



Comhairle Ceantair  
**Lár Uladh**  
**Mid Ulster**  
District Council

# ***Public Health & Infrastructure- Technical Services***

**SERVICE PLAN – 2020/ 2021**

Date

Consulted within staff team

22 /04/2020

Discussed & signed off by Director

22 / 6 /2020

## CONTENT

SECTION	TITLE	PAGE NUMBER
<b>1.0</b>	<b>OVERALL PURPOSE &amp; SCOPE OF THE SERVICE</b>	
1.1	Purpose and scope of the service	
1.2	Responsibilities	
1.3	Customers & Stakeholders	
1.4	Performance Overview in 2019/20	
<b>2.0</b>	<b>IMPROVING OUR SERVICE AND MANAGING PERFORMANCE - 2020/21</b>	
2.1	Budget - 2020/21	
2.2	Staffing Complement – 2020/21	
2.3	Service Work Plan – 2020/ 21	
<b>3.0</b>	<b>OUR STATUTORY CONSIDERATIONS: RURAL NEEDS AND RISK</b>	
3.1	Equality Duty	
3.2	Rural Needs Duty	
3.3	Risk	

## **1.0 OVERALL PURPOSE AND SCOPE OF THE SERVICE**

### **1.1. Purpose and Scope of the Service**

*The Technical Services Section is led by the Head of Technical Services and is fundamentally focused on delivery of Capital Programme for the Council. Work outlined in this document assists the various Services within the Council to enhance their areas of responsibilities such as improvements to facilities in the following services: Leisure, Parks, Tourism, and Community.*

*Technical Services plays a supportive technical role to all Departments in the preparation of scoping of Capital project information for submission to the Capital Programme and thereafter overseeing the project commencement, construction and to completion.*

*Other areas of support for Council services that this department provides lies with Sustainability and Biodiversity.*

### **1.2 Responsibilities**

*In order to deliver actions/programmes of work and tasks on behalf of the Council, Technical Services is divided into 3 separate functions:*

- 1. Technical Services – Capital Delivery Team, Bus Shelters, Signage.*
- 2. Sustainability*
- 3. Biodiversity*

*These functions are further detailed in the separate headings listed below;*

***The section is specifically responsible for the following functions:***

#### **Technical Services**

*This function is covered by Project Officers based in Cookstown Council offices, and the function delivers and is accountable for the following service provision:*

- **Capital Delivery Team**
  - *Assist in the preparation of procurement documentation in relation to E - procurement of all necessary functions within the delivery of Capital Projects e.g. appointment of ICT professionals and IST (Contractors). In addition to these main appointments our team also engage in procurement of surveys/reports, etc. that are required to support the project delivery.*
  - *Assist in the preparation of scoping information / design concepts for Capital Project delivery*

- *Project manages the delivery of MUDC Capital Programme (Infrastructure) for Council.*
  - *Assist various departments in the stakeholder engagement process for Capital Projects.*
  - *Develop, deliver and manage internal Design Service, including Project management of small scale Capital Projects.*
  - *Liaise with “Client Teams” and funders in the delivery of Capital Projects.*
  - *Liaise with relevant stakeholders for delivery of Capital Projects*
  - *Report to the Councils Environment Committee on the progress of Councils Capital Projects on a monthly basis.*
  - *Report to Capital Working Group (performance management) on a quarterly basis with updates on Programme / budget delivery.*
- ***Bus Shelters***
    - *Responsible for administration of the application process / approval(s) on Bus Shelters throughout the District.*
    - *Obtaining all statutory consents for new / altered locations for Shelters*
    - *Notifying Property Services Department for erection of approved shelter. (Note Property Services to have ongoing control over the maintenance of all shelters in the district.*
    - *Report to Council Environment Committee on installation of new / removed Shelters in the district.*
- ***Signage***
    - *Responsible for Council facility Signage (Way finding only) throughout the District / facilities.*
    - *Notifying Property Services Department for erection of approved Signage (Road development / road names). (Note Property Services to have ongoing control over the maintenance of all signage in the district, Building Control to provide Council with approved naming of all new developments)*
    - *Report to Council Environment Committee on installation of new signage in the district.*

