

Annual Service Delivery Plan 2016

Library Service, Arts and Culture

This section of the council operates the library service throughout the county and operates various cultural services in relation to the arts, including operation of venues at Glór and Culturlann Sweeney and the County Museum.

Principal Services	Actions	Service Performance Standard
Library Services	Deliver core library services throughout the county. The book fund for 2016 has been set at €187k for the year which will be used to update the library stock.	Library facilities and availability maintained Implement free membership for 2016 in line with national direction in this regard. Participate in the roll out of the new national library management system in line with the national roll out plan.
	Progress the new County Library project to planning stage.	Develop outline design for the new facility and apply for planning permission in 2016.
Cultural Services	Support the cultural activities related to the 1916 commemorations	Successful completion of programme as published by year end.
	Implement core Arts Programme with support from the Arts Council and support the various County of Culture activities to include: <ul style="list-style-type: none"> • Official Launch – County of Culture • Fleadh Cheoil na hÉireann • 4 Flagship events 	Administer Artist in Schools Scheme, Arts & Disability Programme, Clare Youth Theatre, Support for Artists Assist with the launch of the County of Culture, Fleadh Cheoil na hÉireann, Flagship events – Consairtin, Tulla Ceili Band Celebrations, Ennis Street Festival and Voltage Festival.
	Implement a varied programme of events at Glór and Culturlann Sweeney.	Maintain the 2015 level of activity measured by <ul style="list-style-type: none"> a) number of events b) audience numbers
	Deliver core Museum services and gain full accreditation under the Heritage Council's Museum Accreditation programme	Promote the collection and make it accessible to a wide audience Full accreditation to be achieved by December 2016
	Clare Age Friendly County Programme	Support to Age Friendly Alliance Board and Older People's Council. Implementation of actions for year 3 of action plan.

Motor Tax

The Motor Taxation Office deals principally with vehicle licensing for County Clare, acting on behalf of the Department of Environment. Motor tax receipts are remitted to the Department as they are received.

Principal Services	Actions	Service Performance Standard
Vehicle Licensing	Deliver vehicle licensing services-	Motor tax full service offices maintained. Deliver a postal application service, with a same day turn-around. Provide online motor tax service access

Housing.

The core objective of the Housing Department is to house families in need in good quality accommodation units. This objective is delivered through a number of programmes across the Housing Department including Housing Construction, Housing Maintenance, Housing Acquisition, Estate Management, Tenancy Management, RAS /Social Leasing /HAP, Traveller Accommodation Services, Homelessness Services and Housing Grants. Housing services are delivered in partnership with the various voluntary bodies. The provision of appropriate and affordable housing to those in need has been agreed as a national priority through the Government's National Housing Strategy, which Clare County Council will be prioritising in 2016.

Principal Services	Actions	Service Performance Standard
HOUSING CONSTRUCTION.	Commence building of new houses in 2016.	Commence construction of 21 no. houses at Tullyglass, Shannon and 10 no. houses in Quilty.
HOUSING MAINTENANCE.	Maintain social housing stock.	2016: Refurbishment of 70 no. voids /casual vacancies and long-term leased properties.
HOUSING ACQUISITION.	Research and purchase suitable house properties from the market.	Obtain funding for the acquisition of 100 houses over the period 2015 /2016.
ESTATE MANAGEMENT.	Provide estate management services.	Support to social housing estates and prioritisation of initiatives to respond to issues arising.
TENANCY MANAGEMENT.	Manage existing social housing tenancies and create new tenancies in response to housing needs.	Manage tenancies in two portfolios: (i) Ennis and Kilrush Towns and (ii) Rural towns and villages of the County.

RAS, SOCIAL LEASING AND HAP.	Generate supply of social housing through privately owned properties.	Obtain the maximum possible number of leased and RAS properties to provide for housing needs and increase numbers of customers supported by HAP.
TRAVELLER ACCOMODATION SERVICES.	Provide housing services for members of the travelling community.	Provide accommodation through a combination of social housing estates /units, leasing and group schemes.
HOMELESSNESS.	Deliver homelessness services to homeless persons and those at risk of same.	Deliver services through the Council's Homelessness Unit in conjunction with the Department of Social protection and the Regional Homelessness Unit.
HOUSING GRANTS	Provide Housing Advocacy service through housing grants schemes.	Advocacy service delivered through: <ul style="list-style-type: none"> • Housing Aid for Older People. • Housing Adaptation Grant. • Mobility Aids Grant

Planning & Enterprise Development

The main functions of the Planning and Enterprise Development section are to provide for the proper planning and sustainable development of the county, the strategic planning and management of development, the promotion of enterprise and economic development and the protection of the natural and built heritage and amenity of County Clare, providing a high quality services to citizens and stakeholders of the County.

Principal Function/Task /Service	Actions	Performance Indicator
<u>Forward Planning</u> : To ensure that there are statutory landuse plans in place for County Clare and contribute to the Regional and National Planning Framework	To undertake public consultation and complete County Development Plan 2017-2023. To input into the National Planning Framework and the Regional Economic and Spatial Plan.	Facilitate optimum public participation and community involvement and the adoption of CDP to the satisfaction of the Elected Members and public in accordance with legislation.
<u>Heritage and Conservation</u> : Improve, preserve and enhance the environment in the interests of present and future generations through promoting, protecting and harnessing the potential of the natural, built heritage and biodiversity of county Clare.	To commence the preparation of the Heritage Plan 2017-2023 To ensure the Record of Protected Structures for County Clare is updated	Draft Heritage Plan on display Record of Protected Structures in Place. Promotion material produced.
<u>Development Management</u> To assess and make decisions on Planning Applications and provide a	To ensure decisions are made in a consistent, fair and transparent manner in line with statutory	Decisions issue in a timely manner and within statutory timeframe.

