



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

# ***ENVIRONMENT DIRECTORATE***

**DEPARTMENTAL SERVICE  
PLAN - 2022 / 2023**

# CONTENT

SECTION	TITLE	PAGE NUMBER
	<b>Foreword</b>	
<b>1.0</b>	<b>OVERALL PURPOSE &amp; SCOPE OF THE DEPARTMENT</b>	
1.1	Purpose and scope of the department	
1.2	Responsibilities	
1.3	Customers & Stakeholders	
1.4	Performance Overview in 2021/22	
<b>2.0</b>	<b>IMPROVING OUR SERVICES AND MANAGING PERFORMANCE - 2022/23</b>	
2.1	Budget - 2022/23	
2.2	Staffing Complement Department – 2022/23	
2.3	Service Plan – 2022/ 23	
2.4	Service Improvement	
2.5	Risk Management of Department	
<b>3.0</b>	<b>OUR STATUTORY CONSIDERATIONS</b>	
3.1	Equality Duty	
3.2	Rural Needs Duty	

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

### **1.1 Purpose and Scope of the Department**

The Environment Directorate and is responsible for contributing to the improvement of the local environment through the provision of all waste management, cleansing and grounds maintenance services. The Directorate is also responsible for Building and Assets, Building Control, Corporate Health and Safety/Emergency Planning, Off Street Car Park Management and Capital Planning, including Strategic Asset Management. The Directorate is also responsible for delivery of the Capital Programme for the Council.

### **1.2 Responsibilities**

The Environment Directorate is specifically responsible for the following services:

- Refuse and Recycling kerbside collections (domestic and commercial)
- Provision of Recycling Centres
- Waste Transfer Facilities
- Landfill Site Management/Aftercare
- Delivery of waste related capital projects
- Waste recycling, treatment and processing
- Bulky waste collections
- Removal of fly tipping and abandoned vehicles
- Street and road cleansing
- Environmental Education and Awareness
- Grounds maintenance
- Provision of Cemeteries
- Building maintenance and repair services of Council properties
- Compliance activities to ensure works and services enable Council to meet statutory and regulatory requirements in relation to its Building and Assets
- Management, maintenance, replacement and disposal of the Council's fleet
- Management, development and performance monitoring of Council's Off Street Car Parks
- Front end service delivery of key amenities including Public Toilets
- Assessment of Building Control plans and assessment of building works in progress to ensure as is reasonably practicable, Building Regulations are not contravened.
- The administration of Property Certificates, Street Naming and Property Numbering for all new streets, The Dual Language Signage Policy.
- The inspection of Dangerous Structures in accordance with "The Public Health Acts Amendment Act 1907 – Section 30
- The enforcement of The Energy Performance of Buildings Regulations to ensure the production of Energy Performance Certificates, Display Energy Certificates and Air Conditioning Certificates.

- The Licensing of Places of Entertainment, Premises for the storage of Petroleum, Cinemas, Venues for Civil Marriages and Civil Partnerships in accordance with the relevant legislation.
- Corporate Health and Safety/Emergency Planning
- Capital Construction Delivery
- Bus Shelters & Signage
- Sustainability & Biodiversity

### **1.3 Customers & Stakeholders**

- Council (Officers, Elected Members, SMT)
- Funding Bodies (e.g. DAERA, DfC, EA, SEUPB, LCF, Sport NI, SIF, MSW, LUF)
- Members of the General Public / ratepayers
- External Agencies, including Central Government and District Council Working Groups (e.g. DfI Roads, NIW, NIE, BT, NIEA, LPS, SGN, PSNI, NIHE, HSE, PHA, Mid Ulster Disability Forum, Sport NI, NI Council Waste Forum, NI Technical Advisors Group, NI Council Grounds and Parks Forum, NILGA, NI amenity Council, Fairtrade Foundations, Energy Managers Forum, TAG NI, Logistics UK, ROSCPG, LASAN, BCNI, Licensing Forum etc.)
- Accreditation Bodies e.g. OHSAS 45001)
- Trade Union representatives
- Community Groups, residents associations, schools etc.
- Environmental NGO's (e.g. The Conservation Volunteers, Sustainable NI, NIEL, Woodlands Trust, Groundwork NI, Ulster Wildlife, RSPB, BTO, BRT)
- Local Businesses, commercial/trade customers, service providers, ICT Consultants / Contractors, Architects, Agents, Engineers, Solicitors, Estate Agents etc.

#### 1.4 Performance Overview in 2021/22 (Retrospective Review)

2021/2022 Performance Response/ Overview (What we achieved- Measured Activities)	End of Year Progress Status: Activity was - Completed /Commenced/ Other
1. To manage recovery of service delivery following disruption by Covid19 pandemic	Completed
2. To recycle/compost at least 59% of our household waste	Completed
3. To restrict the amount of household waste landfilled to no more than 4% of the total	Completed
4. To deliver a contract for the extension of Magherafelt Recycling Centre (£1.7m)	Commenced (work started Feb 2022)
5. To undertake a major tree planting scheme at Tullyvar landfill site	Completed
6. To achieve environmental regulatory compliance for Coalisland Recycling Centre	Delayed (due to site leasing issues)
7. To obtain ISO45001 H&S accreditation for Drumcoo Waste Transfer Station/HWRC	Completed
8. To review and revise the Council's statutory Waste Management Plan (WMP)	Delayed (due to issues with DAERA)
9. To work with SIB as lead Council on economic appraisal for Strategic Waste Management arrangements for N Ireland	Completed
10. To award new medium term contracts for recycling and waste management services	Completed
11. To undertake capital works to provide increased burial capacity and car parking at Forthill and Polepatrick cemeteries (£300k)	Completed
12. 90% of all domestic applications were responded to by BC within 21 days	Completed – 630 domestic full plan applications or 91.5%
13. 90% of all non-domestic applications were responded to by BC within 35 days	Completed – 157 non-domestic full plan applications or 93%

14. 90% of all amended plans submitted were responded to by BC within 14 days	Completed - 1010 set of amended plans were submitted or 93%
15. Increase Building Notice and Regularisation online Applications to 50%	Completed - 59% were submitted online
16. Increase Property Certificate applications received online to 50%	Completed - 84% of Property Certificate Applications were submitted online
17. Development of online facility for the submission of full plan applications upto 60m <sup>2</sup>	Completed
18. Research the application and introduce a trial of alternative fuelled Vehicles/Diverse Plant into Council's Fleet	Commenced and ongoing - orders placed for two electric vehicles and subsequently cancelled by supplier. New procurement approach agreed by P&R Committee.
19. Implement a GPS Mobile asset Tracking and Garage Management System	Commenced – procured and implementation scheduled for 22/23
20. Continued Implementation of Community led Public Convenience Provision (Year 2 of 3)	Commenced – APC agreements terminated and removed. Community options being explored
21. Completion of Council's Estate Strategy	Commenced - Progress delayed due to Covid 19, but in house Asset Management Strategy underway

22. Review of procedural guides for delivery of Capital Projects, reviewed in line with Service Improvement Workshop.	Commenced
23. Capital Project Delivery as outlined in the Capital Programme 2020-2024.	22 Projects completed at £10m. ICT / survey ancillary costs circa £900k for these projects
24. Develop and renew Biodiversity Action Plan and increase awareness of Biodiversity throughout the district.	Commenced, 19 public awareness/training events. Partnerships continue to be developed with other organisations (BTO, NIEA, BC, AIPP, CEDaR, etc.) to promote and deliver on-line training to encourage people in Mid Ulster take positive biodiversity action.
25. Council to obtain Fairtrade District Status.	Completed. Fairtrade application was made and full certification accreditation was achieved to enable Council obtain Fairtrade District Status.