### **Sustainability**

*This function is covered by Sustainability Officer working part time based in Dungannon Council offices – Function delivers:*

- ***Sustainability***
  - *Develop and co-ordinate the Council’s Sustainability Programme for the district in consultation with a wide range of community and statutory interests.*
  - *Provide advice and expertise to Heads of Services and other key officers on the integration of sustainable development in all service areas including planning and corporate sustainability projects*

- *Develop and implement innovative sustainability projects through the creation of partnerships with local communities, statutory bodies, NGO's, funding organisations and the private sector.*
- *Raise awareness of sustainable development both within the organisation and the wider community*
- *Provide practical nature conservation and other sustainability activities to facilitate community participation in the Sustainability Programme.*
- *Maintain contact with relevant agencies and support organisations on development within the regional and wider Sustainability context.*

### **Biodiversity**

*This function is covered by Biodiversity Officer working part time based in Dungannon council offices – Function delivers:*

- ***Biodiversity***
  - *Contribute to delivery on the Northern Ireland Biodiversity Strategy via the implementation of the Mid Ulster Biodiversity Action Plan increasing biodiversity awareness among local community and wider public.*
  - *Provide guidance to MUDC in complying with obligations under the Wildlife and Natural Environment Act (NI) 2011, ensuring council fulfil their Biodiversity Duty wherever possible.*
  - *Provide advice and contribute to the development of Habitat Regulations Assessments (HRAs) for council projects.*

## **1.3 Customers & Stakeholders**

<b>Customers &amp; Stakeholders</b>
● Council (Officers, Elected Members )
● Funding bodies ( DEARA, DfC, EA, LCF, Sport NI, SIF )
● Community / educational programme ( Sustainability / Biodiversity )
● Members of the General Public
● External Agencies – DfI-Roads, NIW, NIE, BT, NIEA, LPS, PSNI, NIHE, HSE, PHA, Disability Action, Sport NI
● District Council Working Groups – sustainability / biodiversity
● Legal departments / solicitors
● ICT Consultants / Contractors
● Environmental NGOs ( e.g. The Conservation Volunteers, Sustainable NI, NIEL, Woodlands Trust, Groundwork NI, Ulster Wildlife, RSPB, BTO, BRT )
● Fairtrade Foundations
● Local Businesses

#### **1.4 Performance Overview in 2019/20**

The following table provides a progress summary and the impact made by last years' Service Plan (2019-2020). It also details key successes, a summary of the end of year progress, remaining challenges for the Service and how it made a difference.

Within Technical Services we assisted our various "Client Teams" in terms of CIP 1 & 4 as noted below.

The following pages outlines how we commenced / completed various Capital Programmes that made an impact to the district in terms of enhanced facilities that encouraged new visitors and supported communities to adopt healthier lifestyles.

Council's 2019/20 Corporate Improvement Plan and 4 associated objectives for 2019-20

1. To assist the growth of the local economy by increasing the number of visitors to our district.
2. To support people to adopt healthier lifestyles by increasing usage of Council Recreational Facilities.

2019/20 Performance Overview	End of Year Progress Status: Completed/Commenced/Other
<ul style="list-style-type: none"> <li>Preparation of harmonised standard procedural guides for delivery of Capital Projects, reviewed in line with Service Improvement Workshop.</li> </ul>	<p>All Capital Projects have now achieved harmonised files with a capital procedure guide in place.</p>
<ul style="list-style-type: none"> <li>Delivery of Capital Projects as noted: Good progress has been made across the Capital Project Delivery as outlined in the Capital Programme 2017-2020 and further detailed in the various Activity sections as noted in table below.</li> <li>Further progress has been made in relation to gaining approval for the MUDC capital framework 2020-2024</li> </ul>	<p>Projects completed during 2019-20 are detailed below indicating month completed and project costs.</p> <ul style="list-style-type: none"> <li>26 Projects completed. ( 18 Business and Communities, 8 Leisure projects which included 8 play parks provision improvements)</li> <li>Value of circa £6.75m Construction Costs</li> <li>Value of ICT / survey ancillary costs was circa £350k for these projects</li> <li>Currently Technical Services are responsible for management of 20 ICT teams with a total ICT fees value of circa £1.6m</li> <li>12 Projects are currently at construction phase having total value of £</li> </ul>
<ul style="list-style-type: none"> <li>Activity has been made in the following work streams as detailed in link to CMP 2.2: regarding the Capital delivery programme for CRP 3.4 Sustaining our Environment- Develop &amp; enhance parks, Play areas &amp; open spaces to encourage Physical activity open the countryside in a sustainable manner to our community. Capital delivery programme for the MURDP Village Programme and enhance offering to countryside facilities</li> </ul>	<p>Leisure:</p> <ul style="list-style-type: none"> <li>6 Play park village schemes completed to the value of approx £400k</li> <li>5 projects contracts awarded in '19 with completion due in summer '19</li> <li>ICT team appointed for Dungannon Park. Project value £1m.</li> </ul>

