ANNUAL SERVICE DELIVERY PLAN 2024

Our Vision

Working with you, working for you.

Our Mission

Ensuring through collaboration and the provision of strong leadership in partnership with the community, that County Roscommon is an attractive, inclusive, prosperous and vibrant place to live, invest work and visit.

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FOREWORD

Roscommon County Council's Corporate Plan 2019 – 2024 was adopted at the February 2020 meeting of the Council. A key purpose of the Corporate Plan is to provide a framework within which Annual Service Delivery Plans are formulated. The Annual Service Delivery Plan translates the objectives of the Corporate Plan into more detailed strategies for service delivery which determine annual departmental activities.

Section 134A of the Local Government 2001 Act (as inserted by Section 50 of the Local Government Reform Act 2014) requires that local authorities prepare Annual Service Delivery Plans which set out in greater detail the activities to be undertaken across all key function areas to deliver on the objectives of the Corporate Plan.

The Annual Service Delivery Plan 2024 identifies the services to be provided and the standards to which they are to be delivered, monitored and evaluated so as to ensure that objectives for the optimum delivery of services are achieved. This plan provides a methodology whereby Roscommon County Council can gauge and be gauged on its year-on-year performance. In addition, the Annual Service Delivery Plan takes account of national and regional policies and plans and of adopted policies of Roscommon County Council including:

- Corporate Plan;
- The County Development Plan 2022-2028;
- Local Economic and Community Plan;
- Budget 2024 as adopted;

The Annual Service Delivery Plan 2024 will deliver the aims of the Corporate Plan and will form the basis for Unit Operational Plans, which will be further translated into each staff member's Individual Performance Plan. Particular aspects of the Plan will be delivered through the 2024 Schedules of Municipal District Works developed by each Municipal District.

The plan is consistent with the adopted Budget for 2024 and is also linked to the Integrated Performance Management System and relevant performance indicators, developed by the National Oversight and Audit Commission (NOAC).

Reporting on the delivery of the Plan will be done through Monthly and Quarterly Management Reports, internal and external audit processes and by measurement through the Performance Indicator process under the NOAC Guidelines.

PRINCIPAL SERVICES

The delivery of Roscommon County Council's corporate policies and strategies are achieved through partnership between its elected members and staff. The following Directorates deliver the Council's wide range of services by means of various Service Units and three Municipal Districts.

- Regeneration, Economic Development, Town Centre First, Community, PPN, Tourism and Heritage
- Housing, Arts Centre, Arts Office, King House, Library, Ukraine and International Protection
- Roads, Active Travel, NRRO Regional Office and Planning
- Climate Action, Environment, Rural Water, Water Services, Laboratory, Information Systems, Corporate Services, Assets & Energy Management, Health & Safety and Human Resources
- Finance, Motor Tax, Internal Audit, Rates, Procurement, Local Enterprise, Building Control, Fire Services and Civil Defence

REGENERATION, ECONOMIC DEVELOPMENT, TOWN CENTRE FIRST, COMMUNITY, PPN, TOURISM AND HERITAGE.

Special Projects and Regeneration

The Regeneration Unit of Roscommon County Council's role is to develop projects to facilitate economic and community development across the County. This involves the securing of funding and implementation of projects across the following areas: economic development, heritage led regeneration, sports and recreation infrastructural development. The Regeneration Unit works closely with various partners in the rollout of its work including; local communities, Town Teams, other local authorities, State Agencies, colleges and business. The development of Community & Economic Plans for our towns and villages provides an opportunity to work with a range of stakeholders to identify what is working well, what can be improved and a means of collaboratively identifying opportunities for enhancing and improving our towns and villages. Allied to this is Roscommon County Council's engagement with its Global Rossie family through the Roscommon Bound Strategy. The unit maintains links with its wider Global Rossie Family to encourage people of Roscommon by birth, descent or association to share and promote the county for further investment and development and maintain the connection to their County.

Community, Social Inclusion and Ukraine Response

The Community Unit provides support for the County Roscommon Local Community Development Committee (LCDC) and also leads Roscommon County Council's involvement with, and encouragement of community initiatives throughout the County.

The main objective of the Social Inclusion Unit is to embed Social Inclusion in the corporate body of Roscommon County Council and to work collaboratively with other organisations and agencies throughout the county through structures such as the LCDC.

Roscommon County Council's Ukraine Response Unit was established in response to the humanitarian crises resulting from the war in Ukraine. The unit is responsible for the management of pledged accommodation for displaced Ukraine citizens, and for the co-ordination the community led responses in the provision of assistance and support to Ukrainian Refugees in Co. Roscommon. This includes guiding Refugees to the relevant services and supports required such as welfare, child care, health, education, employment, social and other integration needs.

HOUSING, ARTS CENTRE, ARTS OFFICE, KING HOUSE, LIBRARY, UKRAINE AND INTERNATIONAL PROTECTION

Housing

The Housing Department aims to provide social housing supports to persons who are unable to meet their housing needs from their own resources. Social housing supports are provided by the allocation of Council owned houses and through the facilitation of tenancies via Housing Associations, the Rental Accommodation Scheme, Housing Assistance Payment, long term leasing and by implementation of the Traveller Accommodation Programme. In accordance with Housing for All delivery targets the Council will increase social housing delivery through the current expenditure programme. Roscommon County Council's Housing Department is also committed to the delivery of appropriate housing solutions for people with disabilities and the delivery of homeless services including prevention services and the implementation of the West Region Homelessness Action Plan.

The Council will assist private households through various housing grant schemes and provide loans to eligible households. Other critical functions include tenancy management, maintenance of housing stock, housing improvement grants, derelict and dangerous buildings, vacant homes, inspection of rented property and administration of the Tenant Purchase and Home Loan schemes. There will be a focus on climate related actions in relation to house building, acquisition and the maintenance and upgrade of council owned properties.

Ukraine and International Protection

Roscommon County Council's Ukraine and International Protection Response Unit was established in response to the humanitarian crises resulting from the war in Ukraine. The unit is responsible for the management of pledged accommodation for displaced Ukraine citizens, and for the co-ordination the community led responses in the provision of assistance and support to Ukrainian Refugees in Co. Roscommon. This includes guiding Refugees to the relevant services and supports required such as welfare, child care, health, education, employment, social and other integration needs.

ROADS, ACTIVE TRAVEL, NRRO REGIONAL OFFICE AND PLANNING.

Roads and Transportation and Active Travel

Roads and Transportation and Active Travel in conjunction with the three Municipal District Offices, the Roads and Transportation Unit is responsible for the delivery of a wide range of services on the national and non-national road network. Primary programmes include:

- Road Maintenance and Road Improvement Schemes
- Road Safety Programme
- Winter Maintenance Programme
- Verge Trimming
- Bridge Maintenance and Improvement Works
- Climate Change Adaptation and Resilience Programme
- Maintenance of Arterial Drainage
- Flood Alleviation Works
- Local Improvement Schemes
- Community Involvement Schemes
- Maintenance of Burial Grounds
- Maintenance of Parks and Public Amenities

Transport Infrastructure Ireland allocates funding to operate, maintain and improve the national primary and secondary road network in the county. The Department of Transport allocates funding for the reconstruction and

maintenance of regional and local roads, bridge rehabilitation, drainage programmes, safety schemes, climate adaptation and resilience schemes and Community Involvement Schemes. Funding for non-public roads is provided by the Department of Rural and Community Development through Local Improvement Schemes. The Council also provides funding from its own resources to supplement the grant allocations.

Other services administered by the Unit include:
- Processing of Road Opening Licence Applications
- Management of Temporary Road Closures
- Processing of Abnormal Loads Permits
- Machinery and Fleet Management
- Broadband Office
- Roads Schedule Management including Declaration of Public Roads and Extinguishment of Rights-of-Way
- Assessment of Planning Applications
- Implementation of Speed Limit Bye-laws

Roscommon National Roads Regional Office is currently progressing the development of a number of national road, greenway and active travel projects within County Roscommon. All projects are being developed in full consultation with TII and in accordance with all applicable guidelines. Funding for the Active Travel Programme is provided by the National Transport Authority

Planning

This operational unit covers the main planning functions of the Section under the Planning and Development Acts. The main activity areas in the Planning Section are:

- Development Management: This is the Council's regulatory role in relation to its planning function. Key areas of work include the planning application process (including pre-planning engagement), declarations on exempt development, protected structure declarations, and certificates under Part V.
- Forward Planning: This area of responsibility includes the policy role of the Council's planning function. It involves the making and adoption of Plans as well as other ancillary works (where resources permit), such as the production of design guidance.
- Planning Enforcement: This includes the initiation of enforcement action against persons undertaking unauthorised development (including development which is non complaint with planning permission), and where necessary in relation to unfinished housing developments.
- Land Use Tax: This previously involved the administration and collection of the Vacant Site Levy, which is being replaced in 2024 by the Residential Zoned Land Tax. The Planning Section will continue to be involved in survey and mapping work relating to Residential Zoned Land Tax, with Revenue being responsible for the collection of the tax.

CLIMATE ACTION, ENVIRONMENT, RURAL WATER, WATER SERVICES, LABORATORY, INFORMATION SYSTEMS, CORPORATE SERVICES, ASSETS & ENERGY MANAGEMENT, HEALTH & SAFETY & HUMAN RESOURCES

Water Services

The delivery of water services in the county in under the operational direction of Uisce Eireann since July 2023. All costs associated with the staff providing the service will continue to be reimbursed to Roscommon County Council through a service level agreement until 2026 when all staff will have transitioned or returned to Roscommon County Council.

Environment & Climate

The Environment Services Unit cover a wide range of functions. The principal areas include Climate Action, pollution control and water quality management, waste management and enforcement, landfill management, litter management, environmental awareness, rural water services, civic amenity site and bring bank management. The Environment Unit continues to engage with local community groups to assist in maintaining and improving the image of the towns and villages in the county.

The Climate Action and Low Carbon Development (Amendment) Act 2021 will have a profound impact on public and private sector operations and development in general. A Climate Action Plan must now be prepared in accordance with the requirements of this bill. Each plan will drive the adaptation and mitigation measures required at local level and define a clear pathway for each local authority to: actively translate national climate policy to local circumstances with the prioritisation and acceleration of evidence-based measures.

Roscommon County Council continues to discharge its functions under the Water Pollution Act 1977 (as amended) in relation to the issuing and monitoring of licences of discharge to waters and the investigation of pollution incidences. Roscommon County Council is committed to the improvement of water quality within the county and continues to engage with other state agencies to achieve the goals set out under the Water Framework Directive.

The Private water services network is supported under the Multi Annual Rural Water Programme 2022 – 2025 providing Subsidies and Upgrades to the Group Water Scheme Sector, Private Water Supply Grants (Wells) and Lead Remediation Grants provided directly to members of the public.

The implementation of the Connacht-Ulster Region Waste Management Plan continues to promote reduction, reuse and recycling of waste material and support the development of a circular economy. The council continues to regulate waste activities both, domestic and industrial, within its functional area and continues to regulate for an increase in the segregation of waste stream at source to improve sustainable waste management locally.

The council continues to control, regulate, supervise and administer casual trading in accordance with Casual Trading Bye-Laws 2022 that were made by the members of Roscommon County Council at its meeting on 28th November 2022. The Bye-Laws came into force on 1st January 2023.

Digital Transformation, Information and Communications Technology

The Information and Communications Technology (ICT) Business Unit supports Roscommon County Council through the provision and maintenance of ICT systems and services infrastructure enabling the Council to carry out its daily duties and meet its objectives. Information and Communication Technology is vital in enabling the Council's various departments and partner organisations in delivering cost-effective services to the public. The ability of the Council to provide these services relies heavily on a secure, reliable and accessible ICT infrastructure that is flexible enough to accommodate new changes in service delivery.

The ICT business unit is also responsible for the delivery of a Digital Transformation programme of works for the organisation, which delivers quality and accessible online services that are efficient, engaging and meet citizens' expectations. This new team identifies business process improvements to achieve resource optimisation and deliver efficient and effective digital services. Digital online services are replacing manual based processes and the introduction of an intuitive online self-service portal for customers to access and engage with Council services anywhere, anytime, on any device is proving very effective. Online services are integral to creating efficiencies in Roscommon County Council and are contributing to the generation of consistent data that will be used to aid insight driven decision making in the future.

Corporate Services

The Corporate Services Unit delivers a number of services which will continue to be provided during the life of the service delivery plan. The functions include support services to Council management, organisation of Council meetings and sub-committees, communications, register of electors, insurances, freedom of information, requests for access to information on the environment, data protection, records management, veterinary functions, dog control service, civic receptions, customer services, and the resolution of customer complaints.

Assets and Energy Management including Facilities Management and Public Lighting

The purpose of Assets Management is to manage and record all assets of the Council into a consolidated Asset Register and comply with the Council's associated statutory reporting obligations.

The function of Energy Management is to facilitate the Council's role as a public body to achieve energy efficiency targets and to comply with associated statutory reporting obligations in the context of EU and National policy commitments.

The function of facilities management is to operate and maintain the Áras an Chontae building in a sustainable manner, while at all times remaining cognisant of the organisations energy use and greenhouse gas emission targets.

FINANCE, MOTOR TAX, INTERNAL AUDIT, RATES, PROCUREMENT, LOCAL ENTERPRISE, BUILDING CONTROL, FIRE SERVICES AND CIVIL DEFENCE

Finance

The Council recognises that efficient, effective and expert financial management and control is essential for successful and optimal service delivery for the benefit of its citizens. A dedicated Finance Unit is in place to deliver ongoing strategies and objectives in relation to the provision of expert and timely advice, analysis, interpretation and communication of financial information. The Finance Unit is also responsible for organisation wide compliance with the Local Authority Financial Regulatory Framework which includes the safeguarding of assets, the ownership and operation of, and continuous improvement to, an array of financial systems, the implementation of new initiatives including business process improvements, adherence to procurement best practices and procedures, the operation of the internal audit function and the servicing of the Audit Committee.

