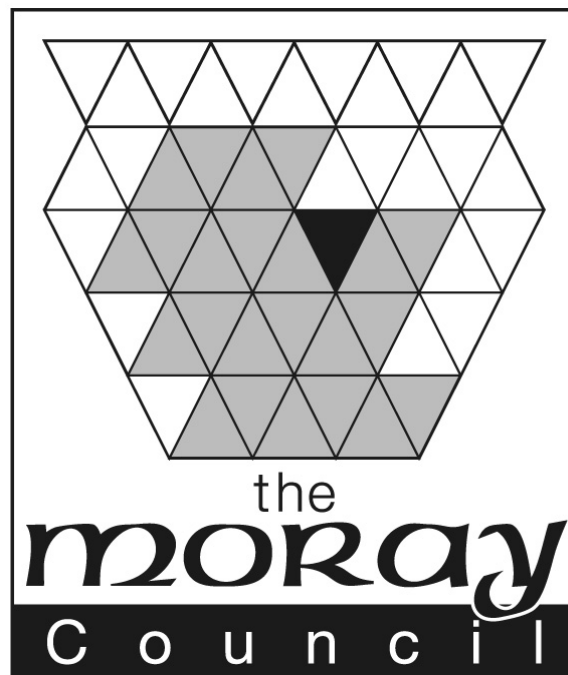


Environmental Services
SERVICE IMPROVEMENT PLAN
2009/2010



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1. INTRODUCTION TO THE SERVICE

Environmental Services has a very wide remit and comprises two main areas:

- Development Services, which consists of Building Standards, Development Control, Environmental Health, Planning & Development and Trading Standards
- Direct Services, which consists of Environmental Protection, Property Services, Roads Maintenance, Transportation and Consultancy

This Plan has been developed following a review and analysis of previous Service plans, Single Outcome Agreement, the Community Plan, Corporate Development Plan and the recent Best Value Audit report.

Each priority specifies what we intend to do to address Community Planning and corporate issues at a service level, how we are going to do it and to what timescales. It also provides information on how the priority is to be resourced, how it will be measured and who has lead responsibility for the planned actions.

Areas for continuous improvement and significant operational functions within services will be recorded and monitored by Team Plans, owned by the individual services.

Bob Stewart

Director of Environmental Services

2. ACHIEVEMENTS AND REVIEW OF PREVIOUS PLAN

The 2008/09 Environmental Services Improvement Plan contained 39 targets, 30 of which were due to be fully completed by the end of March 2009. The actual position of these is as follows:

17 have been completed.

10 are partially complete with aspects being carried forward to this SIP or Team Plans, as follows:

Included in the Service Improvement Plan 2009/10:

- Local Transport Strategy, Preparation of the second Moray Local Transport Strategy
- Production of an Elgin Traffic Management Plan
- Developing the Local Economy
 - Rural Regeneration
 - Understanding of Business Community needs.
 - Feasibility Study for Elgin Town Centre as a Primary Arts / Culture / Civic Centre between Inverness and Aberdeen.
 - Feasibility study for the Barmuckity Business Park
- Implement policies and guidance, Scotland's Climate Change Declaration Action Plan approved
- Guidance for Developers on Renewable Energy

Included in Team Plans for 2009/10:

- Progressing Asset Management, Purchase or Lease an asset management ICT system for Roads by undertaking a gap analysis and report to Committee on a programme for the development of a Roads Asset Management Plan

3 of the priorities were longer-term projects spanning several years. These projects will continue to be progressed through this Service Improvement Plan or through Team Plans for 2009/10.

We are particularly proud of the following achievements: -

Contributing to corporate priorities and enhancing the way of life for the Moray Community, through: -

- Implementing Flood Alleviation Schemes – construction has commenced for Forres (Burn of Mosset).
- * Gas continues to be extracted from the Dallachy Landfill Site in compliance with the site's Pollution, Prevention and Control Permit. Electricity continues to be produced and the escape of landfill gas is minimised.
- The Scottish Government's 2010 target of 40% for recycling has been met.
- Progressing with the consultation of the Core Path Plan.

