



# SERVICE DELIVERY PLAN 2021

LONGFORD COUNTY COUNCIL



Adopted by the Elected Members of Longford County Council on 20<sup>th</sup> January 2021

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## **Chief Executive Communication**

The purpose of this Service Delivery Plan is to provide and publish a Corporate document that identifies the principal services the Council propose to deliver across all Directorates in 2021 and the performance standards intended to be achieved.

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

This Service Delivery Plan is consistent with Budget 2021, adopted by the Elected Members on 23<sup>rd</sup> November 2020 and aligned to the mission, objectives and supporting strategies of the Council's adopted Corporate Plan 2019 to 2024.

A wide range of local, regional and national plans, statements and strategies that inform and guide the Council's work were considered in preparing this 2021 Service Delivery Plan.

Our Service Delivery Plan 2021 will be delivered in the context of the Government's recently launched National Remote Work Strategy with its vision to ensure remote working is a permanent feature in the Irish workplace in a way that maximises economic, social and environmental benefits.

Our Service Delivery Plan 2021 must also operate within the current COVID-19 public health pandemic. The national and local recovery process will require significant investment and commitment.

Longford County Council as a local authority with responsibility for the delivery of a broad range of local services, business, customer and community supports and the implementation of government policies will play a lead role in the recovery process.

In adopting and publishing this Service Delivery Plan the Council presents a clear picture for the citizens of Longford on the services and performance standards for the betterment of our county towards which we are striving to achieve.



**Paddy Mahon**  
**Chief Executive**

## **Introduction**

Longford County Council is at the heart of public service delivery in the County.

Longford County Council plays a lead role at local level in the implementation of Government policies and provision of a wide range of local services and supports to a diverse range of customers and communities.

Longford County Council's principal services are delivered through our Directorate structures. This Service Delivery Plan sets out the service delivery objectives proposed to be undertaken in 2021 as they relate to each service area. It also identifies the performance standards for the services and relevant performance indicators, developed by the National Oversight and Audit Commission.

The preparation and adoption of an annual Service Delivery Plan by Local Authorities is provided for in the Local Government Acts- Section 134A of the Local Government Act 2001 as inserted by Section 50 of the Local Government Reform Act 2014.

This Service Delivery Plan identifies the principal services that the Council propose to provide to the public consistent with adopted Budget 2021. In addition, the Annual Service Delivery Plan takes account of national, regional and local policies and plans and Service Level Agreements. Alongside these principal services, the plan sets out the Corporate Plan objectives and supporting strategies. The Annual Service Delivery Plan is guided by the Corporate objectives and supporting strategies.

## Corporate Priorities

Longford County Council's Corporate Plan 2020-2024 describes the kind of county we want to see in the future and what we will do as the County Council together with all stakeholders, to deliver the vision for the County.

Longford County Council's 2021 Service Delivery Plan is formulated and adopted by the Elected Members of in the context of their overarching vision of making Longford a prosperous county that seeks to support:

- Vibrant economy
- Rural quality of life
- Active and safe communities
- Diversity, culture and heritage
- Sense of community pride and place

The Councils Corporate strategic objectives identified have three central themes People, Place, and Opportunity with objectives and ambitions to have a:

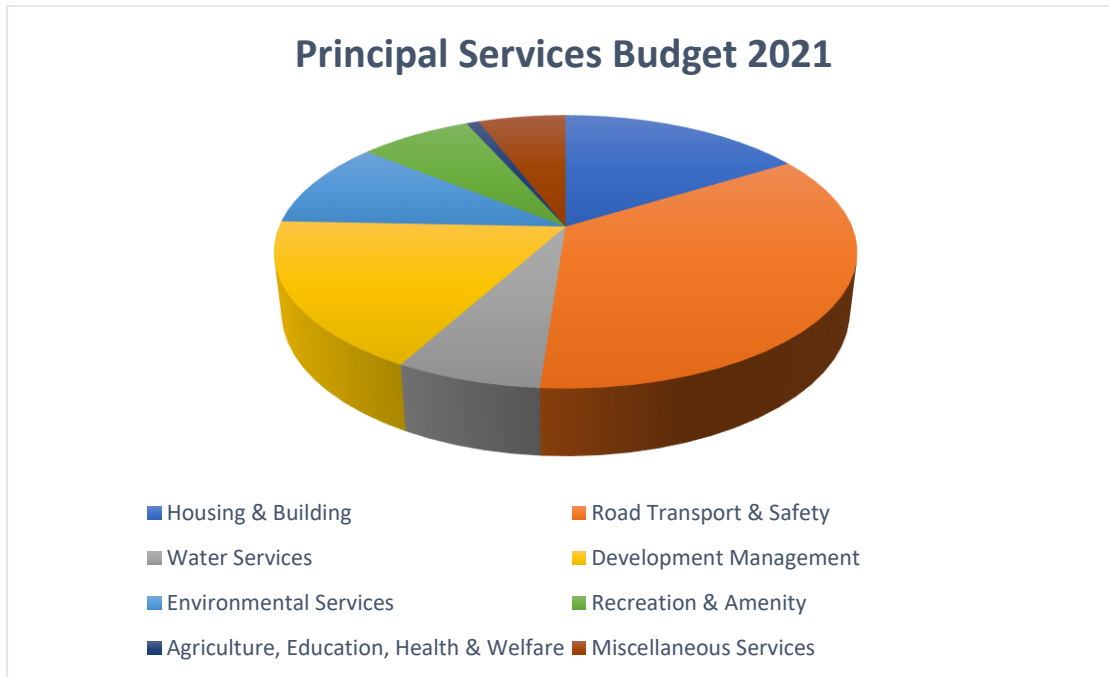
- Thriving County
- Greener County
- Safer County
- County for Everyone

For each strategic objective, supporting strategies were identified, and objectives are now set out by each Directorate in this Annual Service Delivery Plan for 2021

In preparing this Service Delivery Plan, the Council has taken account of local, regional and national plans, statements and strategies that set out the policy framework within which the Council operates.

## Annual Budget & Employee Resources

The Service Delivery Plan sets out objectives based on the Budget approved by the Elected Members. In this regard, the Council’s Budget 2021 provides for a total expenditure of €57,229,977.



Housing & Building	€9,292,019
Road Transport & Safety	€19,991,409
Water Services	€3,906,342
Development Management	€10,100,980
Environmental Services	€5,863,098
Recreation & Amenity	€4,272,545
Agriculture, Education, Health & Welfare	€474,695
Miscellaneous Services	€3,328,889
<b>Total</b>	<b>€57,229,977</b>

**Employee resources available to the Council as at December 2020 are as follows:**

<b>Employee Category</b>	<b>Total</b>
Managerial	4
Clerical/Administrative	151
Professional/Technical	70
Outdoor	99
Fulltime/Retained Firefighters	45
<b>Overall Total</b>	<b>369</b>



Annual Service Plans will be prepared setting out in detail the activities to be undertaken across all key functional areas to deliver on the Corporate Plan objectives.

Corporate Plan 2019 - 2024  
Longford County Council

## **Monitoring & Implementation**

Our Service Delivery Plan acts as a mechanism through which the Council's Corporate Plan can be implemented and monitored on an annual basis.

Adoption of this Annual Service Delivery Plan enables the Elected Members, Management and employees work together in improving service delivery for all our citizens.

Implementation of the Service Delivery Plan will be monitored by the Senior Management Team and progress on delivery will be reported through the Chief Executive Management Reports presented to Elected Members with a full progress report brought to the Council before year end.

### **Confirmation of Adoption**

Service Delivery Plan 2021 prepared, considered and adopted by the Elected Members of Longford County Council at meeting held on 20<sup>th</sup> January 2021.