Enterprise Development

Roscommon County Council has taken a strong and prominent role in leading economic and enterprise development in the context of local development and local economic strategies. Its function is to create an environment that encourages and sustains entrepreneurship and all form of enterprise and economic development. This is being delivered by the Local Enterprise Office together with the Community and Enterprise Unit.

The Local Enterprise Office supports enterprise development to Roscommon businesses by offering targeted financial supports, mentoring, training and enterprise development programmes and by supporting the developing of an entrepreneurial culture within the County.

Fire Services & Emergency Management

Roscommon County Council provides a range of fire safety, enforcement and emergency management services and manages the delivery of a 24-hour emergency fire and rescue service for County Roscommon. Fire Service operations are delivered through an NSAI accredited ISO 450001:2018 Occupational Health & Safety Management System.

The cost of attendance by Fire Brigades at emergency incidents are charged to the beneficiaries of the service provided and Fire Service staff manage the invoicing and collection of these charges.

Roscommon Fire Service provide advice to the courts on matters relating to licensing under the Intoxicating Liquor, Public Dance Halls, Lottery Licence & Club Registration legislation on an annual basis.

The Fire Service also carry out inspections under the Fire Services Acts 1981-2003 and monitor and enforce Fire Safety under other relevant legislation including the Dangerous Substances & Explosives legislation and large crowd events.

The Fire & Emergency Management Unit also facilitate the preparation of the Major Emergency Plan and associated response by Roscommon County Council in cooperation with other response agencies.

Building Control
Roscommon County Council is the statutory Building Control Authority for County Roscommon and administers the Building Control System. This aims to ensure the safety of people within the built environment and is centred on the Building Control Acts 1990 to 2014 which provides for the making of Building Regulations and Building Control Regulations.

The Building Control Regulations 1997 – 2015 (BCRs) provide for matters of procedure, administration and control for the purposes of securing the implementation of and compliance with the requirements of the Building Regulations. Building Control Regulations apply generally to new buildings and to existing buildings which undergo an extension, a material alteration or a material change of use.

In addition to Roscommon County Council's statutory function under the Building Control Acts, the local authority is also the designated enforcement authority for the purposes of ensuring compliance with other legislation as follows:

• Marketing of Construction Products in line with European Union (Construction Product) Regulations 2013 (SI No. 225 of 2013); Appendix I
• Building Energy Rating Certificates for buildings in line with the European Union (Energy Performance of Buildings) Regulations 2012 (SI No. 243 of 2012); Appendix II
• Registration of multi-storey buildings for the purposes of the Local Government (Multi-storey Buildings) Act 1988.

Civil Defence
The Roscommon Civil Defence Development Plan sets out the strategic objectives for the Civil Defence service. This plan identifies the various programmes and activities of the Civil Defence Services Unit and how its volunteers will continue to support communities and organisations in County Roscommon and include the following core functions of Missing Persons Searches & associated specialist training for Drone Pilots & Boat operations, Medical Support, Community support duties.

ANNUAL SERVICE DELIVERY PLANS

Each Directorate has prepared an Annual Services Delivery Plan 2024 for the Service Units within the Directorate. The Plans are set out under Corporate Priorities, Core Objectives, Supporting Strategies, Actions for Delivery and Performance Measurement in accordance with NOAC Performance Indicators, EPA Standards, corporate and department standards.

The Annual Services Delivery Plans 2024 for each Directorate are as follows:

REGENERATION, ECONOMIC DEVELOPMENT, TOWN CENTRE FIRST, COMMUNITY, PPN, TOURISM AND HERITAGE

Economic Regeneration			
Corporate Priority: Quality of Life and Well Being for All			
Core Objectives	**Supporting Strategies**	**Actions for Delivery**	**Performance Measurement**
Protect our Natural and Built Environment	Strive to make Roscommon climate-resilient and play a leadership role in transitioning to a decarbonised society, climate proofing our strategies, policies	Implement public realm enhancements under URDF, RRDF, ORIS, CLAR TVR, EU	Successful implementation in accordance with letters of offer

		JTF & THRIVE which promote walking and cycling as alternative modes of transport	
Support Cultural and Community Development	Continue our strategic, pro-active approach to the creation of attractive, vibrant towns and villages in partnership with communities supported by relevant government funds and resources	Implement town and village enhancements under URDF, RRDF, ORIS, CLAR TVR, EU JTF & THRIVE to enhance the attractiveness of our towns and villages	Successful implementation in accordance with letters of offer
	Provide art, library and recreation facilities to promote creativity and foster lifelong engagement with these services	Provide enhanced recreation facilities under national schemes such as ORIS, EU JTF	Successful implementation in accordance with letters of offer
		Support the Town Team Structure	Carry out RCC Actions
			Attendance at quarterly meeting

Corporate Priority: Economic and Community Development			
Core Objectives	**Supporting Strategies**	**Actions for Delivery**	**Performance Measurement**
Developing and Promoting Sustainable Enterprise and Job Creation	Promote Roscommon as a location in which to invest in business	Promote the attractiveness of the county, its businesses and quality of life through Roscommon Bound	Successful implementation of agreed actions in Roscommon Bound Strategy
		Develop the infrastructure to encourage inward investment	Successful implementation in accordance with letters of offer
	Develop high quality infrastructure amenities and public realm that support investment and sustainable communities	Implement public realm enhancements under URDF, RRDF, ORIS, CLAR TVR, EU JTF & THRIVE which promote investment in local communities	Successful implementation in accordance with letters of offer

		Promote economic development and job opportunities to maximise employment and development of future skills that meet the changing business environment	Provide the economic infrastructure to encourage job creation through e.g. Monksland Life Sciences Hub and Soft Landing Space, Castlerea Food Hub, Boyle An Rioga	Successful implementation in accordance with letters of offer
			Utilise the Roscommon Bound media platforms to promote economic job opportunities that exist and have the potential to exist in the County	Regular updating of Roscommon Bound website and media platforms
			Participate in the Atlantic Economic Corridor (AEC) project along with other stakeholders to promote the economic development opportunities in the county and region	Actively input into AEC initiatives
Positive Promotion of the County	Optimize Roscommon as a tourist destination through marketing, expanding visitor experience, product development, events and tourism exhibitions	Promote the attractions of Roscommon through the Roscommon Bound - Global Rossie project	Successful implementation of agreed actions in Roscommon Bound Strategy	
			Contribute to product development through enhancement of town centres, development of outdoor recreation infrastructure and engagement with communities through Community Planning process	Successful implementation of funded projects in accordance with letter of offer

	Promote culture, heritage and the river and lake landscape character of Roscommon as a place to visit	Showcase our culture, heritage and landscape to the Global Rossie Family to encourage them to reconnect with our County	Successful implementation of agreed actions in Roscommon Bound Strategy
		Develop "Roscommon Influencer" projects to encourage widespread awareness of all that is great about our county	Successful rollout of Roscommon Influencer project
Developing Sustainable Infrastructure to Cater for the Future Needs of the County			
	Maximise the potential of all funding opportunities for the maintenance and further development of the County's infrastructure	Research, prepare and submit applications to the various funding streams available e.g. URDF, RRDF, TVR, ORIS, CLAR etc.	Ensure projects are ready for submission to funding streams

Tourism & Heritage			
Corporate Priority: Quality of Life and Well Being for All			
Core Objectives	**Supporting Strategies**	**Actions for Delivery**	**Performance Measurement**
Protect our Natural and Built Environment	Protect the unique built and cultural heritage of our County through supporting heritage programmes and working in association with all stakeholders	Prepare a new County Roscommon Heritage Plan, having regard to the new LECP Plan.	Host 4 Heritage Forum meetings / year.
			Biodiversity Officer added to Heritage Forum
			New Heritage Plan prepared
			Heritage annual work plan agreed and delivered
		Support the operation of the Built Heritage Investment Scheme and the Historic Structures Fund subject to the provision of admin assistance for Heritage Office	Advice and information provided to public. Grants allocated, conservation works completed and funding recouped

		Support the operation of the Community Monuments Fund	Advice and information provided to the public. Grants allocated, projects completed and funding recouped
		Support the operation of the National Biodiversity Action Plan and Invasive Alien Species Funds – these tasks will be caried out by the Heritage Officer until the new RCC Biodiversity Officer takes up post.	Funding applications made, projects delivered - in conjunction with New RCC Biodiversity Officer & capacity to deliver, funding recouped
		Support community groups to help them achieve their heritage projects	Provide support to community projects undertaken - minimum 3 x projects
		Support the Promotion of Rathcroghan as one of the Royal Sites of Ireland	Attend Royal Sites of Ireland working group and steering group meetings and project support and operation
			Support the provision of archaeological advice to the farming Rathcroghan EIP project
			Review the operation of the Táin March Festival and Royal Sites schools programme.
		Promote the care, conservation and recording of historic graveyards	Maintain, update and promote www.roscommoncoco.ie/cemeteries - minimum 2 social media posts/year.
			Secure funding and carry out phase 1 of conservation works for Cloonshanville Abbey
			Phase 2 - Owen O'Conor Mausoleum Conservation project

			1 x historic graveyard recording project supported
		Promote awareness of Biodiversity	County Actions for Swifts - swift colony creation project – erect swift boxes at Castlerea Courthouse. Commission swift caller systems at 5 x sites.
			Promote World Wetlands Day
			Promote National Biodiversity Week
			1 x event for National Biodiversity Week
			Provide support the Community Climate Action Officer
		Collect and disseminate heritage information	Roscommon Heritage Bursary advertised, awarded and paid.
			Phase 2 of the review of Roscommon Folklore and Oral Network completed.
			Survey of the heritage of Holy Wells - Phase 2 completed
			Roscomon Field Names Project - number of townland maps given out, number of field names added to database . 2 x meetings held.
			Heritage Office News/media target 50 x emails/posts/ year

	Strive to make Roscommon climate resilient and play a leadership role in transitioning to a decarbonized society climate proofing our strategies, policies and procedures, and actively engaging our citizens	Support Objective G5 Action 7 of the Roscommon County Council Climate Change Adaptation Strategy 2019-2024 – Support the implementation of the All-Ireland Pollinator Plan in County Roscommon	Support the delivery of Roscommon County Council actions for Pollinators – as a partner to the All-Ireland Pollinator Plan. Provide an annual report on RCC actions to AIPP. Support implementation of 2023 actions as agreed for 3 x MDs.
		Support delivery of heritage learning opportiunities	1 x Know Your Locality Course
			1 x Schools heritage programme delivered
		Provide Heritage Advice and information to RCC staff	100% of dangerous structures /derelict sites referrals responded to
			80% of planning referrals responded to
		Support National Heritage Week	Organise 2 projects/events for National Heritage Week
			Encourage community groups to organise events for National Heritage Week
			Promote National Heritage Week events in the county
		Support the Town Team Structure	Carry out agreed RCC actions
			Attendance at relevant meetings

Corporate Priority: Economic and Community Development			
Core Objectives	**Supporting Strategies**	**Actions for Delivery**	**Performance Measurement**
Positive Promotion of the County	Promote Roscommon as a tourist destination through marketing, expanding	Preparation and implementation of the Tourism Strategy 2024 -	Deliver the Annual Festivals and Events Fund

	visitor experience, product development, events and tourism exhibitions	2029	Work with RRO, Communities and projects to deliver the ORIS Schemes (measures 1 and 3)
			Attend Tourism Trade Events at regional, national and international level.
			Maintain and develop our marketing strategy with a focus on digital marketing.
	Roscommon County Council will be a key stakeholder in the development and implementation of the Hidden Heartlands, River Shannon Masterplan, Beara Breifne Way and the Lough Key Forest and Activity Park Masterplan, Hiodson Bay master plan, Termonbarry Tourism plan	Actively participate in all networking and public consultation	Participate on IHH networks
			Work with RRO, Coillte, WWI, BnM, IWAK, BnM local community and other state bodies on the development of quality visitor experiences
			Seek funding aligning with the Just Transition, Shannon Masterplan and Beara Breifne Way
	Promote tourist attractions and activities to maintain sustainable growth in tourism revenue and employment in both public and private sectors	Provide information to all tourism trade providers	Host Roscommon Tourism Network Meetings
			Host County and intercountry Tourism Trade Networking events
			Provide training for tourism trade on marketing and social meeting
			Updating of tourism trade details on www.visitroscommon.ie
			Work with Fáilte Irelands on delivery of the Destination Town funding in Boyle

			Work with consultants on delivery of Feasibility study for potential tourism products.
	Promote culture, heritage and the river and lake landscape character of Roscommon as a place to visit	Work with all relevant regional and local bodies on the promotion of County Roscommon	Number of visitors to www.visitroscommon.ie and the associated social media sites
			Number of visitors to tourism attractions and activities
	Work with stakeholders in the development and provision of designated Greenway cycle and walking networks to support tourism, recreation and maximising the associated health benefits	Review the Potential for Trails development throughout the county	Liaise with RCC Roads Dept, Coillte, Bord Na Mona, Failte Ireland and other relevant stakeholders on potential trails development and associated funding
Developing Sustainable Infrastructure to Cater for the Future Needs of the County	Continue collaboration with regional local authorities and state agencies as shareholders in Ireland West Airport Knock to ensure continues development of this major infrastructural asset as a critical driver of economic and tourism development	Actively participate in Stakeholder engagement	Attend IWAK Stakeholder meetings
			Provision of tourism marketing material for Discovery Arrivals area once fully operational
	Ensure that the property and assets of Roscommon County Council are managed in a manner which maximises their present and future potential	Apply for funding under the Historic Structures Fund	Manage the staff of King House and Douglas Hyde Centre
		Ongoing Maintenance and management of King House, Douglas Hyde Centre	Manage and resource the Council's cultural facilities to ensure ongoing maintenance and management of the centers, in preparation for events and the summer seasons

		Management of Community Leased Assets	Management of Lease Agreements and Supervision of RCC Community Asset

Corporate Priority: Quality Service to our People

Core Objectives	Supporting Strategies	Actions for Delivery	Performance Measurement
Inspire Leadership	Support our elected members in their representational role to ensure effective policy making	Dissemination of information to Members to support policy decision and implementation	Presentation of Policies at S.P.C. meetings
	Develop efficient, effective and highly motivated staff through competency and knowledge development, career opportunities and the implementation of our Integrated Performance Management system.	Improve staff morale through capacity building and skills enhancement to ensure a highly motivated, engaged, innovative and flexible workforce	Highly motivated, engaged, innovative and flexible workforce
			Monitor and meet internal targets in relation to team and individual performance
Value our Customers	Foster consultation, collaboration and continuous improvement in all our engagement with our customers, communities and stakeholders	Foster a culture of cross departmental co-operation	Level of co-operation and efficiencies
		Develop effective internal communication systems and procedures	Meet internal targets and continue to ensure communication is improved at all levels
	Provide opportunities for customers to access our services through the use of digital technology and online services	Promote use of online services for Heritage Research Bursary and Amenity Grants	Support communities in the use of new online services
			Maintain and develop communications through social media, print and broadcast media in line with Roscommon County Council guidelines
Efficient Use of Resources	Facilitate all staff to reach and maintain their full potential in the workplace through the promotion of mental, physical, emotional and psychological health and well being	Engage with and support staff to facilitate this measure	Delivery through meetings, health and wellbeing initiatives and I.P.M.