<p>planning information service to citizens. Provide a quality service, focused on the needs of our customers and citizens.</p>	<p>obligations and in accordance with the county development plan and national policy</p>	<p>Provide a quality service, focused on the needs of our customers and citizens.</p>
<p><u>Enterprise and Economic Development</u> To ensure and devise Strategies/Plans projects/Initiatives to promote Clare as a desirable location for indigenous and foreign direct investment. Achieve balanced and sustainable development to deliver benefits to all areas of County Clare.</p>	<p>Co-ordinate the SIFP Steering Group on implementation of the SIFP in particular Marketing and Promotion including tender on promotional material. In conjunction with LEO seek to maximize, guide and encourage the potential for start-up and indigenous enterprise to locate in Clare through the planning process</p>	<p>Promotion and marketing material on SIFP available and positively promoted through media, website. Number of pre-planning enquires and planning application granted for enterprise units. Quantum of enterprise zoned lands in Development Plan.</p>
<p><u>Enforcement</u> To ensure compliance with Planning Permission and investigate and respond to complaints</p>	<p>To monitor compliance with planning conditions and planning legislation with a view to resolving unauthorized development issues and initiate enforcement proceedings as necessary To fully implement a new Enforcement Database and recording system</p>	<p>Enforcement Action undertaken within statutory timeframes. Database of Enforcement files and documents from 2010 onwards in place.</p>
<p><u>Development Contributions</u> Collect outstanding development contributions</p>	<p>To commence the preparation of a new Clare Development Contribution Scheme 2017-2023 To enhance system of Debt Collection through better use of ICT.</p>	<p>Draft Scheme in place by December in accordance with Planning Acts. Outstanding Debt collected in a well managed and timely manner.</p>
<p><u>Taking in Charge of Estates</u></p>	<p>To continue to progress the Taking in Charge of residential estates through active engagement with Developers, Receivers & Bondholders through the progression of Site Resolution Plans, application of available funding & completion of outstanding works therein to a satisfactory standard for Taking in Charge</p>	<p>To initiate the statutory process on 20 estates in 2016 in accordance with the Taking in Charge Policy, the provisions of the Planning Act and available funding</p>
<p><u>Resolution of Unfinished Housing Developments</u> To resolve outstanding issues on unfinished estates in accordance with legislation and government policy</p>	<p>To resolve outstanding issues on unfinished estates in accordance with legislation and government policy where possible &/or Implementation of a programme of works to address issues on Unfinished Estates</p>	<p>To reduce the list of UFHD in 2016 subject to available funding</p>

LOCAL ENTERPRISE OFFICE

The strategic role of the Local Enterprise Office Clare is to stimulate economic activity across the county and to develop indigenous enterprise potential. This is achieved by harnessing collective effort on behalf of a wide range of local stakeholders in order to build a local economy of real strength and permanence which will provide jobs and wealth to meet the needs of Co. Clare. The key focus is to maximise opportunities for job creation and retention.

Priorities for 2016

1. "First Stop Shop" - Proactive engagement and support for micro enterprises.
2. Ensure all interactions with the Local Enterprise Offices, and its representatives, are positive and beneficial for the clients/participants.
3. Continue to develop and deepen the skills of the team within the Local Enterprise Office.
4. Deliver year on year growth in number of enterprises establishing and growing i.e. adding jobs.
5. Maximise allocated budget to ensure supports delivered are effective in sustaining and creating growth in jobs.

Principal Function / Task / Service	Actions	Performance Indicator
First Stop Shop	<ul style="list-style-type: none"> • A single/first point of contact for local enterprises. 	<ul style="list-style-type: none"> • Public awareness and recognition of the role of the LEO.
Public Awareness	<ul style="list-style-type: none"> • Engagement with elected members through presentations at various forums. • Ongoing interaction with local Chambers of Commerce. • Appropriate press releases of various events/initiatives. • Presentations to various representative bodies e.g. business networks. • Advertisement of events/courses as required. • Monthly publication of "newsletter". • Proactive use of social media promoting success stories and items of interest to our client community. 	<ul style="list-style-type: none"> • Coverage in local media. • Number of events/meetings at which presentations are given. • No. of interactions via social media channels.
Grant Funding / Evaluations and Approval Committee	<ul style="list-style-type: none"> • Effective assessment of applications for funding • Ensuring all relevant information is provided with each application. • Analysis of applications with recommendations. 	<ul style="list-style-type: none"> • Feedback from Committee members. • Amount of funding provided. • No. of projects funded. • No. of potential jobs

