



leitrim county council
annual report

annual report



Leitrim County Council,
Áras an Chontae
Carrick-on-Shannon,
County Leitrim.

tel: + 00 353 (0)71 9620005
fax: + 00 353 (0)71 9621982
web: www.leitrimcoco.ie

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introduction foreword

The Annual Report of Leitrim County Council is the principal opportunity to outline its performance in the previous year. The report as in previous years follows the format of the Corporate Plan which sets out the objectives upon which which the work programmes of the Council are prepared year on year and matched to the Annual Report. The Annual Report is accompanied by a set of forty two service indicators. While these indicators only cover a narrow range of the activities undertaken by Leitrim County Council they are supplemented by additional information in this report which is presented in the form of outputs.

During 2006, Leitrim County Council continued to advance objectives aimed at achieving its ultimate corporate goal of the continued development of Leitrim as a location of choice to live, work and invest in.

In this context significant progress was made during 2006 in areas such as the provision of physical and social infrastructure, customer service, and environmental improvements.

The CPO on the N4 Dromod Rooskey Bypass Project was confirmed in 2006 and a Design and Build Contract commenced in Quarter 3 with a mid 2008 scheduled completion date. Construction commenced on the €17m Towns and Villages Sewerage Scheme and the €18m Carrick-On-Shannon Sewerage Scheme. The mid term review of our Social and Affordable Housing Action Plan was completed during the year with output targets revised and increased including a significant increase in anticipated Voluntary Housing Output. New playgrounds were opened in Manorhamilton and Fenagh.

As a public service agency quality customer service is one of the many benchmarks by which the performance of the Council is judged. In relation to Quality Customer Services a new Customer Service Centre is under construction in Manorhamilton which will provide access to a wider range of Council services in the north of the county. A comprehensive Customer Service Survey was also undertaken in 2006 and work is ongoing on developing responses to the issues raised. The Council continued to improve its e-services with enhancements in access to online planning information and the launch of our redeveloped website. Our Customer Contact Management System has been fully rolled out and credit and laser card payment facilities have been made available at our Cash Desk. The facilities and services available in our Libraries have also been enhanced through optical scanning services, progression of the local studies digitisation project, pilot of a childrens reading project with the County Childcare Committee and digitisation of newspapers with Leitrim Observer and also availability of other national papers.

Staff training forms an important element in the development of a quality customer service. In 2006 staff training had a particular focus on Health and Safety Training and Disability Awareness. The new Performance Management and Development System (PMDS) has been successfully rolled out throughout the organisation while the national and local Service Indicators have been kept under regular monitoring and review. In the context of financial management major improvements were made in 2006 in relation to procurement, risk management and health and safety.

Substantial progress continued to be made in 2006 on the Town and Village Enhancement Programme with works undertaken in a number of locations including Keshcarrigan, Fenagh, Killargue and Dowra. Work also commenced in a number of Housing Estates on CLAR Estate Enhancement Projects. The Replacement Connaught Waste Management Plan 2006-2011 was adopted and very significant increases in recycling activity were achieved.

2006 also saw a significant focus on the development of the Leitrim tourism product in conjunction with the County Development Board and in close co-operation with tourism bodies at both local and regional level. Initiatives undertaken include the refurbishment of the “Old Barrell Store” in Carrick-On-Shannon as the County’s Tourism and Arts Office, development of the very successful Leitrim Roots Festival and commencement of the Cross Border Angling Project. Funding has also been secured for a new County Marketing Initiative in relation to living, working and investing in Leitrim.

The foregoing is a strong indication of a positive performance during 2006. Other developments and outputs are detailed throughout the report, which would not have been possible without the continued support and dedication of members and staff alike, to which we extend our utmost appreciation .

Jackie Maguire
County Manager

Membership of Leitrim County Council



1. Mary Bohan
2. Damian Brennan
3. Michael Colreavy
4. Frank Dolan
5. Gerry Dolan
6. Caillian Ellis
7. Tony Ferguson
8. Aodh Flynn
9. Francis Gilmartin
10. Gordan Hughes
11. Martin Kenny
12. Sean McDermott
13. Liam McElgunn
14. Enda McGloin
15. Sean McGowan
16. John McTernan
17. Thomas Mulligan
18. Paddy O'Rourke
19. Gerry Reynolds
20. Jim Joe Shortt
21. Sinead Guckian
22. Enda Stenson



Members and officials pictured at the Sean Mac Diarmada monument in Kiltyclogher prior to Council meeting in Kiltyclogher on 8th May 2006 which was held to commemorate the 90th anniversary of the 1916 Rising



The Cathaoirleach Gerry Reynolds welcomes Jackie Maguire to her first Council meeting on 12th June 2006. Ms. Maguire is the Council's first female County Manager.

Meetings of Council

- Leitrim County Council met on 16 occasions in 2006 including the Annual Meeting, Budget Meeting and Regional Roads Meetings
- The Corporate Policy Group met on 12 occasions in 2006

Members Expenses

Cathaoirleach's Allowance	€30000
Leas Cathaoirleach's Allowance	€8000
Strategic Policy Committee Chairpersons Allowance	€5079
Councillors Annual Allowance	€111487.58

The Council was represented on deputations and receptions at meetings of the General Council of County Councils, North West Tourism Authority, Border Regional Authority, Irish Central Border Areas Network, Local Authority Members Association, Irish Public Bodies Mutual Insurances Ltd., Combat Poverty Agency, Announcement of Tidy Towns Winners, Regional Drugs Task Force, AGM of the Library Association of Ireland, Western Inter County Rail Committee, Excellence in Local Government Awards, Deputation to National Roads Authority, Traveller Accommodation Consultative Committee, River Basin District Advisory Councils, Regional Drugs Task Force.

- Representatives of the Council attended a total of 60 conferences, courses and seminars during 2006.

The total cost of activities was €97503.06. (details of conferences/seminars attended by Councillors are contained in Appendix 3)

- Council Membership of Committees is detailed in Appendix 2

- No 'Section 140' Motions were submitted by the Council during 2006

- 15 SPC Meetings were held during 2006

SPC

No. of Meetings held in 2006

Community, Cultural and Enterprise Development SPC

4

Issues Considered by SPC – Arts Plan 2006-2009

Per cent for Art Scheme

Local Poverty Profile

Leitrim County Development Board Action Plan 2006-2008

Housing and Corporate Services SPC

4

Issues considered by SPC – Disability Act 2005- Review of Estate Management Awards Scheme – Cathaoirleach Awards Scheme Review - Scheme under the Official Languages Act – Housing Construction programme

Planning SPC

2

Issues considered by SPC – Urban Framework Plans for Drumshanbo, Druimkeeran and Dromahair- Policy in Unauthorised Advertisement Signs on Public Roads- Policy on the taking in charge of estates

Transportation SPC

2

Issues considered by SPC . Taxi Ranks- Car Parking- Hedge Cutting policy

Water, Environment and Emergency Services SPC

3

Issues Considered by SPC - River Basin District projects - Farm Plastic Collection - Adopt a Road/Adopt a Bring Bank Initiatives - Panel for accredited Planning Consultants - Connaught Waste Management Plan - Sludge Management Plan

5 Meetings of the County Development Board were held in 2006, with 5 Economic Development Meetings and 5 Social Inclusion Measures Meetings also being held.

There were 2 meetings of the An Saol Maith project.

The Review and Action Plan 2006-2008 of the County Development Board was circulated in January.

An Annual Report was prepared and is available on www.leitrimcoco.ie

The County Development Board were very actively involved in progressing the Priorities selected for 2006-2008. Further information on the Action Plan and Review is available at www.leitrimcoco.ie

chapter 1 Population Growth and Economic Development

- Forward Planning
- Development Management
- Heritage Management
- Infrastructural Provision
- Economic development
- Tourism promotion

Significant progress was made in planning and provision in the areas of social, recreational and transportation infrastructure as detailed under the infrastructural delivery objective.

Forward Planning

The Urban Framework Plans for the three towns, Drumshanbo, Drumahair, and Drumkeerin, which were brought forward to Public Consultation in early 2006 were adopted by the Council.

There was one variation to the County Development Plan which involved the addition of 2 no Protected Structures. This was adopted on 3rd April 2006.

Development Management

During 2006, 1,629 planning applications were processed of which 27.38% or 446 were invalid. 978 decisions were issued during the year of which 804 or 82.21% were decisions to grant. 174 applications were refused, giving a refusal rate of 17.79%.

A total of 510 pre planning queries were dealt with in 2006.

Heritage Management

In support of the additional buildings included in the Register of Protected Structures, Leitrim County Council gave provisional approval in 2006 for Conservation Grants for 7 projects designed to assist in conserving for the long term these protected structures. The provisional approval was for funding of the value of €75,777.00. Of these 7 pre-approved projects, five progressed to execution in 2006 together with 3 of the 2005 projects, with a total grant allocation of €83,380.21 being paid out for works carried out during this period.

During 2006, the Planning Authority provided 21 statutory declarations under S57 of the Planning Act 2000, for works to protected structures. This compares favourably with previous years - in 2005 when 7 declarations were issued, no declarations being requested in 2004, and only two were requested in 2003.

Infrastructural Provision

Significant progress was made in planning and provision in the areas of social, recreational and transportation infrastructure as detailed under the infrastructural delivery objective.

Economic Development

The County Development Board continued to progress the implementation of its strategy in 2006 including its Action Plan 2006-2008. A number of initiatives were undertaken with regard to the promotion of the economic development of the county. The Boards Third level Initiative progressed during the year with 3 different colleges – Athlone IT, Fermanagh College and UCC now running courses in the county. The Council was shortlisted for the Chambers Ireland Excellence in Local Government Award for Economic Development for this third level initiative in 2006. The Council was also shortlisted for the overall Local Authority of the Year at the Chambers Awards. The Review and Action Plan agreed in 2005 identified the need to look at ways of increasing the profile of the County as a good place to invest and set up business in as well as enjoying a good quality of life. A review of all marketing material in the county was carried out in 2006 and this was compared to the marketing material for a number of other areas across the country. The Economic Development Group agreed on a Marketing Strategy to be carried out in 2007 which included the development of new promotional material, rebranding and production of a DVD.

A meeting was held with local businesses to get their ideas on the promotional strategy. A Leitrim County Council/ Leitrim County Development Board Calendar was also produced in 2006 which promoted the county as an excellent place to live, work and invest in.