	Benchmark against NOAC indicators	Report NOAC Indicators Annually	NOAC Y1 – Participation in Comhairle na nOg Programme
			NOAC Y2 – Groups Registered with the PPN

COMMUNITY & SOCIAL INCLUSION

Corporate Priority: Quality of Life and Well Being for All

Core Objectives	**Supporting Strategies**	**Actions for Delivery**	**Performance Measurement**
Support Cultural and Community Development	Support the role of the Public Participation Network (PPN) and the Joint Policing Committee (JPC) Local Community Development Committees, SICAP, youth and voluntary organisations in building community engagement and capacity through consultation and partnership	Create public awareness and promote increased participation in the development of local authority led plans and initiatives	Strategic Plans/Annual Work Plans agreed and delivered
			Number of engagements by the Council with PPN, JPC and LCDC
			Number of organisations signed up to PPN as part of Social Inclusion College
			NOAC Y2
	Continue our strategic, pro- active approach to the creation of attractive vibrant towns and villages in partnership with communities and supported by relevant government funds and resources	Lead and promote community and local development through the preparation and implementation of the Local Economic and Community Plan	Launch the 2023 - 2029 LECP
			Key priorities delivered within timeframes set out in first 2 year implementation plan
		Support the operation and function of the Local Community Development Committee (LCDC)	Key priorities in delivering the Local Development Strategy and SICAP through Roscommon County Council and Roscommon Leader Partnership
			Work in Partnership with Roscommon Leader Partnership to successfully deliver the LDS and projects throughout the County

		Implementation of the new Leader Programme	Deliver on Article 48 checks on both Projects and Claims as they arise throughout 2024
		Monitor and report on the SICAP programme	Manage mid year and end of year reviews and manage finances.
		Implementation of Community Grant Schemes	Promote and distribute grants as they become available.
	Ensure that all citizens irrespective of age, religion, mobility, culture or nationality are recognised as an integral part of our community and enjoy equal access to our services	Implement the County Roscommon Migrant Integration Strategy 2022-2025	Support the implementation of Actions as contained in the new Strategy
			Hold 2 No. Migrant Integration Steering & Working Group Meetings/Year
	Support and promote the development of transport initiatives for rural areas by working in conjunction with transport providers to improve standards and travel times	Continued development of innovative timetables and routes to provide access to public services and transportation links	Identification of suitable locations for Bus Stops in County Roscommon in partnership with Local Link
	Promote Healthy Ireland initiatives	Implementation of identified priority actions under Healthy Ireland	Carry out initiatives as identified in the Healthy Roscommon Plan in conjunction with the LCDC's
			Hold 2 Healthy and Well Being Sub Committee
			Promote and support Healthy Ireland Funding Streams as announced by Pobal
			Implement Round 4 of the Healthy Ireland Fund (2023 – 2025)
	Support education, leisure, health and wellbeing and sport programmes and initiatives in partnership with all stakeholders to encourage participation with all stakeholders to encourage participation and build a strong healthy and socially inclusive	Liaise with, Support and Promote the work of the Sports Development Officers: FAI; GAA; LGFA, Connacht Rugby and Roscommon Sports Partnership	Review HOA each year and monitor KPI's as required.
			Promote activities through National Social Inclusion Week/Recreation Week/Play Day/Bike Week/Science Week

	society		
		Implementation of identified priority actions under Age Friendly Ireland	Finalise New Age Friendly Strategy
			Continue to roll out Age Friendly Initiatives as identified by Age Friendly Ireland and Roscommon Older Peoples Network
			Convene Age Alliance meetings

Corporate Priority: Quality Service to our People

Core Objectives	Supporting Strategies	Actions for Delivery	Performance Measurement
Inspire Leadership	Support our elected members in their representational role to ensure effective policy making	Dissemination of information to Members to support policy decision and implementation	Presentation of Policies at S.P.C. meetings
	Develop efficient, effective and highly motivated staff through competency and knowledge development, career opportunities and the implementation of our Integrated Performance Management system.	Improve staff morale through capacity building and skills enhancement to ensure a highly motivated, engaged, innovative and flexible workforce	Highly motivated, engaged, innovative and flexible workforce
			Monitor and meet internal targets in relation to team and individual performance
Value our Customers	Foster consultation, collaboration and continuous improvement in all our engagement with our customers, communities and stakeholders	Foster a culture of cross departmental co-operation	Level of co-operation and efficiencies
		Develop effective internal communication systems and procedures	Meet internal targets and continue to ensure communication is improved at all levels
Efficient Use of Resources	Facilitate all staff to reach and maintain their full potential in the workplace through the promotion of mental, physical, emotional and psychological health and well being	Engage with and support staff to facilitate this measure	Delivery through meetings, health and wellbeing initiatives and I.P.M.
	Benchmark against NOAC indicators	Report NOAC Indicators Annually	NOAC Y1 – Participation in Comhairle na nOg Programme

			NOAC Y2 – Groups Registered with the PPN

HOUSING, ARTS, LIBRARY, UKRAINE & INTERNATIONAL PROTECTION			
HOUSING UNIT			
Corporate Priority - Quality of Life and Well-being for All			
Core Objectives	**Supporting Strategies**	**Actions for Delivery**	**Performance Measurement**
Protect our natural and built environment	Provide for the safety and welfare of people in and about buildings, to facilitate the special needs of disabled persons and for the conservation of fuel and energy in protecting the-environment	Improve energy efficiency of local authority housing stock	Avail of available funding and systematically up-grade poorest performing housing units (BER)
		Address impact of new housing construction projects on environment	% of new developments where AA/EIS Screening were carried out and findings incorporated into the scheme (Part VIII)
			% private developments complying with Part V requirements
Support cultural and community development	Continue our strategic, pro-active approach to the creation of attractive vibrant towns and villages in partnership with communities and supported by relevant government funds and resources	Minimise the number of vacant stock	NOAC indicator value H2
		Manage average cost of refurbishment (re-letting) works to ensure VFM, compliance with standards and procurement requirements	NOAC indicator value H3B
		Maintain local authority housing stock (routine and planned management programmes, insurance, etc.)	NOAC indicator value H4
			Evaluate pilot condition survey to facilitate planned maintenance measures
		Encourage the formation of residents' associations	No. associations formed
			No. actions initiated

		Support and enable tenants through provision of orientation training, Tenant Handbook and Tenant Liaison Officer initiatives	% receiving new tenant training
			Distribute new Tenant Handbook
		Maintain public spaces in Council owned estates and Traveller-specific housing estates	Inspection records
		Respond (as landlord) to reports of anti-social behaviour	No. instances/outcomes
	Ensure high quality social housing is delivered as part of the Government Strategy Housing for All- A New Housing Plan for Ireland	Capture Applications in a timely manner	% of valid applications processed within 12 weeks
		Carryout annual housing needs assessment	Comply with deadline requirements
		Add additional social housing units to local authority stock	Housing for All targets
		Reduce the average time between tenancies (from date of vacancy to date of new tenancy)	NOAC indicator value H3A
		Promote the RAS scheme as appropriate (HAP is the default scheme)	No. of tenants versus Housing for All targets
		Promote Housing Assistance Payment scheme (HAP)	HAP scheme operating at agreed Department levels (Housing for All targets)
		Progress the Capital Housing Programme (Housing for All 2022-2026 pipeline)	Capital Project 59 week programme versus Housing for All targets

		Progress acquisitions and Buy and Renew Scheme	Utilise AHBs to strategically acquire social housing units (acquisition programme for LAs has been severely curtailed)
		Progress leasing agreements including Repair and Lease Scheme and MTR Scheme applications	Number of lease agreements versus Housing for All targets
			MTR applications processed
		Progress the Traveller Accommodation Programme	Apply for annual funding
			Funded elements of programme complete
			Number of LTACC meetings held
			Provide Covid-19 self-isolation units when required
		Assist Housing Associations (AHBs) in progressing their schemes	No. of schemes identified
			No. of schemes supported
			Facilitate AHB Forum
		Administer Housing Adaptation Grant Schemes	% of allocation expended
			% of monthly expenditure recouped
			% payments made within two weeks
		Implement Tenant Purchase and Home Loan Schemes	No. of valid TP applications processed
			No. valid loan applications processed
		Carry out property inspections in accordance with the annual inspection plan	No. and type of inspections
			No. properties inspected (NOAC H5)

		Manage Homelessness Service in accordance with adopted Regional Action Plan and Housing First	Maintain indicator value
			Revised Plan in place
			NOAC indicator value H6
			Housing First proposal and targets
			Provide Covid-19 self-isolation units when required
	Ensure that all citizens irrespective of age, religion, mobility, culture or nationality are recognised as an integral part of our community and enjoy equal access to our services	Facilitate independent or assisted independent living for people with a disability (including HSE de-congregation programme)	Disability meetings
			Annual targets (minimum 17% un-adopted PWD plan)
		Facilitate social inclusion programmes for refugees and migrants	Allocations of identified groups
	Promote Age Friendly and Healthy Ireland initiatives	Participate in a cross-functional team to deliver the Age-Friendly Action Plan	Actions delivered
		Make Roscommon a more welcoming place for our migrant community	Administration and Management of RCC response to Ukraine crisis.
			Coordination of pledged accommodation and "Offer a Home" for Ukraine displaced citizens
			Co-0rdination of the Emergency Refurbishment programme in conjunction with the Department of Housing
			Host Ukraine Community forum meeting's

| | | | Establish new Local Authority Integration Teams with an objective to enable applicants to live independently in the Community |
| | | | Work with Department and support services Stakeholders in provision of information and relevant services |

Corporate Priority – Economic and Community Development			
Core Objectives	**Supporting Strategies**	**Actions for Delivery**	**Performance Measurement**
Developing sustainable infrastructure to cater for the future needs of the County	Ensure that the property and assets of Roscommon County Council are managed in a manner which maximises their present and future potential.	Provide a routine maintenance service in accordance with the Tenant Handbook	NOAC H4 housing maintenance direct costs
		Provide pro-active maintenance service subject to funding	NOAC H4 housing maintenance direct costs
		Reduce (sell) non-viable, vacant and derelict housing stock in areas with no reliable demand	Indicator value exceeded H2

Corporate Priority - Quality Service to our People			
Core Objectives	**Supporting Strategies**	**Actions for Delivery**	**Performance Measurement**
Inspire Leadership	Support our elected members in their representational role to ensure effective policy making	Housing SPC meetings	Meetings held

	Facilitate our elected members through the provision of timely information, training and facilities and by supporting all political structures and committees	Housing SPC meetings	Meetings held
	Manage the organisation effectively working collaboratively with all stakeholders	Corporate Plan	Plans and Reports prepared
		Unit Operational Plan	
		IPM Meetings	
		Quarterly Management Reports	
		Annual Reports	
		Budget Report	
	Develop efficient, effective and highly motivated staff through competency and knowledge development, career opportunities and the implementation of the Integrated Performance Management System	IPM meetings and IPPs	Meeting held and recorded of same
	Create a culture of continuous learning and development	Participation in relevant training	Training records
	Promote positive employee relations and engagement	Introduce more effective methods of working and incorporate IT solutions where appropriate	No of change projects delivered
Value Our Customers	Foster consultation, collaboration and continuous improvement in all our engagement	Ensure accurate rent collection and actively manage debt collection (loans and rent) in a fair and	Update tenant information (annual rent review)
			No. tenants in arrears (amount)

		with our customers, communities and stakeholders	reasonable manner	No. loans in arrears (amount)
			Annual Summary of Social Housing Needs Assessment	SSHNA carried out
			LTACC	Meetings held
			Housing Disability Group	
			West Region Homeless Management Group	
			AHB Delivery Forum	
			Process requests for information	No. FOI requests
				No. tenant queries
				No. public/media queries
				No. solicitor queries
				No. political representations
		Provide opportunities for customers to access our services through the use of digital technology and online services	Implement identified ICT solutions	ICT is part of each change initiative
		Promote a culture in the workplace where customers and staff are respected, valued and treated with dignity	Record and address all complaints in accordance with complaints policy	Measure number and type of complaints received and outcomes
				Record number of complaints referred to the ombudsman
			Ensure customer's privacy is respected and protected	Comply with GDPR
				Document management policy
Efficient Use of Resources		Promote and support the Safety, Health and Welfare of all our employees through the implementation of an organisation-	Carry out all operations in accordance with the 2005 SHWW Act and the 2006 Construction Regulations	Record of instances