## 2.0 IMPROVING OUR SERVICES AND MANAGING PERFORMANCE - 2022/23

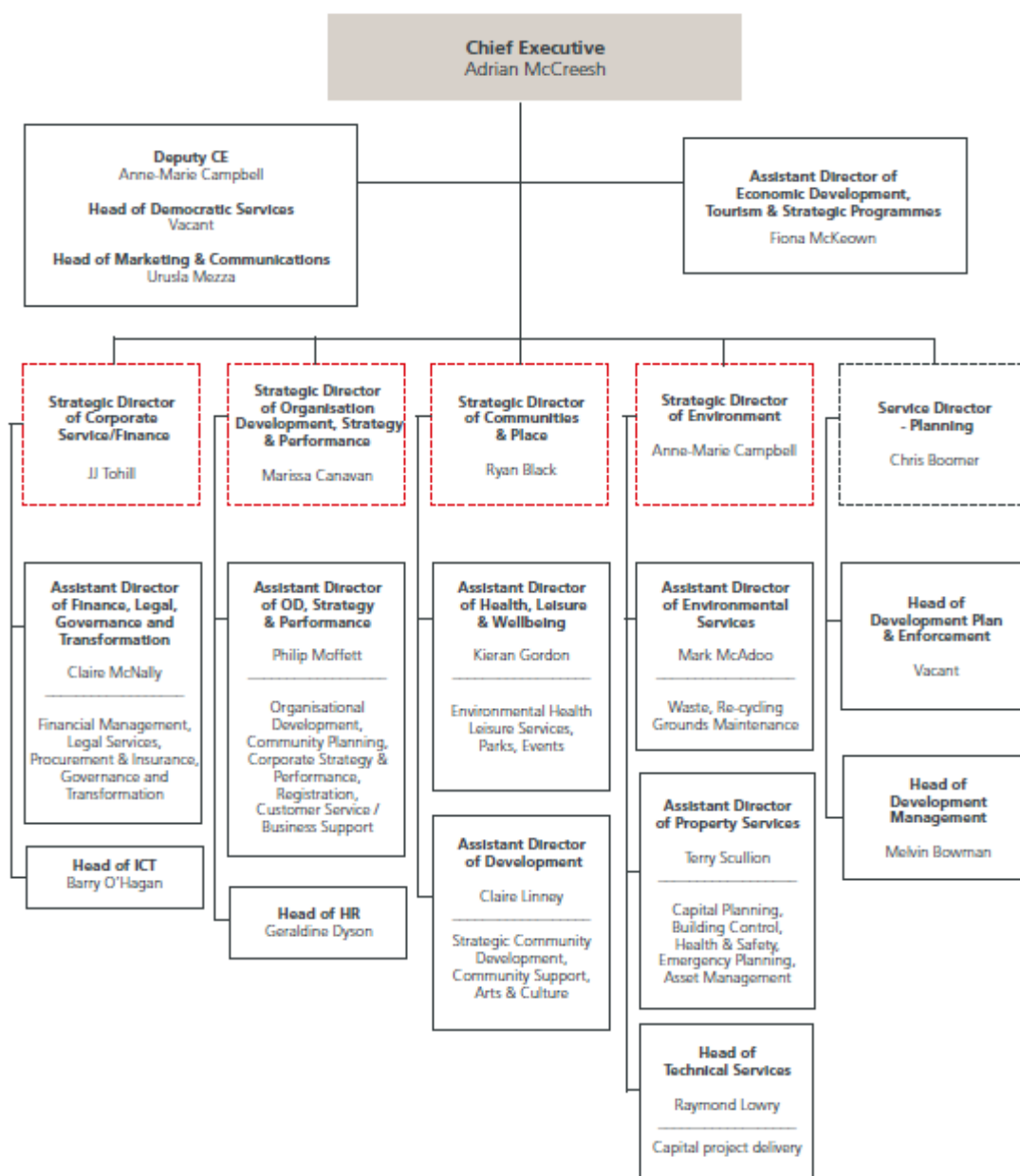
The following tables confirm the resources, financial and people, which the Department has access to throughout 2022-23 to deliver its actions, activities and core business.

### 2.1 Budget 2022/23

<b>Budget Headings</b>	<b>£</b>
Environmental Services	15, 593,147
Property Services	5,834,966
Technical Services	330,126
Strategic Director	369,041
Gross Budget	22,127,280
Income	(1,972,968)
Net Budget for 2022-23	20,154,312



## 2.2 Departmental Services - Council Structure - 2022/23



Staffing	No. of Staff
Assistant Director	2
Head of Service	1
Managers	9
Officers	30
Remaining Team	293
<b>Total</b>	<b>335</b>
<i>(Excludes Seasonal &amp; Casual employees)</i>	
<i>(Excludes Business Support who will be included in OD Plan)</i>	

### **2.3 Service Work Plan - 2022/23**

This plan confirms the core activities and actions, which will form your Department (by Services) or Departmental Service Work Plan for 2022-23. This is a high-level capture of the Department and the Service activities/measures as well as some improvement undertakings which the services will focus on throughout 2022-2023. The Plan links to the Council's new 2020-2024 Corporate Plan priorities, Annual Corporate Improvement Plan Objectives, Statutory Indicators, Corporate Health Indicators and Mid Ulster Sustainable Community Plan themes & outcomes (aligned to the Programme for Government):

# SERVICES WORK PLAN 2022/23

Service Name: Environment					
Link to Community Plan Theme:			Align to Corporate Plan Theme		
<i>CMP 4.2 Health &amp; Wellbeing - We have better availability to the right service, in the right place at the right time.</i>			<i>Service Delivery: 2.2 We will invest in our people to create a customer-focused, purposeful, skilled, high performing, engaged, healthy and safe work space.</i>		
Service Objective (What do we want to achieve?):	What are the key 'Business as Usual' activities we will deliver (actions):	By When (Date?)	Service Name /Lead Officers(s)	What difference will it make? (Outcomes/outputs)	How Will we Know? (Measures)
<b>1. To implement new structure for Environment Department</b>	<ul style="list-style-type: none"> <li>Develop and implement new structure for Environmental Services which fully integrates additional functions of Grounds Maintenance, Cemeteries and Sustainability</li> </ul>	31/03/23	<b>Mark McAdoo, Terry Scullion, Raymond Lowry</b>	<ul style="list-style-type: none"> <li>More efficient and joined up service delivery model</li> </ul>	<ul style="list-style-type: none"> <li>New structure in place and all posts filled to supervisor level.</li> </ul>

Service Name: Environmental Services					
Link to Community Plan Theme:			Align to Corporate Plan Theme		
CMP 2.2 Infrastructure - We increasingly value our environment & enhance it for our children			Environment: 4.1 We will continue to reduce our dependency on landfill through waste reduction and increased recycling and recovery.		
Service Objective (What do we want to achieve?):	What are the key 'Business as Usual' activities we will deliver (actions):	By When (Date?)	Service Name /Lead Officers(s)	What difference will it make? (Outcomes/outputs)	How Will we Know? (Measures)
<b>2. To recycle/compost at least 60% of household waste collected during the year</b>	<ul style="list-style-type: none"> <li>Ongoing collections of kerbside residual, dry recyclable and compostable waste every fortnight (on alternate weeks).</li> <li>Procurement of waste recycling and processing contracts</li> <li>Operation of network of Recycling Centres/Transfer Stations</li> <li>Delivery of Recycling Environmental Education Programme</li> </ul>	31/03/23	<b>Mark McAdoo/ Karl McGowan</b>	<ul style="list-style-type: none"> <li>At least 43,000 tonnes of household waste recycled or composted</li> <li>No more than 3,000 tonnes of household waste sent to landfill</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly returns (WasteDataFlow)</li> <li>Quarterly/annual waste statistics NIEA reports</li> </ul>

Service Name: Environmental Services					
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>		
Service Objective (What do we want to achieve?):	What are the key 'Business as Usual' activities we will deliver (actions):	By When (Date?)	Service Name /Lead Officers(s)	What difference will it make? (Outcomes/outputs)	How Will we Know? (Measures)
<b>3. To prepare a Sustainability Development and Climate Change Strategy for Council</b>	<ul style="list-style-type: none"> <li>• Prepare Sustainable Development and Climate Change Strategy in conjunction with Sustainable NI</li> <li>• Progress the NI Climate Adaptation Planning Cycle working in conjunction with Climate NI</li> <li>• Secure funding from LHLH Climate Challenge Fund</li> </ul>	31/03/23	<b>Karl McGowan</b>	<ul style="list-style-type: none"> <li>• Baseline established of existing Council carbon footprint and actions identified for future reductions in Co2 emissions</li> </ul>	<ul style="list-style-type: none"> <li>• Sustainable Development and Climate Change Strategy approved</li> <li>• Stage 3 of NI Climate Adaptation Planning Cycle achieved</li> <li>• Climate Challenge Funding secured</li> </ul>

