	N/A
Galway County Council	33.0 ^b	12.0	20.0	80.0	100.0
Kerry County Council	39.0	29.2 ^e	100.0	71.0	100.0
Kildare County Council	38.8	12.9	100.0	100.0	86.0
Kilkenny County Council	32.1	21.3	66.6	83.3	83.3
Laois County Council	34.7	13.7	25.0	100.0	100.0
Leitrim County Council	37.5	11.2	0.0	100.0	100.0
Limerick City Council	41.3	9.4	66.0	66.0	66.0
Limerick County Council	36.0	10.7	100.0	100.0	100.0
Longford County Council	35.4	16.6	66.7	100.0	100.0
Louth County Council	37.6	19.3	66.6	100.0	100.0
Mayo County Council	37.2	17.9	100.0	100.0	100.0
Meath County Council	36.4	12.8	100.0	100.0	100.0
Monaghan County Council	36.0	20.0	100.0	100.0	50.0
North Tipperary County Council	38.4 ^c	11.7	100.0	100.0	87.5
Offaly County Council	38.0	12.0	100.0	100.0	100.0
Roscommon County Council	31.3	21.2	100.0	100.0	100.0
Sligo County Council	35.5	18.0	100.0	100.0	100.0
South Dublin County Council	41.3 ^d	N/A	62.5	62.5	62.5
South Tipperary County Council	N/A	N/A	N/A	N/A	N/A
Waterford City Council	44.6	19.1	100.0	100.0	100.0
Waterford County Council	32.4	14.0	66.7	100.0	33.3
Westmeath County Council	39.7	16.9	100.0	100.0	100.0
Wexford County Council	42.6	18.4	100.0	100.0	100.0
Wicklow County Council	37.1	15.1	20.0	100.0	100.0

- a) **Cork County Council** - Clonakilty and Glanmire Libraries both closed from the 28th June to 12/14th September as a result of the branch being flooded.
- b) **Galway County Council** - Service Indicator figures relate to both City and County
- c) **North Tipperary County Council** - Service Indicator figures relate to County Tipperary Joint Libraries Committee which covers North & South Temporary.
- d) **South Dublin County Council** - in 2011 Whitechurch was part-time - in 2012, it is considered full-time
- e) **Kerry County Council** - 2 full time libraries are now deemed Part-time
- f) **Dublin City Council - 2012:** 21 i.e. 87.5% (in addition to Charleville Mall and Staff Library, Civic Offices, Ballyfermot does not have evening openings since relocation for access works)
- g) **Carlow County Council** - 50% for the period June-December due to staffing resources.

Summary Statistics 2010 - 2012				
Public opening hours for full-time libraries		2010	2011	2012
N	Valid	32	32	32
	Missing	2	2	2
Average	Median	37.4	37.19	37.35
	Mean	38.1	37.75	37.55
Percentiles	25%	35.9	35.19	35.43
	75%	39.9	39.84	39.55
Average number of opening hours per week for part-time libraries (where applicable)		2010	2011	2012
N	Valid	32	32	30
	Missing	2	2	4
Average	Median	15.56	15.76	15.54
	Mean	15.8	15.27	15.88
Percentiles	25%	12.7	11.28	12.00
	75%	19.5	19.93	19.15
Lunchtime, Evening & Saturday Opening Hours		Percentage of full time libraries that have lunchtime openings	Percentage of full time libraries that have evening openings	Percentage of full time libraries that have Saturday openings
N	Valid	32	32	32
	Missing	2	2	2
Average	Median	97.9	100.0	100.0
	Mean	77.3	91.86	91.26
Percentiles	25%	63.75	90.6	86.38
	75%	100.0	100.0	100.0

Table 2: Number of Library Visits

	Number of visits to full time libraries per 1,000 population
Carlow County Council	2,710.48
Cavan County Council	3,732.42
Clare County Council	3,280.40
Cork City Council	5,914.48
Cork County Council	4,020.11
Donegal County Council	1,666.28
Dublin City Council	5,054.09
Dun Laoghaire Rathdown County Council	1,805.04
Fingal County Council	4,345.68
Galway City Council	N/A
Galway County Council	3,250.11 ^a
Kerry County Council	2,835.01
Kildare County Council	2,989.13
Kilkenny County Council	1,517.52
Laois County Council	2,648.99
Leitrim County Council	5,181.14
Limerick City Council	4,987.48
Limerick County Council	2,750.12
Longford County Council	4,398.08
Louth County Council	1,946.35
Mayo County Council	2,413.92
Meath County Council	3,333.70
Monaghan County Council	2,809.88
North Tipperary County Council	4,035.49 ^b
Offaly County Council	2,848.70
Roscommon County Council	2,441.47
Sligo County Council	2,462.13
South Dublin County Council	4,229.37
South Tipperary County Council	N/A
Waterford City Council	6,368.23
Waterford County Council	3,493.73
Westmeath County Council	2,866.24
Wexford County Council	3,755.51
Wicklow County Council	2,893.00
<p>a) Galway County Council - Service Indicator figures relate to both City and County</p> <p>b) North Tipperary County Council - Service Indicator figures relate to County Tipperary Joint Libraries Committee which covers North & South Tipperary.</p>	

Summary Statistics 2010 - 2012

Number of visits to full time libraries per 1,000 population		2010	2011	2012
N	Valid	32	32	32
	Missing	2	2	2
Average	Median	3,198.44	3,179.67	3,119.62
	Mean	3,482.0	3,431.20	3,405.76
Percentiles	25%	2,629.6	2,514.68	2,664.25
	75%	4,091.8	4,135.36	4,180.50

Table 3: Library Stock

	Annual expenditure on stock per head of population	No. of items issued per head of population for books	No. of items issued per head of population for other items
Carlow County Council	1.28	2.89	0.83
Cavan County Council	0.35	2.44	0.11
Clare County Council	1.65	4.46	0.37
Cork City Council	2.25	6.25	2.23
Cork County Council	1.04	4.28	0.21
Donegal County Council	0.28 ^a	2.18	0.12
Dublin City Council	3.05	3.75	0.97
Dun Laoghaire Rathdown County Council	2.30	5.24	1.44
Fingal County Council	2.46	3.15	1.20
Galway City Council	N/A	N/A	N/A
Galway County Council	0.80 ^b	2.56	0.07
Kerry County Council	2.12	3.96	0.11
Kildare County Council	1.75	2.79	0.65
Kilkenny County Council	0.59	2.76	0.34
Laois County Council	0.58	2.96	0.64
Leitrim County Council	2.14 ^c	3.66	0.04
Limerick City Council	1.64	4.48	1.37
Limerick County Council	1.12	2.75	0.56
Longford County Council	1.84	3.29	0.16
Louth County Council	1.30	4.05	0.33
Mayo County Council	1.01	4.13	0.64
Meath County Council	0.98	2.60	0.57
Monaghan County Council	1.12	3.81	0.68
North Tipperary County Council	0.49 ^d	3.08	0.08
Offaly County Council	1.43	2.81	0.43
Roscommon County Council	1.27	2.60	0.78
Sligo County Council	0.46	4.02	0.00
South Dublin County Council	3.30	2.99	1.35
South Tipperary County Council	N/A	N/A	N/A
Waterford City Council	2.94	5.49	3.07
Waterford County Council	1.25	3.01	0.88
Westmeath County Council	0.95	3.98	0.38
Wexford County Council	1.72	4.23	0.31
Wicklow County Council	0.66	3.57	0.25

- a) Donegal County Council - Reduced budget
- b) Galway County Council - Service Indicator figures relate to both City and County.
- c) Leitrim County Council - A once-off allocation of funding had been received from An Comhairle Leabharlanna in 2011 in addition to monies provided from Leitrim County Council own resources accounting for reduction over 2011 figure
- d) North Tipperary County Council - Service Indicator figures relate to County Tipperary Joint Libraries Committee which covers North & South Tipperary.

Summary Statistics 2010 - 2012				
Annual expenditure on stock per head of population (county/city wide)		2010	2011	2012
N	Valid	32	32	32
	Missing	2	2	2
Average	Median	1.97	1.79	1.28
	Mean	2.2	2.02	1.44
Percentiles	25%	1.5	1.26	0.91
	75%	2.5	2.80	1.91
Number of books issued per head of population (county/city-wide)		2010	2011	2012
N	Valid	32	32	32
	Missing	2	2	2
Average	Median	3.36	3.36	3.43
	Mean	3.53	3.50	3.57
Percentiles	25%	2.87	2.75	2.81
	75%	3.95	4.13	4.07
Number of other items issued per head of population (county/city-wide)		2010	2011	2012
N	Valid	32	32	32
	Missing	2	2	2
Average	Median	0.39	0.42	0.56
	Mean	0.64	0.65	0.66
Percentiles	25%	0.21	0.17	0.23
	75%	0.78	0.79	0.86

Table 4: Internet Access Through Libraries

	Number of Internet sessions provided per 1,000 population
Carlow County Council	650.94
Cavan County Council	403.74
Clare County Council	552.71
Cork City Council	437.52
Cork County Council	261.44
Donegal County Council	164.71
Dublin City Council	763.58
Dun Laoghaire Rathdown County Council	310.01
Fingal County Council	491.75
Galway City Council	N/A
Galway County Council	252.85 ^a
Kerry County Council	325.40
Kildare County Council	212.02
Kilkenny County Council	290.15
Laois County Council	239.80
Leitrim County Council	691.58
Limerick City Council	624.51
Limerick County Council	351.68
Longford County Council	677.21
Louth County Council	178.94
Mayo County Council	506.88
Meath County Council	237.27
Monaghan County Council	546.58
North Tipperary County Council	380.25 ^b
Offaly County Council	538.63
Roscommon County Council	150.58
Sligo County Council	257.24
South Dublin County Council	902.81
South Tipperary County Council	N/A
Waterford City Council	912.61
Waterford County Council	603.39
Westmeath County Council	177.12
Wexford County Council	490.88
Wicklow County Council	264.64
a) Galway County Council - Service Indicator figures relate to both City and County	
b) North Tipperary County Council - Service Indicator figures relate to County Tipperary Joint Libraries Committee which covers North & South Tipperary.	

Summary Statistics 2010 - 2012				
Number of Internet sessions provided per 1,000 population		2010	2011	2012
N	Valid	32	32	32
	Missing	2	2	2
Average	Median	385.16	342.18	392.00
	Mean	444.81	416.01	432.79
Percentiles	25%	257.21	230.54	256.14
	75%	613.43	574.34	565.38

Table 5: Children's Playground

	Number of children's playgrounds per 1,000 population directly provided by local authority	Number of children's playgrounds per 1,000 population facilitated by local authority
Carlow County Council	0.13	0.00
Cavan County Council	0.00	0.00
Clare County Council	0.00	0.00
Cork City Council	0.15	0.00
Cork County Council	0.05	0.14
Donegal County Council	0.28	0.04
Dublin City Council	0.22	0.01
Dun Laoghaire Rathdown County Council	0.11	0.03
Fingal County Council	0.10	0.08
Galway City Council	0.30	0.00
Galway County Council	0.08	0.24
Kerry County Council	0.04	0.10
Kildare County Council	0.07	0.00
Kilkenny County Council	0.17	0.04
Laois County Council	0.15	0.04
Leitrim County Council	0.25	0.22
Limerick City Council	0.05	0.09
Limerick County Council	0.06	0.06
Longford County Council	0.31	0.03
Louth County Council	0.10	0.08
Mayo County Council	0.48	0.49
Meath County Council	0.15	0.01
Monaghan County Council	0.51	0.05
North Tipperary County Council	0.16	0.09
Offaly County Council	0.16	0.07
Roscommon County Council	0.20	0.03
Sligo County Council	0.11	0.12
South Dublin County Council	0.06	0.00
South Tipperary County Council	0.08	0.08
Waterford City Council	0.19	0.00
Waterford County Council	0.00	0.24
Westmeath County Council	0.23	0.16
Wexford County Council	0.21	0.01
Wicklow County Council	0.13	0.02

Summary Statistics 2010 - 2012				
Number of children's playgrounds per 1,000 population directly provided by the local authority		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	0.13	0.13	0.15
	Mean	0.15	0.14	0.16
Percentiles	25%	0.06	0.06	0.09
	75%	0.21	0.21	0.22
Number of children's playgrounds per 1,000 population facilitated by the local authority		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	0.03	0.03	0.04
	Mean	0.06	0.06	0.08
Percentiles	25%	0.00	0.01	0.03
	75%	0.08	0.09	0.12

Table 6: Local Authority - Facilitated Leisure Facilities

	Number of visitors to local authority-facilitated leisure facilities per 1,000 population
Carlow County Council	0.00
Cavan County Council	1,385.68
Clare County Council	5,824.36
Cork City Council	9,040.18
Cork County Council	1,289.70
Donegal County Council	1,281.00
Dublin City Council	3,452.35
Dun Laoghaire Rathdown County Council	5,876.02
Fingal County Council	0.00
Galway City Council	3,058.24
Galway County Council	969.74
Kerry County Council	2,175.43
Kildare County Council	5,209.07
Kilkenny County Council	4,663.64
Laois County Council	4,509.32
Leitrim County Council	5,095.16 ^a
Limerick City Council	2,781.91
Limerick County Council	510.01
Longford County Council	2,861.23
Louth County Council	2,695.40
Mayo County Council	1,802.39
Meath County Council	1,589.43
Monaghan County Council	1,064.86
North Tipperary County Council	3,845.43
Offaly County Council	1,547.13
Roscommon County Council	3,337.06
Sligo County Council	2,904.29
South Dublin County Council	1,964.11
South Tipperary County Council	2,700.14
Waterford City Council	2,210.52
Waterford County Council	1,542.83
Westmeath County Council	2,895.54
Wexford County Council	974.75
Wicklow County Council	3,974.10
a) Leitrim County Council - Open-air swimming pool in Drumshanbo had been closed for Summer Season 2011 due to major refurbishment accounting for the increased activity in 2012.	

Summary Statistics 2010 - 2012				
Number of visitors to local authority-facilitated leisure facilities per 1,000 population		2010	2011	2012
N	Valid	34	32	32
	Missing	0	2	0
Average	Median	2,674.89	2,705.5	2,741.0
	Mean	2,974.1	2,877.4	2,969.6
Percentiles	25%	1,588.8	1,579.9	1,544.0
	75%	3,679.1	3,853.2	3,941.8

Table 7: Community Participation

	Percentage of local schools and youth groups involved in the local Youth Council/ Comhairle na n-Óg scheme	Number of groups registered with the Community and Voluntary Forum
Carlow County Council	85.71	179
Cavan County Council	65.52	457
Clare County Council	77.78	609
Cork City Council	15.73	25
Cork County Council	34.67	1,586
Donegal County Council	28.57	732 ^b
Dublin City Council	26.74	747
Dun Laoghaire Rathdown County Council	54.17	412
Fingal County Council	84.38	912
Galway City Council	100.00	173
Galway County Council	57.14	583
Kerry County Council	100.00	815
Kildare County Council	98.08	610
Kilkenny County Council	56.25	100
Laois County Council	29.82	670
Leitrim County Council	100.00	206
Limerick City Council	20.00	140
Limerick County Council	53.57	1,619
Longford County Council	96.30	159
Louth County Council	95.45	182
Mayo County Council	31.58 ^a	800
Meath County Council	58.33	1,054
Monaghan County Council	83.33	379
North Tipperary County Council	56.25	75
Offaly County Council	85.71	435
Roscommon County Council	53.85	402
Sligo County Council	50.00	154 ^c
South Dublin County Council	28.24	765 ^d
South Tipperary County Council	36.51	385
Waterford City Council	31.91	216
Waterford County Council	80.00	330
Westmeath County Council	75.00	446
Wexford County Council	60.00	644
Wicklow County Council	100.00	50

- a) **Mayo County Council** - Percentage is lower than other years due to engagement with increased no. of schools, youth groups and agencies and change in selection criteria
- b) **Donegal County Council** - The community and voluntary register was updated in August 2011 and this explains the rise in the number of groups. Currently DCC's Community & Enterprise Division is updating the register for 2013, removing defunct groups and adding new groups however this will not be available until Sept 2013.
- c) **Sligo County Council** - From 2012 members have to re-register on an annual basis. While this has resulted in reduction in numbers from previous numbers it ensures active participation and local engagement.
- d) **South Dublin County Council** - Large decrease in number of groups due to updating of C&V Forum Database.

Summary Statistics 2010 - 2012				
Percentage of local schools involved in the local Youth Council/ Comhairle na n-Óg scheme		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	72.7	70.7	57.74
	Mean	66.3	66.1	62.08
Percentiles	25%	47.4	42.1	35.13
	75%	85.3	89.5	85.38
Number of groups registered with the Community and Voluntary Forum		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	400.00	415.50	423.50
	Mean	494.09	504.35	501.50
Percentiles	25%	193.00	193.00	179.75
	75%	645.75	704.50	716.50

Section 2: Corporate

Table 8: Percentage of Working Days Lost to Absenteeism

	Percentage of working days lost to sickness absence through Certified Leave	Percentage of working days lost to sickness absence through Uncertified Leave
Carlow County Council	4.10	0.56
Cavan County Council	3.27	0.28
Clare County Council	3.54	0.33
Cork City Council	4.25	1.02
Cork County Council	4.24	0.73
Donegal County Council	3.88	0.71
Dublin City Council	3.66	0.95
Dun Laoghaire Rathdown County	4.20	1.00
Fingal County Council	4.89	0.71
Galway City Council	4.37	0.56
Galway County Council	4.95	0.47
Kerry County Council	4.46	0.47
Kildare County Council	4.79	0.49
Kilkenny County Council	3.48	0.42
Laois County Council	3.94	0.53
Leitrim County Council	4.20 ^a	0.50
Limerick City Council	4.88	0.96
Limerick County Council	4.07	0.60
Longford County Council	4.53	0.62
Louth County Council	4.80	0.68
Mayo County Council	4.47	0.54
Meath County Council	4.49	0.51
Monaghan County Council	6.35	0.30
North Tipperary County Council	5.24	0.54
Offaly County Council	3.80	0.33
Roscommon County Council	3.94	0.40
Sligo County Council	5.45	0.35
South Dublin County Council	4.14	0.72
South Tipperary County Council	4.95	0.45
Waterford City Council	4.31	0.86
Waterford County Council	4.42	0.32
Westmeath County Council	4.26	0.63
Wexford County Council	3.62	0.53
Wicklow County Council	3.10	0.49

a) **Leitrim County Council** - with overall staffing numbers reducing, long term sick leave impacts more significantly on the figures. Indicator negatively impacted by 2 staff on long term sick leave in 2012. A further 3 staff who had been on long terms sick leave retired in February 2012.

Summary Statistics 2010 - 2012				
Percentage of working days lost to sickness absence through certified leave		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	4.46	4.44	4.26
	Mean	4.41	4.55	4.32
Percentiles	25%	4.02	4.08	3.94
	75%	5.01	4.93	4.73
Percentage of working days lost to sickness absence through uncertified leave		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	0.61	0.65	0.54
	Mean	0.65	0.67	0.58
Percentiles	25%	0.49	0.52	0.46
	75%	0.76	0.79	0.70

Table 9: Training & Development

	Expenditure on Training and Development as a percentage of total payroll costs
Carlow County Council	4.38
Cavan County Council	3.91
Clare County Council	4.33
Cork City Council	4.78 ^a
Cork County Council	6.09
Donegal County Council	2.82
Dublin City Council	4.02
Dun Laoghaire Rathdown County Council	3.54
Fingal County Council	2.17
Galway City Council	5.22
Galway County Council	4.72
Kerry County Council	4.96
Kildare County Council	4.92
Kilkenny County Council	3.53
Laois County Council	5.17
Leitrim County Council	3.84 ^b
Limerick City Council	4.82
Limerick County Council	4.01
Longford County Council	5.33
Louth County Council	2.85
Mayo County Council	5.40
Meath County Council	4.60
Monaghan County Council	4.38
North Tipperary County Council	6.40
Offaly County Council	2.83
Roscommon County Council	5.90
Sligo County Council	1.78
South Dublin County Council	3.28
South Tipperary County Council	3.88
Waterford City Council	3.43
Waterford County Council	3.74
Westmeath County Council	3.99
Wexford County Council	3.10
Wicklow County Council	3.39 ^c

a)Cork City Council - While the total training costs is similar to 2011 there is a greater proportionate reduction in total productive payroll; thereby showing an increased figure of 4.78% for 2012.

b) Leitrim County Council - There was significant expenditure in relation to fire services training related to the implementation of the Standard Operating Guidelines for the Fire Service in 2012. Training on the Council's Dignity at Work and Attendance Management Policies was also delivered to all staff in 2012

c) Wicklow County Council - Expenditure in 2011 included staff training in Core T&A System

Summary Statistics 2010 - 2012

Expenditure on Training and Development as a percentage of total payroll costs		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	4.21	4.14	4.02
	Mean	4.29	4.25	4.16
Percentiles	25%	3.46	3.64	3.4
	75%	5.18	4.95	4.9

Section 3: Environment

Table 10: Percentage of Households Provided with Segregated Waste Collection

	Percentage of households who receive a waste collection service and are provided with segregated waste collection for dry recyclables	Percentage of households who receive a waste collection service and are provided with segregated waste collection for organics
Carlow County Council	100.00	25.81
Cavan County Council	95.94	6.57
Clare County Council	96.19	69.76
Cork City Council	92.56	0.00
Cork County Council	98.59	0.02
Donegal County Council	77.26	0.00
Dublin City Council	99.12	52.70
Dun Laoghaire Rathdown County Council	99.83	42.92
Fingal County Council	99.99	83.54
Galway City Council	98.73	83.00
Galway County Council	96.22	18.99
Kerry County Council	94.78	17.45
Kildare County Council	99.96	46.27
Kilkenny County Council	99.16	9.83
Laois County Council	100.00	30.73
Leitrim County Council	99.26	0.67
Limerick City Council	99.72	41.71
Limerick County Council	97.78	46.09
Longford County Council	93.86	33.54
Louth County Council	91.18	23.56
Mayo County Council	97.49	18.93
Meath County Council	90.88	1.52
Monaghan County Council	97.02	11.30
North Tipperary County Council	99.60	47.44
Offaly County Council	98.00	23.46
Roscommon County Council	98.13	15.38
Sligo County Council	76.81	0.21
South Dublin County Council	99.80	63.86
South Tipperary County Council	99.88	30.24
Waterford City Council	99.95	98.82
Waterford County Council	99.93	62.23
Westmeath County Council	96.20	8.46

Wexford County Council	100.00	32.41
Wicklow County Council	100.00 ^a	2.54 ^b
<p>a) Wicklow County Council - Every household can avail of a service from collectors. Many would instead use our recycling facilities</p> <p>b) Wicklow County Council - One collector provides separate collection for organics and reports use by 5 of 246 households.</p>		

Table 11: Household Waste Collected and Sent for Recycling

	Percentage of household waste collected from kerbside, which is sent for recycling	Tonnage of household waste collected from kerbside, which is sent for recycling	Tonnage of household waste recycled, which arises from waste collected from recycling facilities
Carlow County Council	23.16	3,518	2,257
Cavan County Council	34.38	4,795	4,240
Clare County Council	40.05	8,444	6,476
Cork City Council	34.43	13,143	2,751
Cork County Council	37.15	29,239	0
Donegal County Council	39.40	6,621	4,690
Dublin City Council	47.80	59,654	14,727
Dun Laoghaire Rathdown County Council	45.64	25,530	10,748
Fingal County Council	52.25	43,723	12,189
Galway City Council	51.77	10,536	3,786
Galway County Council	31.40	13,339	4,859
Kerry County Council	40.45	9,804	5,329
Kildare County Council	40.44	24,815	6,403
Kilkenny County Council	27.94	4,400	2,562
Laois County Council	29.38	4,976	2,427
Leitrim County Council	38.30 ^a	2,084	1,079
Limerick City Council	38.82	5,958	1,172
Limerick County Council	37.05	9,917	7,473
Longford County Council	46.75 ^b	3,577	1,238
Louth County Council	65.89	22,568	13,326
Mayo County Council	27.96	9,045	5,442
Meath County Council	59.62	28,138	6,246
Monaghan County Council	73.38	10,062	9,363
North Tipperary County Council	32.78	5,420	2,525
Offaly County Council	31.58	4,561	2,590
Roscommon County Council	35.49	4,102	2,288
Sligo County Council	21.87	2,604	5,368
South Dublin County Council	54.91	34,539	10,085
South Tipperary County Council	29.51	5,675	3,970
Waterford City Council	38.24	5,326	1,986
Waterford County Council	36.60	6,272	1,923
Westmeath County Council	54.15	9,504	3,110
Wexford County Council	28.03	10,304	4,988
Wicklow County Council	27.73	8,470	6,213
Total		450,663	173,829

General Notes :

1 All data for 2012 has been compiled directly by the National Waster Central Permitting Office from Waste Collection Permit Annual Returns. The methodology for calculating these Service Indicators has been standardised and may result in some variation from previous years. As a result, the quality of the data has improved but is not directly comparable with 2011 or previous years.