**LONGFORD – A THRIVING COUNTY**

<b>Corporate Plan Strategic Objectives</b>	<b>Corporate Plan Specific Objectives</b>	<b>Principal Services</b>	<b>Objectives</b>	<b>Performance Measurement Indicator N/L National/ Local</b>	<b>Performance Standards</b>
<b>LONGFORD – A THRIVING COUNTY</b>	<b>Continue to Grow &amp; Transform our County's Economy &amp; Infrastructure</b>	<b>Community</b>	Support the LCDC in its role of providing LEADER grant assistance for tourism & business development projects including Digital & innovation Hubs	L	Level of LEADER grant assistance provided for tourism & business development projects
		<b>Environment</b>	Ensure that appropriate facilities and services are available to adequately provide for the appropriate disposal of waste in the county.	L	Facilities & services are available
		<b>Housing</b>	To deliver as many new units of accommodation as possible	N (H1B)	Number of dwellings added to the Council's Housing Stock
		<b>IT</b>	Provide modern, reliable, safe and efficient business		Use of technology within the organisation

			<p>information systems that support an agile workforce.</p> <p>Implement the digital strategy for Co. Longford</p> <p>Promote the 2020 Town &amp; Village WIFI implementations Support the implementation of Town &amp; Village WIFI in further areas</p>		Completion of action plan from County Wide IT Strategy
		<b>Finance</b>	<p>Maintain strong Financial Management systems</p> <p>Foster productive working relationships with Public Service Partners &amp; Sections</p>	N M1	Strong Financial Management
		<b>Income Generation Unit</b>	Engage with & advise business customers on Rates liabilities	N M2 A	Provide information to businesses
		<b>Planning</b>	Support the promotion of Longford as a location for	L	Sustainable, economic and positive development of Longford.

			<p>investment and development</p> <p>Support &amp; encourage Tourism</p> <p>Development Plan strategy and policies</p> <p>Pre-planning meetings</p> <p>Work with other Departments/Agencies to identify and develop Economic and Tourism initiatives</p>		
		<b>Regeneration</b>	<p>Mobilise transformational projects in strategic areas (Longford, Granard, Edgeworthstown, Lanesboro, Ballymahon).</p> <p>Align policy areas with available funding streams to facilitate implementation.</p>	L	<p>Investment in Longford to ensure it is an attractive County to visit, work and live and invest in</p> <p>Focussed development in town and village centres</p> <p>Enhanced connectivity between Longford and adjoining regions</p>

			<p>Engage with Private Sector and local businesses.</p> <p>Promote public and private sector Innovation.</p> <p>Longford Regeneration Unit focussed development in Towns and Villages of Co. Longford.</p> <p>Investment in rural recreational and amenity infrastructure to enhance quality of life and develop tourism product in consultation with Local Communities.</p>		Amenity and tourism development: Green, Blue and Peatway development
		<b>Roads</b>	<p>Improve &amp; Maintain the existing Road Network</p> <p>National Primary &amp; National Secondary Maintenance</p>	L	Improvements in National Roads Infrastructure promoting economic development in the County

			<p>Promote &amp; Support major Schemes including N4 Longford (Rooskey) to Mullingar &amp; Ballymahon to Athlone</p> <p>Construct Pavement Works at N4 Newtownforbes N55 Ballymahon Main Street Pavement N63 Farranyoogan &amp; Majors Well Road N63 Market Square, South to Roundabout</p> <p>Surface Replacement N63 Lanesboro</p>		
		<b>LEO Tourism Office</b>	<p>Continue to</p> <ul style="list-style-type: none"> <li>➤ market the Longford Tourism brand and generate greater awareness of County Longford as a Tourism destination</li> </ul>	L	<p>Continued marketing &amp; promotion of County Longford as a viable tourism destination for visitors from home and abroad</p> <p>Revamped website launched in the first quarter</p>

			<ul style="list-style-type: none"> <li>➤ support the development of tourism products to increase County Longford's attractiveness and to deliver high quality visitor experiences</li> <li>➤ collaborate on a Regional basis with key partners who can help to improve tourism infrastructure, products and experiences</li> <li>➤ work with local businesses &amp; other council departments &amp; community groups to ensure that the tourism sector receives the</li> </ul>		<p>Launch of the Royal Canal Greenway as the longest linear greenway in Ireland with aggressive marketing of this product to bring walkers and cyclists into the region</p> <p>Exploring trails will be launched for our key towns &amp; promotional videos developed with social media channels utilised to supporting our promotion strategy</p> <p>Engage &amp; communicate regularly with all of our tourism providers</p>
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			<p>best support possible</p> <ul style="list-style-type: none"> <li>➤ work with the County Longford Tourism committee on the implementation of the County Longford Tourism Strategy (2017 – 2022)</li> <li>➤ communicate with our key target audiences through the various media, both on-line and off-line with particular emphasis on new website</li> </ul>		
		<b>Water Services</b>	Meet our Existing and future Infrastructural needs & Support appropriate infrastructural	L	Success measured by KPIS, Operational and Tracking Measures in IW ASP

			<p>development of Water Services</p> <p>Under the Terms of the SLA in Partnership with Irish Water, maintain and improve the quality of Water Services</p>		<p>Manage the progression of Capital Projects and Contracts, Leakage Management Programmes and DMA Operability</p> <p>Contingency Plans to deal with water shortages &amp; keeping customers</p>
	<b>Lead &amp; Support the Regeneration of our County Towns &amp; Villages</b>	<b>Community</b>	Support the LCDC in its role of providing LEADER grant assistance for rural development and arts/cultural projects	L	Level of LEADER grant assistance provided for rural development and arts/cultural projects
			<p>Support Community Groups with the Spring Clean Anti-Dumping Initiative, whereby we clean up our County</p> <p>Support Tidy Towns Committee</p>		Community Groups & Tidy Town Committee supported
		<b>Facilities</b>	Work on further improvements for LIADH (Old Providers Building as part of the Camlin Quarter Plan	L	Continue to Assist with Regeneration Initiatives



			<p>Support infrastructural &amp; maintenance needs of Leisure Centre &amp; Swimming Pool Assist in refurbishment of Longford Library</p> <p>Continuation of aesthetic works to our buildings &amp; contribute to planning and design of new Corporate HQ as outlined in the Camlin Quarter proposals</p>		<p>Continue to provide a superior facility for service users</p> <p>Enhanced &amp; Improved Corporate image</p>
		<b>Housing</b>	To develop in-fill housing developments in towns and villages where possible	L	The number of in-fill sites on which Social Housing developments are developed
		<b>IT</b>	Implement the digital strategy for Co. Longford	L	Completion of action plan from County Wide IT Strategy
		<b>Planning</b>	Support the activities of our Communities and Regeneration Department		Enhanced Community participations and wellbeing. Encourage visitors to Co. Longford.

