

Service Delivery Plan 2024

Adopted by Longford County Council
17 January 2024

Table of Contents

Chief Executive Welcome Note	4
Introduction and Context	5
Financial Summary	6
Organisational Capacity	7
Principal Services	8
Service Delivery Objectives	9
Implementation and Monitoring	10
Service Delivery Objectives and Performance Indicators Tables	
Community, Library and Cultural Services, Corporate Services and Human Resources	11
Community Development	12
Corporate Services	21
Library and Cultural Services	25
Human Resources	31
Enterprise and Ukrainian Humanitarian Response	39
Ukrainian Humanitarian Response	40
Local Enterprise Office	42
Finance and Information Technology	47
Finance General and Accounts Payable	48
Income Generation Unit, Audit and Compliance	51
Information Technology	56
Infrastructure, Climate Action and Innovation	60
Emergency Services	61
Environment	63
Veterinary Services and Animal Control	69
Roads	72
Housing, Planning, Regeneration and Capital Projects	78
Planning	79
Regeneration, Active Travel and Capital Projects	89

Table of Contents

Town Regeneration	94
Confirmation of Adoption	98

Chief Executive Welcome Note

Welcome to Longford County Council's Service Delivery Plan for 2024 (SDP 2024). This service delivery plan was developed through a process that involved all senior officers and the management team. It was developed within the Corporate Plan 2019 to 2024 framework and works towards achieving the adopted strategic objectives that are contained in that Corporate Plan.



It reflects Longford County Council's stated mission to "to work with our communities and partners to develop Longford as a dynamic, vibrant, safe and prosperous county".

This Service Delivery Plan sets out how each directorate is working towards achieving their specific objectives, in line with the ambitions for our county as identified in the Corporate Plan. It also reflects priorities for the coming financial year and includes key performance indicators (KPIs).

The momentum on climate change means we need to respond on environmental issues, including climate resilience and adaptation. The Council has a threefold role to play in:

- Taking direct action within our own housing and industrial estates and service operations to meet the net zero carbon targets
- Using influence with partners and providers to promote sustainable transport, infrastructure and development
- Showing community leadership by working with residents, partners and communities on climate action

Digital and mobile technology continues to evolve and change the way we work within Longford County Council and to deliver services. In 2024 we will continue to support innovation and technology to become a more modern, efficient council that empowers and connect communities.

I look forward to working with elected members, colleagues, and employees as we deliver services in the year ahead and continue to work together to improve County Longford for its citizens.

A handwritten signature in black ink that reads "P. Mahon". The signature is written in a cursive, slightly slanted style.

Paddy Mahon

Introduction and Context

The Local Government Reform Act, 2014, requires each local authority to prepare an Annual Service Delivery Plan on the public services that it proposes to deliver in the year ahead.

This Service Delivery Plan sets out the principal services the Council proposes to deliver by the end of the year, within existing constraints on funding and resources.

It was prepared in the context of a wide range of local, regional, and national plans and strategies that inform and guide the work of Longford County Council.

Longford County Council policy documents listed below, set out the framework within which the local authority operates:

- Corporate Plan 2019-2024
- Annual Budget 2024
- Longford County Development Plan 2021-2027
- Longford Local Economic and Community Plan 2023-2029

A comprehensive work programme will be carried out throughout the year to deliver on the objectives through a variety of service delivery methods, including:

- directly to the public for the most part
- by contract
- through shared services in co-operation and partnership with different agencies
- through service level agreements such as those with Enterprise Ireland
- indirectly through the various grant and assistance schemes to community and other groups

Financial Summary

The Annual Revenue Budget for 2024 was approved and adopted by the elected members on 4 December 2023.

It provides for a total expenditure of €69.7m and anticipates income of €49.95m from a range of services and sources including rents, fees, charges, loan repayments, grants, and recoupments.

The shortfall totaling €19.78m will be funded from a combination of commercial rates and Local Property Tax.

This expenditure is equal to spending approximately €1,502.61 per citizen based on our population of 46,634 in County Longford (Census of population 2022 preliminary results).

A full breakdown of the [Adopted Budget for 2024](#) is available on Longfordcoco.ie under the Finance section.

The table below outlines the budgetary provision allocated to each principal service and the comparison on 2023 figures.

Principal Service	Budget 2023	Budget 2024	Increase (Decrease)	% Increase (Decrease)
Housing and Building	€12,149,431	€13,438,136	€1,288,705	11%
Road Transport and Safety	€20,097,564	€20,894,453	€796,889	4%
Water Services	€4,027,686	€3,693,709	(€333,977)	(8%)
Development Management	€12,447,182	€13,368,105	€920,923	7%
Environmental Services	€6,001,044	€7,683,946	€1,682,902	28%
Recreation and Amenity	€5,159,861	€5,651,435	€491,574	10%
Agriculture, Education, Health and Welfare	€508,675	€561,633	€52,958	10%
Miscellaneous Services	€4,056,925	€4,440,396	€383,471	9%
Total	€64,448,368	€69,731,813	€5,283,445	8%

Organisational Capacity

The Council is committed to ensuring the organisations design and structure is appropriate for the delivery of corporate strategic goals and service delivery plan objectives.

Council Employee resources as of December 2023 are as follows:

Employee Category	Total December 2022	Total December 2023
Managerial	7	6
Clerical/Administrative	173	183
Professional/Technical	77	78
Outdoor	98	99
Fulltime/Retained Firefighters	43	41
Overall Total	398	407

Principal Services

Longford County Council has five directorates.

Community, Library and Cultural Services, Corporate Services and Human Resources

- Community Development
- Corporate Services
- Human Resources
- Library and Cultural Services

Enterprise and Ukrainian Humanitarian Response

- Enterprise
- Ukrainian Humanitarian Response

Finance and Information Technology

- Financial Planning and Reporting
- Financial Governance, Income Generation, Audit and Compliance
- Information Technology

Housing, Planning, Regeneration and Capital Projects

- Housing
- Planning
- Regeneration and Capital Projects

Infrastructure, Climate Action and Innovation

- Climate Action
- Emergency Services
- Environment
- Roads
- Veterinary and Animal Control

Service Delivery Objectives

In support of the delivery of the strategic objectives published in the Corporate Plan 2019-2024, the specific objectives identified by each directorate for 2024 are outlined in the following pages of tables.

In the tables, the national performance indicators are denoted by the letter N, with the local performance indicators denoted by the letter L in the National or Local (N or L) column.

Other abbreviations that may appear in the tables refer to 44 different national indicators as per the list below.

- Corporate C1 to C5
- Economic Development J1 to J5
- Finance M1 to M4
- Fire Services F1 to F3
- Housing H1 to H6
- Library Service and Recreation L1 and L2
- Planning P1 to P5
- Roads R1 to R3
- Waste and Environment E1 to E7
- Water W1 to W2
- Youth and Community Y1 and Y2

Implementation and monitoring

The Council is committed to achieving high standards of service delivery.

For 2024, we have identified key objectives and each one is assigned to a Directorate along with a desired performance standard to be achieved and a national performance indicator where applicable.

National indicators are reflected in the [National Oversight and Audit Commission \(NOAC\) Performance Indicators Reports](#).

The [Longford County Council Scrutiny Report 2023](#) is also available to read on the NOAC website.

Performance will be continually monitored by each Director of Service and their teams.

Relevant significant matters will be reported on, as appropriate, in the Chief Executive Reports to the elected members. These are available to view on the [Policy and Publications Page](#).

Monitoring on performance will be reported to the Corporate Policy Group in May and October.

At the end of the year, the Chief Executive will produce a report outlining the progress in delivering on the Corporate Plan and Service Delivery objectives.

Elected members review this progress report and it is published in the [Longford County Council annual report](#).



