DÚN LAOGHAIRE-RATHDOWN COUNTY COUNCIL PERFORMANCE INDICATORS 2016

LGMA
AN GHNÍOMHAIREACHT BAINISTÍOCHTA RIALTAS ÁITIÚIL
LOCAL GOVERNMENT MANAGEMENT AGENCY

CCMA
Cumann Lucht Bainistíochta Contae agus Cathrach
County and City Management Association

Údaráis Áitiúla Éireann
Local Authorities Ireland

LOCAL AUTHORITY PERFORMANCE INDICATORS
2016

The 31 City and County Councils provide a wide range of public services throughout Ireland. These services affect the daily life of people and include housing, transport, planning, libraries, amenities, environmental management, fire and emergency services, infrastructure, community and economic development.

Every year, the sector publishes Performance Indicators to show the level of service provided by each City and County Council. This report provides an overview of the main indicators for 2016 and further details are available at www.lgma.ie and www.noac.ie.

FINANCE
2016
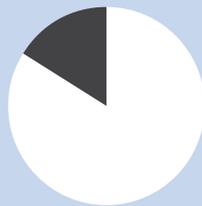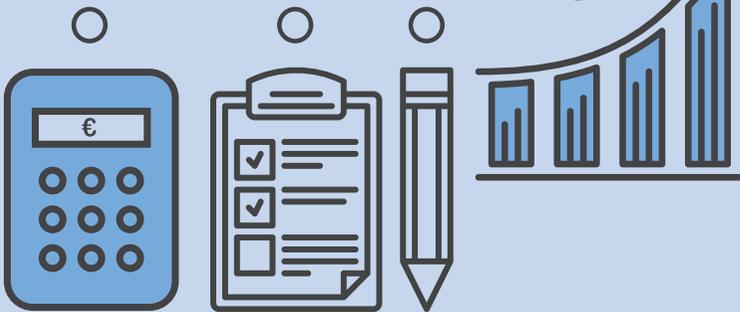
85%
Average rates collection

€9,764,273
Surplus/deficit balances for 2016

€9,721,176
Surplus/deficit balances for 2015
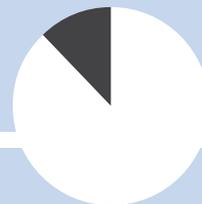
77%
Average rents & annuities collection

€9,699,927
Surplus/deficit balances for 2014

€9,648,543
Surplus/deficit balances for 2013

€9,601,934
Surplus/deficit balances for 2012

€163,482,415
Total Income figure from the Income and Expenditure Account Statement for 2016
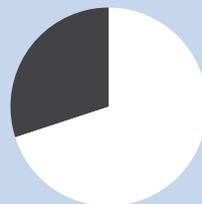
62%
Average housing loans collection

€686
Revenue Expenditure per Capita

While City and County Councils still face financial challenges as a result of the economic downturn, there are positive signs. In 2012 the majority of councils were operating at a revenue deficit. In 2016 18 out of 31 were reporting a revenue surplus. Between 2008 and 2015 the revenue or current budgets of local councils reduced from **€4.72billion to €3.79billion.** Over the same period capital budgets reduced from **€6.13billion to €1.37billion.** In 2015 the revenue budget decreased by **2.3%** and the capital budget increased by **23%.**

HOUSING 2016

1.10%
Directly provided units vacant as at 31/12/16

€1,768.55
Maintenance cost per unit

13 weeks
Median re-let time

15,552
Registered tenancies

305
Private rented dwellings inspected

€10,706
Re-let cost

N/A
Homeless adults and dependents in December 2017

60%
Inspected dwellings in 2016 not compliant with Standards Regulations

31%
Dwellings that became compliant in 2016

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

City and County Councils are central to the provision of social housing. They provide homes directly through their own housing stock and operate a number of social housing schemes such as the Rental Accommodation Scheme (RAS), the Housing Assistance Payment (HAP) and the Social Housing Current Expenditure Programme (SHCEP). Housing is a key priority for City and County Councils. Since the Action Plan for Housing and Homelessness: Rebuilding Ireland 2016 – 2021 was launched local authorities have accelerated the delivery of social housing.