	<ul style="list-style-type: none"> • Ensuring EVAC decisions and conditions are advised and adhered to. • Work with EVAC to identify sectors with the most potential for jobs growth. 	measured in a 3 year time frame.
Training courses	<ul style="list-style-type: none"> • Feedback from participants. • Explore on-line feedback to replace current paper based system. • Ensure training courses are spread “evenly” through the year. • Consider adapting the timing of some courses e.g. Saturday sessions. • Ongoing review of training courses with the aim of identifying suitability and appropriateness. • Introduce new courses to meet assessed demand. Initially on a trial basis with repeat dependent on feedback e.g. sales training • Most training courses are currently run in Ennis. Explore running in other locations. 	<ul style="list-style-type: none"> • Analyse outcome of feedback surveys. • Engage with trainers where required. • Scheduling of training courses. • No. of new programmes introduced. • Demand measured by number of participants. • Location of training courses.
Mentors	<ul style="list-style-type: none"> • Currently feedback is through ad-hoc discussions with clients. Introduce more systematic feedback through on-line e.g. survey monkey. 	<ul style="list-style-type: none"> • Analyse feedback of survey. • Engage with mentors where deemed appropriate.
Local Enterprise Week	<ul style="list-style-type: none"> • Focused high profile week of events to promote enterprise. 	<ul style="list-style-type: none"> • No. of events. • Media coverage • General feedback from attendees to events.
Women in Business network	<ul style="list-style-type: none"> • 6 events • Continue to review and adapt content to suit participants. • Move to on-line feedback assessment. 	<ul style="list-style-type: none"> • Analyse feedback surveys. • Review with facilitator after each network event. • Continuous focus on ensuring content is relevant to attendees.
Other network programmes	<ul style="list-style-type: none"> • Explore the need for other possible networks e.g. start-ups. 	<ul style="list-style-type: none"> • Establishment of new network – if appropriate.
Business advice and counselling.	<ul style="list-style-type: none"> • Coaching and training of LEO staff. • Identify skills gaps via PDP. • Avail of training courses provided by CCC and EI to meet those needs. 	<ul style="list-style-type: none"> • No. of training courses attended. • Proactive implementation of new skills acquired. • Assessed via PDP review.
State Agencies	<ul style="list-style-type: none"> • Interact with other state bodies relevant to enterprise development. 	<ul style="list-style-type: none"> • Adherence to SLA agreements.

Educational Sector	<ul style="list-style-type: none"> • Build relationships with 3rd level institutions aimed at identifying opportunities for new start-up enterprises. • Proactive engagement with 2nd level schools with the aim of developing a culture of entrepreneurial activity. 	<ul style="list-style-type: none"> • Supporting events e.g. start-up weekend. • School Enterprise Awards.
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Tourism and Community Development Department

The core objectives of the Tourism and Community Department is to: promote County Clare as a destination of choice and to facilitate the development of tourism initiatives, plans and projects; to work in partnership with community groups and other for a in order to ensure the delivery of community initiatives and facilities; to ensure that the social inclusion agenda is actively promoted and supported in County Clare. These objectives are delivered through a number of programmes and initiatives as detailed in the following table.

Corporate Plan Objectives and Priorities

Objectives

- Achieve balanced and sustainable development to deliver benefits to all areas of County Clare.
- To promote social inclusion and participation of all communities and combat marginalisation.
- Work within a framework of democratic principles to facilitate optimum public participation and community involvement.

Principal Function/Task /Service	Actions	Performance Indicator
Tourism Promotion & Development	<p>Manage, develop, monitor and review the work of the Burren and Cliffs of Moher Geopark and the Lough Derg Marketing Group</p> <p>Support tourism initiatives that promote the County i.e. County of Culture initiative, Fleadh Cheoil na nÉireann 2016, Wild Atlantic Way project, the Promote Ennis and Purple Flag initiatives, Clare Tourism</p> <p>Facilitate the development of strategic tourism projects including the Loop Head Lighthouse Visitor Experience, Scatterry Island, Vandeleur Walled Garden, Holy Island and Doolin Visitor Centre</p>	<p>Programme completed</p> <p>Projects delivered</p> <p>Initiatives completed</p> <p>No. of new / upgraded facilities in place</p>
Community Development	<p>Develop, monitor and review the community and economic elements of the Local Economic & Community Plan</p> <p>Prepare and implement (if successful) the Clare Local Development Strategy</p> <p>Support the Local Community Development Committee in the performance of its functions</p> <p>Support the Clare Public Participation Network</p> <p>Promote healthy lifestyles and physical active through the Active Ennis and Kilrush facilities and projects</p> <p>Implement initiatives that promote and support community endeavour such as the Public Area Enhancement Scheme, Initiative, Smoke Alarm Scheme, Pride of Place competition, Playground schemes and programmes, the Community Tourism Diaspora Initiative</p>	<p>Plan in place</p> <p>Plan monitored</p> <p>No. of projects supported</p> <p>No. of meetings</p> <p>No. of projects initiated</p> <p>PPN in place</p> <p>No. of promotion events</p> <p>No. of schemes</p> <p>No. of grants</p> <p>% of funding</p>

Principal Function/Task /Service	Actions	Performance Indicator
Social Inclusion	<p>Support the implementation of the Age Friendly Strategy and the RAPID Programme</p> <p>Co-ordinate the Clare Traveller Inter-agency group and the Equality Team</p> <p>Manage the delivery of the Comhairle na nÓg initiative</p> <p>Develop and oversee implementation of Access role (disability)</p> <p>Monitor the Social Inclusion and Community Activation Programme</p>	<p>Strategy and Programme delivered</p> <p>No. of meetings</p> <p>Initiative delivered</p> <p>No. of projects</p> <p>No. of initiatives</p> <p>Programme KPI's achieved</p>
Statutory functions	Ensure compliance with statutory obligations relating to the Twinning Committee, Derelict Sites, Burial Grounds, the Cultural, Arts, Community, Recreation & Amenity Strategic Policy Committee and the Economic Development & Enterprise SPC and Ennis Municipal District	Services delivered

Finance, Human Resources and Information Technology

The Finance department manages the collection of the council's rates income, the payment of the councils suppliers, financial reporting, the budget process and other accounting activities.