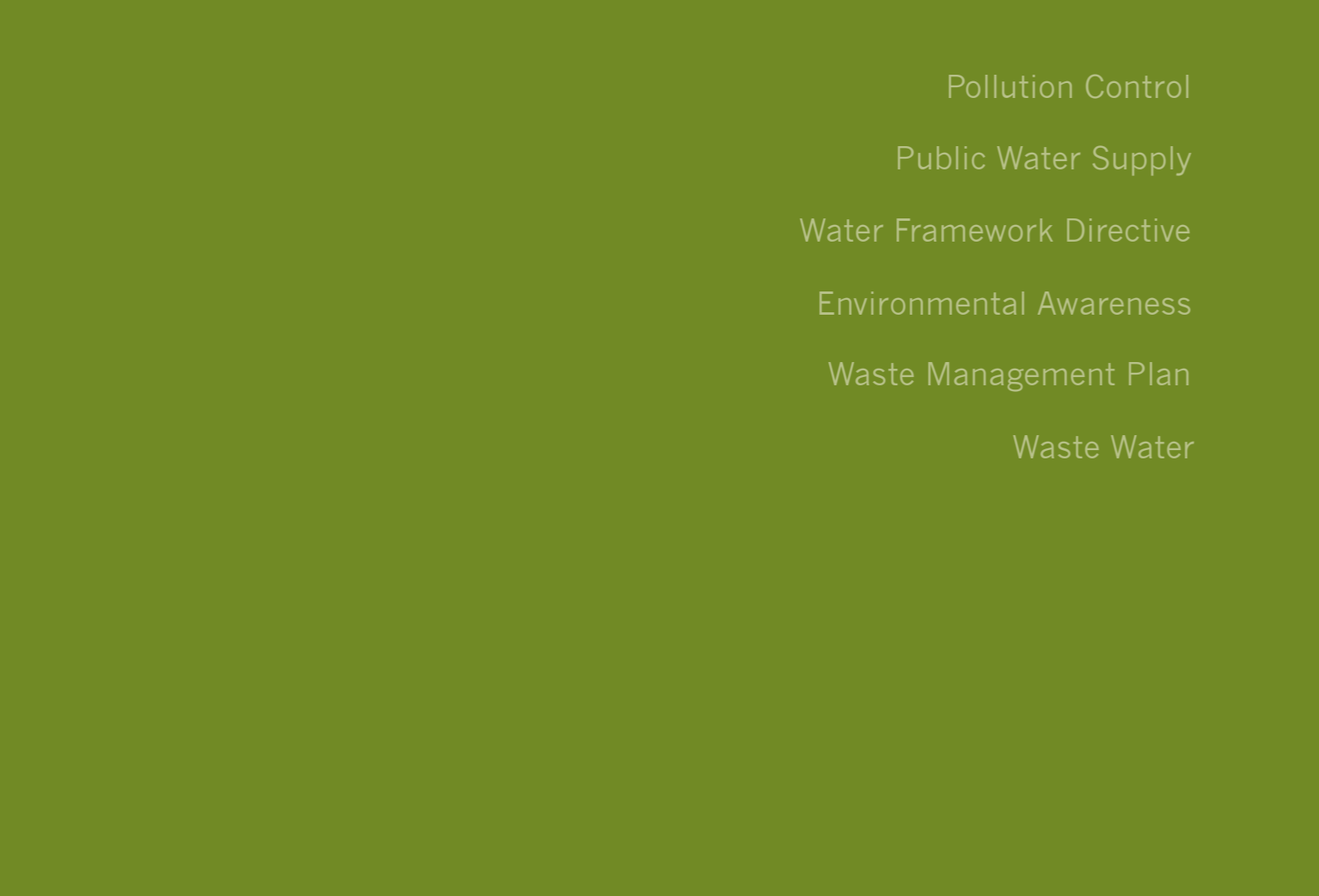
Tourism Promotion

The Council continued its active work with Leitrim Tourism who continue to market Leitrim as a tourist destination through its presence at overseas shows and shopping centre promotions in Ireland, Continental Europe and the United Kingdom. Press and radio campaigns, including radio programmes in the USA and the United Kingdom and a feature on RTE's "No Frontiers" Programme. Distribution of brochures and a promotional DVD to all tourist offices throughout Ireland; familiarisation trips for media and tour operators and website development and promotion.

Leitrim Tourism continued to develop working partnerships within the county during 2006 including assistance with events such as the Leitrim Roots Festival 2006; Session at the Shannon 2006; Jamestown Heritage Barge Event; Green Box Conference; and King of Clubs Angling Competition. The cross border tourism angling project was continued to be marketed by Leitrim County Council – this is an INTERREG funded programme which involves a survey of a number of the more important angling lakes in Fermanagh and Leitrim to see how fish stocks are developing. It is intended to improve facilities in a number of strategic locations and to market the angling product in the region more vigorously.



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Pollution Control

Public Water Supply

Water Framework Directive

Environmental Awareness

Waste Management Plan

Waste Water

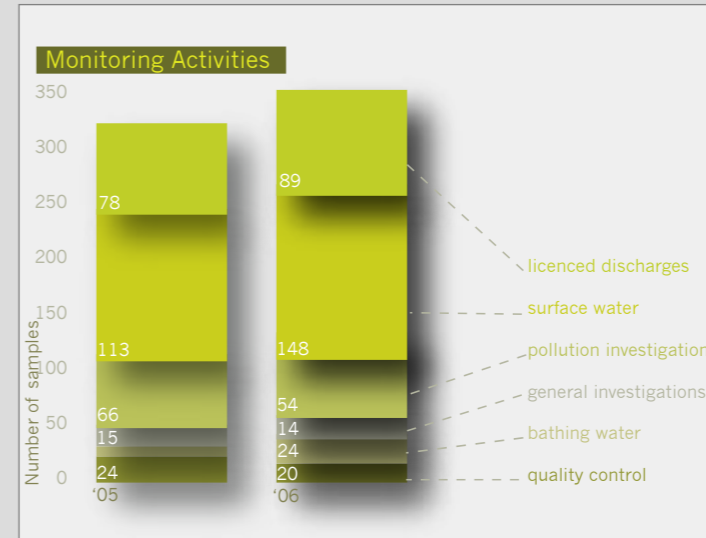


chapter 2 Quality Environment

Pollution Control

45 complaints were received regarding water pollution in 2006 and 6 complaints were received regarding air and noise pollution. 32 no. legal notices in total were issued under various Sections of the Local Government Water Pollution and Air Pollution Acts. 39 warning letters were issued under the Local Government Water Pollution Acts with court action pending in three of these cases due to non compliance. 163 planning applications were processed for agricultural developments with an emphasis on Nutrient Management. An approved panel of assessors for single house sewage treatment site suitability assessment was established in 2006. This will assist in improving the standard of assessment of sites and consequently protect ground water and surface water from pollution.

Public Water Supply



4,753,848 cubic metres (1,045,846,560 gallons) of drinking water were produced at the Council's six water treatment plants in 2006. Our extensive water quality monitoring programme continued apace in 2006 with approximately 3477 separate tests being completed on water sampled from households. We also carried out over 9,500 tests at our treatment plants throughout the year. Overall the drinking water quality achieved the same high standard as in previous years. We also connected an extra 463 dwellings to our water pipe network.

Water Framework Directive

The Water Framework Directive was introduced in December 2000 in response to a general decline in water quality throughout Europe and is the key European Directive under which Ireland's waters will be managed for the foreseeable future.



The Water Framework Directive takes a holistic approach, encompassing the full water cycle including groundwater, rivers, lakes estuaries and coastal waters. The quality of our water will be determined by its chemical composition and its ability to sustain aquatic plant and animal life, including fish. The Water Framework Directive requires that the management of all water environments be based on natural river basins/catchments rather than county boundaries. There are 3 River Basin Districts in County Leitrim and we are members of the Management Group and Steering Group on all three Projects.

The overall objective of the Water Framework Directive is to achieve at least good status in all waters by 2015.

As part of the process of further characterisation of water bodies within the Western River Basin District in County Leitrim the Small Streams Risk Assessment Score methodology was used to verify the status of certain water bodies the status of which was uncertain. 2 No. staff were trained in the process and 86 No. small stream samples were taken under the programme representing 24 water bodies in the Western River Basin District.

Automatic flow data loggers were constructed on feeder streams to Lough Melvin in order to provide hydrometric data to the North South Share River basin project.

The Water Framework Directive Monitoring Programme for surface waters was prepared for County Leitrim in consultation with the River Basin Projects and the EPA in 2006. This has now been published as part of the National Monitoring Programme by the EPA and will commence in Jan 2007.

Environmental Awareness

Through the Environmental Awareness Programme 80% of schools in the county (primary and post primary) participate in the Green Schools Programme. This represents a 14% increase on the 2005 Participation rate. Six Green Flags were awarded in 2006. Green Schools who participated in Local Agenda 21 projects included St. Clare's Comprehensive School Manorhamilton who engaged in school composting and organic gardening. Launched in 2005, the 'Adopt a Road' and 'Adopt a Bring Bank' anti-litter programmes were successfully rolled out to community groups in 2006 with 8 new participants joining the "Adopt a Road Campaign" and 5 new participants joining in the "Adopt a Bring Bank Campaign". This partnership approach between the Council and the community underlines joint responsibility in tackling the problem of litter. 9 successful projects were awarded under Anti-Litter Awareness totalling €13,000 in funding from the Department of Environment which was co-funded by Leitrim County Council. The projects include school initiatives, Community initiatives such as Adopt a Road, a targeted campaign in the licensed trade sector and a film project by local youth film clubs. 3 successful projects were awarded funding under Local Agenda 21 in 2006 totalling €8,720 in expenditure. Projects include Community Composting and Nature Trail Development.

Leitrim has an excellent network of 38 bring banks for glass and can recycling. This figure equates to three times the national average –8 bring banks per 5000 population in comparison with a national average of 2.6. 2006 was the first full year of operation for the two recycling centres at Mohill and Manorhamilton, which processed 291 tonnes of recycled materials (paper, plastics, metal, batteries and green waste). In addition 6.7 tonnes of household hazardous waste was taken out of circulation. Over 130 tonnes of Waste Electrical and Electronic Equipment was collected at the two sites in co-operation with registered retailers and householders. Recycling volumes recorded via both the bring banks and recycling centres increased by 30% from 705 tonnes (2005) to 1181 tonnes (2006). Following the successful

lobbying of the DoEHLG by Leitrim County Council and local farming bodies we were included in the second phase of the Farm Plastic Collection Scheme. It is expected that approximately 1000 Tonnes of farm plastic will be collected in County Leitrim for recycling under this scheme.

