



Comhairle Chontae Chill Chainnigh

Halla an Chontae Sraid Eoin Cill Chainnigh
R95 A39T

Pobail agus Áiteanna Inbhuanaithe a Chruthú

Kilkenny County Council

County Hall John Street Kilkenny
R95 A39T



Creating Sustainable Communities and Places

6th October, 2023.

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

RE: LOCAL AUTHORITY PERFORMANCE INDICATORS 2022

Dear Councillor,

The National Oversight and Audit Committee [NOAC] has published a full report on the Local Authority Performance Indicators for 2022 on the 29th September, 2023. Each Local Authority reported on 44 indicators which covered a wide range of the services carried out in the areas of:

- Housing [6]
- Roads [3]
- Water [2]
- Waste/Environment [7]
- Planning [5]
- Fire Service [3]
- Library/ Recreation [2]
- Youth & Community [2]
- Corporate [5]
- Finance [4]
- Economic Development [5]

The Performance Indicators for all Local Authorities which includes the 44 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 scrutiny of local government performances in fulfilling national, regional and local mandates. Its function 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 for the examination of processes and procedures with a view to improving performance and providing a more effective and efficient service to the community.

NOAC selects a number of local authorities for review/validation each year. Kilkenny County Council was not part of that Review for 2022.

It needs to be recognised 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 to another.

The delivery of all services continued to be challenging in 2022 as we emerged from Covid restrictions.

The COVID pandemic presented opportunities for the public to embrace online Motor Tax. However, the percentage of online transactions for Motor Tax decreased from 86.35% to 82.71% during 2022. The national average for online Motor Tax transactions in 2022 is 81.1% and Kilkenny has slightly exceeded this percentage.

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 mixed, above the national average in some service areas and this is a credit to all staff. Kilkenny County Council will strive to deliver a high standard of service and will maintain and improve upon where possible within the available staff and financial resources and the regulatory environment.

In particular, Kilkenny County Council has over the last few years increased or maintained the percentage collection levels in housing rents and housing loans. We have maintained our collection rates in housing loans and rents and improved our collection rate in commercial rates to the same level pre COVID. All our collections rates exceed the national average collection rates. 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 rates, housing rents, housing loans and other income during 2023/2024.

The following table sets out the collection rates over the last five years:

COLLECTION OF INCOME - KILKENNY COUNTY COUNCIL						
Year	Rates	National Average	Rent	National Average	Housing Loan	National Average
2018	93%	86%	93%	89%	88%	75%
2019	94%	87%	95%	90%	90%	78%
2020	83%	77%	96%	90%	90%	80%
2021	87%	84%	97%	91%	90%	82%
2022	95%	88%	96%	89%	90%	83%

Performance Indicators are a managerial tool for the Local Government Sector and the data provides a national standard 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 public, policy and political 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 will not continue to provide a quality service to the clients who are experiencing difficulties in their lives. The

number of homeless varies from month to month and circumstances such as shortage of accommodation will affect the number of homeless presentations.

Due to the high demand for social housing we will continue to minimise the reletting period of our own stock. Our average time in 2022 was 26.02 weeks. The turnaround time will be continually monitored with a view to further reducing this despite being below the national average of 35.22 weeks.

There are now new challenges facing us all such as increased inflation, rising energy costs etc. These are impacting on the Council in delivering many worthwhile projects and ongoing maintenance work across all our services. In March, 2022 all local authorities were asked to set up a Team to source accommodation and provide supports for Ukrainians who were fleeing the war. Kilkenny County Council rose to the challenge and welcomed in excess of 1,000 people to our City and County. A dedicated Climate Action Team was also put in place to prepare the draft Climate Action Plan for 2024 - 2029 for Kilkenny.

The 2022 indicators have been reviewed by the Council's Management Team.

Kilkenny County Council will continue to seek to review the performance of the organisation and strive to make improvements within the available resources.

I attach, herewith, national press statement issued by NOAC on the publication of the 2022 Report. The Council has issued a press statement in relation to our performance.

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



The National Oversight and Audit Commission publishes Performance Indicator Report 2022

29th of September 2023

NOAC advises that Local Authority Performance Indicators will now inform Local Property Tax funding allocations as it publishes the 9th Performance Indicator Report for the local government sector.

Following the Local Property Tax (LPT) Baseline Review 2023, the National Oversight and Audit Commission (NOAC) noted that the role and importance of Performance Indicators is set to be enhanced. In future, 7.5% of LPT funding allocations will be determined on the performance of local authorities as per specified NOAC Performance Indicators. Historically, NOAC's annual Performance Indicator report has provided important insights into the efficiency and effectiveness of the Local Government sector, and how agile the sector must be in its response to evolving challenges. The NOAC report, will continue to serve as a yardstick for the Local Government sector in its drive to seek continuous improvement in local policy implementation and service provision, and will now also inform funding allocations to Local Authorities.