2 Division between local authority areas in particular City and County Boundaries may cause anomalies in the data.

1. Dun-Laoghaire Rathdown County Council and Waterford County Council reported **Local Authority collections only** prior to 2012. 2012 data includes both public and private waste collection services.
2. Leakage of data has occurred in some areas due to changes in service providers. Data may not be reported accurately when a waste collector exits the market.
3. Waste Collection Service privatized in Dublin City and South Dublin County Council in January 2012.
4. Previously reported data for Cork County included Cork City.
5. Some collectors can only provide an estimate of households served particularly where tag-a-bag or tag-a-bin services are provided. Apartment numbers estimated by most waste collectors where accurate figures were not available.
6. Roscommon County Council included an estimate in previous years of the number of households availing of civic amenity sites not included in 2012 data.

a) Leitrim County Council - Increase in total tonnage collected and decrease in kerbside recycling collected have resulted in reduced kerbside recycling % figure.

b) Longford County Council - Figures for recycling have dramatically reduced from previous years. This is due to the fact that in previous years one private operator carried out trommeling on their Black Bin waste resulting in 50% of Black Bin waste going as organic fines for stabilisation on landfills - This was categorised as Recycling Waste, thereby increasing the tonnages of waste recycled & reducing the tonnages of waste going to landfills. However, since 2012, Landfills nationwide are no longer accepting organic fines for stabilization.

Table 12: Household Waste Collected and Sent for Landfill

	Percentage of household waste collected which is sent to landfill	Tonnages of household waste collected which is sent to landfill
Carlow County Council	78.42	9,152
Cavan County Council	65.61	9,152
Clare County Council	59.94	12,639
Cork City Council	65.56	25,025
Cork County Council	62.85	49,470
Donegal County Council	60.59	10,181
Dublin City Council	52.20	65,139
Dun Laoghaire Rathdown County Council	54.35	30,399
Fingal County Council	47.75	39,960
Galway City Council	48.22	9,813
Galway County Council	68.60	29,142
Kerry County Council	59.54	14,432
Kildare County Council	59.56	36,548
Kilkenny County Council	72.06	11,349
Laois County Council	70.59	11,955
Leitrim County Council	61.67 ^a	3,355
Limerick City Council	61.15	9,385
Limerick County Council	62.93	16,846
Longford County Council	53.21	4,072
Louth County Council	34.10	11,678
Mayo County Council	72.02	23,296
Meath County Council	40.37	19,051
Monaghan County Council	26.58	3,645
North Tipperary County Council	67.21	11,111
Offaly County Council	68.40	9,880
Roscommon County Council	64.47	7,451
Sligo County Council	78.10	9,299
South Dublin County Council	45.08	28,353
South Tipperary County Council	70.47	13,552
Waterford City Council	61.75	8,601
Waterford County Council	63.38	10,861
Westmeath County Council	45.82	8,042
Wexford County Council	71.97	26,459
Wicklow County Council	72.26	22,069
Total		611,362

General Notes :

1. All data for 2012 compiled directly by the NWCPO from Waste Collection Permit Annual Returns. The

methodology for calculating these Service Indicators has been standardised and may result in some variation from previous years

2. Division between local authority areas in particular City and County Boundaries may cause anomalies in the data.
3. Dun-Laoghaire Rathdown County Council and Waterford County Council reported Local Authority collections only prior to 2012. 2012 data includes both public and private waste collection services.
4. Leakage of data has occurred in some areas due to changes in service providers. Data may not be reported accurately when a waste collector exits the market.
5. Waste Collection Service privatised in Dublin City and South Dublin County Council in January 2012.
6. Assumed a 30% recovery rate form residual waste sent for processing prior to landfill.
7. A proportion of the residual waste delivered to transfer stations and bulked for landfill was diverted and exported for recovery or for further processing. This waste quantity is not currently available from waste collection permit data.

Table 13 - Recycling Facilities – Glass

	The total number of Bring Sites in local authority area	The total number of Civic Amenity Centres in local authority area	The total number of facilities for recycling	The number of locations for recycling per 5,000 of population
Carlow County Council	26	1	27	2.47
Cavan County Council	30	3	33	2.25
Clare County Council	53	5	58	2.47
Cork City Council	38	1	39	1.64
Cork County Council	148	11	159	1.99
Donegal County Council	64	6	70	2.17
Dublin City Council	112	2	116 ^c	1.10
Dun Laoghaire Rathdown County Council	38	3	39	0.95
Fingal County Council	73	2	63	1.15
Galway City Council	12 ^a	1	12	0.79
Galway County Council	86	4	90	2.57
Kerry County Council	91	6	97	3.33
Kildare County Council	43	2	43	1.02
Kilkenny County Council	171	3	45	2.36
Laois County Council	47	6	49	3.04
Leitrim County Council	39	2	40	6.29
Limerick City Council	21	1	20	1.75
Limerick County Council	119	4	54	2.00
Longford County Council	25	2	27	3.46
Louth County Council	39	3	42	1.71
Mayo County Council	100	2	102	3.90
Meath County Council	33	4	37	1.00
Monaghan County Council	28	2	30	2.48
North Tipperary County Council	41	2	43	3.06
Offaly County Council	44	3	47	3.06
Roscommon County Council	40	4 ^b	44	3.43
Sligo County Council	40	2	42	3.21
South Dublin County Council	65	2	48	0.90
South Tipperary County Council	71	4	75	4.24
Waterford City Council	20	2	21	2.25
Waterford County Council	45	1	46	3.43
Westmeath County Council	49	2	51	2.96
Wexford County Council	113	4	117	4.03
Wicklow County Council	130	5	51	1.87
Total	2,094	107	1,761	

a) Galway City Council - This includes a bring site at the Civic Amenity Centre.

b) Roscommon County Council - This figure does not include 2 privately operated transfer stations and compactors.

c) Dublin City Council - DCC lost a number of bottle banks due to proximity to electric cables in 2012.

Summary Statistics 2010 - 2012

Number of Bring Banks - Glass		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	42	44.5	43.0
	Mean	53.0	53.4	52.2
Percentiles	25%	37.0	37.0	35.3
	75%	61.8	62.0	61.8
Number of Civic Amenity Sites - Glass		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	2.0	2.0	2.0
	Mean	2.9	2.9	3.0
Percentiles	25%	2.0	2.0	2.0
	75%	3.8	4.0	4.0
Total Number of Recycling Facilities - Glass		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	44.0	46.5	45.5
	Mean	55.9	56.4	55.2
Percentiles	25%	39.0	39.8	38.5
	75%	64.5	65.0	64.8
Number of locations per 5000 of population - Glass		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	2.5	2.5	2.4
	Mean	2.7	2.5	2.5
Percentiles	25%	1.8	1.7	1.7
	75%	3.5	3.3	3.2

Table 14: Recycling Facilities – Cans

	Cans. The number of Bring Sites for recycling	Cans. The number of Civic Amenity Centres for recycling	Cans. The total number of facilities for recycling	Cans. The total number of locations for recycling per 5,000 of population
Carlow County Council	25	1	26	2.38
Cavan County Council	30	3	33	2.25
Clare County Council	53	5	58	2.47
Cork City Council	23	1	24	1.01
Cork County Council	116	11	127	1.59
Donegal County Council	64	6	70	2.17
Dublin City Council	64	2	66	0.63
Dun Laoghaire Rathdown County Council	30	3	33	0.80
Fingal County Council	42	2	44	0.80
Galway City Council	0	1	1	0.07
Galway County Council	84	4	88	2.51
Kerry County Council	91	6	97	3.33
Kildare County Council	37	2	39	0.93
Kilkenny County Council	42	3	45	2.36
Laois County Council	47	2	49	3.04
Leitrim County Council	39	1	40	6.29
Limerick City Council	21	1	22	1.93
Limerick County Council	50	4	54	2.00
Longford County Council	25	2	27	3.46
Louth County Council	39	3	42	1.71
Mayo County Council	100	2	102	3.90
Meath County Council	33	4	37	1.00
Monaghan County Council	28	2	30	2.48
North Tipperary County Council	41	2	43	3.06
Offaly County Council	44	3	47	3.06
Roscommon County Council	40	4	44	3.43
Sligo County Council	40	2	42	3.21
South Dublin County Council	30	2	32	0.60
South Tipperary County Council	71	4	75	4.24
Waterford City Council	20	1	21	2.25
Waterford County Council	0	1	1	0.07
Westmeath County Council	49	2	51	2.96
Wexford County Council	113	4	117	4.03
Wicklow County Council	45	5	50	1.83
Total	1,576	101	1,677	

Summary Statistics 2010 - 2012

Number of Bring Banks - Cans		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	40.0	41.0	41.50
	Mean	47.7	47.9	46.35
Percentiles	25%	28.0	29.5	30.00
	75%	54.5	56.8	55.75
Number of Civic Amenity Sites - Cans		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	2.0	2.0	2.00
	Mean	2.9	2.9	2.97
Percentiles	25%	2.0	2.0	2.00
	75%	3.8	4.0	4.00
Total Number of Recycling Facilities - Cans		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	43.50	44.0	43.50
	Mean	50.59	50.9	49.32
Percentiles	25%	29.50	31.5	32.25
	75%	58.00	61.5	57.00
Number of locations per 5000 population - Cans		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	2.51	2.4	2.31
	Mean	2.52	2.3	2.29
Percentiles	25%	1.41	1.1	1.16
	75%	3.44	3.1	3.06

Table 15: Recycling Facilities – Textiles

	Textiles. The number of Bring Sites for recycling	Textiles. The number of Civic Amenity Centres for recycling	Textiles. The total number of facilities for recycling	Textiles. The total number of locations for recycling per 5,000 of population
Carlow County Council	56	1	57	5.22
Cavan County Council	30	3	33	2.25
Clare County Council	12	5	17	0.73
Cork City Council	11	1	12	0.50
Cork County Council	116	11	127	1.59
Donegal County Council	41	6	47	1.46
Dublin City Council	62	2	64	0.61
Dun Laoghaire Rathdown County Council	28	3	31	0.75
Fingal County Council	24	2	26	0.47
Galway City Council	17	1	18	1.19
Galway County Council	72	4	76	2.17
Kerry County Council	0	6	6	0.21
Kildare County Council	70	2	72	1.71
Kilkenny County Council	108	3	111	5.82
Laois County Council	6	2	8	0.50
Leitrim County Council	38	2	40	6.29
Limerick City Council	5	1	6	0.53
Limerick County Council	107	4	111	4.12
Longford County Council	2	2	4	0.51
Louth County Council	0	3	3	0.12
Mayo County Council	54	2	56	2.14
Meath County Council	12	4	16	0.43
Monaghan County Council	25	2	27	2.23
North Tipperary County Council	41	2	43	3.06
Offaly County Council	19	3	22	1.43
Roscommon County Council	29	4	33	2.58
Sligo County Council	31	2	33	2.52
South Dublin County Council	38	2	40	0.75
South Tipperary County Council	0	4	4	0.23
Waterford City Council	8	1	9	0.96
Waterford County Council	37	1	38	2.83
Westmeath County Council	42	2	44	2.55
Wexford County Council	160	4	164	5.64
Wicklow County Council	21	5	26	0.95
Total	1,322	102	1,424	

Summary Statistics 2010 - 2012				
Number of Bring Banks - Textiles		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	24.5	27.0	31.0
	Mean	32.7	36.7	38.8
Percentiles	25%	9.0	11.0	18.0
	75%	42.0	54.5	55.0
Number of Civic Amenity Sites - Textiles		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	2.0	2.0	2.0
	Mean	2.8	2.9	3.0
Percentiles	25%	2.0	2.0	2.0
	75%	3.0	4.0	4.0
Total Number of Recycling Facilities - Textiles		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	27.0	30.0	33.00
	Mean	35.6	39.6	41.88
Percentiles	25%	10.0	13.5	16.25
	75%	47.0	56.3	53.75
Number of locations per 5000 population - Textiles		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	1.1	1.5	1.45
	Mean	1.6	1.8	1.91
Percentiles	25%	0.6	0.7	0.55
	75%	2.5	2.3	2.54

Table 16: Recycling Facilities – Batteries

	Batteries. The number of Bring Sites for recycling	Batteries. The number of Civic Amenity Centres for recycling	Batteries. The total number of facilities for recycling	Batteries. The number of locations for recycling per 5,000 of population
Carlow County Council	0	1	1	0.09
Cavan County Council	0	3	3	0.20
Clare County Council	0	5	5	0.21
Cork City Council	0	1	1	0.04
Cork County Council	1	11	12	0.15
Donegal County Council	32	6	38	1.18
Dublin City Council	7	2	9	0.09
Dun Laoghaire Rathdown County	0	3	3	0.07
Fingal County Council	72	2	74	1.35
Galway City Council	0	1	1	0.07
Galway County Council	0	4	4	0.11
Kerry County Council	0	6	6	0.21
Kildare County Council	1	2	3	0.07
Kilkenny County Council	82	1	83	4.35
Laois County Council	0	2	2	0.12
Leitrim County Council	6	2	8	1.26
Limerick City Council	0	1	1	0.09
Limerick County Council	4	3	7	0.26
Longford County Council	0	2	2	0.26
Louth County Council	0	3	3	0.12
Mayo County Council	1	2	3	0.11
Meath County Council	0	4	4	0.11
Monaghan County Council	0	2	2	0.17
North Tipperary County Council	0	2	2	0.14
Offaly County Council	0	3	3	0.20
Roscommon County Council	0	4	4	0.31
Sligo County Council	0	2	2	0.15
South Dublin County Council	206	2	208	3.92
South Tipperary County Council	0	4	4	0.23
Waterford City Council	0	1	1	0.11
Waterford County Council	56	1	57	4.25
Westmeath County Council	0	2	2	0.12
Wexford County Council	0	3	3	0.10
Wicklow County Council	8	5	13	0.48
Total	476	98	574	

Summary Statistics 2010 - 2012				
Number of Bring Banks - Batteries		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	0.0	0.0	7.50
	Mean	14.1	20.8	14.00
Percentiles	25%	0.0	0.0	3.25
	75%	7.5	9.5	60.00
Number of Civic Amenity Sites - Batteries		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	2.0	2.0	2.00
	Mean	2.8	2.8	2.88
Percentiles	25%	1.3	2.0	2.00
	75%	3.0	3.3	3.75
Total Number of Recycling Facilities - Batteries		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	3.5	3.5	3.00
	Mean	16.9	23.6	16.88
Percentiles	25%	2.0	2.0	2.00
	75%	11.8	14.3	7.75
Number of locations per 5000 population - Batteries		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	0.2	0.2	0.15
	Mean	0.7	0.8	0.61
Percentiles	25%	0.1	0.1	0.11
	75%	0.6	0.6	0.26

Table 17: Recycling Facilities – Oils

	Oils. The number of Bring Sites for recycling	Oils. The number of Civic Amenity Centres for recycling	Oils. The total number of facilities for recycling	Oils. The number of locations for recycling per 5,000 of population
Carlow County Council	0	1	1	0.09
Cavan County Council	0	3	3	0.20
Clare County Council	0	5	5	0.21
Cork City Council	0	1	1	0.04
Cork County Council	0	11	11	0.14
Donegal County Council	0	6	6	0.19
Dublin City Council	5	2	7	0.07
Dun Laoghaire Rathdown County	0	1	1	0.02
Fingal County Council	0	2	2	0.04
Galway City Council	0	1	1	0.07
Galway County Council	0	3	3	0.09
Kerry County Council	0	6	6	0.21
Kildare County Council	0	2	2	0.05
Kilkenny County Council	0	1	1	0.05
Laois County Council	0	2	2	0.12
Leitrim County Council	0	2	2	0.31
Limerick City Council	0	1	1	0.09
Limerick County Council	0	3	3	0.11
Longford County Council	0	1	1	0.13
Louth County Council	0	3	3	0.12
Mayo County Council	0	2	2	0.08
Meath County Council	0	4	4	0.11
Monaghan County Council	0	2	2	0.17
North Tipperary County Council	0	1	1	0.07
Offaly County Council	0	3	3	0.20
Roscommon County Council	0	4	4	0.31
Sligo County Council	0	1	1	0.08
South Dublin County Council	0	2	2	0.04
South Tipperary County Council	0	4	4	0.23
Waterford City Council	0	1	1	0.11
Waterford County Council	0	1	1	0.07
Westmeath County Council	0	2	2	0.12
Wexford County Council	0	3	3	0.10
Wicklow County Council	3	5	8	0.29
Total	8	92	100	

Summary Statistics 2010 - 2012				
Number of Bring Banks - Oils		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	0.0	0.0	4.00
	Mean	0.3	0.2	0.24
Percentiles	25%	0.0	0.0	3.50
	75%	0.0	0.0	4.50
Number of Civic Amenity Sites - Oils		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	2.0	2.0	2.00
	Mean	2.5	2.6	2.71
Percentiles	25%	1.0	1.0	1.00
	75%	3.0	3.0	3.00
Total Number of Recycling Facilities - Oils		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	2.0	2.0	2.00
	Mean	2.8	2.9	2.94
Percentiles	25%	1.0	1.0	1.00
	75%	3.0	3.3	3.75
Number of locations per 5000 population - Oils		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	0.1	0.1	0.11
	Mean	0.1	0.1	0.13
Percentiles	25%	0.1	0.1	0.07
	75%	0.2	0.2	0.19

Table 18: Recycling Facilities - Other Material

	Other: The number of Bring Sites for recycling	Other: The number of Civic Amenity Centres for recycling	Other: The total number of facilities for recycling	Other: The number of locations for recycling per 5,000 of population
Carlow County Council	6	1	7	0.64
Cavan County Council	30	3	33	2.25
Clare County Council	5	5	10	0.43
Cork City Council	0	1	1	0.04
Cork County Council	6	11	17	0.21
Donegal County Council	17	6	23	0.71
Dublin City Council	9	2	11	0.10
Dun Laoghaire Rathdown County Council	0	3	3	0.07
Fingal County Council	0	2	2	0.04
Galway City Council	0	1	1	0.07
Galway County Council	0	4	4	0.11
Kerry County Council	0	6	6	0.21
Kildare County Council	8	2	10	0.24
Kilkenny County Council	21	3	24	1.26
Laois County Council	0	2	2	0.12
Leitrim County Council	0	2	2	0.31
Limerick City Council	4	1	5	0.44
Limerick County Council	4	4	8	0.30
Longford County Council	0	1	1	0.13
Louth County Council	38	3	41	1.67
Mayo County Council	0	2	2	0.08
Meath County Council	0	4	4	0.11
Monaghan County Council	0	2	2	0.17
North Tipperary County Council	0	2	2	0.14
Offaly County Council	0	3	3	0.20
Roscommon County Council	0	4	4	0.31
Sligo County Council	0	3	3	0.23
South Dublin County Council	0	2	2	0.04
South Tipperary County Council	1	4	5	0.28
Waterford City Council	0	1	1	0.11
Waterford County Council	0	1	1	0.07
Westmeath County Council	0	2	2	0.12
Wexford County Council	77	4	81	2.79
Wicklow County Council	7	5	12	0.44
Total	233	102	335	

Summary Statistics 2010 - 2012				
Number of Bring Banks - Other		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	0.0	0.0	7.50
	Mean	6.2	6.7	6.85
Percentiles	25%	0.0	0.0	5.25
	75%	5.8	6.0	20.00
Number of Civic Amenity Sites - Other		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	2.5	2.5	2.50
	Mean	3.3	3.0	3.00
Percentiles	25%	2.0	2.0	2.00
	75%	4.0	4.0	4.00
Total Number of Recycling Facilities - Other		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	3.0	3.5	4.00
	Mean	9.4	9.7	9.85
Percentiles	25%	2.0	2.0	2.00
	75%	10.3	11.3	10.00
Number of locations per 5000 population - Other		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	0.2	0.2	0.21
	Mean	0.4	0.4	0.42
Percentiles	25%	0.1	0.1	0.11
	75%	0.4	0.4	0.40

Table 19: Litter Wardens Employed by Local Authorities

	Number of full-time litter wardens	Number of part-time litter wardens	Number of litter wardens (both full- and part-time) per 5,000 population
Carlow County Council	2	0	0.18
Cavan County Council	2	4	0.41
Clare County Council	3	5	0.34
Cork City Council	4	1	0.21
Cork County Council	4	10	0.18
Donegal County Council	6	1	0.22
Dublin City Council	20	0	0.19
Dun Laoghaire Rathdown County	6	2	0.19
Fingal County Council	6	0	0.11
Galway City Council	0	0	0.00
Galway County Council	0	16	0.46
Kerry County Council	3	12	0.52
Kildare County Council	1	6	0.17
Kilkenny County Council	3	3	0.31
Laois County Council	3	0	0.19
Leitrim County Council	0	2	0.31
Limerick City Council	2	0	0.18
Limerick County Council	2	24	0.97
Longford County Council	3	0	0.38
Louth County Council	5	1	0.24
Mayo County Council	1	12	0.50
Meath County Council	2	3	0.14
Monaghan County Council	1	8	0.74
North Tipperary County Council	2	7	0.64
Offaly County Council	3	2	0.33
Roscommon County Council	2	2	0.31
Sligo County Council	2	6	0.61
South Dublin County Council	6	0	0.11
South Tipperary County Council	3	15	1.02
Waterford City Council	2	1	0.32
Waterford County Council	1	1	0.16
Westmeath County Council	0	7	0.38
Wexford County Council	1	11	0.41
Wicklow County Council	7	13	0.73
Total	108	175	

Summary Statistics 2010 - 2012				
Number of full-time litter wardens		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	3.0	3.0	3.0
	Mean	3.4	3.3	3.2
Percentiles	25%	2.0	1.8	2.0
	75%	4.0	4.0	4.0
Number of part-time litter wardens		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	3.0	3.0	2.5
	Mean	5.9	5.4	5.1
Percentiles	25%	1.3	1.0	0.8
	75%	10.3	9.5	8.5
Number of litter wardens (both full- and part-time) per 5,000 population		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	0.4	0.3	0.3
	Mean	0.4	0.4	0.4
Percentiles	25%	0.3	0.2	0.2
	75%	0.5	0.5	0.5

Table 20: Enforcement of Litter Laws

	Number of on-the-spot fines issued	Number of on-the-spot fines paid	Number of prosecution cases taken because of non-payment of on-the-spot fines
Carlow County Council	118	37	6
Cavan County Council	87	22	1
Clare County Council	163	62	18
Cork City Council	1,097	464	65
Cork County Council	574	264	15
Donegal County Council	173	45	0
Dublin City Council	1,929	696	312
Dun Laoghaire Rathdown County	733	525	77
Fingal County Council	1,158	424	212
Galway City Council	160	96	26
Galway County Council	366	130	11
Kerry County Council	95	43	6
Kildare County Council	655	234	81
Kilkenny County Council	227	140	4
Laois County Council	187	65	35
Leitrim County Council	23 ^a	8	0
Limerick City Council	908	506	116
Limerick County Council	209	92	4
Longford County Council	326	125	7
Louth County Council	401	205	21
Mayo County Council	82	37	2
Meath County Council	174	79	10
Monaghan County Council	138	57	4
North Tipperary County Council	38	16	11
Offaly County Council	84	31	4
Roscommon County Council	158	114	8
Sligo County Council	122	54	20
South Dublin County Council	1,165	414	216
South Tipperary County Council	96	39	2
Waterford City Council	157	91	11
Waterford County Council	35	8	1
Westmeath County Council	118	86	0
Wexford County Council	251	108	27
Wicklow County Council	174	67	14
Total	12,381	5,384	1,347
a) Leitrim County Council - Reduction in activity attributable to a combination of effectiveness. of CCTV at Bring Sites and reduction in Litter Warden resources.			

