
















Direct Services Performance Committee Report

Quarter 1 and 2 2009/10


PI Status	
 This PI is significantly below target.	 This PI is slightly below target.
 This PI is on target.	 This PI cannot be calculated.
 This PI is a data-only PI.	

Consultancy Engineering Design Services

Cat	Service Outcome/Statement	Code & Name	Target	2007	2008	2009	Q2	Q3	Q4	Q1	Q2	Latest Note	Status
				/08	/09	/10	2008	2008	2008	2009	2009		
				Value	Value	Value	Value	Value	Value	Value	Value		
SS	We will maintain our stock of bridges so that they are safe and contribute to the transport infrastructure of Moray through scheduled inspections and monitoring of % inspections carried out on time.	ENVDR092 % of scheduled bridge inspections carried out on time (211 bridges)	100%	111%	100%	99%	100%	100%	100%	100%	99%		
LI		ENVDR092i Number of Bridge inspections carried out as scheduled		245	212		135	212	212	59	105		
LI		ENVDR092ii Number of bridges for inspection scheduled in period	106	220	212		105	158	212	53	106		

Consultancy Flood Alleviation Management & Maintenance													
Cat	Service Outcome/Statement	Code & Name	Target	2007	2008	2009	Q2	Q3	Q4	Q1	Q2	Latest Note	Status
				/08	/09	/10	2008	2008	2008	2009	2009		
				Value	Value	Value	Value	Value	Value	Value	Value		
LI	We will commence works on urgent repairs to watercourses and coastal defences within 10 working days.	ENVDR089 Flood Management - % urgent repairs carried out within 10 working days	95%	100%	100%		100%	N/A	100%	N/A	100%	Target Achieved (this does not include flooding event on the 4 th September)	
SO	The risk of flooding in communities is substantially reduced for over 2,100 properties (including over 250 businesses) by delivering flood alleviation schemes for Elgin, Rothes and Forres (Burn of Mosset), Forres (River Findhorn & Pilmuir) with the realistic target timescales. Agreed by Flood Alleviation Sub-Committee.	ENVDR089x Meeting agreed target dates on the delivery of flood alleviation schemes for Elgin, Rothes, Forres (Burn of Mosset) and Forres (River Findhorn & Pilmuir)	Yes	N/C	N/C	N/C		N/C			N/C	New performance indicator which will be reported annually at the end of Quarter 4.	
SO	Minimise or avoid the risks to the health and safety of workers and the public and risks of other environmental incidents such as pollution by incurring no major accidents or incidents during the delivery of major flood alleviation construction projects.	ENVDR089y Reportable accidents - Number of lost time accidents on site and reported environmental incidents (Major)	0	N/C	0	N/C	N/C	N/C	0	0		Forres (Burn Mosset) - 0 reportable accidents during Aug to Sept 09 in 17,208 man-hours. Accumulated accident rate was 3 accidents in 195,078 man-hours. Rothes - 0 reportable accidents during Aug to Sept 09 in 22,401 man-hours. Accumulated accident rate was 1 accident in 83,193 man-hours. (Taken from Flood Alleviation Sub-Committee monitoring report)	
SO	The Council satisfies its statutory duty in sustainable development and sustainable flood management by developing demonstrably sustainable solutions that will benefit the social, economic and environmental wellbeing of the people of Moray and the future is not compromised.	ENVDR089z Environmental Impact Satisfaction - % satisfaction of environmental impact from Flood Alleviation Schemes	90%	N/C		N/C	N/C	N/C	90%	95%		Forres (Burn of Mosset) - With works almost complete the only outstanding issues were cleaning up after the flood event on 4 September. Rothes - Erosion of the toe of the re-profiled embankment at Provost Christie Drive floodwall during the flood event on 4 September 2009. Further work is to be carried out to provide greater future protection from erosion and reduce the risk of sediment entering the burn. Additional sediment and pollution control measures put in place on Burn of Rothes. (Taken from Flood Alleviation Sub-Committee monitoring report)	
SS	We will follow an annual planned schedule of inspection and maintenance for watercourses and the coastline.	ENVDR093a Flood Management - % Scheduled Water Course inspections completed within target	90%	100%	98%		100%	91%	100%	100%	100%	13 out of 13 completed on time	