The Human Resources department activities include the provision of training and development opportunities for staff, operation of the employee welfare programme, recruitment, superannuation, industrial relations management and workplace partnership. The provision of human resources services are delivered in accordance with the Council's Workforce Plan, the National Human Resources Strategy and the National Agreements governing the sector.

The Information Technology department supports user departments by providing the systems and network infrastructure necessary for the council's operations. The department works with users to increase effectiveness and efficiency through the increased use of available technology throughout the council.

Principal Services	Actions	Service Performance Standard
Finance Department	Commence implementation of the Milestone 4 Financial Management System for use in the council's financial operations.	Specification and timeline to adhere to the national guidelines and roll out timelines.
	Production of the Annual Financial Statements for the council.	Annual Financial Statements produced in accordance with statutory requirements and timelines.
	Coordination of the annual budget cycle	Production of council budget in line with statutory requirements and timelines.
Human Resources	Provision of training opportunities to staff and welfare and coaching services.	Delivery of training programmes to support key needs as identified in training assessments carried out as part of the performance management system.
	Progress the Gateway labour activation initiative.	Interview available candidates to support achievement of the target level (80).
	Staff recruitment and assignment services.	Optimisation of staff deployment having regard to service delivery requirements and budget constraints.
	Provision of superannuation services for staff and pensioners.	Implementation of pension scheme for the sector.
	Management of industrial relations function and facilitation of Workplace Partnership structure and process	Resolution of industrial relations issues. Facilitating the Identification of collective solutions to staff issues.
Information Technology	Maintenance and development of the council's information network to support service delivery at the council's strategic	Provision of adequate network capacity to allow councils systems operate

	locations.	effectively and efficiently.
	Provide technical support to user departments in developing systems to support service delivery for both local and national projects.	Meeting the defined technical requirements and timelines, for new systems developments.
	Provide website and social media functionality to support user department use in service delivery.	Enable provision of information to service recipients in timely manner.

Transportation

Principal Function/Task /Service	Actions	Performance Indicator
Provision, Maintenance & Management of the Road Works Programme	Prepare and deliver the annual Schedule of Municipal District Road Works and other road schemes. Maximise funding from TII & DTTAS	Indicators and targets specified in 2016 Annual Service Plan to include: <ul style="list-style-type: none"> • Number of kilometres of local and regional roads improved and maintained under the Restoration Programme • Percentage of roads categorised under each of the PMS index ratings
Manage and Implement Capital Projects	Specific Projects include : Killaloe Bypass/Shannon Crossing & R494 Improvement Scheme Limerick Northern Distributor Road Doolin Marine Development Ennis South Flood Scheme Blakes Corner West Clare Railway Greenway Active Travel Towns	All projects were identified in advance as having significant strategic and/or tourism and/or amenity benefits and are demonstrating significantly positive cost-benefit ratios at prescribed development stages.

<p>Storm Damage / Flooding / Severe weather events</p>	<p>Implement existing programme for the 2014 storm restoration</p> <p>Development of restoration programme for the 2015/16 severe weather season</p>	<p>Substantial completion of repair programme emanating from 2014 coastal storms – pending outcome of pertinent statutory approvals.</p> <p>Completion of repair programme arising from infrastructural damage caused by flood events of December, 2015</p>
<p>Emergency responses & Winter Maintenance</p>	<p>Support aims and objectives of major emergency plan</p> <p>Timely servicing of equipment and staff training in advance of Winter season</p> <p>Monitor weather prospects and issue information and warnings as required</p>	<p>Participate in training exercises and develop and maintain a Winter Service Plan and responsive readiness. Treat strategic route network based on information provided through weather monitoring infrastructure and maintain at required level of service in so far as feasible</p>
<p>Road Design</p>	<p>Collate programme of work based on funding and needs of Area Engineers</p> <p>Enhance road network by the provision of design to DMRB Standards</p>	<p>Complete any road designs and safety audits required for implementation of Schedule of Municipal District Road Works</p>
<p>Road Safety, Speed Limits & Byelaws</p>	<p>Review and implement action plan through the Road Safety Working Group</p> <p>Continue Speed Limit Review</p>	<p>Implement Awareness, Engineering and Enforcement strategies.</p> <p>Towards scheduled completion date of April 2017</p>

Public Lighting	<p>Implement Regional Public Lighting Maintenance Contract</p> <p>Upgrade programme and introduction of LED schemes in Ennis and along NS Routes in county</p>	<ul style="list-style-type: none"> • The Number of Emergency Call Outs Responded to On Time • Number of Defects Found During Night Patrols • Number of Defects Reported via the Authority's Confirm System • Average Number of Days Taken to Repair 'Out of Light' Faults • The Contractors Performance in Relation to Health and Safety • Percentage of Waste Sent for Recycling
Machinery Yard	Maximise the use of Council owned plant. Continually examine the Machinery Yard from efficiency perspective	Ensure Machinery Yard remains self financing while at the same time replacing plant as required to ensure optimum performance
Insurances	<p>Maintain Insurance Register</p> <p>Liaise with IPB Insurance</p> <p>Liaise County Solicitor's office on insurance claims referred for legal action</p> <p>Updating of Council's insurance specification</p> <p>Update and maintain insurance CRM database</p> <p>Maintain & update Motor Insurance Register.</p>	<p>Ensure adequate insurance cover</p> <p>Efficient reporting systems in place</p> <p>Improvement on risk management</p>
Traffic	Ensure Free Flow of Traffic	Ensure compliance with parking byelaws and adequate turnover of