Summary Statistics 2010 - 2012				
Number of on-the-spot fines issued		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	302.5	220.5	173.5
	Mean	537.9	447.0	364.15
Percentiles	25%	131.3	152.0	118.0
	75%	632.3	463.8	392.25
Number of on-the-spot fines paid		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	145.5	110.0	88.5
	Mean	267.6	209.3	158.4
Percentiles	25%	69.8	50.8	42.0
	75%	368.0	260.0	212.3
Number of prosecution cases taken because of non-payment of on-the-spot fines		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	18.5	14.0	11.0
	Mean	61.6	57.6	39.6
Percentiles	25%	7.0	3.0	4.0
	75%	62.5	47.3	29.0

Table 21: Litter Enforcement - Prosecutions & Notices

	Number of prosecutions secured because of non-payment of on-the-spot fines	Number of notices issued (under sections 9, 15, 16, 17 and 20 of Litter Pollution Act 1997)	Total prosecutions taken (under Litter Acts 1997 to 2003)	Total prosecutions secured (under Litter Acts 1997 to 2003)
Carlow County Council	6	15	6	4
Cavan County Council	1	8	2	1
Clare County Council	5	12	12	5
Cork City Council	64	2	65	64
Cork County Council	6	2	13	6
Donegal County Council	0	0	0	0
Dublin City Council	87	1	318	99
Dun Laoghaire Rathdown	8	0	78	9
Fingal County Council	64	1	202	63
Galway City Council	3	0	26	3
Galway County Council	3	4	12	3
Kerry County Council	3	1	5	2
Kildare County Council	17	51	81	17
Kilkenny County Council	0	24	9	1
Laois County Council	35	10	35	16
Leitrim County Council	0	0	0	0
Limerick City Council	60	44	116	60
Limerick County Council	2	0	4	2
Longford County Council	5	0	7	3
Louth County Council	21	14	21	21
Mayo County Council	1	0	2	1
Meath County Council	4	0	10	4
Monaghan County Council	6	0	4	6
North Tipperary County Council	4	0	11	4
Offaly County Council	4	66	4	2
Roscommon County Council	6	11	8	6
Sligo County Council	3	0	1	1
South Dublin County Council	27	198	252	63
South Tipperary County Council	0	5	2	0
Waterford City Council	3	2	0	0
Waterford County Council	1	1	1	0
Westmeath County Council	0	24	0	0
Wexford County Council	16	3	0	0
Wicklow County Council	4	0	14	4
Total	469	499	1,321	470

Summary Statistics 2010 - 2012				
Number of prosecutions secured in cases taken because of non-payment of on-the-spot fines		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	6.5	4.0	5.00
	Mean	17.3	13.9	13.79
Percentiles	25%	1.3	1.0	3.00
	75%	24.3	18.8	17.00
Number of notices issued (under sections 9, 15, 16, 17 and 20 of the Litter Pollution Act 1997)		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	3.0	2.5	9.00
	Mean	20.1	19.4	14.68
Percentiles	25%	0.0	0.0	2.00
	75%	18.0	20.0	21.75
Total number of prosecutions taken (all prosecutions under the Litter Acts 1997 to 2003)		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	19.0	13.0	11.00
	Mean	68.5	60.2	38.85
Percentiles	25%	7.3	1.0	4.00
	75%	70.8	51.0	35.00
Total number of prosecutions secured (all prosecutions under the Litter Acts 1997 to 2003)		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	8.0	4.0	4.00
	Mean	19.2	15.5	13.82
Percentiles	25%	2.0	1.0	2.50
	75%	27.3	18.8	16.50

Table 22: Litter Pollution

	Percentage of areas in local authority unpolluted (i.e. litter-free)	Percentage of areas in the local authority slightly polluted with litter	Percentage of areas in the local authority moderately polluted with litter	Percentage of areas in local authority significantly polluted with litter	Percentage of areas in local authority grossly polluted with litter
Carlow County Council	4	66	30	0	0
Cavan County Council	31	58	11	0	0
Clare County Council	0	49	44	7	1
Cork City Council	2	83	15	0	0
Cork County Council	N/A ^a	N/A	N/A	N/A	N/A
Donegal County Council	11	83	6	0	0
Dublin City Council	8	63	26	3	0
Dun Laoghaire Rathdown	18	37	45	1	0
Fingal County Council	14	67	16	3	1
Galway City Council	0	52	23	20	5
Galway County Council	10	44	23	20	3
Kerry County Council	23	69	8	0	0
Kildare County Council	26	42	26	7	0
Kilkenny County Council	3	53	41	3	0
Laois County Council	12	81	7	0	0
Leitrim County Council	N/A ^a	N/A	N/A	N/A	N/A
Limerick City Council	2	60	37	2	0
Limerick County Council	4	60	35	1	0
Longford County Council	10	79	10	1	0
Louth County Council	11	69	19	1	0
Mayo County Council	14	59	26	1	0
Meath County Council	1	71	22	6	0
Monaghan County Council	2	87	9	2	0
North Tipperary County Council	8	68	21	3	0
Offaly County Council	12	62	24	2	0
Roscommon County Council	12	58	30	0	0
Sligo County Council	4	62	25	9	0
South Dublin County Council	7	56	25	11	1
South Tipperary County Council	31	47	15	5	2
Waterford City Council	0	61	36	3	0
Waterford County Council	33	61	6	0	0
Westmeath County Council	3	75	23	0	0
Wexford County Council	15	57	25	3	0
Wicklow County Council	16	58	23	3	0

a) **Cork County Council and Leitrim County Council** - Surveys not carried out due to lack of available resources available.

Summary Statistics 2010 - 2012				
Percentage of areas within the local authority that are litter-free		2010	2011	2012
N	Valid	32	32	32
	Missing	2	2	2
Average	Median	9.0	8.0	11.00
	Mean	11.3	10.3	10.84
Percentiles	25%	3.8	3.0	4.00
	75%	12.3	15.8	15.00
Percentage of areas in the local authority that are slightly polluted		2010	2011	2012
N	Valid	32	32	32
	Missing	2	2	2
Average	Median	65.0	67.5	61.00
	Mean	62.6	63.8	62.41
Percentiles	25%	53.8	55.3	56.75
	75%	73.0	73.0	69.00
Percentage of areas in the local authority that are moderately polluted		2010	2011	2012
N	Valid	32	32	32
	Missing	2	2	2
Average	Median	20.5	21.0	23.00
	Mean	22.8	23.2	22.88
Percentiles	25%	16.8	14.3	15.00
	75%	31.0	29.0	27.00
Percentage of areas in the local authority that are significantly polluted		2010	2011	2012
N	Valid	32	32	32
	Missing	2	2	2
Average	Median	2.0	1.0	3.00
	Mean	3.1	2.3	3.66
Percentiles	25%	0.8	0.0	2.00
	75%	3.3	3.8	6.50
Percentage of areas in the local authority that are grossly polluted		2010	2011	2012
N	Valid	32	32	32
	Missing	2	2	2
Average	Median	0.0	0.0	1.50
	Mean	0.4	0.4	0.41
Percentiles	25%	0.0	0.0	1.00
	75%	0.0	0.0	2.75

Table 23: Environmental Complaints and Enforcement

	Total number of cases subject to complaints concerning environmental pollution	Number of complaints investigated	Number of complaints resolved where no further action was necessary	Number of enforcement procedures taken
Carlow County Council	1,054	1,040	901	120
Cavan County Council	356	354	276	98
Clare County Council	1,213	1,213	592	621
Cork City Council	1,422	1,407	1,398	9
Cork County Council	1,233	1,563	175	1,589
Donegal County Council	822	772	687	73
Dublin City Council	7,479	7,479	7,355	124
Dun Laoghaire Rathdown County	3,485	3,484	2,678	780
Fingal County Council	2,883	2,883	2,538	688
Galway City Council	1,138	1,138	1,138	0
Galway County Council	781	1,215	868	78
Kerry County Council	931	913	691	199
Kildare County Council	1,299	1,276	1,153	855
Kilkenny County Council	1,014	1,014	834	180
Laois County Council	901	888	740	141
Leitrim County Council	475 ^a	475	237	318
Limerick City Council	1,942	1,942	1,686	256
Limerick County Council	1,650	1,334	1,397	573
Longford County Council	1,933	1,933	1,713	429
Louth County Council	1,460	1,460	1,312	96
Mayo County Council	956	558	722	380
Meath County Council	936	803	603	310
Monaghan County Council	539	539	529	0
North Tipperary County Council	568	553	491	75
Offaly County Council	683	756	671	81
Roscommon County Council	681	677	228	125
Sligo County Council	5,910	6,371	5,532	624
South Dublin County Council	2,542 ^b	2,528	1,746	1,618
South Tipperary County Council	605	605	585	130
Waterford City Council	1,142	1,142	1,056	6
Waterford County Council	715	726	642	32
Westmeath County Council	912	912	767	145
Wexford County Council	1,973	1,973	1,649	265
Wicklow County Council	1,745	1,745	1,389	396
Total	53,378	53,671	44,979	11,414

a) Leitrim County Council - decrease in activity largely attributable to reduced staffing resources

b) South Dublin County Council - Scheduled clean-ups have reduced the number of litter complaints.

Summary Statistics 2010 – 2012				
Total number of cases subject to complaints concerning environmental pollution (relating to waste, litter, water pollution, noise pollution, air pollution)		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	1,381.0	1,142.5	1,096.00
	Mean	1,714.7	1,588.5	1,569.94
Percentiles	25%	958.0	869.3	791.25
	75%	1,814.5	1,844.3	1,721.25
Number of complaints investigated		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	1,342.5	1,191.5	1,140.00
	Mean	1,664.9	1,607.2	1,578.56
Percentiles	25%	952.8	819.3	760.00
	75%	1,745.8	1,832.3	1,699.50
Number of complaints resolved where no further action was necessary		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	1,055.0	1,005.5	851.00
	Mean	1,403.0	1,312.1	1,322.91
Percentiles	25%	685.8	603.8	612.75
	75%	1,572.3	1,592.3	1,397.75
Number of enforcement procedures taken		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	242.5	191.0	189.50
	Mean	335.8	324.2	335.71
Percentiles	25%	84.5	68.8	97.50
	75%	461.0	461.0	465.00

Table 24: Schools Participating in Environmental Campaigns

	Percentage of primary schools participating in environmental campaigns	Percentage of secondary schools participating in environmental campaigns
Carlow County Council	92.7	80.0
Cavan County Council	74.0	80.0
Clare County Council	92.3	89.5
Cork City Council	68.9	57.1
Cork County Council	81.5	76.3
Donegal County Council	88.1	100.0
Dublin City Council	79.3	84.8
Dun Laoghaire Rathdown County Council	94.0	100.0
Fingal County Council	90.4	86.8
Galway City Council	100.0	100.0
Galway County Council	90.8	91.4
Kerry County Council	92.3	76.9
Kildare County Council	88.8	84.0
Kilkenny County Council	84.4	81.3
Laois County Council	100.0	100.0
Leitrim County Council	97.5	100.0
Limerick City Council	93.9	92.9
Limerick County Council	86.7	94.4
Longford County Council	100.0	100.0
Louth County Council	93.2	100.0
Mayo County Council	85.8	96.3
Meath County Council	86.6	84.2
Monaghan County Council	78.8	83.3
North Tipperary County Council	96.1	100.0
Offaly County Council	93.8	100.0
Roscommon County Council	92.9	100.0
Sligo County Council	95.5	100.0
South Dublin County Council	92.0	88.6
South Tipperary County Council	77.2	70.6
Waterford City Council	95.2	70.0
Waterford County Council	85.7	100.0
Westmeath County Council	92.3	100.0
Wexford County Council	86.5	86.4
Wicklow County Council	95.7	95.2

Summary Statistics 2010 - 2012				
Primary schools participating in environmental campaigns (percentage)		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	85.0	89.6	92.16
	Mean	82.0	87.2	89.49
Percentiles	25%	76.9	83.7	85.99
	75%	89.6	92.8	93.97
Secondary schools participating in environmental campaigns (percentage)		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	89.4	90.8	92.15
	Mean	85.4	88.0	89.71
Percentiles	25%	76.3	78.8	83.50
	75%	98.9	100.0	100.0

Section 4: Fire and Emergency

Table 25: Fire Service - Time taken to mobilise fire brigades

	Average time taken, in minutes, to mobilise fire brigades in Full-Time Stations in respect of fire	Average time taken, in minutes, to mobilise fire brigades in Part-Time Stations (retained fire service) in respect of fire	Average time taken, in minutes, to mobilise fire brigades in Full-Time Stations in respect of all other emergency incidents	Average time taken, in minutes, to mobilise fire brigades in Part-Time Stations (retained fire service) in respect of all other emergency
Carlow County Council	N/A	6.10	N/A	6.18
Cavan County Council	N/A	5.50	N/A	6.00
Clare County Council	N/A	5.15	N/A	5.20
Cork City Council	1.83	N/A	1.75	N/A
Cork County Council	N/A	5.54	N/A	5.58
Donegal County Council	N/A	5.86	N/A	5.52
Dublin City Council	1.41	6.25	1.42	6.33
Dun Laoghaire Rathdown	N/A	N/A	N/A	N/A
Fingal County Council	N/A	N/A	N/A	N/A
Galway City Council	N/A	N/A	N/A	N/A
Galway County Council	2.54	4.92	2.35	5.05
Kerry County Council	N/A	6.12	N/A	5.43
Kildare County Council	N/A	6.17	N/A	6.42
Kilkenny County Council	N/A	6.45	N/A	6.58
Laois County Council	N/A	5.22	N/A	5.22
Leitrim County Council	N/A	5.22	N/A	5.04
Limerick City Council	1.21	N/A	1.20	N/A
Limerick County Council	N/A	5.08	N/A	5.03
Longford County Council	N/A	6.01	N/A	5.45
Louth County Council	2.20	4.46	2.30	4.70
Mayo County Council	N/A	5.74	N/A	5.87
Meath County Council	N/A	5.21	N/A	5.46
Monaghan County Council	N/A	6.93	N/A	7.04
North Tipperary County	N/A	5.73	N/A	6.17
Offaly County Council	N/A	5.55	N/A	5.65
Roscommon County	N/A	6.04	N/A	6.07
Sligo County Council	N/A	4.47	N/A	4.34
South Dublin County	N/A	N/A	N/A	N/A
South Tipperary County	N/A	6.30	N/A	6.20
Waterford City Council	1.67	N/A	1.68	N/A
Waterford County Council	N/A	5.04	N/A	5.00
Westmeath County	N/A	6.37	N/A	6.53
Wexford County Council	N/A	6.52	N/A	6.30
Wicklow County Council	N/A	6.61	N/A	5.95

Summary Statistics 2010 - 2012

Average time (minutes) to mobilise fire brigades in full-time stations		In respect of Fire 2010	In respect of all other emergency incidents 2010	In respect of Fire 2011	In respect of all other emergency incidents 2011	In respect of Fire 2012	In respect of all other emergency incidents 2012
N	Valid	6	6	6	6	7	7
	Missing	28	28	28	28	27	27
Average	Median	1.7	1.84	1.65	1.80	1.75	1.72
	Mean	1.8	1.95	1.92	1.93	1.81	1.78
Percentiles	25%	1.4	1.67	1.35	1.35	1.36	1.37
	75%	2.2	2.27	2.73	2.48	2.29	2.31
Average time (minutes) to mobilise fire brigades in part-time (retained) stations		In respect of Fire 2010	In respect of all other emergency incidents 2010	In respect of Fire 2011	In respect of all other emergency incidents 2011	In respect of Fire 2012	In respect of all other emergency incidents 2012
N	Valid	27	27	27	27	27	27
	Missing	7	7	7	7	7	7
Average	Median	5.5	5.95	5.53	5.63	5.55	5.72
	Mean	5.6	5.74	5.54	5.75	5.72	4.98
Percentiles	25%	5.2	5.09	5.19	5.22	5.04	5.03
	75%	6.1	6.41	6.13	6.16	6.17	6.18

Table 26: First Attendance at Fire Scenes

	Percentage of cases in respect of fire in which first attendance is at scene within 10 minutes	Percentage of cases in respect of fire in which first attendance is at scene after 10 minutes but within 20 minutes	Percentage of cases in respect of fire in which first attendance is at scene after 20 minutes
Carlow County Council	42.91	50.87	6.23
Cavan County Council	31.25	55.68	13.07
Clare County Council	48.04	35.29	16.67
Cork City Council	89.92	9.14	0.94
Cork County Council	36.80	46.32	16.88
Donegal County Council	32.53	53.08	14.38
Dublin City Council	80.23	17.64	2.13
Dun Laoghaire Rathdown County	N/A	N/A	N/A
Fingal County Council	N/A	N/A	N/A
Galway City Council	N/A	N/A	N/A
Galway County Council	50.06	29.69	20.25
Kerry County Council	39.69	43.70	16.60
Kildare County Council	23.64	60.00	16.36
Kilkenny County Council	30.61	53.06	15.99
Laois County Council	46.04	45.12	8.84
Leitrim County Council	40.82	47.96	11.22
Limerick City Council	90.09	8.79	1.12
Limerick County Council	31.71	48.78	19.51
Longford County Council	37.21	53.88	8.91
Louth County Council	61.90	33.55	4.54
Mayo County Council	38.49	49.03	12.47
Meath County Council	42.24	46.40	11.36
Monaghan County Council	21.97	66.82	11.21
North Tipperary County Council	49.84	37.85	12.30
Offaly County Council	54.18	37.69	8.14
Roscommon County Council	31.61	50.78	17.62
Sligo County Council	45.97	41.56	12.47
South Dublin County Council	N/A	N/A	N/A
South Tipperary County Council	36.36	47.06	16.58
Waterford City Council	85.75	12.82	1.42
Waterford County Council	53.93	36.43	9.64
Westmeath County Council	31.62	53.82	14.56
Wexford County Council	31.28	48.09	20.63
Wicklow County Council	28.48	60.61	10.91

Summary Statistics 2010 - 2012				
% of fire incidents in which first attendance is at the scene within 10 minutes		2010	2011	2012
N	Valid	30	30	30
	Missing	4	4	4
Average	Median	37.51	41.46	40.26
	Mean	44.97	45.96	45.51
Percentiles	25%	31.56	34.16	31.61
	75%	50.45	51.22	50.01
% of fire incidents in which first attendance is at the scene after 10 minutes but within 20 minutes		2010	2011	2012
N	Valid	30	30	30
	Missing	4	4	4
Average	Median	42.3	42.81	46.36
	Mean	39.3	40.09	42.72
Percentiles	25%	33.8	33.60	35.58
	75%	48.4	48.65	52.51
% of fire incidents in which first attendance is at the scene after 20 minutes		2010	2011	2012
N	Valid	30	30	30
	Missing	4	4	4
Average	Median	15.7	14.62	12.39
	Mean	15.7	13.93	11.77
Percentiles	25%	12.3	10.57	8.86
	75%	22.2	18.54	16.27

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

	Percentage of cases in respect of all other emergency incidents in which first attendance is at scene within 10 minutes	Percentage of cases in respect of all other emergency incidents in which first attendance is at scene after 10 minutes but within 20 minutes	Percentage of cases in respect of all other emergency incidents in which first attendance is at scene after 20 minutes
Carlow County Council	46.55	41.38	12.07
Cavan County Council	32.49	45.69	21.83
Clare County Council	32.02	52.22	15.76
Cork City Council	86.07	13.26	0.67
Cork County Council	30.23	54.66	15.11
Donegal County Council	40.52	43.46	16.01
Dublin City Council	78.22	21.69	0.09
Dun Laoghaire Rathdown County	N/A	N/A	N/A
Fingal County Council	N/A	N/A	N/A
Galway City Council	N/A	N/A	N/A
Galway County Council	42.86	39.29	17.86
Kerry County Council	30.99	59.15	9.86
Kildare County Council	20.77	66.20	13.03
Kilkenny County Council	22.26	58.76	18.98
Laois County Council	30.00	51.33	18.67
Leitrim County Council	45.21	45.21	9.59
Limerick City Council	85.57	12.37	2.06
Limerick County Council	31.70	48.70	19.50
Longford County Council	40.28	52.78	6.94
Louth County Council	50.53	43.09	6.38
Mayo County Council	38.55	50.18	11.27
Meath County Council	31.58	55.02	13.40
Monaghan County Council	16.67	66.67	16.67
North Tipperary County Council	24.67	50.67	24.67
Offaly County Council	34.45	52.10	13.45
Roscommon County Council	41.45	49.34	9.21
Sligo County Council	39.36	47.87	12.77
South Dublin County Council	N/A	N/A	N/A
South Tipperary County Council	20.99	58.02	20.99
Waterford City Council	83.13	15.66	1.20
Waterford County Council	41.58	46.53	11.88
Westmeath County Council	15.84	58.42	25.74
Wexford County Council	22.12	54.42	23.45
Wicklow County Council	23.24	69.01	7.75

Summary Statistics 2010 - 2012

% of cases in respect of all other emergency incidents in which first attendance is at the scene within 10 minutes		2010	2011	2012
N	Valid	30	30	30
	Missing	4	4	4
Average	Median	34.8	34.9	33.5
	Mean	40.6	39.7	39.3
Percentiles	25%	30.0	25.5	26
	75%	42.7	41.6	42.5
% of cases in respect of all other emergency incidents in which first attendance is at the scene after 10 minutes but within 20 minutes		2010	2011	2012
N	Valid	30	30	30
	Missing	4	4	4
Average	Median	49.4	49.6	50.4
	Mean	45.7	46.5	47.4
Percentiles	25%	41.7	41.2	43.9
	75%	55.0	56.5	54.9
% of cases in respect of all other emergency incidents in which first attendance is at the scene after 20 minutes		2010	2011	2012
N	Valid	30	30	30
	Missing	4	4	4
Average	Median	14.8	14.9	13.2
	Mean	13.7	13.8	13.2
Percentiles	25%	10.8	10.5	9.3
	75%	18.0	17.7	17.6

Table 28: Applications for Fire Certificates Received & Processed

	Total number of fire safety certificate applications received	Total number of fire safety certificate applications processed (incl. cases deemed invalid)	Total number of applications deemed invalid
Carlow County Council	44	45	8
Cavan County Council	48	42	2
Clare County Council	87	89	5
Cork City Council	103	102	0
Cork County Council	292	307	30
Donegal County Council	117	123	16
Dublin City Council	450	459	16
Dun Laoghaire Rathdown County	161	159	18
Fingal County Council	186	395	5
Galway City Council	73	65	10
Galway County Council	135	125	32
Kerry County Council	136	151	15
Kildare County Council	150	151	6
Kilkenny County Council	73	83	3
Laois County Council	49	45	1
Leitrim County Council	39	35	0
Limerick City Council	71	58	1
Limerick County Council	97	83	6
Longford County Council	25	26	0
Louth County Council	105	96	7
Mayo County Council	79	71	3
Meath County Council	93	93	1
Monaghan County Council	104	83	22
North Tipperary County Council	65	64	4
Offaly County Council	46	38	1
Roscommon County Council	35	35	4
Sligo County Council	56	54	2
South Dublin County Council	106	113	1
South Tipperary County Council	51	61	0
Waterford City Council	40	33	0
Waterford County Council	29	29	0
Westmeath County Council	50	48	0
Wexford County Council	118	116	1
Wicklow County Council	80	83	6
Total	3,393	3,560	226

Summary Statistics 2010 - 2012				
Total number of fire safety certificate applications received		2010	2011	2012
N	Valid	34	34	34.00
	Missing	0	0	0.00
Average	Median	111.5	93.0	79.50
	Mean	122.1	108.6	99.79
Percentiles	25%	56.0	52.8	49.25
	75%	139.3	127.3	114.25
Total number of fire safety certificate applications processed (including cases deemed invalid)		2010	2011	2012
N	Valid	34	34	34.00
	Missing	0	0	0.00
Average	Median	102.5	82.0	83.00
	Mean	116.4	104.1	104.71
Percentiles	25%	59.5	48.5	45.75
	75%	143.5	117.3	115.25

Section 5: Water

Table 29: Unaccounted for Water

	Unaccounted for water (UFW) as a percentage of total volume of water supplied under the water supply schemes for which the local authority is responsible
Carlow County Council	37.30
Cavan County Council	27.10
Clare County Council	49.68
Cork City Council	54.78
Cork County Council	50.65
Donegal County Council	40.31 ^a
Dublin City Council	39.89
Dun Laoghaire Rathdown County Council	25.26
Fingal County Council	32.22
Galway City Council	48.53
Galway County Council	39.02
Kerry County Council	52.12
Kildare County Council	27.89
Kilkenny County Council	39.82
Laois County Council	38.47
Leitrim County Council	34.24
Limerick City Council	55.72
Limerick County Council	28.86
Longford County Council	47.56
Louth County Council	40.96
Mayo County Council	48.81
Meath County Council	33.55
Monaghan County Council	34.89
North Tipperary County Council	35.48
Offaly County Council	47.40
Roscommon County Council	50.86
Sligo County Council	42.31
South Dublin County Council	16.14
South Tipperary County Council	50.90
Waterford City Council	39.97
Waterford County Council	42.10
Westmeath County Council	44.15
Wexford County Council	37.57
Wicklow County Council	22.22

a) Donegal County Council - Even allowing for the change in measurement criteria (using 2011 criteria, UFW would be around 36%); this is considered to be excellent progress: a 5% reduction in the past year and 13% over the past two years. It is being achieved against the background of a very large network (4,500km of mains), with a largely rural and dispersed customer base.