Community, Library and Cultural Services, Corporate Services and Human Resources

Director of Service: Barbara Heslin

Community Development

Longford - A County for Everyone

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Advocate social inclusion through respect and promotion of equality and human rights and be guided in all our work by public sector duty principles	<ul style="list-style-type: none"> Support the Children and Young People's Service Plan (CYPSP) 	L	Level of participation on CYPSC committees to support delivery of the Plan
	<ul style="list-style-type: none"> Support the Local Community Development Committee (LCDC) in providing support to our Roma community through implementation of the Pilot Community Development Plan Liaise with Department of Rural and Community Development (DRCD) in implementation of the programme 	L	Level of support provided
	<ul style="list-style-type: none"> Continue to support diversity in our community 	L	Level of support to DRCD projects for LGBTI groups
	<ul style="list-style-type: none"> Support the LCDC in providing support to community groups through the DRCD Local Enhancement Programme 	L	Number of grants and level of grant funding provided to support community organisations

Community Development

Longford - A County for Everyone

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Advocate social inclusion through respect and promotion of equality and human rights and be guided in all our work by public sector duty principles	<ul style="list-style-type: none"> Support the LCDC in providing support to our more marginalised communities through implementation of the Social Inclusion and Community Activation Programme (SICAP) Support Ukrainian refugees through additional funding under SICAP. Manage the day to day running of Community Houses in both McEoin Park and Ardnacassa. 	L	<ul style="list-style-type: none"> Number of Community Groups engaged
	Support "Connecting for Life" Ireland's National strategy to reduce suicide	L	Promotion of HSE suicide prevention training programmes
	Support the LCDC as Local Action Group (LAG) and Longford Community Resources Ltd (LCRL) as implementing partner, in delivering the LEADER Programme and providing LEADER grant assistance for social inclusion projects	L	Number of grants and level of LEADER grant funding provided for social inclusion projects

Community Development

A County for Everyone

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Advocate social inclusion through respect and promotion of equality and human rights and be guided in all our work by public sector duty principles	<ul style="list-style-type: none"> Implement other initiatives that promote and support communities for example, the CLÁR scheme, Community grant support scheme, Playground scheme Assist in the preparation and delivery of a new Age Friendly Strategy for the County 	L	<ul style="list-style-type: none"> Number of projects and programmes delivered Number of grants and level of grant funding provided to support community organisations Number of upgraded playgrounds A new Age Friendly Strategy
	<ul style="list-style-type: none"> Support the LCDC in targeting the most marginalised areas in ensuring the roll out of the Empowering Communities Programme by LCRL 	L	Level of support provided.
Develop connected, sustainable and prosperous communities with access to housing, education, work, healthcare and leisure	<ul style="list-style-type: none"> Monitor and review community elements of existing Local Economic and Community Plan (LECP) Develop new LECP for period 2023-2029 	L	Adoption of new Local Economic Community Plan

Community Development

A County for Everyone

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Develop connected, sustainable and prosperous communities with access to housing, education, work, healthcare and leisure	<ul style="list-style-type: none"> Support our communities through the Public Participation Network (PPN) 	L	<ul style="list-style-type: none"> Number of organisations registered with the PPN Level of funding provided to support PPN staffing
	<ul style="list-style-type: none"> Support the LCDC in implementing the Healthy Longford Programme. Develop the Pilot Sláintecare Healthy Communities Programme. Liaise with the Department of Health and Health and Wellbeing committee in implementation of the programme of work 	L	Number of projects and programmes delivered
Enhance, celebrate, and support our rich culture, heritage, diversity, sport and creativity	<ul style="list-style-type: none"> Support communities in their application to the Pride of Place initiative. Support communities in their participation in Tidy Towns 	L	Number of applications to Pride of Place and level of support provided to communities

Community Development

A County for Everyone

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Enhance, celebrate, and support our rich culture, heritage, diversity, sport and creativity	<ul style="list-style-type: none"> Implement the Intercultural Strategic Plan and Grants scheme Review Plan following publication of new national Strategy 	L	Number of grants and level of grant funding provided to support community organisations
	<ul style="list-style-type: none"> Support the work of Longford Sports Partnership to ensure physical activity opportunities are provided for target groups including: Physical Activity for Health Initiatives, Community Programmes, Sports Inclusion Disability Programmes, Diversity Programmes, Community Sports Hub and NGB Development Officers 	L	Number of projects and programmes delivered
	<ul style="list-style-type: none"> Support the outdoors as a means of affordable and accessible sport and recreation participation 	L	Number of projects and programmes delivered
Support and Strengthen Local Democracy	<ul style="list-style-type: none"> Support the Comhairle na nÓg initiative 	N	Y1: Participation in Comhairle na nÓg scheme and the level of participation in same

Community Development

Longford - A County for Everyone

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Support and Strengthen Local Democracy	Support the PPN in appointing representatives to local authority structures to ensure public participation and involvement in the democratic and decision making processes involving our communities	N	Y2: Groups associated with the Public Participation Network (PPN), the number of PPN representatives on formal Council structures, the number of organisations registered with the PPN
	Support the Placemaking Strategic Policy Committee (SPC)	L	Participation at SPC meetings

Longford - A Greener County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Protect our natural and built environment	Support the LCDC as Local Action Group (LAG) and LCRL as implementing partner, in delivering the LEADER Programme and providing LEADER grant assistance for Environmental projects	L	Number of grants and level of LEADER grant funding provided

Community Development

Longford - A Safer County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Address safety and security issues and concerns for our communities	<ul style="list-style-type: none"> • Support the work of the Pilot Local Community Safety Partnership • Liaising with the Department of Justice and the independent chair in implementation of the pilot • Participate in effective crime prevention partnerships with community and State Agencies • Encourage and support crime prevention initiatives • Continue to support the Property marking Scheme • Support events across County Longford such as the Dead of Night Halloween Festival, Longford Lights and the work of the Councils Events Advisory Committee 	L	Number of initiatives implemented
Promote and implement best practice in occupational health and safety	Participate in health and safety programme, promote a culture of safe working and provide a safe working environment	L	Participation at Health and Safety training and Safety Committee meetings

Community Development

Longford - A Safer County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Ensure our governance structures are underpinned by responsive leadership, robust processes, and compliance	Comply with procurement and financial policies, data protection, Freedom of Information, risk identification and control measures	L	Level of compliance

Longford - A Thriving County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Continue to grow and transform our county economy and infrastructure	Support the LCDC as Local Action Group (LAG) and LCRL as implementing partner in delivering the LEADER Programme and providing LEADER grant assistance for tourism and business development projects including digital and innovation hubs, rural development and arts/ cultural projects	L	Number of grants and level of LEADER grant funding provided

Community Development

Longford - A Thriving County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Strive to deliver public services centre of excellence	Deliver the action plan of the Customer Services Charter	L	Strive to meet the Customer Charter response times

Corporate Services

Longford - A County for Everyone

Strategic Objective	Service Delivery Objective	N or L	Performance Indicators
Support and Strengthen Local Democracy	Continue to deliver a programme of Electoral Registration in line with revised legislation and support 2024 electoral events	L	Aim to increase accuracy of Register of Electors by 10% with all 2024 Electoral events supported
	Lead the review of the Council's Communications Strategy in parallel to Corporate Plan review	L	Updated Communications Strategy adopted
	Support the elected members and all Council committees in their leadership and representative role, to ensure democratic accountability and effective governance	L	Professional Meetings Administrator support for all Council and Committee meetings and all civic functions
	Provide effective high quality Elected and Committee Member Support and Training	L	Training delivered following Local Elections for newly elected Council and sectoral representatives on Council Committees
	Lead and coordinate the development of the Council's Corporate Plan 2024 to 2029	L	Corporate Plan 2024 to 2029 prepared, adopted and published within statutory timeframe

Corporate Services

Longford - A County for Everyone

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Support and strengthen local democracy	Conduct efficient, legally compliant and cost-effective Local Elections	L	Local elections duties and responsibilities undertaken in a competent and professional manner
	Promote community engagement and involvement through the Strategic Policy Committees democratic processes of the Council	L	Revised Strategic Policy Scheme and membership

Longford - A Safer County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Ensure our governance structures are underpinned by responsive leadership, robust processes, and compliance	Continue to foster excellence and a strong governance culture, driving compliance building on success to date	L	<ul style="list-style-type: none"> • Meet all statutory and operational standards over the forthcoming year to secure compliance • Data Protection Compliance report to issue by year end