			<p>Continue to support Arts, Culture and Heritage</p> <p>Continue to support the sustainable development of our towns &amp; villages</p>		Sustainable and living towns and villages
		<b>Local Enterprise Office</b>	<p>Stimulate new enterprises and job opportunities</p> <p>Work with internal and external stakeholders in promoting the County as a viable business location</p> <p>Develop a portfolio of industrial units and serviced landbanks to facilitate growth of the industrial and commercial sectors.</p> <p>Support the development of co-working facilities to facilitate remote</p>	EI KPI	<p>LEO assistance provided to meet targets set by EI</p> <p>New Business Investment attracted to the County</p> <p>Rezoning of land to facilitate industrial development</p> <p>Rezoning of land to facilitate industrial development</p>

			working & reverse commuting		
		<b>Library, Heritage &amp; Archives</b>	<p>Maintain and improve and expand our physical Library spaces within each town</p> <p>Continue My Open Library Initiative making our spaces accessible 7 days from 8am-10pm</p> <p>Launch a new 5-year Library Development Plan</p>	L	<p>Development and opening in 2021 of a new Community Library in Edgeworthstown</p> <p>Completion of refurbishment work Longford &amp; Granard Branch Libraries</p>
		<b>Regeneration</b>	<p>Maintain productive working relationships with relevant Government Departments and agencies on projects</p> <p>Identify and capitalise on links and synergies between town and village development and their rural hinterlands through</p>	L	<p>Enable and support communities of Longford to maximise on their assets and build capacity for future development opportunities</p> <p>Enhanced connectivity across the town cores and between strategic uses and services, will support compact urban growth</p>

			<p>ongoing Community consultation and engagement. Protect core functions and services in town and village cores.</p> <p>Coordinate thematic funding areas to maximise input.</p> <p>Maintain productive working relationships with relevant Government Departments and agencies on projects. Identify and capitalise on links and synergies between town and village development and their rural hinterlands through ongoing Community consultation and engagement.</p> <p>Protect core functions and services in town and village cores.</p>		<p>and walking/cycling as dominant transport modes and reduce the need for vehicular travel</p>
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			Coordinate thematic funding areas to maximise input.		
		<b>Roads</b>	<p>Prepare and deliver the annual schedule of Municipal District Road Works and other road schemes</p> <p>Maximise Funding from TII &amp; DTTAS for road improvements</p> <p>Achieve satisfactory performance as reported to NOAC</p>	R1 R2	Regional & Local Road Improvements supporting economic development in towns and villages.
	<b>Develop new &amp; existing business Districts &amp; encourage the growth of a skilled workforce</b>	<b>Human Resources</b>	<p>Develop, review, update and implement HR Policies and Procedures as required</p> <p>Plan and deliver the organisations workforce requirements</p> <p>Continued implementation of Attendance</p>	L  C1  C2	<p>Policies and Procedures developed, updated and implemented</p> <p>Delivery of the recruitment programme</p> <p>Motivate and be responsive to the needs of the organisation</p>

			Management Policy, Protocols & Sick Leave Arrangements		
		<b>IT</b>	Provide modern, reliable, safe and efficient business information systems that support an agile workforce  Implement the digital strategy for Co. Longford	L	Use of technology within the organisation  Completion of action plan from County Wide IT Strategy
		<b>Planning</b>	Support sustainable development of our residential and business districts Protect our environment to facilitate sustainable communities  Support and encourage training and upskilling of workforce  Prepare Development Plan policies to foster residential and	L	Draft County Development Plan Policies  Improved Infrastructure Quality business, vibrant residential and social environment

			<p>employment opportunities</p> <p>Sustainable implementation of development management</p> <p>Incentivised development initiatives through Development Contribution Scheme</p>		
		<b>Regeneration</b>	<p>Implement the relevant measures identified in the LECP.</p> <p>Continue to source funding under the various funding initiatives.</p> <p>Work collaboratively with Community &amp; Enterprise, Tourism and Longford LEO in the identification and implementation of regeneration projects.</p>	L	<p>Effective operation of the Just Transition process</p> <p>Engagement with relevant parties to implement objectives set out in the Camlin Quarter Masterplan and Ballyminion Masterplan</p> <p>Preparation of Granard Masterplan. Regeneration Strategies implemented for Granard &amp; Lanesboro</p> <p>Effective implementation of regeneration strategy</p>

			Collaborate with AIT, ETB and other education facilities on potential projects		and associated work programme
		<b>Water Services</b>	Support Existing & New Businesses by ensuring a sufficient supply of drinking water to meet present and anticipated needs and ensuring waste water is treated to the required standard before being discharged to the Environment	L	Adhering to timelines for New Connection and Reconnection requests as outlined in the ASP  Ensure quick response times, minimal interruptions and good communication channels
	<b>Improve connectivity &amp; accessibility, both infrastructural &amp; digital to attract &amp; support business community &amp; our people</b>	<b>Human Resources</b>	Transition from Core V19 to Core V 28  Continue to support Government efforts to assist communities during the COVID 19 pandemic.	L	Implementation of Core V28 Increased efficiency & improved process to assist with decision making  Assist & support employees in organisation
		<b>IT</b>	Support & promote the digital agenda within County Longford	L	New Business Investment attracted to the County



			Implementation of the National Broadband Plan within the county.		
		<b>Library, Heritage Archives</b>	Continue to deliver basic digital skills training to our older citizens & those who may be isolated	L	Training offered & delivered
		<b>Planning</b>	<p>Support the implementation of the Public Service Information Communication Technology Strategy &amp; Government's National Broadband Plan</p> <p>Identify and support necessary improvements to infrastructure</p> <p>Maximise the use of online services and meetings</p> <p>Maximise the integration of e-planning into our service</p>	L	<p>Improving connectiveness of Longford</p> <p>Improved Customer Service</p>

		<b>Regeneration</b>	<p>Encourage projects which are economically sustainable in our communities.</p> <p>Create an attractive environment that invites investment.</p>	L	<p>Alternative and sustainable transport choices are available and utilised in support of quality of life and the national transition objective</p> <p>Support the implementation of working hubs in the County</p> <p>Completion of the gas network extension of network to Longford and Edgeworthstown. Implementation of link Road in Longford Town</p>
		<b>Roads</b>	<p>Maximise the integration of new technology capability into Service Areas</p> <p>Deliver the Roadworks Programme for 2021</p> <p>Delivery of all grant funded projects including:</p>	L	<p>Roadworks programme delivered &amp; Longford well connected &amp; accessible for businesses, communities &amp; visitors</p> <p>Delivery of better outcomes for our citizens, businesses &amp; communities through a more integrated, shared &amp; digital environment</p>

			<ul style="list-style-type: none"> <li>➤ Restoration Improvement Schemes</li> <li>➤ Maintenance Schemes</li> <li>➤ Bridge Rehabilitation Schemes</li> <li>➤ Discretionary Grant Schemes</li> <li>➤ Safety Improvement Schemes</li> <li>➤ Specific Improvement Schemes</li> <li>➤ Local Improvement Schemes</li> <li>➤ Community Involvement Schemes</li> </ul> <p>Deliver Active Travel Measure &amp; Climate Change Adaption Schemes</p>		
	<b>Strive to develop a Public Service Centre of Excellence</b>	<b>Corporate Services</b>	<p>Provide excellent services to customers</p> <p>Embed a culture of excellence using</p>	L	Adopt, Publish & Implement our Customer Services Charter

			<p>efficient delivery and management systems</p> <p>Ensure that Customer service is delivered with respect, courtesy, equality &amp; inclusiveness</p> <p>Develop innovative communications &amp; approaches to engaging with our customers &amp; communities</p> <p>Employees Enabled to deliver customer focused services</p>		<p>Customer Services review incorporated into Corporate Plan review</p> <p>Improvement in service delivery</p>
		<b>Finance</b>	Implement new technology with relevant functional capacity	L	Modern up to date Systems
		<b>Fire Services</b>	<p>Support a high-quality level of customer service by maximising the use of technology</p> <p>Provide the best possible customer experience</p>	<p>L</p> <p>N F3</p>	<p>Support a high-quality level of customer service</p> <p>Monitor response times and meet targets</p>

