

Donegal Local Authorities

Service Indicators 2004

Indicator	Total	Comments
H: Housing		
H.1		
Housing Vacancies		
Total number of dwellings in local authority stock	3487	
Overall % of dwellings that are let	98.91	
Overall % of dwellings that are empty	1.09	
% of empty dwellings subject to major refurbishment schemes	0	
% of empty dwellings unavailable for letting	28.95	
% of empty dwellings available for letting	71.05	
H.2		
Average time taken to relet dwellings available for letting	8	
H.3		
Number of repairs completed as a % of the number of valid repair requests received	94	Based on figures for the 1 Electoral area where such data is formally recorded. Other Areas confirm broad agreement.
H.4		
Average time taken to inform applicants of LA's decision on applications for the shared ownership housing scheme	41	
Average time taken to inform applicants of LA's decision on applications for housing loans scheme	42	
Average time taken to inform applicants of LA's decision on applications for L.A. housing	99	Based on 2004 applications on which an approval date has been entered on Technipoint system
H.5		
Total number of traveller families accommodated as a % of the target set in L.A. accommodation programme	150	6 families accommodated 2004 target - 4 families (County)
R: Roads		
R.1		
Local and regional roads surface dressed / annum (square meters)	1296000	
% of local and regional roads surface dressed / annum	5	
M: Motor Taxation		
M.1		
% of motor tax transactions which are dealt with over the counter	85	% higher than national average as there are six service outlets in operation in the county
% of motor tax transactions which are dealt with by post	15	See below re adjusted figure
% of motor tax transactions which are dealt with in other ways (e.g. online, by telephone)	0	At Dec 04 meeting of Authorised Officers, the DOE advised that as MTOL transactions are done by Shannon, MTOs should enter zero in this column
M.2		
Number of postal applications which are dealt with on the same day (i.e. disc/driver licence issued) from receipt of the application	18587	
% of overall postal applications which are dealt with on the same day (i.e. disc/driver licence issued) from receipt of the application	97	
Number of postal applications which are dealt with on the third day or less (i.e. disc/driver licence issued) from receipt of the application	575	

	% of overall postal applications which are dealt with on the third day or less (i.e. disc/driver licence issued) from receipt of the application	3
	Number of postal applications which are dealt with on the fifth day or less (i.e. disc/driver licence issued) from receipt of the application	0
	% of overall postal applications which are dealt with on the fifth day or less (i.e. disc/driver licence issued) from receipt of the application	0
	Number of postal applications which are dealt with over 5 days (i.e. disc/driver licence issued) from receipt of the application	0
	% of overall postal applications which are dealt with over 5 days (i.e. disc/driver licence issued) from receipt of the application	0
M.3	Average number of public opening hours per week	24

E: Environmental Services

Water

E.1	% of river channel which is unpolluted % of river channel which is slightly polluted % of river channel which is moderately polluted % of river channel which is seriously polluted	Being furnished directly by EPA
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E.2	% of drinking water analysis results in compliance with statutory requirements with regard to public schemes % of drinking water analysis results in compliance with statutory requirements with regard to private schemes (where appropriate)	Being furnished directly by EPA
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Fire Service

E.3	Average time, in minutes, to mobilise fire brigades in full time stations	N/A
	Average time, in minutes, to mobilise fire brigades in part time stations	6.43

E.4	% of attendances at scenes where first attendance is at scene within 10 minutes	39
	% of attendances at scenes where first attendance is at scene within 20 minutes	48
	% of attendances at scenes where first attendance is at scene after 20 minutes	13

E.5	Fire prevention	
	Total number of fire safety certificate applications received	217
	Total number of fire safety certificate applications processed	192

Waste Management

E.6	% of households provided with segregated waste collection	2.63
E.7	% of household waste recycled	12.5
E.8	% of household waste going to landfill	87.5
E.9	Number of bring sites with recycling facilities for glass	55
	Number of Civic amenity sites with recycling facilities for glass	1
	Total number of recycling facilities for glass	56

