

THE MORAY COUNCIL

ACTIVITY ANALYSIS

COMMITTEE:	Environmental Services
DEPARTMENT/SECTION:	Environmental Services – Direct Services
ACTIVITY:	Environmental Protection - Lands & Parks: Countryside Amenities: Access

Description of Activity

The Lands and Parks Service:

The provision of a management and maintenance service for all council owned/controlled amenity ground.

The activity manages:

1,100	Hectares of Land
59	School Playing Fields
94	Sports Pitches
60	Burial Grounds with 800 interments per annum
425,000	Bedding Plants produced from the Cooper Park Nursery
135	Fixed Play Areas
44	War Memorials
500	Hectares of Woodland
250	Hectares of Road Verges
	Garden maintenance service covering 390 gardens per annum

Other activities include the management of park bookings, events, funfairs etc.

In addition the service provides Horticultural, Arboricultural, Sylvicultural and Environmental advice and support to all stakeholders.

The Countryside Amenity Service:

The Countryside Amenity Activity includes the provision of Ranger Services to manage, maintain and develop the Speyside Way Long Distance Route, a Coastal Ranger and the management and maintenance of fisheries at the Council owned Millbuies Country Park and leased facilities at Glenlatterach and Loch of the Blairs.

Access:

Providing a Planning Framework for a 15 year development period focussing on raising awareness and improving accessibility to existing access opportunities and developing and promoting new links integrating with existing infrastructure for the three year duration of the Access Project. The funding partners are EAGGF, SNH, MBSE, Paths for All Partnership and The Moray Council. Responding to national initiatives such as New Land Reform Bill, Scottish Outdoor Access Code and Paths for All Initiatives. It is anticipated that considerable emphasis may be placed on the activities relating to Local Authority Duties and Empowerment as contained in the Land Reform Bill.

LANDS & PARKS, COUNTRYSIDE AMENITIES, ACCESS	6 month update – October 2004	Target
Review Lands and Parks Service Delivery		
Prepare an improvement plan from the EFQM process	EFQM process ongoing. An Improvement Plan has been implemented, a review is to be held towards the end of the calendar year and a revised improvement plan implemented.	
Benchmark Service through the APSE Benchmarking Service	Ongoing. Awaiting publication of the 2003/04 APSE Performance Network figures.	
Develop QMS	Application been made with awarding body	
Provide a quality cost effective Lands and parks Service to all stakeholders		
Achieve rate of return	On target to achieve Rate of Return. Monthly meetings established with Accountancy section to monitor progress.	
Achieve Business Plan targets	Business Plans superseded by Activity Analysis, Service Improvement Plan and trading Account reporting.	
Stakeholder satisfaction	Since 1st January 2004 the service has received 630 enquiries, 243 Service Requests, 53 requests for information, 6 observations on service delivery, 29 compliments and 28 complaints.	
Promote and develop countryside access through the Ranger Service		
Provide a new Speyside Way Visitor Centre	Construction work on new Visitor Centre at the Alice Littler Park in Aberlour is due for completion in early/mid October.	Apr-05

Achieve maximum grant and from SNH/National Park	Coastal Ranger Development and Management Plan and Grant from SNH for 2004-2007 approved in September. The 2003-2006 Speyside Way Development and Management Plan (DMP) has been approved by SNH and appropriate SNH Grant secured. Once the new Land Reform (Scotland) Act 2003 is implemented, the Cairngorms National Park Authority (CNPA) will be responsible, as the Access Authority, to fund the Section of the Speyside Way within the Park. The CNPA have confirmed that they intend to fund this section in accordance with the 2003-2006 DMP.	
Promote the Moray Coast and Findhorn Nature Reserve	Moray Coast Trail promoted and developed in conjunction with the Moray Local Access Project. A summer programme of events was organised by the Coastal Ranger. A customer satisfaction survey is ongoing and the outcome will be included in a formal report in due course.	
Develop and promote Moray Local Access and meet statutory requirements under the new Land Reform Act		
Permanent staff appointed	The Council's Access Manager has been appointed on a permanent contract. Awaiting the outcome of an external lottery bid for a Moray 'Quality of Life' Paths project which, if successful, would include the appointment of an Access Officer for a three year period.	Dec-04
Increase usage of developed paths	A Moray Coast trail and other local paths have been developed and promoted through leaflets in conjunction with Community Groups. A feedback questionnaire is being issued with all leaflets.	
Increased involvement with Community Groups		
Statutory duties and responsibilities met	These duties and responsibilities will be met once the Land Reform (Scotland) Act 2003 comes in to being later this year or early 2005..	