			<p>Introduce best practice and utilise new technology.</p> <p>Follow National Guidance &amp; Policy Decisions</p> <p>Monitor response times and meet targets</p>		
		<b>IT</b>	<p>Ensure the Integrity, Confidentiality, Integrity &amp; Availability of all Council data</p> <p>Promote the development of digital processes and communications within and outside of the Council</p>		Secure, efficient and innovative information systems
		<b>Planning</b>	<p>Continue to develop &amp; innovate in delivering our Planning service to our Customers</p> <p>Continue to maintain good relationships with our general public &amp; with our Public Service Partners/Agencies &amp; Departments</p>		<p>Improved Customer focus</p> <p>E-planning delivery to the Planning Section</p>

		<b>Regeneration</b>	Productive relationships with groups and delivering projects within timeframes & budgets	L	Ensuring 'Best practice' approach throughout the delivery projects. Promotion of climate action initiatives through consolidated centrally located public services centre in support of a vibrant town core
<b>LONGFORD - A SAFER COUNTY</b>					
<b>Corporate Plan Strategic Objective</b>	<b>Corporate Plan Specific Objective</b>	<b>Principal Service</b>	<b>Objectives</b>	<b>Performance Measurement Indicator N/L National/ Local</b>	<b>Performance Standard</b>
<b>LONGFORD- A SAFER COUNTY</b>	<b>Safeguard, protect &amp; enhance the environment in the interests of quality of life, economic development &amp; regulatory compliance</b>	<b>Environment</b>	<p>Complete our plan of Inspections in accordance with the RMCEI Plan 2021</p> <p>Ensure consistent enforcement of our powers under various Environmental legislation</p> <p>Continue to implement FSAI contract as per contract requirements</p>	L	<p>plan of Inspections in accordance with the RMCEI Plan 2021</p> <p>Maintain and improve food safety in County Longford</p> <p>Ensure regulatory compliance with food standards</p>

			Under the Local Community Safety Partnership, our Dog Control Services will continue to assist An Garda Siochana in relation to stolen dogs		
		<b>IT</b>	Implement the digital strategy for Co. Longford  Promote communication with all stakeholders using digital media and marketing tools	L	Secure and innovative use of technology
		<b>Planning</b>	Develop and implement appropriate Development Plan policies and actions to protect and enhance our environment  Ensure environmental regulatory compliance  Prepare appropriate Development Plan policies to encourage the development of safe networks	L	A protected and improving environment

		<b>Regeneration</b>	<p>Facilitate the URBACT local group to support the development of the Camlin Quarter Urban Design and Economic Framework</p> <p>Work collaboratively with the Community and other agencies in areas of urban and rural development and Climate Action</p>	L	<p>No. of Estates taken in charge</p> <p>Participation by Communities at meetings and public consultations</p> <p>Securing funding to regenerate towns and villages</p>
		<b>Roads</b>	<p>Design &amp; Construct Transport Infrastructure in accordance with current Standards</p> <p>Construct HD 28 National Pavement Works at various locations funded by TII</p> <p>Road Safety HD 15 and HD 17 Minor Works Programme delivery funded by the TII</p>	R1 R2	<p>Improved compliance with quality standards</p> <p>Safer and more accessible roads for our citizens</p> <p>Eliminate Accident Blackspots</p>



			Low Cost Safety Schemes at various locations throughout the County funded by the Department of Transport Tourism and Sport.		
	<b>Address safety and security issues and concerns for our communities</b>	<b>Community</b>	Support the work of the Joint Policing Committee Continue to promote the Property Marking Scheme	L	Completion of action plan including support for the Garda youth diversionary scheme  Level of use of equipment at community events
		<b>Environment</b>	Work with the JPC in tackling incidents of illegal dumping associated with anti-social behaviour  Continued use of CCTV and GPS equipment to locate & plot environment black spots  Continue to provide high standards in dog		Deal with incidents of illegal dumping associated with anti-social behaviour

			and horse control services		
		<b>Fire Services</b>	Support and maintain safe, sustainable and active communities in our County  Maintain an Operational Fire Service Prepare & Implement 5-year Operation Plan	L	Maintain current Level of Service
		<b>IT</b>	Assist in the development of a CCTV strategy for the county	L	Strategy in place providing appropriate & effective use of CCTV in communities
		<b>Library, Heritage &amp; Archives</b>	Preparation & commence delivery of a new five-year Age Friendly Strategy for the county  Collaborate with Longford Community Gardai to continue to promote the Crime Prevention Ambassador programme & expand it to Ballymahon and Granard MD	L	Coordination of Longford Older Persons Council and Longford Age Friendly Alliance  Strategy developed and adopted

			Longford Age Friendly Alliance in partnership with Longford Older Persons Council and Active Age Groups in the county continue to work with our older citizens to make Longford a better place to grow older in		
		<b>Planning</b>	Prepare appropriate draft Development Plan Policies in consultation with the Elected Members and Community	L	Safer communities for public and visitors
		<b>Regeneration</b>	Support taking action to reduce anti-social behaviour through the Regeneration Committee & Joint Policing Committee  Engage with Developments/Residents to ensure safety in estates through taking in charge	L	Safer Communities and Estates  Participation of citizens
		<b>Roads</b>	Develop initiatives at Local level in Schools	L	Improved Road Safety throughout the County

			<p>&amp; Communities in conjunction with An Garda Siochana &amp; RSA</p> <p>Continue to participate with Gardai, School Management Boards, Teachers, Parents, Children &amp; The Road Safety Authority in nurturing the Junior School Warden Service</p> <p>Maintenance of Traffic Route and Public Lighting Infrastructure</p>		<p>Promotion of Longford's Road Safety Strategy</p> <p>Integrated approach to Road Safety in the County promoted by engaging with all relevant agencies</p>
		<b>Water Services</b>	<p>Maintain Safe Drinking Water Supplies</p> <p>Manage Waste Water Treatment Plants whilst engaging with Customers and Stakeholders</p>	L	Success Measured by KPI's, Operational and Tracking Measures in IW ASP Customer Related Pillar

			<p>Monitoring of water supplies to ensure Compliance with Drinking Water Regulations 2014</p> <p>Monitoring of Waste Water Discharges in line with EPA Discharge Licences &amp; Certs of Authorisations</p> <p>Effective Communication with Customers &amp; Stakeholders via the Customer Call Centre</p>		
	<b>Partner with other principal response agencies to plan and respond to emergencies</b>	<b>Community</b>	Continue to support Government efforts to assist communities during the Covid-19 pandemic.	L	Support to Community Call Helpline & Community Forum No. of grants to Frontline & Community organisations
		<b>Corporate Services</b>	Support & implement Council's & Government response to COVID pandemic	L	Coordinated COVID 19 Response implemented Citizen focused accurate information communicated

		<b>Environment</b>	Engage with training on major emergency planning	L	Training Completed
		<b>Fire Services</b>	Ensure necessary planning, capacity, preparedness, training and coordination is in place  Have a Major Emergency Management & Severe Weather Plan  Work on Regional MEM Steering and Working groups	L	Audit of Live and Desk top Major Emergency Management exercises
		<b>IT</b>	Promote communication with all stakeholders using digital media and marketing tools	L	Electronic systems in place to support response to emergency situations
		<b>Library, Heritage &amp; Archives</b>	Continue to support governments response to COVID 19 Keep Well campaign	L	Keep Well campaign implemented
		<b>Planning</b>	Work collaboratively with relevant bodies in terms of the delivery of the Council	L	A safer environment for the citizens of County Longford