Corporate Services

Longford - A Safer County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Ensure our governance structures are underpinned by responsive leadership, robust processes, and compliance	Continue to make data protection a priority	L	Increased engagement in Data Protection by all business units through targeted Data Protection awareness programmes
	Safeguard rights and prioritise the protection of individuals personal data	L	Data Protection Policies will be made available in accessible formats to ensure all individuals are aware of their rights
	Deliver clear, compelling, timely and accurate corporate communications to better inform citizens	L	Positive image of our county and Council promoted through good professional communications
Promote and implement best practice in occupational health and safety	Maintain ISO 45001:2018 accreditation for the Health and Safety Management System	L	ISO 45001:2018 accreditation for the Health and Safety Management System
	Protect and promote safety culture with employees, contractors, and visitors	L	Longford County Council recognised as leaders in managing Occupational Health and Safety

Corporate Services

Longford - A Greener County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Lead and provide a planned response to climate change	Undertake activities which help to mitigate/adapt to climate change	L	Contribute to the implementation of the Longford County Council Climate Action Plan

Longford - A Thriving County

Strategic Objective	Service Delivery Objective		Performance Indicator
Strive to develop a public service centre of excellence	Deliver the action plan of the Customer Services Charter and complete review the of Customer Services Charter	L	Weekly review of customer response times to ensure we continue to meet customer expectations and review of Customer Services Charter
	Invest in media software to streamline press release processes	L	Monthly reporting and data analytics on Council press release performance
Lead and support the regeneration of our county towns and villages	Secure better user experience of all Council websites and social media channels by producing improved content	N	C3: LA website and social media usage and locally, make improvements to Council website content for at least twelve service areas

Library and Cultural Services

Longford - A County for Everyone

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Enhance, celebrate, and support our rich culture, heritage, diversity, sport and creativity	<ul style="list-style-type: none"> Administration and implementation of the Creative Ireland strategy in 2024 with Longford County Council-led projects and development of the Community open call Re-establish the Cultural and Creative Forum 	L L	<ul style="list-style-type: none"> Number of community groups engaged Development of a sustainable community network and projects. Empower communities to develop their own creativity and enhance their local environment
	<p>Age Friendly Strategy to be delivered and start implementation:</p> <ul style="list-style-type: none"> Six OPC meeting with increased membership from all older person communities in the county Four Age Friendly Alliance meeting with engagement with the local stakeholders Delivery of information day in October on Programming for the older person Apply for funding from Creative Ireland - creativity in the older person 	L L L	<ul style="list-style-type: none"> New Age Friendly Strategy information day Six meetings of the OPC Four Age Friendly Alliance meetings Development of the projects like the Longford Handy Helps, Proactive Ageing Wallet etc

Library and Cultural Services

Longford - A County for Everyone

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Enhance, celebrate, and support our rich culture, heritage, diversity, sport and creativity	• Development of the local studies and archives room for event delivery	L	• New event space for archives and local studies • New file management system for the library service
	• New Digital File management system for the department with the review of the current files	L	
	• Development of a working team for file management • Review of the Archives Storage space	L	• Number of Archives items properly stored

Longford - A Safer County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Address safety and security issues and concerns for our communities	The renewal of the Crime Prevention Ambassador programme to Community Safety Officers in partnership with the Community Safety partnership and the Gardaí. Involve OPC and Active Retirement Groups around the county	L	• Number of community groups engaged and schools participating in the programme • Decrease in serious crime affecting our communities, with increased sense of safety • Increased participation in the See it, Say it programme and increased downloads of the Text Alert App

Library and Cultural Services

Longford - A Greener County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Place climate action, biodiversity and the environment at the heart of local decision making.	<ul style="list-style-type: none"> Apply for funding under the LBAF for biodiversity and climate Action projects Apply for funding under the Creative Ireland Climate Action Fund with a creativity and community led projects 	L L	<ul style="list-style-type: none"> Amount of grant funding awarded Amount of projects and programmes delivered
Protect our natural and built environment	<ul style="list-style-type: none"> Curate projects and initiatives to promote awareness, protection and enhancement of the natural heritage and biodiversity of County Longford Through these projects, help mitigate against the effects of climate change in association with the Climate Action Team. 	L L	<ul style="list-style-type: none"> Number of projects and programmes delivered Record the positive impact of the completed projects in terms of Climate Change and increased Biodiversity

Library and Cultural Services

Longford - A Greener County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Lead and provide a planned response to climate change	<ul style="list-style-type: none"> Monthly monitoring of energy consumption across all branches using Energy Elephant with actual readings 	L	<ul style="list-style-type: none"> Reduce our energy costs by 10% across all branches
	<ul style="list-style-type: none"> Through Creative Ireland and other programmes, develop creative projects focusing on climate change. 	L	<ul style="list-style-type: none"> Number of initiatives implemented
	<ul style="list-style-type: none"> Public Awareness and educational programmes on Climate Action 	L	<ul style="list-style-type: none"> No of public awareness event delivered
	<ul style="list-style-type: none"> Programming for Climate Action lead events - Biodiversity Week, Earth Day, SDG week 	L	<ul style="list-style-type: none"> Attendance at these events

Library and Cultural Services

Longford - A Thriving County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Continue to grow and transform our County's economy and infrastructure	Implementation of the Arts Strategy: <ul style="list-style-type: none"> • Development of the Longford Lights, Dead of Night Festival and the Mid-Summer Festival. • Apply for additional funding from Creative Ireland, Art's Council and other grant streams • Continue the development of the local Cultural economy 	L	<ul style="list-style-type: none"> • Number of Community Groups engaged • Attendance at the festivals • Number of Commissioning of local Arts works • Increase in local Cultural Economy • Number of local creatives creating a living as artists • Number of young people attending art college or creative arts colleges
Improve connectivity and accessibility, both infrastructural and digital to attract and support business community and our people	<ul style="list-style-type: none"> • Work with our IT Department to ensure that all Branch Libraries have latest technology needed • Develop the Longford STEAM project with new events, facilities and collections • Continue to deliver basic digital skills training for all • Work with LWETB, Age Action, Rural Links and other providers on Digital Skills delivery 	L L L L	<ul style="list-style-type: none"> • Latest technology available in library branches • Number of innovative events for Longford STEAM and the number of book issues for STEAM subjects • Number of Digital Skills Training classes • Attendance at events and number of Community Groups engaged

Library and Cultural Services

Longford - A Thriving County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Continue to grow and transform our county economy and infrastructure	Promote all departmental and heritage council grants for conservation, repair and continued use of built heritage and archaeological monuments which support economic growth and regeneration.	L	<ul style="list-style-type: none"> • Number of grants and level of grant funding provided to support community organisations • Number of community meetings and clinics to inform the community about the availability of these grants • Number of advertisements for the grants
Lead and support the regeneration of our county towns and villages	Create an effective outreach programme for each library to include engagement with all local community stakeholders.	N	L1: Library Visits, Issues and Registered Members

Human Resources

Longford - A County for Everyone

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Advocate social inclusion through respect and promotion of equality and human rights and be guided in all our work by public sector duty principles	Implement the Public Sector Duty Principles, promote and support equality, diversity and inclusion	L	Meet the statutory employment target for persons with disabilities in accordance with the Assisted Decision-Making (Capacity) (Amendment) Act 2022.

Human Resources

Longford - A Safer County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Ensure our governance structures are underpinned by responsive leadership, robust processes, and compliance	Provide strong HR Management ensuring that processes and procedures meet the highest standards	L	<ul style="list-style-type: none"> • Clear accountability mechanisms, transparency, and compliance with legislative obligations • Return 100% of statutory and Departmental returns on time and develop a structured process for Information and Consultation and Industrial Relations with the Employee Representative Bodies.

Human Resources

Longford - A Safer County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Promote and implement best practice in occupational health and safety	Support the organisation with the implementation of ISO 45001 Health and Safety Management System	L	<ul style="list-style-type: none"> • ISO 45001:2018 accreditation for the Health and Safety Management System • Schedule and make available all mandatory health and safety training for the organisation. • Attend 100% of safety meetings, complete 100% of safety inspections and participate in 100% of safety audits.

Human Resources

Longford - A Greener County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Lead and provide a planned response to climate change	Support the implementation of the Climate Action Charter	L	<ul style="list-style-type: none"> Climate Action incorporated into work processes Include climate action as a duty in all contracts of employment for new employees.

