

# Report on Service Indicators for 2009

Since 2000, each County and City Council has been required to monitor progress in respect of Service Indicators – reports have been issued to this Council each year, setting out our achievements and indicating areas of concern.

Following a national review which was carried out in 2003, the number of service indicators to be monitored was extended from 21 to 42 and it became necessary for the Town Councils to commence monitoring from the 1<sup>st</sup> January 2004. A further national review saw changes introduced in the indicators from 2008 with changes in methodology in respect of some indicators, deletion of some indicators and introduction of new indicators. Currently the total number of indicators is 46.

The combined results for North Tipperary Local Authorities (North Tipperary County Council, Nenagh Town Council, Thurles Town Council, Templemore Town Council and the County Tipperary Joint Libraries Committee) in respect of 2009 are detailed below with comparative results for 2008. Footnotes denote where contextual comments were included with the indicators. The indicators in respect of the Library Services reflect all branches in County Tipperary (North & South). 2009 Service Indicators which relate to population are based on 2006 Census figures i.e. 66,023 with the exception of the Library Services where the total population (149,244) of Co. Tipperary applies.

<b>H - HOUSING INDICATORS</b>	<b>2008</b>	<b>2009</b>
<b>H.1 Housing Vacancies</b>		
A. Total no. of dwellings in local authority stock	1675	1723.5
B. Total no. of dwellings, excluding those subject to major refurbishment schemes	1661.75	1718.5
C. % of dwellings that are empty (excluding those subject to major refurbishment projects)	2.35%	2.89%
D. % of empty dwellings unavailable for letting	85.90%	78.39%
E. % of empty dwellings available for letting	14.10%	21.61%
<b>H.2 Average time taken to re-let available dwellings (in weeks)</b>		
Average time taken from vacation of dwelling to date all necessary repairs are carried out.	17.33	12.52
Average time from the works being completed to date of first rent debit.	2.98	2.29



<b>H - HOUSING INDICATORS</b>	<b>2008</b>	<b>2009</b>
<b>H.3 Number of repairs completed as a percentage of the number of valid repair requests received</b>	92.48%	92.17%
<b>H.4 Total number of Traveller families accommodated as a percentage of the targets set in the local Traveller accommodation programme.</b>	180%	122.22%
<b>H.5 Enforcement of standards in private rented sector</b>		
A. Total number of registered tenancies	1958	1908 <sup>1</sup>
B. Number of dwelling units inspected	457	355
C. Number of inspections carried out	465	362
D. Number of dwellings inspected as % of registered tenancies	23.34%	18.61%
<b>H.6 Grants to adapt housing for the needs of people with a disability</b>		
A. Average time taken (in weeks) to process applications under the Mobility Aids Grant Scheme, including any necessary inspections from the date of receipt of a valid application to the date of decision on the application.	14.2	17.68
B. Average time taken (in weeks) to process applications under Housing Adaptation Grant for People with a Disability, including any necessary inspections, from the date of receipt of a valid application, to the date of decision on the application.	9.92	20.37
<b>H.7 Pre-Tenancy Familiarisation Courses</b>		
A. Total number of new local authority tenants	135	112
B. % of new local authority tenants who have been offered pre-tenancy familiarisation courses.	91.85%	77.68 <sup>2</sup>

<sup>1</sup> This information is received from the PRTB and there are doubts as to its accuracy.

<sup>2</sup>As a number of the tenancies in the Town Council areas were allocated as a result of acquisitions received ad hoc, formal courses were not run however time was spent with the individual tenants familiarising them with the tenancy agreement, rent scheme and managing their home.