Farm plastic collection at Mohill



80% of schools in the county (primary and post primary) participate in the Green Schools Programme

left: Green School Awards Ceremony at Carrick-on-Shannon Girls National School

right: Cllr Sinead Guckian Cathaoirleach at Composting Seminar hosted by Leitrim County Council, s Environment Section on 28.9.06



Environmental Enforcement

Through the work of the Waste Enforcement Officer and our five Community Wardens, a total of 725 environmental complaints and enforcement issues were processed during 2006. Of the 725 complaints 433 required enforcement procedures. A total of 139 on the spot fines were issued with 23 having legal proceedings taken or pending at the end of 2006. 26 Waste Permits applications were received in 2006, 21 were granted; 2 were refused and 3 awaited decision by the end of 2006. Revised Waste Presentation Bye Laws were adopted by the Council in 2006 to include for proper management of waste at Apartment Blocks and complexes. Occupants of these Apartment Blocks and complexes are currently availing of a segregated waste collection service and are currently recycling approximately 20 % of their waste. Ongoing inspections were carried out in 2006 on established waste collection routes to enforce compliance with the Bye-Laws. Compliance varies depending on location but is generally of the order of 80% of households inspected.

78 cases of significant illegal waste activities in various forms, such as illegal dumping of construction and demolition waste, fly-tipping of waste, burning of waste, oil pollution as a result of end of life vehicle dismantling etc. were dealt with during the year. In most cases site remediation/clean-up is required to resolve the situation. 6 of the 78 cases have been unresolved and will require further enforcement action. 175 no. notices were issued requesting provision of information in relation to management of waste. 145 requests were sent to businesses in the County to determine if packaging waste generated in Leitrim is being managed in accordance with the regulations.

Waste Management Plan

The Replacement Waste Management Plan for the Connacht Region 2006-2011 was approved by Leitrim County Council on 25th May 2006. The Plan outlines a regional approach to integrated waste management based on the hierarchy established in the EU Framework Directive on Waste. and sets the targets of 48% recycling, 33% recovery and 19% residual waste disposal of all municipal waste arising in Connacht by 2013.

Waste Water

We monitor the discharges from our 18 waste water treatment plants to ensure compliance with the Urban Waste Water Treatment Regulations. In 2006 we carried out 1,666 separate tests on these discharges. Our results show a high standard of compliance with these regulations. In the year we connected an extra 321 dwellings to our sewer networks.

chapter 3 Infrastructure Delivery

Transportation - Planning & Maintenance

Housing

Water Services Investment Programme

Leisure and Recreation Provision

Transportation - Planning & Maintenance

Planning, design, construction and improvement of various road projects continued apace in 2006, with a total spend of €23.3 million being incurred.

On the N4, Jons Civil Engineering Ltd were appointed contractors for the Dromod/Rooskey by-pass, and work commenced in July. It is anticipated that the project will be completed in 2008. Also on the N4 at Dromod Beg and Rooskey, improvement works were carried out on bends leading into both villages.

A preferred route corridor for the Carrick-on-Shannon by-pass has been identified, and design work was on-going at year end, in order to finalise road line and the extent of the land take required for the project. The implementation date for the scheme will be determined by its rating in the National Roads Authority national works programme.

On the N16, design work on the proposed 1 km section of the N16 at Kilmakerril/Cornacloy in the vicinity of the Bog Cross was completed in 2006. Following on failure to acquire the land by agreement, a Compulsory Purchase Order was made and approved in 2006. Works are scheduled to commence in 2007. Also on the N16, works consisting of an overlay on the Western approach to Manorhamilton at Cornastauk were completed. Planning for the Manorhamilton/Glenfarne section of the N16 progressed during 2006 and it is hoped to finalise the route corridor in 2007. On the Glencar to Sligo County Boundary section of this route, planning works commenced with a view to selecting a preferred route corridor in 2007.

Expenditure on Non National roads amounted to €13.9m, which included € 0.97 m. from the Councils own resources. In the course of the year in excess of 610,000 sq metres of surface dressing was completed - 7.9% of the total Local and Regional roads network in the county. Restoration improvements accounted for expenditure of €4.75m on 142 km of the network. This expenditure also includes co-funding under the Clar Programme, as administered by the Department of Community Rural & Gaeltacht Affairs, on some secondary and tertiary – Class 2 & 3 local roads, together with a small allocation from Coillte for two Class 3 Forestry roads in North Leitrim. Substantial realignment works were carried out to 8.4 km on Regional Roads at a cost of €3.94 million, with the aid of Specific Improvement Grants, at nine locations throughout the county, such as Newtowngore on the R201, Tully Ballinamore on the R204, Cornaroy Drumshanbo on the R280, and also on local forestry road at Beagh Beg, Carrigallen.

There were 205 beneficiaries from the €2.1m expenditure on Local Improvement Schemes, which included 80 schemes covering a road surface of 33.95 kms. In 2006 the allocation from the Department of Environment Heritage & Local Government was augmented by a supplementary allocation of 50% from the Clar Programme.

2006 was the final year of a three year footpath renewal programme, and total expenditure of € 310,000 was incurred, which involved substantial construction/improvement works. The public lighting programme involved the maintenance and extension of the network of 1800 street lights, which was financed from the Councils own resources.



"Turning of the Sod" at Drumod - Rooskey bypass

Housing

During 2006, the Council completed the construction of 48 no. houses, commenced construction of a further 44, carried out Improvement Works to 6 houses and extensions to a further 3.

During 2006, the North Leitrim Remedial Works Scheme progressed. The scheme was 90% complete at the end of the year. The Scheme included major refurbishment works in the following Estates – Dispensary Field, Kinlough, McDermott Terrace and Hillside Crescent, Manorhamilton, Drumlease, Dromahair, Dristernan, Drumshanbo (3 houses) and some minor works in Glencar. The total value of this Scheme is €1.4million.

Detailed proposals have been forwarded to the Department of the Environment, Heritage and Local Government for approval to go to Tender for Remedial Works Scheme in South Leitrim. The Scheme will include major refurbishment works in the following Estates – Dristernan, Drumshanbo, Breffni Crescent, Carrick-on-Shannon, Treanmore, Mohill and Bredagh, Carrigallen. The total value of this Scheme is approximately €4.5 million.

Funding approval for €1.4m was granted for a Remedial Works Scheme for major refurbishment works on 20 Rural Cottages throughout the County.

In the context of maintaining our present stock, new heating systems were installed in 25 houses at a value of €260,000. A grant of €225,000 was received from Department of the Environment, Heritage & Local Government for this work and Leitrim County Council provided €120,000 from its own resources. As part of the Council's Planned Maintenance Programme doors were replaced in 26 houses in 2006 at a cost of €48,000, and windows were replaced in 6 houses at a cost of €12,000.

943 no. local authority houses were maintained and managed which generated 238 maintenance requests during 2006 of which 227 had been dealt with at year end. Grant aid in the sum of €576,644 under the Essential Repairs Grant Scheme issued to 123 applicants while €953,748 issued to 153 applicants under the Disabled Persons Grant Scheme.

The major development of Carrick-on-Shannon Halting Site continued throughout 2006. Phase 1 is due for completion in February 2007, with Phase 2 due for completion in October/November 2007 at an estimated project cost of €3million.

Water Services Investment Programme

The €17m Towns & Villages Sewerage Scheme, which will improve or bring waste water treatment plants to Dromahaire, Kinlough, Tullaghan, Drumkeeran, Kiltyclogher, Ballinaglera, Killargue, Cloone, Jamestown, Drumcong and Rooskey, commenced construction in 2006. Two contracts were awarded for the construction of the pipe networks, one in the north of the county and the other in the south. The €18m Carrick on Shannon Sewerage Scheme commenced construction in 2006 with the construction of an interceptor sewer along the banks of the River Shannon.

Our Rural Water Programme continued in 2006 with €2.5m spent in the year. Improvement works were carried out in Killargue, Killavoggy, Shriff, Friarstown, Newtowngore, Fawn/Killarkin, Drumrane/Costra and Corrawallen. Planning and designs are at an advanced stage for improvements to the Ballinaglera, Leckaun, Carrigallen and Aughnasheelan, Schemes with construction due to start at the beginning of 2007 for the upgrade to the Brackery More, Brackery Beg, Mullies and Cooladonnell schemes.

€1.5m was spent on our Small Works programme with a new waste water treatment plant in Aughnasheelan, an extension to the waste water treatment plant in Dromod, improvement works to the waste water treatment plant in Carrick-on-Shannon, sewer and water main extensions at Carrigallen.

waste water treatment plants to Dromahaire, Kinlough, Tullaghan, Drumkeeran, Kiltyclogher, Ballinaglera, Killargue, Cloone, Jamestown, Drumcong and Rooskey, commenced construction in 2006

Leisure and Recreation Provision

Leitrim remains one of the counties with the highest ratio of equipped playgrounds per head of population in the country. In 2006 a fine new playground was developed at the Fairgreen, Manorhamilton. This was done following public consultation and it is very popular with local children.



New Playground in Manorhamilton

chapter 4

Quality Customer Services

- Customer Service
- Library Service
- Motor Taxation
- Higher Education Grants
- Register of Electors
- Veterinary Services
- Fire Services
- Community Warden Scheme
- National Disability Strategy
- Leisure and Recreation
- Aisling Gheal Liatroma
- Irish Language Scheme 2007 - 2009

Customer Service



New Customer Service Desk at Aras an Chontae

The enhancement of customer services continued to be a major focus for Leitrim County Council in 2006 and remained to the forefront of our change management agenda. A new customer service desk was established in Aras an Chontae in 2006. The customer service desk facilitates customers in accessing information including application forms relating to the range of Council services. A Customer Service Survey was completed in 2006 as a follow up to one completed in 2004. Survey forms were issued to 1585 customers across the range of service areas and were also made

available to visitors to our offices and on our website. A total of 336 completed surveys were submitted and indicated that in relation to the courtesy and friendliness of staff there was a very positive response rate of 94/96%. Actions/proposals to further improve customer services arising from the results of the survey will be implemented throughout 2007. A new Customer Service Enquiry Facility is now available on the Council's website which enables customers to submit queries by email. 8122 customer contacts were recorded on the Council's Contact Management System in 2007 with 93% of contacts being dealt with within the deadline set in the Customer Services Action Plan (i.e 4 weeks) 64% of contacts were dealt with within one week.