- Development of school travel planning where 76% of schools are currently involved in smarter travel initiatives such that walking and cycling levels amongst school age children are above national averages.

Improving customer service through: -

- * All Waste queries, including Bulky Uplift requests, have been transferred to the Contact Centre.

Dealing with new legislation and initiatives introduced in 2009/10

- The Carbon Trust approved the Council's Carbon Management Programme
- A Public Local Inquiry was concluded, and the Local Plan was adopted
- Eplanning was implemented

3.1 SERVICE MISSION STATEMENT, AIMS AND OBJECTIVES

Mission To help Moray achieve a healthy local economy, a high quality of life and a sustainable environment.

Aims Our aims are to: -

- To provide our customers with cost effective and efficient services.
- To ensure we develop our staff to meet the needs of our customers.
- To work within a regulatory environment offering continuous improvement to the benefit of our customers
- To help achieve the objectives of the Single Outcome Agreement

Objectives In order to meet Corporate and National priorities, the department has agreed the following departmental strategic priorities for the coming year:

- The provision of the Flood Alleviation proposals.
- Implementation of the Waste Strategy is on hold due to budget restraints
- Progression of Asset Management arrangements
- The improvement of service performance
- Working with the community to plan for the future
- Achieving sustainable economic development

These priorities are, or will be, further expanded in the following Strategy Documents;

- Moray Local Transport Strategy
- Road Safety Plan
- Moray Development Plan
- Moray 2020 Strategy

Following consideration of the Best Value Audit 2005 recommendations, it is intended that the Departmental Service Improvement Plan for 2008 (and beyond) should focus on the key strategic priorities identified in the Single Outcome Agreement.

3.2 ISSUES AFFECTING THE SERVICES

In order to develop this plan, the management has taken account of all the factors that affect the department. As part of the Moray Council's framework, the priorities contained within this plan are linked to current or emerging National Priorities / Legislation, the Single Outcome Agreement, and to service-specific priorities to be included in Team Plans. Each priority will provide an indication of the resources agreed to and required for the completion of activities, along with reasonable timescales for implementation.

Over the coming year(s), it has been recognised that many additional activities can have an impact on the development of this department, many of which are corporate and will be led by other departments or external agencies. Those that are most significant will be integral to the work of the department, and will therefore cause a demand on resources as detailed below;

Legislative Considerations

- Introduction of new legislation and Government Initiatives, e.g., Planning Scotland Act 2006, Modernising Government, The Land Reform (Scotland) Act 2003, the Local Government (Scotland) Act 2003, the Transport Act 2004, and other regular changes to legislation and introduction of new initiatives by the Scottish Government.

National / Regional Priorities

- Production of Development and Transport Strategies and assessing the potential impact on communities
- European policies and initiatives
- Regional service delivery
- Scotland's Climate Change Declaration

Corporate & Departmental Priorities

- Action Plan arising from the Best Value Audit 2005
- Impact of Job Evaluation & Single Status
- Efficient Government and Procurement (including Spend to Save)
- Equalities
- Community Planning
- Best Value processes, objectives and performance management
- Business Continuity
- Single Outcome Agreement

3.3 EQUAL OPPORTUNITIES

The Environmental Services Department is committed to taking all steps within its power to eliminate discrimination and to promote equal opportunities and good relationships amongst all communities. Services have been, or are, involved in the following initiatives;

