

# Longford County Council

## Service Delivery Plan 2026

Adopted by Longford County Council on 11 March 2026

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## Chief Executive Welcome Note

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As the Chief Executive of Longford County Council, I welcome the Service Delivery Plan 2026 on behalf of the Council and the Management Team. This plan outlines our objectives for the upcoming year as we continually aim to enhance our service to the people of County Longford. It marks the second Service Delivery Plan in line with the new Corporate Plan 2025-2029, which has been adopted by the elected members of our Council. The Corporate Plan serves as a strategic roadmap, outlining our vision for County Longford throughout the Council's term.

The 2026 Service Delivery Plan represents a crucial milestone in our five-year journey. It aligns with our mission to:

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

Our goal is to create a vibrant, inclusive, and sustainable county where every individual can thrive, contribute, and reach their full potential.

This plan also corresponds with the Council's priorities for the upcoming financial year, highlights our organizational capacity, and presents key performance indicators to measure our progress. The development of this Service Delivery Plan involved input from the Council management team and all senior officers. I would like to express my gratitude for your contributions and the ongoing dedication of all Longford County Council employees.

We are committed to improving our efficiency and effectiveness, including addressing the challenges posed by climate change through actionable, measurable, and sustainable solutions to preserve our environment for future generations. Additionally, we will continue to promote innovation and technology to create a more modern and efficient Council that empowers and connects our communities.

We eagerly anticipate collaborating with our elected members this year as we deliver services aimed at making County Longford a better place to live and work, an ideal location for businesses, and a preferred destination for tourists. Together, we are committed to creating a county where people, place, and opportunity thrive together.

  
Paddy Mahon

# Introduction and Context

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The Local Government Reform Act of 2014 mandates that each local authority create an Annual Service Delivery Plan outlining the public services it intends to provide in the upcoming year. This Service Delivery Plan outlines the primary services that the Council aims to deliver by year-end, taking into account the existing constraints regarding funding and resources.

The Plan has been developed within the framework of various local, regional, and national strategies that guide the work of Longford County Council. It aligns with the current Corporate Plan (2025-2029), which was adopted by the Elected Members in October 2024 and serves as the strategic roadmap for the new Council term. Additionally, this 2026 Service Delivery Plan considers other key policy documents that define the operational framework for the local authority, including:

- Annual Budget 2026
- Longford County Development Plan 2021-2027
- Longford Local Economic and Community Plan 2023-2029

The Plan delineates how each directorate will pursue their specific strategic and service delivery goals. It includes detailed work programs that will be implemented over the coming year to achieve these objectives. These programs will employ a range of service delivery methods, including:

- Direct services to the public
- Services provided through contracts
- Shared services in collaboration with various agencies
- Service level agreements, such as those established with Enterprise Ireland
- Indirect support via various grant and assistance schemes for community and other groups

The success of the Service Delivery Plan will be assessed against both national and local performance indicators. Monitoring will occur through multiple mechanisms, including reporting to the National Oversight and Audit Commission (NOAC), internal assessments within each directorate, updates to the Council's Corporate Policy Group, and end-of-year progress reports.

## Public Sector Duty

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The Public Sector Equality and Human Rights Duty, referred to as “the Duty,” is a legal requirement imposed on all public bodies, established under Section 42 of the Irish Human Rights and Equality Commission Act, 2014. This Duty mandates public bodies to eliminate discrimination, promote equality of opportunity and treatment for both staff and service users, and safeguard the human rights of those receiving services, their employees, and elected representatives.

As a proactive obligation, the Duty aids organisations in integrating equality and human rights into their core functions, reflecting their foundational values in these areas. It necessitates that organisations evaluate the equality and human rights issues pertinent to their operations, implement measures to address these concerns, and annually report on their progress and achievements. This framework promotes an approach that prioritises equality and human rights in all aspects of their work.

This Service Delivery Plan outlines the priorities and performance measures related to the Public Sector Duty at the departmental level for 2026. These include a commitment to assessing the impact of both new and existing plans, strategies, or programs on the groups identified under the Duty, addressing any identified human rights and equality issues, and conducting equality reviews of 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 2025 are as follows:

Employee Category	Total
Managerial	6
Clerical/Administrative	184
Professional/Technical	73
Outdoor	83
Retained Firefighters	45

# Financial Summary

The Annual Revenue Budget for 2026 was approved and adopted by the Elected Members on 24 November 2025.

It provides for a total expenditure of €80.1m and anticipates income of €69.1m from a range of services and sources including rents, fees, charges, loan repayments, grants, and recoupments.

The shortfall totalling €10.9m will be funded by way of Commercial Rates.

This expenditure is equal to spending approximately €1,717 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 2026 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 2025 figures.

Division	Service Division	Adopted Expenditure 2025	Budgeted Expenditure 2026	Increase/ (Decrease)	% Increase/ (Decrease)
A	Housing and Building	€15,963,963	€18,323,030	€2,359,067	15%
B	Road Transport and Safety	€21,642,456	€22,261,019	€618,563	3%
C	Water Services	€3,476,593	€2,644,475	(€832,118)	-24%
D	Development Management	€13,416,159	€13,995,510	€579,351	4%
E	Environmental Services	€9,077,336	€10,327,256	€1,249,920	14%
F	Recreation and Amenity	€6,432,978	€6,367,894	(€65,084)	-1%
G	Agriculture, Education, Health and Welfare	€610,307	€474,462	(€135,845)	-22%
H	Miscellaneous Services	€5,229,022	€5,707,045	€478,023	9%
	<b>Total</b>	<b>€75,848,814</b>	<b>€80,100,691</b>	<b>€4,251,877</b>	<b>6%</b>

# Principal Services

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Longford County Council has four 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 2026 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 46 different national Indicators covered under 11 key areas 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 R4
- 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 2026, 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, Civic Offices, Taking in Charge
- Library, Heritage and Cultural Services
- Facilities
- Enterprise and Tourism

Director of Service: John Brannigan

# Corporate Services

## Longford – Our People

Strategic Objective	Service Delivery Objective	NorL	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>
Reduce Barriers leading to social exclusion and celebrate our vibrant and diverse communities	<ul style="list-style-type: none"> <li>Develop a working Committee to comply with our obligations under Section 42.1 of the Irish Human Rights and Equality Commission Act 2014</li> </ul>	L	<ul style="list-style-type: none"> <li>Further development of our current human rights Duty Assessment Report and Implementation Plans to support our requirements under the Act</li> </ul>

## Longford – Our Place

Strategic Objective	Service Delivery Objective	NorL	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	NorL	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	NorL	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  L	<ul style="list-style-type: none"> <li>Monitor Longford County Councils Compliance with the Data Protection Act 2018 and GDPR. Co-Operate with the supervisory authority and act as their point of contact</li> <li>Compliance with Official Languages Act,</li> <li>Compliance with Statutory deadlines under the Freedom of Information, Legislation,</li> <li>Compliance with obligations under the Ombudsman Act 1980 (as amended)</li> <li>Compliance with obligations under the Children First Act 2015</li> </ul>