Library Service



Launch of Books in Irish for Children Carrick-on-Shannon Library

At the end of 2006 22% of the population of the county were in date registered members of the library service. A total of 113,473 books were borrowed from Leitrim Libraries in 2006 while free internet facilities were in use for a total of 29872 hours between the nine branch libraries. Full time Libraries were open 37.9 hours per week and part time libraries for 10.7 hrs per week.

Motor Taxation

During 2006 our Motor Taxation Department handled 32622 requests involving the collection of €5.17m in revenue, representing a 6.07% increase on 2005. 61.54% of all requests were dealt with over the counter, with 25.64% being dealt with through the post, of which 84.47% were dealt with on a same day basis. Almost 13% of our customers used the motor tax on-line facility.

Higher Education Grants

	Renewals	New Awards
1997	153	64
1998	144	74
1999	162	77
2000	171	72
2001	173	78
2002	158	63
2003	146	83
2004	176	101
2005	219	157
2006	205	142

A total of €1318693.99 was allocated in 2006 on fee and maintenance grants representing 142 new grants and 205 renewals. Information sessions were held during the year in secondary schools and an open day was held in Carrick-On-Shannon. All secondary schools in the county received an information pack detailing the terms of the Scheme. The average time taken in 2006 to process new applications was 7 days and the average time to process renewal applications was 1 day.

Register of Electors

The Register of Electors for 2006/07 was published in February 2006 and showed a voting population of 23735. The breakdown of registered electors across the 4 Electoral Areas was Ballinamore – 6212; Carrick-On-Shannon - 6620; Dromahaire 5608 and Manorhamilton 5295. In preparation for the publication of the 2007/08 Register the Council during 2006 engaged in an intensive door to door campaign to update the Register to be published in February 2007.

Veterinary Services

The inspection regime for the licensed abattoirs in the county was continued in 2006. Our Veterinary Inspectors carried out 434 post mortem examinations on 4602 animals in 2006.

Fire Services

During 2006, Leitrim Fire Service responded to 283 emergencies. The average response time for the part time stations was 4.91 mins. 193 inspections were carried in 2006 in accordance with Fire Services legislation. In addition 85 Fire Safety Certificate applications were processed during the year.

During the year the Major Emergency Plan was reviewed and updated and circulated to Council staff. Briefing sessions were held for all senior management in Leitrim County Council in December 2006.

The replacement Hydraulic Platform in Carrick-On-Shannon was delivered in early 2006 and a new Emergency tender vehicle valued at €211000 was delivered in March. Two second hand 4x4 vehicles were purchased and were put into operational use in Manorhamilton and Mohill. An application for capital funding for new hand portable radios were also submitted to the Department of the Environment Heritage and Local Government in 2006.

Community Fire Safety remained to the fore in 2006 with members of Leitrim Fire Service at all levels involved in bringing the fire safety message to all age groups within the community from young school children to the elderly. A number of different campaigns were held during the year including National Fire Safety Week; Presentations on fire safety to schools under the

Primary Schools Programme and to active aged groups; chip pan fire demonstrations and the erection of fire safety signs on approach roads to towns in the county.



Michael O'Hara Manohamilton Fire Brigade giving a talk on fire safety to school children at Glenfarne NS

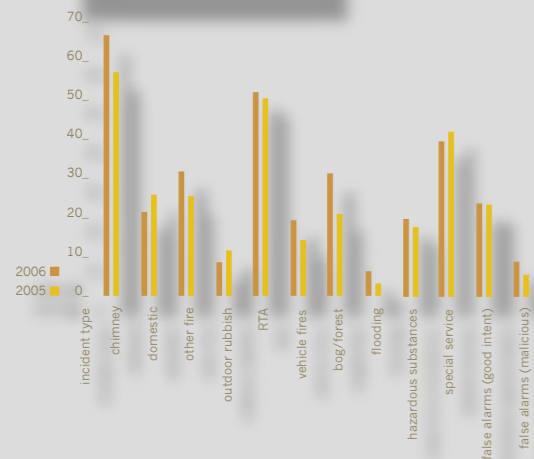


Members of Leitrim Fire Brigades receiving Long Service Awards from Minister O'Keefe

Emergency Incidents Leitrim 2006



Comparison of Incident Types in Leitrim 2005 - 2006



Leitrim Fire Service hosted the 49th Annual Chief Fire Officers Conference in Carrick-on-Shannon from May 2nd to May 4th. The conference was officially opened by Mr. Batt O'Keefe, Junior Minister for the Environment. The theme of the conference was on Major Emergency Management and it attracted over 200 delegates to Leitrim for the week as well as a large number of trade exhibitors from Ireland, UK, Europe and the USA.

Community Warden Scheme

During 2006 the Community Warden scheme continued to develop and expand it's level of activity and details of the scheme outputs are as follows:

Outputs 2006

No. of abandoned vehicles removed	169	
No. of fines issued eg. illegally parked vehicles, no tax disc displayed	2603	
No. of litter fines issued	142	
Waste disposal/illegal dumping cases identified	889	>>

Obstruction to Traffic under the Roads Act, 12993	128
i.e. skips, hoardings, fallen trees etc - cases identified	
Footpath Obstructions under the Planning Acts	74
i.e. Sandwich Boards, Tables, Chairs etc - cases identified	
Dog licence inspections	915
Community Liason - number of schemes contacted/addressed/briefed by Wardens	17
School visits	7
Elderly/Vulnerable contacts	547

Other duties carried during the year included:

- Daily monitoring of bring centres
- Regular monitoring of all amenity areas in the County 1
- Regular playground inspections
- Surveys under the Waste Regulations
- Tourist assistance

National Disability Strategy

Under the National Disability Strategy Leitrim County Council received funding in the sum of €277200 from the Department of the Environment, Heritage and Local Government (DOEHLG). This funding was spent on the following: Access audits of Council amenity areas; playgrounds and burial grounds and of Council websites; Disability Awareness Training for all Council staff; Audio Books / Scanners and sensory panels for Council Libraries and Capital Works to improve disabled access to Council buildings.

Leisure and Recreation

In 2006 there was in excess of 170,000 users of Leitrim Leisure Centre which comprises of a 25m pool with childrens and learners facilities, a gym, fitness suite, all weather pitches and playground. Drumshanbo Swimming pool was open from June to end of August and was used by more than 3000 visitors.

Aisling Gheal Liatroma

The Leitrim Mobile Cinema continued to operate during 2006. The cinema's programme of world cinema screenings was expanded and also played at a variety of schools, festivals and other events.

Through assistance from the Arts Council and in cooperation with the Irish Film Institute a second Adaptation Film Festival Weekend took place in September in Glenfarne and Dromahaire. On this occasion the festival focused on the adapted works of William Trevor. As well as public involvement, the festival attracted the involvement of some of the key creative people involved in the films' realisation:

- Pat O'Connor who came from England, who fielded questions about the three works in the programme which he had directed at post-screening interviews.
- Robert Cooper, director and producer of a number of works in the programme also came from England and also did a public interview post screening.
- Actors Tom Hickey and John Kavanagh also came for the screenings of their films and enhanced the local interest in the festival.

Scheme under the Official Languages Act 2005

In December 2006 the Department of the Gaeltacht, Community and Rural Affairs approved the Council's Irish Languages Scheme 2007-2009. This Scheme details the services the Council will provide through the medium of Irish and the measures to be adopted to ensure that any service not provided by the body through the medium of the Irish language will be so provided within an agreed timeframe.

chapter 5 Community Participation

Pride Building Initiatives

Participative Democracy

Social Inclusion

Cohesion Process

Arts

Pride Building Initiatives

During 2006, Leitrim County Council continued various initiatives aimed at building pride through community involvement.

For the fourth year the Cathaoirleach Awards Scheme formally acknowledged people who voluntarily give of their time to help others. The award categories in 2006 included Community, Arts, the Special Endeavour Award and An Saol Eile (Older Persons) Award. A total of 30 nominations were received and awards were presented at an awards ceremony held on 25th May 2006. The winners in each of the categories were - Community Category – Ms. Mary Kerrigan; Arts Category (Individual Award) – Ms. Sandra Vernon; Special Endeavour Award – Mr. Paddy Doyle; An Saol Eile – The Older Persons Award - Drumreilly Active Age Group. The overall Winner of Cathaoirleach's Award Scheme 2006 was Mr. Paddy Doyle.

Under the Council's Estate Management Programme six new Residents Associations were established in 2006. Each of the 18 established Resident Associations received a contribution towards their running costs from Leitrim County Council in 2006. The annual Environmental Awards Scheme for estates was judged over the summer months in recognition of Residents participation in the upkeep and enhancement of their estates.

Under the Council's Community and Voluntary Sector Grants Scheme 40 grants were allocated to the value of €14,800.

Leitrim County Council entered this Pride of Place competition for the third time in 2006. This competition recognises the efforts of communities to do work together with the local authority and businesses to improve their area.

4 communities were entered in four different categories as follows: Keshcarrigan in the Under 500, Drumsna in the 500 – 1,000, Drumshanbo in the over 1,000 and Fenagh in the Special Issue Category.

All communities put a great effort into their entry and examples of their work are available on the Pride of Place section of www.leitrimcoco.ie

Drumsna was shortlisted in the 500-1,000 population category.

Significant progress was made in promoting the Floral Pride initiative through a workshop for entrants held in April and increased promotional activities. 7 schools entered the Primary Schools category in 2006.3 secondary schools entered the new secondary schools competition. 10 Communities entered in the Population Categories.7 businesses entered the Best Business Display category. An Awards ceremony was held in September with Drumsna taking the overall prize.

Participative Democracy

Enhanced local democracy has been achieved through the continued successful operation of the Strategic Policy Committees, County Development Board and the Community Forum. The Council worked closely with County Leitrim Community Forum in 2006 and the forum has representation on various Council committees, including three of the Strategic Policy Committees, the County Development Board, as well as being a source of consultation in relation to many Council policies. The Comhairle na nOg Liatroma initiative was continued in 2006.

The programme invites representation from all second level schools in the county, as well as other youth organisations, and is a sounding board for ascertaining the views of young people.

Social Inclusion

A number of initiatives in relation to social inclusion were progressed in 2006. Work began on the research part of the Local Poverty profile and the desk research was completed in December 2006. Focus Groups and case studies will be carried out in 2007 and a final action plan will be produced in 2007.