Service Name: Environmental Services					
Link to Community Plan Theme:			Align to Corporate Plan Theme		
CMP 2.2 Infrastructure - We increasingly value our environment & enhance it for our children			Environment: 4.1 We will continue to reduce our dependency on landfill through waste reduction and increased recycling and recovery.		
Service Objective (What do we want to achieve?):	What are the key 'Business as Usual' activities we will deliver (actions):	By When (Date?)	Service Name /Lead Officers(s)	What difference will it make? (Outcomes/outputs)	How Will we Know? (Measures)
<b>4. To complete contract for the extension/refurb of Magherafelt HWRC &amp; Transfer Station</b>	<ul style="list-style-type: none"> <li>• Agree revised programme of works with contractor to complete extension and refurbishment of Magherafelt Recycling Centre and Waste Transfer Station</li> <li>• Implement phasing of works so as to minimise facility closure</li> <li>• Put in place temporary arrangements for site users</li> <li>• Manage delivery of project in conjunction with ICT team</li> <li>• Claim capital funding (£945k) from DAERA</li> </ul>	31/10/22	<b>Mark McAdoo</b>	<ul style="list-style-type: none"> <li>• Modern/split level enhanced facility</li> <li>• Improved traffic management</li> <li>• Better waste segregation on site</li> <li>• Improved levels of recycling/composting</li> <li>• Increased customer satisfaction</li> </ul>	<ul style="list-style-type: none"> <li>• HSENI and NIEA inspections/reports</li> <li>• Capital project delivery with time and budget</li> <li>• Capital funding claimed for over 50% cost of work</li> <li>• Customer feedback</li> </ul>

Service Name: Environmental Services					
Link to Community Plan Theme:			Align to Corporate Plan Theme		
CMP 2.2 Infrastructure - We increasingly value our environment & enhance it for our children			Service Delivery: 2.1 We will improve services for our citizens through the development and delivery of an innovation agenda		
Service Objective (What do we want to achieve?):	What are the key 'Business as Usual' activities we will deliver (actions):	By When (Date?)	Service Name /Lead Officers(s)	What difference will it make? (Outcomes/outputs)	How Will we Know? (Measures)
<b>5. To achieve environmental regulatory compliance for Coalisland Recycling Centre</b>	<ul style="list-style-type: none"> <li>• Agree new site lease to permit works to proceed</li> <li>• Undertake new procurement exercise for appointment of contractor to install interceptor and complete works</li> <li>• Obtain P&amp;R approval for release of reserves and Environment Committee approval to award contract</li> <li>• Contractor to complete site work (facility closed for duration)</li> <li>• Submit application for new discharge consent to NIEA WMU</li> </ul>	31/03/23	<b>Karl McGowan / David Richardson</b>	<ul style="list-style-type: none"> <li>• No pollution from site</li> <li>• Improved site infrastructure e.g. repairs to surfacing</li> <li>• Compliance with regulatory consents</li> </ul>	<ul style="list-style-type: none"> <li>• Monitoring results from Water Management Unit</li> <li>• Inspection reports from NIEA Waste Licensing</li> </ul>

Service Name: Environmental Services					
Link to Community Plan Theme:			Align to Corporate Plan Theme		
<i>CMP 4.2 Health &amp; Wellbeing - We have better availability to the right service, in the right place at the right time.</i>			<i>Service Delivery: 2.1 We will improve services for our citizens through the development and delivery of an innovation agenda</i>		
Service Objective (What do we want to achieve?):	What are the key 'Business as Usual' activities we will deliver (actions):	By When (Date?)	Service Name /Lead Officers(s)	What difference will it make? (Outcomes/outputs)	How Will we Know? (Measures)
<b>6. To undertake further roll-out/phase of Refuse Collection Route Optimisation Project</b>	<ul style="list-style-type: none"> <li>• Conduct further phase of route optimisation project</li> <li>• Introduce collections by One Armed Vehicles (OAVs) to approximately 4000 households in Dungannon area</li> <li>• Introduce collections by 32 tonne Refuse Vehicle to approximately 4000 households in Clogher Valley</li> </ul>	31/10/23	<b>David Richardson / Aaron Hoey</b>	<ul style="list-style-type: none"> <li>• Improved health and safety on rural routes serviced by OAV</li> <li>• Improved efficiency on routes collected by 32 tonne RCV</li> <li>• Improved/simplified communications with affected householders</li> </ul>	<ul style="list-style-type: none"> <li>• Reduction in number of accidents on rural routes</li> <li>• Reduced return journeys to waste transfer station</li> <li>• Number of complaints received from residents</li> </ul>



Service Name: Environmental Services					
Link to Community Plan Theme:			Align to Corporate Plan Theme		
CMP 5.1 Vibrant & safe Communities - We are a safer Community			Service Delivery: 2.2 We will invest in our people to create a customer-focused, purposeful, skilled, high performing, engaged, healthy and safe work space.		
Service Objective (What do we want to achieve?):	What are the key 'Business as Usual' activities we will deliver (actions):	By When (Date?)	Service Name /Lead Officers(s)	What difference will it make? (Outcomes/outputs)	How Will we Know? (Measures)
<b>7. To obtain ISO45001 for Cookstown and Moneymore HWRCs and Forthill Cemetery</b>	<ul style="list-style-type: none"> <li>Facilitates site visits/audits by external surveillance auditor</li> <li>Address any non-conformances and implement corrective actions identified during external audit process</li> </ul>	31/03/23	<b>Tony Law / Eunan Murray</b>	<ul style="list-style-type: none"> <li>Improved safety facilities on site</li> <li>Reduction in site accidents/incidents</li> <li>Enhanced reputation as exemplar facilities</li> </ul>	<ul style="list-style-type: none"> <li>Site accreditation</li> <li>Receipt of certification</li> </ul>

Service Name: Environmental Services					
Link to Community Plan Theme:			Align to Corporate Plan Theme		
<i>CMP 4.2 Health &amp; Wellbeing - We have better availability to the right service, in the right place at the right time.</i>			<i>Service Delivery: 2.1 We will improve services for our citizens through the development and delivery of an innovation agenda</i>		
Service Objective (What do we want to achieve?):	What are the key 'Business as Usual' activities we will deliver (actions):	By When (Date?)	Service Name /Lead Officers(s)	What difference will it make? (Outcomes/outputs)	How Will we Know? (Measures)
<b>8. To review and revise the Council's statutory Waste Management Plan (WMP)</b>	<ul style="list-style-type: none"> <li>Complete review of existing WMP in conjunction with WRAP/DAERA</li> <li>Procure external support to complete addendum to existing WMP in conjunction with partner Councils</li> <li>Undertake public consultation exercise if deemed necessary</li> </ul>	31/03/23	<b>Mark McAdoo / Karl McGowan</b>	<ul style="list-style-type: none"> <li>Compliance with the requirements of the Circular Economy Package (CEP) targets</li> <li>Compliance with requirements of Waste and Contaminated Land Order (NI) 1997</li> </ul>	<ul style="list-style-type: none"> <li>Existing WMP reviewed</li> <li>New WMP determined by DAERA</li> </ul>

Service Name: Environmental Services					
Link to Community Plan Theme:			Align to Corporate Plan Theme		
<i>CMP 4.2 Health &amp; Wellbeing - We have better availability to the right service, in the right place at the right time.</i>			<i>Service Delivery: 2.1 We will improve services for our citizens through the development and delivery of an innovation agenda</i>		
Service Objective (What do we want to achieve?):	What are the key 'Business as Usual' activities we will deliver (actions):	By When (Date?)	Service Name /Lead Officers(s)	What difference will it make? (Outcomes/outputs)	How Will we Know? (Measures)
<b>9. To progress project for joint Council Materials Sorting and Recycling Facility (MSRF)</b>	<ul style="list-style-type: none"> <li>Complete addendum to existing Full Business Case (FBC) to consider inclusion of seventh Council in the project (Lisburn City and Castlereagh Council)</li> <li>Commission an external review to consider potential implications of recent changes in the waste market and forthcoming legislation on the project feasibility</li> <li>Engage project management support from Strategic Investment Board (SIB) as considered necessary</li> </ul>	31/03/23	Mark McAdoo	<ul style="list-style-type: none"> <li>Greater collaboration on waste management work across N Ireland</li> <li>Enhanced regional co-operation on key waste management project</li> <li>Ability to deal with market uncertainty</li> <li>Increased transparency</li> <li>Sufficient long term capacity for recyclates</li> </ul>	<ul style="list-style-type: none"> <li>Addendum completed for Full Business Case</li> <li>External/review report completed</li> <li>Interim arrangements in place to progress project to pre-contract stage</li> </ul>