			Risk Management Document
			Quarterly management reports
	Ensure compliance with public spending code, procurement policies and best practice in achieving value for money	Comply with procurement requirements	% projects complying with procurement rules
		Public Spending Code Audit	Comply with audit requirements
	Benchmark against NOAC indicators	NOAC annual return	Submit NOAC indicators in accordance with NOAC requirements
Good Governance	Continual implementation of the Ethics Register, Code of Conduct, GDPR, FOI and Child Protection Policies	Update Ethics Register	Return of annual declarations
		Comply with GDPR legislation and Corporate policy	Level of compliance
		Respond to FOI requests for information	Provide appropriate information in the prescribed time-frame
		Comply with Child Safeguarding Policy and Procedures	Garda vetting of staff
			Training of staff
			Compliance with Unit risk assessment

CULTURE			
Corporate Priority: Quality of Life and Well Being for All			
Core Objectives	**Supporting Strategies**	**Actions for Delivery**	**Performance Measurement**
	Promote creativity and foster lifelong engagement with arts and cultural services	Deliver County Roscommon Arts Strategy 2023-2028	Delivery of Arts Office Programme
		Deliver Creative Ireland Culture & Creativity Strategy 2023 - 2028	Delivery of Creative Ireland Roscommon Programme
		Deliver Roscommon Arts Centre Strategic & Audience Development Plans	Delivery of Roscommon Arts Centre Programme
		Develop Public Art &	Delivery of Public

			Engagement Programme	Art Commissions
			Develop, deliver and support a vibrant year- round programme of cultural events & activities in Local Authority venues, off-site locations and communities throughout the county	Deliver a year round programme in Roscommon Arts Centre spaces and seasonally within King House and the Douglas Hyde Centre & the network of libraries
				Co-ordinate a programme of events including Culture Night and Bealtaine
				Support the delivery of community based cultural activity with the provision of funding and other supports to artists, festivals, and groups to enable events take place at a local level
			Provide and deliver a range of supports to artists that enables them to create, develop and present work	Working with local and national partners, provide a range of supports to artists/ practitioners at all stages of their careers via funding, access to resources, mentoring, residency, commissioning, co-producing and presentation opportunities
			Ongoing Maintenance and management of King House, Douglas Hyde Centre	Manage and resource the Council's cultural facilities to ensure ongoing maintenance and management of the centers, in preparation for events and the summer seasons

			Manage the staff of King House and Douglas Hyde Centre
Corporate Priority: Quality Service to our People			
Core Objectives	**Supporting Strategies**	**Actions for Delivery**	**Performance Measurement**
Inspire Leadership	Support our elected members in their representational role to ensure effective policy making	Dissemination of information to Members to support policy decision and implementation	Presentation of Policies at S.P.C. meetings
	Develop efficient, effective and highly motivated staff through competency and knowledge development, career opportunities and the implementation of our Integrated Performance Management system.	Improve staff morale through capacity building and skills enhancement to ensure a highly motivated, engaged, innovative and flexible workforce	Highly motivated, engaged, innovative and flexible workforce
			Monitor and meet internal targets in relation to team and individual performance
Value our Customers	Foster consultation, collaboration and continuous improvement in all our engagement with our customers, communities and stakeholders	Foster a culture of cross departmental co-operation	Level of co-operation and efficiencies
		Develop effective internal communication systems and procedures	Meet internal targets and continue to ensure communication is improved at all levels
	Provide opportunities for customers to access our services through the use of digital technology and online services	Promote use of online services for Heritage Research Bursary and Amenity Grants	Support communities in the use of new online services
			Maintain and develop communications through social media, print and broadcast media in line with Roscommon County Council guidelines
Efficient Use of Resources	Facilitate all staff to reach and maintain their full potential in the workplace through the promotion of mental, physical, emotional and psychological health and well being	Engage with and support staff to facilitate this measure	Delivery through meetings, health and wellbeing initiatives and I.P.M.

	Benchmark against NOAC indicators	Report NOAC Indicators Annually	NOAC Y1 – Participation in Comhairle na nOg Programme
			NOAC Y2 – Groups Registered with the PPN

Library Services			
Corporate Priority: Quality of Life and Well Being for All			
Core Objectives	**Supporting Strategies**	**Actions for Delivery**	**Performance Measurement**
Support Cultural and Community Development	Ensure that all citizens irrespective of age, religion, mobility, culture or nationality are recognised as an integral part of our community and enjoy equal access to our services	Promotion of Sense-Ability Service including roll out of 'Happiness Programme' at Boyle Library via use of Magic Table.	Number of Sense-Ability Members / items borrowed / visits to Cubbie, Sensory Pod, Magic Table
		Accessibility to be included as part of Library Development Plan	Addressed in the new Library Development Plan
		Provision of Sensory Garden at Castlerea Library under Community Recognition Fund grant.	Visits to Sensory Garden and engagement of partner organisations.
		Continue review library opening hours in line with user requirements	Opening hours reviewed
	Provide art, library and recreation facilities and foster lifelong engagement with these services	Manage the provision of Library Services	NOAC L1 A – Number of visits to libraries
		Use marketing tools to promote the wide range of library services	NOAC L1 B – Numbers of items issued
			NOAC L1 C – number of registered library members
		Deliver a 5-year Library Development Plan in line with new 5-year national	Library Development Plan Published

		Library Strategy	
		Review Mobile Library Service provision across the county on opening of Temporary Ballaghaderreen Library	Mobile library service use / membership / outreach events Magic Table to be trialled at outreach events
		Provision of a programme of events for local and national programmes	Events held and attendance recorded
	Promote Age Friendly and Healthy Ireland initiatives	Continue Healthy Ireland at Your Library service in line with national requirements	Engagement with Healthy Ireland at Your Library Programme.
		Actively participate in Age Friendly initiatives including Bealtaine.	Programme of Bealtaine events delivered. Age Friendly Library Charter for Ballaghaderreen.
		Membership of Age Friendly Interdepartmental Committee	Participation on Committee

Corporate Priority: Economic and Community Development			
Core Objectives	**Supporting Strategies**	**Actions for Delivery**	**Performance Measurement**
Developing Sustainable Infrastructure to Cater for the Future Needs of the County	Implement free public space access to Wi-Fi connectivity for citizens across our towns and villages	Continued Provision of free Wi-Fi/ computer facilities in libraries	Use of IT facilities
		Upgrade IT infrastructure for Wi-Fi and printing	Use of Wi-fi / computer facilities
			Upgrades in place

		Rollout of 'Surfbox' remote printing facility to all branches following successful Roscommon trial.	Printing solution installed.
	Ensure that the property and assets of Roscommon County Council are managed in a matter which maximises their present and future potential	Review of assets register	Accurate assets register
		Digitisation of materials from of local interest from collections held in the County Library collections	Materials digitised and accessible by digital means
		Address building maintenance issues across library buildings	Maintenance issues addressed
		Maintain and upgrade library vehicles fleet.	Vehicles maintained and upgrades as required
	Maximise the potential of all funding opportunities for the maintenance and further development of the County's infrastructure	Work with the Regeneration Unit to progress the development of new Boyle Community Library	Design stage completed, tender published, contractors appointed and construction commenced
		Engage with suitable funding opportunities for the maintenance and development of library services.	Funding secured
		Complete My Open Library works and energy upgrades in Ballaghaderreen Library incorporating Dillon House upper floors	My Open Library in place in Ballaghaderreen

Corporate Priority: Quality Service to our People			
Core Objectives	**Supporting Strategies**	**Actions for Delivery**	**Performance Measurement**
Protect our Natural and Built Environment	Strive to make Roscommon climate resilient and play a leadership role in transitioning to a decarbonised society, climate proofing our strategies, policies and procedures and actively engaging our citizens	Work with the Heritage Officer to investigate opportunities for the library service to deliver actions under the All-Ireland Pollinator Plan	All-Ireland Pollinator Plan Actions delivered
Inspire Leadership	Facilitate our elected members through the provision of timely information, training and facilities, and by supporting all political structures and committees	Effective communication of updates relating to service provision	SPC meetings attended Quarterly Management Reports
	Manage the organisation effectively working collaboratively with all stakeholders	Work with existing and explore the development of new partners for collaborative opportunities	Delivery of collaborative programmes
		Memorandum of understanding (MOU) developed for project partners	MOU in place
	Develop efficient, effective and highly motivated staff through competency and knowledge development, career opportunities and the implementation of our Integrated Performance Management System	Implement the Integrated Performance Management System	IPPs are carried out in line with IPM Monthly Meetings
	Create a culture of continuous learning and development	Engage with a national training opportunities for library staff through the LGMA	No of training days

		Delivery of staff training / CPD opportunities	CPD opportunities Staff pursuing library qualification
	Promote the use of the Irish language by providing service, where possible, through Irish	Explore opportunities to deliver Irish language events in libraries. Continue to foster Ciorcail Comhrá groups at libraries	Number of Irish language events
	Promote positive employee relations and engagement	Introduce more effective methods of working and incorporate IT solutions where appropriate	Efficiencies delivered in frontline services
		Support staff in conjunction with Health & Safety officers to deal with campaign of intimidation	Safe working environment
Value Our Customers	Provide opportunities for customers to access our service through the use of digital technology and online services	Continue to develop and promote eLibrary services	Number of items borrowed /accessed electronically
		Develop and promote a digital platform for local history information	Usage of the new digital local history system
		Maintain upgraded footfall and occupancy control system	FootfallCam system used to identify usage hotspots feeding into opening hours review
	Promote a culture in the workplace were customers and staff are respected, valued and treated with dignity	Addressing customer service concerns	Customer Charter
		Participation in Customer Service Action Plan meetings	
Efficient Use of Resources	Promote and Support Safety, Health and Welfare of all employees through the implementation of an organisation-wide Safety Management System	Comply with all requirements of the Safety Health and Welfare at Work Act 2005 and regulations	Compliance with legislation and policies

	Ensure compliance with public spending code, procurement policies and best practice in achieving value for money	Following procurement guidelines	Operating within the agreed budget
		Monitoring of Revenue and Capital Codes	
Good Governance	Continual implementation of the Ethics Register, Code of Conduct, GDPR, FOI and Child Protection Policies	Comply with requirements with ongoing monitoring and review	Implementation of child protection requirements
			Actions dealt with
	Provide assurance through the delivery of best practice in Corporate Governance, Risk Management, Financial Management and Audit Systems	Comply with corporate governance requirements	Submission of reports
		Procedures register	Register and procedures up to date

ROADS, ACTIVE TRAVEL, NRRO REGIONAL OFFICE AND PLANNING

ROADS AND TRANSPORTATION

Corporate Priority: Quality of Life and Well Being for All

Core Objectives	Supporting Strategies	Actions for Delivery	Performance Measurement
Protect Natural and Built Environment	Strive to make Roscommon climate-resilient and play a leadership role in transitioning to a decarbonised society, climate proofing our strategies, policies and procedures and actively engaging our citizens	Participate in the Roscommon County Council Climate Action Team and progress actions identified relative to the Roads Department	Actions implemented as monitored by Climate Action Team

	Ensure Roscommon locations vulnerable to severe flooding events benefit from proactive, sustainable, flood risk management measures including flood impact mitigation under the Catchment Flood Risk Assessment and Management (CFRAM) Studies	Co-operate with the Office of Public works (OPW) in progressing flood mitigation measures at Carrick-on-Shannon, Lough Funshinagh and Bogganfin, Athlone	Schemes progressed
		Apply to OPW for funding for Flood Relief Schemes	Number of schemes submitted to OPW Number of OPW funded schemes completed
		Carry out drainage maintenance on designated rivers	Arterial Drainage Programme 2024 completed
		Progress projects under Department of Transport's Climate Change Adaptation and Resilience programme	Number of projects completed
		Inspection and maintenance of critical infrastructure	Management of severe weather events as they arise during the year
		Electric Vehicle Charge Points: Installation of Electric Vehicle Chargers in conjunction with Easy Go Charging Limited and Eircom Limited at locations across County Roscommon	Number installed
		In conjunction with Offaly County Council as the lead authority, progress the procurement, assessment, appointment, and management of a Specialist Technical Consultant to carry out a Regional Electric Vehicle Charging Infrastructure Strategy for the study area which includes the counties of Westmeath, Longford, Roscommon, Laois and Offaly	Strategy completed

Support Cultural and Community Development	Work with the Gardaí, Road Safety Authority and other groups to promote road safety awareness and reduce road deaths and serious injury accidents in line with national targets in the Road Safety Strategy	County Roscommon Road Safety Plan 2022-2030 – Phase 1 Action Plan 2022-2024	Implementation of Phase 1 Action Plan
		Deliver a programme of low cost safety schemes on national, regional and local roads	Number of schemes delivered
		Promote road safety with the Road Safety Authority, An Garda Síochána and other key stakeholders in promoting and improving road safety in the county. Working with schools and communities to progress road safety initiatives and events.	2024 road accident statistics from the Road Safety Authority Number of the Roscommon Road Safety Together Committee held Number of initiatives/events held
Corporate Priority: Economic and Community Development			
Core Objectives	**Supporting Strategies**	**Actions for Delivery**	**Performance Measurement**
Positive Promotion of the County	Work with stakeholders in the development and provision of designated Greenway cycle and walking networks to support tourism, recreation and maximising the associated health benefits	Progress the Athlone to Galway cycleway in conjunction with Transport Infrastructure Ireland (TII), Westmeath County Council and Galway County Council	Project delivered
		Progress Greenway project - Athlone to Ballyleague/Lanesborough	Continue to progress Greenway project - Athlone to Ballyleague/Lanesborough

