# KILKENNY COUNTY COUNCIL PERFORMANCE INDICATORS
2016

LOCAL AUTHORITY PERFORMANCE INDICATORS
2016

Kilkenny County Council provides a wide range of public services throughout the county. 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 for Kilkenny County Council and further details are available at **www.lgma.ie** and **www.noac.ie.**

FINANCE 2016
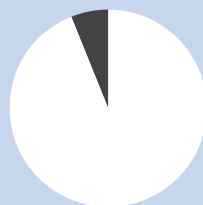
94%
Average rates collection

€5,231
Surplus/deficit balances for 2016

€-18,233
Surplus/deficit balances for 2015
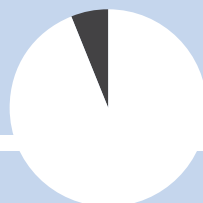
93%
Average rents & annuities collection

€-68,390
Surplus/deficit balances for 2014

€-138,666
Surplus/deficit balances for 2013
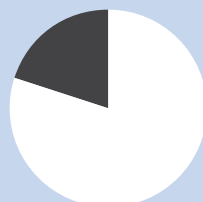
80%
Average housing loans collection

€-155,280
Surplus/deficit balances for 2012

€77,212,295
Total Income figure from the Income and Expenditure Account Statement for 2016

€751.73
Revenue Expenditure per Capita

Kilkenny County Council still faces financial challenges as a result of the economic downturn, there are positive signs. In 2012 Kilkenny County Council was operating at a revenue deficit. Kilkenny County Council reported a revenue surplus in 2016. Between 2012 and 2015 the revenue or current budgets of Kilkenny County Council reduced from a deficit of **€155,280 to a credit of €5,231.**

HOUSING 2016

1.23%
Directly provided units vacant as at 31/12/16

€1,300
Maintenance cost per unit

17.75 weeks
Median re-let time

4,206
Registered tenancies

249
Private rented dwellings inspected

€11,164
Re-let cost

71
Homeless adults and dependents in December 2016

249
Inspected dwellings in 2016 not compliant with Standards Regulations

305
Dwellings that became compliant in 2016

Rebuilding Ireland will invest in a social housing programme in Kilkenny to deliver **627 units** by 2021.

Kilkenny County Council is central to the provision of social housing. We provide homes directly through our 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 Kilkenny County Council. Since the Action Plan for Housing and Homelessness: Rebuilding Ireland 2016 – 2021 was launched Kilkenny County Council has accelerated the delivery of social housing.

ROADS
2016

3,026 Kms
of local and regional roads
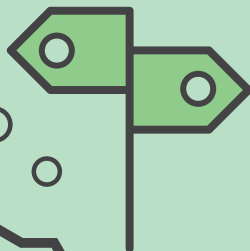
PSCI

100% Regional roads surveyed

96% Local primary roads surveyed

41% Local secondary roads surveyed

7% Local tertiary roads surveyed

14%
Regional roads
No visible / minor defects or surface defects

2%
Local primary roads
No visible / minor defects or surface defects

3%
Local secondary roads
No visible / minor defects or surface defects

1%
Local tertiary roads
No visible / minor defects or surface defects

43.3 Kms
of regional and local primary, secondary and tertiary roads strengthened

54.9 Kms
of regional and local primary, secondary and tertiary roads resealed

There are **3,026 kms** of regional and local roads in Kilkenny and Kilkenny County Council repairs and maintains 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 **2% of Local Primary Roads** surveyed had no visible/minor defects or surface defects and **14% of Regional Roads** surveyed had no visible/minor defects or surface defects.

WASTE/WATER/ ENVIRONMENT 2016

98%
of drinking water in private schemes in compliance with statutory requirements
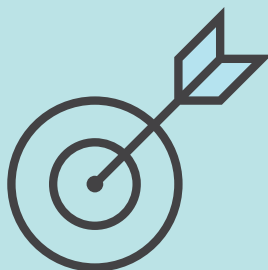
103
Samples taken from private drinking water schemes

2,343
Households availing of a 3 bin service

970
Environmental pollution complaints closed

9%
of areas litter free / unpolluted / slightly polluted

14%
of areas moderately polluted

1%
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 **103** samples were taken from private drinking water schemes and of these 98% were compliant with statutory requirements.