Appendix 1




Cat	Service Outcome/Statement	Code & Name	Target	2007	2008	2009	Q2	Q3	Q4	Q1	Q2	Latest Note	Status
				/08	/09	/10	2008	2008	2008	2009	2009		
				Value	Value	Value	Value	Value	Value	Value	Value		
SS	We will recommend to Committee, at the beginning of every financial year, a programme of Flood Maintenance and Coastal Protection revenue work and produce quarterly monitoring statements.	ENVDR093b Coastal Protection - % of defended frontage (coastline) inspected	90%	100%	71%	100%	66%	100%	66%	100%	100%	3 of 3 completed on time	







Environmental Protection Building Cleaning & Catering													
Cat	Service Outcome/Statement	Code & Name	Target	2007	2008	2009	Q2	Q3	Q4	Q1	Q2	Latest Note	Status
				/08	/09	/10	2008	2008	2008	2009	2009		
				Value	Value	Value	Value	Value	Value	Value	Value		
SO	Children in Moray are given a good start in life and offered a balanced diet. Good eating habits for the future are promoted to aid healthier and longer lives. Action: · More children taking school meals	ENVDR071 % Primary School Pupils taking School Meals - Uptake in Primary School Meals	40%	38.96 %	42.72 %	42.96 %	40.7 %	44.58 %	45.41 %	43.23 %	42.7 %	2% increase from Quarter 2 last year and 2% above target.	
		ENVDR073a Average Spend per Smart Card in Secondary Schools	£1.50	N/C	£1.56	£1.58	£1.53	£1.58	£1.56	£1.52	£1.63	Increase from quarter 1 but possibly inflated by initial high uptake by first year students.	
		ENVDR073b Average % use of cards in Secondary Schools	30%	N/C	35.92 %	38.01 %	36.64 %	38.51 %	36.55 %	30.53 %	45.49 %	Quarter 2 figure distorted due to holidays and initial high uptake by first year students.	
SO	Users and visitors to Council Buildings are provided with a clean environment, which is consistent across all buildings. Action: · Cleaning being carried out in accordance with British Institute of Cleaning Science (BICS) standards	ENVDR076a % schools/buildings achieving grade 3 or better	80%	N/C	N/C		N/C	N/C	N/C	N/C	N/C	New performance indicator to be reported from quarter 3 onwards.	
		ENVDR076b Annual APSE client questionnaire satisfaction score	70%	N/C	70%			70%			N/C	New performance indicator to be reported annually at the end of quarter 3.	











Environmental Protection Lands & Parks/Countryside/Access													
Cat	Service Outcome/Statement	Code & Name	Target	2007	2008	2009	Q2	Q3	Q4	Q1	Q2	Latest Note	Status
				/08	/09	/10	2008	2008	2008	2009	2009		
				Value	Value	Value	Value	Value	Value	Value	Value		
SO	Quality of life for residents in Moray improves, there is a positive impact on tourism and local communities are encouraged to raise standards within their area. Action: · The council maintaining all amenity open space to agreed grounds maintenance standards.	ENVDR120 Lands & Parks - % Planned works completed as scheduled	99%	100%	100%	91.5 %	83%	98%	100%	85%	98%	Summer Bedding left until October before removal because of good quality of bedding, plant health and colour. All planned works will be completed by 31st March 2009.	
		ENVDR121 % of internments arranged within 48 hours of notification	99%	100%	100%	100%	100%	100%	100%	100%	100%		
		ENVDR122 % Playground inspections completed to schedule	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
SO	· The council publishing the Moray Core Path Plan	ENVDR123 Publication of the Moray Core Path Plan		N/C	N/C				N/C			Qtr 2 report being prepared for Economic Development and Infrastructure Committee on 8 December 2009 for approval.	

Environmental Protection





Category: SS – Service Standard SO – Service Outcome LI – Local Information AS – Audit Scotland
 PI Value: N/C – Not due for Collection N/A – Not Available