	<p style="text-align: right;">Cont.</p> <p>Business and Communities:</p> <ul style="list-style-type: none"> <li>• 1 Project awarded for the Davagh Forest Hub to the value of circa £1m in Oct 18 with works commenced in Jan 19.</li> <li>• ICT team appointed for Connecting Pomeroy. Project value circa £5m.</li> </ul>
<ul style="list-style-type: none"> <li>• Activity has been made in the following work streams as detailed in link to CMP 1.3: regarding the Capital delivery programme for CRP 3.3 Sustaining our Environment- Create and build a sense of civic pride in towns and villages across mid Ulster. Programme Delivery for the Public Realm Schemes and the MURDP Village Programme</li> </ul>	<p>Business and Communities:</p> <ul style="list-style-type: none"> <li>• Coalisland Public Realm - IST contractor appointed for the delivery of the project by Autumn 2020 with an IST cost of circa £2.5m</li> <li>• Maghera Public Realm – ICT team appointed to the value of circa £150k.</li> <li>• Dungannon public realm – Still to be finalised and adopted back by DFI roads.</li> <li>• 5 Village schemes completed to the value of circa £400k in 18/19.</li> <li>• Additional Magherafelt alleyways project to be completed in summer '19 following funding allocation to MUDC.</li> </ul>
<ul style="list-style-type: none"> <li>• Activity has been made in the following work streams as detailed in link to CMP 4.2: regarding the Capital delivery programme for CRP 1.3 Delivering for our People- High quality, responsive indoor and outdoor recreational services</li> </ul>	<p>Leisure:</p> <ul style="list-style-type: none"> <li>• ICT team appointed for Gortgonis Leisure Centre with a project value of £4m</li> </ul>



	<ul style="list-style-type: none"> <li>IST contractor appointed for the Dungannon LC repairs to the value of circa £2.3m and commenced in May '19 and took 9 months to construct.</li> </ul>
<ul style="list-style-type: none"> <li>Activity has been made in the following work streams as detailed in link to CMP 1.1: regarding the Capital delivery programme for CRP 1.2 Delivering for our People- Increase access to services and customers experience across the district in progression of Capital projects associated with Culture &amp; Arts Programme</li> </ul>	Business and Communities: <ul style="list-style-type: none"> <li>IST procured for the Seamus Heaney home ground trails. – Ongoing.</li> <li>ICT appointed for Hill of the O'Neill project – Ongoing.</li> </ul>
<ul style="list-style-type: none"> <li>Activity has been made in the following work streams as detailed in link to CMP 2.2: regarding CRP 3.4 Sustaining our Environment- Develop &amp; enhance parks, Play areas &amp; open spaces to encourage Physical activity open the countryside in a sustainable manner to our community regarding develop and renew Biodiversity Action Plan and increase awareness of Biodiversity throughout the district. Biodiversity's officer's focus of activities concentrated on the community involvement in innovative sustainability projects through the creation of partnerships and provision of practical nature conservation/sustainability activities. Underlying ALL activities is a focus on raising people's awareness of fundamental sustainability parameters.</li> </ul>	Biodiversity <ul style="list-style-type: none"> <li>Advice provided for development of HRAs.</li> <li>Partnerships maintained and developed to deliver biodiversity gain.</li> <li>Species database regularly updated, with records sent to national recording centre.</li> <li>32 public and training events held to raise awareness of local biodiversity</li> </ul>
<ul style="list-style-type: none"> <li>Activity has been made in the following work stream as detailed in link to CMP 3.2: regarding CRP 4.3 Building unity – Implement an organisational strategy for a modern workplace. <ul style="list-style-type: none"> <li>Sustainability officer's focus of activities were to develop, monitor and review a sustainability framework for MUDC and seek council approval and promote sustainability with holding minimum of 10 public events during the year</li> <li>Sustainability officer's focus of activities concentrated on the community involvement in innovative sustainability projects through the creation of partnerships and provision of practical nature</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>14 public events held throughout the district to promote sustainability projects with a further 5 events postponed due to COVID-19.</li> <li>This year MUDC had its inaugural Steering group meeting in February 2020 and this will go to ensuring we can apply for Fairtrade District Status.</li> <li>This year we were able to secure funding to promote sustainability through the NHLP programme.</li> </ul>

