

COMHAIRLE CHONTAE LAOISE

2001 - 2004

CORPORATE PLAN

*EXECUTIVE SUMMARY*



COMHAIRLE CHONTAE LAOISE  
LAOIS COUNTY COUNCIL

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*LAOIS COUNTY COUNCIL*

# **CORPORATE PLAN**

## *EXECUTIVE SUMMARY*



# **CORPORATE PLAN**

## **MISSION STATEMENT**

**Our mission is to develop, protect and promote the County in an inclusive and sustainable manner, in partnership with the community.**

## **MANDATE**

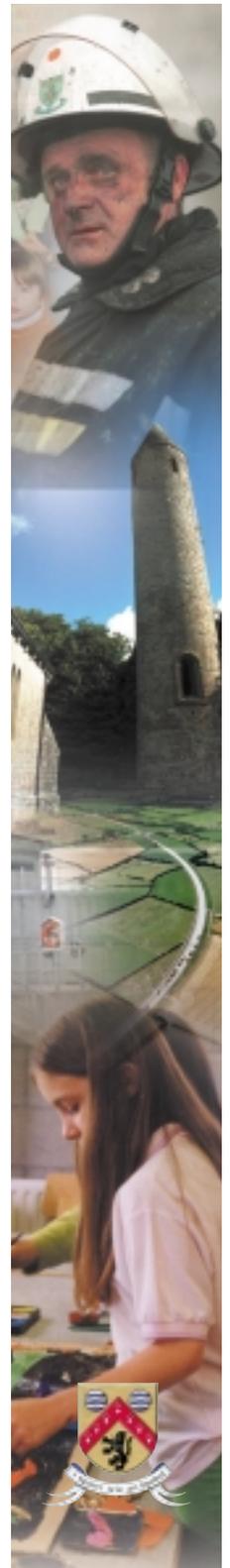
**LAOIS COUNTY COUNCIL IS THE PRIMARY DEMOCRATICALLY ELECTED AUTHORITY IN COUNTY LAOIS**

*Laois County Council provides an extensive and diverse range of services which impact upon the County's economic, social, environmental, infrastructural, tourism, industrial and cultural activities. These services include the provision and maintenance of housing; the provision and maintenance of roads; the provision and maintenance of water supply and sewerage schemes; planning and development services; waste management; environmental protection; recreational activities; libraries; cultural and community development including recreation and sport. The Council is serviced by a large workforce including the County Manager, professional technical, legal, administrative, financial and outdoor employees and contractors.*

## OUR OBJECTIVES

We have identified the following seven strategic objectives for implementation of our Mission. We shall endeavour to:

1. Continue to improve and co-ordinate the organisation's performance.
2. Optimise human and financial resources.
3. Provide a high level of customer service.
4. Promote and develop the County.
5. Strengthen the leadership role of Laois County Council in the integrated development of the County.
6. Protect and enhance the natural and built environment of the County.
7. Promote the development of the Arts, Play, Sports and Recreational activities and protect our Heritage and Traditions.



# OUR OBJECTIVES

## OBJECTIVE 1.

**Continue to improve and co-ordinate the organisation's performance.**

### **STRATEGIES**

We will:

1. Introduce quality performance indicators and standards.
2. Measure actual performance against established indicators and standards.
3. Measure/compare unit costs to ensure value for money.
4. Provide and enhance training and development programmes for members and employees.
5. Undertake surveys/reviews and monitoring to assess and optimise performance.
6. Optimise the use of Information and Communications Technology.
7. Introduce structures to ensure effective liaison and communication between the areas of service delivery.



# OUR OBJECTIVES

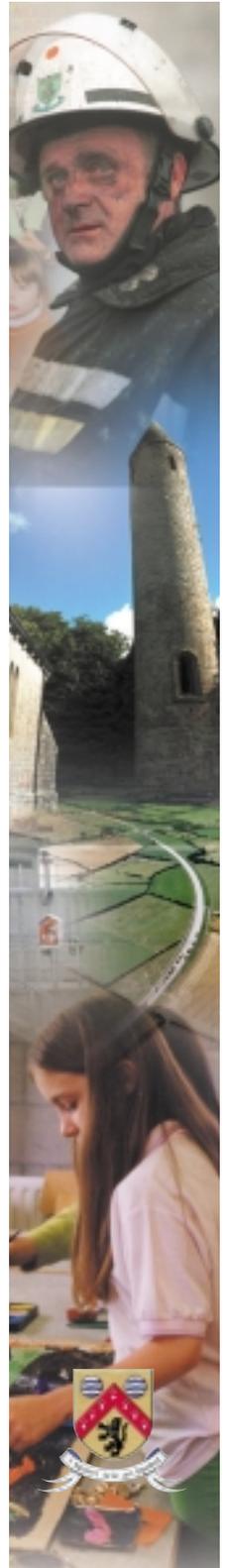
## OBJECTIVE 2.