Service Name: Environmental Services					
Link to Community Plan Theme:			Align to Corporate Plan Theme		
<i>CMP 4.2 Health &amp; Wellbeing - We have better availability to the right service, in the right place at the right time.</i>			<i>Communities: 5.2 We will continue to support the sustainable development of our parks, forests &amp; green spaces, together with access to outdoor assets, including walking cycling trails &amp; water recreation.</i>		
Service Objective (What do we want to achieve?):	What are the key 'Business as Usual' activities we will deliver (actions):	By When (Date?)	Service Name /Lead Officers(s)	What difference will it make? (Outcomes/outputs)	How Will we Know? (Measures)
<b>10. To undertake health and safety enhancements / improvements at Council cemeteries</b>	<ul style="list-style-type: none"> <li>Undertake infrastructure improvements at Coolhill to include the removal of the overgrown perimeter trees that are at risk of falling and the levelling out of grass undulating areas</li> <li>Investigate installation of CCTV at the Council's three main cemeteries at: Polepatrick Forthill Cottagequinn</li> <li>Promote and enhance Memorial safety with ongoing programme of inspections and repairs where necessary.</li> </ul>	31/03/23	<b>Eunan Murray</b>	<ul style="list-style-type: none"> <li>Minimise the risk of damage and injury to the public and staff on site from fallen branches/trees and headstones</li> <li>Safe memorial space for cemetery visitors and workers. Deterrence of antisocial behaviour and instances of theft at graves.</li> </ul>	<ul style="list-style-type: none"> <li>Number of dangerous trees and headstones removed or repaired</li> <li>Number of CCTV cameras installed at the sites</li> <li>Reduction in reported number of thefts and anti-social behaviour</li> </ul>

Service Name: Property Services: Building Control & Licensing					
Link to Community Plan Theme:			Align to Corporate Plan Theme		
<i>CMP 1.1 Economic Growth - We prosper in a stronger &amp; more competitive economy</i>			<i>Service Delivery: 2.1 We will improve services for our citizens through the development and delivery of an innovation agenda</i>		
Service Objective (What do we want to achieve?):	What are the key 'Business as Usual' activities we will deliver (actions):	By When (Date?)	Service Name /Lead Officers(s)	What difference will it make? (Outcomes/outputs)	How Will we Know? (Measures)
<b>11. Realisation of Building Control Service Standards</b>	<ul style="list-style-type: none"> <li>• Ensure decisions are issued in respect of domestic applications within 21 days for 90% of applications</li> <li>• Each application is allocated to an officer on validation of application with deadline detailed</li> <li>• Daily monitoring of domestic applications by senior BC staff to ensure deadlines are met</li> </ul>	31/03/2023	<b>PJ Fox, Colm Currie</b>	<ul style="list-style-type: none"> <li>• A high standard has been set for customers to have decisions issued in respect of domestic applications within 21 days</li> </ul>	<ul style="list-style-type: none"> <li>• Decisions issued in respect of domestic applications within 21 days of validation for 90% of applications</li> </ul>

<p><b>11. Realisation of Building Control Service Standards (contd.)</b></p>	<ul style="list-style-type: none"> <li>To ensure decisions are issued in respect of non-domestic applications within 35 days for 90% of applications</li> <li>Each application is allocated to an officer on validation of application with deadline detailed</li> <li>Daily monitoring of non-domestic applications by senior BC staff to ensure deadlines are met</li> </ul>	<p>31/03/2023</p>	<p><b>PJ Fox, Colm Currie</b></p>	<ul style="list-style-type: none"> <li>A high standard has been set for customers to have decisions issued in respect of non-domestic applications within 35 days</li> </ul>	<ul style="list-style-type: none"> <li>Decisions issued in respect of non-domestic applications within 35 days of validation for 90% of applications</li> </ul>
<p><b>11. Realisation of Building Control Service Standards (contd.)</b></p>	<ul style="list-style-type: none"> <li>To ensure decisions are issued in respect of amended applications within 14 days for 90% of applications</li> <li>Each application is allocated to an officer on validation of application with deadline detailed</li> <li>Daily monitoring of amended applications by senior BC staff to ensure deadlines are met</li> </ul>	<p>31/03/2023</p>	<p><b>PJ Fox, Colm Currie</b></p>	<ul style="list-style-type: none"> <li>A high standard has been set for customers to have decisions issued in respect of amended applications within 14 days</li> </ul>	<ul style="list-style-type: none"> <li>Decisions issued in respect of amended applications within 14 days of receipt for 90% of applications</li> </ul>

<p><b>11. Realisation of Building Control Service Standards (contd.)</b></p>	<ul style="list-style-type: none"> <li>To ensure that all new addresses are registered and activated on the LPS Pointer Addressing Database</li> <li>Each new dwelling to be registered and allocated an address at validation stage</li> <li>Street nameplate signage for new developments to be erected following occupation of dwellings</li> </ul>	<p>31/03/2023</p>	<p><b>PJ Fox, Colm Currie, and SBCO's</b></p>	<ul style="list-style-type: none"> <li>Each new property being erected and subsequently occupied will be registered on the Pointer Addressing Database</li> </ul>	<ul style="list-style-type: none"> <li>Each property will be allocated a "Unique Property Reference Number" by LPS following the verified submission of an application to Building Control.</li> <li>Street nameplates to be erected on new streets following occupation of properties on that street.</li> </ul>
<p><b>11. Realisation of Building Control Service Standards (contd.)</b></p>	<ul style="list-style-type: none"> <li>Undertake a review of the current suite of Procedural Documents used to administrate the way we provide our Services and make updates to reflect: <ul style="list-style-type: none"> <li>Our improved online capabilities</li> <li>Additional legislative requirements</li> <li>Departmental structural changes.</li> </ul> </li> </ul>	<p>31/03/2023</p>	<p><b>PJ Fox, Colm Currie, and Rodney Gillis</b></p>	<p>Internal &amp; External stakeholders will experience:</p> <ul style="list-style-type: none"> <li>an up-to-date Building Control and Licensing Service,</li> <li>aligned services across the district as a whole,</li> <li>Consistency in approach in how services are delivered.</li> </ul>	<ul style="list-style-type: none"> <li>Completion of a suite of up-to-date Procedural Documents ready for implementation by the Building Control &amp; Licensing services</li> </ul>

<p><b>11. Realisation of Building Control Service Standards (contd.)</b></p>	<ul style="list-style-type: none"> <li>• A validation check will be completed on 75% of submitted Building Control applications within 5 working days of receipt: <ul style="list-style-type: none"> <li>• Manage administrative team and resources to achieve targets</li> <li>• Provide additional staff training where required</li> <li>• Amend/update procedures to improve efficiencies</li> </ul> </li> </ul>	<p>31/03/2023</p>	<p><b>PJ Fox, Colm Currie, and SBCO's</b></p>	<ul style="list-style-type: none"> <li>• Agents will have applications processed promptly and efficiently.</li> </ul>	<ul style="list-style-type: none"> <li>• Tascomi reporting functions will be used demonstrate numbers of applications validated within set target from date received</li> </ul>
<p><b>11. Realisation of Building Control Service Standards (contd.)</b></p>	<ul style="list-style-type: none"> <li>• Review our current online presence and make updates to align it with our Building Control Service objectives and related Procedural Documents, and Council's Draft Digital Strategy to reflect: <ul style="list-style-type: none"> <li>• The services we provide</li> <li>• Our online capabilities</li> </ul> </li> </ul>	<p>31/03/2023</p>	<p><b>PBCO's</b></p>	<ul style="list-style-type: none"> <li>• Stakeholders will have increased online access to MU Building Control Service.</li> </ul>	<ul style="list-style-type: none"> <li>• A functional online presence assessable to all our stakeholders.</li> </ul>



Service Name: Property Services: Building Control & Licensing					
Link to Community Plan Theme:		Align to Corporate Plan Theme			
<i>CMP 4.2 Health &amp; Wellbeing - We have better availability to the right service, in the right place at the right time.</i>		<i>Service Delivery: 2.1 We will improve services for our citizens through the development and delivery of an innovation agenda</i>			
Service Objective (What do we want to achieve?):	What are the key 'Business as Usual' activities we will deliver (actions):	By When (Date?)	Service Name /Lead Officers(s)	What difference will it make? (Outcomes/outputs)	How Will we Know? (Measures)
<b>12. Increased on line Building Control service delivery</b>	<ul style="list-style-type: none"> <li>• Increase Building Notice and Regularisation online Applications to 65%</li> <li>• Raise awareness of online facility with companies which make multiple applications</li> <li>• Encourage applicants to make applications online</li> <li>• Ensure all online applications are validated daily</li> </ul>	31/03/2023	<b>PJ Fox Colm Currie</b>	<ul style="list-style-type: none"> <li>• Customers can avail of online facilities thereby have access to services 24/7.</li> </ul>	<ul style="list-style-type: none"> <li>• Number of applications received from the online portal for Building Notices and Regularisation Certificates.</li> </ul>