<p>conservation/sustainability activities. Underlying ALL activities is a focus on raising people's awareness of fundamental sustainability parameters.</p>	
<ul style="list-style-type: none"> <li>Activity has been made in the following work stream as detailed in link to CMP 4.2: regarding CRP 1.1 Delivering for our People- High performing services focussed on customer and value for money in regards to Bus Shelter and signage delivery.</li> </ul>	<ul style="list-style-type: none"> <li>Amendments to the existing bus shelter policy planned for quarter 2.</li> <li>Signage templates have been developed during course of the year with new agreed template in operation for standard/dual language signage.</li> <li>Technical services no longer involved in installation of the signage (Roads) to the district as this process is Managed by Building Control and Property Services.</li> </ul>
<ul style="list-style-type: none"> <li>Activity has been made in the following work stream as detailed in link to CMP 5.2: regarding CRP 4.6 Building Unity – Promotion of minority languages in the district.</li> </ul>	<ul style="list-style-type: none"> <li>Progress has been made in the roll out of the dual language facility signage programme but not yet fully completed.</li> <li>External signage has been installed to leisure facilities along with 2 Parks, 5 cemeteries.</li> <li>Internal Signage completed to Moneymore Rec, Dgn LC, Knockmany, Davagh and Brantry Forests.</li> <li>Due to departmental pressures in taking on a considerable amount of additional Capital programmes Tech/Services and Procurement had to delay the tender process for roll out of all signage to the District facilities.</li> </ul>
<ul style="list-style-type: none"> <li>Obtained Satisfactory Assurance rating for External Auditor ( ASM ) in February 2018 for delivery of Capital Projects – recommendations were noted and are being implemented during 2018/19.</li> </ul>	<ul style="list-style-type: none"> <li>All items on audit have been addressed and being implemented in Capital Delivery.</li> </ul>

## 2.0 IMPROVING OUR SERVICE AND MANAGING PERFORMANCE - 2020/21

The following tables confirm the resources, financial and people, which the Service has access to throughout 2020-21 to deliver its actions, activities and core business.

### 2.1 Budget 2020/21 - Draft to be finalised

Service Budget Headings	£
Technical Services	240,571
Sustainability	36,07
Biodiversity	29,822
Gross Budget	312,717
Income	(5,617)
Net Budget for 2020-21	307,100