Summary Statistics 2010 - 2012

Unaccounted for water (UFW) as a percentage of total volume of water supplied under the water supply schemes that the local authority is responsible for		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	42.3	40.7	39.9
	Mean	42.3	40.8	39.9
Percentiles	25%	36.1	33.5	34.1
	75%	48.9	48.8	48.6

Section 6: Roads

Table 30: Roads Restoration Programme

	Number of kilometres of local and regional roads improved and maintained under the Restoration Programme per annum	Number of kilometres of local and regional roads constructed under the specific improvement grants scheme per annum
Carlow County Council	79.70	2.00
Cavan County Council	236.32	0.65
Clare County Council	262.50	3.50
Cork City Council	4.35	0.17
Cork County Council	613.50	2.06
Donegal County Council	410.00	15.00
Dublin City Council	7.06 ^a	0.00 ^b
Dun Laoghaire Rathdown County Council	11.50	0.00
Fingal County Council	29.00	0.00
Galway City Council	12.77	0.00
Galway County Council	347.56	3.50
Kerry County Council	223.17	4.80
Kildare County Council	94.49	3.26
Kilkenny County Council	127.00	0.00
Laois County Council	97.10	0.50
Leitrim County Council	144.00	1.40 ^c
Limerick City Council	4.00	0.00
Limerick County Council	196.80	3.30
Longford County Council	55.67	0.32
Louth County Council	83.10	1.00
Mayo County Council	352.00	2.41
Meath County Council	155.29	0.42
Monaghan County Council	143.00	3.00
North Tipperary County Council	130.31	0.00
Offaly County Council	87.45	1.30
Roscommon County Council	280.88	1.85
Sligo County Council	134.35	0.40
South Dublin County Council	18.61	0.00
South Tipperary County Council	159.00	0.10
Waterford City Council	0.50	2.10
Waterford County Council	105.00	0.00
Westmeath County Council	157.64	0.00
Wexford County Council	174.90	5.90
Wicklow County Council	128.37	0.28

a) Dublin City Council - Figure does not include for the numerous 'smaller works' areas implemented throughout the whole of the City's road network using Block Grant funding, which are difficult to measure. It also does not include 1.8 kilometres renewed using NTA funding.

b) Dublin City Council - Note: The refurbishment of a footbridge at Fairview was carried out under the specific improvement grant scheme. Also work commenced on 0.4 km of the Clonshaugh improvement Scheme which will be completed in 2013

c) Leitrim County Council - Level of allocations received is a factor in the length of roads that can be constructed.

Summary Statistics 2010 - 2012				
Number of kilometres of local and regional roads improved and maintained under the Restoration Programme per annum		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	118.0	134.6	129.34
	Mean	150.4	166.6	149.03
Percentiles	25%	63.3	50.7	61.68
	75%	199.4	232.8	191.33
Number of kilometres of local and regional roads constructed under the specific improvement grants scheme per annum		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	0.95	1.84	1.93
	Mean	2.06	3.88	1.74
Percentiles	25%	0.00	0.59	0.48
	75%	2.98	4.00	3.27

Section 7: Housing

Table 31: Current Status of Local Authority Housing Stock

	Total number of dwellings in local authority stock	Total number of dwellings, excluding those subject to major refurbishment projects	Overall percentage of dwellings that are empty (excl. those subject to major refurb)	Percentage of empty dwellings unavailable for letting	Percentage of empty dwellings available for letting
Carlow County Council	1,609.5	1,609.5	1.8	87.6	12.4
Cavan County Council	1,954.0	1,939.0	8.7	83.3	16.7
Clare County Council	2,321.0	2,301.0	3.7	91.0	9.0
Cork City Council	8,818.0	8,712.3	4.3	87.1	12.9
Cork County Council	7,181.0	7,157.0	5.5	67.9	32.1
Donegal County Council	4,706.0	4,648.0	2.7 ^a	29.8	70.2
Dublin City Council	26,344.0	24,456.0	2.2	42.4	57.6
Dun Laoghaire Rathdown	4,386.0	4,327.0	1.1	45.2	54.8
Fingal County Council	4,491.0	4,482.0	3.3	82.2	17.8
Galway City Council	2,240.0	2,240.0	4.5	74.0	26.0
Galway County Council	2,646.0	2,630.0	15.1	82.4	17.6
Kerry County Council	4,086.0	4,086.0	2.7	55.5	44.5
Kildare County Council	3,589.0	3,584.0	1.1	79.0	21.1
Kilkenny County Council	2,167.0	2,167.0	3.9	91.8	8.2
Laois County Council	2,019.0	2,017.0	1.4	89.7	10.3
Leitrim County Council	982.5	962.0	4.1 ^b	83.7	16.4
Limerick City Council	3,144.3	2,865.3	3.0	64.5	35.5
Limerick County Council	2,122.0	2,122.0	6.3	45.0	55.0
Longford County Council	1,897.0	1,867.5	4.6	84.5	15.5
Louth County Council	3,673.0	3,667.0	1.7	48.5	51.4
Mayo County Council	2,142.0	2,103.0	6.6	50.4	49.6
Meath County Council	2,975.0	2,920.0	0.6	0.0	100.0
Monaghan County Council	1,397.8	1,366.3	2.2	78.8	21.2
North Tipperary County	1,863.8	1,853.0	2.9	92.0	8.0
Offaly County Council	1,737.0	1,732.0	1.4	84.0	16.0
Roscommon County Council	1,358.0	1,333.0	3.9	75.0	25.0
Sligo County Council	2,054.0	2,049.0	7.3	94.7	5.3
South Dublin County Council	9,125.0	9,119.3	0.6	90.6	9.4
South Tipperary County	2,848.5	2,830.5	3.6	67.2	32.8
Waterford City Council	3,094.0	3,085.0	2.0	67.2	32.8
Waterford County Council	1,763.0	1,763.0	3.7	78.8	21.2
Westmeath County Council	1,715.0	1,708.0	2.7	89.1	10.9
Wexford County Council	4,205.0	4,157.0	2.2	57.0	43.0
Wicklow County Council	4,350.5	4,333.0	1.51	51.34	48.66
Total	131,004.9	128,191.7			

a) **Donegal County Council** - Increase in vacant dwellings is partly due to fact that in previous years some vacant dwellings were "excluded" on basis of them needing major refurbishment. With cutbacks in funds available to carry out such work, many of these were "re-introduced" in 2012 as normal vacancies. This has had a negative impact on the level of vacancies being reported. The Council has set a target of reducing the total number of empty dwellings at the end of 2013 to 2% of total stock.

b) **Leitrim County Council** - There has been a significant turnover of properties and indicator is also negatively impacted upon by vacant units held over to accommodate de-tenanting for RWS's and also units held for Energy Efficiency Programme.

Summary Statistics 2010 – 2012

The total number of dwellings in local authority stock		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	2,333.0	2,348.0	2,483.5
	Mean	3766.8	3,847.3	3,853.1
Percentiles	25%	1,905.5	1,887.2	1,888.7
	75%	3,970.8	4,256.3	4,241.4
The overall percentage of dwellings that are empty		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	3.0	2.9	2.8
	Mean	3.4	3.3	3.4
Percentiles	25%	2.0	1.7	1.5
	75%	4.5	4.3	4.4
The percentage of empty dwellings unavailable for letting		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	67.8	74.5	78.9
	Mean	67.7	68.2	70.3
Percentiles	25%	52.5	52.3	56.6
	75%	82.2	83.6	88.0
The percentage of empty dwellings available for letting		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	32.3	25.5	21.2
	Mean	32.3	31.8	29.7
Percentiles	25%	17.8	16.4	12.8
	75%	47.5	47.7	45.5

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

	The average time taken (in weeks) from the date of vacation of dwelling to the date when all necessary repairs are carried out which are deemed necessary to re-let the dwelling	The average time taken (in weeks) from the works being completed to the date of the first rent debit
Carlow County Council	17.1	2.7
Cavan County Council	18.0	8.9
Clare County Council	20.8	2.7
Cork City Council	46.3 ^a	10.7
Cork County Council	10.9	10.0 ^g
Donegal County Council	20.0	14.0 ^h
Dublin City Council	26.0	2.9
Dun Laoghaire Rathdown County	11.5	10.2
Fingal County Council	32.0 ^b	3.0
Galway City Council	8.0	40.0 ⁱ
Galway County Council	18.0	11.0
Kerry County Council	27.7	19.1
Kildare County Council	7.2	0.3
Kilkenny County Council	21.3	2.9
Laois County Council	9.0	2.0
Leitrim County Council	20.8 ^c	4.6 ^j
Limerick City Council	6.3	8.7
Limerick County Council	49.2 ^d	21.7 ^k
Longford County Council	14.3	4.8 ^l
Louth County Council	12.0	4.0
Mayo County Council	26.0	16.0
Meath County Council	14.0	4.5
Monaghan County Council	19.5	5.8
North Tipperary County Council	19.3	2.1
Offaly County Council	8.3	4.5
Roscommon County Council	39.4	7.2
Sligo County Council	14.38 ^e	3.5
South Dublin County Council	11.4	1.9
South Tipperary County Council	19.7	5.9
Waterford City Council	14.0	2.0
Waterford County Council	34.0	4.5
Westmeath County Council	8.5	2.3
Wexford County Council	6.0	6.5
Wicklow County Council	19.7 ^f	14.8

- a) Cork City Council** - The date of first rental charge is used. Note that purchases, New developments, Long term leasing and SHARE properties have been excluded from the calculation of the service indicator and are shown separately. These properties relate to the weeks taken from receipt of these properties to the date of the first rental charge. Note that the indicator has been presented as an average for the whole year based on the compilation of data on a continuous basis from Jan -Dec i.e. the annual total of days
- b) Fingal County Council** - There were 6 long-term voids in 2012 which distort the figure and if removed from calculation the average figure is 27 weeks for turnaround. 134 dwellings were turned around in 2012. There was a diversion of technical resources, for a period away from the Re-let programme to facilitate energy saving works to tenanted dwellings which was co funded by Sustainable Energy Authority of Ireland, 630 dwellings were completed during this programme. Also 557 dwellings were allocated in 2012, a 50% increase on 2011.
- c) Leitrim County Council** - significant turnover of stock, condition of stock being returned, sequencing of properties for repair and reduced resources impacting negatively on this indicator
- d) Limerick County Council** - Limerick County Council had a number of long term vacancies in estates experiencing high levels of anti - social behaviour and deferred works pending potential for allocation.
- e) Sligo County Council** - Following review of method used to calculate this indicator; historic vacancies from previous years were excluded.
- f) Wicklow County Council** - All houses brought to Private Rented Standards which will be in operation in 2013
- g) Cork County Council** - Kinsale Town Council had the same vacant houses offered and refused a number of times making its H2B figure 155 weeks which resulted in an overall increase from 2011 figure
- h) Donegal County Council** - During 2012 Choice Based letting was introduced for a limited number of properties. While the initial uptake under this process was less than had been hoped for, indications are that interest is growing
- i) Galway City Council** - 40 weeks, figures skewed due to long term vacancies (average 12weeks if you removed LTV).
- j) Leitrim County Council** - refusals of offers of accommodation impacting negatively on this indicator. If one dwelling which had a number of refusals of offers is excluded the average is reduced to 3.17 weeks
- k) Limerick County Council** - Limerick County Council had a 34% refusal rate on allocation in 2012. This is mainly linked to the issues as raised in d) above. This resulted in delays in raising of the debit.

Summary Statistics 2010 - 2012

The average time taken (in weeks) from the date of vacation of dwelling to the date when all necessary repairs are carried out which are deemed necessary to re-let the . . .		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	19.4	20.7	18.0
	Mean	20.2	23.1	19.1
Percentiles	25%	14.3	11.0	11.3
	75%	22.6	29.3	22.5
The average time taken (in weeks) from the works being completed to the date of the first rent debit		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	3.9	5.0	5.30
	Mean	5.6	6.4	7.92
Percentiles	25%	3.9	3.0	2.88
	75%	6.4	9.5	10.18

Table 33: Housing Repairs Completed

	Number of repairs completed as a percentage of the number of valid repair requests received
Carlow County Council	99.60
Cavan County Council	74.75
Clare County Council	90.86
Cork City Council	82.99
Cork County Council	84.78
Donegal County Council	88.65
Dublin City Council	75.13
Dun Laoghaire Rathdown County Council	97.29
Fingal County Council	97.34
Galway City Council	63.72
Galway County Council	101.41 ^a
Kerry County Council	99.23
Kildare County Council	85.48
Kilkenny County Council	98.96
Laois County Council	106.48
Leitrim County Council	91.89
Limerick City Council	87.79
Limerick County Council	81.43
Longford County Council	94.27
Louth County Council	94.97
Mayo County Council	88.81
Meath County Council	95.00
Monaghan County Council	88.45
North Tipperary County Council	92.98
Offaly County Council	97.77
Roscommon County Council	68.88
Sligo County Council	85.36
South Dublin County Council	94.13
South Tipperary County Council	77.15
Waterford City Council	99.14
Waterford County Council	95.55
Westmeath County Council	91.47
Wexford County Council	90.99
Wicklow County Council	95.80
a) Galway County Council - Valid repairs completed exceeds 100% because of additional valid requests in Q4 2011.	

Summary Statistics 2010 - 2012				
Number of repairs completed as a percentage of the number of valid repair requests received		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	91.00	90.65	91.68
	Mean	88.70	88.63	89.96
Percentiles	25%	84.10	84.57	85.39
	75%	95.27	93.59	96.92

Table 34: Enforcement of Standards in Private Rented Sector

	Total number of registered tenancies	Number of dwelling units inspected	Number of inspections carried out	Number of dwellings inspected as percentage of registered tenancies
Carlow County Council	2,968	291	380	10
Cavan County Council	1,628	737	737	45
Clare County Council	4,338	706	843	16
Cork City Council	N/A ^a	628	827	N/A
Cork County Council	15,522	594	698	4
Donegal County Council	4,069	532	532	13 ^c
Dublin City Council	63,077	1,701	2,831	3
Dun Laoghaire Rathdown County	13,200	441	788	3
Fingal County Council	18,928	231	380	1
Galway City Council	8,000	88	124	1
Galway County Council	5,523	67	67	1
Kerry County Council	6,157	1,091	1,130	18
Kildare County Council	9,652	532	616	6
Kilkenny County Council	3,498	102	193	3
Laois County Council	2,965	173	246	6
Leitrim County Council	1,219	303 ^b	303	25
Limerick City Council	6,483	488	581	8
Limerick County Council	4,976	137	149	3
Longford County Council	1,795	164	173	9
Louth County Council	1,705	61	122	4
Mayo County Council	4,023	387	387	10
Meath County Council	7,598	109	193	1
Monaghan County Council	1,215	265	274	22
North Tipperary County Council	2,178	396	406	18
Offaly County Council	2,466	62	102	3
Roscommon County Council	2,014	260	468	13
Sligo County Council	2,937	230	273	8
South Dublin County Council	9,513	880	1,087	9
South Tipperary County Council	3,169	183	183	6
Waterford City Council	3,450	786	786	23
Waterford County Council	6,076	537	537	9
Westmeath County Council	5,646	511	926	9
Wexford County Council	6,248	1,494	1,496	24
Wicklow County Council	5,451	1,083	1,083	20
Total	237,687	16,250	19,921	

a) Cork City Council – lack of accurate data from PRTB when data submitted.

b) Leitrim County Council - 237 inspections completed under the Department's Intensified Inspection programme and a further 66 Inspections

completed under our standard inspection programme

c) **Donegal County Council** - The decrease in the number of dwellings inspected as a percentage of registered tenancies is primarily due to the fact that there was almost a 10% increase in the number of tenancies registered in 2012.

Summary Statistics 2010 - 2012				
Total number of registered tenancies		2010	2011	2012
N	Valid	34	34	33
	Missing	0	0	1
Average	Median	4,094.5	4,526	4,338.00
	Mean	8,127.7	7,398	7,202.64
Percentiles	25%	2,144.0	2,539	2,937.00
	75%	6,000.0	8,381	6,483.00
Number of dwelling units inspected		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	471.0	463	391.50
	Mean	525.5	553	477.95
Percentiles	25%	260.8	253	175.50
	75%	626.8	816	619.50
Number of inspections carried out		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	540.5	514	437.00
	Mean	610.5	638	585.91
Percentiles	25%	296.0	288	206.25
	75%	684.5	974	787.50
Number of dwellings inspected as percentage of registered tenancies		2010	2011	2012
N	Valid	34	34	33
	Missing	0	0	1
Average	Median	9.1	8.35	8.84
	Mean	14.2	11.63	10.65
Percentiles	25%	6.2	4.65	3.34
	75%	20.4	18.07	16.27

Table 35: Traveller Accommodation

	Total number of traveller families accommodated as a percentage of the targets set in the local traveller accommodation programme
Carlow County Council	60.0
Cavan County Council	42.9 ^a
Clare County Council	40.0
Cork City Council	18.2
Cork County Council	28.6
Donegal County Council	260.0 ^b
Dublin City Council	74.2
Dun Laoghaire Rathdown County Council	33.3
Fingal County Council	40.0
Galway City Council	20.0
Galway County Council	31.3
Kerry County Council	35.7
Kildare County Council	33.3
Kilkenny County Council	120.0
Laois County Council	0.0
Leitrim County Council	60.0 ^c
Limerick City Council	62.5
Limerick County Council	61.5
Longford County Council	57.1 ^d
Louth County Council	106.3
Mayo County Council	200.0
Meath County Council	220.0
Monaghan County Council	57.1
North Tipperary County Council	150.0
Offaly County Council	57.9
Roscommon County Council	23.1
Sligo County Council	9.1
South Dublin County Council	106.7
South Tipperary County Council	500.0
Waterford City Council	66.7
Waterford County Council	100.0
Westmeath County Council	71.4
Wexford County Council	17.9
Wicklow County Council	200.0

- a) Cavan County Council** - In 2011 Cavan County Council housed 166.66% of the target set out in the action plan. 2011 & 2012 the target was 13. In 2011 CCC housed 10 traveller families and in 2012, 3 families were housed.
- b) Donegal County Council** - The utilisation of RAS/LTL as accommodation solutions has enabled the Council to once again exceed its targets in terms of provision of accommodation for travellers.
- c) Leitrim County Council** - various issues have arisen which have impacted negatively on our achievement of the targets set out in the Accommodation programme. Arrears issues with existing RAS households means that further transfers have not been progressed
- d) Longford County Council** - Reduced demand dictated allocation.

Summary Statistics 2010 - 2012				
Traveller families accommodated (as % in the local Traveller accommodation programme)		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	68.3	69.6	60.0
	Mean	95.3	91.9	87.2
Percentiles	25%	50.0	25.0	33.3
	75%	100.0	100.0	106.3

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

	Average time taken (in weeks) to process applications under the Mobility Aids Grant Scheme.	Average time taken (in weeks) to process applications under Housing Adaptation Grant for People
Carlow County Council	21 ^d	24
Cavan County Council	21	14
Clare County Council	28	29
Cork City Council	29 ^a	32
Cork County Council	6	14
Donegal County Council	8	16
Dublin City Council	2	3
Dun Laoghaire Rathdown County Council	2	2
Fingal County Council	8	8
Galway City Council	7	17
Galway County Council	13	6
Kerry County Council	22 ^b	42 ^e
Kildare County Council	4	5
Kilkenny County Council	23	32
Laois County Council	2	5
Leitrim County Council	5	9
Limerick City Council	13	15
Limerick County Council	20	26
Longford County Council	2	8 ^f
Louth County Council	8	8
Mayo County Council	31	25
Meath County Council	24	22
Monaghan County Council	4	4
North Tipperary County Council	11	13
Offaly County Council	28	51
Roscommon County Council	25	25
Sligo County Council	22	16
South Dublin County Council	8 ^c	14 ^g
South Tipperary County Council	30	44
Waterford City Council	9	14
Waterford County Council	13	28
Westmeath County Council	5	8
Wexford County Council	1	1
Wicklow County Council	38	16
General Note:		
Average time taken to process applications under the Mobility Aids Grant Scheme includes any necessary inspections, from the date of receipt of a valid application to the date of decision.		
Average time taken to process Housing Adaptation Grants for People with a Disability, includes any necessary inspection(s), from the date of receipt, to the date of decision on the application.		
a) Cork City Council - Increase on 2011 figure due to reduction in resources and requirement for reports leading to increased		

delays.

b) Kerry County Council - Not all applications which were submitted could be funded in 2012 from our Grant Allocation thus resulting in time delays from receipt to ultimate allocation of funding

c) South Dublin County Council - Figures based on 7 day week. In attempt to get best value for money, applicants may need to get revised quotes from contractors to reflect the current economic climate which could cause delays in the approval process.

d) Carlow County Council - Due to restricted funding priority 2 and 3 applications were held for a number of months thus affecting the length of time to approve.

e) Kerry County Council - Increase due to the fact that not all applications submitted could be funded in 2012 from our allocation thus resulting in time delays from receipt to ultimate allocation of funding.

f) Longford County Council - Staff shortages for part of the year increased the decision period. Further information not being submitted by applicants in a timely manner.

g) South Dublin County Council - Figures based on 7 day week. In attempt to get best value for money, applicants may need to get revised quotes from contractors to reflect the current economic climate which could cause delays in the approval process.

Summary Statistics 2010 - 2012

Average time taken (in weeks) to process applications under Mobility Aids Grant Scheme		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	10.1	10.8	11.72
	Mean	13.9	11.4	14.48
Percentiles	25%	6.0	4.8	5.46
	75%	17.8	17.3	22.75
Average time taken (in weeks) to process applications under Housing Adaptation Grant for People with a Disability		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	17.0	14.0	14.50
	Mean	19.7	15.9	17.49
Percentiles	25%	9.3	7.4	7.91
	75%	26.2	24.4	25.00

Table 37: Pre-Tenancy Familiarisation Courses

	Total number of new local authority tenants	Percentage of new local authority tenants who have been offered pre-tenancy familiarisation courses
Carlow County Council	52	100.00
Cavan County Council	166	94.58
Clare County Council	76	100.00
Cork City Council	192	91.15
Cork County Council	254	87.01
Donegal County Council	293	100.00
Dublin City Council	583	83.70
Dun Laoghaire Rathdown County Council	121	27.27
Fingal County Council	140	100.00
Galway City Council	62	100.00
Galway County Council	94	100.00
Kerry County Council	191	98.43
Kildare County Council	143	100.00
Kilkenny County Council	104	100.00
Laois County Council	83	55.42
Leitrim County Council	33	100.00
Limerick City Council	111	100.00
Limerick County Council	89	98.88
Longford County Council	143	97.90
Louth County Council	253	100.00
Mayo County Council	84	115.48 ^a
Meath County Council	117	100.00
Monaghan County Council	104	97.12
North Tipperary County Council	137	100.00
Offaly County Council	76	93.42
Roscommon County Council	93	89.25
Sligo County Council	21	100.00
South Dublin County Council	283	17.31
South Tipperary County Council	161	92.55
Waterford City Council	96	100.00
Waterford County Council	73	100.00
Westmeath County Council	90	100.00
Wexford County Council	226	100.00
Wicklow County Council	100	100.00
Total	4,844	
<p>a) Mayo County Council: In the case of Mayo County Council, there were 84 new tenants in 2012. In total 97 tenants were offered places on the familiarisation course.</p>		

Summary Statistics 2010 - 2012				
Percentage of new local authority tenants who have been offered pre-tenancy familiarisation courses		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	100.0	100.0	100.00
	Mean	86.7	83.8	92.34
Percentiles	25%	92.7	82.6	93.71
	75%	100.0	100.0	100.00

Section 8: Planning

Table 38: Planning Applications by Category

	Number of applications decided (Individual Houses)	Number of applications decided (New Developments)	Other: Not Requiring EIA: Number of applications decided	Other: Requiring EIA: Number of applications decided
Carlow County Council	81	3	135	3
Cavan County Council	148	1	189	4
Clare County Council	149	11	440	7
Cork City Council	11	2	311	5
Cork County Council	866	98	1,652	9
Donegal County Council	487	28	636	5
Dublin City Council	49	27	1,406	5
Dun Laoghaire Rathdown County	47	31	775	0
Fingal County Council	101	26	699	2
Galway City Council	19	3	274	1
Galway County Council	295	9	726	10
Kerry County Council	212	22	644	14
Kildare County Council	230	7	549	8
Kilkenny County Council	110	8	401	6
Laois County Council	67	9	230	1
Leitrim County Council	15	0	151	2
Limerick City Council	0	0	171	0
Limerick County Council	173	8	588	12
Longford County Council	51	2	127	0
Louth County Council	160	10	438	3
Mayo County Council	291	6	425	6
Meath County Council	105	0	707	5
Monaghan County Council	121	5	255	11
North Tipperary County Council	81	4	281	6
Offaly County Council	81	2	215	6
Roscommon County Council	112	17	247	2
Sligo County Council	103	7	250	0
South Dublin County Council	37	10	506	1
South Tipperary County Council	71	2	331	4
Waterford City Council	2	3	126	3
Waterford County Council	220	4	190	11
Westmeath County Council	139	3	160	8
Wexford County Council	969	19	783	4
Wicklow County Council	147	8	463	2
Total	5,750	395	15,481	166