		Progress Greenway project - Mid Shannon-Ballyleague/Lanesborough, Strokestown, Roosky and Termonbarry	Continue to progress Greenway project - Mid Shannon-Ballyleague/Lanesborough, Strokestown, Roosky and Termonbarry
		Progress Greenway project - Lough Key to Carrick-on-Shannon	Continue to progress Greenway project - Lough Key to Carrick-on-Shannon
Developing sustainable infrastructure to cater for the future needs of the county	Through funding and working with Transport Infrastructure Ireland (TII), the Department of Transport (DoT)and the National Transport Authority (NTA) develop and implement a programme for the upgrading, maintenance and improvements of our roads network	Prepare and implement the Road Works Programme 2024	Road Works Programme delivered
		Prepare and implement Schedule of Municipal District Works Programme 2024 for three Municipal Districts	Schedule of Municipal District Works Programme delivered
		Maintenance of History of Pavement works; Road Pavement Surface Inventory and Survey (Mechanical and Visual)	Performance Indicators R1 R2
		Pavement Surface Condition Index (PSCI) ratings for regional, local primary and local secondary roads	
		Progress projects under the Active Travel Investment Programme 2024	Number of projects delivered
		Deliver projects under the Community Involvement Scheme for the two-year period 2024-2025	Number of projects delivered

		Through funding provided by the Department of Rural and Community Development and also local contributions, progress projects under the Local Improvement Scheme 2024 to carry out improvement works on non-public roads, in conjunction with local communities	Number of projects delivered
		Management and maintenance of the Council's machinery and fleet	Maximise income generated by Machinery Account
		Prepare and implement Winter Service Plan	Winter Services Plan implemented
		Administration of functions under the Roads Act 1993	Number of Notices issued Number of road closures Number of roads taken in charge
	Maximise the potential of all funding opportunities for the maintenance and further development of the County's infrastructure	Progress the national project - N5 Ballaghaderreen-Scramoge	N5 Ballaghaderreen to Scramoge project - construction progressing
		Progress the national road project - N61 Gortnacrannagh to Tulsk	N61 TGRP is being progressed through TII Phase 2 Options Selection
		Progress the national road project - N61 Tulsk to Clashaganny Realignment	N61 Tulsk to Clashaganny project is being progressed through TII Phase 4 Statutory Processes
		Progress the national road project - N4 Carrick on Shannon to Dromod	N4 Carrick on Shannon to Dromod project is being progressed through TII Phase 3 Design
		Progress Active Travel projects within the villages of Frenchpark, Bellanagare, Tulsk, Strokestown and from Tulsk to Rathcroghan	Project delivered

	Ensure that the property and assets of Roscommon County Council are managed in a manner which maximises their present and future potential	Management of existing burial grounds and all related functions	Number of burial grounds being maintained
		Progress burial ground capital projects	Number of capital projects delivered
		Implement the Cemetery Bye-Laws	Bye-Laws implemented
		Provide financial support to voluntary committees through the *Cemetery Improvement and Maintenance Scheme*	No of grants allocated
		Manage all applications for Road Opening Licences via MRL (**MapRoad Licensing)**	Number of road opening licences issued
		Manage and operate a permit system for abnormal loads for operators transporting a vehicle or load that falls outside the limit of the limits allowed by the Road Traffic Regulations 2003	Number of abnormal load permits issued
	Ensure effective and dedicated support of the National Broadband Plan delivery in bringing digital infrastructure to every premises in the county and facilitating next generation internet access to every citizen	Continue to provide a Broadband Officer as point of contact for service providers, government departments and the general public	Implementation of actions outlined in 'Roscommon Digital Strategy 2022-2026'
		Assist with the rollout of the National Broadband Plan	Broadband Connection Points (BCPs) (community hubs) set up throughout the county to provide the public with access to high speed broadband

		Continue to support private providers in the roll out of high speed broadband in commercially viable areas	Continue to seek funding, in collaboration with BCPs, under anticipated new Department of Rural and Community Development (DRCD) funding streams in 2024

Corporate Priority: Quality Service to Our People

Core Objectives	Supporting Strategies	Actions for Delivery	Performance Measurement
Inspire Leadership	Support our elected members in their representational role to ensure effective policy making	Preparation of relevant Policies and Programmes for Plenary Meetings and Municipal District Meetings	Number of meetings held
	Facilitate our elected members through the provision of timely information, training and facilities and by supporting all political structures and committees	Facilitate, organise and provide support to Roads and Transportation and Emergency Services Strategic Policy Committee	Number of meetings held
	Development efficient, effective and highly motivated staff through competency and knowledge development, career opportunities and the implementation of our Integrated Performance Management System	Prepare and implement Unit Operational Plan	Continuous monitoring of Unit Operational Plan Number of Integrated Performance Meetings held
		Prepare and monitor Individual Performance Plans	Targets met in Individual Performance Plans
	Create a culture of continuous learning and development	Enhance skills, competencies and knowledge of staff	% of training provided Procedural manuals maintained in line with Audit of Procedures – Internal Audit

		Updated job profiles Provide specialist training as needs are identified	Training requirements identified Deliver on Annual Training Plan
Value our Customers	Promote a culture in the workplace where customers and staff are respected, valued and treated with dignity	Delivery our services in line with Council policies focused on the needs of staff and customers where all business is conducted in an equal, inclusive and dignified manner	Customer service is delivered to our citizens in a timely, inclusive, dignified and courteous manner
	Provide opportunities for customers to access our services through the use of digital technology and online services	Work with ICT to identify and develop digital transformation initiatives	Implementation of digital transformation initiatives
Efficient use or Resources	Promote and support the Safety, Health and Welfare of all employees through the implementation of an organisation-wide Safety Management System	Ensure compliance with all requirements of the Safety, Health and Welfare at Work Act 2005 and the Regulations made thereunder	Monitoring accident and incident rate
		Health and Safety on the Agenda for all staff meetings	Health and Safety Quarterly Safety reports maintained
	Facilitate all staff to reach and maintain their full potential in the workplace through the promotion of mental, physical, emotional and psychological health and wellbeing	Engage with and support staff to facilitate this measure	Staff facilitated to participate in the health and wellbeing initiates under the Wellbeing Programme
Efficient use or Resources	Ensure compliance with public spending code, procurement policies and best practice in achieving value for money	Tenders for the provision of goods and services to be carried out in accordance with the Council's Procurement Plan and Procurement Procedures	Compliance with procurement procedures and regulations and relevant legislation
		Comply with audit requirements	
		Monitoring of budgets	

	Benchmark against NOAC indicators	Collation of data and completion of Annual Returns in respect of Performance Indicators	Baseline for service provision 2024 Performance Indicators: R1, R2
Good Governance	Continual implementation of the Ethics Register, Code of Conduct GDPR, FOI and Child Protection	Comply with all statutory requirements in relation to the Freedom of Information requests, Access to Information on the Environment requests and Office of the Ombudsman complaints/queries	Compliance with the relevant legislative provisions. All requests and complaints addressed within the relevant timeframes
		Implement the Council's Data Protection Policies	Compliance with Data Protection provisions
		Comply with:	Compliance with Legislation, Policy and Risk Assessment
		Council's Policy and Procedure for the Protection and Safeguarding of Children	Compliance with legislation
		Children First Act 2015	
		Roads and Transportation Protection and Safeguarding of Children Risk Assessment	

PLANNING			
Corporate Priority: Quality of Life and Well Being for All			
Core Objectives	**Supporting Strategies**	**Actions for Delivery**	**Performance Measurement**
Protect our Natural and Built Environment	Strive to make Roscommon climate-resilient and play a leadership role in transitioning to a decarbonised society, climate proofing our strategies, policies and procedures and actively engaging with citizens.	Incorporate as a standard item in pre-planning discussions.	Increased evidence of energy efficiency measures incorporated into new development proposals.
		Promote and require adherence to the policies contained in the *Roscommon County Development Plan (RCDP) 2022-2028*, with emphasis on carbon reduction measures.	Number of renewable energy projects proposed and granted planning permission; Number of green infrastructure projects proposed and granted planning permission.

	Provision of quality housing in appropriate locations, ensuring our towns and villages are attractive places to live.	Promote and require adherence to the settlement strategy and housing policies set out in the *Roscommon County Development Plan (RCDP) 2022-2028.*	Number of houses granted in towns and villages.
		Ensure the zoning of sufficient and appropriately located lands to accommodate quality housing, in Local Area Plans (and the *Athlone Joint Urban Area Plan) all of* which will be at various stages of preparation and statutory plan making processes in 2024.	
		To be reflected in pre-planning advice.	No overturned decisions from An Bord Pleanala, based on policy considerations.
		To be reflected in decisions on planning applications.	
	Ensure Roscommon locations vulnerable to severe flooding events benefit from proactive, sustainable flood risk management measures including flood impact mitigation under the Catchment based Flood Risk Assessment and Management (CFRAM) Studies.	Areas at risk are zoned appropriately;	Greenbelt zoning applied to lands which are identified through the SFRA as being within Flood Zones A or B.
		All zoning decisions to be informed by the undertaking of a Strategic Flood Risk Assessment (SFRA) as part of the plan making process.	
		All relevant planning applications are accompanied by a site specific Flood Risk Assessment.	No development permitted contrary to the recommendations of site specific Flood Risk Assessments.

Support Cultural and Community Development	Continue our strategic, pro-active approach to the creation of attractive vibrant towns and villages in partnership with communities and supported by relevant government funds and resources.	Promote adherence to relevant policy objectives contained in the *Roscommon County Development Plan (RCDP) 2022-2028,* including in particular those contained in Chapter 11 – Social, Community and Cultural Development;	Number of instances of engagement with the Public Participation Network (PPN).
			Collaboration between RCC's Planning and Regeneration Sections.
		Ensure that land use zoning in forthcoming Local Area Plans (and the *Athlone Joint Urban Area Plan*) facilitates cultural and community development opportunities at appropriate locations.	
		Continue working to achieve a reduction in the number of unfinished housing developments (UHDs).	Annual reduction in the number of UHDs;
			Increase in the number of developments being of a satisfactory standard for Taking in Charge.
		Decisions on planning applications.	Decisions on planning applications and Section 5 DEDs made within the statutory time period.
		Decisions on Section 5 Declarations of Exempted Development (DEDs).	
	Ensure high quality social housing is delivered as part of the Government Strategy expressed in *Rebuilding Ireland - Action Plan for Housing and Homelessness* (2016) and superseded by *Housing for All*	Promotion of adherence to housing polices contained in Chapter 3 (People, Places and Housing) and Chapter 12 (Development Management Guidelines and Standards) of the *Roscommon County*	No. of instances of collaboration and pre-planning engagement between RCC's Planning and Housing Sections.
			Number of social housing units secured through Part V agreements arising from permissions for

		Development Plan (RCDP) 2022-2028.	residential development.
		Advice provided at pre-planning stage.	Timescales within which pre-planning meetings are facilitated.
		Reflected in decisions on planning applications, where Part V provisions apply.	Decisions on planning made within the statutory time period.
		Engagement between Planning and Housing Sections in advance of Part 8 housing proposals being developed.	Number of instances of collaboration and pre-planning engagement between RCC's Planning and Housing Sections.
		Planning recommendations on Part 8 social housing proposals.	Provision of consultation reports from the Planning Section on Part 8 housing proposals within required timeframes.

Corporate Priority: Economic and Community Development			
Core Objectives	**Supporting Strategies**	**Actions for Delivery**	**Performance Measurement**
Developing and Promoting Sustainable Enterprise and Job Creation	Promote Roscommon as a location in which to invest in business.	Promote adherence to relevant policy objectives in the *Roscommon County Development Plan (RCDP) 2022-2028*, in particular those in Chapter 6 – Economic Development;	Zoning of sufficient lands to meet economic development needs, in accordance with the principles of proper planning and sustainable development.

		Ensure that land use zoning in forthcoming Local Area Plans (and the *Athlone Joint Urban Area Plan*) facilitates sustainable enterprise and job creation development opportunities at appropriate locations.	
		Facilitate pre-planning meetings (including convening 'major pre-planning' discussions where warranted due to development type and size);	Timescales within which pre-planning meetings are facilitated.
		Reflected in decisions on planning applications.	Decisions on planning applications made within the statutory time period.
	Stimulate residential and commercial development in our towns and villages through collaboration with communities and government agencies.	Promote and require adherence to the policy objectives contained in the *Roscommon County Development Plan (RCDP) 2022 – 2028,* including those contained in Volume II of the Plan in relation to identified settlements and villages;	Number of pre-planning discussions undertaken regarding residential and / or commercial development proposals in towns and villages;
		Ensure that policy objectives and land use zoning in forthcoming Local Area Plans (and the *Athlone Joint Urban Area Plan*) facilitates residential and commercial development opportunities at appropriate locations.	Outcome of planning decisions on proposals for appropriate residential and commercial development in towns and villages.

	Promote the sustainable use of the county's natural resources as a key component of developing enterprise and tourism opportunities.	Advice provided at pre-planning meetings.	Timescales within which pre-planning meetings are facilitated.
		Reflected in decisions on planning applications.	Decisions on planning applications made within the statutory time period.
Positive Promotion of the County	Promote culture, heritage and the river and lake landscape character of Roscommon as a place to visit.	Promotion of and adherence to relevant policy objectives in the *Roscommon County Development Plan (RCDP 2022-2028,* including in particular those in Chapter 9 (Built Heritage) and Chapter 10 (Natural Heritage).	Outcome of planning decisions;
			No overturned decisions from An Bord Pleanala, based on policy considerations relating to built or natural heritage.