			<p>Emergency Response Plan</p> <p>Support the principal response agencies where appropriate</p> <p>Work in consultation with other Sections to ensure effective and efficient response</p>		
		<b>Regeneration</b>	Support the principle response agencies where appropriate	L	Safer County for our citizens
		<b>Roads</b>	<p>Operate an Emergency on call system to assist in responding to Emergencies when safe to do so</p> <p>Operate a winter Gritting Programme</p>	L	<p>Respond to Emergencies and out of hour incidents as required</p> <p>Deliver Winter Service Plan</p> <p>Assist in supporting Safety of our Communities</p>
	<b>Promote and implement best practice in Occupational Health &amp; Safety</b>	<b>Community</b>	Participate in Safety inspections/auditing, safety monitoring committee meetings	L	Safety Programme implemented
		<b>Corporate Services Health &amp; Safety</b>	Maintain ISO 45001:2018 Accreditation of	L	Accreditation maintained

			<p>Council's Safety Management System</p> <p>Protect &amp; promote Safety Culture with employees, contractors and visitors to ensure safety of all</p> <p>Health &amp; Safety Annual Work Programme developed &amp; delivered</p>		<p>Lead &amp; ensure H &amp; S measures implemented consistently and effectively across the Council &amp; all its activities</p>
		<b>Environment</b>	<p>Continue monthly meetings with H&amp;S Officer to ensure best practice for our employees</p> <p>Ensure revised risk assessments in relation to dog &amp; horse control</p>	L	Revised Risk Assessment
		<b>Facilities</b>	<p>Deliver a safe &amp; efficient service through the ISO 45001, Health and Safety Management System.</p>	L	<p>Continue to respond to all needs presented in management of PPE, Signage and other safety measures that may arise during the Covid-19 Emergency and prepare</p>



			<p>Work to continue our compliance with NSAI Audit to ISO 45001 standards Continue work on Longford County Council's COVID-19 Response for the safety of both employees &amp; customers utilising our buildings</p> <p>Through Safety Inspections of our facilities ensure high health and safety standards in all our buildings Expand use of the Joblogic Software Programme that manages Planned Maintenance Works and Statutory Inspections to our contractors</p>		<p>for Post-COVID return to Office buildings</p> <p>Ensure adequate safety measures are in place to accommodate employees both working in the buildings and remotely</p> <p>Monitor employee &amp; public safety in Council Buildings through a robust monitoring of Statutory Maintenance</p>
		<b>Finance</b>	<p>Promote a culture of safe working Implement Safety Management</p>	L	<p>Managed Health &amp; Safety in line with OHSAS 45001 Standard</p>

		<b>Fire Services</b>	<p>Provide a safe working environment for our employees</p> <p>Complying with all relevant Health and Safety Legislation</p> <p>ISO Accreditation</p>	L	Audits of work practices, procedures and documentation
		<b>Housing</b>	To develop and implement a Programme of Safety Inspections	L	Number & % of Planned Inspections Carried out
		<b>Human Resources</b>	<p>Participate in the health and safety programme through the safety representative for HR</p> <p>Completion of safety inspections, participation in audits &amp; the communication process</p> <p>Organise the delivery of health and safety training</p>	L	<p>Attendance at safety monitoring consultative committee meetings</p> <p>Completion of scheduled safety inspections and participation in safety audits</p> <p>Deliver training in accordance with the learning and development plan</p>
		<b>Income Generation</b>	Maintain safe environment for all customers & employees	M2	Ensure safe working environment for customers & employees

			Ensure customers aware of communication channels & options including online to transact their business particularly during COVID -19		
		<b>IT</b>	Work with H&S Section to implement paperless business processes where suitable	L	Secure and innovative use of technology
		<b>Planning</b>	<p>Maintain the health, safety and wellbeing of our planning workforce</p> <p>Encourage and promote a culture of continuous Health &amp; Safety improvement in the planning section</p> <p>Appropriate H &amp; S training for Planning employees</p> <p>Ongoing monitoring of Health and Safety of the workforce during COVID-19</p>	L	<p>Monitoring of activities to ensure compliance &amp; buy in to health and safety management system</p> <p>A heathy and safe workforce</p> <p>Support network to maintain sections employee wellbeing during COVID-19</p>

		<b>Regeneration</b>	Training for Employees	L	Increases awareness of health and safety Minimise risk to employees
		<b>Roads</b>	Continue to ensure that Employees of LCC are well trained in all areas of H & S  ISO 45001 Standard for Safety Management	L	A strong organisational Health & Safety culture  Recognised as leaders in developing and managing Occupational Health & Safety Systems
	<b>Ensure our governance structures are underpinned by responsive leadership, robust processes and compliance</b>	<b>Community</b>	Comply with Procurement and Financial policies, Data Protection, Freedom of Information, Risk identification and control measures	L	Uphold compliance
		<b>Corporate Services</b>	Provide assurance through observing best practice  Adopt a framework that commits to the promotion of good Corporate Governance  Comply with obligations under		Uphold & Promote governance  Best practice followed

			<p>Freedom of Information, Protected Disclosures, Regulation of Lobbying &amp; Child Safeguarding Legislation</p> <p>Strengthen Council's Risk Management Process</p> <p>Ensure Council Employees &amp; Elected Members maintain the highest standard of conduct and integrity</p> <p>Dedicated administrative support for all political structures and committees</p>		<p>All legal requirements are adhered to</p> <p>Corporate Plan Implementation &amp; Monitoring Framework adhered to</p> <p>Service Delivery Plan adopted</p> <p>Up-to-date complete Ethics Public Register in place &amp; available</p> <p>All Council &amp; Committee Meetings supported with follow up actions progressed</p>
		<b>Corporate Services Data Protection</b>	<p>Foster leadership &amp; implement best practice in Data Protection</p> <p>Use Data Mapping exercise to explore</p>	L	<p>Best practice in Data Protection &amp; Information Management</p> <p>Legal requirements adhered to</p>

			<p>implementation of an Electronic Information Management System in Corporate Services</p> <p>Implementation of a Data Protection Monitoring Plan</p> <p>Review of Records Management processes</p> <p>Develop &amp; Implement an innovative process for employee awareness &amp; training</p>		Privacy safeguarded & safeguarded
		<b>Environmental</b>	<p>Comply with Internal Audit &amp; Procurement Procedures</p> <p>Continue monitoring performance in relation to Environmental Inspections quarterly and annually</p> <p>Engage with Councillors through the SPC meetings</p>	L	Compliance with Internal Audit & Procurement Procedures

		<b>Finance</b>	<p>Lead a coordinated approach to ensure financial control is effectively implemented</p> <p>Local Government Audit facilitated Management Reports prepared &amp; presented by Internal Audit</p> <p>Compliance with prescribed Budgetary timeframes &amp; payroll Service level agreement deadlines</p> <p>Key Finance employee Mentor ongoing</p> <p>Effective procurement process that delivers value for money</p> <p>Uphold the Ethical Framework</p>	M1	<p>Financial management framework consistent with public sector objectives and accounting &amp; audit codes of practice</p> <p>Compliance with required deadlines</p> <p>Robust financial management, audit &amp; procurement with controls in place</p>
		<b>Fire Services</b>	<p>Adhere to good governance and procurement systems</p>	L	<p>Independent audit of work practices</p>

			Monitoring budgets and following procedure guidelines		
		<b>Human Resources</b>	<p>Monitor and manage the agreed budget for HR for 2021</p> <p>Reintroduce Performance / Talent Management into the organisation</p> <p>Manage and evaluate individual performance through the Individual Performance Development Plan</p> <p>Maintain a stable industrial relations environment and develop communication channels</p> <p>Continue implementation of the provisions of Public Service Agreement</p>	L	<p>Include and monitor budget management as part of regular HR meetings</p> <p>Completion of Annual Service Delivery Plan, Section Operational Plan and Individual Performance Plans</p> <p>Completion of training on Performance / Talent Management</p> <p>Completion of schedule of meetings with Employee Representative Bodies</p>