# Corporate Services

## Longford – Our Public Services

Strategic Objective	Service Delivery Objective	Nor L	Performance Indicator
<p>Ensure our governance structures are underpinned by responsive leadership, robust processes and compliance, robust processes and compliance</p>	<ul style="list-style-type: none"> <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>	<p>L</p> <p>L</p> <p>L</p>	<ul style="list-style-type: none"> <li>• Increased engagement in Data Protection by all business units through targeted Data Protection awareness programmes and initiatives</li> <li>• Inform and advise Longford County Council on its data processing activities. Provide advice when requested as regards data protection impact assessments. Monitor the risks associated with processing operations. Provide assistance and advice to all data subjects in relation to their rights under data protection and ensure they are informed of how Longford County Council process their personal data</li> <li>• Professional meetings administrator support for all Council and committee meetings and civic functions</li> </ul>

# Corporate Services

## Longford – Our Public Services

Strategic Objective	Service Delivery Objective	Nor 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 have regular monitoring meetings with the Customer Service Committee to identify any issues or initiatives to be introduced</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> </ul>
	<ul style="list-style-type: none"> <li>Streamline press release processes thorough media monitoring</li> </ul>	L	<ul style="list-style-type: none"> <li>Data analytics on Council press release performance made available for reporting</li> </ul>
	<ul style="list-style-type: none"> <li>Secure improved Council website content by engaging contractor for upgrade and website redevelopment 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 2026</li> </ul>	L	<ul style="list-style-type: none"> <li>ISO 45001:2018 accreditation for the Health and Safety Management System maintained</li> </ul>
	<ul style="list-style-type: none"> <li>Protect and promote safety culture with employees, contractors, and visitors</li> </ul>	L	<ul style="list-style-type: none"> <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, engage with Data Cleansing under the National Migration Project</li> </ul>	L	<ul style="list-style-type: none"> <li>Provide accurate register ahead of Migration to Voter.ie by April 2026 (Phase 2), as part of Data Cleansing Exercise</li> </ul>
	<ul style="list-style-type: none"> <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 Ensure our communications are accurate, timely and relevant for all</li> </ul>	L	<ul style="list-style-type: none"> <li>Promotion of all Public Consultations. Implementation of an internal communications app or other channels. Council activity requiring communication to have built in timelines. Reporting on engagement and reach of communications within our audiences.</li> </ul>
	<ul style="list-style-type: none"> <li>Provide effective high quality elected and committee member support and training</li> </ul>	L	<ul style="list-style-type: none"> <li>Training delivered to Elected representatives as and when required and as part of induction in the event of any newly elected members</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>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> </ul>	L	<ul style="list-style-type: none"> <li>Number of initiatives implemented</li> </ul>
	<ul style="list-style-type: none"> <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>
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 six 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 visits to the library, No. of participants, No of issues of devices</li> </ul>

# Library, Heritage and Cultural Services

## Longford – Our People

Strategic Objective	Service Delivery Objective	NorL	Performance Indicator
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 successful grant applications for funding awareness of key heritage sites in the county</li> </ul>
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 older persons</li> </ul>	L	<ul style="list-style-type: none"> <li>Increased stock in the sensory collection, Improved signage in all library buildings, Improve the layout and use of space in libraries</li> </ul>



# Library, Heritage and Cultural Services

## Longford – Our People

Strategic Objective	Service Delivery Objective	NorL	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>• Six OPC meetings per year, Four AF Alliance meeting per year, Information day, Community Safety Ambassador programme training – one per year</li> </ul>

## Longford – Our Place

Strategic Objective	Service Delivery Objective	NorL	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>

# Library, Heritage and Cultural Services

## Longford – Our Place

Strategic Objective	Service Delivery Objective	NorL	Performance Indicator
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>

## Longford – Our Opportunity

Strategic Objective	Service Delivery Objective	NorL	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>• More community run creative projects through Creative Ireland. More students availing of study spaces. Participation figures for the national Programme</li> </ul>

# Library, Heritage and Cultural Services

## Longford – Our Opportunity

Strategic Objective	Service Delivery Objective	NorL	Performance Indicator
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>

## Longford – Our Public Service

Strategic Objective	Service Delivery Objective	NorL	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>Outreach to the new Irish Communities. Increased events for these communities. Increased membership. Increase collection to reflect their reading habits</li> </ul>
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. 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>Increased engagement on social media, increased followers on social media platforms, increased members of the library service</li> </ul>

# Library, Heritage and Cultural Services

## Longford – Our Public Service

Strategic Objective	Service Delivery Objective	NorL	Performance Indicator
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>
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 Prioritise and implement actions from the Longford Transport Plan</li> </ul>
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>

# Regeneration, Active Travel, Capital Projects and Facilities

## Longford – Our Place

Strategic Objective	Service Delivery Objective	NorL	Performance Indicator
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> </ul>	L	<ul style="list-style-type: none"> <li>Collaborate with Bord na Mona to provide missing infrastructure from Clondra to Lanesboro</li> <li>Work with the NTA on future projects to increase the cycle network</li> </ul>
	<ul style="list-style-type: none"> <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>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	NorL	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 &amp; 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	NorL	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>Number of people Participating 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>

# Town Centre First

## Longford – Our Place

Strategic Objective	Service Delivery Objective	NorL	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> <li>Protect our built environment through the management of the Compulsory Purchase Order</li> </ul>	L  L	<ul style="list-style-type: none"> <li>Number of properties entered onto and removed from Derelict and Vacant Sites Registers, Production of Annual RZLT maps and efficiently processing annual submissions</li> <li>Meeting targets set in the CPO Activation Programme</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> <li>Develop connected sustainable and prosperous communities through implementation of the vacant homes Grant</li> </ul>	L	<ul style="list-style-type: none"> <li>Complete Ballymahon Town Centre First Plan. Use Town Centre First to take strategic approach to regeneration of Towns and Villages-Identify next town centre first town</li> <li>No of Vacant Homes Grants approved, processed and paid out</li> </ul>
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 – Including actions to deliver on Longford Decarbonisation Zone – through delivery of Annaly Car Park redesign and apply for funding for delivery</li> </ul>

# Town Centre First

## 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 enhancement of the town and village centres to encourage people to live and work in the towns and villages</li> </ul>
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>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	NorL	Performance Indicator/Measure
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	NorL	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 brought through implementation phase</li> </ul>

## Longford – Our Opportunity

Strategic Objective	Service Delivery Objective	NorL	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	<ul style="list-style-type: none"> <li>Number of businesses that avail of the Grow Digital Support Schemes</li> </ul>

# Enterprise and Tourism

## Longford – Our Opportunity

Strategic Objective	Service Delivery Objective	NorL	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>Facilitate the 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> <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>	L L L L N	<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> <li>J1: No. of jobs created                             <ul style="list-style-type: none"> <li>» Annual Employment Survey</li> </ul> </li> </ul>