<p><b>12. Increased on line Building Control service delivery (contd).</b></p>	<ul style="list-style-type: none"> <li>• Increase Property Certificate applications received online to 75%.</li> <li>• Continually raise awareness of online facility with Solicitors</li> <li>• Actively encourage non-participating Solicitors to utilise the online portal.</li> <li>• Staff to prioritise online applications to highlight the benefits of the online portal.</li> </ul>	<p>31/03/2023</p>	<p><b>PJ Fox Colm Currie</b></p>	<ul style="list-style-type: none"> <li>• Customers can avail of online facilities thereby have access to services 24/7.</li> <li>• More efficient service for online applications.</li> </ul>	<ul style="list-style-type: none"> <li>• Number of applications received from the online portal property certificate applications.</li> </ul>
<p><b>12. Increased on line Building Control service delivery (contd).</b></p>	<ul style="list-style-type: none"> <li>• Further develop and promote the existing online facility to extend to the submission of Full Plan Applications for all domestic properties.</li> <li>• Liaise with Tascomi regarding provision of online facility on Council Direct</li> <li>• Develop and finalise procedural documentation for Officers on implementation of online facility</li> <li>• Accept the applications for domestic properties only (except speculative development) with the view to developing the Online Service</li> </ul>	<p>31/03/2023</p>	<p><b>PJ Fox, Colm Currie, and SBCO's</b></p>	<ul style="list-style-type: none"> <li>• Customers can avail of online facilities thereby have access to services 24/7.</li> <li>• Submission of plans online will lead to a digital service being available.</li> </ul>	<ul style="list-style-type: none"> <li>• Availability of online portal for submission of full plan applications by Architects / Agents.</li> </ul>

<p><b>12. Increased on line Building Control service delivery (contd).</b></p>	<ul style="list-style-type: none"> <li>• Undertake further digitisation of BC files</li> <li>• Access to all files available to all Officers remotely</li> <li>• Long term preservation of records</li> <li>• Easy retrieval of digitised information</li> </ul>	<p>31/03/2023</p>	<p><b>PJ Fox, Colm Currie, and SBCO's</b></p>	<ul style="list-style-type: none"> <li>• Potentially can reduce carbon footprint of the Building Control Department as file information is available to others digitally in lieu of hard copy and officers do not require to travel to main offices to access the relevant information.</li> <li>• Can assist to alleviate current pressures on storage space in Building Control offices</li> <li>• File records can be accessed digitally, therefore can be accessed remotely, thereby easy retrieval of information</li> </ul>	<ul style="list-style-type: none"> <li>• All officers have access to mobile IT equipment and can connect via remotely. Therefore access to this information is available without visiting main offices and continuation of work practices (i.e. site inspections) remain undisrupted</li> <li>• Use of paper/ printing should be reduced, therefore effectively reducing ongoing departmental costs if a further digitised project is carried out.</li> </ul>
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Service Name: Property Services: Building Control & Licensing					
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>			
Service Objective (What do we want to achieve?):	What are the key 'Business as Usual' activities we will deliver (actions):	By When (Date?)	Service Name /Lead Officers(s)	What difference will it make? (Outcomes/outputs)	How Will we Know? (Measures)
<b>13. Realisation of Building Control Energy performance compliance</b>	<ul style="list-style-type: none"> <li>Enforcement of Energy Performance of Buildings Regulations.</li> <li>Inspection of premises for compliance</li> <li>Provide additional information to estate agents</li> <li>Enforcement in relation to non-compliant estate agents and premises</li> <li>All new Buildings to have an EPC in place where applicable</li> </ul>	31/03/2023	<b>PJ Fox, Colm Currie and SBCO's</b>	<ul style="list-style-type: none"> <li>Increase in EPB Legislation compliance from Estate Agents in accordance with the agreed Procedural Document</li> </ul>	<ul style="list-style-type: none"> <li>Monitoring and enforcement will show that there will be a measured reduction in the number of non-compliant estate agents due to the risk of receiving a Penalty Charge Notice</li> </ul>

Service Name: Property Services: Corporate H&S and Emergency planning					
Link to Community Plan Theme:		Align to Corporate Plan Theme			
<i>CMP 3.1 Education &amp; Skills - Our People are better qualified &amp; more skilled</i>		<i>Service Delivery: 2.2 We will invest in our people to create a customer-focused, purposeful, skilled, high performing, engaged, healthy and safe work space.</i>			
Service Objective (What do we want to achieve?):	What are the key 'Business as Usual' activities we will deliver (actions):	By When (Date?)	Service Name /Lead Officers(s)	What difference will it make? (Outcomes/outputs)	How Will we Know? (Measures)
<b>14. Provision of workplaces in compliance with Legislation, and embedding a Health and Safety Culture</b>	<ul style="list-style-type: none"> <li>Officers in the Corporate Health and Safety Service will Audit and Inspect 30 Council facilities on the basis of risk and produce Corrective Action Plans for these.</li> </ul>	31/03/2023	<b>Rory Donnelly</b>	<ul style="list-style-type: none"> <li>The Health and Safety inspection will be arranged in conjunction with the Service Manager to identify and assess the risks in the workplace and the management of controls to ensure that so far as is reasonably practicable work spaces are safe</li> </ul>	<ul style="list-style-type: none"> <li>Details as to the numbers of inspections undertaken will be provided monthly to Councils Senior Management Team and quarterly to Councils Health and Safety Committee</li> </ul>
<b>14. Provision of workplaces in compliance with Legislation, and embedding a Health and Safety Culture (contd).</b>	<ul style="list-style-type: none"> <li>Officers in the Corporate Health and Safety Service will undertake 20 revisits to Council facilities to assess compliance with the recommendations made in these Corrective Action Plans</li> </ul>	31/03/2023	<b>Rory Donnelly</b>	<ul style="list-style-type: none"> <li>Upon completion of the Corrective action report a revisit to the facility will be undertaken to ensure recommendations have been completed and so far as is reasonably practicable work spaces are safe</li> </ul>	<ul style="list-style-type: none"> <li>Details as to the number of inspections undertaken will be provided monthly to Councils Senior Management Team and quarterly to Councils Health and Safety Committee</li> </ul>

<p><b>14. Provision of workplaces in compliance with Legislation, and embedding a Health and Safety Culture (contd).</b></p>	<ul style="list-style-type: none"> <li>Officers in the Corporate Health and Safety Section will review and update 4 Corporate Health and Safety Procedures and ensure that these refreshed procedures are updated and consulted upon</li> </ul>	<p>31/03/2023</p>	<p><b>Rory Donnelly</b></p>	<ul style="list-style-type: none"> <li>The review and consultation of these procedures will enhance and ensure the safe delivery of services, that are accessible and customer focused</li> </ul>	<ul style="list-style-type: none"> <li>Consultation on procedures will be consulted upon with Heads of Service, Councils Senior Management Team and the Health and Safety committee. When agreed the revised procedure will be uploaded to the Councils Health and Safety intranet site</li> </ul>
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Service Name: Property Services :Building & assets					
Link to Community Plan Theme:			Align to Corporate Plan Theme		
CMP 2.2 Infrastructure - We increasingly value our environment & enhance it for our children			Environment: 4.4 We will work to mitigate against impacts of climate change by taking steps to reduce our carbon emissions as an organisation.		
Service Objective (What do we want to achieve?):	What are the key 'Business as Usual' activities we will deliver (actions):	By When (Date?)	Service Name /Lead Officers(s)	What difference will it make? (Outcomes/outputs)	How Will we Know? (Measures)
<b>15. Research the application and introduce a trial of alternative fuelled Vehicles/Diverse Plant into Council's Fleet</b>	Deliver 2022 to 2023 Replacement Fossil Fuel Capital Programme (Plan 2019-2023): <ul style="list-style-type: none"> <li>• Purchase replacement of fossil fuel derived vehicles/diverse plant (fleet items) on an annual basis Schedule replacement vehicles/diverse plant based on age and application.</li> <li>• Conduct regular benchmarking exercises with other companies/organisations in "next" practice green vehicle replacement programmes/ diverse plant /green technologies in order to reduce emissions (both GHG emissions and air pollutants) from vehicles used in</li> <li>• Draw up annual procurement schedule</li> </ul>	31/03/23	<b>Paddy Conlon, Billy Withers and the Fleet Officer</b>	<ul style="list-style-type: none"> <li>• Minimise environmental impact and carbon footprint of Council's own activities</li> </ul>	<ul style="list-style-type: none"> <li>• Number of fleet items replaced against annual plan</li> <li>• Asset/disposal register updated</li> <li>• Staff learning and development in completed</li> <li>• Annual Review Fossil Fuel Programme completed</li> </ul>

