

# Longford County Council **Service Delivery Plan 2025**

**Adopted by Longford County Council on 12 March 2025**

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## Chief Executive Welcome Note

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As Longford County Council Chief Executive and on behalf of the Council and the Management Team, I welcome the Service Delivery Plan 2025. It sets out the planned Council work for the coming year as we continually strive to better serve County Longford and its people.

This is the first Service Delivery Plan aligned to the new Corporate Plan 2025-2029, which was adopted by the Elected Members of our new Council. The Corporate Plan is a strategic framework for action and sets out our vision for County Longford for the lifetime of the new Council. The 2025 Service Delivery Plan is an important first step on this five-year journey.

The Service Delivery Plan is aligned to our Mission to:

*"Lead our communities towards sustainable social, economic, environmental and cultural development by fostering collaboration, innovation and inclusivity, ensuring a high quality of life for all citizens."*

It aims to help us towards our Vision of creating a vibrant, inclusive and sustainable county where every citizen has the opportunity to thrive, contribute and achieve their full potential.

The Plan is also aligned to the Council's priorities for the coming financial year, outlines our organisational capacity and details our key performance indicators which measures our progress.

This Service Delivery Plan was developed through a process that involved the Council management team and all senior officers. I thank you for your input and continued hard work and the hard work of all Longford County Council employees.

We continue to strive towards improved efficiency and effectiveness. This includes adapting to the challenges of climate change, with effective climate action and tangible, measurable and sustainable solutions to improve our environment for future generations. We also continue to support innovation and technology to become a more modern, efficient council that empowers and connect communities.

We look forward to working together with our Elected Members, as we deliver services in the year ahead which will drive us forward in making County Longford a better place for people to live and work in, a better place to do business and a destination of choice for tourists to visit – A county where people, place and opportunity are connected.

**Paddy Mahon**

# Introduction and Context

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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. This includes the new Corporate Plan 2025-2029 which was adopted by the Elected Member in October 2024 and acts as the strategic framework for action for the new Council term.

This 2025 Service Delivery Plan also takes into consideration other important policy documents which similarly set out the framework within which the local authority operates. These include:

- Annual Budget 2025
- Longford County Development Plan 2021-2027
- Longford Local Economic and Community Plan 2023-2029

This Plan sets out how each directorate will work towards achieving their specific strategic and service delivery objectives. There are extensive work programmes which will be carried out throughout this coming year to deliver on these objectives. This work will involve 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

Successful delivery will be measured against both national and local performance indicators. Monitoring of the implementation of the Service Delivery Plan will take place through a variety of methods including via National Oversight and Audit Commission (NOAC) reporting, internal monitoring within each directorate, reporting to the Council's Corporate Policy Group and end of year progress reporting.

## Public Sector Duty

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The Public Sector Equality and Human Rights Duty, known as 'the Duty', is a statutory obligation on all public bodies and is legislated for under Section 42 of the Irish Human Rights and Equality Commission Act, 2014. It requires a public body, in the performance of its daily functions, to eliminate discrimination, promote equality of opportunity and treatment of its staff and service users and protect the human rights of those to whom it provides services, its staff and its Elected Members.

The Duty is a positive duty that can assist organisations to both place equality and human rights in the mainstream of how they execute their functions while also giving expression to their organisational core equality and human rights values. It requires organisations to assess the equality and human rights issues of relevance to their functions, take measures to address them, and report annually on developments and achievements in that regard and so provides a process to help all of us to take an equality and human rights approach to the work we do.

This Service Delivery Plan identifies Public Sector Duty priorities and performance measures, at a departmental level for 2025, including committing to assessing where any new or existing plans, strategies or programmes are impacted by the groups identified under the Duty; to addressing any Human Rights and Equality issues identified or to conduct equality review against relevant services.

## Organisational Capacity

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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 2024 are as follows:**

Employee Category	Total
Managerial	6
Clerical/Administrative	178
Professional/Technical	70
Outdoor	95
Retained Firefighters	47

# Financial Summary

The Annual Revenue Budget for 2025 was approved and adopted by the Elected Members on 2 December 2024.

It provides for a total expenditure of €75.8m and anticipates income of €55.3m from a range of services and sources including rents, fees, charges, loan repayments, grants, and recoupments.

The shortfall totalling €20.5m will be funded from a combination of commercial rates and Local Property Tax.

This expenditure is equal to spending approximately €1,626 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 2025](#) 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 2024 figures.

Division	Service Division	Adopted Expenditure 2024	Budgeted Expenditure 2025	Increase/ Decrease	% Increase/ Decrease
A	Housing and Building	€13,438,136	€15,963,966	€2,525,830	19%
B	Road Transport and Safety	€20,894,453	€21,642,456	€748,003	4%
C	Water Services	€3,733,708	€3,476,593	-€257,115	-7%
D	Development Management	€13,368,105	€13,416,160	€48,055	0%
E	Environmental Services	€7,683,946	€9,077,336	€1,393,390	18%
F	Recreation and Amenity	€5,651,435	€6,432,978	€781,543	14%
G	Agriculture, Education, Health and Welfare	€561,633	€610,307	€48,674	9%
H	Miscellaneous Services	€4,440,396	€5,229,021	€788,625	18%
		<b>€69,771,812</b>	<b>€75,848,817</b>	<b>€6,077,005</b>	<b>9%</b>

# Principal Services

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Longford County Council has five directorates, delivering on Policy under four Strategic Policy Committees, which are Economic, Enterprise and Rural Development, Social Development, Physical Development and Governance.

## **Social Development**

Focusing on policies relating to building sustainable, integrated, and safe communities and delivering on housing commitments

## **Physical Development**

Focusing on policies relating to investing in sustainable infrastructure and protecting our built and natural heritage

## **Economic, Enterprise and Rural Development**

Focusing on policies relating to economic development, enterprise and rural development, reimagining and reinventing public spaces and maximising the opportunities for sustainable economic, cultural and rural development.

## **Governance**

Focusing on policies to ensure transparent and better public services.



## Service Delivery Objectives

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In support of the delivery of the strategic objectives published in the Corporate Plan 2024-2029, the specific objectives identified by each directorate for 2025 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 45 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 H7
- 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

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

For 2025, 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](#).





# Economic, Enterprise and Rural Development

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- Corporate Services
- Regeneration and Active Travel
- Capital Projects – Town Centre First, Just Transition, and Civic Offices
- Library, Heritage and Cultural Services
- Facilities
- Enterprise and Tourism

**Director of Service: John Brannigan**

# Ukrainian Humanitarian Response and Integration

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- Ukrainian Humanitarian Response
- Integration

**Director of Service: Michael Nevin**



# Corporate Services

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## Longford – Our People

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Support communities to be informed, creative and connected	<ul style="list-style-type: none"><li>• Deliver clear, compelling, timely and accurate corporate communications to better inform citizens</li></ul>	L	<ul style="list-style-type: none"><li>• Positive image of our county and Council promoted through good professional communications</li></ul>

## Longford – Our Place

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Partner with other principal response agencies to plan and respond to emergencies	<ul style="list-style-type: none"><li>• Streamlined Communication channels and joint operational procedures</li></ul>	L	<ul style="list-style-type: none"><li>• Communications plan in place for crisis management with our emergency response services eg, civil defence, fire services and our communication section and incorporated into emergency plans</li></ul>
Place climate action, biodiversity and the environment at the heart of local decision making	<ul style="list-style-type: none"><li>• Undertake activities which help to mitigate/adapt to climate change</li></ul>	L	<ul style="list-style-type: none"><li>• Contribute to the implementation of the Council's Climate Action Plan</li></ul>

# Corporate Services

## Longford – Our Opportunity

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"><li>Support and implement the Public Service Information Communication Technology Strategy</li></ul>	L	<ul style="list-style-type: none"><li>Engagement between IT and Communications in implementation of new website design and other digital communication services</li></ul>

## Longford – Our Public Services

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"><li>Continue to foster excellence and a strong governance culture, driving compliance building on success to date</li></ul>	L	<ul style="list-style-type: none"><li>All Data Subject Access Requests and Data Breaches completed/reported within the statutory timeframes. Policies and Standard Operating Procedures reviewed and signed off as per agreed Framework. Data Protection Monitoring Compliance programme in place.</li></ul>

# Corporate Services

## Longford – Our Public Services

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"> <li>Continue to foster excellence and a strong governance culture, driving compliance building on success to date</li> <li>Continue to make Data Protection a priority</li> <li>Safeguard rights and prioritise the protection of individuals personal data</li> <li>Support the elected members and all Council committees in their leadership and representative role, to ensure democratic accountability and effective governance</li> </ul>	L	<ul style="list-style-type: none"> <li>Compliance with Official Languages Act, Compliance with Statutory deadlines under the Freedom of Information, Legislation, Compliance with obligations under the Ombudsman Act 1980 (as amended) Compliance with obligations under the Children First Act 2015</li> <li>Increased engagement in Data Protection by all business units through targeted Data Protection awareness programmes</li> <li>All Data Protection documents and information to be made available in plain English, Irish, bilingual, audio, visual graphics. All documents to be easily understood and accessible.</li> <li>Professional meetings administrator and support for all Council and committee meetings and civic functions</li> </ul>