### 2.2 Staffing Complement - 2020/21

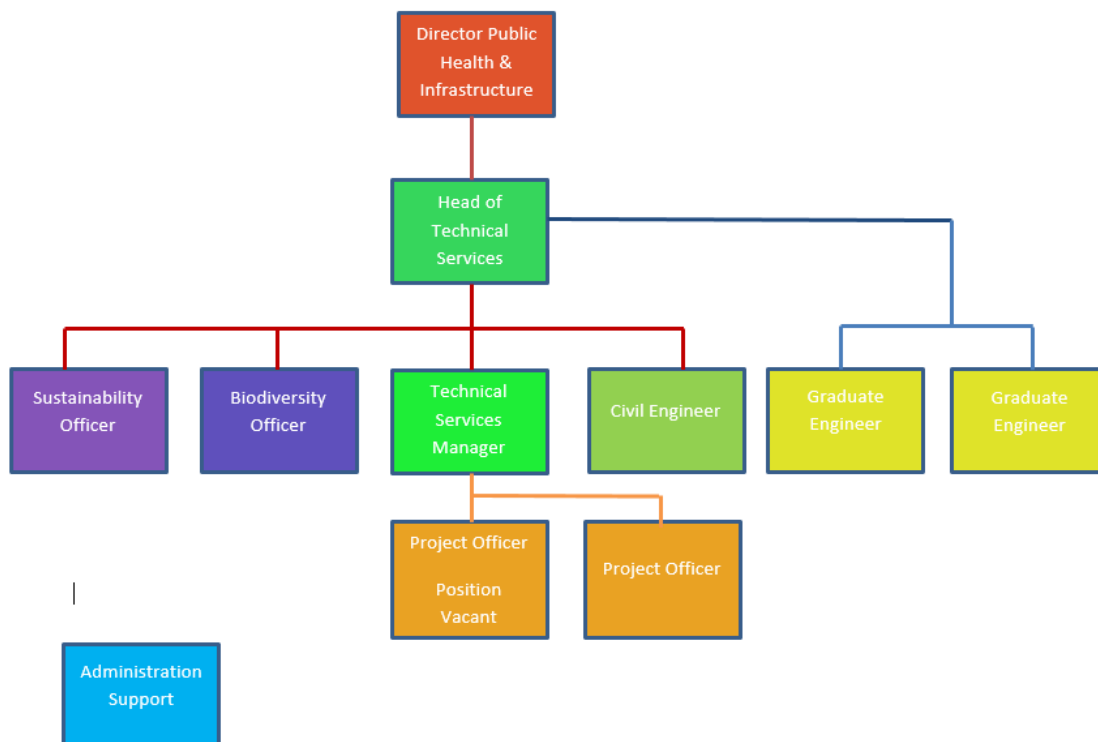


Figure 1

<b>Staffing</b>	<b>No. of Staff</b>
Head of Service	1
Managers	1
<i>Civil Engineer</i>	<i>1</i>
<i>Graduate Engineers</i>	<i>2</i>
<i>Project Officer</i>	<i>2</i>
<i>Sustainability</i>	<i>0.43</i>
<i>Biodiversity</i>	<i>0.6</i>
<i>Administration Support</i>	<i>0.3</i>
Remaining Team	0.0
<b>Total</b>	<b>8.33</b>

### **2.3 Service Work Plan - 2020/21**

This plan confirms the core activities and actions, which will form your Service Work Plan for 2020-21. This is a high-level capture of the Service activities as well as some improvement undertakings which the service will focus on throughout 2020-21. The Plan links to the Council's new 2020-2024 Corporate Plan priorities, Annual Corporate Improvement Plan Objectives, Corporate Indicators and Mid Ulster Sustainable Community Plan themes & outcomes:

## SERVICE WORK PLAN 2020/21

Service Objective (What do we want to achieve?):		Recovery Planning			
Link to Community Plan Theme:		Align to Corporate Plan Theme			
<i>CMP 5.1 Vibrant &amp; safe Communities - We are a safer Community</i>		<i>Leadership: 1.3 We will work collectively to meet the identified needs and priorities of our citizens &amp; connect the people of Mid Ulster</i>			
What are the key 'Business as Usual' activities we will deliver (actions):	By When (Date?)	Lead Officers(s)	What difference will it make? (Outcomes/outputs)	How Will we Know? (Measures)	
COVID 19 Recovery Plan Issues – Capital Projects Define / review / establish process for Project Management of Capital Projects whilst confine to new government guidelines of social distancing etc.	Q2	JMcN ML RL (HoS)	Improved IT access to ensure projects can continue to progress through the various RIBA stages 0-4	Programme delays will be evident if projects are not progressed.	
COVID 19 Recovery Plan Issues – Define / review / establish process for Sustainability delivery	Q2	YZ RL (HoS)	Due to current guidelines all events have been put on hold. Examine ways to progress / promote sustainability during "lock down"	Progress activity to be recorded and presented to council for information purposes.	
COVID 19 Recovery Plan Issues – Define / review / establish process for Biodiversity delivery	Q2	ME RL (HoS)	Due to current guidelines all events have been put on hold. Examine ways to progress / promote Biodiversity during "lock down"	Progress activity to be recorded and presented to council for information purposes.	
COVID 19 Recovery Plan Issues – Define / review / establish process for Bus Shelter delivery	Q2	JMcN JL RL (HoS)	By progression of this function the full implementation of the dual language signage can be rolled out to all facility venues.	Report to Council on monthly basis will record progress made.	