	<p>(review green fleet criteria – whole life cost modelling)– include scope, requirements, budgets etc.</p> <ul style="list-style-type: none"> <li>• Maintain asset/disposal register (e.g. auction items etc.) as per policy/protocol</li> <li>• Staff learning and development familiarisation programme/guidance materials in place for new fleet items</li> <li>• Review and revise Capital programme plan</li> </ul>				
<p><b>15. Research the application and introduce a trial of alternative fuelled Vehicles/Diverse Plant into Council’s Fleet (contd).</b></p>	<p>Conduct audit and develop baseline Fossil fuel Usage Baseline Report on Fleet/diverse plant:</p> <ul style="list-style-type: none"> <li>• Monitor the impact of the reduction of fossil fuelled (e.g. Diesel and Petrol powered) on Council operational vehicles/diverse plant</li> <li>• Consumption and usage of fossil fuel can be measured using fuel consumption reports and expenditure –</li> <li>• Monthly monitoring reports produced</li> </ul>	31/03/23	<p><b>Paddy Conlon, Billy Withers and the Fleet Officer</b></p>	<ul style="list-style-type: none"> <li>• Recognition Council’s carbon footprint through fossil fuel usage.</li> </ul>	<ul style="list-style-type: none"> <li>• Audit complete and Baseline Report produced.</li> </ul>



<p><b>15. Research the application and introduce a trial of alternative fuelled Vehicles/Diverse Plant into Council's Fleet (contd).</b></p>	<ul style="list-style-type: none"> <li>• Purchasing up to two alternative fuel vehicles/diverse plant in year, and annually over the remaining years of the replacement programme.</li> <li>• Benchmark (time series) fuel usage reports</li> <li>• This is subject to continued affordability post COVID-19, and easement of government public procurement exercises at this time.</li> </ul>	<p>31/03/23</p>	<p><b>Paddy Conlon, Billy Withers and the Fleet Officer</b></p>	<ul style="list-style-type: none"> <li>• Reduction in the Councils carbon foot print through less fuel usage.</li> </ul>	<ul style="list-style-type: none"> <li>• Minimum of Two vehicles to be purchased</li> <li>• Production of time series annual Fuel Usage Reports</li> </ul>
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Service Name: Property Services :Building & assets					
Link to Community Plan Theme:			Align to Corporate Plan Theme		
<i>CMP 2.1 Infrastructure - We are better connected through appropriate infrastructure</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>		
Service Objective (What do we want to achieve?):	What are the key 'Business as Usual' activities we will deliver (actions):	By When (Date?)	Service Name /Lead Officers(s)	What difference will it make? (Outcomes/outputs)	How Will we Know? (Measures)
<b>16. Implement a GPS Mobile asset Tracking and Garage Management System</b>	<ul style="list-style-type: none"> <li>Maintain current Masternaut GPS tracking system available in legacy Cookstown vehicles/diverse plant.</li> </ul>	Annually	<b>Paddy Conlon, Billy Withers and the Fleet Officer</b>	<ul style="list-style-type: none"> <li>Partial tracking &amp; monitoring of the fleet</li> </ul>	<ul style="list-style-type: none"> <li>Cookstown Vehicles/diverse plant are GPS tracking reports</li> </ul>
<b>16. Implement a GPS Mobile asset Tracking and Garage Management System (contd).</b>	<ul style="list-style-type: none"> <li>Maintain current Supatrak system is present in some Refuse Collection vehicles and is used for operational management of the fleet on a day to day basis.</li> </ul>	Annually	<b>Paddy Conlon, Billy Withers and the Fleet Officer</b>	<ul style="list-style-type: none"> <li>This enables tracking and monitoring of the fleet in part only.</li> </ul>	<ul style="list-style-type: none"> <li>Partial tracking fleet report</li> </ul>
<b>16. Implement a GPS Mobile asset Tracking and Garage Management System (contd).</b>	<ul style="list-style-type: none"> <li>Maintain current management of the garage and its operations utilising manual and a paper based system in order to maintain compliance.</li> </ul>	31/08/22	<b>Paddy Conlon, Billy Withers and the Fleet Officer</b>	<ul style="list-style-type: none"> <li>Regulatory compliance</li> </ul>	<ul style="list-style-type: none"> <li>Regular paper based productivity reports.</li> </ul>

<p><b>16. Implement a GPS Mobile asset Tracking and Garage Management System (contd).</b></p>	<ul style="list-style-type: none"> <li>• Implement the new GPS fleet tracking system with garage software to ensure all assets are tracked and maintained as per Council’s Fleet Operator Licence.</li> <li>• Conduct research, benchmark best practice.</li> <li>• Undertake current process mapping exercises for current GPS tracking and Garage paper based systems – understand the “as is” (current) versus the “to be” (future) requirements.</li> <li>• Prepare procurement schedule.</li> <li>• Develop associated implementation plan for new GPS tracking system.</li> <li>• Develop associated implementation project plan for Garage software system.</li> <li>• Develop associated learning and development and communication plans for staff regarding new software systems.</li> <li>• Run, test and pilot systems</li> <li>• The introduction of asset tracking and garage software will enable real time fleet analytics on fleet compliance and maintenance.</li> </ul>	<p>31/08/22</p>	<p><b>Billy Withers and the Fleet Officer</b></p>	<ul style="list-style-type: none"> <li>• This GPS system will enable real time fleet analytics and performance reporting</li> <li>• Efficient, real time and compliant electronic garage performance management system.</li> </ul>	<ul style="list-style-type: none"> <li>• Two project plans in place</li> <li>• Learning and Development / guidance materials in place and completed</li> <li>• GPS and Electronic Garage maintenance systems go live.</li> </ul>
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Service Name: Property Services :Building & assets					
Link to Community Plan Theme:		Align to Corporate Plan Theme			
<i>CMP 4.2 Health &amp; Wellbeing - We have better availability to the right service, in the right place at the right time.</i>		<i>Service Delivery: 2.1 We will improve services for our citizens through the development and delivery of an innovation agenda</i>			
Service Objective (What do we want to achieve?):	What are the key 'Business as Usual' activities we will deliver (actions):	By When (Date?)	Service Name /Lead Officers(s)	What difference will it make? (Outcomes/outputs)	How Will we Know? (Measures)
<b>17. Continued Implementation of Community led Public Convenience Provision (Year 2 of 3)</b>	<ul style="list-style-type: none"> <li>Implementation of phased plan to provide Community led toilet provision. Will be promoted and implemented via the Building and Assets team in conjunction with Community and Development Services.</li> </ul>	31/03/23	<b>Paddy Conlon &amp; Cormac McGinley</b>	<ul style="list-style-type: none"> <li>Public conveniences provision will be delivered or provided by the community.</li> </ul>	<ul style="list-style-type: none"> <li>Reduction in the number of Council owned public toilets.</li> </ul>

Service Name: Property Services :Building & assets					
Link to Community Plan Theme:			Align to Corporate Plan Theme		
CMP 2.1 Infrastructure - We are better connected through appropriate infrastructure			Service Delivery: 2.4 We will develop & implement an Asset Management Plan for the Council and, with our partners, work to develop a public sector-wide Asset Management Plan for Mid Ulster.		
Service Objective (What do we want to achieve?):	What are the key 'Business as Usual' activities we will deliver (actions):	By When (Date?)	Service Name /Lead Officers(s)	What difference will it make? (Outcomes/outputs)	How Will we Know? (Measures)
<b>18. Completion of Council's Asset Management Strategy</b>	Update and conclude Council's Estates Strategy and Asset Management Plan: <ul style="list-style-type: none"> <li>An agreed time bound strategic plan with indicative costs and that considers affordability challenges to effectively manage and maintain Council's assets, now and in the future.</li> </ul>	31/10/22	<b>T Scullion</b>	<ul style="list-style-type: none"> <li>Council roadmap on how to utilise, acquire and dispose of Council assets</li> </ul>	<ul style="list-style-type: none"> <li>Completed Council's Estates Strategy in place</li> </ul>
<b>18. Completion of Council's Asset Management Strategy (contd).</b>	Property services continue to maintain Council's estate based on limited budget provision, and future budget uncertainty to ensure buildings, facilities and spaces are fit for use by staff and the general public by: <ul style="list-style-type: none"> <li>Keeping up to date maintenance log (maintained) on the Alcumus computerised maintenance management system that will enable monitoring of year on year maintenance calls.</li> </ul>	31/03/23	<b>Paddy Conlon, Cormac McGinley &amp; Eamon McDonnell</b>	<ul style="list-style-type: none"> <li>A safe and compliant estate is achieved</li> </ul>	<ul style="list-style-type: none"> <li>Up-to-date Monthly Alcumus reports available</li> <li>% of maintenance activities achieved against log and within budget</li> </ul>

