



14th October, 2024.

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

RE: LOCAL AUTHORITY PERFORMANCE INDICATORS 2023

Dear Councillor,

The National Oversight and Audit Committee [NOAC] has published a full report on the Local Authority Performance Indicators for 2023 on the 19th September, 2024. Each Local Authority reported on 45 indicators which covered a wide range of the services carried out in the areas of:

- Housing [7]
- 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 45 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 formed part of that Review for 2023.

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

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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 there has been a decrease in the collection rate for Rates for 2023. All our collections rates for Rents and Annuities and Housing Loans 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 2024/2025.

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
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%
2023	87%	88%	96%	87%	90%	85%

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 2023 was 37.1 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.

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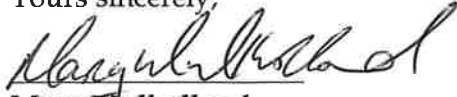
The 2023 indicators have been reviewed by the Council's Management Team.

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 2023 Report.

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

Yours sincerely,



Mary Mulholland
Director of Services
Corporate Services



Dear Councillor,

The National Oversight & Audit Commission (NOAC) has just published its 10th annual Local Authority Performance Indicator Report.

The report provides measurable and meaningful indicator data on progress, and performance of local authorities on 45 separate indicators over 11 distinct areas. Some of the report's findings are shown below, but you may find it useful to look at indicators relative to your particular local authority.

Indicative key Indicators

- The overall vacancy percentage of directly provided local authority stock is now at **2.81%** down from **3.03%** in 2022.
- **Average Re-letting Time** in 2023 was **33.72 weeks**, an improvement on 35.22 weeks in 2022.
- The number of **rented dwellings inspected** was **50,436**, a rise from 40,282 in 2022.
- **70,584** pollution complaints were made to local authorities in 2023.
- The total number of **library visits** in 2023 was **13,879,927**, with **16,219,445 items issued** to library members.
- **299,333.79** days were lost to certified sick leave by the local authority sector in 2023.
- **1,278** separate **websites** are being operated by the 31 local authorities.
- **Six** local authorities showed a **deficit on the Revenue Account** at the end of 2023.

At the launch of the report the **Minister of State at the Department of Housing, Local Government and Heritage** said: "This 10th Anniversary Performance Indicator Report is evidence of our local government's dedication to excellence and accountability."

Michael McCarthy, Chair of NOAC: "Local government continues to demonstrate its resilience and ability to embrace and adapt to new demands and priorities. In addition, they are also facing increasing demands and rising costs, which makes financial management and sustainability more important than ever."

It is hoped that this 10th Annual Local Authority Performance Indicator Report will support local government in their ongoing efforts a high standard of service and accountability to their communities.

The report can be found at the link below;

https://www.noac.ie/noac_publications/report-71-noac-performance-indicator-report-2023/

Printed copies of the report will be available in due course. Please contact the NOAC Secretariat by email at NOAC@housing.gov.ie if you wish to receive a copy.

Yours sincerely

A handwritten signature in black ink on a light beige rectangular background. The signature reads "Claire Gavin" in a cursive script.

Claire Gavin
Head of Secretariat

20 September 2024

Performance Indicators 2023

<i>Collection levels</i>	<i>Kilkenny</i>	<i>Average</i>	<i>Highest</i>	<i>Lowest</i>
Rates	87%	88%	99% Fingal	72% Sligo
Rents/Annuities	96%	87%	98% Leitrim	73% Dublin City
Housing Loans	90%	85%	106% Wexford	60% Dun Laoighaire Rathdown

<i>Cost per Capita</i>	<i>Kilkenny</i>	<i>Average</i>	<i>Highest</i>	<i>Lowest</i>
Planning	€ 31.18	€ 35.97	€ 52.54 Cork	€ 21.87 Cavan
Library	€ 36.25	€ 37.02	€ 58.30 Longford	€ 21.59 Galway County
Fire Service (Part -time)	€ 50.28	€ 49.49	€ 93.44 Cork City	€ 25.13 Kildare

<i>Others</i>	<i>Kilkenny</i>	<i>Average</i>	<i>Highest</i>	<i>Lowest</i>
LA houses vacant on 31/12/2023	3.46%	2.81%	6.12% Galway City	0.94% Carlow
Average time to relet house (in weeks)	37.10	35.66	65.45 Kerry	13.27 Laois
Average Expenditure per house on maintainance	€ 1,781.46	€ 1,493.19	€ 2,531.65 Dublin City	€ 521.19 Carlow
Service Online Motor tax transactions %	82.75%	81.38%	93.55% Dublin City	73.91% Roscommon
Monitoring Private Schemes	100.00%	83.45%	100% Several LA	21.43% Clare
Planning enforcement cases received in 2022	241		1,473 Dublin City	28 Leitrim
Building Control -% New Buildings inspected	32.47%	27.06%	100.00% Longford	11.97% Laois
% of households with a 3 bin service	102.07%	55.00%	201.89% Clare	60.99% Cavan
No of pollution cases investigated & closed	970		24,552 Dublin City	28 Waterford City and County
Average time to mobilise P/T fire brigade(in minutes)	6.17	5.31	7.35 Longford	4.34 Sligo
Fire Certs - % issued within 2 months	80.90%	57.95%	98.18% Monaghan	8.93% Laois
No of Library visits per head of population	1.9	2.5	3.86 Cork City & Wicklow	1.36 Roscommon
No of WTE staff	596.19		5,960.60 Dublin City	325.01 Carlow
Page views on website per capita	19.83	12.41	30.76 Kerry	0.99 Wicklow