<b>R1 - ROADS INDICATORS</b>	<b>2008</b>	<b>2009</b>
<b>R.1 Roads Restoration Programme</b>		
A. The number of kilometres of local and regional roads improved and maintained under the Restoration Programme.	164.07	161
B. The number of kilometres of local and regional roads constructed under the specific improvements grants scheme.	3.05	8.7
<b>M – MOTOR TAXATION INDICATORS</b>	<b>2008</b>	<b>2009</b>
<b>M1 Number of Motor Tax Transactions</b>		
A. Number of motor tax transactions which are dealt with over the counter	52,440	50,250
B. Number of motor tax transactions which are dealt with by post	17,188	15,862
C. Number of motor tax transactions which are dealt with in other ways (e.g. online, by telephone)	26,664	30,034
D. Percentage of motor tax transactions which are dealt with over the counter	54.46%	52.26%
E. Percentage of motor tax transactions which are dealt with by post.	17.85%	16.50%
F. Percentage of motor tax transactions which are dealt with in other ways (e.g. online, by telephone).	27.69%	31.24%

<b>M – MOTOR TAXATION INDICATORS</b>	<b>2008</b>	<b>2009</b>
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<b>M.2 Time Taken to Process Motor Tax Postal Applications</b>		
A. No. of postal applications which are dealt with (i.e. disc issued) on the same day as receipt of the application.	9,225	5,974
B. No. of postal applications which are dealt with (i.e. disc issued) on the second or third day from receipt of the application.	7,135	8,762
C. No. of postal applications which are dealt with (i.e. disc issued) on the fourth or fifth day from receipt of the application.	319	554
D. No. of postal applications which are dealt with (i.e. disc issued) in over five days from receipt of the application.	509	572
E. % of overall postal applications which are dealt with (i.e. disc issued) on the same day as receipt of the application.	53.67%	37.66%
F. % of overall postal applications which are dealt with (i.e. disc issued) on the second or third day from receipt of the application.	41.51%	55.24%
G. % of overall postal applications which are dealt with (i.e. disc issued) on the fourth or fifth day from receipt of the application.	1.86%	3.49%
H. % of overall postal applications which are dealt with (i.e. disc issued) in over five days from receipt of the application.	2.96%	3.61%

<b>M – MOTOR TAXATION INDICATORS</b>	<b>2008</b>	<b>2009</b>
<p><b>M.3 Time Taken to Process Driving Licence Applications</b></p> <p>A. No. of Driving Licence applications which are dealt with on the same day as receipt of the application.</p> <p>B. No. of Driving Licence applications which are dealt with on the second or third day from receipt of the application.</p> <p>C. Number of Driving Licence applications which are dealt with on the fourth or fifth day from receipt of the application.</p> <p>D. Number of Driving Licence applications which are dealt with in over five days from receipt of the application.</p> <p>E. % of overall Driving Licence applications which are dealt with on the same day as receipt of the application.</p> <p>F. % of overall Driving Licence applications which are dealt with on the second or third day from receipt of the application.</p> <p>G. % of overall Driving Licence applications which are dealt with on the fourth or fifth day from receipt of the application.</p> <p>H. % of overall Driving Licence applications which are dealt with in over five days from receipt of the application.</p>	<p>2,160</p> <p>1,471</p> <p>1,149</p> <p>5,858</p> <p>20.3%</p> <p>13.83%</p> <p>10.8%</p> <p>55.07%</p>	<p>1,855</p> <p>525</p> <p>185</p> <p>4,958</p> <p>24.66%</p> <p>6.98%</p> <p>2.46%</p> <p>65.90%</p>
<p><b>M.4 Public opening hours</b></p> <p>– Average number of opening hours per week.*</p> <p>* This includes the effects of Bank Holidays, unexpected closures, etc.</p>	<p>28.846</p>	<p>28.615</p>

