



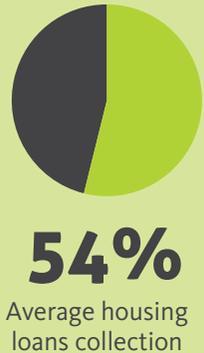
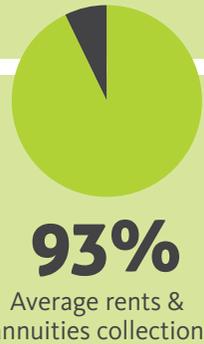
# **LOCAL AUTHORITY PERFORMANCE INDICATORS 2015**

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

Like other public bodies, local councils operate in a challenging environment with reduced staffing and budgets and increased demand for services. In 2015 Local Authorities reported on 31 indicators comprising of 67 sub indicators. Cork County Council delivered a strong positive performance across a range of indicators showing an improved result in 2015 across a number of indicators. This report provides an overview of the main indicators for 2015.

- Improved our National Ranking in 23 no. sub indicators
- Maintained our National Ranking in a further 19 sub indicators
- Improved our performance over 2014 in 19 of 25 key indicators particularly in the areas of Housing and Revenue Collection

# CORK COUNTY COUNCIL FINANCE 2015



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**€21,014,047**

Surplus/deficit  
balances for 2011

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**€16,278,256**

Surplus/deficit  
balances for 2012

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**€11,147,760**

Surplus/deficit  
balances for 2013

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**€10,601,829**

Surplus/deficit  
balances for 2014

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**€12,217,336**

Surplus/deficit  
balances for 2015

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**€302,149,983**

Total Income figure from the  
Income and Expenditure  
Account Statement

## NATIONAL CONTEXT

City and County Councils are delivering a range of services under difficult financial constraints. Between 2008 and 2014 the revenue or current budgets of local councils reduced from €4.72billion to €3.88billion. Over the same period capital budgets reduced from €6.13billion to €1.11billion. As a result, by 2012 the majority of councils were operating at a revenue deficit. The number of local authorities operating at deficit stays at 16, and all those authorities have reduced their deficit figure from the 2014 figure.

# CORK COUNTY COUNCIL HOUSING 2015



## 9,806

Total social housing units provided as at 31/12/2015

## 1,011

1/1/2015 - 31/12/2015

Additional social housing units provided

## 43

Units built or purchased by councils in 2015

## 7

Additional rental accommodation scheme units in 2015

## 845

Additional housing assistance payment scheme units in 2015

## 116

Additional social housing leasing initiative units in 2015

## 1

Homeless adults and dependents in October 2016

## 17,319

Registered tenancies

## 602

Private rented inspections carried out

## 4.56%

Directly provided units vacant as at 31/12/15

## €7,431.66

Re-let cost

## 12.69 weeks

Median re-let time

## €1,612.54

Maintenance cost per unit

## NATIONAL CONTEXT

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

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

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

# CORK COUNTY COUNCIL ROADS 2015



**54%** Regional roads surveyed

**PSCI**

**92%** Local primary roads surveyed

**84%** Local secondary roads surveyed

**81%** Local tertiary roads surveyed

**16%**

**Regional roads**

No visible / minor defects

**14%**

**Local primary roads**

No visible / minor defects

**9%**

**Local secondary roads**

No visible / minor defects

**6%**

**Local tertiary roads**

No visible / minor defects



**35.4 Kms**

of regional roads strengthened



**43.6 Kms**

of regional roads resealed

## NATIONAL CONTEXT

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

**Regional and Local Primary Roads** In 2015 **16% of Local Primary Roads** surveyed had no visible/minor defects and **31% of Regional Roads** surveyed had no visible/minor defects.

# CORK COUNTY COUNCIL WASTE/WATER/ ENVIRONMENT 2015



**95.43%**  
of drinking water in  
private schemes in  
compliance with  
statutory requirements



**23,419**

Households availing  
of a 3 bin service



**1,821**

Environmental pollution  
complaints closed

**24%**

of areas litter free /  
unpolluted / slightly  
polluted

**10%**

of areas moderately  
polluted

**0%**

of areas significantly  
polluted

## NATIONAL CONTEXT

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

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

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

# CORK COUNTY COUNCIL PLANNING 2015



**795**

Commencement notices

**177**

New buildings inspected



**1,039**

Planning enforcement cases  
on hand at 31/12/15



**338**

Planning cases  
closed during 2015

**111** of which

Appeals to  
An Bord Pleanála

**76.58%**

Upheld by  
An Bord Pleanála

**€29.97**

Cost per capita  
of planning service

## NATIONAL CONTEXT

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

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

# CORK COUNTY COUNCIL FIRE SERVICE 2015



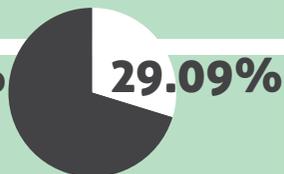
**€48.25**

Cost per capita  
of fire service



**44.09%**

Fire cases within  
10 minutes



**29.09%**

Non-fire cases  
within 10 minutes

**5 minutes  
28 seconds**

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

**5 minutes  
41 seconds**

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

## NATIONAL CONTEXT

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

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

### Fire scenes

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

### Non-fire scenes

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

# CORK COUNTY COUNCIL LIBRARY SERVICES, COMMUNITY & YOUTH

## 2015



# 1,714,200

Library visits

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## 4.11

Visits per head  
of population

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## €21.71

Cost per capita of  
operating a library service

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## 1,761,063

Items issued to borrowers

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## 737

Organisations on the Public  
Participation Network

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## 18

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

## NATIONAL CONTEXT

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

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

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

# CORK COUNTY COUNCIL CORPORATE 2015

**1,947.41**

Employees

**3.19%**

Working days lost to sickness  
absence: medically certified

**0.39%**

Working days lost to sickness  
absence: self-certified



**11,372**

Followers on social  
media accounts

**1,143,336**

Page views of Council websites



**€2,849.19**

Cost of ICT per employee

**67.99%**

Motor tax transactions online

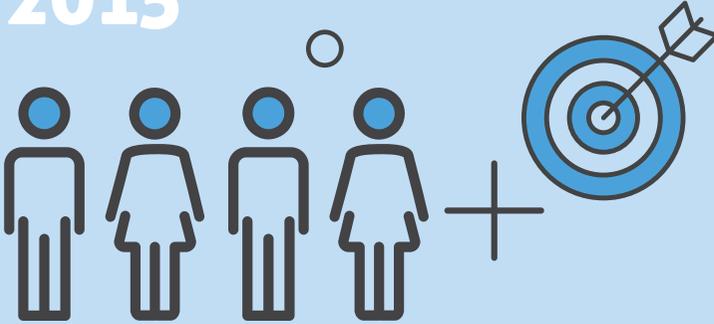
## NATIONAL CONTEXT

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

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

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

# CORK COUNTY COUNCIL ECONOMIC DEVELOPMENT 2015



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**151**

**Jobs created with  
assistance of LEOs**

## NATIONAL CONTEXT

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



For further information visit **[www.noac.ie](http://www.noac.ie)** or **[www.lgma.ie](http://www.lgma.ie)**