# Enterprise and Tourism

## Longford – Our Opportunity

Strategic Objective	Service Delivery Objective	NorL	Performance Indicator
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> </ul>	L	<ul style="list-style-type: none"> <li>Numbers availing of Green for Business and Energy Efficiency Grant Supports</li> </ul>
	<ul style="list-style-type: none"> <li>LEO. Help the economic sector to meet its obligations around climate change through appropriate education and training supports</li> </ul>	L	<ul style="list-style-type: none"> <li>Number of firms engaged in sustainability training and introducing new greener practices</li> </ul>
	<ul style="list-style-type: none"> <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>Assist individuals, businesses and community groups to build sustainable business cases and find appropriate funding supports to bring forward tourism projects</li> </ul>



# Finance, Innovation, Information Technology and Emergency Services

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

Director of Service: John McKeon

# Finance General and Accounts Payable

## Longford – Our People

Strategic Objective	Service Delivery Objective	NorL	Performance Indicator/Measure
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	NorL	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>

## Longford – Our Public Services

Strategic Objective	Service Delivery Objective	NorL	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> </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> </ul>
	<ul style="list-style-type: none"> <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>Production of quarterly and Annual Financial Statement to the Department deadlines</li> </ul>

# Finance General and Accounts Payable

## Longford – Our Public Services

Strategic Objective	Service Delivery Objective	NorL	Performance Indicator
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: Liaise on behalf of Longford County Council with the Office of Government Procurement, the Local Government Management Agency &amp; SupplyGov regarding all issues relating to procurement</li> </ul>
	<ul style="list-style-type: none"> <li>Ensure Tax Returns are submitted timely and support provided to the organisation where required</li> </ul>	L	<ul style="list-style-type: none"> <li>Submission of tax returns, Liaison with revenue regarding communications and requests to the organisation</li> </ul>
	<ul style="list-style-type: none"> <li>Timely supplier payments</li> </ul>	L	<ul style="list-style-type: none"> <li>Payment runs completed to schedule. Reminders to sections for timely claims submissions</li> </ul>
	<ul style="list-style-type: none"> <li>Timely receipting of cash at bank</li> </ul>	L	<ul style="list-style-type: none"> <li>Timely receipting of bank income. Completion of bank reconciliations</li> </ul>
	<ul style="list-style-type: none"> <li>Positive engagement with the Local Government Auditors during the Audit</li> </ul>	L	<ul style="list-style-type: none"> <li>Positive, timely communication and responses to the Local Government Auditor to ensure a robust audit is completed to a high standard</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>

# Finance General and Accounts Payable

## Longford – Our Public Services

Strategic Objective	Service Delivery Objective	NorL	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>Attendance at any health and safety training provided;</li> <li>Attendance at quarterly health and safety committee meetings by relevant employees</li> </ul>

## Longford -Our Opportunity

Strategic Objective	Service Delivery Objective	NorL	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>Implement Financial Management Upgrades and any relevant new technology</li> <li>Transformational change in our Record Management process</li> </ul>	L  L	<ul style="list-style-type: none"> <li>Implement Financial management System upgrades within project deadlines, provide training and follow up user help to system users</li> <li>Best practice in record and information management to be introduced</li> <li>Filing structure plan formulated. Review of existing data. Archiving of obsolete data. Filing structure of required data upload and implemented.</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> </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>
	<ul style="list-style-type: none"> <li>Risk Management</li> </ul>	L	<ul style="list-style-type: none"> <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	NorL	Performance Indicator
Position Longford as a community of choice in which to live, create, study, work, visit and invest	• Article 48	L	• Complete detailed Article 48 checks in conjunction with the Leader programme in a timely manner
	• Manage the Insurance Process	L	• Manage all insurance policies, manage claims involving the Council and respond timely to all insurance related queries received from across the organisation
	• Process Revenue Generation Streams	L	• Weekly, monthly, quarterly billing targets
	• Provision of information to other departments	L	• As required, provide data to respond to Freedom of Information, Media queries, Data Protection queries and other ad hoc queries
	• Continue to improve our financial outlook through improvements in revenue collection rates	N	• M2: 5 Year summary of % collection levels for major revenue sources

# IGU, Audit and Compliance

## Longford – Our Public Services

Strategic Objective	Service Delivery Objective	NorL	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>• Provide Risk Management Framework</li> </ul>	L  L  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>• Review &amp; update Corporate Risk Register once during the year and Operational Risk Registers twice during year Review Risk Register Policy as required</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 &amp; 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>

# IGU, Audit and Compliance

## Longford – Our Public Services

Strategic Objective	Service Delivery Objective	NorL	Performance Indicator
Strive to develop a Public Service Centre of Excellence	• Implement Financial Management Upgrades and any relevant new technology	L	• Implement Financial Management System upgrades within project deadlines as required, In 2026 Ascendus upgrade, rollout of MyCoCo, support upgrade to Agresso
	• Meet Customer Services Charter Objective	L	• Deliver the action plan of the Customer Services Charter
	• Transformational change in our Record Management process	L	• Best practice in record and information management to be introduced
Support and Strengthen Local Democracy	• Payment of members allowances, training and expenses and provision of administration support	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, prioritise 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> <li>Number of Students in Post Primary Tech Awards</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>Develop a new strategy to replace the old Digital Strategy for Longford 2021-2023, extended to 2025</li> <li>The new strategy will include the organisation strategy and the community strategy in one</li> </ul>	L	<ul style="list-style-type: none"> <li>New strategy in place</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 services and infrastructure in accordance with the new IT Digital Strategy for Longford</li> </ul>	L	<ul style="list-style-type: none"> <li>Digital Services available online in accordance with 90% target and Infrastructure available in Co Longford. Business Process improvement included with all digital projects</li> </ul>
Capitalise on strengths of Longford through Smart Specialisation and Digitalisation for businesses and enterprises	<ul style="list-style-type: none"> <li>Support Longford communities through the development of digital skills at all levels</li> </ul>	L	<ul style="list-style-type: none"> <li>Schools engaged, development of community based activities that help communities use and benefit from digital. Allowing us take advantage of the 90% services target</li> </ul>

# Information Technology

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## Longford – Our Opportunity

Strategic Objective	Service Delivery Objective	NorL	Performance Indicator
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 County Longford</li><li>• Provide a County Longford strategy that will set the vision and framework for the provision of both in County Longford</li></ul>	L	<ul style="list-style-type: none"><li>• Provision of strategy</li></ul>

# Information Technology

## Longford – Our Public Services

Strategic Objective	Service Delivery Objective	NorL	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. Important that the following items are developed and maintained:               <ol style="list-style-type: none"> <li>Up to date business access Register.</li> <li>List of current and most recent review of all security policies.</li> <li>Regular meetings of the information security committee.</li> <li>Supplier policy in place.</li> <li>ISO or CyFun certification or similar in place.</li> <li>JML fully in place.</li> <li>Security audit completed and recommendations implemented.</li> <li>Incidence response tested.</li> <li>Staff cyber security training and awareness campaigns completed.</li> <li>Intune review completed</li> </ol> </li> </ul>
Ensure effective resource management – Financial and Human	<ul style="list-style-type: none"> <li>Train our employees to use digital</li> </ul>	L	<ul style="list-style-type: none"> <li>Implement policy around AI</li> <li>Implement measures that enable staff to use technology, taking advantage of all it has to offer, and looking at business process improvement at the same time</li> </ul>

