

Report on	Technical Services Service Improvement Plan 2020/21
Date of Meeting	7 th July 2020
Reporting Officer	Raymond Lowry, Head of Technical Services

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

1.0	Purpose of Report
1.1	To inform Members of the content and seek approval for the Annual Service Improvement Plan (SIP) for Technical Services for the period 2020/21.
2.0	Background
2.1	A Service Improvement Plan has been prepared for Technical Services for 2020/21, which will contribute towards the Council's Corporate Objectives.
3.0	Main Report
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"> • Capital Project Delivery • Bus Shelter approval • Signage • Sustainability • Biodiversity
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 2020/21 includes the following areas:</p> <ul style="list-style-type: none"> • Purpose, scope and responsibilities of the service • Customers and stakeholders • Overview of performance in 2019/20 • Budget and staffing compliments for 2020/21 • Work Plan for 2020/21 • Action Plan for 2020/21 • Key Risks for Service

4.0	Other Considerations
4.1	Financial, Human Resources & Risk Implications
	Financial: The planned actions within the service improvement Plan will be delivered within the service budget of approximately £307,100 for 2020/21 (Draft budget still to finalise) and other Council funds as approved to deliver services, manage Capital Projects etc.
	Human: Full population of the Technical Services staffing structure is required to successfully deliver all the service improvements.
	Risk Management: As detailed in the Service Improvement Plan
4.2	Screening & Impact Assessments
	Equality & Good Relations Implications: N/A
	Rural Needs Implications: N/A
5.0	Recommendation(s)
5.1	Members are asked to note the content of this report and approve the Technical Services Service Improvement Plan for 2020/21.
6.0	Documents Attached & References
6.1	Appendix 1 – Technical Services Improvement Plan for 2020/21.