Now in its ninth year, the annual NOAC Local Authority Performance Indicator report 2022, examined 44 indicators across 11 separate areas housing, roads, water, waste/environment, planning, fire services, library/recreation, youth/community, corporate, finance and economic development. The composite data enables the identification of trends across multiple services and provides an insight into the capacity of the sector to respond to emerging policies and/or national emergencies.

- By December 2022 local authorities owned **146,438 social housing units** and added **3,862 units** to the social housing stock in 2022.
- There was a reduction in social **housing vacancies** to **3.03%** in 2022 (3.16% in 2021).
- The number of **private rented inspections** has risen from 17,594 in 2021 to 40,282 in 2022, an increase of over 129%.
- The national average **re-letting time** increased in 2022 to **35.22** weeks from 34.44 weeks in 2021 and the average letting cost was **€21,886.04**, compared to €19,653.39 in 2021.

- 81.1% of **motor tax transactions** were conducted online a reduction from 86.18% in 2021.
- 71,185 **pollution complaints** were made to local authorities in 2022, a decrease from 81,551 in 2021.
- There was **10,687,986** visits to **libraries** in 2022 and **13,899,201** items issued to borrowers and the number of **registered members** in the library was 730,541.
- There were **30,599 people working in local government**, up from 30,174 people in 2021.
- There were over **69,946,040** visits to local authority websites in 2022. The number following local authorities via social media increased by 8.2% to 4.8 million in 2022.
- The percentage of paid working days lost to **medically certified leave** increased between 2021 and 2022 from 2.89% to **3.58%**.
- The overall credit balances on local authority revenue accounts in 2022 is **€89,901,252**.

To view the Performance Indicator 2022 Report, please use the link provided below:

<https://www.noac.ie/wp-content/uploads/2023/09/NOAC-PI-Report-2022-FINAL-1.pdf>

For further information regarding the Performance Indicator 2022 Report, or any of NOAC's reports, please do not hesitate to contact noac@housing.gov.ie.

Ends.

Performance Indicators 2022

<i>Collection levels</i>	<i>Kilkenny</i>	<i>Average</i>	<i>Highest</i>	<i>Lowest</i>
Rates	95%	88%	98% Monaghan	74% Sligo
Rents/ Annuities	96%	89%	100% Cork County	72% Dublin City
Housing Loans	90%	83%	105% Wexford	Dun Laoighaire Rathdown

<i>Cost per Capita</i>	<i>Kilkenny</i>	<i>Average</i>	<i>Highest</i>	<i>Lowest</i>
Planning	€ 28.62	€ 33.54	€ 54.01 Dun Laoighaire Rathdown	€ 20.70 Cavan
Library	€ 31.90	€ 36.68	€ 54.24 Longford	€ 20.53 Galway County
Fire Service (Part-time)	€ 46.93	€ 42.48	€ 69.30 Leitrim	€ 24.17 Meath

<i>Others</i>	<i>Kilkenny</i>	<i>Average</i>	<i>Highest</i>	<i>Lowest</i>
LA houses vacant on 31/12/2022	2.38%	3.03%	5.62% Longford	1.14% Monaghan
Average time to relet house (in weeks)	26.03	35.22	99.48 Longford	11.51 Wexford
Average Expenditure per house on maintainance	€ 1,416.83	€ 1,297.48	€ 2,802.87 Galway City	€ 442.94 Carlow
Service Online Motor tax transactions %	82.71%	81.10%	92.33% Dublin City	75.60% Roscommon
Monitoring Private Schemes	100.00%	83.05%	100% Several LA	38.10% Cork County
Planning enforcement cases received in 2022	92		1,389 Dublin City	35 Longford
Building Control -% New Buildings inspected	18.30%	18.30%	85.93% Dublin City	7.29% Mayo
% of households wit a 3 bin service	93.05%	87.91%	199.72% Clare	41.09% Westmeath
No of pollution cases investigated & closed	1,315		23,126 Dublin City	291 Leitrim
Average time to mobilise P/T fire brigade(in minutes)	6.14	5.31	7.08 Wexford	3.57 Sligo
Fire Certs - % issued within 2 months	85.71%	42.25%	96.15% Westmeath	3.08% Wicklow
No of Library visits per head of population	1.39	2.09	3.44 Leitrim	1.06 Cavan
No of WTE staff	573.69		5,579.45 Dublin City	317.87 Carlow
Page views on website per capita	20.12	13.65	37.98 Kerry	5.21 Carlow