# Information Technology

## Longford – Our Public Services

Strategic Objective	Service Delivery Objective	NorL	Performance Indicator
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> <li>Implementation of a number of digital first projects supporting new and updated business process including the provision of a cloud based phone system, which will reduce paper usage and promote more efficient business.</li> </ul>
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 new Digital Strategy</li> <li>Maintain and develop an IT infrastructure that supports and protects the councils business areas</li> </ul>	L  N	<ul style="list-style-type: none"> <li>Implementation of a number of digital first projects supporting new and updated business process</li> <li>C4: Overall cost of ICT provision per WTE</li> </ul>

# Social Development

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- Housing
- Community
- Human Resources
- Ukrainian Humanitarian Response and Integration

Director of Service: Samantha Healy

# Housing

## Longford – Our People

Strategic Objective	Service Delivery Objective	NorL	Performance Indicator/Measure
<p>Develop connected, sustainable and prosperous communities with access to housing, education, work, healthcare and leisure</p>	<ul style="list-style-type: none"> <li>Housing Social – prepare, develop, implement, monitor and report on the programme for RAS, Leasing Schemes and Mortgage to Rent Schemes.</li> </ul>	N	<ul style="list-style-type: none"> <li>H1: Social Housing Stock, Administer RAS/ Leases and MTR schemes in a timely manner. Action findings on the HAP/RAS Department report. Make returns accurately and on time. Provide monthly reports in relation to RAS/ Leasing and MTR</li> </ul>
	<ul style="list-style-type: none"> <li>Housing Social – prepare, develop, implement, monitor and report on the Programme for Tenancy Management and Liaison and Rents Management</li> </ul>	L	<ul style="list-style-type: none"> <li>Support active engagement with tenants and residents. Support residents associations and reactive Better Estates Awards. Manage tenancy sustainment supports. Provide monthly reports in relation to tenancy management</li> </ul>
	<ul style="list-style-type: none"> <li>Housing Social – prepare, develop, implement, monitor and report on the Programme for Homeless Assessment Prevention and Sustainment.</li> </ul>	N	<ul style="list-style-type: none"> <li>H6: Long-term Homeless Adults. Manage the delivery of homeless services including the Provision of emergency housing supports. Implement the requirements of the Regional Homeless Action Programme. Provide monthly reports in relation to the management of homeless services. Co-ordinate the Homelessness Action Team meetings and report on actions. Attend the meeting of the Regional Homeless Forum and provide updates. Provide monthly reports in relation to Homeless Services</li> </ul>

# Housing

## Longford – Our People

Strategic Objective	Service Delivery Objective	NorL	Performance Indicator/Measure
<p>Develop connected, sustainable and prosperous communities with access to housing, education, work, healthcare and leisure</p>	<ul style="list-style-type: none"> <li>Housing Capital – prepare, develop, implement, monitor and report on the Programme for Tenant Services, Housing Maintenance, Stock Management</li> </ul>	N	<ul style="list-style-type: none"> <li>H2: Housing Vacancies, Minimise the time to turn over vacant stock and re-occupancy of the units. Maximise energy efficiency improvement works on housing stock subject to funding being available. Engage with the Department modernisation process in relation to stock condition surveys and Ad-Adjust, Provide monthly reports in relation to Housing Maintenance/Stock Management/Energy Retrofit</li> </ul>
	<ul style="list-style-type: none"> <li>Housing Social – prepare, develop, implement, monitor and report on Applications and Assessments</li> </ul>	N	<ul style="list-style-type: none"> <li>H1: Social Housing Stock, Housing Applications processed in a timely manner in line with statutory requirements and local requirements e.g. Customer Service Charter. Applications and Assessment completed demonstrating open, transparent decision making with clear recommendations associated with applications and assessments</li> </ul>
	<ul style="list-style-type: none"> <li>Housing Capital – prepare, develop, implement, monitor and report on the Programmes for Housing Grants Schemes</li> </ul>	N	<ul style="list-style-type: none"> <li>H4: Housing Maintenance Direct Costs, Maximise Department Grant allocations to meet existing demand. Process applications in a timely manner. Complete works in a timely manner. Provide monthly reports in relation to Housing Grant Schemes</li> </ul>

# Housing

## Longford – Our People

Strategic Objective	Service Delivery Objective	NorL	Performance Indicator/Measure
Develop connected, sustainable and prosperous communities with access to housing, education, work, healthcare and leisure	<ul style="list-style-type: none"> <li>Housing Social – prepare, develop, implement, monitor and report on the Programme for Housing Assistance Payment Scheme</li> </ul>	N	<ul style="list-style-type: none"> <li>H1: Social Housing Stock, Administer HAP Applications in a timely manner. Action findings on the HAP/RAS Department report. Make returns accurate and on time. Provide monthly reports in relation to HAP</li> </ul>
	<ul style="list-style-type: none"> <li>Housing Capital – prepare, develop, implement, monitor and report on the programme for Private Rented Inspections</li> </ul>	N	<ul style="list-style-type: none"> <li>H5: Private Rented Sector Inspections, Deliver on Programme of work for Private Rented Inspections. Prepare and make returns on time, Provide monthly reports in relation to Private Rented Inspections</li> </ul>
	<ul style="list-style-type: none"> <li>Housing Capital – prepare, develop, implement, monitor and report on the Programme for Tenant Purchase and Disposal</li> </ul>	N	<ul style="list-style-type: none"> <li>H1: Social Housing Stock, engage with Tenants in relation to tenant purchase. Engage with relevant stakeholders in relation to tenant purchase and disposal</li> </ul>
	<ul style="list-style-type: none"> <li>Housing Social – prepare, develop, implement, monitor and report on the Programme for Traveller Accommodation</li> </ul>	N	<ul style="list-style-type: none"> <li>H1: Social Housing Stock, Implement the requirements of the Traveller Accommodation Programme, Organise for the re-activation of the LTACC. Provide monthly reports in relation to Traveller engagement and deliverables</li> </ul>
	<ul style="list-style-type: none"> <li>Engage with all relevant stakeholders to support high quality customer service from the Housing Department</li> </ul>	L	<ul style="list-style-type: none"> <li>Maintain relevant registers, rotas, respond to and action queries from stakeholders, customers and citizens</li> </ul>

# Housing

## Longford – Our Place

Strategic Objective	Service Delivery Objective	NorL	Performance Indicator
Lead and provide a planned and coherent response to the effects of climate change	<ul style="list-style-type: none"> <li>Housing Capital – prepare, develop, implement, monitor and report on the Programme for Energy Retrofit</li> </ul>	N	<ul style="list-style-type: none"> <li>H3: Average re-letting times and direct costs, Deliver on the programme of Energy retrofit for the County, Prepare and make returns on time, Provide monthly reports in relation to energy retrofit actions</li> </ul>
	<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>Support modern methods of Construction where possible in the delivery of housing projects. Develop the management of files electronically</li> </ul>