# Corporate Services

## Longford – Our Public Services

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Increased focus on proactive communications and customer services	<ul style="list-style-type: none"> <li>• Deliver the action plan of the current Customer Services Charter and review Customer Services Charter</li> </ul>	L	<ul style="list-style-type: none"> <li>• Weekly review of customer response times to ensure we continue to meet Council commitment and customer expectations</li> <li>• Customer Services Charter Reviewed as required and implemented</li> <li>• Data analytics on Council press release performance made available for reporting</li> </ul>
	<ul style="list-style-type: none"> <li>• Streamline press release processes thorough media monitoring</li> </ul>		
	<ul style="list-style-type: none"> <li>• Secure improved Council website content and better user experience of all Council social media platforms</li> </ul>	N	<ul style="list-style-type: none"> <li>• C3: LA website and social media usage</li> </ul>
Promote and implement best practice in Occupational Health and Safety	<ul style="list-style-type: none"> <li>• Maintain ISO 45001:2018 accreditation for the Health and Safety Management System for 2025</li> <li>• Protect and promote safety culture with employees, contractors, and visitors</li> </ul>	L	<ul style="list-style-type: none"> <li>• ISO 45001:2018 accreditation for the Health and Safety Management System maintained</li> <li>• Longford County Council recognised as leaders in managing Occupational Health and Safety during the year</li> </ul>

# Corporate Services

## Longford – Our Public Services

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Support and Strengthen Local Democracy	<ul style="list-style-type: none"> <li>• Continue to deliver a programme of Electoral Registration in line with revised legislation and support future electoral events</li> <li>• Promote public participation and involvement in the democratic and decision-making processes through active consultation and communication with employees and citizens and provision of support for the Public Participation Network</li> <li>• Ensure our communications are accurate, timely and relevant for all</li> <li>• Provide effective high quality elected and committee member support and training</li> </ul>	L	<ul style="list-style-type: none"> <li>• Provide accurate register for uploading to National Database</li> <li>• Promotion of all Public Consultations. Implementation of an internal communications app</li> <li>• Council activity requiring communication to have built in timelines. Reporting on engagement and reach of communications within our audiences.</li> <li>• Training delivered following Local Elections for newly elected Council and sectoral representatives on Council committees</li> </ul>

# Library, Heritage and Cultural Services

## Longford – Our People

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"> <li>• Provide quality family friendly festivals in our major towns with development from Longford County Council.</li> <li>• Help promote sustainability, creativity and the development of multi-cultural approaches to creativity and include a fusion of different art forms to show the new art community in Longford</li> </ul>	L	<ul style="list-style-type: none"> <li>• Number of initiatives implemented</li> </ul>
	<ul style="list-style-type: none"> <li>• Maintain a good quality library service in the community staffed by professional trained staff.</li> <li>• Provide services like My Own Library in branches like Ballymahon, Edgeworthstown, Granard and Lanesborough.</li> <li>• Ongoing Improvement of the collection</li> <li>• Provide study facilities and Information and Community Technology resources to the public.</li> <li>• Investigate partnerships with both interior and external partners for the betterment of the service</li> </ul>	N	<ul style="list-style-type: none"> <li>• L1: Library Visits, Issues and Registered Members</li> </ul>

# Library, Heritage and Cultural Services

## Longford – Our People

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Devise projects that promote healthier lifestyle choices and options for our communities	<ul style="list-style-type: none"> <li>Promote and Deliver our Healthy Ireland at Your Library (HlaYL) programme across all our 6 library branches.</li> <li>Continue to develop and deliver the movement for better balance classes through the library service.</li> <li>Expand our collection to include the lending of devices to assist with a healthy lifestyle</li> </ul>	L	<ul style="list-style-type: none"> <li>Number of projects and programmes delivered</li> </ul>
Enhance, celebrate and support our rich culture, heritage, diversity, sport and creativity	<ul style="list-style-type: none"> <li>Promote and support of applications for the Built Heritage Conservation – including but not limited to the grant fund of Built Heritage Investment Scheme, Historic Structures Fund and Community Monuments Fund.</li> <li>Work with Tourism and Creative Ireland to develop a programme of events for the Normans 2027.</li> <li>Work with other departments to deliver the storytelling of the cultural, literary, social, natural and built heritage of the county</li> </ul>	L	<ul style="list-style-type: none"> <li>Number of grants and level of grant funding provided to support community organisations</li> </ul>



# Library, Heritage and Cultural Services

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## Longford – Our People

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Reduce barriers leading to social exclusion and celebrate our vibrant and diverse communities	<ul style="list-style-type: none"><li>• Continue to provide welcoming inclusive and accessible spaces for each member of the community</li><li>• Increase our sensory collection to the public</li><li>• Improve signage in all our branches</li><li>• Provide a sensory story for each library building to reduce anxiety for new members or users</li><li>• Continue to improve our services for the older person</li></ul>	L	<ul style="list-style-type: none"><li>• Provide sensory spaces in 4 branch libraries Edgeworthstown Longford, Granard and Ballymahon and nurture stronger links with School autism units</li></ul>

# Library, Heritage and Cultural Services

## Longford – Our People

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Support communities to be informed, creative and connected	<ul style="list-style-type: none"> <li>• Continue to grow the arts via the bursary system, community projects, Longford County Council led festivals and development of a strong arts/creative community in Longford County.</li> <li>• Continued investments in the Arts</li> <li>• Cross collaborations with other departments to provide value for money, strengthen community connections and enhance the creative offering to the people of Longford</li> <li>• Continue to provide information sessions for the Twinning communities in Longford.</li> <li>• Host and attend the Older Person Council meetings</li> <li>• Host and attend the Age Friendly Alliance meetings</li> <li>• Generation of a council calendar for events</li> <li>• Up to date social media and communications in both online and paper format</li> </ul>	L	<ul style="list-style-type: none"> <li>• Increased visibility and awareness of the Council services and projects</li> <li>• Continued development and use of the Publicity Calendar</li> </ul>

# Library, Heritage and Cultural Services

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## Longford – Our People

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Support, encourage and promote community safety and address safety and security issues and concerns for our communities	<ul style="list-style-type: none"><li>• Continue the community safety ambassadors programme through the Older Person Council in conjunction with the Community Safety Partnership.</li><li>• Host and attend the Older Person Council meetings</li><li>• Host and attend the Age Friendly Alliance meetings</li><li>• Apply for grant funding for various safety mechanisms in the local community</li></ul>	L	<ul style="list-style-type: none"><li>• Increased visibility and awareness of the Council services and projects</li></ul>

# Library, Heritage and Cultural Services

## Longford – Our Place

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Lead and provide a planned and coherent response to the effects of climate change	<ul style="list-style-type: none"><li>• Promotion and develop the circular economy for art materials and works as a pilot in Longford. This pilot will demonstrate best practice in terms of upcycling and development of art and ensure zero waste where possible. Having a creative solution to promotion of the circular economy will be adopted in other departments in Longford County Council</li></ul>	L	<ul style="list-style-type: none"><li>• Climate action incorporated into work processes</li></ul>
Protect our natural and built environment	<ul style="list-style-type: none"><li>• Ongoing provision of information about grants via newspaper advertisements, website and social media</li><li>• Ongoing support and advice to community groups or individuals in regard to the natural and built environment</li><li>• Promotion of the biodiversity forum</li></ul>	L	<ul style="list-style-type: none"><li>• Number of grants and level of grant funding provided to support community organisations</li></ul>

## Library, Heritage and Cultural Services

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### Longford – Our Place

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"><li>• Continue to develop the number of projects via the Local Biodiversity Action Fund including community participation.</li><li>• Attend the biodiversity Forum meetings and action any objectives assigned to the library service</li><li>• Provide events for national festivals including Biodiversity Week, Science Week, and Space Week</li></ul>	L	<ul style="list-style-type: none"><li>• Administer the National Biodiversity Action Plan Fund in partnership with local communities and Longford County Council colleagues.</li></ul>

# Library, Heritage and Cultural Services

## Longford – Our Opportunity

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Position Longford as a community of choice in which to live, create, study, work, visit and invest	<ul style="list-style-type: none"> <li>• Administer Creative Ireland funding to community groups for the betterment of the whole community including festival, wellbeing, creative and climate action initiatives.</li> <li>• Provide free community spaces for community groups to use for events and classes</li> <li>• Provide supports in terms of literacy and numeracy via the national programme</li> </ul>	L	<ul style="list-style-type: none"> <li>• Continue to deliver on the actions in Our Public Libraries 2022 under Right to Read, Work Matters and Healthy Ireland.</li> </ul>
Promote and nurture a strong culture of entrepreneurship and innovation	<ul style="list-style-type: none"> <li>• Promote and support local artists in Longford in terms of working in an Art related field as their profession.</li> <li>• Provide training, support and opportunities for development of the arts as career options for young and emerging artists in Longford</li> </ul>	L	<ul style="list-style-type: none"> <li>• Number of grants and level of grant funding provided to support community organisations</li> </ul>

# Library, Heritage and Cultural Services

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## Longford – Our Opportunity

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Revitalise, regenerate and support pride of place in our urban and rural towns and villages	<ul style="list-style-type: none"><li>• Support community creativity projects via the Creative Ireland fund</li><li>• Include towns and village locations as venues for national events or celebrations</li><li>• Support town and villages with their applications for funding through various funding streams</li></ul>	L	<ul style="list-style-type: none"><li>• Number of community groups engaged</li></ul>

## Longford – Our Public Service

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Implement the Public Sector Equality and Human Rights Duty (The Public Sector Duty) across all functions	<ul style="list-style-type: none"><li>• Ensure that the Library is a safe, trusted space with social inclusion and accessibility for all as core values</li></ul>	L	<ul style="list-style-type: none"><li>• Deliver on the key actions in the Longford County Council Library Development Programme 2021-2025.</li></ul>

# Library, Heritage and Cultural Services

## Longford – Our Public Service

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Increased focus on proactive communications and customer services	<ul style="list-style-type: none"><li>• Promotion of the library service via membership drives, our social media, website content and in branch communication.</li><li>• Report good news stories as part of the library promotion</li><li>• Continue to provide excellent customer service</li></ul>	L	<ul style="list-style-type: none"><li>• Work to grow usage from 20% to the national target of 30%</li></ul>
Promote and implement best practice in occupational health and Safety	<ul style="list-style-type: none"><li>• Ongoing compliance with all health and safety actions</li><li>• Ongoing training for staff</li><li>• Review of the risk assessment each year or more often if needed</li><li>• Building reviews with Health and Safety Officer</li><li>• Constant improvement in housekeeping, service delivery to reduce risks for staff</li></ul>	L	<ul style="list-style-type: none"><li>• ISO 45001:2018 accreditation for the Health and Safety Management System</li></ul>