Summary Statistics 2010 – 2012				
Individual Houses - Number of applications decided		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	188.5	149.5	110.0
	Mean	258.4	184.4	169.1
Percentiles	25%	123.8	83.5	67.0
	75%	305.8	263.5	173.0
Developments - Number of applications decided		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	21.5	12.0	8.0
	Mean	31.5	19.1	11.6
Percentiles	25%	11.3	7.8	3.0
	75%	38.5	25.0	14.0
Other: Not Requiring EIA: Number of applications decided		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	438.5	406.0	366.0
	Mean	562.9	496.6	455.3
Percentiles	25%	284.5	225.8	218.8
	75%	798.3	690.3	624.0
Other: Requiring EIA: Number of applications decided		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	4.0	3.0	5.0
	Mean	5.4	4.1	4.8
Percentiles	25%	2.3	1.0	3.0
	75%	7.0	5.3	7.8

Table 39: Planning Applications - Decision Making

	No. of applications decided	No. of decisions which were decided within 8 weeks	No. of decisions which required the submission of further information	No. of decisions where an extension of time was agreed to by the applicant, under section 34(9) of the Planning and Development Act 2000	Av length of time taken (in days) to decide on application where further information was sought
Carlow County Council	81	35	46	0	78.76
Cavan County Council	148	102	46	0	63.07
Clare County Council	149	88	50	11	73.00
Cork City Council	11	3	8	0	80.63
Cork County Council	866	532	313	21	93.00
Donegal County	487	279	193	15	67.00
Dublin City Council	49	31	18	0	78.00
Dun Laoghaire	47	26	21	0	78.00
Fingal County Council	101	47	54	0	78.00
Galway City Council	19	4	15	0	72.60
Galway County Council	295	133	120	42	78.55
Kerry County Council	212	97	114	1	78.80
Kildare County Council	230	129	101	0	77.00
Kilkenny County	110	48	62	0	76.10
Laois County Council	67	36	31	0	77.00
Leitrim County Council	15	3	12	0	71.33
Limerick City Council	0	0	0	0	0.00
Limerick County	173	44	116	13	78.00
Longford County	51	38	13	0	77.38
Louth County Council	160	56	103	1	69.63
Mayo County Council	291	103	165	23	72.00
Meath County Council	105	34	71	0	92.53
Monaghan County	121	51	69	1	49.00
North Tipperary County	81	31	41	8	77.66
Offaly County Council	81	33	48	0	77.66
Roscommon County	112	44	68	0	72.18
Sligo County Council	103	53	48	2	73.64
South Dublin County	37	23	14	0	78.21
South Tipperary	71	52	19	0	71.00
Waterford City Council	2	1	1	0	77.00
Waterford County	220	143	77	0	76.33
Westmeath County	139	93	46	0	76.11
Wexford County	969	748	221	0	105.00
Wicklow County	147	40	80	27	181.00
Total	5,750	3,180	2,404	165	

Summary Statistics 2010 – 2012

Individual Houses - Number of applications decided		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	188.5	149.5	110.00
	Mean	258.4	184.4	169.12
Percentiles	25%	123.8	83.5	67.00
	75%	305.8	263.5	173.00
Number of decisions which were decided within 8 weeks		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	89.5	60.0	47.00
	Mean	129.8	90.6	93.53
Percentiles	25%	61.3	36.5	33.00
	75%	190.8	119.5	97.00
Number of decisions which required the submission of further information		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	102.50	73.0	50.00
	Mean	118.53	88.7	70.71
Percentiles	25%	50.50	36.0	21.00
	75%	133.50	114.0	101.00
Number of decisions where an extension of time was agreed to by the applicant, under section 34(9) of the Planning and development Act 2000		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	1	0.0	0.0
	Mean	10	5.4	4.85
Percentiles	25%	0	0.0	0.0
	75%	7	2.8	3.5
Average length of time taken (in days) to decide an application where further information was sought		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	75.5	75.0	77.00
	Mean	73.5	72.8	77.21
Percentiles	25%	72.1	72.1	72.60
	75%	77.9	77.3	78.21

Table 40: Planning Applications - Decision Making

	Percentage of applications granted	Percentage of applications refused	Percentage of cases where the decision was confirmed, with or without variations, by An Bord Pleanala	Percentage of cases where the decision was reversed by An Bord Pleanala
Carlow County Council	97.53	2.47	40.00	60.00
Cavan County Council	96.62	3.38	100.00	0.00
Clare County Council	90.60	9.40	28.57	71.43
Cork City Council	100.00	0.00	83.33	16.67
Cork County Council	86.14	13.86	61.76	38.24
Donegal County Council	89.73	10.27	70.00	30.00
Dublin City Council	75.51	24.49	71.43	28.57
Dun Laoghaire Rathdown County	69.15	30.85	52.94	47.06
Fingal County Council	68.32	31.68	80.00	20.00
Galway City Council	89.47	10.53	75.00	25.00
Galway County Council	87.80	12.20	44.44	55.56
Kerry County Council	83.49	16.51	78.95	21.05
Kildare County Council	62.17	37.83	77.78	22.22
Kilkenny County Council	87.27	12.73	0.00	100.00
Laois County Council	82.09	17.91	N/A	N/A
Leitrim County Council	93.33	6.67	100.00	0.00
Limerick City Council	N/A	N/A	N/A	N/A
Limerick County Council	86.13	13.87	54.55	45.45
Longford County Council	92.16	7.84	50.00	50.00
Louth County Council	90.62	9.38	25.00	75.00
Mayo County Council	91.41	8.59	100.00	0.00
Meath County Council	73.33	26.67	68.75	31.25
Monaghan County Council	95.04	4.96	50.00	50.00
North Tipperary County Council	95.06	4.94	100.00	0.00
Offaly County Council	93.83	6.17	83.33	16.67
Roscommon County Council	80.36	19.64	0.00	100.00
Sligo County Council	93.20	6.80	62.50	37.50
South Dublin County Council	70.27	29.73	87.50	12.50
South Tipperary County Council	92.96	7.04	N/A	N/A
Waterford City Council	50.00	50.00	N/A	N/A
Waterford County Council	86.36	13.64	77.78	22.22
Westmeath County Council	81.29	18.71	28.57	71.43
Wexford County Council	90.20	8.98	85.71	14.29
Wicklow County Council	79.59	20.41	70.59	29.41

Summary Statistics 2010 - 2012				
Individual Houses - Percentage of Grants		2010	2011	2012
N	Valid	34	34	33
	Missing	0	0	1
Average	Median	80.0	86.3	87.70
	Mean	79.0	83.4	84.88
Percentiles	25%	71.6	76.7	79.59
	75%	86.7	91.6	92.16
Individual Houses - Percentage of Refusals		2010	2011	2012
N	Valid	34	34	33
	Missing	0	0	1
Average	Median	20.0	13.7	12.20
	Mean	21.0	16.6	15.10
Percentiles	25%	13.3	8.4	7.64
	75%	28.4	23.3	19.83
Percentage of cases where the decision was confirmed by An Bord Pleanala		2010	2011	2012
N	Valid	34	31	30
	Missing	0	3	4
Average	Median	62.5	62.6	71.01
	Mean	61.8	59.6	63.62
Percentiles	25%	50.0	50.0	52.21
	75%	76.2	80.2	83.33
Percentage of cases where the decision was reversed by An Bord Pleanala		2010	2011	2012
N	Valid	34	31	30
	Missing	0	3	4
Average	Median	37.5	33.3	34.38
	Mean	38.2	34.6	36.38
Percentiles	25%	23.8	16.7	22.22
	75%	50.0	42.9	54.17

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

	Number of applications decided	Number of decisions which were decided within 8 weeks	Number of decisions which required the submission of further information	No of decisions where an extension of time was agreed to by the applicant, under section 34(9) of the Planning and development Act 2000	Average length of time taken (in days) to decide an application where further information was sought
Carlow County Council	3	1	2	0	80.00
Cavan County Council	1	1	0	0	0.00
Clare County Council	11	8	3	1	69.00
Cork City Council	2	0	2	0	74.50
Cork County Council	98	75	23	0	109.00
Donegal County Council	28	11	15	2	78.00
Dublin City Council	27	15	12	0	77.00
Dun Laoghaire Rathdown	31	19	12	0	84.00
Fingal County Council	26	7	19	0	79.00
Galway City Council	3	0	3	0	78.33
Galway County Council	9	3	4	2	80.00
Kerry County Council	22	13	9	0	77.89
Kildare County Council	7	6	1	0	82.00
Kilkenny County Council	8	4	4	0	77.75
Laois County Council	9	6	3	0	73.00
Leitrim County Council	0	0	0	0	0.00
Limerick City Council	0	0	0	0	0.00
Limerick County Council	8	5	3	0	81.00
Longford County Council	2	1	1	0	78.00
Louth County Council	10	2	8	0	80.25
Mayo County Council	6	3	3	0	77.00
Meath County Council	0	0	0	0	0.00
Monaghan County Council	5	1	4	0	79.00
North Tipperary County	4	3	1	0	80.00
Offaly County Council	2	1	1	0	78.00
Roscommon County Council	17	3	14	0	77.86
Sligo County Council	7	3	4	0	56.88
South Dublin County Council	10	6	4	0	79.00
South Tipperary County	2	1	1	0	81.00
Waterford City Council	3	1	2	0	82.00
Waterford County Council	4	3	1	0	78.00
Westmeath County Council	3	0	3	0	83.33
Wexford County Council	19	10	8	0	82.90
Wicklow County Council	8	4	3	1	68.00
Total	395	216	173	6	

Summary Statistics 2010 - 2012

Developments - Number of applications decided		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	20.0	12.0	8.00
	Mean	30.8	19.1	11.62
Percentiles	25%	11.3	7.8	3.00
	75%	38.5	25.0	14.00
Number of decisions which were decided within 8 weeks		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	9.0	5.0	3.50
	Mean	15.8	10.5	6.35
Percentiles	25%	4.3	3.0	1.75
	75%	19.3	11.5	7.25
Number of decisions which required the submission of further information		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	10	7.0	3.00
	Mean	14.7	8.2	5.09
Percentiles	25%	6.0	3.0	2.00
	75%	20.8	13.3	8.00
Number of decisions where an extension of time was agreed to by the applicant		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	0	0	1.50
	Mean	1.2	0.5	0.18
Percentiles	25%	0.0	0.0	1.00
	75%	1.0	0.3	2.00
Average length of time taken (in days) to decide an application where further information was sought		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	77.9	77.0	78.67
	Mean	82.1	71.5	69.46
Percentiles	25%	74.4	71.4	77.78
	75%	80.0	80.2	80.81

Table 42: Planning Applications- Decision Making- New Housing Developments

	Percentage of applications granted	Percentage of applications refused	Percentage of cases where the decision was confirmed, with or without variations, by An Bord Pleanala	Percentage of cases where the decision was reversed by An Bord Pleanala
Carlow County Council	66.67	33.33	N/A	N/A
Cavan County Council	100.00	0.00	100.00	0.00
Clare County Council	81.82	18.18	100.00	0.00
Cork City Council	100.00	0.00	N/A	N/A
Cork County Council	84.69	15.31	88.89	11.11
Donegal County Council	85.71	14.29	0.00	100.00
Dublin City Council	77.78	22.22	60.00	40.00
Dun Laoghaire Rathdown	70.97	29.03	83.33	16.67
Fingal County Council	84.62	15.38	62.50	37.50
Galway City Council	100.00	0.00	100.00	0.00
Galway County Council	77.78	22.22	100.00	0.00
Kerry County Council	68.18	31.82	100.00	0.00
Kildare County Council	100.00	0.00	N/A	N/A
Kilkenny County Council	62.50	37.50	100.00	0.00
Laois County Council	88.89	11.11	N/A	N/A
Leitrim County Council	N/A	N/A	N/A	N/A
Limerick City Council	N/A	N/A	N/A	N/A
Limerick County Council	75.00	25.00	N/A	N/A
Longford County Council	100.00	0.00	N/A	N/A
Louth County Council	70.00	30.00	50.00	50.00
Mayo County Council	66.67	33.33	50.00	50.00
Meath County Council	N/A	N/A	N/A	N/A
Monaghan County Council	80.00	20.00	N/A	N/A
North Tipperary County Council	100.00	0.00	100.00	0.00
Offaly County Council	50.00	50.00	100.00	0.00
Roscommon County Council	70.59	29.41	33.33	66.67
Sligo County Council	57.14	42.86	100.00	0.00
South Dublin County Council	100.00	0.00	75.00	25.00
South Tipperary County Council	100.00	0.00	N/A	N/A
Waterford City Council	66.67	33.33	N/A	N/A
Waterford County Council	100.00	0.00	N/A	N/A
Westmeath County Council	100.00	0.00	N/A	N/A
Wexford County Council	78.95	10.53	100.00	0.00
Wicklow County Council	62.50	37.50	40.00	60.00

Summary Statistics 2010 - 2012				
Developments - Percentage of Grants		2010	2011	2012
N	Valid	34	34	31
	Missing	0	0	3
Average	Median	67.6	74.0	80.00
	Mean	67.0	68.7	81.52
Percentiles	25%	55.3	57.4	69.09
	75%	80.4	81.6	100.00
Developments - Percentage of Refusals		2010	2011	2012
N	Valid	34	34	31
	Missing	0	0	3
Average	Median	32.4	26.0	29.03
	Mean	33.0	31.3	18.14
Percentiles	25%	19.6	18.4	18.18
	75%	44.7	42.6	33.33
Percentage of cases where the decision was confirmed by An Bord Pleanala		2010	2011	2012
N	Valid	34	34	20
	Missing	0	0	14
Average	Median	70.7	77.0	94.5
	Mean	65.1	67.07	77.15
Percentiles	25%	42.5	30.0	52.5
	75%	83.3	100.0	100.0
Percentage of cases where the decision was reversed by An Bord Pleanala		2010	2011	2012
N	Valid	34	34	20
	Missing	0	0	14
Average	Median	29.3	0.0	45.00
	Mean	34.9	18.011	22.85
Percentiles	25%	16.7	0.0	28.13
	75%	57.5	33.3	57.50

Table 43: Planning Applications - Decision Making

Other: Not requiring Environmental Impact Assessment

	No of applications decided	No of decisions which were decided within 8 weeks	No of decisions which required the submission of further information	No of decisions where an extension of time was agreed to by the applicant, under section 34(9) of Planning and Development Act 2000	Av length of time taken (in days) to decide an application where further info was sought
Carlow County Council	135	73	62	0	77.42
Cavan County Council	189	140	49	0	64.80
Clare County Council	440	337	94	4	76.00
Cork City Council	311	233	62	16	79.35
Cork County Council	1652	1166	477	9	85.00
Donegal County Council	636	462	156	18	74.00
Dublin City Council	1406	1206	198	0	78.00
Dun Laoghaire Rathdown	775	662	113	0	77.00
Fingal County Council	699	551	148	0	76.00
Galway City Council	274	190	82	2	78.94
Galway County Council	726	495	193	38	78.42
Kerry County Council	644	418	221	3	80.59
Kildare County Council	549	286	263	1	100.00
Kilkenny County Council	401	266	135	0	77.75
Laois County Council	230	161	69	0	74.16
Leitrim County Council	151 ^a	71	80	0	70.54
Limerick City Council	171	81	90	0	63.78
Limerick County Council	588	248	326	14	78.00
Longford County Council	127	91	35	0	76.31
Louth County Council	438	280	156	1	68.08
Mayo County Council	425	240	178	8	72.00
Meath County Council	707	459	248	0	83.88
Monaghan County Council	255	154	76	4	88.00
North Tipperary County	281	216	57	8	75.39
Offaly County Council	215	148	67	0	75.87
Roscommon County	247	141	105	0	78.08
Sligo County Council	250	197	51	2	73.41
South Dublin County	506	411	95	0	75.06
South Tipperary County	331	267	64	0	75.00
Waterford City Council	126	105	21	0	76.29
Waterford County Council	190	142	48	0	73.12
Westmeath County Council	160	111	49	0	74.06
Wexford County Council	783	631	153	0	102.00
Wicklow County Council	463	279	166	13	67.00
Total	15,481	10,918	4,387	141	

a) **Leitrim County Council** - Number of applications decided reflects the significant slump in construction and development activity nationally. A further 56 Extension of Duration applications were also decided in 2012 but these are excluded from this indicator.

Summary Statistics 2010 - 2012				
Other: Not Requiring EIA: Number of applications decided		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	438.5	406.0	366.0
	Mean	562.7	496.6	455.3
Percentiles	25%	296.5	225.8	218.8
	75%	778.8	690.3	624.0
Number of decisions which were decided within 8 weeks		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	301.0	281.5	244.00
	Mean	398.9	356.9	321.12
Percentiles	25%	184.5	134.3	143.50
	75%	524.0	496.3	416.25
Number of decisions which required the submission of further information		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	125.5	92.5	94.50
	Mean	157.7	140.1	129.03
Percentiles	25%	90.0	66.0	62.50
	75%	209.8	210.0	163.50
Number of decisions where an extension of time was agreed to by the applicant		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	1	0.5	0.0
	Mean	5.3	4.6	4.15
Percentiles	25%	0.0	0.0	0.0
	75%	7.5	5.5	5.0
Average length of time taken (in days) to decide an application where further information was sought		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	75	75.3	76.15
	Mean	81.9	75.0	77.16
Percentiles	25%	73.4	73.6	74.02
	75%	77.2	77.7	78.34

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

	Percentage of applications granted	Percentage of applications refused	Percentage of cases where the decision was confirmed, with or without variations, by An Bord Pleanala	Percentage of cases where the decision was reversed by An Bord Pleanala
Carlow County Council	92.59	7.41	90.00	10.00
Cavan County Council	98.41	1.59	57.14	42.86
Clare County Council	95.23	4.77	56.25	43.75
Cork City Council	91.64	8.36	78.26	21.74
Cork County Council	94.43	5.57	81.97	18.03
Donegal County Council	93.08	6.92	73.68	26.32
Dublin City Council	90.68	9.32	75.40	24.60
Dun Laoghaire Rathdown County	89.10	10.90	80.77	19.23
Fingal County Council	91.99	8.01	72.34	27.66
Galway City Council	89.05	10.95	58.33	41.67
Galway County Council	96.01	3.99	70.59	29.41
Kerry County Council	91.15	8.85	65.00	35.00
Kildare County Council	77.78	22.22	72.92	27.08
Kilkenny County Council	93.77	6.23	80.00	20.00
Laois County Council	93.91	6.09	80.00	20.00
Leitrim County Council	96.69	3.31	N/A	N/A
Limerick City Council	96.49	3.51	100.00	0.00
Limerick County Council	94.73	5.27	65.38	34.62
Longford County Council	96.06	3.94	75.00	25.00
Louth County Council	94.06	5.94	95.83	4.17
Mayo County Council	96.24	3.76	96.55	3.45
Meath County Council	82.89	17.11	87.50	12.50
Monaghan County Council	92.55	5.49	100.00	0.00
North Tipperary County Council	98.58	1.42	87.50	12.50
Offaly County Council	95.35	4.65	66.67	33.33
Roscommon County Council	92.31	7.69	100.00	0.00
Sligo County Council	94.80	5.20	66.67	33.33
South Dublin County Council	92.09	7.91	81.08	18.92
South Tipperary County Council	99.09	0.91	92.31	7.69
Waterford City Council	91.27	8.73	80.00	20.00
Waterford County Council	95.26	4.74	66.67	33.33
Westmeath County Council	94.38	5.62	71.43	28.57
Wexford County Council	91.19	8.94	N/A	N/A
Wicklow County Council	88.55	11.45	58.82	41.18

Summary Statistics 2010 - 2012				
Not requiring EIA: Percentage of Grants		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	91.9	92.0	93.84
	Mean	90.5	91.8	92.98
Percentiles	25%	88.2	89.0	91.36
	75%	93.0	95.4	95.33
Not requiring EIA: Percentage of Refusals		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	8.2	8.0	6.02
	Mean	9.6	8.2	6.96
Percentiles	25%	7.0	4.7	4.67
	75%	11.8	11.0	8.64
Percentage of cases where the decision was confirmed by An Bord Pleanala		2010	2011	2012
N	Valid	34	34	32
	Missing	0	0	2
Average	Median	70.9	75.7	76.83
	Mean	69.0	74.6	77.63
Percentiles	25%	60.5	66.3	66.67
	75%	73.9	84.4	87.50
Percentage of cases where the decision was reversed by An Bord Pleanala		2010	2011	2012
N	Valid	34	34	32
	Missing	0	0	2
Average	Median	29.06	24.3	25.00
	Mean	30.97	25.4	22.37
Percentiles	25%	25.7	15.6	18.92
	75%	39.6	33.7	33.33

Table 45: Planning Applications - Decision Making

Other: Requiring Environmental Impact Assessment

	No. of applications decided	No. of decisions which were decided within 8 weeks	No. of decisions which required the submission of further information	No. of decisions where extension of time was agreed to by applicant, under section 34(9) of Planning & Development Act 2000	Average length of time taken (in days) to decide an application where further information was sought
Carlow County Council	3	0	3	0	107.75
Cavan County Council	4	2	2	0	75.00
Clare County Council	7	4	3	0	100.00
Cork City Council	5	3	2	0	95.00
Cork County Council	9	4	5	0	127.00
Donegal County Council	5	2	3	0	111.00a
Dublin City Council	5	4	1	0	0.00
Dun Laoghaire Rathdown	0	0	0	0	0.00
Fingal County Council	2	1	1	0	97.00
Galway City Council	1	0	1	0	83.00
Galway County Council	10	7	3	0	102.00
Kerry County Council	14	9	5	0	82.80
Kildare County Council	8	4	4	0	89.00
Kilkenny County Council	6	3	3	0	98.67
Laois County Council	1	0	1	0	80.00
Leitrim County Council	2	1	1	0	82.00
Limerick City Council	0	0	0	0	0.00
Limerick County Council	12	3	9	0	103.00
Longford County Council	0	0	0	0	0.00
Louth County Council	3	1	1	1	109.00
Mayo County Council	6	0	5	1	88.00
Meath County Council	5	3	2	0	86.50
Monaghan County Council	11	5	6	0	88.00
North Tipperary County Council	6	4	1	1	110.00
Offaly County Council	6	1	3	0	88.00
Roscommon County Council	2	0	2	0	117.50
Sligo County Council	0	0	0	0	0.00
South Dublin County Council	1	1	0	0	0.00
South Tipperary County	4	1	3	0	85.00
Waterford City Council	3	3	0	0	0.00
Waterford County Council	11	9	2	0	83.00
Westmeath County Council	8	4	4	0	99.75
Wexford County Council	4	1	3	0	111.00
Wicklow County Council	2	2	0	0	0.00
Total	166	82	79	3	

a) Donegal County Council - People availed of 3 month extension to facilitate further consideration of more complex applications. Due to number of cases involved, one case at 139 days reflects very strongly on this outturn.