<b>COVID 19 Recovery Plan Issues – Define / review / establish process for Signage delivery</b>	<b>Q2</b>	<b>JMcN JL RL (HoS)</b>	By progression of this function the full implementation of the dual language signage can be rolled out to all facility venues	Report to Council on monthly basis will record progress made.
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<b>What Service Development/Improvement will we undertake in 2020/21? (actions):</b>	<b>By When (Date?)</b>	<b>Lead Officers(s)</b>	<b>What difference will it make? (Outcomes/outputs)</b>	<b>How Will we Know? (Measures)</b>
<b>We will examine all aspect of remote working (home) including how remote Team Meetings can be utilised to minimise face to face meetings, reduction in travelling time etc.</b>	<b>Q1</b>	<b>JMcN ML RL</b>	<b>This will ensure progress is made on scheme delivery and reduce carbon footprint of officers and professional advisors in that majority of meetings can be achieved through virtual platforms</b>	<b>Reduce mileage claims to the council compared to previous years</b>

<b>Service Objective (What do we want to achieve?):</b>	<b>e.g. write service objective here</b>			
<b>Link to Community Plan Theme:</b>	<b>Align to Corporate Plan Theme</b>			
<i>CMP 2.2 Infrastructure - We increasingly value our environment &amp; enhance it for our children</i>	<i>Economy: 3.5 We will have a prioritised, sustainably resourced programme of capital investment supporting the enhancement of facilities for local people &amp; contributing to the regeneration of the district.</i>			
<b>What are the key 'Business as Usual' activities we will deliver (actions):</b>	<b>By When (Date?)</b>	<b>Lead Officers(s)</b>	<b>What difference will it make? (Outcomes/outputs)</b>	<b>How Will we Know? (Measures)</b>
Corporate Improvement Objective 4 We will contribute to the ongoing regeneration of our district by delivering a capital investment programme, enhancing facilities and opportunities for local people				
Completion of 15 number projects noted in Capital Programme delivery 2020-2024 to be delivered as approved by Council For Directorate of Leisure & Parks Services with a value circa £6m and commencement of a further 2 projects with a value of circa £5m	Q4	R L J McN M L	Completed schemes will have enhanced visitor experience with new/ refurbished facility upgrades. Upgrades will ensure facilities meet the public demand	Schemes will be completed and open to the public to use. Project costs will be presented to Env Committee on monthly basis
Completion of 3 number projects noted in Capital Programme delivery 2020-2024 to be delivered as approved by Council For Economic Development with a value circa £4.4m and commencement of a further project with a value of circa £2.5m	Q4	R L J McN M L	Completion of the Coalisland PR will enhance the local / visitor experience for the town. Dgn PR will see the closure of all outstanding defects and contract issues and handed back to DfI Roads. Maghera PR is planned to commence IST in Q4	Schemes will be completed and open to the public to use. Project costs will be presented to Env Committee on monthly basis



What <b>Service Development/Improvement</b> will we undertake in <b>2020/21?</b> (actions):	By When (Date?)	Lead Officers(s)	What difference will it make? (Outcomes/outputs)	How Will we Know? (Measures)
<p>COVID – 19 pandemic has resulted in staff having to undertake a lot of their duties whilst working from home. We aim to use this period to reflect on the issues that have resulted from mid-March to look to improve the efficiency of the departmental responsibilities. We aim to review</p> <ol style="list-style-type: none"> <li>1. Process for ICT/IST Technical Meetings – new technology “Microsoft Teams” “Zoom” etc</li> <li>2. Paperless office</li> </ol>	Q4	RL JMcN ML	Reduce officer time spent travelling to meetings	Reduction in mileage claims