# Library, Heritage and Cultural Services

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## Longford – Our Public Service

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Support and Strengthen Local Democracy	<ul style="list-style-type: none"><li>• Ensure equitable access to information, knowledge and skills-building opportunities for media and information literacy</li><li>• Provide an open and welcoming gathering places</li><li>• Support and encourage engagement of the electoral process</li><li>• Supporting inclusive and responsive public service delivery</li><li>• Help design or implement citizen engagement initiatives.</li></ul>	L	<ul style="list-style-type: none"><li>• Increased visibility and awareness of the Council services and projects</li></ul>

# Regeneration, Active Travel, Capital Projects and Facilities

## Longford – Our People

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Collaborate and partner with communities and other statutory and non-statutory agencies	<ul style="list-style-type: none"> <li>Engage with Elected representatives on the requirements of the community when identifying and planning projects</li> <li>Identify and plan projects that connect communities through greenways and cycle paths.</li> </ul>	L	<ul style="list-style-type: none"> <li>Participation of Elected Representatives</li> <li>Delivery of cycleways/greenways</li> </ul>
Support, encourage and promote community safety and address safety and security issues and concerns for our communities	<ul style="list-style-type: none"> <li>Identify, plan, design and build projects that address safety concerns</li> </ul>	L	<ul style="list-style-type: none"> <li>Identify projects under Safe Routes to School, incorporate junction tightening for safer crossing points</li> </ul>

## Longford – Our Place

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Lead and provide a planned and coherent response to the effects of climate change	<ul style="list-style-type: none"> <li>Identify, plan, design and build taking account of Climate Change mitigation and Adaption measures.</li> <li>Implement measures which reduce our carbon emissions.</li> </ul>	L	<ul style="list-style-type: none"> <li>At design stage in projects take account of mitigation or adaption measures relevant to the project</li> <li>Delivery of Cycleways/Greenways</li> <li>Prioritise and implement actions from the Longford Transport Plan</li> </ul>

# Regeneration, Active Travel, Capital Projects and Facilities

## Longford – Our Place

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"> <li>Support Management in the implementation of objectives of the Climate Action Plan through progressing relevant Actions of the Climate Action Plan</li> </ul>	L	<ul style="list-style-type: none"> <li>Progressing Relevant Actions of the Climate Action Plan</li> </ul>
Protect our natural and built environment	<ul style="list-style-type: none"> <li>Identify, plan, design and build projects that enhance interaction with the natural and built environment</li> </ul>	L	<ul style="list-style-type: none"> <li>Screen Projects and carry out assessments for example Natura Impact Statement to determine if they impact on the environment</li> </ul>
Support sustainable infrastructural development	<ul style="list-style-type: none"> <li>Continue to link up Cycle Routes and Greenways</li> <li>Progress existing and Identify and implement projects under Rural Renewal Development Fund, Town and Village, Outdoor Recreation Infrastructure Scheme and Just Transition Funding</li> </ul>	L	<ul style="list-style-type: none"> <li>Collaborate with Bord an Mona to provide missing infrastructure from Clondra to Lanesboro</li> <li>Work with the NTA on future projects to increase the cycle network</li> <li>Advertise expressions of interest for grants and bring the most advantageous projects to application stage</li> </ul>

# Regeneration, Active Travel, Capital Projects and Facilities

## Longford – Our Public Services

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Ensure effective resource management – financial and human	<ul style="list-style-type: none"><li>• Ensure that processes and procedures meet the highest standards</li></ul>	L	<ul style="list-style-type: none"><li>• Compliance with Longford County Council governance structures regarding audits, procurement, customer charter, data protection etc</li></ul>
Promote and implement best practice in Occupational Health and Safety	<ul style="list-style-type: none"><li>• Provide safe systems of work that are planned and organised in full compliance with all statutory Health and Safety requirements.</li></ul>	L	<ul style="list-style-type: none"><li>• Compliance with the safety management systems and successful internal and external audits</li></ul>

## Longford – Our Opportunity

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"><li>• Provide critical infrastructure to encourage economic development.</li></ul>	L	<ul style="list-style-type: none"><li>• Identify tourism projects under Just Transition.</li><li>• Collaborate with other state agencies to develop tourism projects/infrastructure.</li></ul>

# Town Centre First

## Longford – Our People

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Support communities to be informed, creative and connected	<ul style="list-style-type: none"> <li>Develop and support the Town Teams and local community groups in the development of projects</li> </ul>	L	<ul style="list-style-type: none"> <li>Participation on Town Teams</li> </ul>
Support, encourage and promote community safety and address safety and security issues and concerns for our communities	<ul style="list-style-type: none"> <li>Enhance sense of safety in town centres through actions identified in Town Centre First Plans</li> </ul>	L	<ul style="list-style-type: none"> <li>Policy objectives relating to safety and security incorporated into Town Centre First strategies.</li> <li>Delivery of projects to enhance safety, including laneway improvements</li> </ul>

## Longford – Our Place

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Protect our natural and built environment	<ul style="list-style-type: none"> <li>Protect our built environment through implementation of Vacant and Derelict Sites legislation</li> </ul>	L	<ul style="list-style-type: none"> <li>Number of properties entered onto and removed from Derelict and Vacant Sites Registers</li> </ul>
Protect our natural and built environment	<ul style="list-style-type: none"> <li>Use the Town Centre First process to identify, plan and fund projects to enhance, protect and support natural and built assets.</li> </ul>	L	<ul style="list-style-type: none"> <li>Identify built and natural assets in Town Centre First strategy, screen projects for Natura Impact Statement.</li> </ul>

# Town Centre First

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## Longford – Our Place

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Support sustainable infrastructural development and regulatory compliance	<ul style="list-style-type: none"><li>• Support Management in the implementation of objectives of the Climate Action Plan.</li><li>• Climate proof projects promoted through Town Centre First strategies.</li></ul>	L	<ul style="list-style-type: none"><li>• Progress of relevant actions identified in the Climate Action Plan</li></ul>

## Longford – Our Opportunity

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Position Longford as a community of choice in which to live, create, study, work, visit and invest	<ul style="list-style-type: none"><li>• Proactive approach towards a smarter working environment in Longford.</li></ul>	L	<ul style="list-style-type: none"><li>• Support the implementation of enterprise hub within centre.</li><li>• Alternative and sustainable transport choices are available and utilised in support of quality of life.</li></ul>

# Town Centre First

## Longford – Our Opportunity

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Revitalise, regenerate and support pride of place in our urban and rural towns and villages	<ul style="list-style-type: none"> <li>Continue to identify and implement projects under Town and Village, The Outdoor Recreation I, Project Ireland 2040, Failte Ireland and EU Funding Streams.</li> <li>Engage with Elected Members, Community Groups, Agencies to lead the regeneration of Towns and Villages throughout Longford</li> </ul>	L	<ul style="list-style-type: none"> <li>Enable and support communities within Town Centre First settlements to maximise on their assets and build capacity for future development opportunities.</li> <li>No. of applications submitted and successful achievement of funding</li> </ul>
Support opportunities presented by the transition to a low carbon economy	<ul style="list-style-type: none"> <li>Identify and support sustainable projects that will support communities to live and work within their local area.</li> </ul>	L	<ul style="list-style-type: none"> <li>Delivery of sustainable community projects</li> </ul>

## Longford – Our Public Service

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Support and Strengthen Local Democracy	<ul style="list-style-type: none"> <li>Support and develop Town Teams in key towns</li> </ul>	L	<ul style="list-style-type: none"> <li>Number of Town Teams established and engagement with the Town Teams.</li> </ul>

# Enterprise and Tourism

## Longford – Our People

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"><li>Ensure that the objectives in the Customer Service Charter are upheld</li></ul>	L	<ul style="list-style-type: none"><li>Compliance with guidelines of Customer Service Charter</li></ul>

## Longford – Our Place

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"><li>Tourism – Support promoters to bring forward Just Transition Projects that promote the concept of sustainable and regenerative tourism.</li></ul>	L	<ul style="list-style-type: none"><li>Number of projects supported by the Just Transition Activation Officer</li></ul>

## Longford – Our Opportunity

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Capitalise on strengths of Longford through Smart Specialisation and Digitalisation for businesses and enterprises	<ul style="list-style-type: none"><li>LEO – Support the continued digitalisation of small firms to help them remain competitive and draw benefit from the ever changing digital landscape</li></ul>	L	Number of businesses that avail of the Grow Digital Supports



# Enterprise and Tourism

## Longford – Our Opportunity

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Develop new and existing business districts and encourage the growth of a skilled workforce	<ul style="list-style-type: none"> <li>• LEO – Work with other Enterprise Agencies to attract and facilitate potential new investment in the County</li> </ul>	L	<ul style="list-style-type: none"> <li>• Establishment of new industrial sites and units across the County</li> </ul>
Position Longford as a community of choice in which to live, create, study, work, visit and invest	<ul style="list-style-type: none"> <li>• Tourism – Raise the awareness and recognition of County Longford as a unique tourism destination through effective promotion and marketing.</li> </ul>	L	<ul style="list-style-type: none"> <li>• Run a year-round promotional campaign across digital and print media</li> </ul>
Promote and nurture a strong culture of entrepreneurship and innovation	<ul style="list-style-type: none"> <li>• LEO – Work with interested stakeholder groups to promote County Longford as an ideal business location</li> <li>• LEO – Foster a positive pro-business culture that will stimulate the creation of new enterprises and assist existing enterprises to reach their full potential</li> <li>• LEO – Promote the value of enterprise and entrepreneurship to young people as an alternative career choice.</li> <li>• LEO – Provide advice and guidance to assist business owners avail of the full range of supports available to them</li> </ul>	L	<ul style="list-style-type: none"> <li>• Up-to-date marketing and promotional materials produced and communicated to target audiences</li> <li>• Number of business start-ups and number participating in capacity building programmes</li> <li>• Numbers of students and individuals engaged in enterprise related programmes</li> <li>• Number of small businesses availing of business advice and signposting from the LEO as a first-stop shop service</li> </ul>