Corporate Priority: Quality Service to our People			
Core Objectives	**Supporting Strategies**	**Actions for Delivery**	**Performance Measurement**
Inspire Leadership	Support our elected members in their representational role to ensure effective policy making.	Effective methods of engagement and communication between Members and the Executive during the process of preparing Local Area Plans and the Athlone Joint Urban Area Plan.	Acceptance of *LAPs* and the *JUAP* by the Minister and the Office of the Planning Regulator, and no Section 31 direction received on the Plans.
Value our Customers'	Foster consultation, collaboration and	Public consultation initiatives during the process of preparing	Number and type of consultation events and initiatives

	continuous improvement in all our engagement with our customers, communities and stakeholders.	and making Local Area Plans (LAPs) and the Athlone Joint Urban Area Plan.	organised;
			Continued expansion of dedicated *RCDP* website to incorporate up to date content on LAPs, and number of 'hits' on website;
			Number of RCDP related interactions on social media platforms;
			Number of instances of engagement with the Public Participation Network (PPN).
		Quarterly review and update of planning content of RCC's website.	All outdated planning content removed from website on a quarterly basis.
	Provide opportunities for our customers to access our services through the use of digital technology and online services.	Enhancement of the dedicated website for the *Roscommon County Development Plan* to include content on Local Area Plans at each stage of the Plan preparation.	Number of submissions received during the LAP public consultation periods, via the submission facility on the RCDP website;
			Number of participants in LAP related on-line surveys.
		Use of social media to provide information and updates at relevant stages during statutory plan making processes.	Level of engagement from social media users;
			Re-tweets of RCDP / LAP related content;
			Number of 'likes' of RCDP/LAP related content.

Efficient Use of Resources	Benchmark against NOAC indicators.	Continue to provide a consistent high quality planning service with a constant focus on transparency, professionalism and value for money.	Meeting statutory deadlines and continued focus on Planning Service Indicators (NOAC).

ENVIRONMENT, CLIMATE ACTION & RURAL WATER			
Corporate Priority: Quality of Life and Well Being for All			
Core Objectives	**Supporting Strategies**	**Actions for Delivery**	**Performance Measurement**
Protect our Natural and Built Environment	Strive to make Roscommon climate-resilient and play a leadership role in transitioning to a decarbonised society, climate proofing our strategies, policies and procedures and actively engaging our citizens.	Prepare Climate Action Plan	Complete plan in accordance with government timelines
		Engage with the Climate Action Team	Nr of annual meetings
		Progress Climate Action Plan actions	Actions progressed
		Support applications from local communities for Sustainable Energy Community status and preparation of energy master plans	Nr of applications supported
		Facilitate decarbonisation of Roscommon Town (nominated decarbonisation zone)	Carbon reduction policies procedures and projects implemented
		Support SPC Climate Action Sub-Committee	Nr meetings
			Recommendations implemented
		Engage with CARO	Meetings attended
	Continue to provide information on climate adaptation and mitigation to better inform our communities as to how we can best adapt to the challenges that climate change presents, e.g., flooding/drought conditions	Engage with communities on climate change and climate action	Nr of engagement events
		Conduct education and awareness programmes via schools and community groups	
Protect our Natural and Built Environment	Minimise pollution through promotion of recovery, reduction and recycling of waste.	Develop and submit Annual RMCEI Plan.	Upload to EPA Eden Portal
		Report NOAC Service Indicators	E1 – Households availing of a 3 bin service
			E2 – Environmental pollution complaints closed

				E3 – LA areas within 5 levels of litter pollution
				E4 - % of schools that have been awarded green flag status
			Section 63 Notices (an EPA action against LA)	Nr of Notices, actions
			Enforcement actions

Legal prosecutions

Participate in LAPN | Nr of enforcement actions and prosecutions issued by RCC

Prevention projects implemented |
			Continue to monitor and maintain registered licenced landfills at Roscommon and Ballaghaderreen	Comply with EPA monitoring requirements
			Comply with Certificate of Authorisation at Castlerea landfill	Carry out works required to comply with Castlerea landfill CoA
			Prepare Certificates of Authorisation to facilitate assimilation of unregistered historical landfills at Boyle, Strokestown and Frenchpark	Secure Certificates of Authorisation and carry out works in due course subject to provision of funding
			Civic amenity recycling services at Ballaghaderreen, Castlerea, Boyle and Roscommon	Volume/weight of recycled material per head of population
			Manage and review operations and efficiency of service, including sale of tickets	WERLA, Repak, WEEE Ireland performance reports
			Bring bank recycling services throughout the County	Complaints received relating to operation and maintenance
			Litter Inspections	Nr of inspections, patrols & complaints
			Prepare and Implement the Litter Management	% of RMCEI target achieved
				Nr fines, notices

		Plan	issued
			Nr court cases/appearances
		Manage EPA Licence Compliance	Nr of non-compliances per site/licence
		Issue Certificates of Registration for waste, including sewage sludge waste facilities	Nr certificates issued
		Issue Waste Facility Permits	Nr permits issued
		Complete NWCPO audits, as requested	% NWCPO audits completed
		Waste Collection Permits inspections	% of RMCEI target achieved
		Annual Waste Survey	Return all required data within the specified timeframe
		Anti-Dumping Initiative (subject to grant funding)	Nr of initiatives approved and delivered
		Implement National Waste Management plan for the Circular Economy & co-operation with CUWERLA	Deliver agreed initiatives and programmes under the Plan
		Liaise with National Transfrontier Shipment Office (NTFSO)	Respond as required
		C&D Handling inspections at development sites	Nr of sites identified and inspected
		Packaging Regulations Inspections	% of RMCEI target achieved
		Household Waste Surveys (Presentation of Waste Bye-Laws 2019).	% of RMCEI target achieved
		End of Life Vehicles inspections	% of RMCEI target achieved
		Plastic Bag inspections	% of RMCEI target achieved
		WEEE inspections	% of RMCEI target achieved

		Battery inspections	% of RMCEI target achieved
		Waste Tyre inspections	% of RMCEI target achieved
		Food Waste inspections	% of RMCEI target achieved
		Deco Paints inspections	% of RMCEI target achieved
		Solvents Regulations inspections	% of RMCEI target achieved
		Petroleum Vapour inspections	% of RMCEI target achieved
		Smokey Coal inspections	% of RMCEI target achieved
		Enforce Mercury Regulations (dental practices)	% of RMCEI target achieved
		Implement Environmental Noise Regulations, including quarry inspections	Nr complaints, inspections and enforcement actions
		Prepare/update Noise Action Plan	Prepare/update within timeframe
		Implement Air Pollution Regulations, including quarry inspections	Nr complaints, inspections and enforcement actions
		Process burning Notice applications	Nr applications processed within timeframe
		Process air pollution licences	Nr licences processed within timeframe
	Work with the Local Authorities Waters Programme and state agencies to develop and implement River Basin Management Plans to protect and improve water quality in Roscommon's rivers, lakes and groundwater.	Facilitate EPA/LAWPRO investigation teams in carrying out their work in the priority areas for action and supply a laboratory service to LAWPRO (sampling, Nitrates Directive, etc.)	Nr of samples tested for LAWPRO investigation teams
		Implement the Water Framework Directive	
		Septic Tank inspections	% of RMCEI target achieved

		Farm inspections and cross reporting	% of RMCEI target achieved
		Carry out DWWTS inspections in accordance with the National Inspection Plan	% of NIP target achieved
		Process DWWTS NIP grants	Grants processed in timely manner
		Process DWWTS HSCOA and PAA grants	Grants processed in timely manner
		Section 4 Discharge Licences inspections	% of RMCEI target achieved
		Process new licence applications (industrial discharges)	
		Process tree-felling licences	Nr processed within timeframe
		Planning File Inspections/Pre planning meetings	% completed within Planning Regulatory timeframe
		Process permits for temporary/event advertisement signs	% processed within prescribed timeframe
		Maintain hydrometric stations	Data provided
		Provide competitive accredited Laboratory Services to public and private sector customers	Income generated
			Sample/test volumes
		Maintain and expand accreditation	Accreditation maintained
		Facilitate audits as required	New accreditation business areas
		Facilitate LAWPRO-led community initiatives	Requested meetings facilitated
	Work with Tidy Towns Committees, Community Groups and Schools to change societal behaviour with regard to waste and litter generation, recycling,	Bin service initiatives, public education & awareness campaigns	Nr of initiatives and campaigns delivered
			Service and participation levels

		and to encourage schools to join the Green Schools Programme.	Waste minimisation & prevention, including Up Cycling Events, Green your Festival & Food Waste Prevention	Nr of initiatives & level of participation
			Support and promote Green Schools Programme	% of schools participating
			Support Community Groups & Tidy Towns by providing guidance and awareness initiatives	Nr of information sessions facilitated and no of participant groups
		Maximise litter prevention through education and awareness programmes.	Internal Environmental campaigns	No of initiatives in Council occupied buildings
			Community Environment Action Fund (CEAF)	No of projects funded and level of funding achieved
			Annual Litter Survey	Provide required data within specified timeframe
			Anti-Litter, Anti-Graffiti Grant initiatives	No of initiatives facilitated

Corporate Priority: Economic & Community Development			
Core Objectives	**Supporting Strategies**	**Q2: Actions for Delivery**	**Q1 :Performance Measurement (Actions from ASDP)**
Developing & promoting sustainable enterprise and job creation	Promote Roscommon as a location in which to invest in business.	Implement and enforce the Casual Trading Act and Casual Trading Bye Laws	Applications processed in timely manner
		Issuing of licenses as appropriate	Take appropriate enforcement action where required including issuing of FPN's
	Promote economic development and job opportunities to maximize employment and development of future skills that meet the changing business environment.	Avail of funding opportunities under the just transition fund.	No. of Initiatives supported.

Developing Sustainable Infrastructure to Cater for the Future Needs of the County	Maximise the potential of all funding opportunities for the maintenance and further development of the County's infrastructure		
	RURAL WATER	Deliver the Multi Annual Rural Water Programme – Measures 1 to 8- Group Water Schemes Capital Projects to upgrade and enhance existing Schemes	Progression of works in line with agreed priority projects and as approved for funding support set out in the Multi Annual Rural Water Programme.
	Facilitate the delivery of private water and wastewater facilities through community Group Water Schemes through various measures to improve the quality, reliability and efficiency of water services for rural dwellers where Irish Water services are not available.	Source Protection Initiatives –protect the raw water source of existing Group Water Schemes	Timely allocation of grants
		Environmental and Public Health Compliance – improve Water Quality in existing GWSs	Administration of the Annual and Operational & Maintenance subsidies to Active GWSs.
		Enhancement of Existing Schemes – Infrastructural and Efficiency of Operation eg., water conservation and network upgrades.	
		Transition existing GWSs to the Public Water (Irish Water) Sector.	
		Facilitate the continued expansion of the coverage of piped water supplies and central wastewater collection systems by extension of the public network.	

		Provide funding support to households dependant on Private Water Supplies (Well Grants)	
	Support the GWS Sector in partnership with the National Federation of GWS to ensure that a safe, dependable and adequate water supply is provided to the rural community and to actively partner in new initiatives such as the Group Water Scheme Source Protection Pilot Project.		Administer the Private Water Supply Grant Scheme
			Administer the Lead Remediation Grant Scheme
			Progress the work on the Group Water Scheme Source Protection Pilot Project to secure long term protection of raw water sources in private water supplies.
			Participate in and facilitate the Steering Group and the Working Group to progress the work on the GWS Source Protection Pilot Project.
Corporate Priority: Quality Service to Our People			
Core Objectives	**Supporting Strategies**	**Actions for Delivery**	**Performance Measurement**
Inspire Leadership	Support our elected members in their representational role to ensure effective policy making.	Administer SPC Meetings	Meetings held
			Reports and presentations given
	Facilitate our elected members through the provision of timely	Administer SPC Meetings	Meetings held

			Reports and presentations given
	Manage the organisation effectively working collaboratively with all stakeholders.	· Corporate Plan · Unit Operational Plan · IPM Meetings · Quarterly Management Reports · Annual Reports · Budget Report	Plans and Reports prepared Meetings held and documented
	Develop efficient, effective and highly motivated staff through competency and knowledge development, career opportunities and the implementation of the Integrated Performance Management System.	IPM & IPP meetings	Meetings held and record of same
	Create a culture of continuous learning and development.	Continuous training	Training records
		Knowledge sharing	Access to information
	Promote positive employee relations and engagement.	Introduce more effective methods of working and incorporate IT solutions where appropriate	No of change projects delivered
Value Our Customers	Foster consultation, collaboration and continuous improvement in all our engagement with our customers, communities and stakeholders.	Process requests for information	Nr of public/media queries·
		Process public complaints	Nr of political representations
			Response and response times
	Provide opportunities for customers to access our services through the use of digital technology and online services.	Implement identified ICT solutions	ICT is part of each change initiative
	Promote a culture in the workplace where customers and staff are respected, valued and treated with dignity.	Record and address all complaints in accordance with complaints policy	Measure number and type of complaints received and outcomes
			Record number of complaints

			Referred to the ombudsman
		Ensure customer's privacy is respected and protected	Comply with GDPR
			Document management policy
Efficient Use of Resources	Promote and support the Safety, Health and Welfare of all our employees through the implementation of an organisation-wide Safety Management System.	Carry out all operations in accordance with the 2005 SHWW Act and the 2006 Construction Regulations	Record of incidents
			Risk Management Document
			Quarterly management reports
			Quarterly inspections
	Ensure compliance with public spending code, procurement policies and best practice in achieving value for money.	Comply with procurement requirements	% projects complying with procurement rules
		Public Spending Code Audit	Comply with audit requirements
	Benchmark against NOAC indicators.	NOAC annual return	Submit NOAC indicators in accordance with NOAC requirements
Good Governance	Continual implementation of the Ethics Register, Code of Conduct, GDPR, FOI and Child Protection Policies	Update Ethics Register	Return of annual declarations
		Comply with GDPR legislation and Corporate policy	Level of compliance
		Respond to FOI requests for information	Provide appropriate information in the prescribed time-frame
		Respond to AIE requests	
		Comply with Child Safeguarding Policy and Procedures	Garda vetting of staff
			Training of staff
			Compliance with Unit risk assessment