The National Adult Literacy Agency gave training to Council staff during the year. This provided staff with information on how to communicate in a way which is understood more easily.

In the area of Traveller Accommodation and Rehabilitation the Local Traveller Accomodation Consultative Committee met on three occasions during the year engaging with the local Traveller community on the Traveller Accommodation Programme and the redevelopment of Carrick-on-Shannon Halting Site.

Leitrim County Development Board applied for and received funding from the Gender Equality Unit under the National Development Plan to run a training course for lone parents. The project will be led by County Leitrim Partnership, in conjunction with other agencies, and will provide the necessary skills to help lone parents get good quality employment. The project will commence in February 2007.

Cohesion Process

Work continued under Cohesion Round 1 with the County Development Board co-ordinating initiatives under the project with local development agencies. The Locall number and outreach offices in Carrigallen and Kinlough continued during 2006. These initiatives concluded in December 2006 and the Citizen’s Information Centre will continue to provide information on the work of the agencies through its Locall number.

An outside broadcast with the relevant local radio station was organised for each of the 5 local development agencies and the County Development Board. Articles on activities of the agencies were included in the local paper with the assistance of the PR consultant for the project.

Funding was received for the Volunteering proposal submitted by 4 of the local development agencies through the County Development Board under Cohesion Round 2. This will involve encouraging young people to become more involved in their community and will be rolled out during 2007.

Arts

Youth Theatre

In 2006 the arts programme saw the development of the youth theatre groups in Carrick-on-Shannon and in Carrigallen, and the re-establishment of the group in Manorhamilton, facilitated by the Glens Centre and The Glens Players. These groups are run by professional practitioners and cater for young people aged 14+. Following a series of successful introductory workshops, both groups are working towards productions.

Audience Development – traditional music & visual arts

New projects in the visual arts were initiated in partnership with Leitrim Sculpture Centre, and led by Yvonne Cullivan, Kristaps Gulbis and Angela Conte. A new audience and artist development project in traditional music was initiated with the renowned band Lúnasa. These artists are seeking to develop new audiences for the arts and often work directly with school and community groups.

Support for artists 2006 / 2007

Bursaries for artists for 2006 / 2007 were awarded in 2006 to the following artists who either live and work in, or are originally from Leitrim: Cormac O’Leary, Majella Clancy, Ian Wilson, Ken McDonald, Niall Walsh, Derval Symes, Colm Farrell, Laura Gallagher, Connie Farrell, Sarah Browne, Garreth Kennedy, Brenda McGuire, Dee Armstrong, Christine Mackey, Donal O’Kelly and Ursula Mawson Raffalt. In partnership with the Leitrim Sculpture centre, awards were also made to Dorothy Kolle and Anthony Faulder Mawson.

Arts Act Grants

The members of Leitrim County Council approved Arts Act Grants for 37 groups located throughout the county. These grants helped to support activities such as art classes, exhibitions, drama classes, photography workshops, dance workshops, writers’ workshops and circus projects.

To develop awareness of, and public participation in, the artistic life of Leitrim
 To support professional artists in developing their practice
 To create opportunities for children and young people to explore their artistic potential and expand their experiences of the arts
 To support the continuing development of new and identified Leitrim arts organisations
 To develop the Leitrim County Council arts service
 That Leitrim County Council support the continuing development of The Dock
 That Leitrim County Council work to ensure the sustainable development of Leitrim Mobile Cinema

Established arts organisations:

Leitrim County Council continued to provide a range of supports to more established arts organisations throughout the county. Financial support was provided to organisations such as Mohill Storytelling Festival, Carrick Water Music Festival, Joe Mooney Summer School, The Glens Centre in Manorhamilton, South Leitrim Area Arts, the Cornmill Theatre in Carrigallen and the John McKenna Group in Drumkeeran. Programme support was also provided to a number of these groups.

The Dock

The Dock continues its exciting and varied programme of exhibits ranging from work by amateur painters and PLC art students, to unique video installations, to internationally respected photographic and painting exhibitions. Participating artists from Leitrim included Stephen Rennicks, Anthony Faulder Mawson, Dominic Srevens & Djeribi, Keith Nolan, Helen O’Leary along with exhibitions by Chris Doris, Malachy Costello, Sinead Aldridge, Helena Gorey, Paul Chidester and a major exhibition of national and international works from IMMA, curated by staff of Leitrim County Council and facilitated by Christine Mackey.



In the performing arts, The Dock had 49 theatre performances (of which 5 were by Carrick Youth Theatre and 8 were by amateur drama groups) 20 music performances, 10 traditional, 5 jazz, 2 classical and 3 folk singers. 11 monthly comedy performances and in Literature, readings from Paul Durcan, Alice Lyons, Theo Dorgan, Paula Meehan, Lisa Steppe, Pat McCabe, Brian Leyden and Ita Daly. The Dock also hosted and presented a wide range of classes from traditional music to drama and oil-painting to architecture.

Percent for Art Scheme

The schemes implemented through 2003 – 2005 were celebrated in a new brochure published in 2006. Alongside this, the SPC for Community, Culture and Enterprise Development approved a new approach to public art, taking on-board the recommendations of the report arising out the 2003 – 2005 programme. In 2006, two new schemes were initiated; one scheme was for the commissioning of a new internal artwork for Ballinamore library, the second was a project with young people from the Annaduff / Barnacoola / Dromod / Roosky area which will see them work on the selection and development of an art project in association with the Dromod – Roosky by-pass.

Appointment of a Youth & Community Arts Officer

Leitrim County Council, in partnership with The Arts Council, took a decision to strengthen the resources available to support the development of the arts across the county by appointing a Youth and Community Arts Officer in July 2006 to work directly with youth and community groups on arts projects.

New Arts Strategy for Leitrim

The new arts strategy for 2006 – 2010 was approved by the members of Leitrim County Council in November 2006 following consultation locally and nationally. The new strategy is set out under seven priorities:

- Priority 1 –** To develop awareness of, and public participation in, the artistic life of Leitrim
- Priority 2 –** To support professional artists in developing their practice
- Priority 3 –** To create opportunities for children and young people to explore their artistic potential and expand their experiences of the arts
- Priority 4 –** To support the continuing development of new and identified Leitrim arts organisations
- Priority 5 –** To develop the Leitrim County Council arts service
- Priority 6 –** That Leitrim County Council support the continuing development of The Dock
- Priority 7 –** That Leitrim County Council work to ensure the sustainable development of Leitrim Mobile Cinema

chapter 6 Communications

- Information Dissemination
- Customer Survey
- Participative Democracy
- Newsletters/Education Programmes
- Internal Communications

Information Dissemination

Display Stands and information points are in place in all our public offices and branch libraries for application forms and information leaflets in relation to the various services provided. Council staff made presentations to two major National Conferences one in relation to Customer Service and the other on complaint handling.

Leitrim County Council also actively sought opportunities to publicise information to our services and activities in 2006 including a two page spread in the Leitrim Observer on the occasion of the launch of the 2005 Annual Report.

Customer Survey

A general customer service survey was completed in 2006 following on from two previous surveys carried out in 2004 and 2005. The results of the survey were published and actions identified to address the various issues raised.

Participative Democracy

The continued development of the SPC structure, County Development Board, Community Forum, and Dáil na nOg as outlined elsewhere in this report continued to be an invaluable communication forum for the Council and for the general community to engage in a two way communication process.

Fora including the Local Traveller Consultative Committee, Traveller Development Groups, Residents Networks, Homeless Forums etc are important in terms of providing a mechanism to allow input into policy development and mutual understanding of issues.

Newsletters/Education Programmes



Staff member Mairead Shanley with students of Leitrim N.S. on the Junior Achievement Programme

The Council maximised the potential of newsletters and education programmes as communication tools in 2006. The County Development Board continued to issue its bi annual newsletter while the "Whats on in Leitrim" Guide has a circulation of 3000 and is published on a bi monthly basis. School visits were undertaken in relation to environmental awareness and Higher Education Grants while the Fire Service undertook site visits, poster competitions in conjunction with schools and public campaigns to increase fire safety awareness. The Junior Achievement Programme was launched in 2006. This programme aims to teach enterprise skills to young

people and to target those at risk of leaving school early. 16 staff have expressed an interest in participating in the programme. Each volunteer is required to give approx 1 hour per week for 5-8 weeks to the programme.

Internal Communications

The internal communications policies developed through the partnership structure continued to be implemented in 2006 with the Intranet, Notice Boards, Section Meetings and the Staff Newsletter being used to significantly improve communications within the organisation.

chapter 7 Corporate Support Services

Members Support

Human Resources

Competitions Statistics 2006

Workplace Partnership

Change Management

Health and Safety

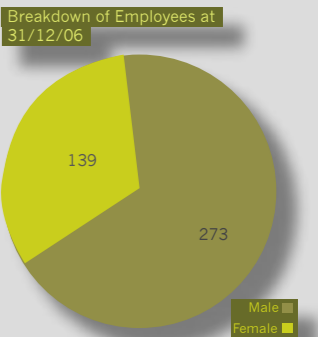
ICT

Members Support

In 2006 the focus continued on efforts to facilitate the Members representational role. Specific actions included the attendance by members at conferences, specific training for members in relation to their role as Strategic Policy Committees, dedicated IT training to meet individual needs and the further development of an Extranet for Members.

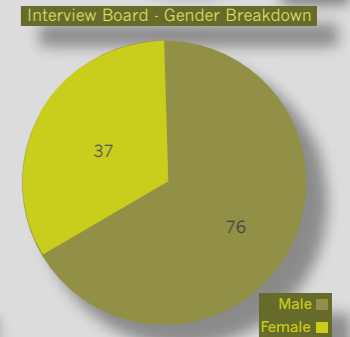
Human Resources

Total expenditure on training in 2006 in 2006 represented 7.27% of the overall payroll budget which again exceeded the national target of 3%. The 2006 Training Programme included such areas as Disability Equality, Information Technology, Health and Safety, Project Management, Team Building, Customer Service, and the Return to Learning Programme. Support was also provided to staff to pursue further education programmes such as as Certificate in Supervisory Management, ECDL, Certificate and Diploma in Local Government, Library Studies, Diploma in Irish, Certificate in Occupational First Aid.