Summary Statistics 2010 - 2012				
Requiring EIA - Number of applications decided		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	4.0	3.0	5.00
	Mean	5.4	4.1	4.88
Percentiles	25%	2.3	1.0	3.00
	75%	7.0	5.3	7.75
Number of decisions which were decided within 8 weeks		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	1.5	1.0	3.00
	Mean	2.4	1.6	2.41
Percentiles	25%	0.3	0.0	1.00
	75%	3.0	2.3	4.00
Number of decisions which required the submission of further information		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	2.0	2.0	3.00
	Mean	2.9	2.5	2.32
Percentiles	25%	1.3	0.8	1.50
	75%	4.0	4.0	3.50
Number of decisions where an extension of time was agreed to by the applicant		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	0	0	1.00
	Mean	0	0.1	0.09
Percentiles	25%	0	0.0	1.00
	75%	0	0.0	1.00
Average length of time taken (in days) to decide an application where further information was sought		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	84.9	87.0	96.00
	Mean	73.3	73.3	73.50
Percentiles	25%	72.3	47.6	85.38
	75%	100.0	107.3	106.56

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

	Percentage of applications granted	Percentage of applications refused	Percentage of cases where the decision was confirmed, with or without variations, by An Bord Pleanala	Percentage of cases where the decision was reversed by An Bord Pleanala
Carlow County Council	66.67	33.33	100.00	0.00
Cavan County Council	100.00	0.00	N/A	N/A
Clare County Council	57.14	42.86	100.00	0.00
Cork City Council	60.00	40.00	100.00	0.00
Cork County Council	66.67	33.33	75.00	25.00
Donegal County Council	80.00	20.00	0.00	100.00
Dublin City Council	100.00	0.00	0.00	100.00
Dun Laoghaire Rathdown County	N/A	N/A	N/A	N/A
Fingal County Council	100.00	0.00	N/A	N/A
Galway City Council	100.00	0.00	N/A	N/A
Galway County Council	100.00	0.00	100.00	0.00
Kerry County Council	71.43	28.57	50.00	50.00
Kildare County Council	87.50	12.50	100.00	0.00
Kilkenny County Council	100.00	0.00	N/A	N/A
Laois County Council	100.00	0.00	N/A	N/A
Leitrim County Council	100.00	0.00	N/A	N/A
Limerick City Council	N/A	N/A	N/A	N/A
Limerick County Council	83.33	16.67	N/A	N/A
Longford County Council	N/A	N/A	N/A	N/A
Louth County Council	66.67	33.33	0.00	100.00
Mayo County Council	100.00	0.00	100.00	0.00
Meath County Council	100.00	0.00	N/A	N/A
Monaghan County Council	90.91	9.09	100.00	0.00
North Tipperary County Council	100.00	0.00	N/A	N/A
Offaly County Council	100.00	0.00	N/A	N/A
Roscommon County Council	100.00	0.00	100.00	0.00
Sligo County Council	N/A	N/A	N/A	N/A
South Dublin County Council	100.00	0.00	N/A	N/A
South Tipperary County Council	100.00	0.00	N/A	N/A
Waterford City Council	100.00	0.00	N/A	N/A
Waterford County Council	100.00	0.00	100.00	0.00
Westmeath County Council	87.50	12.50	100.00	0.00
Wexford County Council	100.00	0.00	N/A	N/A
Wicklow County Council	100.00	0.00	100.00	0.00

Summary Statistics 2010 - 2012				
Requiring EIA - Percentage of Grants		2010	2011	2012
N	Valid	29	28	30
	Missing	5	6	4
Average	Median	90.0	95.5	100.00
	Mean	87.9	80.3	90.59
Percentiles	25%	78.8	66.7	84.37
	75%	100.0	100.0	100.00
Requiring EIA - Percentage of Refusals		2010	2011	2012
N	Valid	29	28	30
	Missing	5	6	4
Average	Median	10.0	4.5	0.0
	Mean	12.5	19.7	9.4
Percentiles	25%	0	0.0	0.0
	75%	22.5	33.3	17.5
Percentage of cases where the decision was confirmed, with or without variations, by An Bord Pleanala		2010	2011	2012
N	Valid	25	22	16
	Missing	9	12	18
Average	Median	66.7	70.8	100.0
	Mean	60.4	55.1	76.56
Percentiles	25%	29.2	0.0	25.0
	75%	100.0	100.0	100.0
Percentage of cases where the decision was reversed by An Bord Pleanala		2010	2011	2012
N	Valid	26	22	16
	Missing	8	12	18
Average	Median	29.2	29.2	0.0
	Mean	38.1	43.9	23.4
Percentiles	25%	0	0.0	0.0
	75%	70.8	100.0	37.5

Table 47: Planning Enforcement

	Total number of cases subject to complaints that were investigated	Total number of cases subject to complaints that were dismissed	Total number of cases subject to complaints that were resolved through negotiations
Carlow County Council	207	10	2
Cavan County Council	61	0	16
Clare County Council	119	22	42
Cork City Council	99	52	68
Cork County Council	331	1	312
Donegal County Council	178	61	73
Dublin City Council	884	272	465
Dun Laoghaire Rathdown County	209	0	159
Fingal County Council	237	116	109
Galway City Council	432	196	0
Galway County Council	275	67	137
Kerry County Council	346	151	173
Kildare County Council	253	163	101
Kilkenny County Council	159	10	188
Laois County Council	99	33	20
Leitrim County Council	57	15	8
Limerick City Council	128	16	0
Limerick County Council	398	2	140
Longford County Council	67	14	59
Louth County Council	170	50	34
Mayo County Council	186	57	38
Meath County Council	292	7	175
Monaghan County Council	96	17	49
North Tipperary County Council	88	68	42
Offaly County Council	60	16	21
Roscommon County Council	115	6	10
Sligo County Council	257	39	163
South Dublin County Council	263	116	104
South Tipperary County Council	186	0	234
Waterford City Council	63	17	52
Waterford County Council	185	39	33
Westmeath County Council	93	10	25
Wexford County Council	231	10	317
Wicklow County Council	193	9	147
Total	7,017	1,662	3,516

Summary Statistics 2010 - 2012

Planning Enforcement - total number of cases subject to complaints that were investigated		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	221	188	186
	Mean	270	247	206
Percentiles	25%	141	112	99
	75%	335	339	256
Total number of cases subject to complaints that were dismissed		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	27.5	31	22
	Mean	57.6	52	48.8
Percentiles	25%	7.3	9	10
	75%	73.3	61	64
Total number of cases subject to complaints that were resolved through negotiations		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	84.0	66.5	70.5
	Mean	106.3	125	103.4
Percentiles	25%	31.5	36	33.75
	75%	142.0	170.3	160.0

Table 48: Planning Enforcement (continued)

	Number of enforcement procedures taken through warning letters	Number of enforcement procedures taken through enforcement notices	Number of prosecutions
Carlow County Council	75	43	7
Cavan County Council	22	5	0
Clare County Council	295	141	2
Cork City Council	52	3	0
Cork County Council	319	24	26
Donegal County Council	93	29	16
Dublin City Council	829	115	20
Dun Laoghaire Rathdown County	215	22	14
Fingal County Council	186	69	1
Galway City Council	259	170	37
Galway County Council	160	139	9
Kerry County Council	192	256	6
Kildare County Council	138	68	14
Kilkenny County Council	92	69	7
Laois County Council	61	29	10
Leitrim County Council	13	9	2
Limerick City Council	112	35	6
Limerick County Council	225	146	64
Longford County Council	39	23	3
Louth County Council	89	27	5
Mayo County Council	100	22	2
Meath County Council	220	98	24
Monaghan County Council	80	23	1
North Tipperary County Council	110	41	9
Offaly County Council	73	19	8
Roscommon County Council	97	38	8
Sligo County Council	170	71	10
South Dublin County Council	253	128	14
South Tipperary County Council	177	43	13
Waterford City Council	15	8	3
Waterford County Council	31	38	0
Westmeath County Council	112	48	7
Wexford County Council	241	147	21
Wicklow County Council	299	120	41
Total	5,444	2,266	410

Summary Statistics 2010 - 2012

Total number of enforcement procedures taken through warning letters		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	156	147	112
	Mean	241	195	160
Percentiles	25%	134	83	75
	75%	300	271	221
Total Number of enforcement procedures taken through enforcement notices		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	56	49	42
	Mean	91	85	67
Percentiles	25%	28	26	23
	75%	142	120	116
Total number of prosecutions		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	13	10	8.0
	Mean	22	20	12.1
Percentiles	25%	4	5	2.8
	75%	32	28	14.5

Table 49: Planning Offices: Public Opening Hours

	Average number of opening hours per week
Carlow County Council	30.00
Cavan County Council	33.75
Clare County Council	36.00
Cork City Council	32.00
Cork County Council	35.00
Donegal County Council	35.56
Dublin City Council	35.70 ^a
Dun Laoghaire Rathdown County Council	30.00
Fingal County Council	35.00
Galway City Council	35.00
Galway County Council	34.00
Kerry County Council	38.00
Kildare County Council	36.20
Kilkenny County Council	33.52
Laois County Council	32.50
Leitrim County Council	32.36 ^b
Limerick City Council	35.00
Limerick County Council	30.00
Longford County Council	30.72
Louth County Council	40.00
Mayo County Council	35.00
Meath County Council	26.70
Monaghan County Council	35.00
North Tipperary County Council	33.44
Offaly County Council	32.17
Roscommon County Council	30.00
Sligo County Council	35.00
South Dublin County Council	33.65
South Tipperary County Council	35.00
Waterford City Council	27.50
Waterford County Council	29.31
Westmeath County Council	33.58
Wexford County Council	35.00
Wicklow County Council	30.00
<p>a) Dublin City Council - *All planning applications received by Dublin City Council and their associated documents (including drawings, observations, reports and orders) are available to view on the City Council's web-site at all times. Planning files are thus available to the public at all times. In addition, the City Council introduced an electronic planning application service during 2008 which enables planning applications for specified application types to be made 24 hours a day, 7 days per week.</p> <p>b) Leitrim County Council - standard weekly public opening hours - 35. Applications also accessible 24/7 online.</p>	

Summary Statistics 2010 - 2012				
Planning Offices: Average number of opening hours per week		2010	2011	2012
N	Valid	33	34	34
	Missing	1	0	0
Average	Median	34	34	33.70
	Mean	34	34	33.28
Percentiles	25%	33	33	31.04
	75%	35	35	35.00

Table 50: Pre-Planning Consultation

	Number of pre-planning consultation meetings held	Average length of time (in days) from request for consultation with local authority to actual formal meeting for pre-planning consultation
Carlow County Council	127	0.00 ^b
Cavan County Council	137	1.90
Clare County Council	243	15.00
Cork City Council	282	8.00
Cork County Council	626 ^a	13.00
Donegal County Council	396	29.71
Dublin City Council	247	9.00
Dun Laoghaire Rathdown County Council	595	14.00
Fingal County Council	1,934	5.00
Galway City Council	301	4.14
Galway County Council	249	20.41
Kerry County Council	523	4.94
Kildare County Council	184	12.00
Kilkenny County Council	641	4.47
Laois County Council	218	7.00
Leitrim County Council	80	14.38
Limerick City Council	134	10.00
Limerick County Council	370	6.00
Longford County Council	79	12.62
Louth County Council	241	2.80
Mayo County Council	1,825	7.00
Meath County Council	296	15.00
Monaghan County Council	490	2.00
North Tipperary County Council	221	28.40
Offaly County Council	320	7.44
Roscommon County Council	170	5.60
Sligo County Council	549	26.42
South Dublin County Council	222	14.00
South Tipperary County Council	337	6.00
Waterford City Council	108	14.60
Waterford County Council	478	8.39
Westmeath County Council	178	12.48
Wexford County Council	247	12.00
Wicklow County Council	281	6.25
Total	13,329	
a) Cork County Council - Planning Clinics are held in North, South and West Divisions of the County with pre-arranged meetings		

taking place with the relevant Area Planner at the Local Area Offices to facilitate the public. The National Service Indicator for pre-planning consultation for year 2012 data is based on these said pre-planning meetings held at the monthly Countywide clinics. Area Planners also provided advice to members of the public by way of telephone contact.

b) Carlow County Council - walk in clinic no prior appointment necessary.

Summary Statistics 2010 - 2012				
Number of pre-planning consultation meetings held		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	350	295	265.0
	Mean	474	418	392.0
Percentiles	25%	259	198	182.5
	75%	591	486	481.0
Average length of time from request for consultation with local authority to actual formal meeting for pre-planning consultation (days)		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	9	8	9
	Mean	12	10	10.6
Percentiles	25%	6	5	6
	75%	15	14	14

Table 51: New Buildings Inspected

	Buildings inspected as a percentage of new buildings notified to the local authority
Carlow County Council	71.88
Cavan County Council	17.07
Clare County Council	22.57
Cork City Council	27.40
Cork County Council	17.20
Donegal County Council	9.39
Dublin City Council	4.71
Dun Laoghaire Rathdown County Council	30.51
Fingal County Council	11.19
Galway City Council	16.6
Galway County Council	25.42
Kerry County Council	55.31
Kildare County Council	17.27
Kilkenny County Council	20.45
Laois County Council	24.14
Leitrim County Council	19.72
Limerick City Council	20.00
Limerick County Council	15.00
Longford County Council	15.69
Louth County Council	15.49
Mayo County Council	18.66
Meath County Council	44.07
Monaghan County Council	16.15
North Tipperary County Council	11.54
Offaly County Council	26.19
Roscommon County Council	20.59
Sligo County Council	14.36
South Dublin County Council	16.25
South Tipperary County Council	20.25
Waterford City Council	14.55
Waterford County Council	28.00
Westmeath County Council	16.13
Wexford County Council	29.10
Wicklow County Council	35.42

Summary Statistics 2010 - 2012				
Buildings inspected as a percentage of new buildings notified to the local authority		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	19.9	19.36	19.19
	Mean	24.8	22	22.6
Percentiles	25%	16.0	14.5	15.6
	75%	27.7	26.7	26.5

Table 52: Taking Estates in Charge

	Number of residential estates for which the planning permission has expired, in respect of which formal written requests for taking in charge, were on hands at the beginning of the 2012	Number of estates that were taken in charge in 2012	Total number of dwellings represented
Carlow County Council	12	4	176
Cavan County Council	4	6	236
Clare County Council	57	7	182
Cork City Council	19	2	17
Cork County Council	237	36	894 ^d
Donegal County Council	125	0	0
Dublin City Council	5	3	154
Dun Laoghaire Rathdown County	38	2 ^b	182
Fingal County Council	34	15	853
Galway City Council	4	4	326
Galway County Council	101	10	278
Kerry County Council	35	18	563
Kildare County Council	28	17	1,146
Kilkenny County Council	51	7	245
Laois County Council	23	8	295
Leitrim County Council	16	4	63
Limerick City Council	90	2	275
Limerick County Council	77	7	224
Longford County Council	33	8	193
Louth County Council	68	3	116
Mayo County Council	38	5	202
Meath County Council	84	14	914
Monaghan County Council	17	5	87
North Tipperary County Council	35	11	821
Offaly County Council	50	12	531
Roscommon County Council	104	7	157
Sligo County Council	31	4	78
South Dublin County Council	20	8 ^c	1,259
South Tipperary County Council	23	10	180
Waterford City Council	8	0	0
Waterford County Council	87	9	228
Westmeath County Council	30 ^a	13	436
Wexford County Council	123	14	376
Wicklow County Council	31	18	803
Total	1,738	293	12,490

a) Westmeath County Council - Equates with 2011 figures.

- b) Dun Laoghaire Rathdown County Council** - The TIC process for one other estate commenced late in 2012 and concluded in 2013. Review of all estates under consideration for TIC was carried out in 2012.
- c) South Dublin County Council** - In addition to these 8 residential estates, infrastructure within the SDZ, Adamstown Main Link Road and Station Road were also taken in charge and a number of private estates were confirmed as being completed to taking in charge standard.
- d) Cork County Council** - Estates taken in charge in 2012 had a lower housing density than 2011.

Summary Statistics 2010 - 2012				
Number of residential estates for which the planning permission has expired, in respect of which formal written requests for taking in charge (from residents or developers), were on hands at the beginning of the 2012		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	37	39	34.50
	Mean	54	52	51.12
Percentiles	25%	20	19	20.75
	75%	55	69	74.75
Number of estates that were taken in charge in 2012		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	6	7	7.50
	Mean	9	10	8.62
Percentiles	25%	3	3	4.00
	75%	10	11	12.25
Number of dwellings in respect of estates taken in charge		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	250	287	240.50
	Mean	559	544	367.35
Percentiles	25%	154	126	179.0
	75%	802	822	539.0

Table 53: Taking Estates in Charge (continued)

	Percentage of estates where requests were made to be taken in charge, not completed to satisfaction of the planning authority	Number of estates in respect of which enforcement action was taken in 2012 and/or the bond was called in	Number of estates in respect of which works were undertaken by the authority to bring the estate to taking in charge standard
Carlow County Council	50.00	0	0
Cavan County Council	0.00	0	0
Clare County Council	87.72	1	0
Cork City Council	89.47	0	0
Cork County Council	10.13	0	1
Donegal County Council	27.20	8	0
Dublin City Council	40.00	0	0
Dun Laoghaire Rathdown County	100.00	0	0
Fingal County Council	0.00	0	0
Galway City Council	75.00	7	0
Galway County Council	74.26	4	4
Kerry County Council	77.14	1	0
Kildare County Council	10.00	1	0
Kilkenny County Council	78.43	1	4
Laois County Council	73.91	4	0
Leitrim County Council	68.75	5	0
Limerick City Council	14.44	9	0
Limerick County Council	45.45	21	0
Longford County Council	75.76	10	0
Louth County Council	29.41	1	1
Mayo County Council	76.32	4	2
Meath County Council	83.33	1	0
Monaghan County Council	100.00	1	0
North Tipperary County Council	57.14	3	1
Offaly County Council	46.00	9	1
Roscommon County Council	96.15	11	0
Sligo County Council	61.29	4	1
South Dublin County Council	45.00	8	0
South Tipperary County Council	56.52	4	0
Waterford City Council	50.00	0	0
Waterford County Council	98.85	4	0
Westmeath County Council	56.67	5	0
Wexford County Council	88.62	39	2
Wicklow County Council	61.29	6	1
Total		172	18

Summary Statistics 2010 - 2012

Percentage of estates where requests were made to be taken in charge, not completed to satisfaction of the planning authority		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	56	55	65.02
	Mean	55	57	58.95
Percentiles	25%	27	37	45.86
	75%	80	86	79.66
Number of estates in respect of which enforcement action was taken in the year in question and/or the bond was called in		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	2	3.5	4.00
	Mean	5	5.8	5.06
Percentiles	25%	0	3	1.50
	75%	6	11	8.00
Number of estates in respect of which works were undertaken by the authority to bring the estate to taking in charge standard		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	0	0	1.00
	Mean	1	1	0.53
Percentiles	25%	0	0	1.00
	75%	1	1	2.00

Section 9: Motor Tax

Table 54: Motor Tax - Number of Motor Tax Transactions

	No of motor tax transactions which are dealt with over the counter	No of motor tax transactions which are dealt with by post	No of motor tax transactions which are dealt with online
Carlow County Council	47,659	7,226	27,570
Cavan County Council	43,255	8,523	29,322
Clare County Council	81,082	8,564	59,016
Cork City Council	N/A	N/A	N/A
Cork County Council	184,848	122,079	312,309
Donegal County Council	132,528	3,789	47,376
Dublin City Council	387,469	116,573	704,736
Dun Laoghaire Rathdown County Council	N/A	N/A	N/A
Fingal County Council	N/A	N/A	N/A
Galway City Council	N/A	N/A	N/A
Galway County Council	141,321	27,626	112,346
Kerry County Council	62,872	31,132	81,552
Kildare County Council	89,384	16,841	138,209
Kilkenny County Council	59,137	10,976	46,844
Laois County Council	55,175	5,797	29,624
Leitrim County Council	19,838	5,428	11,643
Limerick City Council	32,988	3,736	21,921
Limerick County Council	83,963	20,392	68,821
Longford County Council	31,261	2,429	12,423
Louth County Council	76,149	3,097	44,732
Mayo County Council	87,757	12,242	50,834
Meath County Council	80,665	18,205	110,529
Monaghan County Council	44,227	7,826	18,777
North Tipperary County Council	37,978	13,199	42,398
Offaly County Council	50,544	7,910	31,886
Roscommon County Council	41,788	12,985	23,322
Sligo County Council	48,649	5,646	24,019
South Dublin County Council	N/A	N/A	N/A
South Tipperary County Council	65,334	10,873	36,991
Waterford City Council	30,033	2,692	22,654
Waterford County Council	37,588	9,062	38,410
Westmeath County Council	69,762	5,790	32,929
Wexford County Council	72,594	38,914	80,254
Wicklow County Council	72,911	10,088	82,075
Total	2,268,759	549,640	2,343,522

Summary Statistics 2010 - 2012				
Number of motor tax transactions which are dealt with over the counter		2010	2011	2012
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	65,113	64,334	62,872
	Mean	87,962	84,372	78,233
Percentiles	25%	47,134	44,899	43,255
	75%	92,903	88,067	81,082
Number of motor tax transactions which are dealt with by post		2010	2011	2012
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	11,872	10,785	9,062
	Mean	23,845	21,622	18,953
Percentiles	25%	7,333	7,010	5,790
	75%	22,252	19,747	16,841
Number of motor tax transactions which are dealt with online		2010	2011	2012
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	33,255	38,147	42,398
	Mean	67,098	73,957	80,811
Percentiles	25%	22,818	23,523	27,570
	75%	64,395	73,087	80,254

Table 55: Motor Tax - Analysis of Method of Transaction

	Percentage of motor tax transactions which are dealt with over the counter	Percentage of motor tax transactions which are dealt with by post	Percentage of motor tax transactions which are dealt with online
Carlow County Council	57.8	8.76	33.44
Cavan County Council	53.34	10.51	36.16
Clare County Council	54.54	5.76	39.7
Cork City Council	N/A	N/A	N/A
Cork County Council	29.85	19.71	50.43
Donegal County Council	72.15	2.06	25.79
Dublin City Council	32.05	9.64	58.3
Dun Laoghaire Rathdown County Council	N/A	N/A	N/A
Fingal County Council	N/A	N/A	N/A
Galway City Council	N/A	N/A	N/A
Galway County Council	50.24	9.82	39.94
Kerry County Council	35.81	17.73	46.45
Kildare County Council	36.57	6.89	56.54
Kilkenny County Council	50.56	9.38	40.05
Laois County Council	60.9	6.4	32.7
Leitrim County Council	53.75	14.71	31.55
Limerick City Council	56.25	6.37	37.38
Limerick County Council	48.48	11.78	39.74
Longford County Council	67.79	5.27	26.94
Louth County Council	61.42	2.5	36.08
Mayo County Council	58.18	8.12	33.7
Meath County Council	38.52	8.69	52.78
Monaghan County Council	62.44	11.05	26.51
North Tipperary County Council	40.59	14.11	45.31
Offaly County Council	55.95	8.76	35.3
Roscommon County Council	53.51	16.63	29.86
Sligo County Council	62.12	7.21	30.67
South Dublin County Council	N/A	N/A	N/A
South Tipperary County Council	57.72	9.61	32.68
Waterford City Council	54.23	4.86	40.91
Waterford County Council	44.19	10.65	45.16
Westmeath County Council	64.31	5.34	30.35
Wexford County Council	37.86	20.29	41.85
Wicklow County Council	44.17	6.11	49.72

Summary Statistics 2010 - 2012

Motor tax transactions at counter (percentage)		2010	2011	2012
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	57	55.1	53.75
	Mean	57	54.1	51.56
Percentiles	25%	52	47.0	44.17
	75%	65	62.3	58.18
Motor tax transactions by post (percentage)		2010	2011	2012
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	11.3	10.3	8.76
	Mean	12.0	11.0	9.61
Percentiles	25%	8.4	7.5	6.37
	75%	14.3	13.0	11.05
Motor tax transactions online (percentage)		2010	2011	2012
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	29.2	33.0	37.38
	Mean	31.2	34.9	38.83
Percentiles	25%	25.0	27.8	32.68
	75%	34.7	39.5	45.16

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

	No of postal applications which are dealt with on the same day as receipt of the application	No of postal applications which are dealt with on the second or third day from receipt of the application	No of postal applications which are dealt with on the fourth or fifth day from receipt of the application	No of postal applications which are dealt with in over five days from receipt of the application
Carlow County Council	7,094	88	8	36
Cavan County Council	3,147	2,908	1,254	1,214
Clare County Council	8,344	10	7	203
Cork City Council	N/A	N/A	N/A	N/A
Cork County Council	117,863	2,656	116	1,444
Donegal County Council	2,577	773	189	250
Dublin City Council	23,990	77,199	10,797	4,587
Dun Laoghaire Rathdown County Council	N/A	N/A	N/A	N/A
Fingal County Council	N/A	N/A	N/A	N/A
Galway City Council	N/A	N/A	N/A	N/A
Galway County Council	27,363	163	39	61
Kerry County Council	22,429	5,405	1,858	1,440
Kildare County Council	8,177	4,307	1,134	3,223
Kilkenny County Council	6,858	3,758	157	203
Laois County Council	5,754	24	0	19
Leitrim County Council	5,295	93	19	21
Limerick City Council	3,602	71	8	55
Limerick County Council	17,670	2,625	35	62
Longford County Council	2,130	247	42	10
Louth County Council	2,651	360	50	36
Mayo County Council	4,295	4,654	2,250	1,043
Meath County Council	10,224	4,956	1,442	1,583
Monaghan County Council	7,164	600	9	53
North Tipperary County Council	9,166	3,698	67	268
Offaly County Council	7,087	722	12	89
Roscommon County Council	12,966	10	0	9
Sligo County Council	5,641	5	0	0
South Dublin County Council	N/A	N/A	N/A	N/A
South Tipperary County Council	10,865	2	0	6
Waterford City Council	2,473	176	1	42
Waterford County Council	8,858	92	16	96
Westmeath County Council	5,648	137	1	4
Wexford County Council	27,872	9,863	794	385
Wicklow County Council	3,731	5,046	890	421
Total	380,934	130,648	21,195	16,863

Summary Statistics 2010 - 2012

Number of postal applications which are dealt with on the same day		2010	2011	2012
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	7,789	7,088.0	7094.0
	Mean	16,657.1	15,224.9	13135.7
Percentiles	25%	4,451.0	5,154.0	4013.0
	75%	14,116.0	13,193.5	11915.5
Number of postal applications which are dealt with on the third day or less		2010	2011	2012
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	1,123	636.0	600.00
	Mean	5,599.8	5,039.0	4,505.10
Percentiles	25%	96.0	149.5	92.00
	75%	4,509.0	4,482.5	3,758.00
Number of postal applications which are dealt with on the fifth day or less		2010	2011	2012
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	10	21.0	39.0
	Mean	662	660.3	730.9
Percentiles	25%	3	3.0	7.5
	75%	347	819.5	842.0
Number of postal applications which are dealt with in over five days		2010	2011	2012
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	65	73.0	89.0
	Mean	926	698.0	581.5
Percentiles	25%	42	22.0	28.5
	75%	818	863.0	732.0