# Enterprise and Tourism

## Longford – Our Opportunity

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Promote and nurture a strong culture of entrepreneurship and innovation	<ul style="list-style-type: none"> <li>• LEO – Directly support the SME sector in its efforts to sustain jobs and in the creation of additional employment among the small firms sector</li> </ul>	N	<ul style="list-style-type: none"> <li>• J1: No. of jobs created » Annual Employment Survey</li> </ul>
Revitalise, regenerate and support pride of place in our urban and rural towns and villages	<ul style="list-style-type: none"> <li>• Tourism – Collaborate locally and regionally with key partners who can support the delivery of new tourism infrastructure, products and experiences</li> </ul>	L	<ul style="list-style-type: none"> <li>• Number of partnerships or collaborations that help to grow the tourism sector in County Longford</li> </ul>
Support opportunities presented by the transition to a low carbon economy	<ul style="list-style-type: none"> <li>• LEO – Assist the SME sector to upgrade business practices and process to ensure that they are more environmentally stable</li> <li>• LEO – Help the economic sector to meet its obligations around climate change through appropriate education and training supports</li> <li>• Tourism – Identify and maximise all possible funding opportunities that can facilitate product and service development</li> </ul>	L	<ul style="list-style-type: none"> <li>• Numbers availing of Green for Business and Energy Efficiency Grant Supports</li> <li>• Number of firms engaged in sustainability training and introducing new greener practices</li> <li>• Assist individuals, businesses and community groups to build sustainable business cases and find appropriate funding supports to bring forward tourism projects</li> </ul>

# Ukrainian Humanitarian Crisis and Integration

## Longford – Our People

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Collaborate and partner with communities and other statutory and non-statutory agencies	<ul style="list-style-type: none"> <li>Humanitarian – Secure and manage suitable accommodation solutions to meet the short-term needs of Ukrainian refugees</li> <li>Humanitarian – Co-ordinate a partnership approach to integration of all new communities.</li> <li>Humanitarian – Support the provision of multi-occupancy accommodation centres where needed that have capacity to support the response to the migrant crisis</li> </ul>	L	<ul style="list-style-type: none"> <li>Work with agencies and individuals to provide accommodation solutions in the form of rapid build units and/or multi-occupancy centres.</li> <li>Regular meetings held with all stakeholder groups to collaborate and co-ordinate interventions with the Ukrainian community</li> <li>Work with agencies and individuals to provide accommodation solutions in the form of rapid build units and/or multi-occupancy centres.</li> </ul>
Develop connected, sustainable and prosperous communities with access to housing, education, work, healthcare and leisure	<ul style="list-style-type: none"> <li>Humanitarian – Provide a coordinated suite of supports to ensure the new communities are supported to integrate fully into local community life</li> </ul>	L	<ul style="list-style-type: none"> <li>Ukrainian Response team deal with the needs of this vulnerable community empathetically and responsively.</li> </ul>

# Ukrainian Humanitarian Crisis and Integration

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## Longford – Our People

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Devise projects that promote healthier lifestyle choices and options for our communities	<ul style="list-style-type: none"><li>UK, work with all partners to provide the Ukrainian refugees with an environment where they feel safe, secure and welcome</li></ul>	L	<ul style="list-style-type: none"><li>Ukrainian Response team deal with the needs of this vulnerable community empathetically and responsively.</li></ul>
Enhance, celebrate and support our rich culture, heritage, diversity, sport and creativity	<ul style="list-style-type: none"><li>Ensure that the objectives in the Customer Service Charter are upheld</li></ul>	L	<ul style="list-style-type: none"><li>Compliance with guidelines of Customer Service Charter</li></ul>

# Finance, Innovation and Information Technology

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

**Director of Service: John McKeon**

# Finance

## Longford – Our People

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Collaborate and partner with communities and other statutory and non-statutory agencies	<ul style="list-style-type: none"><li>• Uisce Éireann liaison for accurate claiming from the body.</li></ul>	L	<ul style="list-style-type: none"><li>• Ensure all UE claims are processed timely.</li></ul>

## Longford – Our Place

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Empowered and cohesive communities with strong understanding of climate risks and increased resilience to impacts of climate change	<ul style="list-style-type: none"><li>• Participate in the Council's implementation of Climate Action Charter including participation in employee training and introduce greener policies</li></ul>	L	<ul style="list-style-type: none"><li>• Attend all Climate Action Training provided.</li><li>• Compliance with any green policies introduced</li></ul>

# Finance

## Longford – Our Public Services

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Ensure effective resource management – financial and human	<ul style="list-style-type: none"> <li>• Provide strong Treasury management ensuring funds are available when required and ensuring best investment return on limited cash resources</li> <li>• Provision of timely up to date financial information to inform and assist in decision making</li> </ul>	L	<ul style="list-style-type: none"> <li>• Daily cash balance monitoring, use of overdraft facility limited, negative interest charges kept to a minimum</li> <li>• Daily cash balance monitoring, use of overdraft facility limited, negative interest charges kept to a minimum</li> </ul>
Ensure our governance structures are underpinned by responsive leadership, robust processes and compliance	<ul style="list-style-type: none"> <li>• 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</li> </ul>	L	<ul style="list-style-type: none"> <li>• Provide Procurement support and advice and develop procurement compliance reports for issue during 2025 to all sections.</li> <li>• 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.</li> </ul>
Increased focus on proactive communications and customer services	<ul style="list-style-type: none"> <li>• Provision of information to other departments</li> </ul>	L	<ul style="list-style-type: none"> <li>• As required – Freedom of Information, Media queries, Data Protection queries and other ad hoc queries</li> </ul>
Promote and implement best practice in Occupational Health and Safety	<ul style="list-style-type: none"> <li>• Promote a culture of safe working and implement the Health and Safety management system</li> </ul>	L	<ul style="list-style-type: none"> <li>• Attendance at any health and safety training provided;</li> <li>• Attendance at quarterly health and safety committee meetings by relevant employees</li> </ul>

# IGU, Audit and Compliance

## Longford – Our Place

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"> <li>Participate in the Council's implementation of Climate Action Charter including participation in employee training and introduce greener policies</li> <li>Risk Management</li> </ul>	L	<ul style="list-style-type: none"> <li>Attend all Climate Action Training provided</li> <li>Compliance with any Green policies introduced</li> <li>Continue to support the Green Procurement Steering Group</li> <li>Promote the inclusion of Climate related risks and controls in the individual sections operational risk registers</li> </ul>

## Longford – Our Opportunity

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"> <li>Access to Information via Longford County Council website</li> </ul>	L	<ul style="list-style-type: none"> <li>Work with the Communications section to ensure that the website content for Income Generation Unit and Control and Compliance are up to date</li> </ul>



# IGU, Audit and Compliance

## Longford – Our Opportunity

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Position Longford as a community of choice in which to live, create, study, work, visit and invest	<ul style="list-style-type: none"> <li>Article 48</li> <li>Manage the Insurance Process</li> <li>Process Revenue Generation Streams</li> <li>Provision of information to other departments</li> </ul>	L	<ul style="list-style-type: none"> <li>Complete detailed Article 48 checks in conjunction with the Leader programme in a timely manner.</li> <li>Manage all insurance policies, manage claims involving the Council and respond timely to all insurance related queries received from across the organisation.</li> <li>Weekly, monthly, quarterly billing targets</li> <li>As required, provide data to respond to Freedom of Information, Media queries, Data Protection queries and other ad hoc queries</li> </ul>
	<ul style="list-style-type: none"> <li>Continue to improve our financial outlook through improvements in revenue collection rates</li> </ul>	N	<ul style="list-style-type: none"> <li>M2: 5 Year summary of % collection levels for major revenue sources</li> </ul>

# IGU, Audit and Compliance

## Longford – Our Public Services

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"> <li>• Develop Property Interest Register</li> <li>• Maintain an Internal Audit function, fulfilling requirements arising from the Statutory Audits and any recommendations of the Audit Committee</li> <li>• Submit NOAC performance indicators</li> <li>• Provide Risk Management Framework</li> <li>• Support the Governance Strategic Policy Committee</li> </ul>	L	<ul style="list-style-type: none"> <li>• Develop central repository of all Longford County Council property with a unique identifier.</li> <li>• Provision of Internal Audit reports within deadlines</li> <li>• Collate NOAC KPI data from sections</li> <li>• Review the data with sections</li> <li>• Submit Longford County Council KPIs for NOAC within specified deadlines</li> <li>• Review and update Corporate Risk Register once during the year and Operational Risk Registers twice during year</li> <li>• Review Risk Register Policy as required</li> <li>• Provide updates on Governance issues</li> </ul>