ROADS 2016
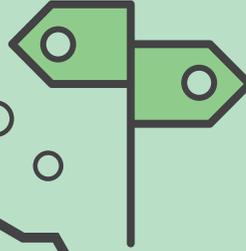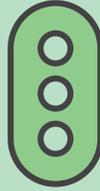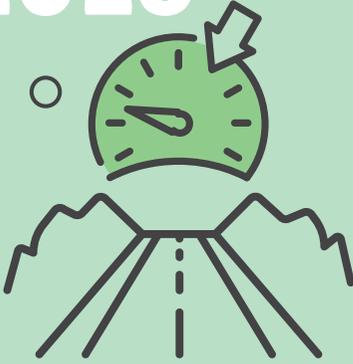
8.6 Kms
of local primary, secondary and tertiary roads strengthened

100% Regional roads surveyed

PSCI

98% Local primary roads surveyed

95% Local secondary roads surveyed

79% Local tertiary roads surveyed

52%
Regional roads
No visible / minor defects or surface defects

38%
Local primary roads
No visible / minor defects or surface defects

35%
Local secondary roads
No visible / minor defects or surface defects

31%
Local tertiary roads
No visible / minor defects or surface defects

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

Regional and Local Primary Roads In 2016 **58% of Local Primary Roads** surveyed had no visible/minor defects or surface defects and **75% of Regional Roads** surveyed had no visible/minor defects or surface defects.

WASTE/WATER/ ENVIRONMENT 2016

100% of drinking water in private schemes in compliance with statutory requirements
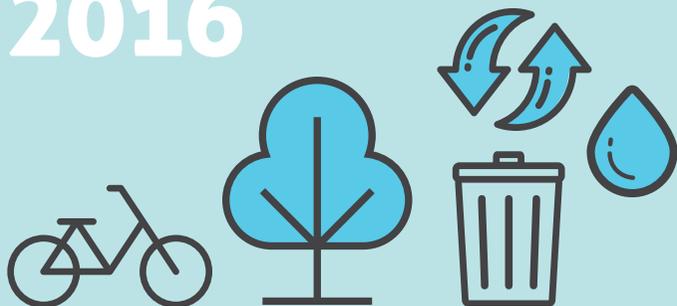
35,220
Households availing of a 3 bin service

2,648
Environmental pollution complaints closed
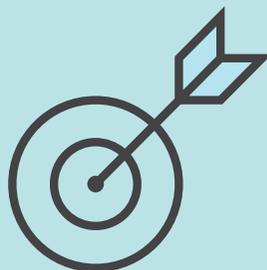
73%
of areas litter free / unpolluted / slightly polluted

25%
of areas moderately polluted

2%
of areas significantly polluted

Since January 2014 water services transferred from City and County Councils to Irish Water under a Service Level Agreement.

Water A total of **58,806** samples were taken from private drinking water schemes and of these 98% were compliant with statutory requirements.

Environment City and County Councils regulate private collection services. In 2016 the number of households availing of a 3-bin collection service increased by **11% to 640,227.**

City and County Councils work with voluntary groups such as Tidy Town Committees to manage litter and pollution. In 2016 **85%** of areas surveyed were classified as unpolluted / litter-free / slightly polluted.

PLANNING 2016
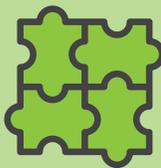
750
Commencement notices

13%
New buildings inspected

80
Enforcement
cases resolved

279
Planning cases on
hand at 31/12/16

291
Planning cases
closed during 2016

159   of which
Appeals to
An Bord Pleanála

82%
Upheld by
An Bord Pleanála

€33.75
Cost per capita
of planning service

Planning and Development is an important function of City and County Councils. The service includes forward planning, development management, enforcement and preparation of the County or City Development Plan. In 2016, the average cost per capita of the planning service across the sector was **€26.96**. In 2016 a total of **16,829** planning cases were on hand; **5,863** planning cases were closed; **1,451** planning decisions made by City and County Councils were appealed to An Bord Pleanála, who upheld **78%** of the decisions made by the councils.

City and County Councils were notified of **12,922** new buildings in 2016, **25%** were inspected by local councils.

FIRE SERVICE 2016
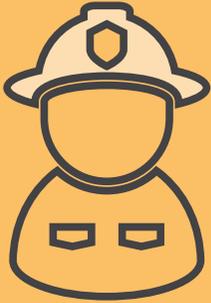
7.71
Average number of weeks to deal with Fire Safety Certificates

€33.75
Cost per capita of fire service

41% Fire cases within 10 minutes

31% Non-fire cases within 10 minutes

This Service is provided by Dublin City Council
on behalf of Dún Laoghaire-Rathdown County Council.

Local councils provide a critical range of emergency services. Fire brigades and other emergency services frequently cross their administrative boundaries to respond to an incident. In 2016 fire services responded to **32,098** emergency callouts.

The cost per capita of the fire service was **€56.07.** The cost varies from council to council, depending on whether the fire service provided is full or part-time and the geography and topography of an area.

Fire scenes
The average time taken to mobilise the fire brigade to fire scenes from full-time stations was **1 minute 31 seconds** and from part-time stations it was **5 minutes 38 seconds.** Almost **41%** of fire scenes were attended within 10 minutes and **86%** were attended within 20 minutes.

Non-fire scenes
The average time taken to mobilise the fire brigade to non-fire scenes from full-time stations was **1 minute 43 seconds** and from part-time stations it was **5 minutes 54 seconds.** On average almost **31%** of non-fire scenes were attended within 10 minutes and **81%** were attended within 20 minutes.