## Longford – Our Public Services

Strategic Objective	Service Delivery Objective	NorL	Performance Indicator
Ensure effective resource management – financial and human	<ul style="list-style-type: none"> <li>Manage all HR related matters within the team through the Line Manager structures and organisational policies in place</li> </ul>	L	<ul style="list-style-type: none"> <li>Management of time and attendance and resource allocation within Housing teams. Engage with and complete the PMDS Process in Housing</li> </ul>

# Housing

## Longford – Our Public Services

Strategic Objective	Service Delivery Objective	NorL	Performance Indicator
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>Ensure compliance with the safety management system. Attend, participate in and action any issues arising from safety meetings, safety inspections and the safety audit process. Develop a Health and Safety Training Programme for the department that is planned, implemented, monitored, reviewed and reported on</li> </ul>
Ensure effective resource management – financial and human	<ul style="list-style-type: none"> <li>Provide strong management within the Department ensuring that processes and procedures meet the highest standards</li> </ul>	L	<ul style="list-style-type: none"> <li>Prepare, maintain, monitor, review and report on Financial Management, Procurement and risk management for the section. Submit statutory and Departmental returns within the timelines identified. Engage with the Employee Representative Bodies through the information and Consultation Forum to build trust and to promote employee engagement, collaboration and participation. Comply with and support the organisation in delivering on the requirements associated with GDPR and FOI. Action the recommendations in the Data Protection Compliance Report</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. Liaise with the Department in securing annual funding</li> <li>Chair the Interagency Steering Committee of Longford Comhairle na nOg, Organise Annual Youth Conference</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> <li>Review 2024/2025 Implementation Plan and update plan for 2026/2027</li> </ul>	L	<ul style="list-style-type: none"> <li>Number of actions 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. Represent Longford County Council on the CfL Local Implementation Group</li> <li>Support the Local Community Development Committee and liaise with the Department of Health &amp; Wellbeing Committee to progress and maintain the Healthy Longford Programme in County Longford. Develop the targeted homework club initiative. Work with Westmeath County Council to seek the location of the jigsaw mental health support service for young people in Longford/Westmeath</li> </ul>	L L	<ul style="list-style-type: none"> <li>Promote HSE suicide prevention training programmes</li> <li>Level of support to communities, Number of projects and programmes delivered</li> </ul>

# Community Development

## Longford – Our People

Strategic Objective	Service Delivery Objective	NorL	Performance Indicator
<p>Enhance, celebrate and support our rich culture, heritage, diversity, sport and creativity</p>	<ul style="list-style-type: none"> <li>• Implement the Intercultural Strategic Plan and Grants scheme incl. Africa Day projects. Review plan following publication of new national Strategy</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>
	<ul style="list-style-type: none"> <li>• Support communities in their application to the Pride of Place initiative</li> </ul>	L	<ul style="list-style-type: none"> <li>• Number of applications to Pride of Place</li> </ul>
	<ul style="list-style-type: none"> <li>• Support the outdoors as a means of affordable and accessible sport and recreation participation.</li> </ul>	L	
	<ul style="list-style-type: none"> <li>• Develop an Outdoor Recreation Plan for County Longford</li> </ul>		<ul style="list-style-type: none"> <li>• Number of projects and programmes delivered, Plan Adopted</li> </ul>
	<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> </ul>	L	<ul style="list-style-type: none"> <li>• Number of projects and programmes delivered</li> <li>• No of Capital projects, No of Opportunities for people with disabilities</li> <li>• No of Clubs/Groups engaged, No of individuals supported through the Sports Bursary Scheme</li> </ul>
	<ul style="list-style-type: none"> <li>• Develop a Local Sports Plan for County Longford</li> </ul>		<ul style="list-style-type: none"> <li>• Plan Adopted</li> </ul>

# Community Development

## Longford – Our People

Strategic Objective	Service Delivery Objective	NorL	Performance Indicator
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> </ul>	L	<ul style="list-style-type: none"> <li>Level of support to DRCDG projects for Lesbian Gay Bisexual Transgender and Intersex + Groups</li> </ul>
	<ul style="list-style-type: none"> <li>Implement other initiatives that promote and support communities eg CLÁR scheme, Community grant support scheme, Playground scheme, Hold grant information sessions in each Municipal District</li> </ul>	L	<ul style="list-style-type: none"> <li>Number of projects supported. Number of grants and level of grant funding provided to support community organisations. Number of applications received. No of upgraded playgrounds</li> </ul>
	<ul style="list-style-type: none"> <li>Support the Children and Young People’s Service Plan (CYPSP)</li> </ul>	L	<ul style="list-style-type: none"> <li>Participate on Children and Young People’s Services Committees to support delivery of the Plan</li> </ul>
	<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> </ul>	L	<ul style="list-style-type: none"> <li>Number of community groups supported with funding from DRCDG</li> </ul>
	<ul style="list-style-type: none"> <li>Support the Local Community Development Committee in providing support to our more marginalised communities through implementation of the Social Inclusion and Community Activation Programme. Support new arrivals through additional funding under SICAP. Manage the day-to-day running of Community Houses in both Mac Eoin Park &amp; Ardnacassa</li> </ul>	L	<ul style="list-style-type: none"> <li>Achievement of Key Performance Indicators – no of individuals assisted , no of Community Groups engaged, Increased Services and supports available to those living in the community. Efficient running and tracking the usage of the community houses</li> </ul>

# Community Development

## Longford – Our People

Strategic Objective	Service Delivery Objective	NorL	Performance Indicator
	<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. Liaise with Department of Rural and Community Development in implementation of the Programme</li> </ul>	L	<ul style="list-style-type: none"> <li>Level of support provided</li> </ul>
Reduce barriers leading to social exclusion and celebrate our vibrant and diverse communities	<ul style="list-style-type: none"> <li>Support the work of the Longford Volunteer Centre</li> <li>Support the LCDC in targeting the most marginalised areas in ensuring the roll out of the Empowering Communities Programme by LCRL</li> <li>Support the LCDC/LAG and LCRL as implementing partners in delivering the LEADER Programme and proving LEADER grant assistance for social inclusion projects</li> </ul>	<p>L</p> <p>L</p> <p>L</p>	<ul style="list-style-type: none"> <li>Level of support provided</li> <li>Level of support provided</li> <li>Number of grants and level of LEADER grant funding provided for social inclusion projects</li> </ul>

# Community Development

## Longford – Our People

Strategic Objective	Service Delivery Objective	NorL	Performance Indicator
<p>Support, encourage and promote community safety and address safety and security issues and concerns for our communities</p>	<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>	<p>L</p>	<ul style="list-style-type: none"> <li>• Number of meetings held. No of initiatives in plan implemented</li> <li>• Number of projects and engagement events attended.</li> <li>• Level of use of equipment at Community Events.</li> <li>• Funding sources identified.</li> <li>• Number of events supported</li> </ul>

# Community Development

## Longford – Our Place

Strategic Objective	Service Delivery Objective	NorL	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>