**Optimise human and financial resources.**

### STRATEGIES

We will:

1. Recruit, train and develop employees to their full potential in order to meet the organisation's needs.
2. Continue to implement and further develop flexible working arrangements for the benefit of our customers, employees and the organisation.
3. Continue to address employee matters relating to health, safety and welfare.
4. Recognise the significance of performance appraisal and the possibility of incentive schemes.
5. Optimise the Partnership approach in employee/management relations.
6. Pursue policies designed to secure optimal financial management
7. Achieve quality output at competitive cost.
8. Carry out Value-for-money Audits
9. Review on an ongoing basis our asset management policy.



# OUR OBJECTIVES

## OBJECTIVE 3.

**Provide a high level of customer service.**

### STRATEGIES

We will:

1. Develop and improve partnership with our customers.
2. Optimise the accessibility of services.
3. Continue to facilitate the availability of information, subject to legal, ethical and statutory requirements.
4. Continue to improve response time to customer queries.
5. Minimise the decision making timeframe where possible.
6. Ensure compliance with commitments given.
7. Develop methods by which the delivery of service to our customers can be evaluated.
8. Foster a policy of equality and inclusiveness.
9. Introduce a Customer Charter.
10. Continue to promote a customer friendly ethos.
11. Encourage a total quality management approach to the delivery of all services.



# OUR OBJECTIVES

## OBJECTIVE 4.

### Promote and develop the County.

#### STRATEGIES

We will:

1. Continue to create and explore partnership with statutory and non-statutory bodies both inside and outside the county, recognising the importance of the role of Laois County Council in fostering economic development.
2. In partnership with our communities, central and regional government, and the E.U., ensure that our customers are treated in an inclusive manner.
3. Support the role of the County Development Board in co-operation with the relevant agencies.
4. Evaluate locally based development initiatives aimed at exploring and developing the County's natural, economic and community resources.
5. Ensure that development of the County is fully co-ordinated with that of neighbouring Local Authorities.
6. Promote urban and rural regeneration and sustainability.



# OUR OBJECTIVES

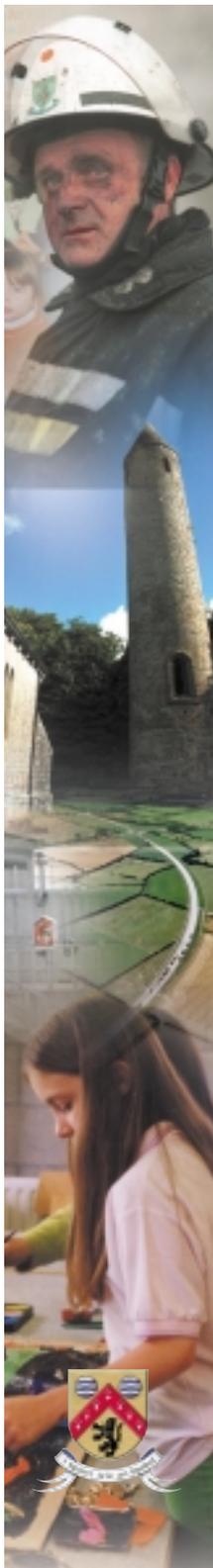
## OBJECTIVE 5.

**Strengthen the leadership role of Laois County Council  
in the integrated development of the County.**

### STRATEGIES

We will:

1. Promote and support the role of the elected members in community development.
2. Promote and support the role of the representatives of sectoral and community interests in community development.
3. Participate with, and actively promote co-ordination of the activities of statutory/voluntary groups for the benefit of the community.
4. In co-operation with other bodies, provide information services, training and financial incentives, to encourage the development of community participation.
5. Mobilise the resources of the County for the beneficial use of the community.
6. Develop, encourage and promote the potential of young people and the wider community in matters relating to the environment, the arts, cultural, social, community and sporting development.