		<b>IT</b>	Report on the implementation and progress of the county's Digital Strategy to the Governance SPC  Implement the internal IT Strategy	C3	Secure & innovative use of technology facilitated within the Council & in our communities Improved NOAC C3 indicator
		<b>Library, Heritage &amp; Archives</b>	Preserve the written memory of the county and the official records of the county	L	Archivist will continue to work on the official records in every Functional Area advising records management in accordance with LA national records retention
		<b>Planning</b>	Embed Governance and good working practice within culture of the planning section. Elected members to receive OPR training on their role in the respective planning processes	L	High performing well managed planning section delivering on its objectives. Elected members will be more adequately informed in their role in the various planning processes
		<b>Regeneration</b>	Guidance and procedures in place to promote good governance	L	Good operations embedded in the Section. Best practice approach instilled in Community Groups

		<b>Water Services</b>	<p>Manage Finances in and Open and Transparent Manner</p> <p>Ensure adequate Financial Reporting</p> <p>Promote and deliver value for Money</p> <p>Ensure Compliance with IW required processes &amp; Procurement</p>	L	Comply with Financial and Procurement Requirements
<b>LONGFORD - A GREENER COUNTY</b>					
<b>Corporate Plan Strategic objectives</b>	<b>Corporate Plan Specific Objectives</b>	<b>Principal Service</b>	<b>Objectives</b>	<b>Performance Measurement Indicator N/L National/Local</b>	<b>Performance Standards</b>
<b>LONGFORD - A GREENER COUNTY</b>	<b>Place Climate Action, Biodiversity &amp; the Environment at the heart of local decision making</b>	<b>Corporate Services</b>	Support & foster leadership in positive Climate Action with revised Corporate Services operational practices, policies & processes	L	Revised work practices & enhanced use of Technology to support & transform operational processes
		<b>Environment</b>	Commence the Implementation of the Climate Change	L	Implementation of the Climate Change

			Adaptation Strategy by incorporating climate change into the Draft County Development Plan & the Corporate Plan		Adaptation Strategy commenced
		<b>Finance</b>	Participate in implementation of Council's Climate Action Charter <ul style="list-style-type: none"> <li>➤ Fixed Assets Electronic Filing</li> <li>➤ e-Invoicing</li> <li>➤ Employee training</li> <li>➤ Electronic filing of all journals and backup material</li> </ul>	L	Revised operational processes  Projects progressed
		<b>IT</b>	Development and implementation of digital processes to replace manual paper processes where possible	L	Enhanced business processes
		<b>Planning</b>	Integrate positive climate action as a key consideration in the County Development	L	Sustainable and attractive cleaner greener county

			<p>Plan and other Policies</p> <p>Educate our communities to develop a culture of positive climate action</p> <p>Embed positive Climate Action adaptation into the Planning Section activities and Policies.</p>		A sustainable energy efficient county
		<b>Regeneration</b>	Embed Climate Action in Regeneration Projects.	L	<p>Instil a culture of climate action throughout Regeneration</p> <p>Minimise carbon footprint</p> <p>Promote sustainable tourism by connecting the walk/cycleways with town centre services and the national transport network</p>
		<b>Roads</b>	Integrate Climate considerations into the design & planning of all roads, footpaths, bridges, public realm	L	Action Plans developed for adaption of Local Authority Roads & Transportation infrastructure to reduce

			<p>&amp; other construction projects</p> <p>Make provision to incorporate green Infrastructure as a mechanism for carbon offsets within projects</p> <p>Maintain &amp; improve the Public Lighting system within our county</p>		<p>the impact of climate change</p> <p>Continued roll-out of Energy Efficient Lantern Replacement Programme</p> <p>Roll out of EV charging points in towns &amp; villages throughout the County</p> <p>Requirements of biodiversity in relation to tree and hedgerow maintenance evaluated</p>
	<b>Lead &amp; provide a planned response to climate change</b>	<b>Corporate Services</b>	<p>Develop and implement revised Information &amp; Records Management processes that will contribute to a reduction in our carbon footprint</p> <p>Support Council's implementation of Climate Action Charter</p>	L	<p>Reduced paper usage</p> <p>Climate Action Charter supported</p>
		<b>Environment</b>	Develop environmental	L	Environmental Awareness & Education strategies developed

			<p>awareness &amp; education strategies</p> <p>Respond to climate change through sustainable rural development e.g. maintaining small slaughterhouses and local low throughput meat plants</p> <p>In conjunction with CARO continue the implementation of employee training</p> <p>Continue to work to reduce our energy consumption and to have our energy consumption reduced by 30% by the end of the year</p> <p>Promote awareness of climate change through engagement with tidy towns, green schools and other local community groups</p>		<p>Employee Training</p> <p>Reduced Energy Consumption</p> <p>Awareness of Climate Change promoted and public engagement</p>
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		<b>Facilities</b>	<p>Examination of our energy use with objective to implement a programme of works to reduce our carbon footprint through a series of upgrade works</p> <p>Continued development of Computerised Maintenance Management System (CMMS), “Joblogic” to</p> <p>Further upgrade of Building Manage System (BMS) in Camlin Court to create a more efficient system</p>	L	<p>Continue to meet energy efficiency targets through a planned works programme</p> <p>Working in a more efficient manner, reducing our carbon footprint</p> <p>Reduce emissions &amp; over time reduce costs</p>
		<b>Housing</b>	To upgrade properties in an energy efficient manner and to improve BER Ratings whenever this is possible	L	The number of refurbished properties which have an improved BER Rating
		<b>IT</b>	Promote communication with		Enhanced environmentally friendly

			<p>all stakeholders using digital media and marketing tools</p> <p>Provide modern, reliable, safe and efficient business information systems that support an agile workforce</p>		document management in place
		<b>Local Enterprise Office</b>	<p>Continue to educate the business community on the growing importance of environmentally sustainable practices</p> <p>Assist local businesses to avail of appropriate supports to meet the obligations in relation to climate change</p>	EI KPI	<p>Relevant training delivered to local enterprises</p> <p>Firms incentivised to adopt better environmental practices</p>
		<b>Library, Heritage &amp; Archives</b>	<p>Administer &amp; Develop projects under National Biodiversity Action Plan.</p> <p>Intergenerational collaborative working with local schools &amp; Men's Sheds on creating a greater</p>	L	Projects delivered



			<p>knowledge and pride in their own place</p> <p>Through Creative Ireland Programme</p> <p>develop a number of creative projects that will focus on climate change</p>		Number of projects created
		<b>Planning</b>	<p>Promote principles of sustainable development</p> <p>Increase awareness of climate change at local level</p> <p>Prepare County Development Plan policies on positive climate action</p> <p>Develop positive working relationships with interested parties regarding climate action</p>	L	Partner with Communities & Elected Members & Stakeholders on positive climate action
		<b>Regeneration</b>	<p>Ensure best practice in delivering our Climate Change Adaptation Plan</p>	L	Sustainable development and sustainable communities

			Work with the relevant Agencies, Elected Members, Community Groups in support of Climate Action initiatives to improve the sustainability and resilience of the economic investment environment in Longford County and its transition to a low-carbon future		Strong and explicit relationships between council policy, operations, and climate action adaptation and mitigation mechanisms
		<b>Roads</b>	Develop an integrated system in the context of climate vulnerabilities, for the management of transport infrastructure - roads, bridges, walking & cycling facilities.  Design drainage systems to include additional capacity Develop annual drainage maintenance programme	L	Vulnerable Infrastructure Inventory compiled to aid works prioritisation & inform route prioritisation plans
		<b>Water Services</b>	Leakage Management Programme	L	Success measured by KPIS Operational &