## Longford – Our Opportunity

Strategic Objective	Service Delivery Objective	NorL	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> </ul>	L	<ul style="list-style-type: none"> <li>Number of grants and level of LEADER grant funding provided</li> </ul>
	<ul style="list-style-type: none"> <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 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>Implement the Public Sector Equality and Human Rights Duty (The Public Sector Duty) Across all functions</li> </ul>	L	<ul style="list-style-type: none"> <li>Deliver the action plan of the Customer Services Charter</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>Partner with the HSE in the delivery of the Health and Wellbeing Programme</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>Support the implementation of the Climate Action Charter</li> </ul>	L	<ul style="list-style-type: none"> <li>Develop the Electronic Document Management Programme so that it is planned, implemented, monitored, reviewed and reported on. Include and report on climate action as a duty in all contracts of employment for new employees</li> <li>Include and report on Climate Action as part of the recruitment process</li> </ul>

# Human Resources

## Longford – Our Opportunity

Strategic Objective	Service Delivery Objective	NorL	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	NorL	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> </ul>	L	<ul style="list-style-type: none"> <li>Provision of salaries to employees within specified timeframes. Updating of salary adjustments within specified timeframes. Processing of retirements and resignations. Management of superannuation entitlements in conjunction with MyPay and in accordance with legal requirements and national guidelines</li> </ul>

# Human Resources

## Longford – Our Public Services

Strategic Objective	Service Delivery Objective	NorL	Performance Indicator
<p>Ensure effective resource management – financial and human</p>	<ul style="list-style-type: none"> <li>• Provide strong HR Management ensuring that processes and procedures meet the highest standards</li> </ul>	<p>L</p>	<ul style="list-style-type: none"> <li>• Prepare, maintain, monitor, review and report on Financial Management, Procurement and Risk Management for the Section. Submit Statutory and Departmental Returns within the Timelines identified. Engage with the Employee Representative Bodies through the Information and Consultation Forum to Build Trust and to promote employee engagement, Collaboration and Participation. Comply with and support the organisation in delivering on the requirements associated with GDPR and FOI. Action the recommendations in the Data Protection Compliance Report.</li> <li>• Commence engagement with the National Standards Authority of Ireland in relation to governance, robust processes and compliance for the organisation in relation to Human Resources striving to achieve excellence through people. Report on DPHLG Quarterly staffing Public Sector Numbers, Quarterly CSO Earnings, Hours and Employment Costs, DEPR Annual Salary Band and Pension Type Data for Local Government</li> </ul>

# Human Resources

## Longford – Our Public Services

Strategic Objective	Service Delivery Objective	NorL	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> <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>	L  N	<ul style="list-style-type: none"> <li>Put in place a policy for the management of time and attendance. Review the role of the PPN in relation to the management of time and attendance</li> <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>Keep the water services section up to date in relation to the management of HR within the function as part of the transition in accordance with nationally agreed guidelines</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>Implement the Public Sector Duty Principles, promote and support Equality, Diversity and Inclusion</li> </ul>	L	<ul style="list-style-type: none"> <li>Identify current process in place in relation to ED&amp;I, identify opportunities to promote ED&amp;I. Develop reports for ED&amp;I. Prepare a programme for ED&amp;I. Report on Disability Act 2005, Part 5 Employee Monitoring Survey</li> </ul>

# Human Resources

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## Longford – Our Public Services

Strategic Objective	Service Delivery Objective	NorL	Performance Indicator
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>Ensure compliance with the safety management system. Attend, participate in and action any issues arising from safety meetings, safety inspections and the safety audit process. Develop a Health and Safety Training Programme that is planned, implemented, monitored, reviewed and reported on. Assist in the preparation of the LCC submission for the NISO awards</li> </ul>

# Ukrainian Humanitarian Crisis and Integration

## Longford – Our People

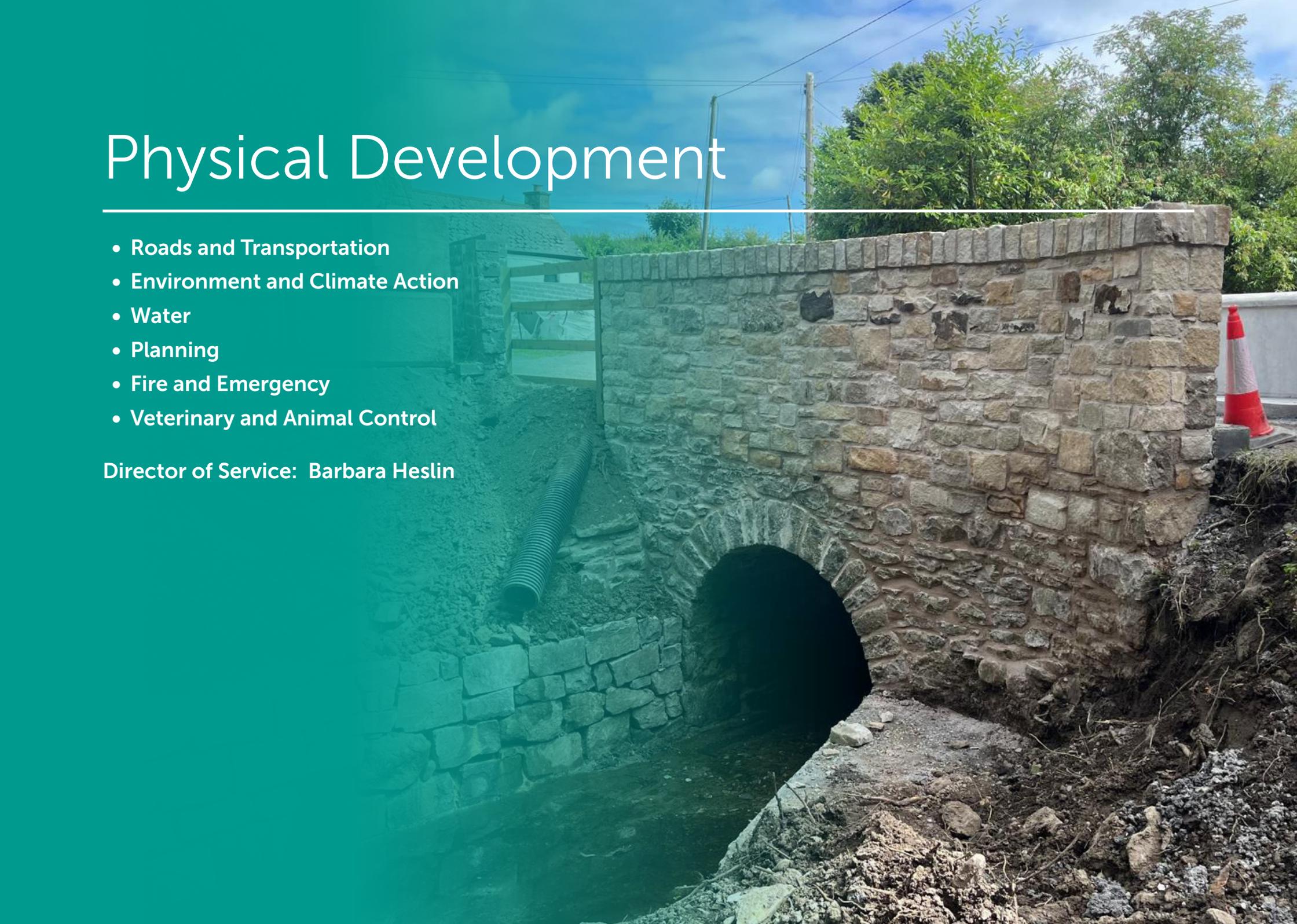
Strategic Objective	Service Delivery Objective	N or L	Performance Indicator/Measure
Collaborate and partner with communities and other statutory and non-statutory agencies	<ul style="list-style-type: none"> <li>Humanitarian - Secure and manage suitable accommodation solutions to meet the short-term needs 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  L  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>
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>