# IGU, Audit and Compliance

## Longford – Our Public Services

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Promote and implement best practice in Occupational Health and Safety	<ul style="list-style-type: none"> <li>Promote a culture of safe working and implement the Health and Safety management system</li> </ul>	L	<ul style="list-style-type: none"> <li>Attend all Health and Safety Training provided;</li> <li>Attend quarterly Health and Safety Committee meetings</li> </ul>
Strive to develop a Public Service Centre of Excellence	<ul style="list-style-type: none"> <li>Implement Financial Management Upgrades and any relevant new technology</li> <li>Meet Customer Services Charter Objective</li> <li>Transformational change in our Record Management process</li> </ul>	L	<ul style="list-style-type: none"> <li>Implement Financial management System upgrades within project deadlines as required</li> <li>Deliver the action plan of the Customer Services Charter</li> <li>Best practice in record and information management to be introduced</li> </ul>
Support and Strengthen Local Democracy	<ul style="list-style-type: none"> <li>Payment of members allowances, training and expenses and provision of administration support</li> </ul>	L	<ul style="list-style-type: none"> <li>Process training and monthly allowances for elected members;</li> <li>Provision of information required for Annual Report</li> <li>Compilation of annual expenditure statistics for Councillors, publish relevant information on the Longford County Council website</li> </ul>

# Information Technology

## Longford – Our Opportunity

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Develop new and existing business districts and encourage the growth of a skilled workforce	<ul style="list-style-type: none"> <li>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</li> </ul>	L	<ul style="list-style-type: none"> <li>Number of schools in Dream Space Showcase.</li> <li>Number of schools with Computer Science</li> </ul>
Improve connectivity and accessibility, both infrastructural and digital, to attract and support business community and our people	<ul style="list-style-type: none"> <li>Implement all aspects of the extended Digital Strategy for Longford 2021-2023, extended to 2025.</li> </ul>	L	<ul style="list-style-type: none"> <li>Number of actions Implemented as listed under the 4 pillars of the strategy</li> </ul>
Position Longford as a community of choice in which to live, create, study, work, visit and invest	<ul style="list-style-type: none"> <li>Support the rollout of digital infrastructure in accordance with the Digital Strategy for Longford 2021-2023, extended to 2025.</li> </ul>	L	<ul style="list-style-type: none"> <li>Digital Infrastructure available in Co. Longford</li> </ul>
Revitalise, regenerate and support pride of place in our urban and rural towns and villages	<ul style="list-style-type: none"> <li>Review the operation and provision of town WIFI and BCPs in Co. Longford.</li> <li>Provide a Co. Longford strategy that will set the vision and framework for the provision of both in Co. Longford.</li> </ul>	L	<ul style="list-style-type: none"> <li>Provision of strategy</li> </ul>
Support opportunities presented by the transition to a low carbon economy	<ul style="list-style-type: none"> <li>Support the implementation of the Climate Action Charter</li> </ul>	L	<ul style="list-style-type: none"> <li>The number of electronic business processes and blended working solutions developed and supported</li> </ul>

# Information Technology

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## Longford – Our Public Services

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"><li>• Maintain the Confidentiality, Integrity and availability of our data</li></ul>	L	<ul style="list-style-type: none"><li>• An acceptable security posture maintained within the organisation</li></ul>
Strive to develop a Public Service Centre of Excellence	<ul style="list-style-type: none"><li>• Continue to use Geospatial Information and Geospatial solutions to support the delivery of better Local Government services.</li></ul>	L	<ul style="list-style-type: none"><li>• Increase the use of Geographic Information Systems among all business areas and to implement mobile data collection in the field for smarter working.</li></ul>

# Information Technology

## Longford – Our Public Services

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Support and Strengthen Local Democracy	<ul style="list-style-type: none"> <li>Promote the development of digital processes within the Council through the implementation of the Council's IT Strategy 2021-2025</li> </ul>	L	<ul style="list-style-type: none"> <li>Implementation of a number of digital first projects supporting new and updated business process including the provision of a cloud based phone system</li> <li>These process will reduce paper usage and promote more efficient business processed.</li> <li>Transition of all technical assets to Irish Water in accordance with the agreed timeframe by Longford County Council for the transition of Water Services</li> </ul>
	<ul style="list-style-type: none"> <li>Support the transition of responsibility and accountability of water services in county Longford to Irish Water</li> </ul>		
	<ul style="list-style-type: none"> <li>Maintain and develop an IT infrastructure that supports and protects the council's business areas</li> </ul>	N	<ul style="list-style-type: none"> <li>C4: Overall cost of ICT provision per WTE</li> </ul>

# Social Development

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- Housing
- Community
- Human Resources

**Director of Service: Samantha Healy**

# Housing

## Longford – Our People

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"> <li>Implement an efficient housing assessment/allocations/transfer system.</li> </ul>	N	<ul style="list-style-type: none"> <li>M4 – Overheads</li> <li>Housing applications processed in a timely manner in line with statutory provisions.</li> <li>Housing Allocations processed in accordance with the Scheme of Letting Priorities and the Choice Based Lettings Scheme.</li> <li>Achieve the private rented inspection targets for 2025.</li> </ul>
Support, encourage and promote community safety and address safety and security issues and concerns for our communities	<ul style="list-style-type: none"> <li>Administer Rental Assistance Scheme and Leasing Schemes.</li> </ul>	L	<ul style="list-style-type: none"> <li>Efficient administration of Rental Assistance Scheme/Leasing/Mortgage to Rent Schemes.</li> <li>Timely completion of Department returns.</li> </ul>



# Housing

## Longford – Our Place

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Empowered and cohesive communities with strong understanding of climate risks and increased resilience to impacts of climate change	<ul style="list-style-type: none"><li>• Administer the Housing Grants Schemes.</li></ul>	L	<ul style="list-style-type: none"><li>• Maximise Department Grant allocation to meet existing demand.</li><li>• Process applications in a timely manner.</li><li>• Progress Disabled Persons Grant Works on LA Stock.</li></ul>
Partner with other principal response agencies to plan and respond to emergencies	<ul style="list-style-type: none"><li>• Implement Social and Community Housing support service.</li></ul>	L	<ul style="list-style-type: none"><li>• Administer the Estate Management.</li><li>• Support active engagement with tenants, estates and the residents.</li><li>• Support Residents Associations.</li><li>• Co-ordinate Tenancy Sustainment Supports.</li></ul>

# Housing

## Longford – Our Public Services

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"><li>• Administer the Housing Assistance Payment Scheme.</li></ul>	L	<ul style="list-style-type: none"><li>• Administration of the Housing Assistance Payment Scheme.</li></ul>
Increased focus on proactive communications and customer services	<ul style="list-style-type: none"><li>• Manage Homelessness activity.</li></ul>	L	<ul style="list-style-type: none"><li>• Manage The delivery of Homeless Services including the provision of emergency housing supports.</li><li>• Co-ordinate the Homelessness Action Team meetings.</li><li>• Delivery of the Housing First Programme.</li><li>• Budgetary management for Homeless Services.</li><li>• Administration of the Housing Assistance Payment Place Finder Service.</li></ul>

# Housing

## Longford – Our Opportunity

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Capitalise on strengths of Longford through Smart Specialisation and Digitalisation for businesses and enterprises	<ul style="list-style-type: none"> <li>Implement maintenance/improvement works programme</li> </ul>	L	<ul style="list-style-type: none"> <li>Minimise the time to turn over vacant stock and reoccupancy of the units.</li> <li>Maximise energy efficiency improvement works on housing stock subject to funding being available.</li> <li>Engage with the Department modernisation process.</li> </ul>
Promote and nurture a strong culture of entrepreneurship and innovation	<ul style="list-style-type: none"> <li>Deliver the Housing Capital Programme.</li> </ul>	L	<ul style="list-style-type: none"> <li>Deliver the Housing for All targets for social housing in 2025.</li> <li>Pursue Housing acquisitions for Department priority groups.</li> <li>Deliver 2025 targets under the Traveller Accommodation Programme.</li> <li>Engage with the Department Dion process.</li> <li>Enhance the working relationship with Approved Housing Bodies to deliver housing outputs.</li> </ul>

# Community Development

## Longford – Our People

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Collaborate and partner with communities and other statutory and non-statutory agencies	<ul style="list-style-type: none"> <li>Support the Comhairle na nÓg initiative.</li> <li>Liaise with the Department in securing annual funding</li> <li>Chair the Interagency Steering Committee of Longford Comhairle na nÓg</li> </ul>	N	<ul style="list-style-type: none"> <li>Y1: Participation in Comhairle na nÓg scheme</li> </ul>
Develop connected, sustainable and prosperous communities with access to housing, education, work, healthcare and leisure	<ul style="list-style-type: none"> <li>Monitor and review community elements of existing Local Economic and Community Plan (LECP).</li> </ul>	L	<ul style="list-style-type: none"> <li>Number of initiatives implemented</li> </ul>
Devise projects that promote healthier lifestyle choices and options for our communities	<ul style="list-style-type: none"> <li>Support "Connecting for Life" Ireland's National strategy to reduce suicide.</li> <li>Represent Longford County Council on the CfL Local Implementation Group</li> <li>Support the Local Community Development Committee in implementing the Healthy Longford Programme.</li> <li>Develop the Pilot Sláintecare Healthy Communities Programme.</li> <li>Liaise with the Department of Health and Health and Wellbeing Committee in implementation of the programme of work.</li> </ul>	L	<ul style="list-style-type: none"> <li>Promote HSE suicide prevention training programmes</li> <li>Number of projects and programmes delivered</li> </ul>

# Community Development

## Longford – Our People

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"> <li>• Implement the Intercultural Strategic Plan and Grants scheme incl. Africa Day projects.</li> <li>• Review plan following publication of new national Strategy.</li> <li>• Support communities in their application to the Pride of Place initiative.</li> <li>• Support communities in their participation in Tidy Towns</li> <li>• Support the outdoors as a means of affordable and accessible sport and recreation participation.</li> <li>• Develop an Outdoor Recreation Plan for County Longford.</li> </ul>	L	<ul style="list-style-type: none"> <li>• Number of grants and level of grant funding provided to support community organisations</li> <li>• Number of grants and level of grant funding provided to support community organisations</li> <li>• Number of projects and programmes delivered</li> </ul>