			Water Conservation Initiatives  Compliance with Water and Wastewater Directives		Tracking Measures in IW ASP
	<b>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, programmes and projects, moving over time to a near zero carbon investment strategy</b>	<b>IT</b>	Promote the development and use of digital communications and document management within Council	L	Innovative use of Technology to support & transform operational processes
		<b>Planning</b>	Develop planning policies & development management roles to encourage &	L	Longford a carbon neutral County

			<p>implement policy standards on climate action</p> <p>Support communities &amp; economy transitioning to a low carbon living and economy</p> <p>Provide knowledge and leadership to our people and communities to transition to a low carbon sustainable life</p> <p>Multi-disciplinary approach with other Local Authorities &amp; Agencies to develop a potential Biosphere in County Longford</p>		<p>Developing carbon sequestration countryside</p> <p>Development of major natural amenity for the County.</p>
		<b>Regeneration</b>	<p>Delivery of projects in an environmentally sensitive manner.</p> <p>Ensure energy efficiency in public lighting of unfinished estates.</p>	L	<p>Installation of infrastructure for EV points in the County.</p> <p>Working hubs operating in the County.</p> <p>Minimise carbon impact in housing estates.</p>

	<b>Protect our natural &amp; built environment</b>	<b>Community</b>	Support the LCDC in its role of providing LEADER grant assistance for Environmental projects	L	Level of LEADER grant assistance provided for Environmental projects
		<b>Environment</b>	<p>Implement legislation to deal with Derelict Sites and Dangerous Structures</p> <p>Reduce Environmental Pollution through engagement and enforcement with relevant stakeholders</p> <p>Regulate animal by products and their disposal LCC will protect our natural environment in relation to disposal of animal by-products</p>	L	<p>Legislation implemented</p> <p>Reduced Environmental Pollution</p> <p>Regulation of disposal of animal by-products</p>
		<b>IT</b>	Provide modern, reliable, safe and efficient business information systems that support an agile workforce	L	Greater use of technology

		<b>Library, Heritage &amp; Archives</b>	<p>Review the County Heritage Plan</p> <p>Deliver a project in partnership with Grow Remote Ireland with Transition Year Coordinators in 9 secondary schools in the county</p> <p>Support for North Longford Native Tree Nursery Moyne</p> <p>Develop the Pallas Pollinator project at the childhood home of Oliver Goldsmith</p> <p>Delivery of workshops and exhibitions in partnership with Men's Sheds and Primary Schools</p>	L	<p>Reviewed &amp; updated Plan</p> <p>Project delivered</p>
		<b>Planning</b>	<p>Protect and enhance Longford's natural &amp; built resources through the developing &amp; implementation of</p>		<p>A Nature friendly County. Re-naturing of cut away peatland. Improved biodiversity.</p>

			<p>appropriate policies, plans and actions</p> <p>Protect and enhance the biodiversity of the county</p> <p>Work in partnership with state agencies and Bord na Mona/other Agencies on the rehabilitation of bogs and the development of the mid Shannon wilderness park</p> <p>Develop appropriate Development Plan policies to ensure our natural&amp; built environment is protected</p> <p>Commence re wilding of the Mid Shannon Wilderness Park</p> <p>Expand the greenway network</p>		
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		<b>Regeneration</b>	Promote development of state-owned lands, e.g. Bord na Mona, Coillte, OPW	L	Implementation of projects across natural resources in sustainable manner
<b>LONGFORD – A COUNTY FOR EVERYONE</b>					
<b>Corporate Plan strategic Objectives</b>	<b>Corporate Plan specific Objectives</b>	<b>Principal Service</b>	<b>Objectives</b>	<b>Performance Measurement Indicator N/L National/Local</b>	<b>Performance Standards</b>
<b>LONGFORD – A COUNTY FOR EVERYONE</b>	<b>Develop connected, sustainable &amp; prosperous communities with access to housing, education, work, healthcare &amp; leisure</b>	<b>Environment</b>	<p>Work with communities on Local Environmental Matters, such as the Ardnacassa Avenue and environs</p> <p>Engage the CPO process to deal with Derelict Sites and support the provision of Social Housing</p> <p>Deliver environmental awareness and education strategies through Green Schools Programme</p>	L	<p>Deal with Derelict Sites</p> <p>Environmental awareness &amp; education strategies delivered through Green Schools Programme</p>



		<b>IT</b>	<p>Implement the digital strategy for Co. Longford</p> <p>Promote the 2020 Town &amp; Village WIFI implementations and BCPs. Support the implementation of Town &amp; Village WIFI in further areas</p>	L	Secure and innovative use of technology facilitated within the organisation and in our communities
		<b>Library, Heritage &amp; Archives</b>	<p>Support Learning opportunities and educational support for families and individuals including sensory spaces in some library Branches.</p> <p>Deliver and promote of a wide range of online resources and programmes including some that were initiated during COVID 19</p>	L	<p>Continued promotion &amp; increased usage of libraries</p> <p>Strong emphasis and take up of our online library services &amp; programmes.</p> <p>Promote new roaming broadband initiative in partnership with Longford Broadband Officer</p>
		<b>Planning</b>	Promote the concept of ‘compact growth’ and sustainable development as	L	Progress towards the development of more connected, sustainable

			<p>advocated in the NPF &amp; RSES in development of County Development Plan Policy</p> <p>Work with other Internal/External Stakeholders to develop vibrant Communities.</p>		and prosperous communities
		<b>Regeneration</b>	<p>Engage with Communities through the PPN</p> <p>Promote the development of initiatives which will connect citizens to their towns and villages</p>	L	<p>More 'connected' community.</p> <p>Safety community</p>
		<b>Roads</b>	<p>Improve Transport Infrastructure throughout the County</p>	L	<p>Enhanced connectivity throughout the County</p> <p>Improved access and delivery of services for citizens through a coordinated multi-agency approach</p> <p>Improved access and delivery of services</p>

	<p><b>Enhance, celebrate and support our rich culture, heritage, diversity, sport and creativity</b></p>	<p><b>Arts Office</b></p>	<p>Enter into a new Framework Agreement with the Arts Council</p> <p>Research &amp; Draft a County Arts Development Strategy</p> <p>Development &amp; delivery of a broad range of creative projects including:</p> <ul style="list-style-type: none"> <li>➤ Dance and technology project</li> <li>➤ Creative writing development</li> <li>➤ Film development</li> </ul> <p>Continue to support our national award-winning Schools Photography Programme and Art &amp; IT Programme</p>	<p>L</p>	<p>Information provision &amp; advice on all matters relating to the arts</p> <p>Supporting projects developed and delivered by artists or arts groups,</p> <p>Administer a range of grant schemes to individuals &amp; groups</p> <p>Enhance the quality of life of our citizens through arts &amp; culture</p>
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		<b>Community</b>	<p>Support the work of Longford Sports Partnership including NGB / Sports Inclusion Disability Officer programme</p> <p>Support the outdoors as a means of affordable and accessible sport and recreation participation</p> <p>Support the LCDC in implementing the Healthy Longford Programme</p> <p>Implement the Intercultural Strategic Plan and Grants scheme</p> <p>Continue to support the Refugee Resettlement Programme</p>	L	<p>No. of programmes delivered, no. of participants No. of capital projects</p> <p>No. of programmes delivered, no. of participants</p> <p>Completion of action plan</p> <p>Level of support to community organisations</p> <p>Successful of resettlement of refugees</p>
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		<b>Housing</b>	To support the Refugee Resettlement Programme	L	Number Refugee Families that are housed in the county
		<b>Human Resources</b>	Develop a health and wellbeing programme for 2021  Create a culture of continuous learning and development.	L  N C2	Deliver the Health & Wellbeing 2021 Programme Delivery of the Learning & Development programme & Open Learning Scheme
		<b>IT</b>	Support and promote the digital agenda within Co. Longford and the implementation of the National Broadband Plan within the county	L	Secure and innovative use of technology facilitated within the organisation and in our communities
		<b>Library, Heritage &amp; Archives</b>	Support Longford writers, artists and creatives in partnership with Creative Ireland  Building on the success of previous years expand festivals such as Bealtaine, Cruinniu na Nog, Still Voices, Cruthu,	L	Continued delivery of a diverse and inclusive programme of events & activities in collaboration with other key service providers with a strong focus on the more vulnerable in our community  Delivery of the County Longford Culture and