<b>E1 – WATER SERVICES INDICATORS</b>	<b>2008</b>	<b>2009</b>
<p><b>E1 Unaccounted for Water</b> 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.</p> <ul style="list-style-type: none"> <li>– Total volume of water supplied (m3/per day) under the water schemes that the local authority is responsible for.</li> <li>– Volumes of unaccounted for water (m3/per day) under the water supply schemes that the local authority is responsible for.</li> </ul>	<p>49.52%</p> <p>24,982 m3</p> <p>12,370 m3</p>	<p>48.18%</p> <p>23,557m3</p> <p>11,349m3</p>
<b>E – ENVIRONMENT INDICATORS<sup>3</sup></b>	<b>2008</b>	<b>2009</b>
<p><b>E.3 Waste Segregation</b> (Note this indicator now applies to all local authorities whether they are or are not involved in waste collection)</p> <ul style="list-style-type: none"> <li>– % of households provided with segregated waste collection service for dry recyclables.</li> <li>– % of households provided with a segregated waste collection service for organics.</li> </ul>	<p>91.23%</p> <p>0%</p>	<p>96.77%</p> <p>1.84%</p>
<p><b>E.4 Household Waste Sent for Recycling</b></p> <ul style="list-style-type: none"> <li>– % of household waste collected from kerbside which is sent for recycling.</li> <li>– Tonnage of household waste collected from kerbside, which is sent for recycling.</li> <li>– Tonnage of household waste recycled, which arises from waste collected from recycling facilities (i.e. bring banks, civic amenity sites, transfer stations and other recycling facilities).</li> </ul>	<p>18.51%</p> <p>3,729</p> <p>3,026.69</p>	<p>23.86%</p> <p>4,238</p> <p>3,198</p>
<p><b>E.5 Household Waste Sent for Landfill</b></p> <ul style="list-style-type: none"> <li>– % of household waste sent to landfill.</li> <li>– Tonnage of household waste which is sent to landfill.</li> </ul>	<p>81.49%</p> <p>16,417</p>	<p>76.14%</p> <p>13,523</p>

<sup>3</sup> In the case of E.3 Waste Segregation, E.4 Household Waste Sent for Recycling and E.5 Household Waste Sent for Landfill the figures shown for 2009 relate to 2008 as the required details had not been provided by the Waste Collectors at the time of compilation of this Report.

<b>E – ENVIRONMENT INDICATORS</b>	<b>2008</b>	<b>2009</b>
<b>E.6 Recycling Facilities</b>		
– The total number of Bring Sites in the local authority area.	39	39
– The total no. of Civic Amenity Centres in the local authority area.	2	3
– The number of Bring Sites for recycling glass.	39	39
– The number of Civic Amenity Centres for recycling glass.	2	3
– The number of Bring Sites for recycling cans.	39	39
– The number of Civic Amenity Centres for recycling cans.	2	3
– The number of Bring Sites for recycling textiles.	14	14
– The number of Civic Amenity Centres for recycling textiles.	2	3
– The number of Bring Sites for recycling batteries.	Nil	Nil
– The number of Civic Amenity Centres for recycling batteries.	2	3
– The number of Bring Sites for recycling oils.	Nil	Nil
– The number of Civic Amenity Centres for recycling oils.	1	1
– The number of Bring Sites for recycling other materials.	Nil	Nil
– The number of Civic Amenity Centres for recycling other materials.	2	3

<b>E – ENVIRONMENT INDICATORS</b>	<b>2008</b>	<b>2009</b>
<b>E.7 Litter Prevention and Enforcement</b>		
– Number of full-time litter wardens.	2	2
– Number of part-time litter wardens.	7	7
– Number of on-the-spot fines issued.	144	86
– Number of on-the-spot fines paid.	83	30
– Number of prosecution cases taken because of non-payment of on-the-spot fines.	20	7
– Number of prosecution cases secured in cases taken because of non-payment of on-the-spot fines.	3	1
– Number of notices issued (under Sections 9, 15, 16, 17 and 20 of the Litter Pollution Act 1997).	0	2
– Number of prosecutions taken (all prosecutions under the Litter Acts 1997 to 2003).	20	7
– Number of prosecutions secured (all prosecutions under the Litter Acts 1997 to 2003).	3	1
– Percentage of areas in the local authority that is unpolluted (i.e. litter-free).	2%	2.53%
– Percentage of areas in the local authority that are slightly polluted with litter.	70%	58.48%
– Percentage of areas in the local authority that are moderately polluted with litter.	25%	32.85%
– Percentage of areas in the local authority that are significantly polluted with litter.	3%	5.78%
– Percentage of areas in the local authority that are grossly polluted with litter.	0%	0.36%
<b>E.8 Environmental Complaints and Enforcement</b>		
A. Total number of cases subject to complaints concerning environmental pollution (relating to waste, litter, water pollution, noise pollution, air pollution).	1,219	808
B. Number of complaints investigated.	1,219	808
C. Number of complaints resolved where no further action was necessary.	1,050	699
D. Number of enforcement procedures taken.	77	100