Waste Management													
Cat	Service Outcome/Statement	Code & Name	Target	2007	2008	2009	Q2	Q3	Q4	Q1	Q2	Latest Note	Status
				/08	/09	/10	2008	2008	2008	2009	2009		
				Value	Value	Value	Value	Value	Value	Value	Value		
SS	We will provide a street sweeping and litter collection service and to ensure that we keep the environs clear of litter and refuse so far as reasonably practicable.	ENVDR068a The Cleanliness Index score achieved following inspection	70	77	73		88	80	74	82.5	85.5	July 85, Sept 86 = 85.5 (no KSB list)	
SO	Moray's reliance on final disposal of waste by landfill. Action: The council meets Scottish Government Recycling and Composting Targets.	ENVDR069 Waste Management - Waste recycled against target	40%	44%	44.4 %	47.46 %	45.8 %	45.1 %	43.9 %	46.45 %	48.48 %	50.5% for quarter giving a cumulative figure of 48.48	
SO	Potential harm on the environment will decrease through reducing Moray's production of environmental pollutants'. Action: The council meets Scottish Government Landfill Diversion Targets.	ENVDR070a Tonnage of BMW (Biodegradable Municipal Solid Waste) being landfilled	25,437	21,437	21,839.25	23,439	21,560	21,169	21,228	23,594	23,284	Based on 18479t of waste landfilled x 0.63 x 2 = 23284.	






Property Services														
Cat	Service Outcome/Statement	Code & Name	Target	2007	2008	2009	Q2	Q3	Q4	Q1	Q2	Latest Note	Status	
				/08	/09	/10	2008	2008	2008	2009	2009			
				Value	Value	Value	Value	Value	Value	Value	Value			
SO	That the Council satisfies statutory and legislative requirements in terms of property related work and that the property assets of the Council are effectively managed, developed and maintained to support the provision of council services to the public. Action: ·All property related alterations, maintenance, servicing, adaptations, extensions and new build work are undertaken to agreed standards. Maintaining or improving Client satisfaction with service results.	ENVDR088i Property Services - Average Client Satisfaction with Service Rating	77%	77.7 %	78.3 %		78.3%			N/C		Annual performance indicator to be reported at the end of quarter 4.		
		ENVDR088ii Property Services - Average Client Satisfaction with Service Rating (Maintenance Help Desk)	83%	84%	86%		86%			N/C		Annual performance indicator to be reported at the end of quarter 4.		
SO	That the Council satisfies statutory and legislative requirements in terms of property related work and that the property assets of the Council are effectively managed, developed and maintained to support the provision of council services to the public. Action: · All property related alterations, maintenance, servicing, adaptations, extensions and new build work are undertaken to agreed standards. Work completed on time, within budget and to agreed performance targets.	ENVDR501M4 Property Services - % Repairs reported through Help Desk, commenced within scheduled timescales (M4)	80%	77.56 %	83.78 %		81.59 %	79.79 %	83.78 %	85.8 %	86.13 %	Of the 858 repairs reported through Help Desk 739 commenced within scheduled timescale		
		ENVDR501Q2 Property Services - Q2 - Projects where lowest tender within budget estimate	85%	89.8 %	83.33 %		71.43 %	100%	100%	100%	77.78 %	Of the 9 projects tendered 7 had lowest tender within the budget estimate.		
		ENVDR501Q4 Property Services - Q4 - % projects where final account within original contract sum	90%	92.1 %	94.74 %		100%	80%	100%	100%	100%	100%	11 of 11 projects had agreed final accounts within the original contract sum.	
		ENVDR501A1 Property Services - A1 - Projects completed on site within original contract period	90%	86%	89.47 %		100%	84.62 %	100%	100%	100%	81.82 %	Of the 11 projects 9 were completed on site within original contract period.	