Service Objective (What do we want to achieve?):		To deliver on Sustainability objectives		
Link to Community Plan Theme:		Align to Corporate Plan Theme		
<i>CMP 2.2 Infrastructure - We increasingly value our environment &amp; enhance it for our children</i>		<i>Environment: 4.4 We will work to mitigate against impacts of climate change by taking steps to reduce our carbon emissions as an organisation.</i>		
What are the key 'Business as Usual' activities we will deliver (actions):	By When (Date?)	Lead Officers(s)	What difference will it make? (Outcomes/outputs)	How Will we Know? (Measures)
<b>Corporate Improvement Objective 1</b> Mid Ulster District Council will seek to reduce the environmental impacts of our own activities and will contribute to the improvement of the wider environment through local action.	Q1-Q4	YZ, RL HoS JMcN	Less carbon emissions will assist in the Council assisting the national target of Climate Change targets	Regular reports to the working group will be presented to chart progress against proposed targets.
MUDC Climate change working group to be reviewed and establish departmental action points / goals for the programme delivery	Q1-Q4	YZ, RL HoS JMcN	Reduction in emissions will assist the overall objective targets for Climate Change	Report to Council will outline key objectives with what targets have been met.
Completion of all stages of Fairtrade Application (Stage 5 to complete) to enable MUDC to gain Fairtrade District status. Plan event around Fairtrade fortnight in February. Further promote Fairtrade within the Council facilities.	Q4	YZ	It will enable MUDC to gain Fairtrade District status and align with all other 11 District Councils in Northern Ireland.	Fairtrade District certification will be achieved.
Due to COVID-19 and "lock-down" imposed by government an initiative was established to promote sustainability from the gardens of your home. This promoted allotment style growing and has enable residents and community groups to engage in the sustainability ethos. As lock down eases a review will be required to establish benefits of its continuation	Q2	YZ	This initiative has given encourage to residents and their families in the sustainability issues around "growing from home".	Report will be taken to Council to review the initiative and give feedback on its success. Questionnaire results will published for the initiative.
Continued Allotment support to existing facilities and activity seek funding opportunities to deliver additional programmes	Q1-Q4	YZ	This will maintain encouragement to the users of the facilities.	Events will be facilitated and funding grant assistance will be disclosed.

What <b>Service Development/Improvement</b> will we undertake in <b>2020/21? (actions):</b>	<b>By When (Date?)</b>	<b>Lead Officers(s)</b>	<b>What difference will it make? (Outcomes/outputs)</b>	<b>How Will we Know? (Measures)</b>
Streamline process for administration of bus shelter applications for the district	31/3/21	R Lowry J McNeill	Streamline process to delivery members request in a timely manner	Review annually and report monthly to council through the Env Committee
Promote use of virtual platforms for teams meeting in lieu of face to face office environment meetings	31/3/21	R Lowry J McNeill M Leavey	Reduce time spent travelling to meetings and reduction in mileage expenditure	Review annually and report monthly to council through the Env Committee
Have online response for Bus Shelters put on the website to reduce administration workload	31/3/21	R Lowry J McNeill	This will ensure all communication is transparent and reduce time spent in writing out to residents	Review annually and report monthly to council through the Env Committee

<b>Performance Measures:</b> <i>Should include any measures as outlined in work above and relevant measures from Community, Corporate, Performance Improvement Plan, Statutory, Corporate Health Indicators etc.</i>	Is the Measure, Statutory, Corporate, Existing, or New?	2017/18	2018/19	2019/20	2020/21 Target/Standard
<b>Manage the Capital framework delivery plan and ensure all projects are delivered in timely manner in accordance with funding requirements</b>	<b>Corporate</b>	<b>2017-20 Capital Framework</b>	<b>2017-20 Capital Framework</b>	<b>2017-20 Capital Framework</b>	<b>2020-2024 Capital Framework</b>
<b>Bus Shelters</b>	<b>New measures</b>			<b>30 day response time for stakeholders to reply to queries</b>	<b>30 day response time as noted in 19/20</b>

### **3.0 OUR STATUTORY CONSIDERATIONS**

In carrying out our responsibilities, the Service is cognisant of the statutory duties placed upon the council in the delivery of its services. Whilst the Service operates, under various obligations it is however mindful of the changing context in which it operates and endeavours to mainstream the equality and rural needs duties in the design and delivery of our functions.