	<p>in Ennis Town</p> <p>Monitor Parking / Parking Permits</p> <p>Collection of Parking fees ad fines</p> <p>Traffic/ Parking Enforcement</p>	<p>parking spaces.</p>
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Environment Section

Principal Function/Task /Service	Actions	Performance Indicator
Team 1 - Administration		
Dog Pound and Dog Control Function	Implement Control of Dogs Act	Maximize no. of licenses in county
Blue Flag Beaches Programme	Manage and oversee Blue Flag and Green Coast Programmes for bathing waters	Achieving certification form An Taisce and Maintain during bathing season
Administrative support with enforcement	Warning Letters, Notices, Orders and Court Procedures	Compliance with legislation
Freedom Of Information , Public Authority Enforcement , Access to Information on the Environment , Data protection	Respond to queries within legally specified timeframes	Compliance with legislation
Team 2 – Education and Awareness		
Media outlets for use under all work areas	Prepare media briefings for Environmental awareness Initiatives	
Develop and disseminate promotional material - leaflets; handouts; consumables	Maintain record of type and no of promotional materials disseminated under relevant campaign and associated work area	No of campaign leaflets
Implement requirement of Southern Region Waste Management Plan	Requirement to spend specified amount on prevention Projects	Budget for 2016 approx €17,000
ERP WEE Collection Days	Participation in ERP recycling events	No of event held annually
Implementation of Green Schools Programme	Carry out Green Schools Assessments - Primary and Secondary	No. schools participating
Anti-litter campaigns	Develop antilitter awareness projects and supports in conjunction with Litter Management Plan	Spend grant in line with anti - litter grant application
Local Agenda 21	Promote sustainable living and community involvement and support communities through LA 21 grant	Spend all grant allocation on LA 21 projects
Biodiversity	Participate in National Tree Week	Participation in National Tree Week
Team 3 – Waste Enforcement		
Waste Enforcement and Regulation	<ul style="list-style-type: none"> • Inspections under the Packaging Regulations. • Inspections and enforcement of suspected End of Life vehicles owners/operators. • Process ELV producers applications • Enhanced enforcement action re. unauthorised waste/litter activities. - Ongoing environmental patrol throughout county. - Establish enforcement network with Area Offices in Clare. - EPW/CW to visit schools, 	Specified number of Inspections per annum

	<p>community groups, etc.</p> <ul style="list-style-type: none"> - CCTV of problem locations. <p>Target urban locations with litter problems.</p> <ul style="list-style-type: none"> • Waste Facility Permit and Certificate of Registration application form and assessment procedure. • Increase awareness of waste management obligations with retailers. • Enforcement of existing WFPs/WPs/CoRs • Responding to WFP related complaints • WCP checkpoints • Inspection under the WEEE Regulations • Inspection of portable battery retailers and auto/industrial battery retailers • Farm Plastics inspections • Inspections relating to Plastic Bag levy • Inspections of waste tyre retailers • Inspections under the Food Waste Regulations • Inspections under the Solid Fuel Regulations • Inspections under the Management of Waste from Extractive Industries Regulations 	
Team 4 – Waste Management and Regulation		
Provision of Civic Amenity Sites and Waste Transfer Station Stations.	Ensure sites are managed and run safely, to a high standard, within available budget, to the satisfaction of the general public.	<ul style="list-style-type: none"> • Comply with OH&S requirements. Demonstrating VFM from service provider contracts through competitive tendering. • Respond to complaints from the general public quickly and comprehensively.
Licensed landfill sites	<p>Maintaining reporting requirements as per EPA licensing.</p> <p>Maintain site security.</p> <p>Monitor flare performance.</p>	<ul style="list-style-type: none"> • Compliance with EPA license requirements • Regular site visits. • Regular contact with tenants (Doora).
Provision of bottle bank facilities throughout County Clare	Ensure sites are managed and run safely, to a high standard, within	<ul style="list-style-type: none"> • Comply with OH&S requirements.

	available budget, to the satisfaction of the general public.	<p>Demonstrating VFM from service provider contracts through competitive tendering.</p> <ul style="list-style-type: none"> • Positive engagement with local community and tidy towns groups • Respond to complaints from the general public quickly and comprehensively.
Maintaining quality of beaches	<p>Compliance with Bathing Water regulations</p> <p>Implementation of Blue and Green Flag Coast Programmes for bathing waters.</p> <p>Ongoing monitoring and management of results.</p>	<ul style="list-style-type: none"> • Compliance with EPA guidelines. • Respond to complaints from the general public quickly and comprehensively. • Ensure systems in place to deal with emergency or poor quality situations.
Maintaining of public green and landscaped areas throughout Clare County.	<p>Ensure gardening section are properly resourced and trained to carry out their works.</p> <p>Ongoing review of plant performance to facilitate replacement over an extended period.</p> <p>Ongoing review of operations to potentially identify more efficient working methods.</p>	<ul style="list-style-type: none"> • Positive visual appearance. • Comply with OH&S requirements. • Positive engagement with local community and tidy towns groups. • Respond to complaints from the general public quickly and comprehensively. • Respond quickly during emergency situations.
Team 5 – Laboratory		
IW PWS Annual Sampling and Analysis Programme	Sampling PWS, Reporting Results to IW /EPA/HSE , Reporting and Responding to Incidents	EPA and Statutory requirements
Private Water Supplies Annual Sampling and Analysis Programme (Incl Private Commercial Supplies, Private GWS, Public GWS)	Sampling Supplies, Reporting Results to EPA/HSE, Reporting and Responding to Incidents.	EPA and Statutory requirements
Sampling WFD River sites.	Take samples and send to EPA lab.	EPA and Statutory requirements
IW u/s d/s River Sample Programme	Sampling, Analysis, Reporting to IW/EPA.	EPA and Statutory requirements
Sampling and Analysis of Bathing Waters	Sampling, Analysis and Reporting to EPA. Responding to Incidents.	EPA and Statutory requirements
Maintaining QMS in Laboratory	Auditing, CAPA Procedures/ writing procedures/protocols.	EPA and Statutory requirements