			<p>Literary Month, Heritage Week &amp; Decade of Centenaries Programme</p> <p>Continue to support Backstage theatre and Music Generation in the county</p> <p>Continue to support Town Twinning in Longford , Ballymahon and Ballinamuck</p> <p>Continue to apply for capital funding through DRCD, Dormant Accounts, Age Friendly Ireland, Healthy Ireland and Creative Ireland for innovative projects to improve the quality of life of all our citizens</p> <p>Set up a new musical instrument lending scheme in 4 Branch libraries in partnership with Music Generation</p>		<p>Creativity Plan and the MOU with Department of Arts that aims to give every citizen an opportunity to explore their own creativity</p> <p>Facilitate active citizenship through the provision of high-quality accessible spaces, programmes and resources though our branch Library network</p>
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		<b>Planning</b>	Develop & implement appropriate planning strategies and policies that will continue to improve the cultural, learning, recreational, sporting and creativity needs of all our citizens		
		<b>Regeneration</b>	Engage with Agencies and Communities to identify and support initiatives which will enhance our amenities		Provide amenities for communities to enjoy  Improve the quality of life of our citizens
	<b>Advocate social inclusion through respect and promotion of equality and human rights and be guided in all our work by public sector duty principles</b>	<b>Community</b>	Support the LCDC in providing support to our more marginalised communities through implementation of the Social Inclusion and Community Activation Programme  Support the LCDC in its role of providing LEADER grant assistance for social inclusion projects  Support the LCDC in implementing	N Y1 Y2	Achievement of Key Performance Indicators no. of individuals assisted no. of community groups engaged Level of LEADER grant assistance provided for social inclusion projects Level of support to community organisations. No. of projects supported  No. of grants to support frontline and community organisations.

			<p>initiatives that promote and support communities e.g. Community Enhancement Programme</p> <p>Implement other initiatives that promote and support communities e.g. CLÁR scheme Community grant support scheme Playground scheme Continue to support diversity in our community Support Universal Accessibility policies Support “Connecting for Life” Ireland’s National strategy to reduce suicide</p> <p>Support the Children and Young People’s Plan (CYPP) Support the Comhairle na nÓg initiative</p>		<p>No. of new/upgraded playgrounds Support the Gender balance and diversity in Local Govt. project. Continue to support DRCD projects for LGBTI groups Increased participation of persons with disabilities. Promote HSE suicide prevention training programmes Participate on CYPSC committees to support delivery of Plan Level of participation</p>
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		<b>Planning</b>	Develop Development Plan policies to promote & support social inclusion. Process Development Management applications taking account of social inclusion issues.	L	A more socially inclusive society. Network of amenities which is inclusive to all.
		<b>Regeneration</b>	Support and develop policies and procedures to ensure they are fair, equitable and inclusive  Ensure projects/plans are consistent with local policies including the LECP	L	Participation with groups  Ensure projects are implemented to enhance accessibility and inclusiveness
	<b>Support and Strengthen Local Democracy</b>	<b>Community</b>	Support the PPN Communication through PPN	L	No. of PPN reps on formal structures Improved level of communication
		<b>Corporate Services Meetings Administration</b>	Dedicated administrative support to Elected Members & Democratic Structures  Embed enhanced role of Elected Members	L	Deliver on the leadership role of local government  Embed enhanced role of Elected Members

			<p>Relevant Reserved Functions carried out at Municipal District level</p> <p>Continue to foster the partnership between Elected Members, Management and Employees in engagement with stakeholders</p>		
		<b>Corporate Services</b>	<p>Implement national &amp; local Electoral Registration modernisation initiatives</p> <p>Promote citizen participation in Voting Registration Process</p>		Modern user friendly registration process with greater participation by citizens
		<b>Corporate Services-Communications</b>	<p>Develop &amp; deliver a Corporate Communication programme to foster greater awareness &amp; strong public understanding of Council services &amp; activities</p>		<p>Communications Strategy</p> <p>Communications Programme with</p>

			<p>Develop effective communication systems &amp; processes for use both internal &amp; external</p> <p>Ensure Council Logo &amp; Corporate central themes used in publications &amp; communications</p> <p>Foster innovation in our public communications</p>		Informative citizen focused messages delivered
		<b>Environment</b>	Support our elected members & the democratic structures in representative & policy formulation roles	L	Elected Members Supported
		<b>Facilities</b>	<p>Ensure Council buildings are safe &amp; usable for all citizens &amp; employees irrespective of their needs</p> <p>Ensure that we fulfil duties in respectful &amp; dignified manner</p>	L	Provide a working environment cognisant to the diverse nature of the workings of Longford County Council

			representative of the Council		
		<b>Finance</b>	Provide financial information & administrative support to Elected Members	L	Elected Members supported
		<b>Fire Services</b>	Support local democracy including the policy making & and representation role of our Councillors & public partnership participation in our decision making  Prepare an Annual Operations Plan in compliance with objectives of the 5 year Adopted Section 26 Fire Service Operational Plan	L  N F3	Support local democracy including public participation in decision making  Meeting all the objectives of the Plan in the current year.
		<b>Housing</b>	To provide good quality and affordable homes to as many people as possible  To manage and maintain the Council's Social Housing Stock with the available budgets and resources	N (H1B)  N (H4A)	Number of dwellings added to the Council's Housing Stock  Average expenditure incurred in maintaining Local Authority Dwellings

		<b>IT</b>	Explore further promotion & use of collaboration tools with the business areas, building on the implementation of MS Teams from 2020 Promote the development of digital communications within the Council	C 3	Secure and innovative use of technology facilitated within the organisation  Improved NOAC C3 indicator
		<b>Local Enterprise Office</b>	Provide a first stop shop service to anyone looking for business, information, advice or guidance		LEO range of supports available to anyone in business or looking to establish a new business in Longford
		<b>Planning</b>	Promote public participation & involvement in the Development Plan preparation process through active consultation and communication with our citizens Public consultation process on new County Development Plan Maximise the use of online public		Elected Members fully informed on the Policies/ Procedures of the Co. Development Plan More informed and involved citizens in Development Plan process.

			consultation during COVID-19		
		<b>Regeneration</b>	Encourage engagement through the Regeneration Committee  Encourage Elected Members and Communities to engage with Regeneration to identify and implement projects	L	Citizens and employees are engaged and have a real say over issues that affect them
		<b>Roads</b>	Improved & Enhanced Policy for Transportation	L	Citizens and employees are engaged and have a real say over issues that affect them. Enhanced recognition of the importance of Councillors in the democratic process
			Facilitate and Support our Councillors  Ensure quick response times and information to customers when emergency disruptions in Water Supplies	1	Success measured by KPIS, Operational and Tracking Measures in IW ASP,  Delivering on the objectives of the Annual Services Plan

			occur via the IW Outage Portal		Resolved actions arising from Councillor Clinics
			Ensure quick response times to deal with Waste Water network complaints and reports of Asset Flooding which may have originated from an IW asset		



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