Human Resources

Longford - A Thriving County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Continue to grow and transform our county economy and infrastructure	Deliver the payroll and superannuation function accurately, in a transparent and timely manner	L	<ul style="list-style-type: none"> • Clear accountability mechanisms, transparency, and compliance with legislative obligations • Deliver the payroll function on time and participate in 100% of audits
	Support the Water Services Section in relation to the transition of the Water Services function to Irish Water	L	<ul style="list-style-type: none"> • Clear accountability mechanisms, transparency, and compliance with legislative obligations • Implement the requirements of the Master Co-operation Agreement.

Human Resources

Longford - A Thriving County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Develop new and existing business districts and encourage the growth of a skilled workforce	Support the organisation and enable line managers with the management of time and attendance and associated family friendly arrangements and leaves including sick leave and the management of occupational health.	L	<ul style="list-style-type: none"> • Develop the Attendance Management Programme • Put in place a policy for the management of time and attendance
	Support the organisation in developing the HR section as a connected, modern function promoting Longford County Council as a preferred place to work while empowering line managers and supporting the continuous learning and development of employees	N L L	<ul style="list-style-type: none"> • C1: Total Number of Whole Time Equivalents • Prepare a workforce plan taking account of current and future skill requirements for the organisation. • Make available the open learning scheme to all employees

Human Resources

Longford - A Thriving County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Improve connectivity and accessibility, both infrastructural and digital to attract and support business community and our people	Continuously improve the delivery of the HR function through digital technology to enhance HR systems management improving accessibility and decision making capabilities within the organisation.	N L L	<ul style="list-style-type: none"> • C2: Working Days lost to Sickness • Digitise two additional processes within Human Resources and revise the file structure for the Human Resources function. • Monitor sick leave to stay below national targets.

Human Resources

Longford - A Thriving County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Strive to develop a Public Service Centre of Excellence	Embrace and enable public sector innovation in delivering our services	L	<ul style="list-style-type: none"> • Deliver the Open Learning Scheme • Organise and make available events for Innovation week.
	Foster and generate productive working relationships with our public service partners	L	<ul style="list-style-type: none"> • Clear accountability mechanisms, transparency, and compliance with legislative obligations • Include 10% of the health and wellbeing programme in collaboration with the HSE

Enterprise and Ukrainian Humanitarian Response



Director of Service: Michael Nevin

Ukrainian Humanitarian Response

Longford - A County for Everyone

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Advocate social inclusion through respect and promotion of equality and human rights and be guided in all our work by public sector duty principles	Co-ordinate a partnership approach to the local Ukrainian response effort through the community fora	L	Number of community fora held with input from all stakeholders
	Work with all partners to provide the Ukrainian refugees with an environment where they feel safe, secure and welcome	L	Uptake on services from the stakeholders in the County

Ukrainian Humanitarian Response

Longford - A County for Everyone

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Advocate social inclusion through respect and promotion of equality and human rights and be guided in all our work by public sector duty principles	Secure and manage suitable accommodation solutions to meet the short-term needs of the Ukrainian refugees	L	Number of refugees accommodated in the County in vacant and/or shared accommodation
	Support the provision of accommodation solutions that have capacity to provide medium term solutions	L	Number of refurbished properties put forward as multi-occupancy centres and number of sites put forward for rapid-build housing
Enhance, celebrate, and support our rich culture, heritage, diversity, sport and creativity	Provide a coordinated suite of supports to ensure the new community is integrated with the local community	L	Number of initiatives successfully delivered

Local Enterprise Office

Longford - A County for Everyone

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Advocate social inclusion through respect and promotion of equality and human rights and be guided in all our work by public sector duty principles	Deliver the action plan of the Customer Service Charter	L	Compliance with guidelines of Customer Service Charter
Develop connected, sustainable and prosperous communities with access to housing, education, work, healthcare and leisure	Create more seamless, efficient and transparent communication and transaction between businesses and their communities	L	Number of initiatives successfully delivered

Local Enterprise Office

Longford - A County for Everyone

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Enhance, celebrate, and support our rich culture, heritage, diversity, sport and creativity	Identify and maximise all possible funding opportunities that can facilitate product and service development linked to sustainable and regenerative tourism	L	Increased number of new tourism projects, products and initiatives

Longford - A Thriving County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Lead and support the regeneration of our county towns and villages	Collaborate locally and regionally with key partners who can support improvement in tourism infrastructure, products and experiences	L	Number of tourism actions delivered

Local Enterprise Office

Longford - A Greener County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Lead and provide a planned response to climate change	Assist the SME sector through education and training to integrate climate change into business strategy	L	Numbers availing of Green for Micro Supports
Support the just transition to a low carbon economy and ensure that policies and practices lead towards low carbon pathways and put in place processes for carbon proofing major decisions, programs, and projects, moving over time to a near zero carbon investment strategy	Help the economic sector to meet its obligations around climate change.	L	Number of firms engaged in sustainability training and introducing new greener practices

Local Enterprise Office

Longford - A Thriving County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Continue to grow and transform our county economy and infrastructure	Continue to foster a culture of enterprise and entrepreneurship helping to stimulate new economic activity	L	Number of companies/schools that participate in enterprise support programmes or schemes
	Stimulate the creation of new enterprises and assist existing enterprises to reach their full potential	L	Number of firms availing of training and mentoring supports
	Work with different stakeholder groups to promote County Longford as an ideal business location	L	Improved range of marketing materials to assist promotion of Longford as a viable business location
	Work with partners to attract and facilitate potential new investment in the county	L	Increased level of business investment in County Longford
	Provide advice and guidance to assist business owners avail of the full range of supports available to them	L	Number small businesses availing of business advice and signposting from the Local Enterprise Office (LEO)
	Directly support the SME sector in its efforts to sustain jobs and in the creation of additional employment among the small firms sector	N	J1: Number of jobs created

Local Enterprise Office

Longford - A Thriving County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Improve connectivity and accessibility, both infrastructural and digital to attract and support business community and our people	Support the continued digitalisation of small firms to help them remain competitive	L	Number of firms who avail of a digital voucher and/or introduce stronger digitalisation practices or systems

Finance and Information Technology



Director of Service: John McKeon

Finance General and Accounts Payable

Longford - A County for Everyone

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Support and strengthen local democracy	Payment of members allowances, training and expenses and provision of administration support	L	<ul style="list-style-type: none"> • Processing training and monthly allowances • Provision of information required for Annual Report • Compilation of annual expenditure statistics for councillors and publish on the Longford County Council website

Longford - A Safer County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Promote and implement best practice in occupational health and safety	Promote a culture of safe working and implement the health and safety management system	L	<ul style="list-style-type: none"> • Attendance at any health and safety training provided • Attendance at quarterly health and safety committee meetings by relevant employees

Finance General and Accounts Payable

Longford - A Greener County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Place climate action, biodiversity and the environment at the heart of local decision making	Participate in the implementation of the Longford County Council Climate Action Charter including participation in employee training and introducing greener policies	L	<ul style="list-style-type: none"> Attend all climate action training provided Compliance with any green policies introduced

Longford - A Thriving County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Continue to grow and transform our county economy and infrastructure	Continue to improve our financial outlook through robust budgetary control	L	Greater input of sections to the budgetary process, regular spending review meetings with section
	Provide strong treasury management ensuring funds are available when required and ensuring best investment return on limited cash resources	L	Daily cash balance monitoring, use of overdraft facility limited, negative interest charges kept to a minimum
	Provision of information to other departments	L	As required - Freedom of Information (FOI), media queries, data protection queries and other ad hoc queries

Finance General and Accounts Payable

Longford - A Thriving County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Continue to grow and transform our county economy and infrastructure	Provision of timely up to date financial information to inform and assist in decision making	L	Production of Quarterly and Annual Financial Statement to the Department deadlines
	To deliver financial plans and budgets that manage and deploy our resources to maximise our operational efficiency and achieve value for money	N	M1: 5 Year summary of Revenue Account balance
Strive to develop a public service centre of Excellence	Implement financial management upgrades and any relevant new technology	L	<ul style="list-style-type: none"> Implement financial management system upgrades and new technology within project deadlines Provide training and follow up user help to system users