<p><b>18. Completion of Council's Asset Management Strategy (contd).</b></p>	<ul style="list-style-type: none"> <li>Property Services are to review and procure a computerised maintenance system management system as the current Alcumcus system is coming to the end of its contract. This will require Property Services to develop a specification and meet the needs of the council and other stake holder within the organisation whilst meeting legislative responsibilities.</li> </ul>	<p>31/01/23</p>	<p><b>Paddy Conlon, Cormac McGinley &amp; Eamon McDonnell</b></p>	<ul style="list-style-type: none"> <li>A full systematic approach will be obtained for inspections and maintenance requests.</li> </ul>	<ul style="list-style-type: none"> <li>Implementation of the software based on the outcome of the procurement process.</li> </ul>
<p><b>18. Completion of Council's Asset Management Strategy (contd).</b></p>	<ul style="list-style-type: none"> <li>Maintain management of the council's asset register in relation to leased and rented properties in conjunction with legal services and other departments to ensure the council's property rental income is adequately managed, including acquisitions and disposals subject to affordability.</li> <li>Monitoring inspection regime in place and disseminated to all relevant staff members.</li> <li>Legal services and other Client services to ensure that assets are recorded and inspected on a structured basis to ensure good governance.</li> </ul>	<p>31/12/22</p>	<p><b>T Scullion</b></p>	<ul style="list-style-type: none"> <li>Full rental asset property rental income achieved and full inspections completed</li> </ul>	<ul style="list-style-type: none"> <li>100% of asset property rental monitoring inspection regime completed.</li> </ul>

<p><b>18. Completion of Council's Asset Management Strategy (contd).</b></p>	<ul style="list-style-type: none"> <li>• Develop a structured methodology to ensure asset maintenance undertaken is adequately resourced to achieve specific standards.</li> <li>• A matrix for the allocation of maintenance resources will ensure budget matches the maintenance standard required for the property or asset type and frequency</li> <li>• Cognisance of maintenance investment required to maintain schemes funded through Council's Capital Programme is recognised, captured and recorded</li> </ul>	<p>31/03/23</p>	<p><b>Paddy Conlon, Cormac McGinley &amp; Eamon McDonnell</b></p>	<ul style="list-style-type: none"> <li>• Maintenance resources will be allocated to council assets that are going to be required in the long term, and investment reduced on assets that are not</li> </ul>	<ul style="list-style-type: none"> <li>• Structured asset management standardisation matrices in place</li> <li>• Investment plans for short, medium and long term assets identified and plans in place</li> </ul>
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Service Name: Technical Services					
Link to Community Plan Theme:			Align to Corporate Plan Theme		
CMP 5.1 Vibrant & safe Communities - We are a safer Community			Leadership: 1.3 We will work collectively to meet the identified needs and priorities of our citizens & connect the people of Mid Ulster		
Service Objective (What do we want to achieve?):	What are the key 'Business as Usual' activities we will deliver (actions):	By When (Date?)	Service Name /Lead Officers(s)	What difference will it make? (Outcomes/outputs)	How Will we Know? (Measures)
<b>19. Deliver of capital projects in line with the capital framework, funder's deadlines, all on programme and budget.</b>	<ul style="list-style-type: none"> <li>Define / review / establish process for Project Management of Capital Projects whilst keeping track of government guidelines on social distancing during and post COVID 19 pandemic / Brexit / Protocol / Ukraine Conflict etc.</li> </ul>	31/03/23	<b>Johnny McNeill, Mark Leavey, Raymond Lowry</b>	<ul style="list-style-type: none"> <li>Improved IT access to ensure projects can continue to progress through the various RIBA stages 0-4</li> </ul>	<ul style="list-style-type: none"> <li>Programme delays will be evident if projects are not progressed.</li> </ul>
<b>20. Deliver a Biodiversity service for MUDC.</b>	<ul style="list-style-type: none"> <li>Define / review / establish process for Biodiversity delivery</li> </ul>	31/03/23	<b>Mark Edgar, Raymond Lowry</b>	<ul style="list-style-type: none"> <li>Due to Covid, projects requiring volunteer involvement are being undertaken with restricted participation, with all Government and Council guidelines being adhered to. Continue to examine ways to progress/promote biodiversity during these times of restrictions.</li> </ul>	<ul style="list-style-type: none"> <li>Progress activity to be recorded and presented to council for information purposes on a quarterly basis.</li> </ul>



<p><b>21. Deliver a Bus Shelters service for MUDC.</b></p>	<ul style="list-style-type: none"> <li>Define / review / establish process for Bus Shelter delivery</li> </ul>	<p>31/03/23</p>	<p><b>Johnny McNeill, (TS Officers)</b></p>	<ul style="list-style-type: none"> <li>By progression of this function the full implementation of the Bus Shelters can be delivered within the district</li> </ul>	<ul style="list-style-type: none"> <li>Report to Council on monthly basis will record progress made.</li> </ul>
<p><b>22. Deliver a facilities signage service for MUDC.</b></p>	<ul style="list-style-type: none"> <li>Continue signage delivery for facilities in accordance signage programme.</li> </ul>	<p>31/03/23</p>	<p><b>Johnny McNeill, Raymond Lowry</b></p>	<ul style="list-style-type: none"> <li>By progression of this function the full implementation of the dual language signage will be rolled out to all facility venues.</li> </ul>	<ul style="list-style-type: none"> <li>Report to Council on quarterly basis will record progress made.</li> </ul>

Service Name: Technical Services					
Link to Community Plan Theme:			Align to Corporate Plan Theme		
CMP 2.2 Infrastructure - We increasingly value our environment & enhance it for our children			Economy: 3.5 We will have a prioritised, sustainably resourced programme of capital investment supporting the enhancement of facilities for local people & contributing to the regeneration of the district.		
Service Objective (What do we want to achieve?):	What are the key 'Business as Usual' activities we will deliver (actions):	By When (Date?)	Service Name /Lead Officers(s)	What difference will it make? (Outcomes/outputs)	How Will we Know? (Measures)
<b>23. Delivery of the capital programme in accordance with projected timelines.</b>	<ul style="list-style-type: none"> <li>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</li> <li>CIP01, CIP02 and CIP03 to be managed by Head of Technical Services</li> </ul>	31/03/23	<b>Raymond Lowry</b>	<ul style="list-style-type: none"> <li>Contribute to the ongoing regeneration of our district</li> </ul>	<ul style="list-style-type: none"> <li>Regular reports to the working group / SRO will be presented to chart progress against proposed targets.</li> </ul>
<b>23. Delivery of the capital programme in accordance with projected timelines (contd.)</b>	<ul style="list-style-type: none"> <li>Completion of 21 number projects noted in Capital Programme delivery 2020-2024 to be delivered as approved by Council For Directorate of Communities and place with a value circa £3.39m and commencement of a further 6 projects with a value of circa £9.6m</li> <li>Completion of 1 project noted in Capital Programme delivery 2020-2024 with a value circa £1.5m.</li> </ul>	31/03/23	<b>Johnny McNeill, Mark Leavey, Raymond Lowry</b>	<ul style="list-style-type: none"> <li>Completed schemes will have enhanced visitor experience with new/ refurbished facility upgrades. Upgrades will ensure facilities meet the public demand</li> </ul>	<ul style="list-style-type: none"> <li>Schemes will be completed and open to the public to use. Project costs will be presented to the Environment Committee on monthly basis</li> </ul>

Service Name: Technical Services					
Link to Community Plan Theme:			Align to Corporate Plan Theme		
CMP 2.2 Infrastructure - We increasingly value our environment & enhance it for our children			Environment: 4.4 We will work to mitigate against impacts of climate change by taking steps to reduce our carbon emissions as an organisation.		
Service Objective (What do we want to achieve?):	What are the key 'Business as Usual' activities we will deliver (actions):	By When (Date?)	Service Name /Lead Officers(s)	What difference will it make? (Outcomes/outputs)	How Will we Know? (Measures)
<b>24. Sustainability of Capital Projects / Assets</b>	<ul style="list-style-type: none"> <li>Corporate Improvement Objective 1</li> <li>Milestone: introduce and pilot sustainability assessment for capital projects</li> </ul> Key Actions: <ol style="list-style-type: none"> <li>work with Sustainable NI to review and adapt draft sustainability screening tool</li> <li>carry out sustainability assessment in the early stages of a number of capital projects</li> </ol>	31/03/23	<b>Raymond Lowry</b>	<ul style="list-style-type: none"> <li>Council considers environmental and climate change impact of their capital projects and seeks to reduce any negative impact found.</li> </ul> <p>Council can increasingly demonstrate that sustainable development and climate change considerations are being integrated in their decision making process around capital projects</p>	<ul style="list-style-type: none"> <li>Regular reports to the working group / SRO will be presented to chart progress against proposed targets.</li> </ul>