<b>E – ENVIRONMENT INDICATORS</b>	<b>2008</b>	<b>2009</b>
<b>E.9 Percentage of schools participating in environmental campaigns</b>		
A. % of primary schools participating in environmental campaigns.	83.56%	87.67%
B. % of secondary schools participating in environmental campaigns.	82.35% <sup>4</sup>	88.24% <sup>5</sup>
<b>F – FIRE SERVICE INDICATORS</b>	<b>2008</b>	<b>2009</b>
<b>F.1 Fire Service Mobilisation</b>		
A. Average time taken, in minutes, to mobilise fire brigades in Full-Time Stations in respect of fire.	N/A	N/A
B. Average time taken, in minutes, to mobilise fire brigades in Part-Time Stations (retained Fire Service) in respect of fire.	5.55	5.57
C. Average time taken, in minutes, to mobilise fire brigades in Full-Time Stations in respect of all other emergency incidents.	N/A	N/A
D. Average time taken, in minutes, to mobilise fire brigades in Part-Time Stations (retained Fire Service) in respect of all other emergency incidents.	6.03	6.05

<sup>4</sup> This includes two Adult Education Centres involved in the Green School Programme.

<sup>5</sup> This includes two Adult Education Centres involved in the Green School Programme.

<b>F – FIRE SERVICE INDICATORS</b>	<b>2008</b>	<b>2009</b>
<b>F.2 Percentage of Attendance at Scenes<sup>6</sup></b>		
A. % of cases in respect of fire where first attendance is at the scene within 10 minutes.	46.72%	52.99%
B. % of cases in respect of fire in which first attendance is at the scene after 10 minutes but within 20 minutes.	45.01%	36.68%
C. % of cases in respect of fire in which first attendance is at the scene after 20 minutes.	8.27%	10.33%
D. % of cases in respect of all other emergency incidents in which first attendance is at the scene within 10 minutes.	28.80%	28.74%
E. % of cases in respect of all other emergency incidents in which first attendance is at the scene after 10 minutes but within 20 minutes.	58.12%	52.69%
F. % of cases in respect of all other emergency incidents in which first attendance is at the scene after 20 minutes.	13.09%	18.56%
<b>F.3 Fire Prevention</b>		
– Total number of fire safety certificate applications received.	115	84
– Total number of fire safety certificate applications processed (including cases deemed invalid).	133	68
– Total number of applications deemed invalid.	16	7
<b>P.5 – BUILDING CONTROL</b>	<b>2008</b>	<b>2009</b>
<b>P.5 New Buildings Inspected</b>		
– % of new buildings notified to the local authority that were inspected.	15.89%	21.58%

<sup>6</sup>2008 - This is based on 411 incidents in respect of fire. In addition to this there were a further 72 incidents for which the attendance time is not recorded – this arises where the officer does not send the “in attendance” message either because of initial pressure or failure to make contact due to radio traffic or blackspots. In the case of all other emergency incidents % is based on 191 incidents and there are a further 29 incidents for which the attendance time is not recorded.

2009 - This is based on 368 incidents in respect of fire. In addition to this there were a further 103 incidents for which the attendance time is not recorded – this arises where the officer does not send the “in attendance” message either because of initial pressure or failure to make contact due to radio traffic or blackspots. In the case of all other emergency incidents % is based on 167 incidents and there are a further 52 incidents for which the attendance time is not recorded.