Competitions Statistics 2006

Number of Competitions held - 38



Workplace Partnership

The vision for partnership in local authorities is for it to become the established way of doing business, which would involve management,



Pictured at the Long Service Awards for staff with 20 years Service or more with Leitrim County Council

unions and staff at all levels in addressing a wide range of issues of strategic and operational importance, and in delivering positive outcomes to all stakeholders i.e. management, staff, unions and the public. Leitrim County Council workplace partnership Committee is made up of 5 Management and 5 Union Representatives. In 2006 the committee continued to work on a number of issues including rollout of PMDS, staff communications

including publication of a number of staff newsletters, family friendly initiatives, health and safety, training and development, long service awards, junior achievement programme and Sustaining Progress Performance Verification.

Change Management

The Change Management Unit continued with its role in driving the modernisation and change management agenda within Leitrim County Council. The rollout of the Performance Management Development System (PMDS) was completed in 2006 throughout the staff of Leitrim County Council. A customer service group made up of line managers in each of the Council's Directorates has been established to co-ordinate customer service initiatives.

Health and Safety

In 2006 compulsory health and safety training was introduced for new recruits starting work with the Council. The Council's Internal Safety Committee was re-established in 2006 and this has greatly assisted in bringing health and safety issues to the fore. 15 representatives sit on the committee from a cross section of Leitrim County Council staff. In accordance with the General Application Regulations 1993, Visual Display Unit assessments were carried out throughout Leitrim County Council. Briefings on changes in legislation were given to staff in October with more to follow in 2007.

ICT

ICT is recognised by Leitrim County Council as a fundamental driver in the progression of our modernisation agenda. The main ICT achievements in 2006 included the installation of wireless network in the Council Chamber; installation of broadband in library branches for public internet access and optical scanning in some branch libraries; development of a content management system to enable each Council Department to manage their own content on the Council's website and the installation of an anti virus system throughout the organisation.

LEITRIM COUNTY COUNCIL BALANCE SHEET AS AT 31ST DECEMBER, 2006

	Notes	2006 - €	2005 - €
Fixed Assets	1		
Operational		89,042,284	91,466,462
Infrastructural		731,102,760	732,815,166
Community		1,521,479	1,812,979
Non-Operational		-	-
		821,666,523	826,094,607
Work-in-Progress and Preliminary Expenses	2	46,985,483	13,684,745
Long Term Debtors	3	7,104,444	7,349,397
Current Assets			
Stock	4	-	-
Trade Debtors and Prepayments	5	8,014,443	6,658,217
Bank Investments		13,755,086	9,036,912
Cash at Bank		5,040,499	3,957,688
Cash on Hand		63	13
		26,810,091	19,652,830
Current Liabilities			
Creditors & Accruals	6	3,920,008	3,887,203
Urban Account	7	-	-
Finance Leases		-	-
		3,920,008	3,887,203
Net Current Assets / (Liabilities)		22,890,083	15,765,627
Creditors (Amounts greater than one year)			
Loans Payable	8	12,173,458	13,154,895
Finance Leases		-	-
Refundable Deposits	9	3,129,469	2,129,912
Other		-	-
		15,302,927	15,284,807
Net Assets / (Liabilities)		883,343,606	847,609,569
Finance By			
Capitalisation Account	10	821,666,520	826,094,607
Income WIP	2	43,003,352	12,899,779
Specific Revenue Reserve		956,814	956,814
General Revenue Reserve		224,371	184,864
Other Balances	11	17,492,551	7,473,509
Total Reserves		883,343,608	847,609,573

INCOME AND EXPENDITURE ACCOUNT STATEMENT FOR YEAR ENDED 31st DECEMBER, 2006

The Income and Expenditure Account Statement brings together all the revenue related income and expenditure. It shows the surplus/(deficit) for the year.

Expenditure by Programme Group	Note	Gross Expenditure '06 €	Income '06 €	Net Expenditure '06 €	Net Expenditure '05 €
Housing and Building		2,304,401	1,908,393	396,008	147,376
Road Transportation and Safety		20,735,173	16,486,851	4,248,322	4,384,658
Water Supply and Sewerage		3,684,996	1,143,544	2,541,452	2,314,372
Development Incentives and Controls		3,132,748	1,219,035	1,913,713	1,822,335
Environmental Protection		3,092,748	788,850	2,303,899	2,213,659
Recreation and Amenity		2,507,118	411,685	2,095,433	1,567,892
Agriculture, Education, Health & Safety		3,266,926	2,940,690	326,236	305,200
Miscellaneous Services		3,944,982	1,603,413	2,341,569	2,059,497
Support Services		-	-	-	-
Total Expenditure/ Income 16-17				42,669,091	26,502,460
Net Cost of Programmes to be funded from Rates and Local Government Fund				16,166,631	14,814,988
Local Government Fund				14,168,597	13,186,207
County Rates				3,474,163	2,955,031
Surplus/(Deficit) for Year before Transfers				1,476,129	1,326,250
Transfers from/(to) Reserves	15			(1,436,622)	(1,291,922)
Overall Surplus/(Deficit) for Year				39,507	34,328
General Reserve at 1st January				184,864	150,536
General Reserve at 31st December				224,371	184,864

Appendix 1 - Corporate Plan Annual Progress Report

Dear Chairperson and Members,

This report is being presented to the Council in accordance with the requirement of Section 134 of the Local Government Act 2001. The report sets out in summary fashion progress made in relation to commitments set down in the Council's Corporate Plan for the period 2004-2009. The report specifically highlights the progress made during 2006 and follows the same format as the Corporate Plan itself.

1. Population Growth and Economic Development

The Council continues to promote population growth and economic development through targeted infrastructure provision, proactive forward planning and active marketing and collaboration with other agencies. Substantial progress in relation to the provision of social and physical infrastructure is detailed elsewhere in this report. Planning activity continued to expand in 2006 with the 2nd highest ever level of applications received. Additional resources have been allocated to the wider planning area to support its efficient administration. 2006 also saw a significant focus on the development of the Leitrim tourism product in conjunction with the County Development Board and in close co-operation with tourism bodies at both local and regional level. Initiatives undertaken include the refurbishment of the 'Old Barrel Store' in Carrick on Shannon as the County's Tourism and Arts Office, development of the very successful Leitrim Roots Festival and commencement of the Cross-Border Angling Project. Funding has also been secured for a new County Marketing Initiative in relation to living, working and investing in Leitrim. The Cross Border Opportunities Project continued to successfully assist participation in various cross border initiatives and has produced a 'Who Does What' and Funding Directory Website. The County's Third Level Initiative was also expanded during the year with UCC being the latest college to come on board. This initiative was shortlisted for the 2006 Chambers Ireland Excellence in Local Government Award for Economic Development.

2. Quality Environment

In terms of supporting and safeguarding our Quality Environment substantial progress continued to be made on the Town & Village Enhancement Programme with works undertaken in a number of locations including Drumshanbo, Keshcarrigan, Fenagh, Killargue and Dowra. Work also commenced on CLAR Estate Enhancement Projects in a number of our Housing Estates. The Replacement Connacht Waste Management Plan 2006-2011 was adopted and very significant increases in recycling activity were achieved. Extensive work was also undertaken with the farming community to facilitate the implementation of the most extensive ever Farm Waste Management Programme and the collection of farm plastics in Leitrim was also a significant environmental advance. Activity in relation to Environmental Enforcement has also increased substantially, particularly in the area of Discharge Licences, Illegal Dumping, C&D Waste, Fly-Tipping and End of Life Vehicles. A comprehensive Environmental Education Programme was also undertaken with significant expansion in the Green Schools Programme and the 'Adopt a Road Scheme'. The 'Adopt a Bring Bank' and the 'Action at Work' Programmes were also successfully developed in the County. Work is also in progress on the development of the Riverside Amenity Park in Carrick on Shannon adding to the overall tourism product of the County.

3. Infrastructural Delivery

2006 was another highly successful year in the context of infrastructural delivery both in terms of physical and social infrastructure. The CPO on the N4 Dromod Rooskey Project was confirmed and a Design and Build Contract commenced in Quarter 3, with a mid-2008 scheduled completion date. The N4 Carrick-on-Shannon By-Pass also progressed with a contract for underground soil investigation currently underway. Significant progress on the route selection for the N16 realignment was also achieved. Substantial improvement works were carried out on our non national road network and the Regional Road signage programme was completed on the R201 and R280. Work has also commenced on a programme of infrastructural works funded through Development Contributions. Continued progress was made in relation to the Rural Water Programme while construction commenced on the €17m Towns & Villages Sewerage Scheme and the €18m Carrick on Shannon Sewerage Scheme. The mid-term review of our Social & Affordable Housing Action Plan was completed during the year with output targets revised and increased, including a significant increase in anticipated Voluntary Housing output. A 36 Unit Voluntary Housing Scheme opened in Manorhamilton in July 2006. In terms of the Fire Service, a new Fire Station has been provided in Mohill and a new Emergency Tender complete with satellite phone and communication centre has been acquired. In terms of social infrastructure the provision of playgrounds continues to be a priority with the adoption of a Play & Recreation Policy and the opening of new playgrounds in Manorhamilton and Fenagh. The Library and Arts Programmes were also significantly developed and enhanced during the year.

4. Quality Customer Services

Among the initiatives undertaken in 2006 was the establishment of an Internal Customer Service Working Group to review and progress customer service issues and initiatives. A comprehensive Customer Service Survey was also undertaken and work is ongoing on developing responses to the issues raised. A new Customer Service Centre in Manorhamilton is currently under construction which will provide access to a wider range of services in the north of the county. The Council continued to improve its e-services with enhancements in access to online planning information and the launch of our redeveloped website. Our Customer Contact Management System has been fully rolled out and credit and laser card payment facilities have been made available at our Cash Desk. Name Badges have also been introduced for administrative staff. The facilities and services available in our Libraries have also been enhanced through optical scanning services, progression of the local studies digitisation project, pilot of a children reading project with the County Childcare Committee and digitisation of newspapers with Leitrim Observer and also availability of other national papers.

7. Corporate Support Services

2006 saw a continued emphasis on staff training with a particular focus on Health & Safety Training and Disability Awareness. The ICT programme for Elected Members was also progressed together with further development of the Members Extranet. The Council's website was redeveloped during the year coupled with the implementation of a new Content Management System facilitating direct updating of the website by individual sections, ensuring that information is kept up to date. The new Performance Management & Development System (PMDS) has been successfully rolled out throughout the organisation while the national and local Service Indicators have been kept under regular monitoring and review. In the context of financial management, further improvements were made in 2006 in relation to procurement, risk management and health and safety.