Number of locations per 5000 of population with recycling facilities for glass	2
Tonnage of waste collected for recycling glass per 5000 of population	88
Number of bring sites with recycling facilities for cans	55
Number of Civic amenity sites with recycling facilities for cans	1
Total number of recycling facilities for cans	56
Number of locations per 5000 of population with recycling facilities for cans	2
Tonnage of waste collected for recycling cans per 5000 of population	11.3
Number of bring sites with recycling facilities for textiles	37
Number of Civic amenity sites with recycling facilities for textiles	1
Total number of recycling facilities for textiles	38
Number of locations per 5000 of population with recycling facilities for textiles	1.4
Tonnage of waste collected for recycling textiles per 5000 of population	9.3
Number of bring sites with recycling facilities for batteries	7
Number of Civic amenity sites with recycling facilities for batteries	1
Total number of recycling facilities for batteries	8
Number of locations per 5000 of population with recycling facilities for batteries	0.3
Tonnage of waste collected for recycling batteries per 5000 of population	0.6
Number of bring sites with recycling facilities for oils	0
Number of Civic amenity sites with recycling facilities for oils	1
Total number of recycling facilities for oils	1
Number of locations per 5000 of population with recycling facilities for oils	0.04
Tonnage of waste collected for recycling oils per 5000 of population	0.04
Number of bring sites with recycling facilities for other categories	4
Number of Civic amenity sites with recycling facilities for other categories	1
Total number of recycling facilities for other categories	5
Number of locations per 5000 of population with recycling facilities for other categories	0.2
Tonnage of waste collected for recycling other categories per 5000 of population	34

Litter Prevention and Environmental Enforcement

E.10	Litter	
	Total number of full time litter wardens	3
	Total number of part time litter wardens	3
	Number of litter wardens (both full and part time) per 5000 of population	0.22
	Number of on the spot fines	233
	Number of prosecution cases taken because of non payment of on the spot fines	1
	Number of prosecutions secured	0

	% of areas within the local authority that are unpolluted (i.e. litter free)	System for producing this information is currently being installed. Accurate figures not available.
	% of areas within the local authority that are slightly polluted with litter	System for producing this information is currently being installed. Accurate figures not available.
	% of areas within the local authority that are moderately polluted with litter	System for producing this information is currently being installed. Accurate figures not available.
	% of areas within the local authority that are significantly polluted with litter	System for producing this information is currently being installed. Accurate figures not available.
	% of areas within the local authority that are grossly polluted with litter	System for producing this information is currently being installed. Accurate figures not available.
E.11	Environmental Complaints and Enforcement Total number of cases subject to complaints concerning environmental pollution (relating to waste, litter, water pollution, noise pollution, air pollution)	172
	Number of complaints investigated	178
	Number of complaints dismissed	9
	Number of enforcement procedures taken	16
E.12	% of primary schools participating in environmental campaigns	43
	% of secondary schools participating in environmental campaigns	61

P: Planning and Building Control

P.1	Planning Applications - Decision Making No. of applications determined for individual houses	5265
	% of complete applications determined within 8 weeks for individual houses	95.56
	Average length of time taken to determine an application where further information is sought for individual houses	63.46
	% of grants for individual houses	81.90
	% of refusals for individual houses	18.10
	% of cases where the decision was confirmed by An Bord Pleanala for individual houses	50
	% of cases where the decision was varied by An Bord Pleanala for individual houses	4.69
	% of cases where the decision was reversed by An Bord Pleanala for individual houses	45.31
	No. of applications determined for housing development	343
	% of complete applications determined within 8 weeks for housing development	87.08
	Average length of time taken to determine an application where further information is sought for housing development	69.35
	% of grants for housing development	74.84
	% of refusals for housing development	25.16
	% of cases where the decision was confirmed by An Bord Pleanala for housing development	56.25
	% of cases where the decision was varied by An Bord Pleanala for housing development	0
	% of cases where the decision was reversed by An Bord Pleanala for housing development	43.75
	No. of applications determined for other	