<b>P: PLANNING AND BUILDING CONTROL</b>					
<b>P1 Planning Applications</b>					
Category	No. of Applications decided	No of complete applications decided within 8 weeks	No. of decisions which required submission of further information	No. of decisions where an extension was agreed to by applicant	Average length of time taken to decide an application where further information is sought (in days)
<b>Individual Houses 2009</b>	223	85	99	39	75.28
<b>Individual Houses 2008</b>	387	142	189	56	77.81
<b>New Housing Development 2009</b>	49	20	27	2	77.74
<b>New Housing Development 2008</b>	72	27	42	3	81.19
<b>Other: not requiring EIA 2009</b>	398	253	129	16	77.95
<b>Other: not requiring EIA 2008</b>	594	360	211	23	78.17
<b>Other: requiring EIA 2009</b>	10	4	6	0	89.17
<b>Other: requiring EIA 2008</b>	15	8	5	2	91.8
Category	% of applications granted	% of applications refused	% of cases where the decision was confirmed, with or without variations by An Bord Pleanála	% of cases where the decision was reversed by An Bord Pleanála	
<b>Individual Houses 2009</b>	87%	13%	93.33%	6.67%	
<b>Individual Houses 2008</b>	84.5%	15.5%	88.24%	11.76%	

Category	% of applications granted	% of applications refused	% of cases where the decision was confirmed, with or without variations by An Bord Pleanála	% of cases where the decision was reversed by An Bord Pleanála
<b>New Housing Development 2009</b>	87.76%	12.24%	50%	50%
<b>New Housing Development 2008</b>	76.39%	23.61%	75.00%	25.00%
<b>Other: not requiring EIA 2009</b>	92.46%	7.54%	85.71%	14.29%
<b>Other: not requiring EIA 2008</b>	93.27%	6.73%	82.61%	17.39%
<b>Other: requiring EIA 2009</b>	100%	0%	100%	0%
<b>Other: requiring EIA 2008</b>	73.33%	26.67%	100%	0%
<b>P2 Planning Enforcement</b>			<b>2008</b>	<b>2009</b>
A. Total no. of cases subject to complaints that were investigated.			200	137
B. Total no. of cases subject to complaints that were dismissed.			38	56
C. Total no. of cases subject to complaints that were resolved through negotiations.			50	42
D. No. of enforcement procedures taken through warning letters.			224	103
E. No. of enforcement procedures taken through enforcement notices.			57	18
F. No. of prosecutions.			19	1
<b>P.3 Planning Public Opening Hours</b>			<b>2008</b>	<b>2009</b>
A. Average no. of opening hours per week.			33.75	33.75

<b>P.4 Pre-Planning Consultation</b>	<b>2008</b>	<b>2009</b>
A. No. of pre-planning consultation meetings held.	620	431
B. Average length of time from request for consultation with the local authority to actual formal meeting for pre-planning consultation.	220.83 days	53.19 days
<b>P.6 Taking Estates in Charge</b>	<b>2008</b>	<b>2009</b>
A. The 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 year.	17	22
B. No. of estates that were taken in charge 2008.	1	5
C. Total no. of dwellings in respect of Column B.	34	101
D. No. of estates in Column A not completed to the satisfaction of the planning authority in line with the planning permission.	12	17
E. No. of estates in Column D in respect of which enforcement action was taken in the year in question and/or the bond was called in.	2	0
F. No. of estates in Column D in respect of which works were undertaken by the authority to bring the estate to taking in charge standard.	0	0
<b>Rev- REVENUE COLLECTION</b>	<b>2008</b>	<b>2009</b>
<b>Rev.1 House Rent</b>		
A. % of amount due from House Rent collected	97.88%	98.18%
B. Amount of arrears on Housing Rent that is 4-6 weeks old.	€20,374.63	€22,945.00
C. Amount of arrears on Housing Rent that is 6-12 weeks old.	€32,535.03	€65,824.58
D. Amount of arrears on Housing Rent that is more than 12 weeks old.	€110,198.68	€139,264.43

