

<b>Report on</b>	Technical Services Service Improvement Plan 2018/19
<b>Date of Meeting</b>	11 <sup>th</sup> June 2019
<b>Reporting Officer</b>	Raymond Lowry, Head of Technical Services

<b>Is this report restricted for confidential business?</b>	Yes	
If 'Yes', confirm below the exempt information category relied upon	No	X

<b>1.0</b>	<b>Purpose of Report</b>
1.1	To inform Members of the content of the annual Service Improvement Plan (SIP) for Technical Services for the period 2019/20.
<b>2.0</b>	<b>Background</b>
2.1	A Service Improvement Plan has been prepared for Technical Services for 2019/20, which will contribute towards the Council's Corporate Objectives.
<b>3.0</b>	<b>Main Report</b>
3.1	<p>Technical Services is within the Public Health and Infrastructure Directorate and is responsible for the following function areas across Mid-Ulster District Council.</p> <ul style="list-style-type: none"> <li>• Capital Project Delivery</li> <li>• Bus Shelter approval</li> <li>• Signage</li> <li>• Sustainability</li> <li>• Biodiversity</li> </ul>
3.2	Within the Technical Services Service Improvement Plan (see Appendix 1) there are a number of actions and associated outcomes which have been identified.
3.3	When the outcomes are achieved for the actions as identified, the service to our customers will be enhanced and improved.
3.4	<p>The Service Improvement Plan for 2019/20 includes the following areas:</p> <ul style="list-style-type: none"> <li>• Purpose, scope and responsibilities of the service</li> <li>• Customers and stakeholders</li> <li>• Overview of performance in 2018/19</li> <li>• Budget and staffing compliments for 2019/20</li> <li>• Work Plan for 2019/20</li> <li>• Action Plan for 2019/20</li> <li>• Key Risks for Service</li> </ul>

<b>4.0</b>	<b>Other Considerations</b>
<b>4.1</b>	<b>Financial, Human Resources &amp; Risk Implications</b>
	Financial: The planned actions within the Service Improvement Plan will be delivered within the service budget for 2019/20, and other Council funds as approved to deliver services ..
	Human: As current .
	Risk Management: As detailed in the Service Improvement Plan.
<b>4.2</b>	<b>Screening &amp; Impact Assessments</b>
	Equality & Good Relations Implications: N/A
	Rural Needs Implications: N/A
<b>5.0</b>	<b>Recommendation(s)</b>
5.1	Members to note the content of the Technical Services Service Improvement Plan for 2019/20.
<b>6.0</b>	<b>Documents Attached &amp; References</b>
6.1	Appendix 1 – Technical Services Improvement Plan for 2019/20.