Conclusion

The foregoing achievements were made possible through the combined effort of the elected members and staff of this authority. I want to take this opportunity to sincerely thank and publicly acknowledge the effort of all concerned in making significant progress throughout 2006.

Jackie Maguire
County Manager

5. Community Participation

The involvement of the citizens of the county in local government is critical for a shared understanding of what the local authority is trying to achieve. The Community Forum continues to do excellent work as a network of community groups, while Comhairle na n-Óg is a worthwhile opportunity for young people to get involved in local government. Leitrim County Council continued to liaise with community groups and encourage their continued development, and that of their areas, through various grant supports, project advice and consultation on plans and proposals.

The Council's Estate Management Programme, Pride of Place and Floral Pride competitions, Cathaoirleachs Awards Scheme, Environmental Awareness Programme and Village Enhancement Programmes are all good examples of community participation which once again worked extremely well during 2006. Work also commenced on the preparation of our Disability Action Plan with the establishment of a Steering Committee and initial discussions with Disability representatives. The Council has also been actively involved in the Traveller Interagency Group, established under the SIMS Group of the County Development Board to co-ordinate the delivery of services and supports to the local Traveller Community. Working Groups have been established in relation to the areas of Accommodation, Health and Education with 3 year Action Plans currently being prepared by each Group.

6. Communications

Leitrim County Council continued to pro-actively interact with the local media throughout 2006 as a noticeboard for activities and with articles and reports on various initiatives and services. Our websites are valuable conduits for the dissemination of information, as are the formal and informal networks such as the Community Forum, the SPCs, the County Development Board, Comhairle na n-Óg and the various interactive workshops used for the preparation of plans etc. The bi-monthly 'Whats On Guide' published by the Arts Office provides detailed information on cultural activities throughout the county. Environmental Education, Estate Management, Community Fire Safety and Community Participation Programmes are all essential to the Council in the context of communications. In 2006 Leitrim County Council also participated in the National Junior Achievement Programme in local primary and secondary schools. The Programme is designed to teach enterprise skills to young people and to target those at risk of leaving school early.

APPENDIX 2 - Membership of Committees following the Annual Meeting of Leitrim County Council held on 26th June 2006

Border Regional Authority

Councillor Caillian Ellis
Councillor Tony Ferguson
Councillor Liam McElgunn
Councillor Gordon Hughes
Councillor Enda McGloin

Board of ICBAN

Councillor Sean McDermott
Councillor Caillian Ellis

North West Tourism Authority

Councillor Paddy O'Rourke

ICBAN – “Joining Up Development” Programme (Council Meeting 1st November 2004)

Councillor Sinead Guckian
Councillor Sean McDermott
Councillor Caillian Ellis

Border Regional Authority Operational Committee

Councillor Tony Ferguson

Irish Public Bodies Mutual Insurances Limited

Councillor James J. Shortt

Border, Midland and Western Regional Assembly

Councillor Tony Ferguson

Traveller Accommodation Consultative Committee

Councillor Francis Gilmartin
Councillor Sinead Guckian
Councillor Liam McElgunn
Councillor Sean McGowan
Councillor Gerry Reynolds
Councillor Thomas Mulligan

Ballinamore/Ballyconnell Joint Drainage Committee

Councillor Damian Brennan
Councillor Gordon Hughes
Councillor Caillian Ellis
Councillor Sean McGowan
Councillor Paddy O'Rourke

Leitrim Tourism Ltd

Councillor Paddy O'Rourke
Councillor Tony Ferguson (CPG Meeting 6th November 2006)

General Council of County Councils

Councillor Thomas Mulligan
Councillor James J. Shortt
Councillor Aodh Flynn

Regional Drugs Task Force

Councillor Tony Ferguson

Local Authority Members Association

Councillor Sinead Guckian

Rural Water Programme Committee

Councillor Mary Bohan
Councillor Aodh Flynn
Councillor Frank Dolan

Leitrim County Enterprise Board

Councillor Sinead Guckian
Councillor Caillian Ellis
Councillor Gerry Reynolds
Councillor Sean McDermott

County Leitrim Vocational Educational Committee

Councillor Mary Bohan
Councillor Paddy O'Rourke
Councillor Liam McElgunn
Councillor Francis Gilmartin
Councillor Damian Brennan
Councillor John McTernan
Councillor Frank Dolan
Councillor Enda Stenson
Councillor Martin Kenny

Leitrim County Enterprise Fund Limited

Councillor Francis Gilmartin
Councillor John McTernan

Board of Arigna Catchment Area

Community Company Ltd

Councillor Thomas Mulligan
Councillor Paddy O'Rourke

Governing Body of The NUI Galway

Councillor Tony Ferguson

County Leitrim Partnership

Councillor Damian Brennan
Councillor Francis Gilmartin

Library Advisory Committee

All members
Senator Paschal Mooney

Irish Central Border Areas Network

Councillor Caillian Ellis
Councillor Aodh Flynn
Councillor Gerry Dolan (as per Annual Meeting 2006 following resignation of G.Hughes)
Councillor Sean McDermott
The Cathaoirleach is an ex-officio member.

Lough Oughter and Gowna and River Erne Drainage Committee

Councillor Martin Kenny
Councillor James J. Shortt

Western River Basin District Advisory Council (Council Meeting 3rd October 2005)

Councillor Tony Ferguson
Councillor John McTernan

North Western River Basin District Advisory Council (Council Meeting 3rd October 2005)

Councillor Caillian Ellis
Councillor Sean McDermott

Shannon River Basin District Advisory Council (Council Meeting 3rd October 2005)

Councillor Liam McElgunn
Councillor Gordon Hughes

Western Rail Corridor Network Committee (GP Meeting 7th November 2005)

Councillor Tony Ferguson
Councillor Enda Stenson
Councillor Sean McGowan

Connaught Waste Management Plan – Inter County Committee (CPG Meeting 16th January 2006)

Councillor Tony Ferguson

Regional Health Forum West (Council Meeting 16th January 2006)

Councillor Sean McGowan
Councillor Aodh Flynn
Councillor Gerry Reynolds

North West Trail Committee (Council Meeting 4th December 2006)

Councillor Paddy O'Rourke

Appendix 4 - Service Indicators 2006

A&C: Arts and Cultural Services	2004	2005	2006
A&C.1 Arts Grants			
- Number of arts grants paid*	47	27	43
- Total value of arts grants paid* per 1,000 population	€1,532.81	€1,322.14	*€2835.57
Note: 2005 & 2006 figures relate to Arts Grants paid while 2004 figure relates to grants allocated i.e. not necessarily actually paid out at the end of the year. * Based on 2002 Census of Population			

CP: Community Participation and Co-operation	2004	2005	2006
CP.1 Community Participation and co-operation			
- % of local schools involved in local Youth Council / Comhairle na nÓg Scheme	66.67%	66.67%	88.9%

C: Corporate Issues	2004	2005	2006
C.1 Percentage of working days lost to sickness absence through certified leave			
- certified leave	3.91%	5.26%	4.2%
- uncertified leave	0.42%	0.49%	0.5%
Note: 2005 figure negatively impacted by long term sick leave			

C.2 Training and Development			
- Expenditure as % of total payroll costs	5.94%	5%	7.27%

L: Library Services	2004	2005	2006
L.1 Public opening hours			
- Average number of opening hours per week for full time libraries	35	39.09	37.9 hrs
- Average number of opening hours per week for part-time libraries	9	11.25	10.7 hrs
L.2 Library Membership			
- Number of registered library members as % of the local population	19.1	24.3	*22.24%

*Based on 2002 Census of Population

L.3 Number of items issued per head of population (county wide) for			
- Books	3.7	4.59	*4.24
- Other items	0.1	0.15	*0.15

*Based on 2002 Census of Population

L.4 Internet access			
- % of libraries that offer internet access to the public	100%	100%	100%

L.5 Internet Sessions			
- Number of internet sessions provided per 1,000 population	558.67	977.54	*1,157

*Based on 2002 Census of Population

Rec: Recreational Services	2004	2005	2006
Rec.1 Number of children's playgrounds per 1000 population			
- Directly provided by the local authority	0.0775	0.166	*0.194
- Facilitated by the local authority	0.116	0.155	*0.155

*Based on 2002 Census of Population

Rec.2 Number of visitors to local authority facilitated swimming pools per 1000 population			
- Visitors to local authority facilitated swimming pools	181	3454	*5017

*Based on 2002 Census of Population

Roads	2004	2005	2006
R.1 Surface Dressing			
- Local and regional roads surface dressed per annum (square metres)	605,034	618,190	779,247
- % of local and regional roads surface dressed per annum	7.9%	8%	10%

E: Environmental Services	2004	2005	2006
Water			
E.1 Percentage of river channel which is			
- Unpolluted	79%		EPA data
- Slightly polluted	10%		EPA data
- Moderately polluted	11%		EPA data
- Seriously polluted	0%		EPA data

E.2 % of drinking water analysis results in compliance with statutory requirements with regard to			
- Public Schemes	95.4%	96%	97.65%
- Private Schemes	90.3%	91.96%	92.29%

Fire Service			
E.3 Average time to mobilise fire brigades			
- Part time stations	4.72 mins	4.8 mins	4.91 mins

E.4 Percentage of attendances at scenes where			
- First attendance is at scene within 10 minutes	34.9%	45%	39.72%
- First attendance is at scene after 10 minutes but within 20 minutes	49.4%	44.2%	47.52%
- First attendance is at scene after 20 minutes	15.7%	10.8%	12.76%

E.5 Fire Prevention – Total number of fire certification applications			
- Received	59	78	100
- Processed	68	70	85

Waste Management

E.6 Percentage of households provided with segregated waste collection			
- Not applicable where waste collection is privatised	Not applicable	Not applicable	Not applicable

E.7 Household waste recycled (from door to door collection only)			
- % of household waste recycled	14%	19.53%	17.2%
- tonnage of household waste recycled	Not required	923 tonnes	1000 tonnes

E.8 Household waste going to landfill (from door-to-door collection only)			
- % of household waste going to landfill	86%	80.47%	82.8%
- tonnage of household waste going to landfill	Not required	3,803 tonnes	4812 tonnes

E.9 Recycling Facilities			
Glass			
- Number of Bring Sites	38	38	38
- Number of Civic Amenity Sites	0	2	0
- Total Number of Facilities	38	40	38
- Number of locations per 5000 of population	7.36	7.75	*7.36
- Tonnage of waste collected per 5000 of population	84.14	96.92 tonnes	*107 tonnes