# 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. Progress Phase 2 of National Speed Limit Review which involves a review of existing Speed Limits in urban and built-up areas</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	NorL	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>• Continue the LED Public Lighting Conversion Programme</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  N  L	<ul style="list-style-type: none"> <li>• Delivery of a 50% improvement in energy by 2030</li> <li>• E6: Public Lighting efficiency by 2030</li> <li>• Integration of climate risk considerations into community planning and decision-making processes</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>
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>

# Roads and Transportation

## Longford – Our Place

Strategic Objective	Service Delivery Objective	NorL	Performance Indicator
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 2026 RI, RM, Drainage, CIS, LIS and Bridge Programme Schemes across the County</li> </ul>

## Longford – Our Public Services

Strategic Objective	Service Delivery Objective	NorL	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>

# Roads and Transportation

## Longford – Our Public Services

Strategic Objective	Service Delivery Objective	NorL	Performance Indicator
Promote and implement best practice in Occupational Health & 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 &amp; Safety requirements</li> </ul>	L	<ul style="list-style-type: none"> <li>Compliance with the Council's Health &amp; 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>

## Longford – Our Opportunity

Strategic Objective	Service Delivery Objective	NorL	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 N	<ul style="list-style-type: none"> <li>New roads and bridges as required for new and existing business districts</li> <li>Management of Road Opening Licenses. Performance Indicator R4. New PI not currently on list</li> </ul>

# Roads and Transportation

## Longford – Our Opportunity

Strategic Objective	Service Delivery Objective	NorL	Performance Indicator
<p>Improve connectivity and accessibility, both infrastructural and digital, to attract and support business community and our people</p>	<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>	<p>N</p>	<ul style="list-style-type: none"> <li>• R2: Road Works</li> <li>• Improvements in Road and Bridge Infrastructure promoting economic development in the County</li> <li>• Management of parking and traffic in our County Town. Review and update Parking Byelaws in line with best practice and legislative requirements</li> </ul>
<p>Revitalise, regenerate and support pride of place in our urban and rural towns and villages</p>	<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>	<p>N</p>	<ul style="list-style-type: none"> <li>• R1: Pavement Surface Condition Index (PSCI) Ratings</li> <li>• Regional and Local Road Improvements supporting economic development in towns and villages</li> </ul>

# Environment and Climate Action

## Longford – Our People

Strategic Objective	Service Delivery Objective	NorL	Performance Indicator/Measure
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> </ul>	L	<ul style="list-style-type: none"> <li>ET-Install additional, accessible bring banks (e.g. Abbeyshrule) IHREC Completion</li> </ul>
	<ul style="list-style-type: none"> <li>Support communities participation in Tidy Towns</li> </ul>	L	<ul style="list-style-type: none"> <li>EA- Maintain continuous engagement, collaborate with area to improve delivery, and partner where possible in projects (e.g. Camlin Weir)</li> </ul>

## Longford – Our Place

Strategic Objective	Service Delivery Objective	NorL	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>CA-Continue inventory of public talks and walks(e.g. owl, hedgerow, bog, bat, mammal etc)</li> <li>CA-Continued promotion of "Powering Change" awareness programme(incl reduce your use),</li> <li>EA Commission education ads on various media platforms (e.g. vape stickers, sheep worrying etc)</li> </ul>

# Environment and Climate Action

## Longford – Our Place

Strategic Objective	Service Delivery Objective	NorL	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> </ul>	L	<ul style="list-style-type: none"> <li>CA-Advance EV Charger Sites, CA – Increase the number of LCC owned or leased EVs, ET Appoint consultants for three historic landfill sites, for the preparation of contract and planning documentation as required relating to the remediation of the historic landfill sites, EA &amp; ET- Administration of the Multi-Annual Rural Water Programme (i.e. private water and wastewater treatment grants and group water schemes) Elfeet remediation plan as developing</li> </ul>
	<ul style="list-style-type: none"> <li>Plan and implement all relevant drainage work's and complete all necessary returns</li> </ul>	L	<ul style="list-style-type: none"> <li>ET-Fulfill LCC Drainage District works and submit OPW annual returns as arising, ET Liaise with LAWPRO and incl. community participation and potential for wetlands proposal and/or Nature based solutions</li> </ul>
	<ul style="list-style-type: none"> <li>Promote national environmental initiatives including anti-dumping, environmental awareness campaigns, waste segregation and the Deposit Return Schemes</li> </ul>	L	<ul style="list-style-type: none"> <li>EA &amp; ET – Deliver Anti-Dumping Initiatives (ADI) and as arising</li> </ul>
	<ul style="list-style-type: none"> <li>Reduce Environmental Pollution</li> </ul>	L	<ul style="list-style-type: none"> <li>EA- Respond to incidents as arising, ET- Cross sector collaboration with, customs/ revenue, and AGS at vehicle check points, EA – Initiate recommendations from Q4 published noise action plan</li> </ul>

# Environment and Climate Action

## Longford – Our Place

Strategic Objective	Service Delivery Objective	NorL	Performance Indicator
	<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> <li>• Ensure that appropriate facilities and services are available to adequately provide for the appropriate disposal of waste in the County</li> <li>• Promote awareness of our environment and biodiversity with education programmes and events including the Green Schools Programme and Biodiversity Awareness</li> </ul>	<p>L</p> <p>N</p> <p>N</p>	<ul style="list-style-type: none"> <li>• CA- Continued implementation of the Climate Action Plan actions and its annual review in Feb 26, CA Hold internal, Quarterly Climate Action Team Meetings with Senior Officers, CA Maintain focus on energy team to develop energy manual, and agree energy policy, CA Collaborate with (Roscommon, westmeath, Laois and Offaly) for the completion of the ZEVl EV Regional Strategy, ET Continued representation on LCCs Green Public Procurement – Steering Committee</li> <li>• E2: No. of environmental pollution complaints closed</li> <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	NorL	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> </ul>	L	<ul style="list-style-type: none"> <li>ET- Development and follow RMCEI Annual Inspection Plan, based on resources, risk and priority</li> </ul>
	<ul style="list-style-type: none"> <li>Ensure consistent enforcement of our powers under various Environmental legislation</li> </ul>	L	<ul style="list-style-type: none"> <li>EA-Maintain policy of pursuing all cases of non-compliance and/or breaches of environmental legislation in the district and circuit courts</li> </ul>
	<ul style="list-style-type: none"> <li>Implement legislation to deal with Dangerous Structures</li> </ul>	L	<ul style="list-style-type: none"> <li>ET-Advance existing and process new cases arising</li> </ul>
	<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>CA- Promote national initiatives (e.g. Stop food waste, leave no trace, reuse month, greener xmas, national tree week, and various anti-litter campaigns, Community Climate Action Fund</li> </ul>

