

Report on	Technical Services Service Improvement Plan 2021-22
Date of Meeting	15 th June 2021
Reporting Officer	Raymond Lowry Tech Services Manager

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

1.0	Purpose of Report
1.1	To inform Members of the content of the annual Service Improvement Plan (SIP) for Technical Services for the period 2021/22.
2.0	Background
2.1	A Service Improvement Plan has been prepared for Technical Services for 2021/22, which will contribute towards the Council's Corporate Objectives.
2.2	The Head of Technical Services has been tasked to act as Senior Responsible Officer (SRO) for the management of CIP 4 – “We will contribute to the ongoing regeneration of our district by delivering a capital investment programme, enhancing facilities and opportunities for local people”.
3.0	Main Report
3.1	Technical Services is within the Public Health and Infrastructure Directorate and is responsible for the following function areas across Mid-Ulster District Council. <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	The Service Improvement Plan for 2021/22 includes the following areas: <ul style="list-style-type: none"> • Purpose, scope and responsibilities of the service • Customers and stakeholders • Overview of performance in 2020/21 • Budget and staffing compliments for 2021/22 • Work Plan for 2021/22 (linked to Corporate Improvement Objectives) • Action Plan for 2021/22 • 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 £311,390 for 2021/22, 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. This is currently under review as 2 vacant posts exist and are not anticipated to be in position until Q3 of the year.
	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 2021/22.
6.0	Documents Attached & References
6.1	Appendix 1 – Technical Services Improvement Plan for 2021/22.
6.2	Appendix 2 – Capital Framework Members Briefing April 2021.