Information and Communications Technology			
Corporate Priority: Quality of Life and Well Being for All			
Core Objectives	**Supporting Strategies**	**Actions for Delivery**	**Performance Measurement**
Support Cultural and Community Development	Ensure that all citizens irrespective of age, religion, mobility, culture or nationality are recognised as an integral part of our community and enjoy equal access to our services	Review current forms published on www.roscommoncoco.ie analyse service use, develop an online version including payment connectors where appropriate	Number of online services provided
		Continue to develop online community grant forms where appropriate.	Number of community grant forms developed.
Corporate Priority: Quality Service to our People			
Core Objectives	**Supporting Strategies**	**Actions for Delivery**	**Performance Measurement**
Inspire Leadership	Facilitate our elected members through the provision of timely information, training & facilities and by supporting all political structures and committees	Provide a suite of digital services to elected members	Number of services provided
	Manage the organisation effectively, working collaboratively with all stakeholders	SharePoint usage. Push project collaboration to SharePoint platform and leverage the benefits of collaboration.	Measure the number of documents which are collaboratively shared externally on our SharePoint platform.
Value our Customers	Provide opportunities for customers to access our services through the use of digital technology and online services	Develop and promote a range of online services and make them available through ' My Online Service '	Number of online services delivered

Efficient Use of Resources	Through the annual budget process ensure LPT, Business Rates and State Grants are spent appropriately	Create intelligent dashboards for business decision makers to easily make timely informed decisions.	Count the intelligent dashboard usage by user.
	Ensure compliance with public spending code, procurement policies and best practice in achieving value for money	Streamline internal processes by developing a range of internal online services accessible through ' My Online Workspace '	Number of internal online services delivered
		Expand council's use of existing licenses associated with the councils GIS platform powered ESRI ArcGIS Enterprise software	Delivery of web-based solutions to enable various section to edit and update spatial data, removing reliance on out-of-support MapInfo licenses
		Streamline internal processes by developing a range of internal online services accessible through ' My Online Workspace '	Number of internal online services delivered
Good Governance	Ensure democratic functions are performed in an open and informed manner	Facilitation of Live Webcasting of Plenary Council Meetings.	Live Webcasting of full Council Meetings
		Implement Mobile device management solution that incorporates asset management	Implement Microsoft Intune solution to register devices.
		Implement technology and ICT supports for a long term remote working solution.	Examine long-term remote working solutions
		Design and implement a Recovery Solution for key services	Procure supplier and test solution

		Develop governance structure for the use of Microsoft Teams as a collaboration tool	Roll out new design structure.
	Provide assurance through delivery of best practice Corporate Governance, Risk Management, Financial Management and Audit Systems.	Design and implement a SIEM which will assist with IT security event audits.	Procure supplier and test solution

Corporate Services			
Corporate Priority: Quality of Life and Well Being for All			
Core Objectives	**Supporting Strategies**	**Actions for Delivery**	**Performance Measurement**
Support Cultural and Community Development	Support education, leisure, health and wellbeing and sports programmes and initiatives in partnership with all stakeholders to encourage participation and build a strong, healthy and socially inclusive society	Manage provision of Veterinary Service	Compliance with Service Level Agreement (SLA) with the Food Safety Authority of Ireland (FSAI)
			Management of Temporary Veterinary Inspectors Contracts
			All actions on Animal Identification and Movement System (AIMS) completed in a timely manner
			All actions on Official Agency Premises and Inspections OAPI completed within the agreed timeframe
		Provide a dedicated Dog Control Service	Dog Control service managed in accordance with legislation and policies

			Number of dog licences issued
Corporate Priority: Quality Service to our People			
Core Objectives	**Supporting Strategies**	**Actions for Delivery**	**Performance Measurement**
Inspire Leadership	Support our elected members in their representational role to ensure effective policy making	Facilitate, organise and provide support to meetings of the Council and all committees	Meetings serviced, agenda business transacted, minutes produced and follow –up actions implemented
		Support the democratic role of the elected members	
	Facilitate our elected members through the provision of timely information, training and facilities and by supporting all political structures and committees	Dissemination of Information to elected member	Information provided to elected members as appropriate
		Provision of training to elected member	Induction training to be provided to elected members of new Council
		Set up of committees for new Council 2024 -2028	New committees in place as required by legislation
	Ensure that elected members and staff are ambassadors for consultation, collaboration and engagement with communities and stakeholders	Manage and maintain the Register of Electors	Register of Electors published in accordance with statutory obligations
		Revision of Electoral Polling Scheme	Polling Scheme Revised if necessary
		Organise and hold Local Elections 2024	Local Elections held

		Implement Boundary changes as required by legislation	Boundary changes updated Q3 of 2024
	Manage the organisation effectively working collaboratively with all stakeholders	Objectives of Corporate Plan 2019-2024	Actions in Annual Service Delivery Plan 2024
	Develop efficient, effective and highly motivated staff through competency and knowledge development, career opportunities and the implementation of the Integrated Performance Management System	Strengthen performance management with the implementation of the Integrated Performance Management System	Continuous monitoring of performance of Unit Operational Plan through Integrated Performance Management system and Individual Performance Plans and target met
		Manage and evaluate individual performance through the Individual Performance Plan (IPP) process	End of year evaluation
	Create a culture of continuous learning and development	Enhance skills, competencies and knowledge of staff	No of training days provided
	Promote positive employee relations and engagement	Identify improvements and initiatives to improve the operation of Corporate Affairs.	Motivated workforce that is aware of strategic objectives of the council and equipped to deliver on targets
			Up to date procedures in place
Value our Customers	Foster consultation, collaboration and continuous improvement in all our engagement with our customers, communities and stakeholders	Facilitate civic receptions and events	Number of receptions and events held
		Develop & Implement a Policy on Acceptable	Policy implemented Q1 of 2024

		Customer Behaviour	
		Strengthen Communications on behalf of the organisation	Communications Strategy and Action Plan.
	Provide opportunities for customers to access our services through the use of digital technology and online services	Review and Management of the Council's social media accounts and Website	NOAC C3: LA website and social media usage
		Facilitate additional digital opportunities to enhance customer experience as recommended by ICT	Implementation of new initiatives
		Collaborate with ICT to review and launch new website	Revised and updated website launched
	Promote a culture in the workplace where customers and staff are respected, valued and treated with dignity	Delivery of Customer Care in line with policies focused on the needs of our customers and citizens.	Customer Service delivered in a timely and courteous manner in line with Customer Charter
	Promote the use of the Irish language by providing services, where possible through Irish	Compliance with the Official Languages Amendment Act 2021	at least 20% of any advertising in the Irish language
			at least 5% of expenditure on advertising in the Irish language through Irish language media.
	Promote and support the Safety, Health and Welfare of all our employees through the implementation of an organisation-wide Safety Management System	Comply with all requirements of the Safety, Health and Welfare at Work Act 2005 and the Regulations made thereunder	Compliance with Health and Safety legislation and policies.
			Procedures monitored on an

			ongoing basis
	Ensure compliance with public spending code, procurement policies and best practice in achieving value for money	Comply with procurement guidelines	Monitor Budgets on monthly basis
	Benchmark against NOAC indicators	Co-ordination of Annual Return in respect of Performance Indicators	Performance Indicators Return to NOAC in accordance with guidelines
Good Governance	Ensure democratic functions are performed in an open and informed manner	Facilitation of Live Webcasting of Plenary Council Meetings	Live Webcasting of full Council Meetings
		Availability of Minutes of Council meetings	Publication of Minutes of all Council meetings including Municipal Districts
		Records Management for Organisation– hard and soft copy	Streamlining records to uphold provisions of data protection act
	Continual implementation of the Ethics Register, Code of Conduct, GDPR, FOI and Child Protection Policies	Discharge responsibilities under the Ethics Register	Up to date Ethics Register in place
		Online staff returns for Ethics	All returns completed online
		Comply with Data Protection legislative provisions	Compliance with Data Protection legislative provisions

		Implement the actions contained in the Council's General Data Protection Regulation (GDPR) Implementation Plan	Implementation of the actions in the Council's GDPR Implementation Plan
		Comply with all statutory requirements in relation to Freedom of Information (FOI) requests, Access to Information on the Environment (AIE) requests and Office of the Ombudsman complaints/queries	All requests and complaints addressed within prescribed timeframes
	Provide assurance through delivery of best practice in Corporate Governance, Risk Management, Financial Management and Audit Systems	Prepare Reports and Work Programmes in line with corporate governance requirements	Annual Service Delivery Plan 2025 adopted
			Annual Report 2023 adopted
		Ensure adequate and comprehensive insurance is in place to meet the needs of the organisation	Manage the insurances in place
			Management of claim
		Public sector equality and human rights duty	Internal organisation review carried out and policies implemented
		Review and improve Corporate Risk Register	Corporate Risk Register updated

ASSETS AND ENERGY MANAGEMENT			
Corporate Priority: Quality of Life and Well Being for All			
Core Objectives	**Supporting Strategies**	**Actions for Delivery**	**Performance Measurement**
Protect our natural and Built Environment	Provide for the conservation of fuel and energy in protecting the environment	Liaise with SEAI and other partners on the obligations of public bodies with regard to building management	Ongoing assessment of compliance with statutory obligations.
		Engage with Midlands Energy Agency and with SEAI Pathfinder Programme	No. Retrofit Projects commenced in 2024
		Monitoring and Reporting 2023 returns	Complete by August 2024
		De-carbonisation of Roscommon County Council fleet as resources and availability of suitable alternatives allow	Number of vehicles leased / purchased by December, 2024
		DeadSure Public Lighting Applications	Ongoing update of systems
		Updating of UMR Database with upgrade works and re-Grouping of GMPRNs	Continuous maintenance and update of database
		Maintenance / Replacement functions of public lighting systems.	Programme implementation
			Percentage achieved in 2024
		Co-ordinate PLEEP LED Replacement Project with RMO/Mayo County Council	Checking and verification of database
			Liaise with Mayo County Council as Lead Authority for Region 3
		Liaise with Planning Section in relation to Taking in Charge of Housing Estates	Act on memorandums from planning after resolutions have been passed at Council Plenary Meetings.
		Advise OGP of Removal/Additions to RCC Framework	Carried out on ongoing basis

		Carry out Upgrades to School Warning Lights based on annual surveys and monitoring	Ongoing upgrade of operational components

Corporate Priority: Economic and Community Development			
Core Objectives	**Supporting Strategies**	**Actions for Delivery**	**Performance Measurement**
Developing Sustainable Infrastructure to Cater for the Future Needs of the County	Ensure that the property and assets of Roscommon County Council are managed in a manner which maximises their present and future potential	Update and maintain Asset Registers of Land / Buildings and other Assets of Roscommon County Council	Maintain Asset Register and populate in a timely manner
			Carry out cross-check with Fixed Asset Register
		Liaise with appropriate units in relation to the acquisition, disposal leasing or letting of land and property	Number of acquisitions and disposals in 2024
			Database of Leases

HUMAN RESOURCES			
Corporate Priority: Quality of Life and Well Being for All			
Core Objectives	**Supporting Strategies**	**Actions for Delivery**	**Performance Measurement**
Protect our Natural and Built Environment	Strive to make Roscommon climate-resilient and play a leadership role in transitioning to a decarbonised society, climate proofing our strategies, policies and procedures and actively engaging our citizens	Climate Adaptation Strategy. Introduction of an eRecruitment System	Implementation of agreed actions to achieve organisational change. New online recruitment system introduced.
Support Cultural and Community Development	Ensure that all citizens irrespective of age, religion, mobility, culture or nationality are recognised as an integral part of our community and enjoy equal access to our services	Review recruitment procedures to maximise accessibility and inclusiveness	Review undertaken and actions implemented
			Implementation of online interviewing during Covid restrictions to ensure accessibility to all whilst protecting health and welfare of interview board members and

			interviewees
		Ensure that customer service is delivered with respect, courtesy, equality and inclusiveness	Customer focused delivery of services
		Support the employment of people with disabilities and comply with the statutory 3% employment target	Statutory target complied with
		Continue to facilitate Job Shadow Day and supported employment initiatives	Facilitation of supported employment initiatives
	Support education, leisure, health & wellbeing and sport programmes and initiatives in partnership with all stakeholders to encourage participation and build a strong healthy and socially inclusive society	Continued facilitation of a fair, supportive and healthy working environment	Delivery of Programmes to support a culture of dignity, respect and equality

Corporate Priority: Economic and Community Development			
Core Objectives	**Supporting Strategies**	**Actions for Delivery**	**Performance Measurement**
Developing and Promoting Sustainable Enterprise and Job Creation	Promote economic development and job opportunities to maximise employment and development of future skills that meet the changing business environment	Continue to participate in Labour Activation Measures	Number of Labour Activation Measures introduced and facilitated

Corporate Priority: Quality Service to our People			
Core Objectives	**Supporting Strategies**	**Actions for Delivery**	**Performance Measurement**
Inspire Leadership	Ensure that elected members and staff are ambassadors for consultation, collaboration and	Enable and empower a motivated and committed workforce to provide quality services for all	Customer focused delivery of services Delivery of customer service focused training programme

		engagement with communities and stakeholders	citizens and customers	
			Continue to deliver on the leadership role of local government under the reform programme	Provision of adequate capacity and resources
				Develop a leadership training programme for staff to include Leadership in Local Government Programme & Women in Leadership
		Manage the organisation effectively working collaboratively with all stakeholders	Implement new business protocols and systems to improve efficiencies	Delivery of policies, procedures and practices that underpin and support effective people development
			Implement new versions of Core system as they are delivered and develop enhanced data analysis	New versions implemented across the organisation
		Develop efficient, effective and highly motivated staff through competency and knowledge development, career opportunities and the implementation of the Integrated Performance Management System	Implement the Local Authority People Strategy for the Management of Human Resources.	Implementation of the Local Authority People Strategy
			Continue to implement the Integrated Performance Management System	Completion of Annual Service Delivery Plan, Unit operational Plan & Individual Performance Plans
			Manage and evaluate individual performance through the Individual Performance Plan (IPP) process	Mid-year Reviews and End of year evaluations
		Create a culture of continuous learning and development	Provide a comprehensive, relevant and equitable Training Programme to enhance skills, competencies and knowledge of staff	Training Programme delivered
			Ensure that Procedure Manuals are in place and reviewed and updated	Procedure Manuals developed
		Promote positive employee relations and engagement	Maintain a stable industrial relations environment and ensure well developed communication channels	Number of issues resolved through agreed industrial relations processes and protocols