*Based on 2002 Census of Population

Cans			
- Number of Bring Sites	38	38	38
- Number of Civic Amenity Sites	0	2	2
- Total Number of Facilities	38	40	40
- Number of locations per 5000 of population	7.36	7.75	*7.8
- Tonnage of waste collected per 5000 of population	3.34	4.67 tonnes	*4.5 tonnes

Based on 2002 Census of Population

Textiles			
- Number of Bring Sites	0	15	16
- Number of Civic Amenity Sites	0	2	2
- Total Number of Facilities	0	17	18
- Number of locations per 5000 of population	0	3.3	*3.5
- Tonnage of waste collected per 5000 of population	0	2.67 tonnes	*21 tonnes

*Based on 2002 Census of Population

Batteries			
- Number of Bring Sites	1	1	0
- Number of Civic Amenity Sites	0	2	2
- Total Number of Facilities	1	3	8**
- Number of locations per 5000 of population	0.19	0.58	*1.5
- Tonnage of waste collected per 5000 of population	0	0.97 tonnes	*4.7 tonnes

**Includes 6 Primary Schools which have Battery Recycling Units

*Based on 2002 Census of Population

Oils			
- Number of Bring Sites	10	10	10
- Number of Civic Amenity Sites	0	2	2
- Total Number of Facilities	10	12	12
- Number of locations per 5000 of population	1.94	2.33	*2.33
- Tonnage of waste collected per 5000 of population	0	1,364 litres	*1.85 tonnes

*Based on 2002 Census of Population

Others			
- Number of Bring Sites	38	0	0
- Number of Civic Amenity Sites	0	2	2

- Total Number of Facilities	38	2	2
- Number of locations per 5000 of population	7.36	0.4	*0.4
- Tonnage of waste collected per 5000 of population	15.71	31.42	*56.5 tonnes

* Based on 2002 Census of Population

Litter Prevention and Environmental Enforcement

E.10 Litter – Number of Litter Wardens

- Total number of full-time litter wardens	0	0	0
- Total number of part-time litter wardens	5	5	5
- Number of litter wardens per 5000 population	0.97	0.97	0.97
- Number of on-the-spot fines	128	154	139
- Number of prosecutions taken due to non-payment of on-the-spot fines	8	23 (some resolved, some ongoing)	39
- Number of prosecutions secured	1	3	6
- Percentage of areas within the local authority that are			
Unpolluted (i.e. litter free)	7.5%	10%	9%
Slightly polluted with litter	22.5%	51.7%	64%
Moderately polluted with litter	60%	38.3%	22%
Significantly polluted with litter	10%	0%	5%
Grossly polluted with litter	0%	0%	0%

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)	960	1,020	839
- Number of complaints investigated	960	1,020	839
- Number of enforcement procedures taken	227	570	433

E.12 Percentage of schools participating in environmental campaigns

- Primary schools	29.3%	72.5%	80%
- Secondary schools	33.33%	55.5%	77.78%

H: Housing 2004 2005 2006

H.1 Housing Vacancies

- Total number of dwellings in local authority stock	918	953	940
- Overall % of dwellings that are let	96.89%	97.1%	96.7%
- Overall % of dwellings that are empty	3.11%	2.9%	3.3%
- % of empty dwellings subject to major refurbishment	48.5%	41.1%	41%
- % of empty dwellings unavailable for letting (excluding those subject to major refurbishment)	90.29%	98.5%	94.5%
- % of empty dwellings available for letting (excluding those subject to major refurbishment)	9.71%	1.5%	5.5%

H.2 Reletting

- Average time taken to relet dwellings available for letting (in weeks)	3.61	1.75	2.5 weeks
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H.3 Repairs

- Number of repairs completed as % of valid repair requests received	87.7%	93.1%	93.7%
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H.4 Average time taken to inform applicants on local authority's decision on applications for:

- The shared ownership housing scheme (in days)	No complete applications received in 2004	3.83 days	2.67 days
- Housing loans (in days)	17 working days	3.64 days	2.8 days
- Local authority housing (in days)	26 working days	18.4 working days	17.3 working days

H.5 Traveller Accommodation

- Total number of traveller families accommodated as a % of the targets set in the local traveller accommodation programme	100%	100%	100%
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M: Motor Taxation 2004 2005 2006

M.1 Percentage (and number) of motor tax transactions which

- Are dealt with over the counter	67.59%	66.8% (22,707)	61.64% (23,040)
- Are dealt with by post	27.04%	23.7% (8,047)	25.64% (9,582)
- Are dealt with in other ways (eg. online)	5.37%	9.5% (3,241)	12.72% (4,755)

M.2 Number of overall postal applications which are dealt with (ie. disc/driver licence issued) from receipt of the application

- On the same day	8261	7,505	8,094
- On the third day or less	402	404	1,426
- On the fifth day or less	1	67	46
- Over 5 days	8	71	16

M.3 % of overall postal applications which are dealt with (ie. disc/driver licence issued) from receipt of the application

- On the same day	95.26%	93.27%	84.47%
- On the third day or less	4.64%	5.02%	14.88%
- On the fifth day or less	0.01%	0.83%	0.48%
- Over 5 days	0.09%	0.88%	0.17%

M.4 Public opening hours

- Average number of public opening hours per week	30	30	27.93
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P: Planning 2004 2005 2006

P.1 Planning Applications – Decision Making

Individual Houses

- Number of applications determined	576	744	492
- Number of decisions which were decided within 8 weeks	Not applicable	346	262
- Number of decisions which required the submission of further information	Not applicable	395	228
- Number of decisions where an extension of time was agreed to by the applicant	Not applicable	11	4
- % of complete applications determined within 8 weeks	99.12%	Not applicable	Not applicable
- Average length of time taken to determine an application where further information is sought (in days)	73.56	70	69.51
- % of grants	86.11%	81.32%	71.34%
- % of refusals	13.89%	18.68%	28.66%
- % of appeal decisions where the decision was confirmed, with or without variations, by An Bord Pleanala	68.42%	60.71%	63.16%

- % of appeal decisions where the decision was reversed by An Bord Pleanala	31.58%	39.29%	36.84%
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Housing Development

- Number of applications determined	92	120	39
- Number of decisions which were decided within 8 weeks	Not applicable	39	16
- Number of decisions which required the submission of further information	Not applicable	80	23
- Number of decisions where an extension of time was agreed to by the applicant	Not applicable	4	1
- % of complete applications determined within 8 weeks	93.88%	Not applicable	Not applicable

- Average length of time taken to determine an application where further information is sought (in days)	83.71	77	75.74
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- % of grants	79.35%	75%	56.41%
- % of refusals	20.65%	25%	43.59%
- % of appeal decisions where the decision was confirmed, with or without variations, by An Bord Pleanala	60%	92.31%	57.14%

- % of appeal decisions where the decision was reversed by An Bord Pleanala	40%	7.69%	42.86%
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Other: not requiring EIA

- Number of applications determined	356	388	446
- Number of decisions which were decided within 8 weeks	Not applicable	252	272
- Number of decisions which required the submission of further information	Not applicable	133	174

-	Number of decisions where an extension of time was agreed to by the applicant	Not applicable	9	0
-	% of complete applications determined within 8 weeks	100%	Not applicable	Not applicable
-	Average length of time taken to determine an application where further information is sought (in days)	72.82	72	68.55
-	% of grants	95.51%	93.3%	96.41%
-	% of refusals	4.49%	6.7%	3.59%
-	% of appeal decisions where the decision was confirmed, with or without variations, by An Bord Pleanala	75%	64.71%	88.89%
-	% of appeal decisions where the decision was reversed by An Bord Pleanala	25%	35.29%	11.11%

Other: requiring EIA

-	Number of applications determined	4	6	1
-	Number of decisions which were decided within 8 weeks	Not applicable	0	0
-	Number of decisions which required the submission of further information	Not applicable	4	1
-	Number of decisions where an extension of time was agreed to by the applicant	Not applicable	2	0
-	% of complete applications determined within 8 weeks	100%	Not applicable	Not applicable
-	Average length of time taken to determine an application where further information is sought (in days)	72.5	85	61
-	% of grants	100%	100%	100%
-	% of refusals	0%	0%	0%
-	% of appeal decisions where the decision was confirmed, with or without variations, by An Bord Pleanala	50%	0%	100%

-	% of appeal decisions where the decision was reversed by An Bord Pleanala	50%	100%	0%
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P.2 Planning Enforcement

-	total number of cases subject to complaints that are investigated	47	165	184
-	total number of cases subject to complaints that are dismissed	0	8	34
-	total number of cases subject to complaint that were resolved through negotiations	Not applicable	70	89
-	number of enforcement procedures taken through warning letters	53	139	138
-	number of enforcement procedures taken through enforcement notices	7	11	3
-	number of prosecutions	2	1	2

P.3 Public opening hours

-	average number of opening hours per week	35	35	33.1
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P.4 Pre-Planning Consultation

-	average length of time from request for consultation with local authority planner to actual formal meeting for pre-planning consultation (in days)	6.6 days	14 working days	19.13 working days
-	Number of pre-planning consultation meetings held	Not applicable	38	27

P.5 Building Control

-	buildings inspected as % of new buildings notified to the local authority	16%	23.3%	18.8
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Rev: Revenue Collection

	2004	2005	2006
Rev.1 House Rent			
- Amount collected at year end as a % of amount due	86.58%	93.04%	92.59%
- Percentage of arrears			
4 – 6 weeks old	13%	64.24%	11.57%
6 – 12 weeks old	18.4%	11.11%	11.03%
more than 12 weeks old	56.4%	10.28%	63.05%

Rev.2 Housing Loans

- Amount collected at year end as a % of amount due	76.01%	69.2%	76.23%
- Percentage of arrears			
1 month old	65%	36.31%	1.78%
2 – 3 months old	0.5%	6.37%	7.05%
more than 3 months old	30%	57.32%	91.17%

Rev.3 Commercial Rates

- Amount collected at year end as a % of amount due	94.27%	93.7%	93.71%
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Rev.4 Refuse Charges

- Amount collected at year end as a % of amount due	Not applicable	Not applicable	Not applicable
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Rev.5 Non Domestic Water Charges

- Amount collected at year end as a % of amount due	59.65%	54.6%	44.22%
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