IW Annual Wastewater Treatment Plants Sampling Programme	Sampling WWTP, Reporting Results to IW /EPA/HSE , Reporting and Responding to Incidents	EPA and Statutory requirements
Team 6 – Water Scientific Services		
Delivery of WFD programme aims	Carrying out investigative monitoring as requested by EPA, to identify and address pollution sources in relevant catchments	Carry out investigations requested sub catchments
Licensing of discharges to water	Issuing of new licences, reviewing existing licences and overseeing/monitoring licensee performance to ensure environmental protection	Check sampling visits Full site audits on active licences
Complaints Management	Responding to and investigating environmental complaints	Responding in a timely manner-investigating complaints
Assessing farm compliance with GAP regulations	Carrying out farm inspections in line with the regulations	Inspection of farms in identified abstraction areas. Reassessment of 2015 open files.
Permitting of facilities under the VOC and deco-paints regulations	Assessing reports and recommending issue of compliance certs; Facility inspections to assess compliance	Facility inspections annually. Assessing reports
Licensing of discharges to air	Issuing of new licences where required; reviewing existing licences and overseeing/monitoring licensee performance	Audits of facilities
Planning support	Submission of environmental reports for planning applications	Reports submitted within statutory timeframe. Developments assessed with potential for significant environmental impact
Shellfish waters	Carry out pollution reduction programme in relevant shellfish catchments	Review files of outstanding farms
Historic landfills		Application for certificate to be submitted to EPA by Q3 2016
Domestic Waste water treatment systems	Septic Tank Inspections in accordance with National Inspection Programme	Specified number of Inspections to be completed in 2016
Team 7 – CWMF Ballyduff Beg		
Comply with EPA Waste License	Legal compliance with terms of waste license	Legal requirements
Team 8 – Limerick Clare Energy Agency		
Comply with Statutory Energy Requirements	Ensure CCC compliance with Sis on Energy reduction, renewal energy and	Legal requirements

	reducing carbon footprint	
Support to CCC in energy efficiency	Energy Management Team	Work Programme for Energy use reduction
Support to industry and the Public	Awareness and Education including Web site	
Other Environment Activities		
Oil Pollution	Maintain SPA1999 Plan Carry out training and exercises	
Flooding	Participate in OPW CFRAMS programme in 2016	Draft Flood Risk Management Plans to be compiled

CORPORATE SERVICES

Introduction

The Corporate Services Department provides for the efficient delivery of Corporate Services and supports throughout the organisation and also provides a support service for the elected members to assist them in fulfilling their democratic mandate.

Principal Function/Task /Service	Actions	Performance Indicator
Corporate Services	Ensure the efficient delivery of Corporate Services and supports throughout the Council for the benefit of staff, elected members and members of the public.	Ongoing
Health & Safety in the Organisation	Develop, implement and manage an Occupational Health & Safety Management System for the Clare Local Authorities	Ongoing safety audit and inspections
Risk Management	Develop and implement a Risk Management System taking account of the Councils activities and responsibilities.	Ongoing review of Risk Registers
Procurement	To ensure Value for Money in the procurement of goods and services through the use of best practice and compliance with National and European procurement policies.	Ongoing
Council property/facilities	Manage Council and Corporate Facilities Portfolio.	Ongoing
Archives/Records Management	Maintain and provide access to the Councils records both current and archival. Catalogue and provide access to the Councils historical archives.	Compliance with National Retention Policy for Local Authority Records. In accordance with ISADG
Irish Language	Have regard to the Councils obligations under the Official	Ongoing

	Languages Act and the commitments contained in Scéim na Gaeilge.	
Register of Electors	Comply with the Statutory requirements and dates.	Ongoing
Compliance with statutory requirements	<p>Ensure compliance with all statutory requirements assigned to Corporate Services e.g.</p> <p>Freedom of Information</p> <p>Data Protection</p> <p>Ethics Legislation</p> <p>Donations & Expenditure disclosures</p> <p>Lobbying Act</p>	Ongoing