		Continue implementation of the provisions of Public Service Agreements	Successful implementation of ongoing organisational change
Value our Customers	Foster consultation, collaboration and continuous improvement in all our engagement with our customers, communities and stakeholders	Identify initiatives to improve the operation of the Human Resources Department and develop, review, update and implement HR Policies and Procedures as required	Policies and Procedures reviewed, updated and implemented
	Provide opportunities for customers to access our services through the use of digital technology and online services	Develop Digital Transformation initiatives	Implementation of digital transformation initiatives
		Participate in national working groups to further develop IT-based systems to enhance delivery of HR services	New systems identified and developed
	Promote a culture in the workplace where customers and staff are respected, valued and treated with dignity	Delivery of customer care in line with policies focused on the needs of our customers and citizens	Customer service delivered in a timely and courteous manner
		Create a fair, supportive and healthy working environment	Delivery of programmes to support a culture of dignity, respect and equality
	Promote the use of the Irish language by providing services, where possible, through Irish	Delivery of services, where possible, through Irish	Compliance with the Official Languages Act, 2003
Efficient Use of Resources	Recruit, maintain and allocate staff resources in conjunction with our workforce plan to deliver our services in as efficient and effective manner	Plan and deliver the organisations workforce requirements to sustain services and ensure that there are sufficient staffing levels to deliver Corporate objectives, manage skills development, knowledge transfer and business continuity. Attract, recruit and retain staff as required	Performance Indicator C1 – Total number of whole-time equivalent employees

		Redeploy and reassign staff as required to enhance overall organisational performance, optimise opportunities for all staff to improve their level of skills, competencies and knowledge	Implementation of staff redeployment/ reassignment
		Encourage all staff to sign up for RosComms Communication App to ensure efficient delivery of up to date information to all staff in a timely manner	Ensure that communication app is utlised where possible to ensure all staff receive timely information
		Continued implementation of Attendance Management Policy, Protocols and Sick Leave Arrangements	Performance Indicator C2 – percentage of working days lost through sickness absence
	Promote and support the Safety, Health and Welfare of all our employees through the implementation of an organisation-wide Safety Management System	Comply with all requirements of the Safety, Health and Welfare at Work Act 2005 & regulations thereunder	Compliance with Health and Safety legislation and policies
	Facilitate all staff to reach and maintain their full potential in the workplace through the promotion of mental, physical, emotional and psychological health and wellbeing	Create a fair, supportive and healthy working environment	Delivery of wellbeing programme
		Develop and deliver a comprehensive staff wellbeing programme. Appointment of a dedicated Staff Wellbeing Officer.	Delivery of Employee Assistance Programme. Staff Wellbeing Officer appointed
		Continue the provision of an Employee Assistance Programme	Delivery of mentoring, support and development programmes
	Ensure compliance with public spending code, procurement policies and best practice in achieving value for money	Comply with all relevant guidelines & monitor budgets on an ongoing basis	Compliance with all relevant guidelines
			Ensure LVP card is used for relevant transactions to ensure value for money

	Benchmark against NOAC indicators	Collation of data and completion of Annual Returns in respect of Performance Indicators	All returns completed within necessary timeframes
Good Governance	Continual implementation of the Ethics Register, Code of Conduct, GDPR, FOI and Child Protection Policies	Comply with Data Protection Provisions under GDPR legislation	Compliance with GDPR legislative provisions
		Comply with FOI requests	Compliance with FOI legislative provisions
		Comply with HR Retention Policy	Implement retention guidelines for HR Department
		Comply with Child Safeguarding provisions	Child Safeguarding statements to be completed in respect of each service area and Risk Assessments for each service area
			Implementation of Garda Vetting Policy/Guidelines
	Provide assurance through delivery of best practice in Corporate Governance, Risk Management, Financial Management and Audit Systems	Review HR procedures to ensure best practice in Corporate Governance	Review undertaken

FINANCE, MOTOR TAX, INTERNAL AUDIT, RATES, PROCUREMENT, LOCAL ENTERPRISE, BUILDING CONTROL, FIRE SERVICES AND CIVIL DEFENCE

FINANCE

Corporate Priority: Quality Service to our People

Core Objectives	Supporting Strategies	Actions for Delivery	Performance Measurement
Inspire Leadership	Develop efficient, effective and highly motivated staff through competency and knowledge development, career opportunities and the implementation of our Integrated Performance Management System	Foster leadership, creativity, innovation and a performance culture at all levels within the organisation	Individual Performance Plans to include clear role definition and identify tasks and targets to assist in achieving cultural change in the organisation
		Instil a culture of change within the organisation through partnership, positive support and encouragement among the staff	Monitor and meet internal targets in relation to team and individual performance
	Create a culture of continuous learning and development	Improve staff morale through capacity building and skills enhancement	Monthly Integrated Performance Management meetings to instil a culture of change
	Promote positive employee relations and engagement	Instil a culture of change within the organisation through positive support and encouragement of staff	Monitor and meet internal targets in relation to team and individual performance

Value our Customers	Provide opportunities for customers to access our services through the use of digital technology and online services	Advance the use of e-finance in transactions in relation to the Councils creditor and debtor systems, consistent with Government policy	Compliance with relevant legislation, Prompt Payments etc.
			Encourage the use of the new E- invoicing system
	Promote the usage of online motor tax services	Advise motor tax customers of benefit of online usage	Monitor online motor tax usage figures
	Promote a culture in the workplace where customers and staff are respected, valued and treated with dignity	Ensure all aspects for AP and AR work is carried out to the highest standard, while ensuring staff are supported in their tasks at all times	Staff training provided to carry out roles and processes continuously reviewed
		Ensure regular and timely payment of all non-pay suppliers	Percentage of compliant Purchase Orders and Prompt Payment Compliance
Efficient Use of Resources	Recruit, maintain and allocate staff resources in conjunction with our workforce plan to deliver	Plan and deliver the organisations workforce requirements to sustain services and ensure that there are sufficient staff to deliver objectives, manage skills development, knowledge transfer and business continuity	Performance Indicator C1 - total number of whole time equivalent employees
	Promote and support the Safety, Health and Welfare	H& S is on agenda for all staff meetings	Quarterly Safety reports

	of all employees through the implementation of an organisation – wide Safety Management System	Staff are aware and familiar with all safety policy documents	Compliance with H&S Policy
		Implement remote working (blended working) strategies as advised by Government.	Monitor ongoing Blended Working strategies
	Ensure compliance with public spending code, procurement policies and best practice in achieving value for money	Develop and implement strategies to achieve effective procurement that delivers value for money	Corporate Procurement Plan 2019 -2021 has been implemented & new Corporate Procurement Plan 2024 - 2027 being introduced early in 2024
			Produce Procurement Reports for Management Team and report on percentage of national framework used.
			Mini competitions held
	Benchmark against NOAC indicators.	Submit all NOAC returns on time	Compliance with required deadlines and monitor NOAC KPI return
	Through the annual budget process ensure LPT, Business Rates and State Grants are spent appropriately.	Ensure regular monitoring of budgets, follow up on exceptions and timely reporting in all relevant areas	Balanced revenue budget
Good Governance	Continual implementation of the FOI Policies	Data for Freedom of Information Requests is supplied to relevant person	Compliance with required deadlines

| | | Provide assurance through delivery of best practice in Financial Management and Audit Systems | Maintain a financial accounting framework that is consistent with public sector objectives and accounting code of practice | NOAC M1:

Revenue account balance |
| | | | Adopt a coordinated approach to ensure financial control is implemented consistently and effectively across the whole organisation | Local Government Audit and Internal Audit facilitated |

ENTERPRISE DEVELOPMENT – LOCAL ENTERPRISE OFFICE			
Corporate Priority: Economic and Community Development			
Core Objectives	**Supporting Strategies**	**Actions for Delivery**	**Performance Measurement**
Developing and Promoting Sustainable Enterprise and Job Creation	Promote Roscommon as a location in which to invest in business	Engage with Enterprise Ireland and IDA to promote Roscommon as a business location	No. of Meetings
		Promote the sales of Roscommon County Council industrial sites to suitable businesses	No of sites sold
		Develop and maintain a database of vacant commercial premises	Completion of database
	Develop and support business through Local Enterprise Office and all key development agencies	Deliver funding for business through M1 grants	Number of M1 applications
			Number of grants approved
			Projected jobs created related to grant awards
			Average cost per job
			Number of jobs in LEO supported businesses
		Provide targeted training to support businesses	No of people trained
		Deliver mentoring programmes to support businesses	No of businesses supported
		Increase the profile of Roscommon Business	No of businesses supported

		by assisting them display at the National Ploughing Championships and Showcase	
		Provide Technical Assistance for Micro-Exporters funding to help business start their export journey	No of businesses supported
		Provide a First Stop Shop for Business Enquiries	No of Enquiries dealt with
		Facilitate access to alternative funding sources for business	No of Microfinance applications
		Provide a Progression Pathway for high potential start-ups to Enterprise Ireland	No. of clients transferred
	Stimulate residential and commercial development in our towns and villages though collaboration with communities and government agencies.	Co-operate with Roscommon Leader Partnership to support commercial development and Joint Training	Participate in Leader Evaluation
		Support Community lead economic initiatives	Target support to business networks
	Deliver high quality infrastructure amenities and public health realm that support investment and sustainable communities.	Assist with the delivery of Economic Infrastructure Projects at Monksland Innovation Centre and Castlerea Food Hub and An Bealach	Delivery of projects in accordance with schedule
		Promote new enterprise spaces throughout the County	Engage with providers and assist with promotion of space
	Promote economic development and job opportunities to maximize employment and development of future skills that meet the changing business environment.	Work with Regional Skills Fora to develop new programmes.	No of meetings/programmes delivered
		Promote and Deliver Trading Online Voucher Scheme	No of Applications
		Deliver a Student Enterprise Programme in partnership with Second level schools	No of schools and students participating

		Promotion of Female Entrepreneurship through the provision of targeted gender specific programmes.	No of clients supported
	Promote the sustainable use of the County's natural resources as a key component of developing enterprise and tourism opportunities	Work with partners to promote regional tourism and economic development projects	No. of meetings
		Participate in Just Transition project	
	Support businesses to be competitive, innovative, to meet the challenges of a changing business environment.	Promote Business efficiency through programmes such as LEAN for Micro, GREEN for Business, Energy \efffeciency grants and Digital Start	Number of Businesses on LEAN programme
			Number of businesses embracing GREEN
			Number of Digital Start Applications
		Identify and deliver sectoral specific supports	No of Supports delivered
		Deliver Export supports including specific mentoring.	No. of Businesses Supported
		Promote Innovation through award of Feasibility Study grants, Agile Funding	No. of Feasibility Grant Applications
			No. of Agile Application

Emergency Services and Building Control			
Corporate Priority: Economic and Community Development			
Core Objectives	**Supporting Strategies**	**Actions for Delivery**	**Performance Measurement**
Leading the Economic Development of County Roscommon	Developing and Promoting Enterprise and Job Creation.	Roscommon County Council will provide professional advice to promote; Compliance with current Building Regulations for sustainable development objectives and;	F1: Cost per Capita of the Fire Service F2: Service Mobilisation
	Positive Promotion of the County	Community and enterprise resilience to prevent, cope and protect against natural disaster and fire emergencies.	F3: Percentage Attendance Times at Scenes

| | | | P1: New Buildings Inspected (New Buildings Inspected as % of New Buildings Notified) |

Core Objectives	Supporting Strategies	Actions for Delivery	Performance Measurement
Improving the Quality of Life and Well Being for All in County Roscommon	Protecting the Natural and Built Environment.	Roscommon County Council will continue to provide Building Control, Fire Service and Civil Defence resources who each play a critical part in protecting our heritage and built environment and support the planning and management of public events with an effective and efficient emergency response that is always available.	F1: Cost per Capita of the Fire Service
	Supporting Cultural and Community Development	Ensuring compliance with the Building Regulations, Construction Production Regulations and Energy Performance in Buildings Directive will have a major positive effect across the interdependent issues of social inclusion, equality, human rights, climate change mitigation and adaptation objectives and sustainable development.	F2: Service Mobilisation F3: Percentage Attendance Times at scene
	Combating Social Disadvantage and Isolation		P1: New Buildings Inspected (New Buildings Inspected as % of New Buildings Notified)

Corporate Priority: Quality Service to Our People

Core Objectives	Supporting Strategies	Actions for Delivery	Performance Measurement
Building a Modern and Innovative Organisation Through Continuous Improvement	Leadership	Roscommon County Council will examine the recommendations of the policy document *Keeping Communities Safe (2013)* & *Fire Safety in Ireland - Task Force Report (2019), Bringing Back Homes & nterim Remediation Scheme for Fire Safety Defects*	F1: Cost per Capita of the Fire Service
			F2: Service Mobilisation
	Customers		F3: Percentage Attendance Times at Scenes

		in apartments and duplexes 2023 (as published by the Department of Environment, Community & Local Government.	P1: New Buildings Inspected (New Buildings Inspected as % of New Buildings Notified)
	Communication and Resources		