Roads Maintenance Fleet Services													
Cat	Service Outcome/Statement	Code & Name	Target	2007	2008	2009	Q2	Q3	Q4	Q1	Q2	Latest Note	Status
				/08	/09	/10	2008	2008	2008	2009	2009		
				Value	Value	Value	Value	Value	Value	Value	Value		
SS		ENVDR130b % of Vehicles passing Department of Environment test at first time (overall)	94%	92%	95.24 %		94.44 %	96.08 %	95.77 %	97%	95.7 %	Achieving target	
LI	We will inspect, service and otherwise maintain the Council's fleet of vehicles, through a scheduled maintenance programme in accordance with Vehicle Operator Services Agency (VOSA) requirements, to ensure they are in a suitable condition for use on public roads.	ENVDR130bi % vehicles passing Department of Environment test first time - HGV	90%	87%	88.31 %		89.47 %	90.48 %	83.33 %	97%	89.5 %	Vehicle prepared by contractor failed its test.	
		ENVDR130bii % vehicles passing Department of Environment test first time - Light	97%	94%	99.25 %		100%	100%	98.31 %	97%	100%	Achieving target.	
		ENVDR130a % Vehicles inspected/serviced within 7 days of schedule (overall)	95%	92%	92.03 %		91.3 %	89.3 %	94.26 %	92%	93.1 %	Below target. The majority of late inspections are by agreement with Operational Managers and workshops to suit operational circumstances. Managers are aware of the risk of non-compliance with the Council Operators License conditions and this is taken into account in allowing a late inspection.	
		ENVDR130ai % Vehicles inspected/serviced within 7 days of schedule - HGV	95%	94%	94.37 %		93.92 %	93.6 %	94.29 %	92%	92.6 %	Below target. The majority of late inspections are by agreement with Operational Managers and workshops to suit operational circumstances. Managers are aware of the risk of non-compliance with the Council Operators License conditions and this is taken into account in allowing a late inspection.	
		ENVDR130aaii % Vehicles inspected/serviced within 7 days of schedule - Light	95%	92%	89.4 %		88.49 %	84.5 %	94.23 %	92%	93.8 %	Below target. The majority of late inspections are by agreement with Operational Managers and workshops to suit operational circumstances. Managers are aware of the risk of non-compliance with the Council Operators License conditions and this is taken into account in allowing a late inspection.	
SO	The Council operate a fleet of properly maintained vehicles and plant.	ENVDR130e % of Single Level Agreements developed against programme			N/C		N/C	N/C	N/C	N/C	N/C	New performance indicator. A programme of Single Level Agreements is being developed through the work in DBS and the percentage of SLA's developed against programme will be reported from quarter 1 2010/11.	
		ENVDR130f % of review reports signed off			N/C		N/C	N/C	N/C	N/C	N/C	New performance indicator. The percentage of review reports signed off will be reported from quarter 1 2010/11.	
SO	The Council challenges and reviews it's use of the fleet resources it procures to demonstrate best value.	ENVDR130g Utilisation reports to user services and CMT reflecting overall council and departmental vehicle usage.			N/C		N/C	N/C	N/C	N/C	N/C	New performance indicator. Currently being developed and refined through the work of DBS to establish best indicators to identify and challenge fleet resource utilisation. Utilisation performance indicators will be reported from quarter 1 2010/11.	
SO	Vehicles and plant are replaced at the optimum time and with the most appropriate plant to minimise whole life cost whilst taking appropriate account of sustainability.	ENVDR130h Report incorporating user plans, asset management planning, whole life costing and sustainability principals applied across all fleet group			N/C			N/C		N/C		New annual performance indicator. To begin reporting from 2010/11.	





Category: SS – Service Standard SO – Service Outcome LI – Local Information AS – Audit Scotland
 PI Value: N/C – Not due for Collection N/A – Not Available


Roads Maintenance Roads General & Planned Maintenance													
Cat	Service Outcome/Statement	Code & Name	Target	2007	2008	2009	Q2	Q3	Q4	Q1	Q2	Latest Note	Status
				/08	/09	/10	2008	2008	2008	2009	2009		
				Value	Value	Value	Value	Value	Value	Value	Value		
SO/ SS	We will report to Committee, at the beginning of every financial year, recommending detailed budget allocations to work types, and thereafter produce a programme of road and street lighting maintenance work, based on an analysis of condition and taking into consideration the reserve list of desirable work and the available budget. Safety defect inspections – Carriageways and Footways/Cycleways:	ENVDR135a % inspections completed as scheduled - Carriageways	95%	98.5 %	94.5 %		98.5 %	97.9 %	95%	99.5 %	99.8 %	1254 out of a total of 1257 carriageway inspections were completed on time.	
		ENVDR135b % inspections completed as scheduled - Footways and Cycleways	95%	99.2 %	92.7 %		98.8 %	97.1 %	97.6 %	99.4 %	99.5 %	1100 out of a total of 1105 footway/cycleway inspections were completed on time.	
SO/ SS	Emergency – Respond within 2 hours, repair as soon as possible.	ENVDR136a % Emergency repairs - made safe within 2 hours	90%	90.3 %	88.4 %		94%	93.2 %	93.2 %	86%	95.3 %	Target achieved. 81 out of 85 'Emergency' Works Orders were completed within the target timescale. A new computer system (WDM) was implemented on 1st April 2009, replacing the old works ordering system. The new system has been configured extensively over the past 7 months to meet our needs. Consequently, during Quarter 1, and to a lesser extent Quarter 2, several works instructions were issued with incorrect priorities, start dates or target dates which will have had a detrimental impact on the accuracy of this performance indicator.	
SO/ SS	Safety defect inspections - Priority 1: Repair within 3 working days	ENVDR136b % Priority 1 repairs completed within 3 working days	85%	91.6 %	88.7 %		93.3 %	94.3 %	86.7 %	73.8 %	78.4 %	Failed to achieve target. 40 out of 51 'Priority 1' Works Orders were completed within the target timescale. A new computer system (WDM) was implemented on 1st April 2009, replacing the old works ordering system. The new system has been configured extensively over the past 7 months to meet our needs. Consequently, during Quarter 1, and to a lesser extent Quarter 2, several works instructions were issued with incorrect priorities, start dates or target dates which will have had a detrimental impact on the accuracy of this performance indicator.	