# Environment and Climate Action

## Longford – Our Place

Strategic Objective	Service Delivery Objective	NorL	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>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, CA-Support LCC Fleet in the preparation of quarterly reports, CA-Submit energy performance data to the SEAI under the Public Sector Monitoring and Reporting (M&amp;R) programme. All- Planning-file returns, active travel – bike stands &amp; Nature based Solutions, House – Energy Cloud &amp; 3 Bin Pilot Project, Collaboration with internal sections in developing SEAI Pathfinder Energy Retrofit of the Aras and/or Camlin Court, incl. Management of External Subconsultants</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	NorL	Performance Indicator/Measure
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  L	<ul style="list-style-type: none"> <li>EA- Continue Dog and Horses Control (incl. implementation of XL Bully legislation and increased attention on dog licencing), EA-Maintain quarterly update of Risk Register for IPB, All-Maintain strong governance and compliance culture within section and relevant training available. All-Respond to FOI, AIE and DASR within statutory deadlines, and in conjunction with the oversight officer</li> <li>ET-Development of Annual enforcement plan for RMCEI based on resources, ET-Submit quarterly returns on number of scheduled and unscheduled, environmental inspections performed to EPA, ET-Maintained renewed focus on agricultural areas and in at risk catchments, ET- Increase Section 4 Licences, Private Water Supplies and Petrol Vapor Compliance</li> </ul>
Develop connected, sustainable and prosperous communities with access to housing, education, work, healthcare and leisure	<ul style="list-style-type: none"> <li>Maintain the health, safety and wellbeing of the Environment team</li> </ul>	L	<ul style="list-style-type: none"> <li>EA- Provide Dog/Litter/Community Warden lone working device capabilities, All – Facilitate continued CDP &amp; wellbeing training, All – review sectorial SOPS, All Report all incidents or accidents to H&amp;S Section</li> </ul>

# Environment and Climate Action

## Longford – Our Public Services

Strategic Objective	Service Delivery Objective	NorL	Performance Indicator/Measure
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> </ul>	L	<ul style="list-style-type: none"> <li>CA - Continue the implementation of Biodiversity Action Plan actions.</li> <li>All - Stall attendance at Microsoft Dream Space and County Longford Agricultural Show.</li> <li>All - Maintain ongoing lines of communication with Elected Members.</li> <li>Public consultations (incl portal use) for any new plans and proposals, SPC engagement, public talks (e.g. Knowledge Transfer, LCRL, &amp; Schools)</li> </ul>
	<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>	L	<ul style="list-style-type: none"> <li>N - E1: No./% of Households with access to a three bin service</li> </ul>
	<ul style="list-style-type: none"> <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>EA - Implement and administer the Cemetery Bye Laws and Litter Management Plan</li> <li>EA - Advance Casual Trading Bye Laws and Temporary Signage Policy (incl SPC)</li> <li>All - Maintain ongoing lines of communication with Elected Members.</li> <li>All - Report and respond to notices of motion and questions arising from council meeting</li> </ul>

# Environment and Climate Action

## Longford – Our Public Services

Strategic Objective	Service Delivery Objective	NorL	Performance Indicator/Measure
Promote and implement best practice in Occupational Health & Safety	<ul style="list-style-type: none"> <li>Promote a culture of continuous Health &amp; Safety in the Environment section and participate in monthly meetings with Health &amp; Safety Officer</li> </ul>	L	<ul style="list-style-type: none"> <li>All - Maintain H&amp;S as standing item on agenda.</li> <li>All - Planned appointment of external contractor notified to H&amp;S Section</li> </ul>

## Longford – Our Opportunity

Strategic Objective	Service Delivery Objective	NorL	Performance Indicator/Measure
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>EA – Publication on the number and assignment of annual environment inspections performed. All – ensure all forms in electronic format and forwarded to IT in our commitment towards 90% online accessibility by 2030. All- Input towards wider LCC plans to redesign website</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>Encourage development of sustainable food businesses in our towns and villages</li> </ul>	L	<ul style="list-style-type: none"> <li>EA – Advance casual trading Byelaws for full Council approval, CA – See the practical completion of the Longford allotments under the HFA</li> </ul>

# Forward Planning and Enforcement

## Longford – Our People

Strategic Objective	Service Delivery Objective	NorL	Performance Indicator/Measure
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	NorL	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>
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>

# Forward Planning and Enforcement

## Longford – Our Public Services

Strategic Objective	Service Delivery Objective	NorL	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>
Promote and implement best practice in Occupational Health & 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 &amp; 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	NorL	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
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
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. Carry out enforcement action as necessary</li> </ul>
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. Carry out enforcement action as deemed necessary</li> </ul>

# Development Management

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## Longford – Our Opportunity

Strategic Objective	Service Delivery Objective	NorL	Performance Indicator
Position Longford as a community 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. Make submissions to higher level policy documents where opportunity exists and where relevant</li> </ul>

## Longford – Our Public Services

Strategic Objective	Service Delivery Objective	NorL	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. Ensure elected members are informed in relevant planning areas. Inform relevant SPC Groups of relevant planning policy developments</li> </ul>

# Emergency Services

## Longford – Our People

Strategic Objective	Service Delivery Objective	N or L	Performance Indicator/Measure
Develop connected, sustainable and prosperous communities with access to housing, education, work, healthcare and leisure	• Carry out inspections and enforcement actions throughout the County	N	• P1: New Buildings Inspected
	• To facilitate new and existing business owners with Fire Safety advice and process all formal applications in a timely manner	N	• P5: Applications for Fire Safety Certificates

## 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	• Ensure necessary planning, preparedness, capacity, training and co- ordination is in place for whatever emergency may arise	L	• Keep an up to date Major Emergency Management , Severe weather and flood plan in place.
	• Maintain Civil Defence unit in County	L	• Participate in the Regional MEM working group
	• Provide medical assistance at events and with other agencies throughout the County	L	• Meet annual operational targets • Maintain skillset in unit to provide medical assistance

# Emergency Services

## Longford – Our Opportunity

Strategic Objective	Service Delivery Objective	NorL	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	NorL	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. Keep an up-to-date section 26 Fire Service operational plan in place.</li> <li>Compliance with good procurement procedures</li> </ul>
	<ul style="list-style-type: none"> <li>Review Five year Section 26 Fire Service Operational Plan on an ongoing basis</li> </ul>	L	<ul style="list-style-type: none"> <li>Complete objectives of the Fire Service annual operational plan</li> </ul>
	<ul style="list-style-type: none"> <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 2026 was considered and adopted by the Elected Members of Longford County Council at a meeting on *11th March 2026*.