LIBRARY SERVICES, COMMUNITY & YOUTH
2016
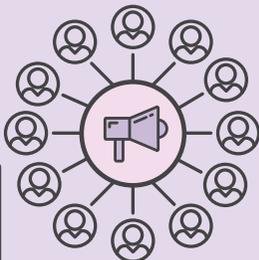
8

Public Libraries

1,012,624

Library visits

4.64

Visits per head of population

€37.55

Cost per capita of operating a library service

1,502,156

Items issued to borrowers

280

Organisations on the Public Participation Network

48%

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

Libraries There are 330 public libraries operated by City and County Councils throughout Ireland. In 2016 there were 17,178,052 visits to public libraries and 18,173,449 items were borrowed, including books, dvds, audio, ebooks, e-magazines, e-audio and ProQuest. In addition to borrowing items, people visit the library to source information, participate in events and courses, and to access PCs and Wi-Fi. The cost per capita of the library service is **€30.05.** Free membership was introduced to public libraries in January 2016. **www.librariesireland.ie**

Community and Voluntary City and County Councils play a central role in the development of their local communities. The Public Participation Networks (PPNs) were set up in 2014 as a way for communities to take an active role in local policy making. There are **11,915** organisations on the Public Participation Network.

Young People The Youth Councils or Comhairle na nÓg foster civic participation among young people. By 2016 **68%** of second level schools participated in the Local Youth Council/Comhairle na nÓg scheme.

CORPORATE
2016
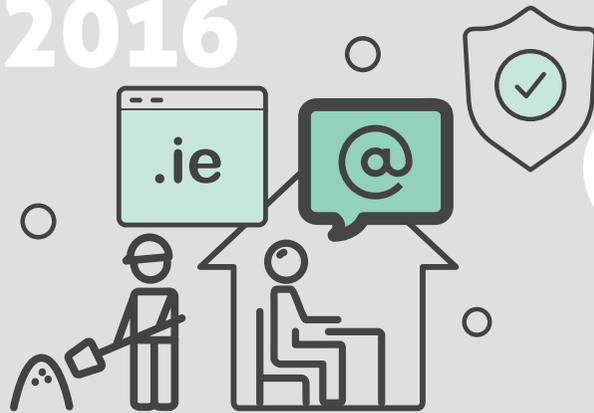
908
Employees

3.78%
Working days lost to sickness absence: medically certified

0.52%
Working days lost to sickness absence: self-certified
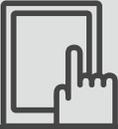
35,548
Followers on social media accounts

3,122,115
Page views of Council websites

€4,153.41
Cost of ICT per employee

Motor tax transactions online
This Service is provided by Dublin City Council on behalf of Dún Laoghaire-Rathdown County Council.

There are **26,858** employees in the local government sector carrying out a range of roles and with a broad range of skills. Roles include administrators, town planners, scientists, engineers, architects, outdoor workers etc.

More people are using ICT to engage with their City or County Council. In 2016 there were over **59million** page views of websites operated by local authorities and a total of **1,163,551** followers of council social media accounts. In 2012, **51%** of motor tax transactions were carried out online, by 2016 that figure rose to **70%**.

ECONOMIC DEVELOPMENT 2016

147.5
Jobs created with assistance of LEOs
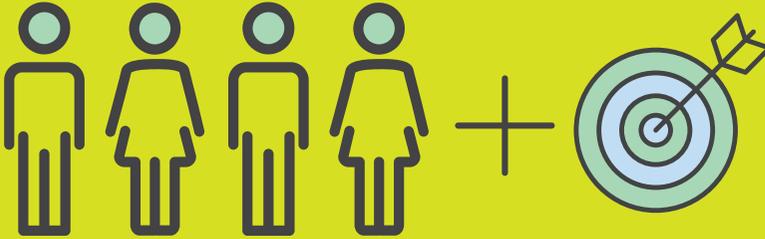
74
Trading online vouchers

389
Business owners received one-to-one mentoring

City and County Councils play a central role in driving the economic development of their areas, through the provision of infrastructure, business parks, tourism attractions and amenities. They work with a wide range of partners including state agencies and local community groups to attract investment and create and sustain jobs.

Tourism
Local authorities made an operational/revenue contribution to tourism attractions of **c.€28 million** in 2016. In the period 2011-2016, local authorities leveraged capital investment of **c.€171 million** in tourist attractions, with **c.€73 million** of this investment made by local authorities and c.€97.6million made by other stakeholders.

In 2016, local authorities leveraged **c.€22 million** in tourism infrastructure with **c.€15 million** coming directly from local authorities and **c.€7 million** from other sources. Local authorities also invested **c.€15 million** in events in 2016.

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