# Community Development

## Longford – Our People

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"> <li>Support the work of Longford Sports Partnership to ensure physical activity opportunities for target groups including Physical Activity for Health Initiatives, Community Programmes, Sports Inclusion Disability Programmes, Diversity Programmes, Community Sports Hub and National Government Bodies Development Officers.</li> <li>Develop a Local Sports Plan for County Longford</li> </ul>	L	<ul style="list-style-type: none"> <li>Number of projects and programmes delivered</li> </ul>
Reduce barriers leading to social exclusion and celebrate our vibrant and diverse communities	<ul style="list-style-type: none"> <li>Continue to support diversity in our community including Lesbian Gay Bisexual Transgender and Intersex + (LGBT+) projects</li> <li>Implement other initiatives that promote and support communities eg CLÁR scheme, Community grant support scheme, Playground scheme,</li> <li>Support the Children and Young People's Service Plan (CYPSP)</li> </ul>	L	<ul style="list-style-type: none"> <li>Continue to support diversity in our community incl Lesbian Gay Bisexual Transgender and Intersex + projects</li> <li>Number of projects and programmes delivered</li> <li>Participate on Children and Young People's Services Committees to support delivery of the Plan.</li> </ul>

# Community Development

## Longford – Our People

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Reduce barriers leading to social exclusion and celebrate our vibrant and diverse communities	<ul style="list-style-type: none"> <li>• Support the Local Community Development Committee in providing support to community groups through the Department of Rural and Community Development Local Enhancement Programme</li> <li>• Support the Local Community Development Committee in providing support to our more marginalized communities through implementation of the Social Inclusion and Community Activation Programme. Support Ukrainian refugees through additional funding under Social Inclusion Community Activation Programme.</li> <li>• Manage the day to day running of Community Houses in both McEoin Park and Ardnacassa.</li> </ul>	L	<ul style="list-style-type: none"> <li>• Number of grants and level of grant funding provided to support community organisations</li> <li>• Number of Community Groups engaged</li> <li>• Level of support provided</li> </ul>

# Community Development

## Longford – Our People

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Reduce barriers leading to social exclusion and celebrate our vibrant and diverse communities	<ul style="list-style-type: none"> <li>• Support the Local Community Development Committee in providing support to our Roma community through implementation of the Pilot Community Development Programme.</li> <li>• Liaising with Department of Rural and Community Development in implementation of the Programme.</li> <li>• Support the Local Community Development Committee in targeting the most marginalised areas in ensuring the roll out of the Empowering Communities Programme by Longford Community Resources Clg.</li> <li>• Support the LCDC/LAG and LCRL as Implementing Partner, in delivering the LEADER Programme and providing LEADER grant assistance for social inclusion projects</li> </ul>	L	<ul style="list-style-type: none"> <li>• Level of support provided.</li> <li>• Number of grants and level of LEADER grant funding provided</li> </ul>



# Community Development

## Longford – Our People

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Support, encourage and promote community safety and address safety and security issues and concerns for our communities	<ul style="list-style-type: none"> <li>• Support the work of the Local Community Safety Partnership.</li> <li>• Liaise with the Department of Justice and the independent Chairperson in implementation of the Local Community Safety Partnership. Participate in effective community safety initiatives and projects in collaboration with community and State Agencies.</li> <li>• Encourage and support and deliver community safety across the County and in collaboration with neighbouring counties.</li> <li>• Continue to promote the Property Marking Scheme.</li> <li>• Explore options for funding to employ a Community Development Officer for Longford Community Safety Partnership to expand its capacity to work with communities</li> <li>• Support events across County Longford such as the Dead of Night Halloween Festival.</li> </ul>	L	<ul style="list-style-type: none"> <li>• Number of projects and programmes delivered</li> </ul>

# Community Development

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## Longford – Our Place

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Protect our natural and built environment	<ul style="list-style-type: none"><li>Support the Local Community Development Committee/ Local Action Group and Longford Community Resources Clg as Implementing Partner, in delivering the LEADER Programme and providing LEADER grant assistance for environmental projects.</li></ul>	L	<ul style="list-style-type: none"><li>Number of grants and level of LEADER grant funding provided</li></ul>

# Community Development

## Longford – Our Opportunity

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Position Longford as a community of choice in which to live, create, study, work, visit and invest	<ul style="list-style-type: none"> <li>Support the Local Community Development Committee/Local Action Group and Longford Community Resources Clg as Implementing Partner in delivering the LEADER Programme and providing LEADER grant assistance for                             <ul style="list-style-type: none"> <li>» tourism and business development projects including digital and innovation hubs</li> <li>» rural development and arts/cultural projects</li> </ul> </li> <li>Support the work of Longford Community Safety Partnership in initiatives which frame Longford as a safe and vibrant and welcome county and town</li> </ul>	L	<ul style="list-style-type: none"> <li>Number of grants and level of LEADER grant funding provided</li> <li>Number of campaigns</li> </ul>

# Community Development

## Longford – Our Public Services

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"> <li>Comply with Procurement and Financial policies, Data Protection, Freedom of Information, Risk identification and control measures</li> </ul>	L	<ul style="list-style-type: none"> <li>Level of compliance</li> </ul>
Implement the Public Sector Equality and Human Rights Duty (The Public Sector Duty) across all functions	<ul style="list-style-type: none"> <li>Deliver the action plan of the Customer Services Charter</li> </ul>	L	<ul style="list-style-type: none"> <li>Strive to meet the Customer Charter response times</li> </ul>
Promote and implement best practice in Occupational Health and Safety	<ul style="list-style-type: none"> <li>Participate in health and safety programme, promote a culture of safe working and provide a safe working environment.</li> </ul>	L	<ul style="list-style-type: none"> <li>Attend Health and Safety training and Safety Committee meetings.</li> </ul>
Support and Strengthen Local Democracy	<ul style="list-style-type: none"> <li>Support the PPN in appointing reps to local authority structures to ensure public participation Support the Public Participation Network (PPN) in appointing reps to local authority structures to ensure public participation and involvement in the democratic and decision-making processes involving our communities.</li> <li>Support the Social Development SPC</li> </ul>	N	<ul style="list-style-type: none"> <li>Y2: Groups associated with the Public Participation Network (PPN)</li> </ul>

# Human Resources

## Longford – Our People

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Collaborate and partner with communities and other statutory and non-statutory agencies	<ul style="list-style-type: none"><li>Foster and generate productive working relationships with our Public Service Partners</li></ul>	L	<ul style="list-style-type: none"><li>Clear accountability mechanisms, transparency, and compliance with legislative obligations</li></ul>

## Longford – Our Place

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Empowered and cohesive communities with strong understanding of climate risks and increased resilience to impacts of climate change	<ul style="list-style-type: none"><li>Support the implementation of the Climate Action Charter</li></ul>	L	<ul style="list-style-type: none"><li>Climate Action incorporated into work processes</li></ul>

# Human Resources

## Longford – Our Opportunity

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"> <li>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.</li> </ul>	N	<ul style="list-style-type: none"> <li>C2: Working Days lost to Sickness</li> </ul>

## Longford – Our Public Services

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Ensure effective resource management – financial and human	<ul style="list-style-type: none"> <li>Deliver the payroll and superannuation function accurately, in a transparent manner and in a timely manner.</li> <li>Provide strong HR Management ensuring that processes and procedures meet the highest standards</li> </ul>	L	<ul style="list-style-type: none"> <li>Clear accountability mechanisms, transparency, and compliance with legislative obligations</li> <li>Clear accountability mechanisms, transparency, and compliance with legislative obligations</li> </ul>

# Human Resources

## Longford – Our Public Services

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Ensure effective resource management – financial and human	<ul style="list-style-type: none"> <li>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.</li> </ul>	L	<ul style="list-style-type: none"> <li>Develop the Attendance Management Programme</li> </ul>
	<ul style="list-style-type: none"> <li>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</li> </ul>	N	<ul style="list-style-type: none"> <li>C1: Total Number of WTEs</li> </ul>
Ensure our governance structures are underpinned by responsive leadership, robust processes and compliance	<ul style="list-style-type: none"> <li>Support the Water Services Section in relation to the transition of the Water Services function to Irish Water.</li> </ul>	L	<ul style="list-style-type: none"> <li>Clear accountability mechanisms, transparency, and compliance with legislative obligations</li> </ul>

# Human Resources

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## Longford – Our Public Services

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Implement the Public Sector Equality and Human Rights Duty (The Public Sector Duty) across all functions	<ul style="list-style-type: none"><li>Implement the Public Sector Duty Principles, promote and support Equality, Diversity and Inclusion</li></ul>	L	<ul style="list-style-type: none"><li>Clear accountability mechanisms, transparency, and compliance with legislative obligations</li></ul>
Promote and implement best practice in Occupational Health and Safety	<ul style="list-style-type: none"><li>Support the organisation with the implementation of ISO 45001 Health and Safety Management System</li></ul>	L	<ul style="list-style-type: none"><li>ISO 45001:2018 accreditation for the Health and Safety Management System</li></ul>



# Physical Development

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- Roads and Transportation
- Environment and Climate Action
- Water
- Planning
- Fire and Emergency
- Veterinary and Animal Control