Income Generation Unit, Audit and Compliance

Longford - A County for Everyone

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Support and strengthen local democracy	Support the Governance Strategic Policy Committee	L	Provide updates on Governance issues

Longford - A Safer County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Ensure our governance structures are underpinned by responsive leadership, robust processes, and compliance	Develop Property Interest Register	L	Develop central repository of all Longford County Council property with a unique identifier
	Ensure that procurement is embedded in the culture of the organisation and continue to provide a procurement function that mitigates against risk, ensures compliance and delivers value for money	L	<ul style="list-style-type: none"> Provide Procurement support and advice and develop procurement compliance reports for issue during 2024 to all sections Liaise on behalf of Longford County Council with the Office of Government Procurement, the Local Government Management Agency and SupplyGov regarding all issues relating to procurement
	Maintain an internal audit function, fulfilling requirements arising from the statutory audits and any recommendations of the Audit Committee	L	Provision of internal audit reports within deadlines

Income Generation Unit, Audit and Compliance

Longford - A Safer County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Ensure our governance structures are underpinned by responsive leadership, robust processes, and compliance	Provide Risk Management Framework	L	<ul style="list-style-type: none"> Review Corporate Risk Register once Review Operational Risk Registers twice Review Risk Register Policy as required
Promote and implement best practice in occupational health and safety	Promote a culture of safe working and implement the health and safety management system	L	<ul style="list-style-type: none"> Attend all health and safety training provided Attend quarterly Health and Safety Committee meetings

Longford - A Greener County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Place climate action, biodiversity and the environment at the heart of local decision making	Participate in the implementation of Longford County Council Climate Action Charter including participation in employee training and introduce greener policies	L	<ul style="list-style-type: none"> Compliance with any green policies introduced Attendance at all climate action training provided Continue to support the Green Procurement Steering Group

Income Generation Unit, Audit and Compliance

Longford - A Greener County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Place climate action, biodiversity and the environment at the heart of local decision making	Risk Management	L	<ul style="list-style-type: none"> Promote the inclusion of climate related risks and controls in the individual sections operational risk registers

Longford - A Thriving County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Continue to grow and transform our county economy and Infrastructure	Article 48	L	Complete detailed Article 48 checks in conjunction with the LEADER programme in a timely manner
	Manage the insurance process	L	Manage all insurance policies, manage claims involving the Council and respond to all insurance related queries received from across the organisation in a timely manner
	Process revenue generation streams	L	Weekly, monthly, quarterly billing targets

Income Generation Unit, Audit and Compliance

Longford - A Thriving County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Continue to grow and transform our county economy and Infrastructure	Provision of information to other departments	L	As required, provide data to respond to FOI, media queries, data protection queries and other ad hoc queries
	Continue to improve our financial outlook through improvements in revenue collection rates	N	M2: Five year summary of percentage collection levels for major revenue sources and locally, meet annual targets
Improve connectivity and accessibility, both infrastructural and digital to attract and support business community and our people	Access to Information via Longford County Council Website	L	Work with the Communications section to ensure that the website content for Income Generation Unit and Audit and Compliance are up to date

Income Generation Unit, Audit and Compliance

Longford - A Thriving County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Strive to develop a public service centre of excellence	Implement Financial Management Upgrades and any relevant new technology	L	Implement Financial Management System upgrades within project deadlines as required
	Meet Customer Services Charter Objective	L	Deliver the action plan of the Customer Services Charter
	Transformational change in our record management process	L	Best practice in record and information management to be introduced

Information Technology

Longford - A Safer County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Ensure our governance structures are underpinned by responsive leadership, robust processes, and compliance	Maintain the confidentiality, integrity and availability of our data	L	An acceptable security posture is maintained within the organisation

Longford - A Greener County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Lead and provide a planned response to climate change	Support the implementation of the Climate Action Charter	L	The number of electronic business processes and blended working solutions developed and supported

Information Technology

Longford - A Greener County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Support the just transition to a low carbon economy and ensure that policies and practices lead towards low carbon pathways and put in place processes for carbon proofing major decisions, programs, and projects, moving over time to a near zero carbon investment strategy	Promote the development of digital processes within Longford County Council through the implementation of the IT Strategy 2021-2025	L	<ul style="list-style-type: none"> Implementation of a number of digital first projects supporting new and updated business process including the provision of a cloud based phone system These processes will reduce paper usage and promote more efficient business processed
	Remove the digital divide that exists within parts of the organisation, making efficient and environmentally friendly digital processes a key part of working life for all employees	L	Number of employees digitally connected

Information Technology

Longford - A Thriving County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Continue to grow and transform our county economy and infrastructure	Support the transition of responsibility and accountability of water services in county Longford to Irish Water	L	Transition of all technical assets to Irish Water in accordance with the agreed timeframe by Longford County Council for the transition of Water Services
	To meet the objective of having Computer Science in every secondary school in Longford, prioritize the implementation of the Dream Space Showcase and Post Primary Tech competition in accordance with the digital strategy	L	<ul style="list-style-type: none"> Number of schools in Longford's Microsoft Dream Space Showcase Number of schools with Computer Science as subject
Improve connectivity and accessibility, both infrastructural and digital to attract and support business community and our people	<ul style="list-style-type: none"> Review the operation and provision of town WIFI and Broadband Connection Points in county Longford. Provide a strategy that will set the vision and framework for the provision of both in county Longford 	L	Provision of strategy
	Seek approval for an extension of the Digital Strategy for Longford 2021-2023, extend to 2025	L	Number of actions implemented as listed under the four pillars of the strategy

Information Technology

Longford - A Thriving County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Improve connectivity and accessibility, both infrastructural and digital to attract and support business community and our people	Support the rollout of digital infrastructure in accordance with the Digital Strategy for Longford 2021-2023, extended to 2025	L	Digital infrastructure available in county Longford
Strive to develop a Public Service Centre of Excellence	Continue to use geospatial information and geospatial solutions to support the delivery of better local government services	L	Increase the use of Geographic Information Systems (GIS) among all business areas and to implement mobile data collection in the field for smarter working
	Implementation of a cloud based phone system within Longford County Council	L	Implementation of the system within Longford County Council
	Maintain and develop an IT infrastructure that supports and protects the councils business areas	N	<ul style="list-style-type: none"> C4: Overall cost of Information and Communications Technology provision per Whole-Time-Equivalent (WTE) An infrastructure that is always available in a safe and efficient manner

Infrastructure, Climate Action and Innovation



Director of Service: Samantha Healy

Emergency Services

Longford - A County for Everyone

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Support and strengthen local democracy	Review five year Section 26 Fire Service Operational Plan on an ongoing basis	L	Keep an up-to-date section 26 Fire Service operational plan in place

Longford - A Safer County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Address safety and security issues and concerns for our communities	Maintain Civil Defence unit in County	L	Deliver on the objectives of the national Civil Defence Plan 'Towards 2030'
	Carry out inspections and enforcement actions throughout the County	N	P1: New Buildings Inspected
	Maintain our current level of operational response to fire and other emergencies	N	F2: Service Mobilisation
Ensure our governance structures are underpinned by responsive leadership, robust processes, and compliance	Adhere to good governance and procurement systems	L	Complete objectives of the Fire Service annual operational plan

Emergency Services

Longford - A Safer County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Promote and implement best practice in occupational health and safety	Provide a safe working environment for all our employees	L	Satisfactory inspections and administration of Health and Safety Risk Assessments and procedures for safety of Longford County Council employees, contractors, and the community
Partner with other principal response agencies to plan and respond to emergencies	Ensure necessary planning, preparedness, capacity, training and co ordination is in place for whatever emergency may arise	L	Keep an up-to-date section 26 Fire Service operational plan in place
	Provide medical assistance at events and with other agencies throughout the County	L	Deliver on the objectives of the national Civil Defence Plan 'Towards 2030'

Longford - A Greener County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Lead and provide a planned response to climate change	To make our buildings and fleet of vehicles as energy and eco-friendly as possible	L	Monitor our buildings and fleet for consumption of carbon fuels and energy consumption