	categories: not requiring EIA	614	
	% of complete applications determined within 8 weeks for other categories: not requiring EIA	86.57	
	Average length of time taken to determine an application where further information is sought for other categories: not requiring EIA	63.45	
	% of grants for other categories: not requiring EIA	90.28	
	% of refusals for other categories: not requiring EIA	9.72	
	% of cases where the decision was confirmed by An Bord Pleanala for other categories: not requiring EIA	63.16	
	% of cases where the decision was varied by An Bord Pleanala for other categories: not requiring EIA	0	
	% of cases where the decision was reversed by An Bord Pleanala for other categories: not requiring EIA	36.84	
	No. of applications determined for other categories: requiring EIA	12	
	% of complete applications determined within 8 weeks for other categories: requiring EIA	83.33	
	Average length of time taken to determine an application where further information is sought for other categories: requiring EIA	66	
	% of grants for other categories: requiring EIA	91.67	
	% of refusals for other categories: requiring EIA	8.33	
	% of cases where the decision was confirmed by An Bord Pleanala for other categories: requiring EIA	75	
	% of cases where the decision was varied by An Bord Pleanala for other categories: requiring EIA	0	
	% of cases where the decision was reversed by An Bord Pleanala for other categories: requiring EIA	25	
P.2	Planning Enforcement		
	Total number of cases subject to complaints that are investigated	196	
	Total number of cases subject to complaints that are dismissed	2	
	Number of enforcement procedures taken through warning letters	71	
	Number of enforcement procedures taken through enforcement notices	39	
	Number of prosecutions	11	
P.3	Average number of public opening hours per week	36.25	This level of opening hours is being provided at eight locations throughout the County
P.4	Average length of time from request for consultation with local authority planner to actual formal meeting for pre-planning consultation	(20)	Pre-Planning consultation is provided on an informal basis currently. A formal system is being introduced and this will enable information to be generated in respect of this indicator.
P.5	Buildings inspected as a % of new buildings notified to the local authority	19	

Rev: Revenue Collection

Rev.1	Housing Rent		
	Amount collected at year end as a % of amount due	82.27	
	% of arrears 4-6 weeks old	3	
	% of arrears 6-12 weeks old	6	
	% of arrears more than 12 weeks old	90	

Rev.2	Housing Loans		
	Amount collected at year end as a % of amount due	83	
	% of arrears 1 month old	3	
	% of arrears 2-3 months old	2	
	% of arrears more than 3 months old	95	
Rev.3	Amount of commercial rates collected at year end as a % of amount due	91	
Rev.4	% of households paying refuse charges at year end	N/A	Service fully privatised.
Rev.5	Amount of non domestic water charges collected at year end as a % of amount due	64	

C: Corporate Issues

C.1	% of working days lost to sickness absence through certified leave	3.5	
	% of working days lost to sickness absence through uncertified leave	1	
C.2	Expenditure on training and development as a percentage of total payroll costs	3.028	

L: Library Services

L.	Average number of public opening hours per week for full time libraries	37	
	Average number of public opening hours per week for part time libraries (where applicable)	15	
L.2	Number of registered library members as a % of the local population	39	
L.3	Number of items issues per head of population (county / city wide) for books	2	
	Number of items issues per head of population (county /city wide) for other items	0.21	
L.4	% of libraries that offer internet access to the public	71	
L.5	Number of internet sessions provided per 1000 population	752	

A&C: Arts and Cultural Services

A&C.1	Number of arts grants allocated	89	
	Total value of arts grants allocated per 1000 population	1261	

Rec: Recreational Services

Rec.1	Number of children's playgrounds per 1000 population directly provided by the local authority	0.117	
	Number of children's playgrounds per 1000 population facilitated by the local authority	0.146	
Rec.2	Number of visitors to local authority facilitated swimming facilities per 1000 population	1686	

CP: Community Participation & Cooperation - Your Local Authority

CP.1	% of local schools involved in the local Youth Council / Comhairle na n-Og scheme	100	
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