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

	Percentage of overall postal applications which are dealt with on the same day as receipt of the application	Percentage of overall postal applications which are dealt with on the second or third day from receipt of the application	Percentage of overall postal applications which are dealt with on the fourth or fifth day from receipt of the application	Percentage of overall postal applications which are dealt with over five days from receipt of the application
Carlow County Council	98.2	1.2	0.1	0.5
Cavan County Council	36.9	34.1	14.7	14.2
Clare County Council	97.4	0.1	0.1	2.4
Cork City Council	N/A	N/A	N/A	N/A
Cork County Council	96.6	2.2	0.1	1.2
Donegal County Council	68.0	20.4	5.0	6.6
Dublin City Council	20.6	66.2	9.3	3.9
Dun Laoghaire Rathdown County	N/A	N/A	N/A	N/A
Fingal County Council	N/A	N/A	N/A	N/A
Galway City Council	N/A	N/A	N/A	N/A
Galway County Council	99.1	0.6	0.1	0.2
Kerry County Council	72.0	17.4	6.0	4.6
Kildare County Council	48.6	25.6	6.7	19.1
Kilkenny County Council	62.5	34.2	1.4	1.9
Laois County Council	99.3	0.4	0.0	0.3
Leitrim County Council	97.6	1.7	0.4	0.4
Limerick City Council	96.4	1.9	0.2	1.5
Limerick County Council	86.7	12.9	0.2	0.3
Longford County Council	87.7	10.2	1.7	0.4
Louth County Council	85.6	11.6	1.6	1.2
Mayo County Council	35.1	38.0	18.4	8.5
Meath County Council	56.2	27.2	7.9	8.7
Monaghan County Council	91.5	7.7	0.1	0.7
North Tipperary County Council	69.4	28.0	0.5	2.0
Offaly County Council	89.6	9.1	0.2	1.1
Roscommon County Council	99.9	0.1	0.0	0.1
Sligo County Council	99.9	0.1	0.0	0.0
South Dublin County Council	N/A	N/A	N/A	N/A
South Tipperary County Council	99.9	0.0	0.0	0.1
Waterford City Council	91.9	6.5	0.0	1.6
Waterford County Council	97.8	1.0	0.2	1.1
Westmeath County Council	97.6	2.4	0.0	0.1
Wexford County Council	71.6	25.4	2.0	1.0
Wicklow County Council	37.0	50.0	8.8	4.2

Summary Statistics 2010 - 2012				
% postal applications which are dealt with on the same day		2010	2011	2012
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	89.9	85.8	89.60
	Mean	75.3	75.8	78.97
Percentiles	25%	55.6	55.5	68.01
	75%	98.2	97.5	97.55
% postal applications which are dealt with on the third day or less		2010	2011	2012
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	9.9	13.1	9.13
	Mean	16.4	16.9	15.04
Percentiles	25%	1.1	1.4	1.22
	75%	20.5	28.4	25.57
% postal applications which are dealt with on the fifth day or less		2010	2011	2012
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	0.1	0.3	0.51
	Mean	3.5	3.0	2.96
Percentiles	25%	0.0	0.0	0.14
	75%	3.4	5.8	5.97
% postal applications which are dealt with in over five days		2010	2011	2012
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	0.8	0.8	1.17
	Mean	4.8	4.2	3.03
Percentiles	25%	0.4	0.3	0.41
	75%	3.0	3.6	3.99

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

	Number of Driving Licence applications which are dealt with on the same day as receipt of the application	Number of Driving Licence applications which are dealt with on the second or third day from receipt of the application	Number of Driving Licence applications which are dealt with on the Fourth or fifth day from receipt of the application	Number of Driving Licence applications which are dealt with in over five days from receipt of the application
Carlow County Council	4,919	1,434	773	935
Cavan County Council	6,923	1,698	545	1,008
Clare County Council	15,560	39	4	1,471
Cork City Council	N/A	N/A	N/A	N/A
Cork County Council	59,635	10,106	576	709
Donegal County Council	14,308	5,360	479	222
Dublin City Council	109,133	38,252	6,595	1,918
Dun Laoghaire Rathdown	N/A	N/A	N/A	N/A
Fingal County Council	N/A	N/A	N/A	N/A
Galway City Council	N/A	N/A	N/A	N/A
Galway County Council	4,595	15,571	6,548	6,930
Kerry County Council	20,995	202	3	3
Kildare County Council	702	2,703	2,129	21,003
Kilkenny County Council	2,032	4,599	1,088	5,600
Laois County Council	8,821	1,152	10	34
Leitrim County Council	801	2,512	426	870
Limerick City Council	3,677	2,197	504	149
Limerick County Council	17,903	1,333	29	90
Longford County Council	757	314	240	4,162
Louth County Council	4,279	3,304	1,764	6,309
Mayo County Council	2,982	2,298	2,748	9,848
Meath County Council	1,850	8,166	3,107	10,330
Monaghan County Council	2,852	5,479	25	48
North Tipperary County Council	2,668	2,411	485	5,214
Offaly County Council	2,646	1,690	694	6,129
Roscommon County Council	441	2,204	2,398	3,866
Sligo County Council	3,881	3,288	793	1,079
South Dublin County Council	N/A	N/A	N/A	N/A
South Tipperary County Council	5,075	7,485	67	83
Waterford City Council	384	626	552	4,713
Waterford County Council	8,567	294	81	64
Westmeath County Council	2,110	3,059	1,206	5,062
Wexford County Council	17,714	2,976	204	99
Wicklow County Council	1,970	3,738	4,199	9,026
Total	328,180	134,490	38,272	106,974

Summary Statistics 2010 - 2012				
Number of Driving Licence applications which are dealt with on the same day		2010	2011	2012
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	4,125.0	4,192.0	3,881.0
	Mean	11,574.1	12,147.1	11,316.5
Percentiles	25%	791.0	1,295.5	2,032.0
	75%	8,042.0	12,223.0	8,821.0
Number of Driving Licence applications which are dealt with on the third day or less				
Number of Driving Licence applications which are dealt with on the third day or less		2010	2011	2012
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	2,457.0	2,606.0	2,512.00
	Mean	3,719.0	5,139.0	4,637.59
Percentiles	25%	1,309.0	1,255.5	1,434.00
	75%	3,991.0	6,247.0	4,599.00
Number of Driving Licence applications which are dealt with on the fifth day or less				
Number of Driving Licence applications which are dealt with on the fifth day or less		2010	2011	2012
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	695.0	494.0	552.0
	Mean	1,142.1	1,202.6	1,319.7
Percentiles	25%	152.0	249.5	204.0
	75%	1,949.0	1,434.0	1,764.0
Number of Driving Licence applications which are dealt with in over five days				
Number of Driving Licence applications which are dealt with in over five days		2010	2011	2012
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	1,134.0	1,031.0	1,471.0
	Mean	4,099.8	3,067.8	3,688.7
Percentiles	25%	188.0	321.0	149.0
	75%	5,669.0	3,700.5	5,600.0

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

	Percentage of overall driving Licence applications which are dealt with on the same day as receipt of the application	Percentage of overall driving Licence applications which are dealt with on the second or third day from receipt of the application	Percentage of overall driving Licence applications which are dealt with on the fourth or fifth day from receipt of the application	Percentage of overall driving Licence applications which are dealt with in over five days from receipt of the application
Carlow County Council	61.0	17.8	9.6	11.6
Cavan County Council	68.1	16.7	5.4	9.9
Clare County Council	91.1	0.2	0.0	8.6
Cork City Council	N/A	N/A	N/A	N/A
Cork County Council	84.0	14.2	0.8	1.0
Donegal County Council	70.2	26.3	2.4	1.1
Dublin City Council	70.0	24.5	4.2	1.2
Dun Laoghaire Rathdown County	N/A	N/A	N/A	N/A
Fingal County Council	N/A	N/A	N/A	N/A
Galway City Council	N/A	N/A	N/A	N/A
Galway County Council	13.7	46.3	19.5	20.6
Kerry County Council	99.0	1.0	0.0	0.0
Kildare County Council	2.7	10.2	8.0	79.2
Kilkenny County Council	15.3	34.5	8.2	42.1
Laois County Council	88.1	11.5	0.1	0.3
Leitrim County Council	17.4	54.5	9.2	18.9
Limerick City Council	56.3	33.7	7.7	2.3
Limerick County Council	92.5	6.9	0.2	0.5
Longford County Council	13.8	5.7	4.4	76.1
Louth County Council	27.3	21.1	11.3	40.3
Mayo County Council	16.7	12.9	15.4	55.1
Meath County Council	7.9	34.8	13.3	44.1
Monaghan County Council	33.9	65.2	0.3	0.6
North Tipperary County Council	24.8	22.4	4.5	48.4
Offaly County Council	23.7	15.1	6.2	54.9
Roscommon County Council	5.0	24.7	26.9	43.4
Sligo County Council	42.9	36.4	8.8	11.9
South Dublin County Council	N/A	N/A	N/A	N/A
South Tipperary County Council	39.9	58.9	0.5	0.7
Waterford City Council	6.1	10.0	8.8	75.1
Waterford County Council	95.1	3.3	0.9	0.7
Westmeath County Council	18.5	26.8	10.5	44.3
Wexford County Council	84.4	14.2	1.0	0.5
Wicklow County Council	10.4	19.7	22.2	47.7

Summary Statistics 2010 - 2012				
% Driving Licence applications which are dealt with on the same day		2010	2011	2012
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	28.0	27.2	33.94
	Mean	41.2	42.2	44.13
Percentiles	25%	8.8	11.7	15.26
	75%	72.8	71.4	70.24
% Driving Licence applications which are dealt with on the third day or less		2010	2011	2012
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	17.6	20.7	19.74
	Mean	23.7	28.2	23.08
Percentiles	25%	7.7	7.0	11.50
	75%	34.8	52.1	33.66
% Driving Licence applications which are dealt with on the fifth day or less		2010	2011	2012
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	5.3	4.9	6.22
	Mean	7.9	7.9	7.25
Percentiles	25%	0.9	1.0	0.90
	75%	14.5	16.7	9.59
% Driving Licence applications which are dealt with in over five days		2010	2011	2012
N	Valid	29	29	29
	Missing	5	5	5
Average	Median	13.4	10.8	11.93
	Mean	27.22	21.7	25.54
Percentiles	25%	0.8	0.8	1.00
	75%	59.7	36.8	44.26

Table 60: Motor Tax Offices: Public Opening Hours

	Average number of opening hours per week
Carlow County Council	27.0
Cavan County Council	28.7
Clare County Council	31.3
Cork City Council	N/A
Cork County Council	33.8
Donegal County Council	23.7
Dublin City Council	28.4
Dun Laoghaire Rathdown County Council	N/A
Fingal County Council	N/A
Galway City Council	N/A
Galway County Council	32.5
Kerry County Council	28.5
Kildare County Council	28.4
Kilkenny County Council	34.2
Laois County Council	28.9
Leitrim County Council	28.5
Limerick City Council	28.5
Limerick County Council	28.6
Longford County Council	29.7
Louth County Council	31.0
Mayo County Council	27.5
Meath County Council	26.2
Monaghan County Council	26.0
North Tipperary County Council	19.2
Offaly County Council	29.0
Roscommon County Council	28.5
Sligo County Council	25.0
South Dublin County Council	N/A
South Tipperary County Council	22.1
Waterford City Council	25.0
Waterford County Council	26.5
Westmeath County Council	33.6
Wexford County Council	35.0
Wicklow County Council	31.0

Summary Statistics 2010 - 2012				
Average number of opening hours per week		2010	2011	2012
N	Valid	30	29	29
	Missing	4	5	5
Average	Median	29.0	28.5	28.50
	Mean	29.7	28.8	28.48
Percentiles	25%	28.2	26.8	26.50
	75%	32.5	31.9	31.00

Section 10: Finance

Table 61: House Rent

	Amount collected at year end as a percentage of amount due	Percentage of arrears that are up to 4 weeks old	Percentage of arrears that are 4-6 weeks old	Percentage of arrears that are 6-12 weeks old	Percentage of arrears that are more than 12 weeks old
Carlow County Council	94.10	17.00	10.00	12.00	61.00
Cavan County Council	78.32	11.28	10.19	11.65	66.88
Clare County Council	84.67	5.73	5.06	8.01	81.10
Cork City Council	87.11	1.62	2.41	8.84	87.13
Cork County Council	89.45	25.93	8.81	18.59	46.68
Donegal County Council	86.94	5.00	4.71	8.28	82.00
Dublin City Council	77.48	2.00	2.00	6.00	90.00
Dun Laoghaire Rathdown	78.39	2.94	2.10	7.10	87.86
Fingal County Council	87.28	5.63	5.12	13.91	75.34
Galway City Council	75.90	2.82	2.31	3.86	91.02
Galway County Council	87.36	6.64	5.78	8.54	79.04
Kerry County Council	94.28	11.30	7.01	10.13	71.56
Kildare County Council	83.26	3.10	3.34	5.82	87.74
Kilkenny County Council	88.81	6.60	5.50	6.70	81.20
Laois County Council	94.48	10.70	9.90	12.40	67.00
Leitrim County Council	90.79 ^a	8.20	6.10	8.70	77.00
Limerick City Council	91.98	13.50	7.30	8.40	70.80
Limerick County Council	87.89	8.08	4.92	11.12	75.88
Longford County Council	88.32	6.00	4.00	7.00	83.00
Louth County Council	84.18	3.85	4.52	7.71	83.92
Mayo County Council	81.02	5.59	3.25	4.95	86.22
Meath County Council	85.31 ^b	5.29	5.98	10.30	78.43
Monaghan County Council	93.36	13.86	7.78	10.14	68.22
North Tipperary County	96.09	14.26	9.30	17.13	59.31
Offaly County Council	85.82	5.20	4.80	7.48	82.52
Roscommon County Council	89.40	29.60	13.80	12.90	43.70
Sligo County Council	82.21	4.00	4.00	6.00	86.00
South Dublin County Council	71.13 ^c	1.58	1.34	4.87	92.21
South Tipperary County	88.22	9.93	7.54	8.54	73.99
Waterford City Council	82.07	4.00	3.00	5.00	88.00
Waterford County Council	82.07	2.47	1.77	4.69	91.07
Westmeath County Council	90.41	6.90	3.70	10.10	79.30
Wexford County Council	90.03	27.75	8.50	19.50	44.25
Wicklow County Council	92.13	9.34	7.47	12.83	70.36

a) **Leitrim County Council** - Reduction in collection percentage is symptomatic of the pressures facing households
b) **Meath County Council** - This is based on draft AFS, Automatic deductions on a statutory basis from benefits will increase collection
c) **South Dublin County Council** - As instructed by the guidelines this indicator includes the unadjusted arrears figure i.e. the arrears brought forward from 2011 and excludes any closing credits or prepayments. It also includes debit raised on the 29th of December 2012

Summary Statistics 2010 - 2012				
Housing rent collected year end as a percentage of amount due		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	88.75	87.5	87.32
	Mean	88.47	86.9	86.48
Percentiles	25%	86.27	83.3	82.47
	75%	92.64	91.9	90.32
Housing Rent Arrears: Amount up to 4 weeks old		2010	2011	2012
N	Valid	N/A	34	34
	Missing	N/A	0	0
Average	Median	N/A	6.0	6.30
	Mean	N/A	8.9	8.76
Percentiles	25%	N/A	4.0	4.00
	75%	N/A	12.1	11.14
Housing Rent Arrears: Amount 4-6 weeks old		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	6.8	5.5	5.09
	Mean	7.5	6.1	5.69
Percentiles	25%	4.0	3.1	3.43
	75%	10.4	8.3	7.52
Housing Rent Arrears: Amount 6-12 weeks old		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	10.7	9.9	8.54
	Mean	11.1	10.1	9.39
Percentiles	25%	8.6	6.6	6.78
	75%	13.5	12.8	11.52
Housing Rent Arrears: Amount more than 6-12 weeks old		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	75.3	77.6	79.17
	Mean	71.7	74.9	76.17
Percentiles	25%	62.7	66.7	70.47
	75%	81.2	84.7	86.17

Table 62: Housing Loans

	Amount collected at year end as a percentage of amount due	Percentage of arrears that are up to 1 month old	Percentage of arrears that are 1-2 months old	Percentage of arrears that are 2-3 months old	Percentage of arrears that are more than 3 months old
Carlow County Council	71.93	2.00	4.00	1.00	93.00
Cavan County Council	67.93	1.20	2.60	2.10	94.10
Clare County Council	59.91	0.90	1.20	0.70	97.20
Cork City Council	75.72	10.24	13.17	13.29	63.30
Cork County Council	54.59	7.97	0.85	1.16	90.02
Donegal County Council	64.60	4.10	1.50	1.30	93.10
Dublin City Council	68.09	1.00	1.00	1.00	97.00
Dun Laoghaire Rathdown	64.30	0.37	0.44	1.06	98.13
Fingal County Council	90.64	2.38	4.08	4.94	88.60
Galway City Council	71.97	5.11	2.77	2.40	89.72
Galway County Council	75.52	4.97	4.41	3.12	87.50
Kerry County Council	87.97	4.14	3.86	6.09	85.91
Kildare County Council	49.17	0.55	0.97	0.54	97.94
Kilkenny County Council	67.62	5.69	2.88	2.36	89.00
Laois County Council	76.13	1.70	2.00	3.10	93.20
Leitrim County Council	65.50	1.20	2.70	1.50	94.60
Limerick City Council	79.21	1.00	1.00	3.00	95.00
Limerick County Council	75.06	1.23	1.83	2.31	94.63
Longford County Council	67.09	1.00	2.00	1.00	96.00
Louth County Council	60.11	0.57	1.58	1.61	96.24
Mayo County Council	57.66	1.06	0.91	1.43	96.60
Meath County Council	76.75	1.22	2.21	3.67	92.89
Monaghan County Council	79.50	17.87	3.97	2.72	75.44
North Tipperary County Council	77.55	1.68	2.46	1.50	94.36
Offaly County Council	59.23	2.32	1.87	1.34	94.48
Roscommon County Council	49.67	1.00	1.50	1.20	96.30
Sligo County Council	52.36	3.00	1.00	1.00	96.00
South Dublin County Council	90.57	4.05	4.82	7.85	83.28
South Tipperary County Council	69.03	2.21	4.76	4.35	88.67
Waterford City Council	53.07	9.00	8.00	7.00	76.00
Waterford County Council	64.31	3.00	1.00	2.00	94.00
Westmeath County Council	47.30	0.40	0.60	0.70	98.30
Wexford County Council	82.32	17.00	10.00	9.00	82.00
Wicklow County Council	74.54	0.00	1.00	1.00	97.00

Summary Statistics 2010 - 2012				
Housing Loans: Amount collected at year end as a percentage of amount due		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	78.30	73.1	68.01
	Mean	77.60	73.2	68.44
Percentiles	25%	71.69	63.7	59.74
	75%	84.06	80.7	76.29
Housing Loan Arrears: Amount up to 1 month old		2010	2011	2012
N	Valid	N/A	34	34
	Missing	N/A	0	0
Average	Median	N/A	2.1	1.85
	Mean	N/A	4.2	3.56
Percentiles	25%	N/A	1.2	1.00
	75%	N/A	4.8	4.35
Housing Loan Arrears: Amount more than 1 month old		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	3.42	2.9	2.00
	Mean	5.18	4.2	2.91
Percentiles	25%	1.72	1.5	1.00
	75%	6.89	5.4	3.98
Housing Loan Arrears: Amount more than 2-3 months old		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	3.90	2.8	1.81
	Mean	4.98	3.5	2.89
Percentiles	25%	1.98	1.5	1.05
	75%	6.89	4.6	3.26
Housing Loan Arrears: Amount more than 3 months old		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	88.75	91.7	94.05
	Mean	87.07	88.1	91.16
Percentiles	25%	84.35	86.1	88.65
	75%	94.95	95.6	96.26

Table 63: Commercial Rates

	Amount collected at year-end as a percentage of amount due from Commercial rates
Carlow County Council	68.00
Cavan County Council	68.33
Clare County Council	75.00
Cork City Council	75.50
Cork County Council	77.56
Donegal County Council	62.00 ^a
Dublin City Council	79.80
Dun Laoghaire Rathdown County Council	75.00 ^b
Fingal County Council	83.13
Galway City Council	62.00
Galway County Council	68.50
Kerry County Council	75.50
Kildare County Council	72.94
Kilkenny County Council	81.00
Laois County Council	74.00
Leitrim County Council	64.00 ^c
Limerick City Council	55.00
Limerick County Council	82.00
Longford County Council	71.31
Louth County Council	50.42
Mayo County Council	75.00
Meath County Council	77.00 ^d
Monaghan County Council	63.46
North Tipperary County Council	73.00 ^e
Offaly County Council	81.80
Roscommon County Council	78.00
Sligo County Council	62.00
South Dublin County Council	74.30
South Tipperary County Council	79.72
Waterford City Council	79.00
Waterford County Council	61.39
Westmeath County Council	77.00
Wexford County Council	64.00
Wicklow County Council	65.00
<p>a) Donegal County Council - The actual collection of Commercial Rates increased by € 1.3 M when compared with 2011, which reflects a very positive development.</p> <p>b) Dun Laoghaire Rathdown County Council - Data is based on Draft Annual Financial Statement for 2012. While the economic environment in 2012 remained very challenging the collection performance shows a deterioration of less than 1% on the previous year indicating</p>	

stabilization in the collection rate.

c) Leitrim County Council - the very difficult economic environment is impacting on collection which is increasingly challenging. Most customers are now on payment plans which extend beyond the calendar year. We are in ongoing discussion with Liquidators and Receivers with a view to maximizing recovery of rates arrears from now insolvent companies. Where customers are not engaging arrears are being pursued through legal channels.

d) Meath County Council - Based on Draft AFS, Economic difficulties, lack of real threat in absence of active sheriff hampering collections

e) North Tipperary County Council - Recession has affected the collection of commercial rates with more businesses claiming they are struggling financially and finding it difficult to make payments.

Summary Statistics 2010 - 2012				
Rates: Amount collected at year-end as a percentage of amount due		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	79.9	76.2	74.15
	Mean	77.7	74.1	71.52
Percentiles	25%	73.5	66.9	64.25
	75%	82.7	80.0	77.42

Table 64: Refuse Charges

	Percentage of households paying refuse charges levied at year end
Carlow County Council	N/A
Cavan County Council	N/A
Clare County Council	N/A
Cork City Council	N/A
Cork County Council	N/A
Donegal County Council	N/A
Dublin City Council	N/A
Dun Laoghaire Rathdown County Council	N/A
Fingal County Council	N/A
Galway City Council	99.70
Galway County Council	N/A
Kerry County Council	92.82
Kildare County Council	70.77
Kilkenny County Council	100.00
Laois County Council	N/A
Leitrim County Council	N/A
Limerick City Council	N/A
Limerick County Council	N/A
Longford County Council	N/A
Louth County Council	N/A
Mayo County Council	N/A
Meath County Council	N/A
Monaghan County Council	N/A
North Tipperary County Council	N/A
Offaly County Council	N/A
Roscommon County Council	N/A
Sligo County Council	N/A
South Dublin County Council	N/A
Waterford County Council	100.00
Westmeath County Council	N/A
Wexford County Council	94.00
Wicklow County Council	N/A

Summary Statistics 2010 - 2012

Percentage of households paying refuse charges at year end		2010	2011	2012
N	Valid	14	10	6
	Missing	20	24	28
Average	Median	97.4	97.66	96.85
	Mean	90.3	91.82	92.88
Percentiles	25%	84.3	88.81	87.31
	75%	100.0	100.00	100.00

Table 65: Non-Domestic Water Charges

	Amount collected at year end as a percentage of amount due for Non-Domestic Water Charges
Carlow County Council	72.00
Cavan County Council	45.72
Clare County Council	50.00
Cork City Council	81.70
Cork County Council	71.74
Donegal County Council	32.00 ^a
Dublin City Council	59.90
Dun Laoghaire Rathdown County Council	50.00 ^b
Fingal County Council	69.52
Galway City Council	59.00
Galway County Council	48.00
Kerry County Council	78.19
Kildare County Council	51.96
Kilkenny County Council	82.00
Laois County Council	57.00
Leitrim County Council	27.00 ^c
Limerick City Council	68.00
Limerick County Council	78.00
Longford County Council	61.33
Louth County Council	53.88
Mayo County Council	50.00
Meath County Council	49.00 ^d
Monaghan County Council	66.32
North Tipperary County Council	58.00
Offaly County Council	62.36
Roscommon County Council	43.00
Sligo County Council	50.00
South Dublin County Council	52.00
South Tipperary County Council	79.99
Waterford City Council	74.00
Waterford County Council	51.24
Westmeath County Council	48.10
Wexford County Council	32.00 ^e
Wicklow County Council	38.00

a) Donegal County Council - The actual collection of water charges increased by €850,000 when compared with 2011 but this is not reflected in %rate due to an increase in level of arrears.

b) Dun Laoghaire Rathdown County Council - Data is based on Draft Annual Financial Statement for 2012. The collection rate shows an improvement of 6% over the previous year and is attributable to continued progress in resolving problematic accounts and improved collection performance. When account is taken of bills issued in 2013, charged back to 2012, collection rate increases to 60%.

c) Leitrim County Council - Group water Schemes account for 54% of the arrears with 38% of overall arrears attributable to 10 schemes. While Section 56 notices have been effective in reducing water wastage they are less successful in securing payment of arrears. One large customer also accounts for 12% of overall arrears. Arrears are being vigorously pursued and a concentrated inter-departmental effort to engage with Group Water Schemes is underway but collection is extremely challenging.

d) Meath County Council - Economic Climate, Current Occupier not liable for previous occupiers consumption, Mixed Purpose Connections, Multi user single connections all imp North Tipperary County Council - Recession has affected the collection of Non Domestic Water Charges, with more businesses claiming they are struggling financially and finding it difficult to make payments.

e) Wexford County Council -The % collection for water includes an accrual of €2.229m which represents water usage for the 2nd half of 2012 which was not due to be billed until 1st half of 2013, as water accounts are billed retrospectively.