# OUR OBJECTIVES

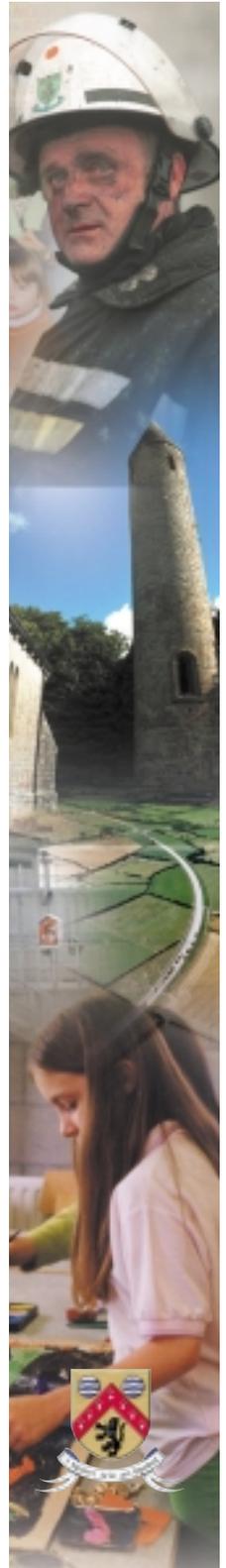
## OBJECTIVE 6.

**Protect and enhance the natural and built environment of the County.**

### STRATEGIES

We will:

1. Optimise existing support programmes both community based and regulatory relating to environmental matters.
2. Protect the existing quality environment of the County and improve its beneficial use.
3. Seek through all means, including community based activities, to eliminate litter, promote recycling and participate in effective waste management initiatives.
4. Continue our environmental enhancement activities and retain, protect and develop existing open green spaces, particularly in urban areas.
5. Operate and enforce pollution control using our statutory powers.
6. Ensure that Laois County Council's activities are carried out in an environmentally friendly manner.



# OUR OBJECTIVES

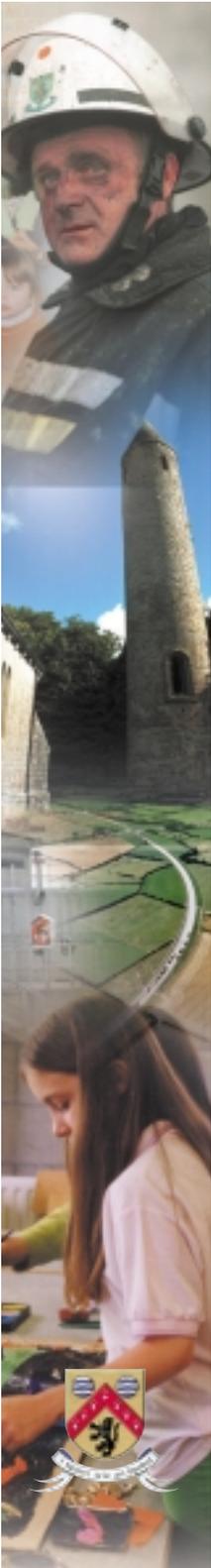
## OBJECTIVE 7.

**Promote the development of the Arts,  
Sporting and Recreational activities and protect  
our Heritage and Traditions.**

### STRATEGIES

We will:

1. Maximise access to, and participation in the widest range of experience within the arts for the community in accordance with the highest standards of excellence.
2. Develop and deliver programmes which will aim at increasing participation in play, sport and physical activity and support the role of the voluntary sector in the delivery of such programmes.
3. Plan and oversee the balanced and integrated development of sport, recreational and play facilities in co-operation with the Laois Sports Partnership.
4. Support activities, programmes and initiatives directed at protecting and enhancing our heritage, in all its aspects.
5. Develop programmes to facilitate the promotion and usage of the Irish Language and other native traditions.
6. Recognise cultural diversity within our community.



## IMPLEMENTATION AND MONITORING

The preparation and adoption of the **Corporate Plan** by all involved in Laois County Council is part of the ongoing process of strategic management.

Given the multi annual term of the plan, it is most important to be able to assess progress on an ongoing basis. An annual progress report will be submitted to the elected members to assess progress having regard to our everchanging operating environment.

A **Customer Service Action Plan** for all areas of service delivery, based on the principles set out in the Corporate Plan, has also been prepared.

This sets specific objectives for improving customer service and sets out the level and standard of service that customers can expect in their dealings with the Council.

As an integral part of the Corporate Plan we will also review on an annual basis the Customer Service Action Plan.

Copies of both documents are available on request and can be viewed on the Council's website

As part of our monitoring process we will, periodically, consult directly with our customers in order to secure their views on the extent to which our mission is being accomplished.



**“OUR COUNTY, OUR PEOPLE, OUR FUTURE”.**



**LAOIS COUNTY COUNCIL**

**ARAS AN CHONTAE,**

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**IRELAND**

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