Environment Kilkenny County Council regulates private collection services. In 2016 the number of households availing of a 3-bin collection service was **2,343.**

Kilkenny County Council works 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

127 **Commencement notices**

54 New buildings inspected

28 Enforcement cases resolved

312 Planning enforcement cases on hand at 31/12/16

111 Planning enforcement cases closed during 2016

17 of which Appeals to An Bord Pleanála

76.47% Upheld by An Bord Pleanála

€25.19 Cost per capita of planning service

Planning and Development is an important function of the Local Authorities. The service includes forward planning, development management, enforcement and preparation of the County and City Development Plan. In 2016, the average cost per capita of the planning service in Kilkenny was **€25.19**. In 2016 a total of **312** planning enforcement cases were on hand; **111** planning cases were closed; **17** planning decisions made by Kilkenny County Council were appealed to An Bord Pleanála, who upheld **76.47%** of the decisions made by the councils.

Kilkenny County Council was notified of **127** new buildings in 2016, **42.52%** were inspected by the council.

FIRE SERVICE 2016

49
Fire Safety Certificates Issued

0.69
Average number of weeks to deal with Fire Safety Certificates

511
Emergency callouts 2016

€54.95
Cost per capita of fire service

26.24%
Fire cases within 10 minutes

24.14%
Non-fire cases within 10 minutes

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

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

Kilkenny County Council provides 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 **511** emergency callouts.

The cost per capita of the fire service was **€54.95.** 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 part-time stations was **6.95 minutes.** Almost **27%** 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 part-time stations was **6.51 minutes.** On average almost **24%** of non-fire scenes were attended within 10 minutes and **79%** were attended within 20 minutes.

LIBRARY SERVICES, COMMUNITY & YOUTH
2016
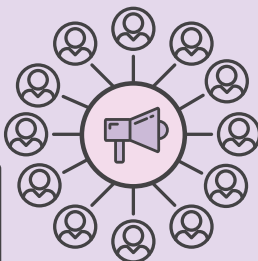
8
Public Libraries

296,901
Library visits

2.99
Visits per head
of population

€32.01
Cost per capita of
operating a library service

318,682
Items issued to borrowers

234
Organisations on the Public
Participation Network

8
Local schools involved in the local Youth
Council / Comhairle na nÓg Scheme

Libraries There are 8 public libraries operated by Kilkenny County Council. In 2016 there were 296,901 visits to public libraries and 318,682 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 **€32.01.** Free membership was introduced to public libraries in January 2016. **www.librariesireland.ie**

Community and Voluntary Kilkenny County Council plays a central role in the development of its 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 **234** organisations on the Public Participation Network.

Young People The Youth Councils or Comhairle na nÓg foster civic participation among young people. By 2016 **50%** of second level schools participated in the Local Youth Council/Comhairle na nÓg scheme.

CORPORATE
2016

501.63
Employees

4.81%
Working days lost to sickness absence: medically certified

0.37%
Working days lost to sickness absence: self-certified

44,527
Followers on social media accounts

2,492,663
Page views of Council websites

€3,430.20
Cost of ICT per employee

65%
Motor tax transactions online

There are **501** employees in Kilkenny County Council 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 approximately **2.5 million** page views of websites operated by Kilkenny County Council and a total of **44,527** followers of council social media accounts. In 2012, **40%** of motor tax transactions were carried out online, by 2016 that figure rose to **65%**.

ECONOMIC DEVELOPMENT 2016

255
Jobs created with assistance of LEOs

28
Trading online vouchers

303
Business owners received one-to-one mentoring

Kilkenny County Council plays a central role in driving the economic development of their areas, through the provision of infrastructure, 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, all 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**

LGMA
AN GHNÍOMHAIREACHT BAINISTÍOCHTA RIALTAIS ÁITIÚIL
LOCAL GOVERNMENT MANAGEMENT AGENCY

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

Údaráis Áitiúla Éireann
Local Authorities Ireland