Appendix 1





SO/ SS	Safety defect inspections - Priority 2: Repair within 28 days	ENVDR136c % Priority 2 repairs completed within 28 days	70%	61.7 %	79.5 %		75.5 %	85.6 %	90.1 %	93.7 %	74.4 %	Target achieved. 300 out of 403 'Priority 2' Works Orders were completed within their target timescale. A new computer system (WDM) was implemented on 1st April 2009, replacing the old works ordering system. The new system has been configured extensively over the past 7 months to meet our needs. Consequently, during Quarter 1, and to a lesser extent Quarter 2, several works instructions were issued with incorrect priorities, start dates or target dates which will have had a detrimental impact on the accuracy of this performance indicator.	
LI	Safety defect inspections - Priority 3: Repair within 6 months (subject to resources)	ENVDR136d % Priority 3 - 6 months (subject to resources)	70%	76.2 %	85.6 %		79.7 %	87%	94.5 %	N/A	100%	Target achieved. 5 out of 5 'Priority 3' Works Orders were completed within their target timescale. A new computer system (WDM) was implemented on 1st April 2009, replacing the old works ordering system. The new system has been configured extensively over the past 7 months to meet our needs. Consequently, during Quarter 1, and to a lesser extent Quarter 2, several works instructions were issued with incorrect priorities, start dates or target dates which will have had a detrimental impact on the accuracy of this performance indicator.	
LI		ENVDR061 % Planned works completed as programmed (Roads)	90%	91.6 %	92.1 %		92.2 %	94.6 %	92.1 %	99.1 %	93.3 %	194 of the 208 planned works schemes programmed for completion by the end of Quarter 2 were actually completed. Of the 14 planned schemes which have not been completed as programmed, 4 have not started yet, 2 are underway and 8 have been cancelled for this year.	
LI		ENVDR062 % Reactive works against planned (introduced and additional to planned)	25%	25%	22.6 %		21.1 %	18.4 %	22.6 %	25.4 %	19.6 %	Target achieved.	
SO AS	The condition of local authority public road carriageways in Moray will remain ranked in the top third when compared with those of other Scottish Councils.	SRL1e Overall percentage of road network that should be considered for maintenance treatment		28.2 %	22.7 %		22.7%				N/C	This lower indicator for 2007/9 suggests that road condition in Moray has improved significantly, and it now ranks Moray's roads as the 2 nd (equal) best across Scotland. While we are pleased to rank so highly, we are aware that results vary year on year due to the sample of unclassified roads that are surveyed. A large proportion of our road network consists of unclassified roads, but only 10% of these are surveyed each year. The survey results for that 10% sample are then weighted across our entire unclassified network length which can give a disproportionate affect on the PI for the network as a whole.	