WATER SERVICES

Principal Function/Task /Service	Actions	Performance Indicator
<p>On behalf of Irish Water under the SLA, provide efficient and high-quality water supply to customers of Clare’s public water supply zones</p>	<p>Operate and manage 19 no. water supply zones, including testing of supplies to ensure compliance with legal drinking water quality standards</p> <p>Minimise unaccounted for water by establishing all District Metering Areas and actively pursuing and remedying leaks</p>	<p>Compliance with legal drinking water quality standards</p> <p>Indicators and targets specified in 2016 Annual Service Plan to be agreed with Irish Water</p> <p>Indicators and targets for unaccounted-for water specified in 2016 Annual Service Plan to be agreed with Irish Water</p>
<p>On behalf of Irish Water under the SLA, provide efficient foul wastewater collection, and wastewater treatment which produces effluents which do not pollute receiving waters, to customers of Clare’s public wastewater agglomerations</p>	<p>Operate and manage ii no. agglomerations, including testing of treatment plant effluents to ensure compliance with Wastewater Discharge Authorisations (WWDA)</p> <p>Report to Irish Water, and take necessary actions on, any incidents which impact on the quality of receiving waters</p>	<p>Compliance with effluent quality standards specified in WWDA licences & certificates</p> <p>Indicators and targets for effluent quality and for reporting of incidents as specified in 2016 Annual Service Plan to be agreed with Irish Water</p>
<p>On behalf of Irish Water under the SLA, manage the provision of new water and wastewater projects, and the upgrade</p>	<p>Discussions with Irish Water to agree contents of capital investment programmes (CIPs), in particular the</p>	

of existing water and wastewater systems, through Clare's Capital Projects Office	<p>2017 to 2021 CIP</p> <p>Day to day management of works on site, and regular reporting to, and meetings with, IW capital staff to review progress of works</p> <p>Resolution of outstanding wayleave and other issues remaining from pre-Irish Water capital projects</p>	Indicators and targets for progressing capital works as specified in 2016 Annual Service Plan to be agreed with Irish Water
Orderly transfer of legal ownership of Water Services assets to Irish Water under Ministerial vesting orders	Assessment of all assets (c. 300 no.) and resolution of boundaries, wayleaves and other legal aspects of each before vesting orders are made by the Minister	<i>Number of assets transferred during each quarter</i>
Implementation under the SLA of Irish Water's Transformation Plan 2014 to 2017	Protect the human and financial resources of Clare County Council to enable delivery of objectives of the Transformation Plan	Timelines as set by IW for completion of each individual part of the Transformation Plan
Insofar as budgetary resources allow, maintain developer-provided on-site wastewater systems not included in the SLA and not being maintained by a developer, management company or other entity	<p>Ensure systems operate in such a manner as not to prejudice human health</p> <p>Work with IW and DECLG to prepare strategies for the future maintenance of such infrastructure and its funding</p>	<i>Number of interventions in developer-provided systems during each quarter</i>
Insofar as budgetary resources allow, identify and maintain all disused and/or obsolete water services assets not being transferred to Irish Water	Do a survey and condition report on all such assets and decide on whether to retain for any future uses	<i>Completion of survey by end of 3rd quarter</i>
Manage the Service Level Agreement with Irish Water	Manage all elements of the Service Level Agreement with Irish Water , including the monthly reporting, financial recoupment and meetings schedules	Monthly and as required

Principal Function/Task /Service	Actions	Performance Indicator
Continue to oversee and manage the residual water services functions which did not transition to Irish Water, i.e. Group Schemes and bored wells	<p>Advance Group Water and Sewerage Capital Schemes (upgrades and new schemes) in line with the multi annual funding programme 2016 to 2018.</p> <p>Continue to oversee the operation of the Rural Water Sector in a supervisory capacity</p>	Complete programmes approved under annual allocation
Manage the Non-Domestic Metering and billing programme	<p>Comply with Objective No. 12 of Annual Service Plan with Irish Water - Approved Revenues are recovered from Irish Water.</p> <p>Submit necessary reports within prescribed timescales</p> <p>Prepare and Implement Transition Plan for transition of non-domestic water billing function from Clare County Council at dates to be agreed with Irish Water</p>	<p>KPI set by Irish Water</p> <p>By third day of month</p> <p>When agreed with Irish Water</p>

Fire & Building Control Section – Annual Service Delivery Plan 2016

Principal Function	Actions	Performance Indicator
Management of Fire Service Properties	<ul style="list-style-type: none"> • Annual Maintenance Schedule of Fixed Services • General Upkeep of 8 No. Premises • Upgrade Works as necessary 	Completion of annual schedule of Fixed Services Maintenance Ongoing Repair/Replacement of Fixtures & Fittings in a timely fashion Major Upgrade Works to Ennistymon Fire Station to be completed Kilkee Fire Station Capital Works to be progressed
Management of Fire Service Fleet	<ul style="list-style-type: none"> • Annual Service Schedule of 36 Vehicles • Continued preventative maintenance for all vehicles • Continued upgrading of Fire Service Fleet 	Completion of annual service schedule All vehicles to successfully complete the annual Commercial Vehicle Roadworthiness test Replace 4WD at Ennis Fire Station Review application for capital funding for Class B Fire Appliance with NDFEM
Management of Equipment and PPE for the Fire Service	<ul style="list-style-type: none"> • Continued preventative maintenance of Fire Service equipment • Service of all equipment as per Fire Service Equipment Maintenance Policy • Testing of equipment • Replacement/Upgrade of equipment as required subject to budgetary constraints 	Equipment available for use in the event of it being required Service Records Test Records Equipment suitable for use at all incidents attended by the Fire Service All personnel to have appropriate PPE suitable for use at the variety of incidents that the Fire Service attends
Water supplies for Firefighting purposes	<ul style="list-style-type: none"> • Ensuring availability of water for firefighting purposes • Setting requirements for same through the Planning Process • Regular surveying of hydrants in Fireground areas 	Continued use of Fire Service Water Tankers to backup Class B Fire Appliance at incidents Where required, advise the Planning Authority as part of the Fire Authorities response on Planning Applications Completion of surveys and follow-up through the Water Services Section
Personnel are adequately trained and competent to deal with tasks and varying roles that they encounter as part of their duties	<ul style="list-style-type: none"> • Delivery of training to personnel as set out in the Fire Service Training Policy 	Completion of annual On-Station Training Programme Delivery of Annual Training Plan for the Fire Service Actively request allocations of places on national training courses
Commitment to safeguard, as	<ul style="list-style-type: none"> • Setting an annual Safety 	Completion of the annual Safety