**Director of Service: Barbara Heslin**

# Roads and Transportation

## Longford – Our People

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"> <li>Improve transport infrastructure throughout the County.</li> </ul>	L	<ul style="list-style-type: none"> <li>Avail of all infrastructure funding opportunities and assist communities in delivering local projects which enhance connectivity throughout the County.</li> </ul>
Devise projects that promote healthier lifestyle choices and options for our communities	<ul style="list-style-type: none"> <li>Incorporate Active Travel Infrastructure in all new Development.</li> <li>Maintenance of tracks and trails throughout the County.</li> </ul>	L	<ul style="list-style-type: none"> <li>Increase usage of walking and cycling tracks and trails.</li> </ul>
Support, encourage and promote community safety and address safety and security issues and concerns for our communities	<ul style="list-style-type: none"> <li>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.</li> <li>Prepare new Local Road Safety Action Plan to cover the period 2025-2027 in line with Ireland's Government Road Safety Strategy 2021-2030.</li> <li>Management of Community CCTV in Longford Town.</li> </ul>	L	<ul style="list-style-type: none"> <li>Deliver an approved programme of Safety Improvement Schemes throughout the County.</li> <li>Provision of a Winter Service Maintenance Programme to minimise the impact of frost, ice or snow on strategic routes.</li> <li>Speed Limit Reviews in line with Government Guidelines.</li> <li>Reduction in crime rates and reduced anti-social behaviour issues.</li> </ul>



# Roads and Transportation

## Longford – Our Place

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Empowered and cohesive communities with strong understanding of climate risks and increased resilience to impacts of climate change	<ul style="list-style-type: none"> <li>Implement measures which reduce our carbon emissions.</li> <li>Complete a Fleet Review in collaboration with the LCC Climate Action Team with a view to achieving reduced energy usage.</li> <li>Encourage communities to reduce their carbon impact.</li> </ul>	L	<ul style="list-style-type: none"> <li>Delivery of a 50% improvement in energy efficiency by 2030.</li> <li>Integration of climate risk considerations into community planning and decision-making processes.</li> </ul>
	<ul style="list-style-type: none"> <li>Continue the LED Public Lighting conversion Programme.</li> </ul>	N	<ul style="list-style-type: none"> <li>E6: Public Lighting</li> </ul>
Lead and provide a planned and coherent response to the effects of climate change	<ul style="list-style-type: none"> <li>Develop an integrated system, in the context of climate vulnerabilities, for the management of transport infrastructure including roads, bridges, walking and cycling facilities.</li> </ul>	L	<ul style="list-style-type: none"> <li>Reduce the impact of climate change on roads infrastructure.</li> </ul>

# Roads and Transportation

## Longford – Our Place

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Partner with other principal response agencies to plan and respond to emergencies	<ul style="list-style-type: none"> <li>• Support the Council's Emergency Response Service and assist other Response Agencies when safe to do so.</li> <li>• Operate an Emergency On Call system to assist in responding to Emergencies when safe to do so.</li> </ul>	L	<ul style="list-style-type: none"> <li>• Assist in supporting safety of our Communities.</li> </ul>
Place climate action, biodiversity and the environment at the heart of local decision making	<ul style="list-style-type: none"> <li>• Integrate Climate and Environmental considerations into the design, planning, construction and administration of all Road Infrastructure.</li> </ul>	L	<ul style="list-style-type: none"> <li>• Consideration of Climate Action, Biodiversity and the Environment in proposed Infrastructural Projects.</li> </ul>
Support sustainable infrastructural development	<ul style="list-style-type: none"> <li>• Improvement of Longford's strategic road and bridge network including the provision of footpaths and cycle paths throughout the County.</li> </ul>	L	<ul style="list-style-type: none"> <li>• Improved connectivity and accessibility for the citizens of Longford by delivering the approved 2025 RI, RM, Drainage, CIS, LIS and Bridge Programme Schemes across the County.</li> </ul>

# Roads and Transportation

## Longford – Our Public Services

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"> <li>• Provide strong executive business management, risk management, procurement, data privacy, audit and corporate government structures and ensure that systems processes and procedures meet the highest standards.</li> </ul>	L	<ul style="list-style-type: none"> <li>• Compliance with LCC governance structures regarding audits, procurement, customer charter, data protection etc</li> </ul>
Promote and implement best practice in Occupational Health and Safety	<ul style="list-style-type: none"> <li>• Maintain the health safety and well being of our workforce.</li> <li>• Provide safe systems of work that are planned and organised in full compliance with all statutory Health and Safety requirements.</li> </ul>	L	<ul style="list-style-type: none"> <li>• Compliance with the Council's Health and Safety Management System.</li> </ul>
Support and Strengthen Local Democracy	<ul style="list-style-type: none"> <li>• Improved and Enhanced Transportation Policy developed through active consultation and communication with elected members.</li> <li>• Pro-active public consultation with stakeholders on policies plans and projects.</li> </ul>	L	<ul style="list-style-type: none"> <li>• Ongoing formulation of transportation policies through the Strategic Policy Committee.</li> </ul>

# Roads and Transportation

## Longford – Our Opportunity

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Develop new and existing business districts and encourage the growth of a skilled workforce	<ul style="list-style-type: none"> <li>Develop essential infrastructure necessary to facilitate economic and social development.</li> </ul>	L	<ul style="list-style-type: none"> <li>New roads and bridges as required for new and existing business districts.</li> </ul>
		N	<ul style="list-style-type: none"> <li>Management of Road Opening Licenses. Performance Indicator R4. New PI not currently on list.</li> </ul>
Improve connectivity and accessibility, both infrastructural and digital, to attract and support business community and our people	<ul style="list-style-type: none"> <li>Improve and maintain the existing road and bridge network by developing a comprehensive pipeline of future projects and assist with the rollout of Broadband throughout the County.</li> </ul>	L	<ul style="list-style-type: none"> <li>Improvements in Road and Bridge Infrastructure promoting economic development in the County.</li> <li>Management of parking and traffic in our County Town.</li> </ul>
		N	<ul style="list-style-type: none"> <li>R2: Road Works</li> </ul>
Revitalise, regenerate and support pride of place in our urban and rural towns and villages	<ul style="list-style-type: none"> <li>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.</li> </ul>	L	<ul style="list-style-type: none"> <li>Regional and Local Road Improvements supporting economic development in towns and villages</li> </ul>
		N	<ul style="list-style-type: none"> <li>R1: Pavement Surface Condition Index (PSCI) Ratings</li> </ul>

# Environment and Climate Action

## Longford – Our People

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Collaborate and partner with communities and other statutory and non-statutory agencies	<ul style="list-style-type: none"> <li>Participate in Community Development Committees and Local Action Groups to promote community engagement in environmental protection and litter control</li> </ul>	N	<ul style="list-style-type: none"> <li>E1: No./% of Households with access to a 3 bin service</li> </ul>
Develop connected, sustainable and prosperous communities with access to housing, education, work, healthcare and leisure	<ul style="list-style-type: none"> <li>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.</li> <li>Support communities participation in Tidy Towns</li> </ul>	L	<ul style="list-style-type: none"> <li>Install additional Accessible Bring banks</li> <li>Repeat Tidy Town Information Event</li> </ul>

## Longford – Our Place

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Lead and provide a planned and coherent response to the effects of climate change	<ul style="list-style-type: none"> <li>Develop environmental awareness and education strategies</li> </ul>	L	<ul style="list-style-type: none"> <li>Strategies put in place</li> </ul>
Place climate action, biodiversity and the environment at the heart of local decision making	<ul style="list-style-type: none"> <li>Work collaboratively with all sections of the Council to lead and support the development and implementation of greener policies</li> </ul>	L	<ul style="list-style-type: none"> <li>Continued implementation of the Climate Action Plan and Reviews</li> </ul>

# Environment and Climate Action

## Longford – Our Place

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Protect our natural and built environment	<ul style="list-style-type: none"> <li>Effectively project manage funded projects including historic landfills, environmental protection projects, and rural water</li> <li>Plan and implement all relevant drainage work's and complete all necessary returns</li> <li>Promote national environmental initiatives including anti-dumping, environmental awareness campaigns, waste segregation and the Deposit Return Schemes</li> <li>Reduce Environmental Pollution</li> </ul>	L	<ul style="list-style-type: none"> <li>Projects Achieved</li> <li>Deadlines reached</li> <li>Successful Campaigns</li> <li>Reductions in Pollution Achieved</li> </ul>
	<ul style="list-style-type: none"> <li>Ensure that appropriate facilities and services are available to adequately provide for the appropriate disposal of waste in the county</li> </ul>	N	<ul style="list-style-type: none"> <li>E2: No. of environmental pollution complaints closed</li> </ul>
	<ul style="list-style-type: none"> <li>Promote awareness of our environment and biodiversity with education programmes and events including the Green Schools Programme and Biodiversity Awareness</li> </ul>	N	<ul style="list-style-type: none"> <li>E4: % of schools that currently hold and have renewed their green flag status</li> </ul>



# Environment and Climate Action

## Longford – Our Place

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"> <li>• Complete our plan of Inspections in accordance with statutory requirements with regard to waste and litter management, and water, air and noise pollution</li> <li>• Ensure consistent enforcement of our powers under various Environmental legislation</li> <li>• Ensure the process for Dangerous Structures procedures are followed in a timely manner</li> <li>• Implement legislation to deal with Dangerous Structures</li> </ul>	L	<ul style="list-style-type: none"> <li>• Inspection Targets reached</li> <li>• Compliance</li> <li>• Enforcement</li> </ul>
	<ul style="list-style-type: none"> <li>• Work collaboratively with other sections of the Council to protect and enhance our environment and to ensure environment regulatory compliance</li> </ul>	N	<ul style="list-style-type: none"> <li>• E5: Energy efficiency performance</li> </ul>
	<ul style="list-style-type: none"> <li>• Work with the relevant stakeholders to tackle incidents of illegal dumping associated with anti-social behaviour</li> </ul>	N	<ul style="list-style-type: none"> <li>• E3: % of LA area within the 5 levels of litter pollution</li> </ul>