Emergency Services

Longford - A Thriving County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Continue to grow and transform our county economy and infrastructure	To facilitate new and existing business owners with Fire Safety advice and process all formal applications in a timely manner.	N	P5: Applications for Fire Safety Certificates

Environment

Longford - A County for Everyone

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Advocate social inclusion through respect and promotion of equality and human rights and be guided in all our work by public sector duty principles	Implement accessible services for all members of our community. Ensure that everyone who uses our services is dealt with in a manner that recognises their humanity and upholds their rights	L	<ul style="list-style-type: none"> Compliance with Customer Service Charter Language Cards with service user information developed and implemented
	Develop delivery of online capability to improve access to information and other services of the Environment section	L	<ul style="list-style-type: none"> Updated Internet presence for Environment and Climate Action Accessible online reporting services for Environment developed and implemented
Develop connected, sustainable and prosperous communities with access to housing, education, work, healthcare and leisure	Participate in Community Development Committees and Local Action Groups to promote community engagement in environmental protection and litter control	L	<ul style="list-style-type: none"> Established schedule of structured meetings Successful engagement and distribution of Grant Schemes Meet the targets set out in the national Recommended Minimum Criteria for Environmental Inspections (RMCEI)
	Support communities' participation in Tidy Towns	L	Schedule of structured meetings in place with established point of communication

Environment

Longford - A County for Everyone

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Enhance, celebrate, and support our rich culture, heritage, diversity, sport and creativity	Promote awareness of our environment and biodiversity with education programmes and events including the Green Schools Programme and biodiversity awareness	L	<ul style="list-style-type: none"> Updated Internet presence for Environment and Climate Action Implementation of Climate Action Plan Engagement in Community Action Scheme and the Green School Programme
Support and strengthen local democracy	Promote public participation in development of plans to support Environmental awareness and plans	L	Environment and Climate Action Plans adopted following public consultation
	Support elected members and democratic structures in their representative including the work of the Strategic Policy Committee in policy formulation roles	L	<ul style="list-style-type: none"> All plans and policies presented and discussed prior to public consultation Notices of Motions and questions responded to in a timely manner

Environment

Longford - A Safer County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Ensure our governance structures are underpinned by responsive leadership, robust processes, and compliance	Comply with procurement and financial procedures, data protection, Freedom of Information, risk identification and control measures	L	Maintain full compliance with all local and national standards
	Continue monitoring performance in relation to statutory environmental inspections quarterly and annually	N	E1-E7: Meet the targets set out in the national Recommended Minimum Criteria for Environmental Inspections (RMCEI)
Address safety and security issues and concerns for our communities	Work with the relevant stakeholders to tackle incidents of illegal dumping associated with anti-social behaviour	N	<ul style="list-style-type: none"> E1-E7: Maintain Recommended Minimum Criteria for Environmental Inspections (RMCEI) standard Improve Longford's IBAL Ranking
Promote and implement best practice in occupational health and safety	Promote a culture of continuous health and safety in the Environment section and participate in monthly meetings with Health and Safety Officer	L	Complete inspections and administration of Health and Safety Risk Assessments and procedures
	Maintain the health, safety and wellbeing of the Environment team	L	<ul style="list-style-type: none"> Completed employee Health and Safety Training Participation in Organisation Wellbeing events

Environment

Longford - A Safer County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Safeguard, protect and enhance the environment in the interests of quality of life, economic development and regulatory compliance	Complete our plan of inspections in accordance with statutory requirements with regard to waste and litter management, and water, air and noise pollution	N	E1-E7: Meet the targets set out in the national Recommended Minimum Criteria for Environmental Inspections (RMCEI)
	Ensure consistent enforcement of our powers under various Environmental legislation	N	<ul style="list-style-type: none"> Implementation of updated Litter Enforcement Policy E1-E7: Meet the targets set out in the national Recommended Minimum Criteria for Environmental Inspections (RMCEI)
	Work collaboratively with other sections of Longford County Council to protect and enhance our environment and to ensure environment regulatory compliance	L	<ul style="list-style-type: none"> Established inter-departmental communication Established scheduled of focus group meetings

Environment

Longford - A Greener County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Lead and provide a planned response to climate change	Develop environmental awareness and education strategies	L	Successful engagement in Green Schools programme
Place climate action, biodiversity and the environment at the heart of local decision making	Work collaboratively with all sections of Longford County Council to lead and support the development and implementation of greener policies	L	<ul style="list-style-type: none"> Established scheduled of focus group meetings Inclusion of Climate Action as Agenda item on all Section team meetings
Protect our natural and built environment	Effectively project manage funded projects including historic landfills, environmental protection projects, and rural water	N	E1-E7: Meet the targets set out in the national Recommended Minimum Criteria for Environmental Inspections (RMCEI)
	Implement legislation to deal with dangerous structures	N	E1-E7: Meet the targets set out in the national RMCEI
	Plan and implement all relevant drainage works and complete all necessary returns	L	Completion of ongoing annual programme of work for arterial drainage
	Promote national environmental initiatives including anti-dumping, environmental awareness campaigns, waste segregation and the deposit return schemes	L	Successful participation in national initiatives and strong community engagement
	Reduce environmental pollution	N	E1-E7: Meet the targets set out in the national RMCEI

Environment

Longford - A Thriving County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Continue to grow and transform our county economy and infrastructure	Participate in community development committees and local action groups to empower community engagement in litter control and environmental protection	L	Schedule of structured meetings in place
	Ensure that appropriate facilities and services are available to adequately provide for the appropriate disposal of waste in the county	L L L N	<ul style="list-style-type: none"> • Delivery of local Bring-Bank facilities • Implementation of new technologies • Hazardous Waste and Large Goods collections • E1-E7: Meet the targets set out in the national Recommended Minimum Criteria for Environmental Inspections (RMCEI)
Lead and support the regeneration of our county towns and villages	Ensure the process for dangerous structures procedures are followed in a timely manner	L	Maintain compliance with legislation
	Support community groups through funding for the National Spring Clean, anti-dumping initiatives and support Tidy Towns committees	L L	<ul style="list-style-type: none"> • Schedule of structured meetings in place • Established points of communication with community groups

Veterinary Services and Animal Control

Longford - A County for Everyone

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Advocate social inclusion through respect and promotion of equality and human rights and be guided in all our work by public sector duty principles	Provide education and development in responsible animal ownership, including in areas of disadvantage and inclusion	L	Provide Urban Horse Project in 2024

Longford - A Safer County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Address safety and security issues and concerns for our communities	Provide safe Dog and Horse Control services	L	Dog and Horse Control issues managed and administered in a safe and accountable manner.

Veterinary Services and Animal Control

Longford - A Greener County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
<p>Support the just transition to a low carbon economy and ensure that policies and practices lead towards low carbon pathways and put in place processes for carbon proofing major decisions, programs, and projects, moving over time to a near zero carbon investment strategy</p>	<ul style="list-style-type: none"> • Capital investment in climate action measures in relation to the Dog warden vehicle and the Dog pound • Liaise with clean energy production developments and assist with links to Longford County Council • Regulate Animal By-Product regulation and disposal 	<p>L</p> <p>L</p> <p>L</p>	<ul style="list-style-type: none"> • Provide Electric Dog Warden van • Commence Energy upgrade on Dog Pound • Satisfactory service contract provision between Longford County Council and the Food Safety Authority of Ireland

Veterinary Services and Animal Control

Longford - A Thriving County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Continue to grow and transform our county economy and infrastructure	Budgetary management and administration of the Veterinary and Animal Control section	L	Provide Services within allocated budgets
Develop new and existing business districts and encourage the growth of a skilled workforce	Continue to support innovation and development while regulating production of safe and sustainable local food to required welfare standards in businesses in our towns and villages	L	Satisfactory service contract provision between Longford County Council and the Food Safety Authority of Ireland

