



2021/22 Quarter to June Environmental & Commercial Services Performance Report - Service Plan




Section 4 - Strategic Level Priorities
(L) Growing, diverse & sustainable economy. (CP) Our Future: Create a vibrant economy

Action Code	Action Title	Due Date	Planned Outcome	Priority	Latest Status Update	Status Progress	Status Icon
ECS20-25 - Section 4(a)	Promote & develop active & green travel plans	31-Mar-2025	All primary schools delivering level 2 bikeability and over 50% of high schools to level 3 (to be delivered over 5 years) Increase number of electric car charging points by 3% per year 2020 (Annual) Reduce annual CO2 equivalent vehicle emissions by 14 tonnes per annum (Annual)		6 chargers within the Council HQ public car park have gone live as planned during quarter 1 2021/22. Chargers already in place within Lossie Green Car Park, Moray Street Car Park and on the High Street in Aberlour will be operational by the end of August 2021. This takes the total number of chargers installed in Moray since the start of 2021, to 17; 13 22kw Fast Chargers and 4 50kw Rapid Chargers.	25%	
ECS20-25 - Section 4(b)	Develop Surface Water Management Plans	31-Mar-2025	Reduce the risk of surface water flooding in vulnerable areas (level of risk and areas to be identified in surface water management plans) - Strategy to be published by Dec 2021 with plans published by June 2022. New schemes prioritised in local flood risk management plans for 2022-2028 will reduce risk to approximately 100 properties in Moray.		All Surface Water Management Plans (SWMP) have been developed with the exception of Forres. All information from Scottish Water to complete this plan is available and it will be taken forward once COVID restrictions allow a return to office working and the required software can be accessed. All other SWMPs which have an appropriate BCR have been submitted for funding	50%	



Section 5 - Service Level Priorities
Covid Service Delivery Recovery – Roads Maintenance

Action Code	Action Title	Due Date	Planned Outcome	Priority	Latest Status Update	Status Progress	Status Icon
ECS20-25 - Section 5(a)	The capital and revenue programme for 2020/21 will be reprioritised with 60% of the programme to be delivered by March 2021 (subject to current Covid controls on construction work continuing)	31-Mar-2021	60% of the reprioritised capital programme will be completed.		Despite some periods of winter weather, the reprioritised capital programme has been completed as planned by the end of March 2021. Work delayed due to COVID including resurfacing, drainage and street lighting works will be rolled over to the 2021/22 programme.	100%	
ECS20-25 - Section 5(ai)	Deliver the capital and revenue programme for 2021/22	31-Mar-2022	100% of the planned 2021/22 programme will be delivered.		The annual surface dressing programme (approx. £1m expenditure) is now complete. Focus during quarter 2 will move to the capital resurfacing/edge strengthening and patching programmes.	25%	


Section 5 - Service Level Priorities
Establishing Joint Energy from Waste Facilities

Action Code	Action Title	Due Date	Planned Outcome	Priority	Latest Status Update	Status Progress	Status Icon
ECS20-25 - Section 5(c)	Progress the Joint Energy from Waste project with Aberdeenshire and Aberdeen City Councils for a long term sustainable approach to waste management.	30-Sep-2022	Increased efficiency of waste management in Moray removing reliance on landfill operations in line with climate change strategy. - Placement of Process Equipment (including boiler and structural steelwork) to begin January 2021 - Installation of 70m high chimney to begin July 2021 - Hot commission (first test of the equipment using waste as fuel) to commence late 2021/early 2022 - Project complete 2022		The Placement of Process Equipment on site has commenced with the next major milestone of the 70m chimney on track due to begin in July. Completion of the first test of the equipment has been revised to March 2022 however despite a delay of 3 months due to the first national COVID lockdown, this project is progressing as planned with no change to the completion date.	25%	

Section 5 - Service Level Priorities
Improving our operations

Action Code	Action Title	Due Date	Planned Outcome	Priority	Latest Status Update	Status Progress	Status Icon
ECS20-25 - Section 5(d)	We will improve the rate of Principal Inspections undertaken on the Council's network bridges by reassigning this work as a top priority.	31-Dec-2025	Principal inspection rate complies with legislation (each network bridge to be inspected every six years) and Moray improves to a similar standard to other Local Authorities. - 63 Principal Inspections will be undertaken each year.		Following the successful recruitment of 2 new members of staff, training was held at the end of summer on the Principal Inspection process. In the 6 months between training and year end, 32 PI's were completed. i.e. 50.7% of the PI's delivered in 50% of the year, this despite the loss of over 5 weeks due to the Christmas break and the subsequent poor weather in February.	16%	
ECS20-25 - Section 5(e)	Increased satisfaction of services provided by the Waste Team through improved internal and external communication	31-Mar-2021	Customers have clear expectations of the service the Waste Team can provide. - Number of complaints received are reduced by 10% each year.		The planned improvements to internal and external communications regarding the Waste Service have been completed successfully. Contact Centre staff now have access to both the ANPR system and the booking system for Household Waste Recycling Centres ensuring the majority of enquiries are now resolved at the first point of contact. Any change to services is communicated to the public via the Service Disruption Page and new press material is currently being planned with the Communication Team on the recycling of plastics. In spite of additional complaints to the Service due to COVID related issues, the number of complaints to the Waste Team have declined this year by 7%, only slightly less than the 10% target.	100%	

Section 5 - Service Level Priorities
Improving the Transportation network

Action Code	Action Title	Due Date	Planned Outcome	Priority	Latest Status Update	Status Progress	Status Icon
ECS20-25 - Section 5(b)	Implement the Wards/Edgar Road Junction improvement scheme included within the Elgin Transport Strategy.	30-Nov-2021	Improvements will ensure reduced and more consistent journey times at this junction and will enable delivery of the Local Development Plan and meet a key objective of the Elgin Transport Strategy.		During quarter 1, the procurement process has been ongoing with tender applications now published.	20%	

Section 6 - Recovery and Renewal Outcomes
Spaces for People

Action Code	Action Title	Due Date	Planned Outcome	Priority	Latest Status Update	Status Progress	Status Icon
ECS20-25 - Section 6(a)	Deliver Spaces for People action plan.	31-May- 2021	Flexible interventions that can be introduced and removed as needed allowing for greater space for pedestrians to physically distance and infrastructure to encourage cycling.		The final stages of the Spaces for People project covered the installation of cycle parking and seating installed in Elgin town centre. This has received positive feedback and the project has now concluded.	100%	