#### **3.1 EQUALITY DUTY**

The council and by consequence our Service is committed to contributing towards its part in working towards fulfilling obligations under Section 75 of the Northern Ireland Act 1998 to ensure adequate time, staff and resources to fulfil our duties.

The Service will also work towards adherence to the council's Equality Scheme ensuring equality duties, together with promoting positive attitudes towards persons with a disability and the participation of people with a disability in public life when carrying out our functions.

#### **3.2 RURAL NEEDS DUTY**

The Service will be mindful of the rural needs of its customers when carrying out its functions and subsequent responsibilities, particularly in developing any new policies, plans or strategies throughout the year. In line with the Rural Needs Act (NI) 2016 we will give due regard to rurality in terms of needs in carrying out the activities within our Service.

#### **3.3 RISK MANAGEMENT OF SERVICE**

The purpose of risk management is to manage the barriers which prevents the Council from achieving its objectives. This section of the service plan includes space for the Service to input their key risks (in summary form), which have been identified during the business planning process. The Council uses risk management to maximize opportunities and minimize risks. This improves its ability to deliver priorities and improve outcomes. This is why the Council deems it important to link business planning and risk management. Risk Management aims to:

- Help the Council achieve its overall aims and objectives
- Manage the significant risks the Council faces to an acceptable level
- Assist with the decision making process
- Implement the most effective measures to avoid, reduce and control those risks

- Balance risk with opportunity
- Manage risk and internal controls in the most effective way.

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This table illustrates the risks identified to deliver the Services business in 2019-20.

Risk Ref Number	Description of Risk	Risk Rating	Mitigation Activity
1.	<i>Covid -19</i>	9	Legal advice NEC Contract guidance
2.	<i>Management of Contracts</i>	9	pre-cost estimates to be obtained and verified at RIBA stages in the contract(s) CE/ EW register developed within Contract File All Capital Projects exceeding £30k have NEC / JCT / formal contract clauses built in to ITT tender documents (4) Heads of Service regularly updated as to project status and invited to regular progress meeting. (2) Consistent approach to retention of data and recording of information across officer level exists.
3.	<i>Failing to protect environment.</i>	9	(1) Officer appointed with responsibility. (2) Procedures developed to ensure accurate measuring of results. (3) Manage within existing budgetary controls.
4.	<i>Failing to meet legal frameworks requirements as regards payments</i>	6	(1) Policies and procedures are in place within existing councils to meet legal frameworks requirements. Ensure adequate payment clause is inserted in all contract documents and this is included in all associated meetings ( i.e. technical/Board Agenda )
5.	MUDC02. Delivery of Capital Project Schemes.	8	Business Case prepared and approved. Capital Project monthly review spread-sheet being developed for reporting on monthly basis to Senior Management team which will improve governance arrangements Expertise in-house and sourced externally. Framework developed for Departmental response times to enable projects to move freely and without delay.

			Procurement expertise in-house & policies/procedures in place. Regular monitoring meetings occurring. Regular reporting to SMT/Council/ stakeholders.
6.	Fraud, theft or bribery occurring within Technical Services	6	Essential staff have been trained in CPD procurement requirements Monitoring of invoices being submitted and verification from Contractors / Designers for fees owed to be carried out by HOS. Draft invoices for consideration issued to Project Officer/HoS/BS Manager. Process to have adequate evaluation carried out by suitably trained Council Staff who are regular trained on Council / CPD guidelines and appropriate time allocated to carry out the process.  New process for authorisation of payments has been introduced since 1st April 2018. Agreed with Finance department and Director PH&I

**As part of the recovery of the 1<sup>st</sup> wave of the Covid -19 pandemic, should a second or further waves occur we will switch to our emergency plans.**

Rating	Descriptor
16 - 25	Extreme Risk (immediate action required)
10 - 15	High Risk (urgent action required)
7 - 9	Moderate Risk (action required)
1 – 6	Low Risk (keep under review)