<b>Rev- REVENUE COLLECTION</b>	<b>2008</b>	<b>2009</b>
<b>Rev.2 Housing Loans</b>		
A. % collected of amount due from Housing Loans.	92.96%	91.53%
B. Amount of arrears on Housing Loans that are 1 month old.	€4,281.94	€4,306.80
C. Amount of arrears on Housing Loans that are 2-3 months old.	€6,534.15	€4,583.58
D. Amount of arrears on Housing Loans that are more than 3 months old.	€134,252.72	€152,653.03
<b>Rev.3 Commercial Rates</b>		
– Amount collected at 30 <sup>th</sup> December as a % of amount due from Commercial Rates.	93%	80%
<b>Rev.5 Non-Domestic Water Charges</b>		
– Amount collected at 30 <sup>th</sup> December as a % of amount due from Non-Domestic Water Charges.	70%	67% <sup>7</sup>
<b>C:- CORPORATE ISSUES INDICATORS</b>	<b>2008</b>	<b>2009</b>
<b>C.1 Working Days Lost to Sickness</b>		
A. % of working days lost to sickness absence through certified leave.	3.42%	3.38%
B. % of working days lost to sickness absence through uncertified leave.	0.56%	0.49%
<b>C:- CORPORATE ISSUES INDICATORS</b>	<b>2008</b>	<b>2009</b>
<b>C.2 Staff Training and Development</b>		
– Expenditure on Training and Development as a % of total payroll costs.	4.4%	4%

<sup>7</sup> Level of collection was affected by (i) slow down in the economy generally; (ii) change over in Town Council areas where North Tipperary County Council charge for water rather than the Town Councils heretofore (iii) problems on individual large accounts.

<b>L – LIBRARY INDICATORS</b>	<b>2008</b>	<b>2009</b>
<b>L.1 Library Public Opening Hours</b>		
A. Average number of opening hours per week for full-time libraries	38.92	39.02
B. Average number of opening hours per week for part-time libraries	10.4	12.50
C. Number of full-time libraries that have lunchtime openings.	8	8
D. Number of full-time libraries that have evening openings.	8	8
E. Number of full-time libraries that have Saturday openings.	7	7
<b>L.2 Library Visits</b>		
– Total number of visits to full-time libraries.	461,800	498,050
<b>L.3 Library Stock</b>		
A. Expenditure on stock	€337,000	€300,000
B. Total number of books issued.	397,585	429,328
C. Total number of other items issued.	11,861	13,720
<b>L.4 Internet Access Through Libraries</b>		
– Total number of Internet sessions provided.	36,986	28,364

<b>Rec – RECREATIONAL SERVICE INDICATORS</b>	<b>2008</b>	<b>2009</b>
<b>Rec 1: Children’s Playgrounds</b>		
A. Number of children’s playgrounds directly provided by the local authority per 1000 population	0.14	0.15
B. Number of children’s playgrounds facilitated by the local authority per 1000 population	0.06	0.08
<b>Rec 2 Local Authority-Facilitated Leisure Facilities</b>		
– Number of visitors to local authority-facilitated leisure facilities per 1,000 population	3250.14	3032.06 <sup>8</sup>
<b>CP– COMMUNITY PARTICIPATION SERVICE INDICATORS</b>	<b>2008</b>	<b>2009</b>
<b>CP1 Participation in Local Youth Council/Comhairle na n-Óg Scheme</b>		
– % of local schools and youth groups involved in the local Youth Council/Comhairle na n-Óg scheme	61.76%	52.94%
<b>CP– COMMUNITY PARTICIPATION SERVICE INDICATORS</b>	<b>2008</b>	<b>2009</b>
<b>CP2 Groups Registered with the Community &amp; Voluntary Forum</b>		
– Number of groups registered with the Community & Voluntary Forum	69	77

<sup>8</sup> Figure relates to Swimming Pools/Leisure Centre only – does not include The Source Regional Arts Centre