Roads

Longford - A County for Everyone

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Develop connected, sustainable and prosperous communities with access to housing, education, work, healthcare and leisure	Improve transport infrastructure throughout the county	L	<ul style="list-style-type: none"> Improved connectivity and accessibility for the citizens of Longford Avail of all infrastructure funding opportunities and assist communities in delivering local projects which enhance connectivity throughout the county
Support and strengthen local democracy	<p>Improved and enhanced transportation policy developed through active consultation and communication with stakeholders</p> <p>Pro-active public consultation with stakeholders on policies, plans and projects</p>	L	<ul style="list-style-type: none"> Improve road safety throughout the county Ongoing formulation of transportation policies through the Strategic Policy Committee (SPC)

Roads

Longford - A Safer County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Address safety and security issues and concerns for our communities	<p>Promote an integrated approach to road safety in the county by engaging with all relevant agencies in the promotion and improvement of road safety throughout the county.</p> <p>A Road Safety Working Together Committee is established in Longford to coordinate road safety activities. In 2023 the new Local Road Safety Action Plan was prepared to cover the period 2022–2024 in line with the Irish government Road Safety Strategy 2021–2030</p>	L	<ul style="list-style-type: none"> • Improve road safety throughout the county • Deliver an approved programme of safety improvement schemes throughout the county • Provision of a winter service maintenance programme to minimise the impact of frost, ice or snow on strategic routes • Speed limit reviews in line with government guidelines.
Ensure our governance structures are underpinned by responsive leadership, robust processes, and compliance	Provide strong executive business management, risk management, procurement, audit and corporate governance structures and ensure that systems processes and procedures meet the highest standards	L	<ul style="list-style-type: none"> • Meet performance targets as set out in national standard • Compliance with Longford County Council governance structures regarding audits, procurement, customer charter and data protection
Partner with other principal response agencies to plan and respond to emergencies	Operate an emergency on-call system to assist in responding to emergencies when safe to do so	L	<ul style="list-style-type: none"> • Improve road safety throughout the county

Roads

Longford - A Safer County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Promote and implement best practice in occupational health and safety	Provide safe systems of work that are planned and organised in full compliance with all statutory health and safety requirements.	L	<ul style="list-style-type: none"> Satisfactory inspections and administration of Health and Safety Risk Assessments and procedures for safety of Longford County Council employees, contractors, and the community Compliance with the Longford County Council Health and Safety Management System

Longford - A Greener County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Lead and provide a planned response to climate change	Develop an integrated system, in the context of climate vulnerabilities, for the management of transport infrastructure including roads, bridges, walking and cycling facilities	L	Reduce the impact of climate change on roads infrastructure
Place climate action, biodiversity and the environment at the heart of local decision making	Integrate climate and environmental considerations into the design, planning, construction and administration of all road infrastructure	L	<ul style="list-style-type: none"> Reduce the impact of climate change on roads infrastructure. Consideration of climate action, biodiversity and the environment in proposed infrastructural projects

Roads

Longford - A Greener County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
<p>Support the just transition to a low carbon economy and ensure that policies and practices lead towards low carbon pathways and put in place processes for carbon proofing major decisions, programs, and projects, moving over time to a near zero carbon investment strategy</p>	<p>Implement measures which reduce our carbon emissions such as:</p> <ul style="list-style-type: none"> • Continue the LED Public Lighting conversion programme • Complete a fleet review in collaboration with the Longford County Council Climate Action Team with a view to achieving reduced energy usage 	<p>L</p>	<p>Work towards the delivery of a 50% improvement in energy efficiency by 2030</p>

Roads

Longford - A Thriving County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Improve connectivity and accessibility, both infrastructural and digital to attract and support business community and our people	Improvement of Longford's strategic road and bridge network, provision of footpaths and cycle paths and assist with roll out of broadband throughout the county	L	Improved connectivity and accessibility for the citizens of Longford across the county by delivering the approved 2024: <ul style="list-style-type: none"> road infrastructure road maintenance road drainage Community Involvement Schemes Local Improvement Schemes Bridge Programme Schemes
Lead and support the regeneration of our county towns and villages	Improvement and maintenance of the existing regional, local and private road network while ensuring that planning and economic development take place within an agreed framework	N	R1 and R2: Regional and local road improvements supporting economic development in towns and villages

Housing, Planning, Regeneration and Capital Projects



Director of Service: John Brannigan

Planning

Longford - A County for Everyone

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Advocate social inclusion through respect and promotion of equality and human rights and be guided in all our work by public sector duty principles	Promote social inclusion in the development of Development Plan and Town Plan policy, and other relevant planning policy documents and processing of development management applications	L	Ensure Development Plan and Town Plan policies and other relevant planning policy documents support social inclusion
Develop connected, sustainable and prosperous communities with access to housing, education, work, healthcare and leisure	Promote the concept of 'compact growth' and sustainable development as advocated in the NPF and RSES in the development of County Development Plan and Town Plan policy	L	Ensure Development Plan policies, Town Policies and other relevant planning policy documents support compact growth and sustainable development in line with National Policy Frameworks
Enhance, celebrate, and support our rich culture, heritage, diversity, sport and creativity	Develop and implement appropriate strategies, policies, plans and actions which support culture, heritage, diversity, integration, activity, sport, creativity and improved health outcomes for citizens	L	Develop and implement appropriate planning strategies and policies that will continue to improve the cultural, learning, recreational, sporting and creativity needs of all citizens

Planning

Longford - A Safer County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Address safety and security issues and concerns for our communities	Development Plan and Town Plan policies and other relevant planning policy documents to increase safety and security for Longford's communities	L	Ensure appropriate policies embedded in County Development Plan and Town Plan policies and other relevant planning policy documents in consultation with the elected members and community while also ensuring enforcement is dealt with within statutory timeframes
Ensure our governance structures are underpinned by responsive leadership, robust processes, and compliance	<ul style="list-style-type: none"> • Ensure our procurement and governance structures meet the highest standards • Ensure elected members are well informed in areas such as the Development Plan making process, development management and their associated roles 	L	<ul style="list-style-type: none"> • Compliance with Longford County Council governance • Elected members to receive guidance and training from The Office of the Planning Regulator (OPR) on their role in the respective planning processes.

Planning

Longford - A Safer County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Ensure our governance structures are underpinned by responsive leadership, robust processes, and compliance	<ul style="list-style-type: none"> • Maintain the health, safety and wellbeing of our planning workforce • Encourage and promote a culture of continuous health and safety improvement in the planning section • Identify and monitor risks for the section 	L	<ul style="list-style-type: none"> • Embed governance and good working practice within culture of the planning section • A strong organisational health and safety culture with appropriate training for Planning staff • Maintain and update Risk Register to identify possible risks
Partner with other principal response agencies to plan and respond to emergencies	<ul style="list-style-type: none"> • Work collaboratively with relevant bodies in terms of the delivery of the Local Authority Emergency Response Plan. 	L	<ul style="list-style-type: none"> • Support the principal response agencies where appropriate • Work in consultation with other Sections to ensure effective and efficient response • Respond promptly to emergencies for example, enforcement of potential injunction cases

Planning

Longford - A Safer County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Safeguard, protect and enhance the environment in the interests of quality of life, economic development and regulatory compliance	<ul style="list-style-type: none"> Develop and implement appropriate Development Plan and Town Plan policies and actions and other relevant planning policy documents to protect and enhance our environment Ensure environmental regulatory compliance 	L	<ul style="list-style-type: none"> Commence preparation of the Longford Town and Transport Plan Ensure Enforcement is dealt with within statutory timeframes

Planning

Longford - A Greener County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Lead and provide a planned response to climate change	<ul style="list-style-type: none"> Promote principles of sustainable development Increase awareness of climate change at local level 	L	<ul style="list-style-type: none"> Support and implement policies set out in the adopted County Development Plan 2021-2027 Ensure positive climate action is embedded in County Development Plan and Town Plan policies and other planning policy documents and develop positive working relationships with interested parties regarding climate action
Place climate action, biodiversity and the environment at the heart of local decision making	<ul style="list-style-type: none"> Integrate positive climate action as a key consideration in the County Development Plan, Town Plan and other Planning Policy documents Educate our communities to develop a culture of positive climate action 	L	<ul style="list-style-type: none"> Embed positive Climate Action adaptation into the Planning Section activities and policies Implement climate actions contained in County Development Plan and County Climate Action Plan