Summary Statistics 2010 - 2012				
Non-Domestic Water Charges		2010	2011	2012
N	Valid	34	34	34
	Missing	0	0	0
Average	Median	53.1	55.02	55.44
	Mean	54.4	56.56	57.38
Percentiles	25%	42.7	46.50	49.25
	75%	65.1	67.98	69.14

Sources:

- CCMA report on local authority support to Enterprise and Business 2011;
<http://www.lgma.ie/en/news/ccma-report-local-authority-support-enterprise-and-business>
- CCMA report on local authority support to Enterprise and Business 2012;
<http://www.lgma.ie/en/news/ccma-report-local-authorities-support-economic-development>
- Department of Environment, Community and Local Government. (2011) Local Authority Budgets 2013.
<http://www.environ.ie/en/Publications/LocalGovernment/Administration/FileDownload,32678,en.pdf>
- Interim Report to the Minister of the Environment, Community and Local Government and the Local Government Efficient Review Implementation Group, March 2012.
- Local Government Efficiency Review Group. Report of the Local Government Efficiency Review Group. Government Publications. July 2010.
- [Putting People First](#): Action Programme for Effective Local Government (2012)
- Service Indicators in Local Authorities, 2004 – 2011:
<http://www.lgma.ie/en/www.lgma.ie./serviceindicators/2004to2012>

Appendix 1: Report of the Independent Assessment Panel

Service Indicators in Local Authorities, 2012 Report of the Independent Assessment Panel

1. Background

This is the ninth year in which the annual Service Indicators have been compiled by each City and County Council. As in all previous years a quality assurance review has been carried out by an Independent Assessment Panel (IAP), appointed by the Minister for the Environment, Community and Local Government, in order to verify the returns proposed for inclusion in the annual Report on “**Service Indicators in Local Authorities**”. The review is conducted in conjunction with both the Department and the Office of Local Authority Management (OLAM). In addition to the overall review of returns carried out centrally, the IAP visits a number of authorities to assess the accuracy and reliability of the returns for selected service indicators. Such visits provide the IAP with an opportunity to speak at first hand to those involved with making the returns and to discuss both any issues arising and possible improvements and amendments to the overall Service Indicator process.

The current members of the IAP are:

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

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

Both members have now being undertaking the annual IAP reviews for a number of years.

2. IAP Programme of Work on the 2012 Indicators

The local authorities are currently required to make returns on some 46 service indicators. Consequent on its own deliberations and discussions with the OLAM, the IAP decided to select the following service indicators as warranting review at this time (*table numbers refer to location of relevant indicators in the main Report*):

- **Library Indicators (Tables 1 -3)**

- **Expenditure on Training and Development (Table 9)**

- **Litter (Tables 19 – 22)**
- **Pre Planning Consultation (Table 50)**
- **Housing Loans (Table 62)**

Visits to ten local authorities were undertaken to review each of the above set of indicators with the relevant officers. The visits made were:

Mr. Coldrick and Mr. Embleton jointly visited **Dublin City** and **Kildare County Councils**;

Mr Coldrick visited **Fingal, Leitrim, Longford** and **Louth County Councils**;

Mr. Embleton visited **Kilkenny County, Limerick City** and **Tipperary North & South County Councils**.

The visits were carried out between 6 and 13 September 2013, inclusive. During each visit discussions took place with the local officers responsible for collecting and reporting the authority's returns for the selected indicators. The aims of these discussions were:

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

Following completion of the visits, a debriefing session took place with OLAM to discuss the findings in general terms and to relay any issues of concern; suggestions on possible amendments were

made as were observations on the methodology. This meeting also allowed the IAP to draw attention to proposals put forward by the authorities themselves.

The IAP members wish to thank OLAM for their assistance, advice and guidance throughout the review, and to gratefully acknowledge the co-operation of all the authorities visited.

3. Report on Assessment Visits 2013 – Overview

The IAP was pleased overall with the degree of cooperation afforded by the selected authorities in the course of the visits. In particular, it was noted and appreciated that certain authorities had made special preparations so as to ensure both clarity of presentation and depth of explanation. Generally, the staff involved in the compilation and presentation of the data demonstrated a high degree of professionalism and commitment and their ongoing liaison with OLAM appeared to function smoothly.

Inevitably, in the course of the discussions, a number of suggestions emerged as to how some of the selected, as well as some other, Indicators could be enhanced particularly to the benefit of the authorities themselves in terms of better reflecting their performance and improving year-on-year comparisons. In this regard, there is a general awareness that the CCMA (City and County Managers Association) is carrying out a review of the service indicators' content and process and local officers directly involved in their compilation and co-ordination are keen to ensure that their views and suggestions will be considered in any such exercise. This review is commented on later in this report.

While the annual visits have revealed that, in general, the indicators are compiled accurately and in keeping with the guidelines issued, a number of errors and variations continue to emerge / be reported each year to the IAP and some amendments consequently communicated to OLAM. This year it was noted again in certain cases that the compilation methodology did not always adhere strictly to the central guidelines. For example, local interpretations of the guidelines give rise to variances in coverage of some indicators affecting the validity of inter-authority comparisons.

It remains a matter of some concern to the IAP that local variations continue to arise, the more so since the indicator initiative has been underway for nine years and is now a well-established annual undertaking. The IAP continues to be concerned that the continuing incidences of error and variation may reflect a tendency towards passive compliance but, more critically, a possible lack of awareness of the potential use, and inter-authority comparative value, of reliable, relevant service indicators. It was again evident from this year's discussions that there is still not widespread use

being made of the indicators by some managements either to assess performance vis-à-vis other authorities or to make better informed decisions in relation to the deployment of declining budgetary and staff resources. It is fully accepted, and acknowledged, that comparisons are made and views exchanged but in selected other forums, e.g. at the CCMA, at Finance Head meetings, regional meetings etc. and that, in the view of some authorities, direct comparisons with certain other authorities are not always relevant. As noted on previous visits over the years, the level of commitment shown by senior management is a key factor governing the use of the indicators locally and as inter-authority comparators. These and other factors are further discussed below. Hereunder are some further general and specific comments.

General Comments relating to 2012 returns

In the main the selected indicators were compiled on a routine basis, e.g. weekly, monthly, quarterly or half yearly with the result that, with one exception, the completion of the annual set did not require a major end-of-year effort and co-ordination exercise. The exception related to expenditure on training and development which, despite the ongoing recording of some of the constituent elements of the aggregated indicator, its compilation at year end is said to be time consuming and complex. In all cases there was a requirement that the indicators as submitted by the co-ordinators were verified at an appropriate management level.

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

It is the long-held view of the IAP that it is essential to the thrust and usefulness of the service indicators that they are intrinsically linked to individual authority's goals and related objectives. Previous IAP, OLAM and other reports, including the *Report of the Local Government Efficiency Review Group (July 2010)*, have stressed the need for such links so that the indicators are used to

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

Therefore, the IAP would yet again urge that each authority be required to put in place the necessary management system to link more closely the service indicators with the setting and achievement of efficiency targets and medium / long-term strategic goals. Such a link would accord with the recommendations of the Local Government Efficiency Review Group relating to the role and further development of the indicators.

Feedback – Internal and External

An issue raised by some of those directly concerned with the compilation and co-ordination of the indicators was that of minimal feedback on the returns. It appears to be the case that, in many instances, once the returns are completed there is little awareness of what use they are put to internally or externally. Moreover, some have little knowledge of the overall possible use of the returns outside of their own immediate sphere of activity. Feedback, internal or external, appears to be quite limited which, it must be said, is not conducive to promoting either the usefulness of the indicators or the importance of their compilation in the first place. It must be acknowledged that some officers on their own initiative do compare their returns with other Authorities whether these are neighbouring ones or others of similar size and structure. It is not clear, however, how soon after the completion of returns such comparisons are or can be undertaken since the availability of the overall returns for all Authorities appears to depend on the issuing of the final report as authorised by the Department.

Shared Services

It is of interest to record that the ongoing development and pursuit of “shared services” in certain functions appears to have promoted a greater degree of cross-authority collaboration in exploring the sharing of resources and expertise than has been previously observed. Such sharing of services and expertise is a welcome development and in line with IAP comments in previous reports on the need for greater synergy through collaboration between authorities in managing resources and delivering common services.

Specific Comments

Library Indicators

Returns appeared to be valid and well recorded but some doubts could exist around footfall where manual counting is involved; in one Authority, for logistical reasons, the returns related to a week in November rather than October. The methodology currently centred on a count of visits in a week in

October deserves scrutiny given the changing use of, and pattern of demands on, libraries by users. There is the additional issue of accuracy / comprehensiveness of the count where it is manually conducted in the absence of automatic counters.

By and large, however, the set of library indicators was seen to be relevant and useful though there is considerable interest in changing / refining the current range of indicators. This reflects changing user needs and the progress being made / envisioned in providing new services and means of access. Librarians as a group are highly professional in their approach and aware of users' changing needs and preferences. In particular, there is an emerging need to record a number of newer progressions such as, for example, e-book downloads (already available in some instances), use of self-service booths, remote access and availability of Wi-Fi. The latter facility, for instance, is attracting new users as well as leading to an increase in the number of existing users availing of their own communication technology for internet access. In the case of e-books, while there is general acceptance that there are cost and compatibility issues, it is recognised that their availability through public libraries generally is a matter that must be addressed sooner rather than later.

There was a general consensus that the 'number of members' should re-introduced as an indicator. Moreover, it was posited that there should be indicators for scheduled opening hours which vary enormously as these were seen as a better reflection of the pattern of usage. In this context, some full-time libraries were open for up to 52 hours a week, a service oriented feature which, despite the general loss of staff and declining funds, was not reflected in the current indicator for opening hours. In this regard, there is an argument for considering 'staffing numbers' as another base for a possible indicator.

There is an ongoing national review of library services in train with a view to developing a national strategy to 2017 and to which, both individually and collectively, the local authority libraries have made submissions - there is a case for any indicator refining to take account of this review and its outcomes.

There was a somewhat controversial issue emerging regarding libraries as potential revenue generators. While certain services, e.g. photocopying were charged for - and some authorities also charge a membership fee – together with fines, some do not, and a minority may make other charges. Many library representatives, however, felt strongly that charges were totally against the library ethos.

It should be noted that libraries also facilitated a range of training events, for example CV formatting for job seekers and computer training for all ages mainly in conjunction with FÁS. It was observed

that in the current economic climate libraries have become resource centres for many users, especially the unemployed, as well as meeting places for some communities. In this context, space restrictions and aging computer hardware were cited as limiting factors.

There was two suggestions that there should be a national cataloguing system (DYNEX was mentioned) as this would greatly ease the burden on the local Librarians.

The IAP would suggest that it is now timely for consideration to be given to the refining and expanding the current indicators so as to reflect better changing usage and pattern of demand. It would be particularly vital that any such consideration take account of the outcome of the emerging national strategy for libraries which is currently in train.

Expenditure on Training and Development

As the percentage training spends relative to payroll is an accepted national, and indeed trans-national, statistic the indicator was generally regarded as a useful measure to have, but not a key one. Direct expenditure per head of whole time equivalent of employees was seen as a complementary realistic indicator. The usefulness of the indicator as a comparator was at best seen as adequate but better regarded as a year-on-year measure of an Authority's own progress

In most of the Authorities visited the indicator did not endear itself to those involved in compiling it given its complexity and time consuming collation. Even where it is compiled quarterly or half-yearly, the end-of-year calculation was nevertheless said to be a lengthy, tedious process. While there was some expectation that the reporting function in CORE, the implementation of which varied from Authority to Authority, may lessen the current level of manual compilation, doubts were expressed that it would do so. Calculation of the mid point of staff scales was cited as a particular problem though it was not clear why this should be the case.

In general, the guidelines were adhered to but some variations / uncertainties were noted in respect of their interpretation. For example, some HR personnel were unclear as to what precisely was involved in 'Member' training and 'training Representative' costs in the sense that little or no consultation took place with them on such matters. Furthermore, there is a degree of uncertainty around what can actually be deemed training particularly in the mentoring / coaching arena, though this element did not appear to be the norm; however, induction training allied to on-the-job guidance appeared to be widely practised. Given that the guidelines (on training costs) were issued in 2007, there is a case for reviewing them in the light of practice and experience to date,

As may be expected, budgets have been squeezed with the result that statutory / compliance training, e.g. for firemen, health & safety and manual handling (indoor staff), was accounting for an increasing share of the available funds leaving a disproportionately reduced budget for general

training activities. It was evident that there was a concerted focus on training needs which have an immediate on-the-job impact. Given the budgetary circumstances many Authorities were increasingly resorting to 'in-house' training and awareness events. Change management programmes for senior managers were undertaken in some Authorities. The next phase of PMDS, where there is a link to the granting of increments, is demanding of additional training, though it may be noted that the extent to which PMDS was embedded appeared to vary. Funding for third level courses has also been reduced and a more stringent view taken than in the past of what is deemed relevant to the job. Some Authorities reported management reluctance to release staff for training given the staffing constraints.

While trainer personnel attended regular national and local meetings on training matters there was still a tendency to see the Authorities' needs as unique and not necessarily amenable to 'general' training. This did not apply to areas like 'Safe-Path' or to courses that brought in a grant to the Authority

The IAP recommends that the current guidelines underpinning the indicator be reviewed in the light of experience in their use to date with a view to clarifying the content and coverage of what constitutes staff training and development. Moreover, the inclusion of training events (such as seminars etc.) for Councillors would merit reconsideration as such events are not, strictly speaking, directed at the Authorities' staff. Every effort should be made also to maximise the automation of the compilation process through the reporting function of the CORE computer system.

Litter Indicators

It appeared that this set of indicators did not present any great difficulties in terms of their compilation though there were concerns expressed about how meaningful some were and their validity as comparators. The inclusion of part-time wardens was seen as somewhat meaningless since the proportion of their working time devoted to litter duties varied – a maximum of 20 per cent and as little as 5 per cent were cited. Their inclusion in the calculation of the number of wardens per 5,000 head of population was seen as resulting in a misleading indicator and not of any value as an inter-authority comparator. It was suggested in one case that inclusion of the whole-time equivalent of the number of part-time wardens would be more appropriate.

Issues relating to enforcement and related detection / identification of offenders were dominant themes. Enforcing fines was said to be time consuming and outcomes did not reflect the underlying effort involved since a great deal of time was generally required in pursuing unpaid fines and in many cases these were written off on appeal or could not be collected. The identification of

offenders can be problematic and thus a further impediment to collecting payment. Instituting prosecutions was also said to be a protracted and time-consuming process and apparently becoming more difficult as the public are now more aware of possible fines due to noting location of CCTV, etc,. This in turn has reduced the number of fines issued and prosecutions initiated. Successful prosecutions were seen as a reflection of Court 'attitude' to littering in the relevant area. However, it was generally deemed necessary to maintain and enforce fines and notices as the "stick" to complement the "carrot" of better information, persuasion, etc. Indeed, use of wardens and issuing and enforcing fines were regarded as one element of the overall drive to manage the litter problem which, in turn, involved all the parallel anti-litter campaigns waged by an Authority often in conjunction with other bodies, e.g. Tidy Towns Committees, Chambers of Commerce, school talks, green campaigns, etc.

With regard to the introduction of alternative or possible complementary indicators most Authorities could identify re-offenders and litter black spots as potential candidates. It may be noted in passing, however, that there were general criticisms of the overall suite of environmental / waste indicators which were said to be excessive and in some instances rather meaningless.

The litter pollution indicators were universally compiled by way of litter surveys conducted in conjunction with a third party consultancy firm which independently collated the returns and compiled and issued the resulting indicators. The distinction at the margins between the categories of "slightly", "moderately", "significantly" and "grossly" polluted areas was deemed to be somewhat subjective. Nevertheless, the indicators were seen as useful especially as year-on- year comparators within the Authority.

The environmental complaints and enforcement indicators were regarded as useful and deemed to be a better measure of the overall litter problem. The school environmental campaigns were also seen as useful and relevant and an important element of the anti-litter programme. However, it was suggested that the number of schools with green flags would be a better indicator as the percentage of schools participating was misleading since it required completion of a number of steps before the flag could be awarded.

As a final comment, it may be noted that there was a degree of enthusiasm expressed around the suggestion that litter wardens might meet occasionally on an area or national level to exchange experiences and innovations. In this context, it was reported that cross-authority collaboration in the Southeast area by way of meetings, sharing experiences, etc was beneficial.

The IAP would suggest that the inclusion of part time wardens be on a whole time equivalent basis given that their current input is somewhat minimal and using their number as an indicator is quite meaningless as is its inclusion in calculating the per capita indicator. A review of the current suite of litter indicators would now be timely

Pre-Planning Consultation

The perception of what constituted a pre-planning consultation varied quite significantly from Authority to Authority rendering the use of the number of consultations as an inter-authority comparator of limited value. Those concerned with it, however, deemed it useful and meaningful as a year-on-year comparator and an early indication of the possible number of subsequent planning applications. The latter was seen as very helpful in pre-identifying major developments thus facilitating forward scheduling of planners' workload. In the case of the complementary indicator of the average number of days between requests for consultation and the formal meeting, varying practices were noted, hence making the indicator more relevant as an internal year-on-year measure.

The variations noted arose from differences in the interpretation of what actually constitutes a "consultation". Some Authorities recorded all requests as consultations, whether these were generalised or substantial enquiries, once a planner was involved whereas others required a completed application form before the request was deemed to warrant a formal consultation. In some instances the decision to record a consultation was deemed to be a judgement call by the planner. In one Authority prior discussions were the norm thus ensuring that generalised enquiries were eliminated and the actual request for a consultation contained all the appropriate details. Formal consultations were a mix of face-to-face meetings, phone calls and emails; depending on the mix this could further skew returns for comparator purposes. Multiple meetings on substantial developments were recorded only once in some Authorities whereas in others each meeting was included. The basic data on which the counts were based were taken from a mix of sources – planners' diaries, spreadsheets, area clinic returns or in-house data banks. There was also some doubt around when a request was actually deemed 'completed'. For example, one Authority cited a case where a dormant request was revisited but as a new consultation.

The number of days between a request and subsequent formal consultation appeared to be influenced by local practices, for example, whether there were regular area planning clinics on fixed dates each month, the extent to which discussions were entertained prior to a consultation, the format of consultation, etc. Moreover, it was reported that it was not uncommon for an applicant to seek deferment of a scheduled meeting to a later date.

In the light of the variances noted, it would appear necessary to review the guidelines. Surprisingly, the Section 247 reference appeared to confuse rather than clarify what was expected to be included.

The IAP would strongly recommend that the definitions underpinning the pre-planning consultation indicator be revisited with a view to clearly specifying what constitutes a request and a subsequent formal consultation, respectively. Moreover, it would be desirable to consider whether the number of days between a request and consultation should relate solely to consultations conducted by way of formal meetings.

Housing Loans

Generally this is a straightforward indicator which would be routinely logged even in the absence of a formal indicator process. The focus, however, was clearly on arrears, the pursuit and management of which were said to be demanding on time and effort, and requiring good communications skills and a sensitive approach. As for revenue collection generally, arrears are mounting and there was little expectation of any improvement; at best the aim was to maintain current levels of payment.

In the case of housing loans, the Authorities saw themselves as having been the lenders of last resort and thus in the sub-prime mortgage sector. There was general acceptance that many borrowers would never meet their financial commitments; this was especially so in the case of the equity element of the shared ownership type loans. In some Authorities, the majority of loans in difficulty were shared ownerships. In relation to such loans, there was an earnest plea that the process for their management / resolution currently under discussion at the national level be finalised as soon as possible.

All Authorities had a fairly standard process in place to identify and act promptly on arrears. However, the recent introduction of the MARP (Mortgage Arrears Resolution Process) procedure has necessitated transiting to the new regime existing information compiled in respect of individual borrowers in arrears with whom the Authorities have already engaged. This involves re-interviewing distressed borrowers and recompiling the household budget data, etc. in order to adhere strictly to the procedures under MARP. There was a degree of contradictory opinion on modes of collection particularly with regard to the merit or otherwise of “boots on the ground”. Most Authorities have dispensed with outdoor collectors, many of whom have retired in recent years or have been brought indoors. Some Authorities were unsure as to the merits of extra staff making any difference to collection success given the complexity of the task and the skills required to manage the arrears problem.

Repossessions, while a very debatable issue, were seen as inevitable but tempered by the consequences involved in re-housing most of those involved. Where repossessions have occurred the reaction was reported to be muted; in some cases, the occupiers have remained on as rent paying tenants. The legal implications of repossessions were also a consideration. Write-offs were not common given that the Authorities, in turn, would have to repay the outstanding debts to the Housing Finance Agency (HFA).

Some Authorities maintained that the collection strategies should be implemented on a regional or national level as some are too small to run separate units to pursue arrears, though this view was in part contradicted by an observation that local knowledge is vital in managing the arrears portfolio.

The suite of housing loan indicators was seen as highly relevant but some viewed the present periods of age of arrears as unhelpful; one Authority did not record one month old arrears since payments are due monthly. There was a suggestion that the number of loans outstanding should be included as an indicator.

The IAP would recommend that consideration be given to the suggestion of establishing regional agencies or a national agency to tackle the issue of housing loan arrears in the local authority sector given the legal and other complexities involved and the wider distressed mortgages regime now being pursued under the auspices of the Central Bank. At the least, there is a compelling case for identifying, and promulgating, the most effective approach within the local authority sector.

Concluding Comments

The annual IAP reviews have enabled an independent assessment to be made of the accuracy and relevance of selected indicators over the past nine years. By and large, the various indicators reviewed have proved to be meaningful and it is most likely that they, or similar indicators, would in any event have been compiled in order to monitor and manage some services and business-critical activities. However, in IAP reports to date, there has been an oft-repeated concern relating to the number of variances in approach and, particularly, the number of errors in returns as reported in the course of the annual reviews. The frequent incidences of the latter suggest that there may be a degree of passive compliance with the annual indicator process which may be viewed in some Authorities as a routine exercise undertaken largely for the benefit of external parties and which is of limited relevance internally. Whatever the case may be, the incidence of error would suggest that, at the least, in some instances local management control and vetting procedures are not sufficiently robust to detect many of the errors in question.

A further theme in the IAP reports has been the need for appropriate management systems to be put in place to ensure that the potential of the service indicators is fully exploited as an essential tool in monitoring and improving efficiency and effectiveness in service delivery. It has been noticeable over the years that, where senior management is committed to the process, the indicators are indeed seen as a vital aid to managing performance. An issue in this regard is the extent to which the indicators are deemed by management to be “fit for purpose”. This, in turn, reinforces the need to ensure that the suite of indicators remain relevant to current and emerging business and service delivery needs. In this context, there have been many changes and developments since the indicators were first compiled and the CCMA review of the process is timely, if not overdue.

In the context of the CCMA review of the Indicator system, it is the IAP’s contention that:

- a) due consideration be given to the involvement of selected implementation personnel in the process, and
- b) there should be a transition period within which the smooth introduction of new indicators would be explained and piloted, thus avoiding a complex situation where implementation teams would grapple simultaneously with at least two sets of variables.

With further regard to the said review, in its report on the 2011 service indicators – see: ***Service Indicators in Local Authorities 2011 Report*** - an IAP perspective on the need for, and possible thrust of, such an overall review was included. The outcomes of this the latest IAP annual review reinforce that perspective.

3 October 2013



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