## 2.4 Service Improvements for 2022 to 2023

What Service Development/Improvement will we undertake in 2022/2023? (Actions):	By When (Date?)	Service Name/ Lead Officers(s)	What difference will it make? (Outcomes/outputs)	How Will we Know? (Measures)
To complete contract works for the extension and refurbishment of Magherafelt Recycling Centre and Waste Transfer Station	31/10/22	Mark McAdoo	Modern/split level enhanced facility. Improved traffic management. Better waste segregation on site. Improved levels of recycling/composting Increased customer satisfaction.	HSENI and NIEA inspections/reports. Capital project delivery with time and budget.
To undertake improvement works at Coalisland Recycling Centre	31/03/23	Karl McGowan / David Richardson	No site pollution. Improved site infrastructure e.g. new compactors. Improved site security e.g. CCTV. Compliance with regulatory consents.	Monitoring results from Water Management Unit. Inspection reports from NIEA Waste Licensing.
To undertake further roll-out/phase of Refuse Collection Route Optimisation Project	31/07/22	David Richardson / Aaron Hoey	Improved health and safety on rural routes serviced by OAV. Improved efficiency on routes collected by 32 tonne RCV. Improved/simplified communications with affected householders.	Reduction in number of accidents on rural routes. Reduced return journeys to waste transfer station. Number of complaints received from residents.

Increased on-line Building Control service delivery associated with applications across the three offices	31/03/23	PJ Fox & Colm Currie	Processes and procedures implemented to meet customer needs in a modern day business environment	An increased number of on line applications transacted across the services, recorded per office.
Greenvale Leisure Centre, Seamus Heaney Home Place, Magherafelt Wood and Metal work sites and Drumcoo Waste Transfer and Recycling centre will be externally appraised for continued accreditation to ISO45001	31/03/23	Rory Donnelly	Achievement of the standard will demonstrate evidence of good health and Safety Management and compliance with the law and deliver worker protection	These Sites will have re-attained the ISO45001 Accreditation
Work will be undertaken with Ballyronan Marina, Cookstown Recycling centre, Moneymore recycling centre, Forthill cemetery and Dungannon Leisure centre in anticipation of external accreditation to the ISO45001 standard	31/03/23	Rory Donnelly	Processes and procedures will be developed and implemented to allow these facilities to attain accreditation	A procurement exercise will have been completed to allow these 5 Council facilities to progress to external accreditation and achievement to the standard
Continue to promote use of virtual platforms for teams meeting in lieu of face to face office environment meetings. – Ongoing process in line with technology available.	31/03/23	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
Review IT software options for Capital project delivery from inception to completion.	31/03/23	R Lowry J McNeill M Leavey	To improve time management and efficiency of tech services resources	Review every 6 months
Look to establish Capital Working Group with other similar Councils	31/03/23	R Lowry J McNeill M Leavey	Continued Professional development with officers	Update report on progress of meetings to be forwarded to Directorate.
Review Audit in Q4 2021-22 and implement recommendations where appropriate	31/03/23	R Lowry J McNeill M Leavey Elaine McGeown	Continue satisfactory assurance on Capital Delivery	All recommendations on Audit have been reviewed with Internal Audit Officer and signed off.

Review and streamline Capital Data Information recording	30/09/22	J McNeill M Leavey Elaine McGeown	Efficiency in Administration work	All systems reviewed and established – Internal department review in Q4 by HoS
Establish framework for ICT support services i.e M&E, QS, Structural, Topo Surveys	31/03/23	J McNeill M Leavey	Streamline Procurement process and Capital Delivery	Framework completed and implemented

## **2.5 RISK MANAGEMENT OF DEPARTMENT/SERVICES**

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 Department 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.

This table illustrates the risks identified to deliver the Department's/Services business as outlined in service plan for 2022-23.

Risk Ref Number	Description of Risk	Risk Rating	Mitigation Activity
1.	Risk of disruption to frontline service delivery due to industrial action	9	Prioritisation of service delivery during strike periods e.g. black/blue bin collections instead of brown bins.  Engagement with trade unions at local/regional level
2.	Withdrawal of or disruption to service contracts due to inflationary pressures in relation to fuel and energy costs	9	Engagement with service providers to agree payment of temporary surcharges (subject to evidence).  Lobbying for central government funding/support
3.	Failure to meet statutory waste management targets	6	Statutory quarterly reporting of recycling and landfill diversion performance to NIEA via the online Waste Data Flow system (confirms statutory recycling and landfill diversion targets have been achieved).  Network of Recycling Centres (11 No.) and Waste Transfer Stations (3 No.) in operation across district  Annual Recycling and Environmental Education Programme delivered across local schools, community groups etc. including themed campaigns.
4.	Environmental pollution incident as a result of managing three landfill sites e.g. from leachate, landfill gas etc.	6	Environmental monitoring contract and pollution insurance cover in place.  Technically competent staff on site



			Landfill gas collection systems in place at all three sites (for flaring and/or production of electricity)  Progressive capping/closure of landfill sites
5.	Fraud, bribery or theft	6	Monitoring of online CCTV at facilities and on vehicle cameras systems as required. Pre-payment system at three main Recycling Centres to reduced receipt/handling of cash at relevant sites.
6.	Failure to deliver waste related capital projects on time and within budget	6	Utilisation of suitably qualified and experienced consultants to assist with project delivery  Regular risk reduction meetings held on site
7.	Inadequate Health and Safety systems and processes in place leading to injury to employee or member of the public.	6	Health and Safety risk assessments in place for all activities including refuse route risk assessments  Range of statutory and other health and safety training provided for all operatives and drivers
8.	Legal/procurement challenge in relation to the award of a major contract	6	Undertake regular procurement training/briefings  Access legal advice and guidance in a timely manner
9.	Compliance and Risk in terms of statutory asset compliance and energy management	8	Statutory compliance planned through Alcumus Maintenance management system and development of maintenance plan
10.	Potential failure to manage and exploit assets by failure to utilise asset or poorly maintain	8	Computerised asset management and maintenance information system continuing to be populated

11.	Procurement of Services, Contracts, consumables, and stock items to aid alignment of third party providers in compliance with procurement policy and governance	9	Service work plan developed and being actioned in conjunction with Procurement and Finance teams
12.	Fleet Management, compliance with MUDC's Operator's licence and Transport Management Undertaking	9	Transport Manager appointed and trainee Supervisors undergoing on the job training, mentoring and support
13.	Sufficient revenue and capital budget provision to maintain an growing estate and maintain demands of Council's Capital Programme, in environment of rising costs	8	Annual budget pressures identified, and provisional capital commitment for large estate maintenance requirements. Organisation restructure ongoing.
14.	Delivery and consistent implementation of Policies & Procedures across Mid Ulster Council	6	Monitoring of Policies being carried out on a regular basis by Principal Officers
15.	Failure to respond appropriately to emergencies for example COVID 19 Pandemic, floods, fire.	8	Continue to develop relationships with multi-agency partners to deal with the emergency situations through active interaction and liaison with the Southern Emergency Preparedness Group
16.	Covid -19 / Brexit / Protocol	9	Legal advice NEC Contract guidance
17.	Management of Contracts	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.
18.	Failing to protect environment.	9	(1) Officer appointed with responsibility.

			<p>(2) Procedures developed to ensure accurate measuring of results.</p> <p>(3) Manage within existing budgetary controls.</p>
19.	Failing to meet legal frameworks requirements as regards payments	6	<p>(1) Policies and procedures are in place within existing councils to meet legal frameworks requirements.</p> <p>Ensure adequate payment clause is inserted in all contract documents and this is included in all associated meetings ( i.e. technical/Board Agenda )</p>
20.	MUDC02. Delivery of Capital Project Schemes.	8	<p>Business Case prepared and approved.</p> <p>Capital Project monthly review spread-sheet being developed for reporting on monthly basis to Senior Management team which will improve governance arrangements</p> <p>Expertise in-house and sourced externally.</p> <p>Framework developed for Departmental response times to enable projects to move freely and without delay.</p> <p>Procurement expertise in-house &amp; policies/procedures in place.</p> <p>Regular monitoring meetings occurring.</p> <p>Regular reporting to SMT/Council/ stakeholders.</p>
21.	Fraud, theft or bribery occurring within Technical Services	6	<p>Essential staff have been trained in CPD procurement requirements</p> <p>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</p>

			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
22.	Staff resources	12	Full staff resource required to undertake the Capital Programme proposed.

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)

### **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.