Category: SS – Service Standard SO – Service Outcome LI – Local Information AS – Audit Scotland
 PI Value: N/C – Not due for Collection N/A – Not Available






Roads Maintenance Street Lighting													
Cat	Service Outcome/Statement	Code & Name	Target	2007	2008	2009	Q2	Q3	Q4	Q1	Q2	Latest Note	Status
				/08	/09	/10	2008	2008	2008	2009	2009		
				Value	Value	Value	Value	Value	Value	Value	Value		
SS	We will report to Committee, at the beginning of every financial year, recommending detailed budget allocations to work types, and thereafter produce a programme of road and street lighting maintenance work, based on an analysis of condition and taking into consideration the reserve list of desirable work and the available budget. Emergency - Respond within 2 hours, repair as soon as possible Priority 1 - Repair within 1 working day Priority 2 - Repair within 5 working days Priority 3 - Repair within 28 working days	ENVDR142a % Street Lighting Emergency repairs responded to and on site within 2 hours	100%	100%	100%		100%	100%	100%	100%	100%	Target achieved. 41 out of 41 'Emergency' repairs were completed within their target timescale.	
		ENVDR142b % Street Lighting - Priority 1 repairs completed within 1 working day	95%	100%	100%		100%	100%	100%	100%	94.1 %	16 out of 17 'Priority 1' repairs were completed within their target timescale.	
		ENVDR142c % Street Lighting - Priority 2 repairs completed within 5 working days	95%	90.1 %	95.68 %		95.24 %	93.17 %	97.6 %	98.7 %	97.7 %	Target achieved. 563 out of 576 'Priority 2' repairs were completed within their target timescale.	
		ENVDR142d % Street Lighting - Priority 3 repairs completed within 28 working days	70%	80.6 %	67.8 %		52.38 %	80%	45.45 %	93.8 %	81%	Target achieved. 17 out of 21 'Priority 3' repairs were completed within their target timescale.	

Transportation Car Parks													
Cat	Service Outcome/Statement	Code & Name	Target	2007	2008	2009	Q2	Q3	Q4	Q1	Q2	Latest Note	Status
				/08	/09	/10	2008	2008	2008	2009	2009		
				Value	Value	Value	Value	Value	Value	Value	Value		
LI		ENVDR097e % representing the number of short term (2 hours or less) stays in Pay & Display car parks to the total number of stays	80%	N/C	85%		86%	85%	85%	86%	85%	Achieving target	

Transportation Harbours Services (including dredger)													
Cat	Service Outcome/Statement	Code & Name	Target	2007	2008	2009	Q2	Q3	Q4	Q1	Q2	Latest Note	Status
				/08	/09	/10	2008	2008	2008	2009	2009		
				Value	Value	Value	Value	Value	Value	Value	Value		
LI		ENVDR080 Number of working days for the dredger against available days (as a %)	60%	N/C	N/C		N/C			N/C		New annual indicator to measure performance of dredger. To be reported on at the end of 4th quarter each year.	
SO	Clear and accessible channels are maintained at Buckie and Burghead harbours to support the local economy and ensure continuity of trading.	ENVDR080e Number of days working at Moray ports	12	N/C	N/C		N/C	N/C		15		Target for the year is 25 days working at Moray ports. Half year target achieved.	
SO	Vessels using Buckie, Burghead, Cullen, Findochty, Hopeman and Portknockie may safely navigate at night as a result of maximising the operational reliability of navigation lights.	ENVDR080f % availability of category 1 and 2 Navigation lights	95%	N/C	N/C		N/C	N/C	N/C	N/C	98%	New performance indicator.	
SO	The allocation of recreational boat berths is carried out in a fair manner in accordance with the Council's berthing policy.	ENVDR080g Review of recreational harbour waiting lists carried out every 6 months	Yes	N/C	N/C		N/C	N/C		Yes		Review of harbour waiting list has been carried out for the period April – September 2009.	

Transportation Public Transport													
Cat	Service Outcome/Statement	Code & Name	Target	2007	2008	2009	Q2	Q3	Q4	Q1	Q2	Latest Note	Status
				/08	/09	/10	2008	2008	2008	2009	2009		
				Value	Value	Value	Value	Value	Value	Value	Value		
SO	Maintain and improve public transport information services online and at stops	ENVDR180 % bus stops that display a current & clearly readable timetable for bus services stopping there	98%	96%	100%		100%	100%	100%	100%	100%	Target achieved	
SO	Development of Public Transport Network and infrastructure through developer contributions.	ENVDR180b Number of new or additional bus services and Public Transport infrastructure contracts receiving developer contributions		N/C	N/C		N/C	N/C	N/C	0	0	New performance indicator. No relevant contracts to date.	
LI		ENVDR180bi % spend on annual allocation of developer contribution		N/C	N/C		N/C	N/C	N/C	N/A	N/A	New performance indicator. No developer contributions to date for this year.	
SO	Maintain and improve public transport services	ENVDR098c Average subsidy cost per passenger - Moray Council Funded	£5.00	£5.24	£3.11		N/A	N/A	£3.11	£3.37	£4.44	The target for this indicator has been amended from £3.39 to £5.00 due to the removal of Rural Transport Fund.	