Planning

Longford - A Greener County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Protect our natural and built environment	<ul style="list-style-type: none"> • Protect and enhance Longford’s natural and built resources through the developing and implementation of appropriate policies, plans and actions • Protect and enhance the biodiversity of the county • Work in partnership with state agencies and Bord na Móna/other Agencies on the rehabilitation of bogs and the development of the Mid Shannon Wilderness Park 	L	<ul style="list-style-type: none"> • Ensure appropriate policies embedded in County Development Plan and Town Plan and other planning policy documents to ensure our natural and built environment is protected • Commence re-wilding of the Mid-Shannon Wilderness Park and expand the greenway network • Implement Climate Actions contained in County Development Plan and County Climate Action Plan

Planning

Longford - A Greener County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
<p>Support the just transition to a low carbon economy and ensure that policies and practices lead towards low carbon pathways and put in place processes for carbon proofing major decisions, programs, and projects, moving over time to a near zero carbon investment strategy</p>	<ul style="list-style-type: none"> • Develop planning policies and development management roles to encourage and implement policy standards on climate action • Support our communities and economy in transitioning to a low carbon living and economy 	<p>L</p> <p>L</p>	<ul style="list-style-type: none"> • Provide knowledge and leadership to our people and communities to transition to a low carbon sustainable life • Implement climate actions contained in County Development Plan and Longford Climate Action Plan

Planning

Longford - A Thriving County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Continue to grow and transform our county economy and infrastructure	<ul style="list-style-type: none"> Support Management in promoting Longford as a location for investment and development Support and encourage Tourism Support and encourage the delivery of active travel measures and climate action objectives across County Longford 	L	<ul style="list-style-type: none"> Support and implement policies set out in the adopted County Development Plan 2021-2027 Work with other departments and agencies to identify and develop economic and tourism initiatives. Consideration of climate action, biodiversity and the environment in proposed infrastructural projects
Develop new and existing business districts and encourage the growth of a skilled workforce	<ul style="list-style-type: none"> Support sustainable development of our residential and business districts Protect our environment to facilitate sustainable communities Support and encourage training and upskilling of workforce 	L	<ul style="list-style-type: none"> Ensure County Development Plan and Town Plan policies foster residential and employment opportunities Sustainable implementation of development management

Planning

Longford - A Thriving County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Improve connectivity and accessibility, both infrastructural and digital to attract and support business community and our people	<ul style="list-style-type: none"> Support the implementation of the Public Service Information Communication Technology Strategy and the Governments National Broadband Plan Support the development of the county infrastructure 	L	<ul style="list-style-type: none"> Maximise the use of online services and meetings and maximise the integration of e-planning into our service Identify and support necessary improvements to infrastructure
Lead and support the regeneration of our county towns and villages	<ul style="list-style-type: none"> Support the activities of our communities and Regeneration Department Continue to support arts, culture and heritage Continue to support the sustainable development of our towns and villages 	L	<ul style="list-style-type: none"> Collaborate with our communities, elected members and interested stakeholders Planning support for regeneration activities internally and externally Active involvement and protection for arts, heritage and culture

Planning

Longford - A Thriving County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Strive to develop a public service centre of excellence	<ul style="list-style-type: none"> Continue to develop and innovate in delivering our planning service to our customers Continue to maintain good relationships with our general public and public sector partners 	L	<ul style="list-style-type: none"> Implement appropriate planning strategies and policies that will continue to improve the cultural, learning, recreational, sporting and creativity needs of all our citizens Enhance existing good working relationships with our public service partners, agencies and departments

Regeneration, Active Travel and Capital Projects

Longford - A County for Everyone

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Develop connected, sustainable and prosperous communities with access to housing, education, work, healthcare and leisure	Continue to link up cycle routes and greenways	L	Complete 3,900m of cycle track
	Identify and plan projects that connect communities through greenways and cycle paths	L	Get approval for four active travel funding applications
Support and strengthen local democracy	Engage with elected representatives on the requirements of the community when identifying and planning projects	L	Approval for Part 8 applications

Longford - A Safer County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Address safety and security issues and concerns for our communities	Identify, plan, design and build projects that address safety concerns	L	Progress projects from phases 1-7 on Safe Routes to Schools projects that have had delivery plans completed by An Taisce Green

Regeneration, Active Travel and Capital Projects

Longford - A Safer County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Ensure our governance structures are underpinned by responsive leadership, robust processes, and compliance	Ensure that processes and procedures meet the highest standards	L	Participation in internal and external Audits with actions closed out
Promote and implement best practice in occupational health and safety	Provide safe systems of work that are planned and organised in full compliance with all statutory health and safety requirements	L	Complete the target number of safety inspections

Regeneration, Active Travel and Capital Projects

Longford - A Greener County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Lead and provide a planned response to climate change	Identify, plan, design and build taking account of climate change mitigation and adaption measures	L	At design stage in projects take account of mitigation or adaption meatuses relevant to the project
Place climate action, biodiversity and the environment at the heart of local decision making	Support management in the implementation of objectives of the Climate Action Plan through progressing relevant actions of the Climate Action Plan	L	Progressing relevant actions of the Climate Action Plan
Protect our natural and built environment	Identify, plan, design and build projects that enhance interaction with the natural and built environment	L	Screen projects and carry out assessments, for example, Natura Impact Statement (NIS) to determine if they impact on the environment

Regeneration, Active Travel and Capital Projects

Longford - A Greener County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Support the just transition to a low carbon economy and ensure that policies and practices lead towards low carbon pathways and put in place processes for carbon proofing major decisions, programs, and projects, moving over time to a near zero carbon investment strategy	Implement measures which reduce our carbon emissions	L	Delivery of cycleways and greenways

Regeneration, Active Travel and Capital Projects

Longford - A Thriving County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Continue to grow and transform our county's economy and infrastructure	Provide critical infrastructure to encourage economic development	L	Identify tourism projects under Just Transition
Lead and support the regeneration of our county towns and villages	Progress existing and identify and implement projects under Rural Regeneration and Development Fund (RRDF), Town and Village, Outdoor Recreation Infrastructure Scheme (ORIS), and Just Transition funding	L	Advertise expressions of interest for grants and bring the most advantageous projects to application stage

Town Regeneration

Longford - A County for Everyone

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Develop connected, sustainable and prosperous communities with access to housing, education, work, healthcare and leisure	Identify and support sustainable projects that will support communities to live and work within their local area	L	Delivery of sustainable community projects
Support and strengthen local democracy	Develop and support the Town Teams and local community groups in the development of projects	L	Number of people participating on Town Teams and attending meetings

Town Regeneration

Longford - A Safer County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Address safety and security issues and concerns for our communities	Incorporate safety and security concerns and identify appropriate remedial actions within Town Centre First (TCF) strategies and local action plans	L	Policy objectives relating to safety and security incorporated into TCF strategies
Safeguard, protect and enhance the environment in the interests of quality of life, economic development and regulatory compliance	Encourage engagement of communities to provide a safe environment for our citizens.	L	Rate of participation by communities in Town Teams, meetings and public consultation

Town Regeneration

Longford - A Greener County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Place climate action, biodiversity and the environment at the heart of local decision making	<ul style="list-style-type: none"> Support management in the implementation of objectives of the Climate Action Plan Climate proof projects promoted through Town Centre First (TCF) strategies 	L	Progress of relevant actions identified in the Climate Action Plan through Regeneration initiatives
Protect our natural and built environment	Use the TCF process to identify, plan and fund projects to enhance, protect and support natural and built assets.	L	Identify built and natural assets in TCF strategy, to be enhanced, protected and supported

Town Regeneration

Longford - A Thriving County

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Improve connectivity and accessibility, both infrastructural and digital to attract and support business community and our people	Proactive approach towards a smarter working environment in Longford	L	Implementation of Rural Working Hubs policy in relation to delivery of enterprise hub within town centre
Lead and support the regeneration of our county towns and villages	Implement and support Town Teams in identified towns and villages to develop Action Plans to deliver change in their areas	L	Number of meetings held with Town Teams

Confirmation of Adoption

Service Delivery Plan 2024 was considered and adopted by the Elected Members of Longford County Council at meeting on Wednesday, 17 January 2024.