# Environment and Climate Action

## Longford – Our Public Services

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"> <li>• Comply with Procurement and Financial procedures, Data Protection, Freedom of Information, Risk Identification and Control Measures</li> <li>• Continue monitoring performance in relation to statutory Environmental Inspections quarterly and annually</li> </ul>	L	<ul style="list-style-type: none"> <li>• Compliance</li> </ul>
Promote and implement best practice in Occupational Health and Safety	<ul style="list-style-type: none"> <li>• Maintain the health, safety and wellbeing of the Environment team</li> <li>• Promote a culture of continuous health and safety in the Environment section and participate in monthly meetings with Health and Safety Officer</li> </ul>	L	<ul style="list-style-type: none"> <li>• Maintain ISO 45001:2018 accreditation for the Health and Safety Management System</li> </ul>
Support and Strengthen Local Democracy	<ul style="list-style-type: none"> <li>• Promote public participation in development of plans to support Environmental awareness and plans</li> <li>• Support Elected Members and Democratic Structures in their representative including the work of the Strategic Policy Committee in policy formulation roles</li> </ul>	L	<ul style="list-style-type: none"> <li>• Maintain ongoing lines of communication with Elected Members.</li> <li>• Report and respond to notices of motion and questions arising from council meeting.</li> </ul>

# Environment and Climate Action

## Longford – Our Opportunity

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"> <li>Develop delivery of online capability to improve access to information and other services of the Environment Section</li> </ul>	L	<ul style="list-style-type: none"> <li>Publication on the number and assignment of annual environmental inspections performed. Ensure all forms in electronic format and forwarded to IT in our commitment toward 90% online accessibility by 2030.</li> </ul>
Promote and nurture a strong culture of entrepreneurship and innovation	<ul style="list-style-type: none"> <li>Encourage development of sustainable food businesses in our towns and villages</li> </ul>	L	<ul style="list-style-type: none"> <li>Commence Casual Trading byelaws</li> </ul>
Revitalise, regenerate and support pride of place in our urban and rural towns and villages	<ul style="list-style-type: none"> <li>Support Community Groups through funding for Spring Clean, anti-dumping initiatives and support Tidy Towns Committees</li> </ul>	L	<ul style="list-style-type: none"> <li>Promote and support national initiatives</li> </ul>

# Forward Planning and Enforcement

## Longford – Our People

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Reduce barriers leading to social exclusion and celebrate our vibrant and diverse communities	<ul style="list-style-type: none"> <li>Promote social inclusion in planning policy.</li> </ul>	L	<ul style="list-style-type: none"> <li>Include appropriate planning policies in relevant planning documents.</li> </ul>

## Longford – Our Place

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Lead and provide a planned and coherent response to the effects of climate change	<ul style="list-style-type: none"> <li>Promote Climate considerations, compact growth and sustainable development.</li> </ul>	L	<ul style="list-style-type: none"> <li>Consider climate change in all planning policy documents and collaborate with the climate team on relevant projects.</li> </ul>
Protect our natural and built environment	<ul style="list-style-type: none"> <li>Promote the Protection of our natural and built environment</li> </ul>	L	<ul style="list-style-type: none"> <li>Develop and implement appropriate planning strategies and policies. Monitor the Register of Protected Structures and ensure its protection.</li> <li>Carry out enforcement action as deemed necessary.</li> </ul>

# Forward Planning and Enforcement

## Longford – Our Place

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"> <li>Protect our environment and support sustainable development..</li> </ul>	L	<ul style="list-style-type: none"> <li>Develop and implement appropriate planning strategies and policies.</li> <li>Carry out enforcement action as necessary.</li> </ul>

## Longford – Our Public Services

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"> <li>Ensure our procurement and governance structures meet the highest standards.</li> </ul>	L	<ul style="list-style-type: none"> <li>Compliance with Longford County Council governance structures regarding audits, procurement, customer charter, data protection.</li> </ul>
Increased focus on proactive communications and customer services	<ul style="list-style-type: none"> <li>Embed Governance and good working practice within the culture of the planning section</li> </ul>	L	<ul style="list-style-type: none"> <li>Continue to develop and innovate in delivering our Planning service to our Customers.</li> <li>Ensure elected members are informed in relevant planning areas.</li> <li>Inform relevant SPC groups of relevant planning policy developments.</li> </ul>

# Forward Planning and Enforcement

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## Longford – Our Public Services

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Promote and implement best practice in Occupational Health and Safety	<ul style="list-style-type: none"><li>A strong Organisational Health and Safety Culture</li></ul>	L	<ul style="list-style-type: none"><li>Encourage and promote a culture of continuous Health and Safety improvement in the planning section.</li><li>Identify and monitor risks for the Section.</li></ul>

## Longford – Our Opportunity

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Position Longford as a community of choice in which to live, create, study, work, visit and invest	<ul style="list-style-type: none"><li>Promote County Longford as a location for investment and development, and encourage Tourism, Active Travel and Climate objectives.</li></ul>	L	<ul style="list-style-type: none"><li>Develop appropriate policies in relevant planning documents.</li><li>Make submissions to higher level policy documents where opportunity exists and where relevant.</li></ul>

# Development Management

## Longford – Our People

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Devise projects that promote healthier lifestyle choices and options for our communities	<ul style="list-style-type: none"> <li>Ensure conditions are attached to community developments to facilitate healthier lifestyle choices – Bike racks, active and inviting open spaces etc</li> </ul>	L	<ul style="list-style-type: none"> <li>Consideration of lifestyle in conditions</li> </ul>
Enhance, celebrate and support our rich culture, heritage, diversity, sport and creativity	<ul style="list-style-type: none"> <li>Ensure additional care is taken when assessing applicants dealing with Protected structure and culturally important areas</li> </ul>	L	<ul style="list-style-type: none"> <li>Ensure condition require co-ordination with the Heritage officer at all stages of the process</li> </ul>

## Longford – Our Place

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"> <li>Ensure climate action, biodiversity and the environment are considered during the application decision making process</li> </ul>	L	<ul style="list-style-type: none"> <li>All applications are environmentally screened</li> </ul>
Protect our natural and built environment	<ul style="list-style-type: none"> <li>Ensure the natural and built environment are protected in the decision making process</li> </ul>	L	<ul style="list-style-type: none"> <li>Attach condition protecting the natural and built environment</li> </ul>

# Development Management

## Longford – Our Opportunity

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"> <li>Digitize all aspects of the planning application process and make available as many history file online as possible</li> </ul>	L	<ul style="list-style-type: none"> <li>All services provided online</li> </ul>
Revitalise, regenerate and support pride of place in our urban and rural towns and villages	<ul style="list-style-type: none"> <li>Advise and facilitate early engagement with the Planning Authority through pre-planning facility in relation to community developments</li> </ul>	L	<ul style="list-style-type: none"> <li>Aim to provide a maximum 2 week wait for a pre-planning meeting</li> </ul>

## Longford – Our Public Services

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"> <li>Meet all statutory deadlines within the designated time frames</li> </ul>	L	<ul style="list-style-type: none"> <li>All decision made within timeframe – No default permissions</li> </ul>
Promote and implement best practice in Occupational Health and Safety	<ul style="list-style-type: none"> <li>Ensure risk assessments are completed for all site visits</li> </ul>	L	<ul style="list-style-type: none"> <li>Site visit form attached to all reports</li> </ul>



# Emergency Services

## Longford – Our People

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"> <li>Carry out inspections and enforcement actions throughout the County.</li> </ul>	N	<ul style="list-style-type: none"> <li>P1: New Buildings Inspected</li> </ul>
	<ul style="list-style-type: none"> <li>To facilitate new and existing business owners with Fire Safety advice and process all formal applications in a timely manner.</li> </ul>	N	<ul style="list-style-type: none"> <li>P5: Applications for Fire Safety Certificates</li> </ul>

## Longford – Our Place

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Partner with other principal response agencies to plan and respond to emergencies	<ul style="list-style-type: none"> <li>Ensure necessary planning, preparedness, capacity, training and co ordination is in place for whatever emergency may arise.</li> <li>Maintain Civil Defence unit in County</li> <li>Provide medical assistance at events and with other agencies throughout the County.</li> </ul>	L	<ul style="list-style-type: none"> <li>Keep an up to date Major Emergency Management, Severe weather and flood plan in place.</li> <li>Participate in the Regional MEM working group.</li> <li>Meet annual operational targets.</li> <li>Maintain skillset in unit to provide medical assistance.</li> </ul>

# Emergency Services

## Longford – Our Opportunity

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Support opportunities presented by the transition to a low carbon economy	<ul style="list-style-type: none"> <li>To make our Buildings and Fleet of vehicles as energy and eco friendly as possible.</li> </ul>	L	<ul style="list-style-type: none"> <li>Monitor our buildings and fleet for consumption of carbon fuels and energy consumption.</li> </ul>

## Longford – Our Public Services

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator
Ensure effective resource management – financial and human	<ul style="list-style-type: none"> <li>Adhere to good governance and procurement systems.</li> </ul>	L	<ul style="list-style-type: none"> <li>Implement national standard for Fire Service.</li> <li>Keep an up to date section 26 Fire Service operational plan in place.</li> <li>Compliance with good procurement procedures.</li> <li>Complete objectives of the Fire Service annual operational plan.</li> </ul>
	<ul style="list-style-type: none"> <li>Review 5 year Section 26 Fire Service Operational Plan on an ongoing basis.</li> <li>Maintain our current level of operational response to fire and other emergencies.</li> </ul>	N	<ul style="list-style-type: none"> <li>Meet performance targets as set out in National standard. F2 and F3</li> </ul>
Promote and implement best practice in Occupational Health and Safety	<ul style="list-style-type: none"> <li>Provide a safe working environment for all our employees.</li> </ul>	L	<ul style="list-style-type: none"> <li>Maintain ISO 45001 2018 accreditation</li> </ul>

## Confirmation of Adoption

Longford County Council Service Delivery Plan 2025 was considered and adopted by the Elected Members of Longford County Council at a meeting on 12 March 2025.