Transportation Statutory & General Transportation													
Cat	Service Outcome/Statement	Code & Name	Target	2007	2008	2009	Q2	Q3	Q4	Q1	Q2	Latest Note	Status
				/08	/09	/10	2008	2008	2008	2009	2009		
				Value	Value	Value	Value	Value	Value	Value	Value		
SS	We will acknowledge applications for Construction Consent within 5 working days and process applications within 20 working days of receipt of all necessary documentation.	ENVDR074a % of road construction consent applications responded to with final decision within 20 working days of receipt of all relevant information	80%	100%	100%		100%	100%	N/A	100%	100%	3 applications received with all relevant information provided and issued within timescale.	
SS	We will process applications for Road Opening permits, temporary road closures, skips, road occupations and scaffolding as requested subject giving us the appropriate minimum notice period.	ENVDR074f % of Category 1 (Householder) planning applications returned to planning department within target time of 10 working days of receiving all relevant information	90%	94%	96%	98%	N/A	71%	96%	99%	98%	Out of 134 applications received 117 were returned within target, 3 missed the target date and 14 are awaiting further information	
		ENVDR074g % of category 2 (minor developments) planning applications returned to planning department within target time of 20 working days of receiving all relevant information.	80%	60%	93%	100%	N/A	75%	93%	86%	100%	Out of 43 applications received 32 were returned within target and 11 are awaiting further information	
		ENVDR074h % of category 3 (major developments) planning applications returned to planning department within target time of 20 working days of receiving all relevant information.	80%	0%	0%	100%	75%	50%	0%	0%	100%	of the 4 application forms received 2 were returned within time limit and 2 are awaiting further information	
		ENVDR074j % of request for new and amended house and street names processed within 10 working days of receipt of all relevant information	85%	100%	72%		100%	81%	40%	66%	84%	67 applications received - 56 processed within timescale. 6 of the 11 applications not processed within 10 working days were processed in 11 days.	

Transportation Traffic Management													
Cat	Service Outcome/Statement	Code & Name	Target	2007	2008	2009	Q2	Q3	Q4	Q1	Q2	Latest Note	Status
				/08	/09	/10	2008	2008	2008	2009	2009		
				Value	Value	Value	Value	Value	Value	Value	Value		
SS	We will process disabled parking (non-referral) applications within 10 working days.	ENVDR084i Traffic - % Disabled Parking application forms processed within the specified time(i) non-referral applications within 10 working days	90%	79%	66%		50%	75%	86%	86%	100%	7 applications received were processed within timescale	
SS	We will process disabled parking (referred to others) applications within 25 working days.	ENVDR084ii Traffic - % Disabled Parking application forms processed within the specified time (ii) referred to others (ie Council depts) 25 working days	90%	85%	74%		75%	100%	100%	94%	100%	5 applications received and processed within timescale	
SS	We will respond to traffic enquiries (1st stage, short investigation) within 14 days.	ENVDR172a Traffic - % Response time to Traffic Enquiries(i) 1st Stage – initial investigation within 14 days	90%	71%	93%		90%	90%	93%	82%	94%	Of the 63 enquiries 59 were answered within timescale	
SS	We will respond to traffic enquiries (2nd stage, full investigation) within 8 weeks.	ENVDR172b Traffic - % Response time to Traffic Enquiries -2nd Stage – Full investigation within 8 weeks	90%	100%	93%		85%	95%	93%	67%	100%	1 enquiry moved to stage 2 and was dealt with within the timescale	
LI		ENVDR173 Traffic - % of schools actively engaged with the Travel Plan process	85%	91%	87%		72%	85%	87%	87%	87%	47 out of 54 schools actively engaged with the Travel Plan process	
LI		ENVDR170 % public utilities/construction sites monitored through ad hoc inspections during registered road works to assess reinstatement and site safety	70%	N/C	100%		85%	86%	100%	100%	100%	All 42 constructions sites visited at least once. All 320 PU sites visited with an additional 230 AB&C inspections being carried out.	