



2nd March, 2018.

**TO: AN CATHAOIRLEACH
& EACH MEMBER OF KILKENNY COUNTY COUNCIL**

RE: LOCAL AUTHORITY PERFORMANCE INDICATORS 2016

Dear Councillor,

The National Oversight and Audit Committee [NOAC] has published a full report on the Local Authority Performance Indicators for 2016 on 25th January, 2018. Each Local Authority reported on 32 indicators which covered a wide range of the services carried out in the areas of:

- Housing [4]
- Roads [3]
- Water [1]
- Waste/Environment [3]
- Planning [5]
- Fire Service [3]
- Library [2]
- Youth & Community [2]
- Corporate [4]
- Finance [2]
- Economic Development [3]

The Performance Indicators for all Local Authorities which includes the 32 Indicators in respect of Kilkenny County Council is available for viewing on the NOAC Website. www.noac.ie.

These indicators bring together a wide range of information about how all the local authorities perform in delivering services to local communities. The data on performances was collected from Local Authorities by the Local Government Management Agency [LGMA].

NOAC was established under the Local Government Reform Act 2014 to provide independent overview of local government performances in fulfilling National, Regional and local mandates including performance in respect of its financial resources. Its mission is to independently oversee the local government sector by reviewing the financial and operational performance of bodies within its remit, overseeing implementation of national local government policy and identifying opportunities for best practice. It allows the examination of processes and procedures with a view to improving performance and providing a more effective and efficient service to the community.

However, local authorities need to recognise that delivery of a wide range of services to a diverse population, within available staffing resources and finances can have positive or negative effects on indicators. Diversity within local authorities can also impact on the performance measurement. This will depend on the geographical area being served, density of population, social economic profile, resources and demand for the service. Therefore, caution should be taken in the use of the performance indicator to compare one local authority against another.

The annual publication of the NOAC Performance Report will assist in policy and organisational decision making by the Elected Member, Executive and Audit Committee.

Kilkenny County Council's performance has been above the national average or medium presented in the Report in the majority of service areas and this is a credit to all staff. Kilkenny County Council will continue to deliver a high standard of service and will maintain and improve upon where possible and within the available staff and financial resources. I attach report on Performance Indicators for Kilkenny County Council.

In particular Kilkenny County Council has over the last few years increased the percentage collection levels in commercial rates, housing rents and housing loans. Kilkenny County Council has the second highest percentage level of collection in Rates in the country. The commitment of staff in achieving these high levels of collection must be recognised and acknowledged. Due to the limited areas available to bring in additional income, the Council will continue to focus on reducing the arrears on housing rents and housing loans during 2018.

Performance Indicators are a managerial tool for the Local Government Sector and the data provides a national practice in service delivery within the sector. Data provides accountability to stakeholders and it is a means of assessing performance across the region and all Local Authorities.

It is equally important that we respond to changes in the political, public and policy environments. Therefore we must annually review our performance and target areas for improvement in all service delivery areas.

Areas targeted for improvement do not include demand led services where client circumstances and regulatory requirements dictate the data reviewed. For example, it would not be considered appropriate to set targets in the provision of homeless services where the response of the Local Authority will be commensurate on demand presented and the associated social issues. However this does not mean that the Council not continue to provide a quality service to the clients who are experiencing difficulties in their lives.

The 2016 indicators have been reviewed by the Council's Management Team. It is considered appropriate that there should be a focus on further improvements in the performance of Kilkenny County Council during 2018 in the following areas:

- *Cost of housing maintenance:* The average cost incurred by Kilkenny County Council in repair and maintenance on LA housing in 2016 was €1,299.86. The average cost across all local authorities was €969.12. It is essential that this area be reviewed to ensure that we deliver the service to our tenants while also achieving value for money for the budget provided.
- *3 bin service:* The percentage of households availing of a 3 bin service in County Kilkenny in 2016 is 6.74%. The national average is 37.71%. As this service is privatised, Kilkenny County Council will encourage the provision of the 3 bin service with the service providers.
- *Budget 2018:* A commitment was given to review the operational cost of the Dunmore Civic Amenity Centre in order to keep within the budget provided. As approved in the budget the income from parking charges was increased based on a review of parking charges for 2018. Work has commenced in these areas and the members will be informed of changes in due course.

Kilkenny County Council will continue to review the performance of the organisation and strive to make improvements in areas targeted.

Attached is a sample of indicators from the report showing Kilkenny County Council's performance and comparison with other local authorities.

Yours sincerely,



Tim Butler
Director of Services
Corporate Services

Performance Indicators 2016

	Kilkenny	Highest	Lowest
Service Online Motor tax transactions	65.02%	83.29% Dublin	46.75% Donegal
Compliance -Drinking water private schemes	97.74%	100% Westmeath	92.34% Wexford
Building Control - New Buildings inspected	42.52%	75.13% Dublin City	3.53% Westmeath
No of households - 3 bin service	6.74%	75.77 South Dublin	1.25% Donegal
Fire Certs - Average time to issue	0.69 weeks	0.11 weeks South Dublin	11.90 weeks Galway
No of Library visits per head of population	2.99	6.2 Cork City	1.91 Sligo
No of Job created	255	231.5 Dublin City	40 Roscommon
LA houses vacant on 31/12/2016	1.23%	8.35% Leitrim	0.53% South Dublin
Average time to relet house	17.75 weeks	110.96 weeks Cork City	8.03 weeks Monaghan
Cost per Capita	Kilkenny	Highest	Lowest
Fire Service	€ 54.95	€ 84.65 Cork City	€ 26.47 Meath
Planning	€ 25.19	€ 36.24 Galway City	€ 15.25 Cavan
Library	€ 32.01	€ 57.47 Cork City	€ 17.39 Mayo
Collection levels	Kilkenny	Highest	Lowest
Rates	94%	96% Fingal	68% Louth
Rents/Annuities	93%	97% Tipperary	71% Louth
Housing Loans	80%	100% Fingal	47% Kildare