<p>far as is reasonably practicable, the safety, health and welfare of all employees, contractors and visitors</p>	<p>Management Programme consisting of both corporate objectives and section specific objectives</p> <ul style="list-style-type: none"> • Compliance with the Local Authority Safety Management System • Proactive approach to continually improving our health and safety performance 	<p>Management Programme Maintaining the OHSAS 18001 Safety Management accreditation Internal Safety Audit outcomes Monitoring of incidents through “Incident Control Room” software</p>
<p>Adequate provision for the reception of and response to calls for assistance of the Fire Brigade</p>	<ul style="list-style-type: none"> • Continued participation within the Munster Regional Communications Centre(MRCC) Shared Services Group • Annual Maintenance of all Communications Equipment • Replacement/Upgrade of equipment as required subject to budgetary constraints 	<p>Attendance at Executive and Management Meetings Service Records Appropriate equipment available for use in the event of it being required Assist MRCC with rollout of upgraded mobilisation hardware, initially as a pilot project.</p>
<p>Attendance at all incidents as set out in the adopted Fire & Emergency Operations Plan</p>	<ul style="list-style-type: none"> • Implementation of National Standard Operating Guidance • Implementing an Interagency Approach to incidents as required • Develop Pre-Incident Plans • Ongoing review of incidents attended 	<p>Adaption and Delivery of Standard Operating Guidance locally Continued engagement with other Agencies Provision of Pre-Incident Plans to Operational Service Daily review of Incidents attended</p>
<p>Implementing national guidance on Operational Standards</p>	<ul style="list-style-type: none"> • Monitor mobilisation and attendance times of Brigades • Review guidance documents and implement as required • Work with Human Resources and personnel locally to ensure that crewing levels can be maintained through ongoing recruitment where required 	<p>National Performance Indicator F2 – Service Mobilisation National Performance Indicator F3 – Percentage of attendances at scenes Crewing level and Officer cover as per the adopted Fire & Emergency Operations Plan</p>
<p>To raise fire safety awareness throughout County Clare and to monitor and enforce compliance with Fire Safety legislation</p>	<ul style="list-style-type: none"> • Implement various Community Fire Safety initiatives throughout the county • Assist other Sections of Clare County Council with Fire 	<p>Schools Programme Delivery of fire safety presentations to a variety of groupings Advice/Recommendations are provided in a timely manner Provide a quality service, focused on</p>

	<p>Safety matters as required</p> <ul style="list-style-type: none"> • Advise the Courts on matters relating to Licensing under the Intoxicating Liquor Legislation • Carry out Fire Safety inspections under the Fire Services Act 1981 & 2003 on high risk premises as determined • Monitor and enforce Fire Safety under other relevant legislation including Dangerous Substances Act 1972 & Explosives Act 1875 • Work with other Sections within the Local Authority, together with external agencies, when reviewing Large Crowd Events/Licence Applications 	<p>the needs of the applicants and the members of the public Annual Prevention Statistics report</p>
<p>To monitor and enforce compliance with the Building Control Act, Building Control Regulations and Building Regulations</p>	<ul style="list-style-type: none"> • Process and validate Commencement Notice Applications • Process, validate and grant Fire Safety Certificates • Process, validate and grant Disability Access Certificates • Monitor new works for compliance with the Building Regulations • Where non-compliance is found, enforce as necessary to ensure compliance with the Building Regulations • Implement the Construction Product Regulations as required 	<p>Advice/Recommendations are provided in a timely manner Provide a quality service, focused on the needs of the applicants and the members of the public Carry out enforcement as required Annual Building Control Statistics report</p>
<p>To monitor and enforce compliance with Dangerous Structures legislation</p>	<ul style="list-style-type: none"> • Deal with Dangerous Structures referrals as required • Carry out enforcement proceedings as required • Recoup all Local Authority Costs for same 	<p>Advice/Recommendations are provided in a timely manner Provide a quality service, focused on the needs of the applicants and the members of the public Carry out enforcement as required</p>
<p>Facilitate the preparation of the Major Emergency Plan and associated response by the Local Authority in</p>	<ul style="list-style-type: none"> • Provide the secretariat for the Local Authority Major Emergency Management Committee 	<p>5/6 Meetings per year Updated Plan as agreed by the MEM Committee Engagement at planning stage and</p>

<p>conjunction with other agencies</p>	<ul style="list-style-type: none"> • Maintain and update as requested the Major Emergency Plan • Engage with other sections when preparing Major Emergency Exercises • Ensure engagement with other agencies at a Local, Regional and National level 	<p>participation in exercises Provision of training at local and regional level Attendance at Local and Regional Major Emergency Management Steering and Working Groups</p>
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