- The Waste Management Service ensures that wherever possible its facilities and services are accessible by all. Those physically unable to use the normal refuse collection service for example are offered a 'back door' collection.
- Parking spaces for persons with a disability are provided in public car parks and kerbside at conforming residential addresses.
- Mother and Toddler parking in the multi storey car parks when markings are refreshed.
- The Disability Discrimination Act will require all buses and coaches to be fully wheelchair accessible by 2017. In readiness for this requirement, the Council has specified wheelchair accessible vehicles for its most recent supported local bus service contract requirements. In addition, work is progressing on providing bus boarders at strategic bus stops to allow easier boarding for passengers.
- A network of rural services has been designed to ensure all rural settlements within Moray are provided with at least a minimum level of bus services or access to demand-responsive transport. Where possible, these services are integrated with rail services. Through partnership-working with bus operators, the commercial network has been developed to increase modal integration with rail and air services.
- A rolling programme of dropped-kerb road crossings is being carried out to assist the elderly and disabled.
- A number of Equalities Assessments will be undertaken during the period of this plan.

3.5 HOW WILL THE PRIORITIES BE MONITORED AND EVALUATED?

The Local Government (Scotland) Act 2003 places a duty upon all local authorities to ensure Best Value and Community Planning are at the heart of council practice. The Moray Council has adopted a Performance Management Framework that will ensure that improvement plans are developed and monitored.

This plan will be monitored as follows:-

By Whom	Frequency
Managers	Monthly (minimum requirement)
Service/Departmental Management Team	Quarterly Progress Report
Corporate Management Team (CMT)	Quarterly Variance Report
Economic Development and Infrastructure Committee	Quarterly Progress Report

Monitoring of specific items will also be carried out by Project Management Teams, with departmental, corporate or partnership responsibilities.

The actions contained within the Service Improvement Plan will be monitored through the use of Covalent Performance Management Software.

3.6 STAKEHOLDERS

Stakeholders for Environmental Services are:

- Purchasers
 - Other departments
 - funding partners
 - other clients
 - statutory undertakers - utilities

- Service Providers
 - (Sub) Contractors
 - Public Private Partnership
 - Suppliers
 - statutory undertakers – utilities
 - other departments

- The Workforce

- People
 - The Public
 - special interest groups
 - businesses
 - neighbourhood forums
 - people directly affected

- Socio- Political – Environmental
 - The Council
 - Politicians
 - Community Councils
 - other Local Authorities
 - Scottish Natural Heritage
 - Regional Transport Partnership
 - Department of Trade & Industry
 - Scottish Environment Protection Agency
 - Food Standards Agency
 - North of Scotland Strategic Options Review Partners
 - Scottish Executive
 - Health & Safety Executive
 - Scottish Water
 - HIE
 - Cairngorm National Park Authority
 - external funding bodies

3.7 PRIORITY AREAS FOR THIS PLAN

There are 10 key priority areas which have come out of the 2009 Single Outcome Agreement, these are:

1	Health – Improving the health and well being of the population
2	Alcohol – Reducing the personal and community impact of alcohol misuse
3	Elderly & Vulnerable – Caring for the elderly and vulnerable
4	Housing/Homelessness – Addressing the shortage of affordable housing and tackling homelessness
5	Attainment/Achievement – Improving the overall qualifications and attainment of the population
6	Young People – Ensuring effective early intervention and improving the life chances of looked after children
7	Flood Alleviation – Protecting all premises from flooding
8	Roads/Transport – Addressing the transport infrastructure and encouraging sustainable travel
9	Economic Development – Impacting on the low wage economy and diversifying the economy
10	Efficiencies – Delivering and developing governance, performance management and accountability to the local community

These 10 priorities are mapped against each of the 15 national outcomes. The local outcomes address areas where partnership working can make real improvements to the quality of life in Moray.

National Outcome 1 – Service Priority 1

“We live in a Scotland that is the most attractive place for doing business in Europe”

1.1 More businesses will be established in Moray – Businesses

See Appendix 2 :- Appendix 2 contains the extracts from The Local Delivery Action Plans approved by Council on 30th September 2009, these will be included in the Service Improvement Plan 2009/2010, if agreed by the Economic Development and Infrastructure Committee.

National Outcome 1 – Service Priority 2

“We live in a Scotland that is the most attractive place for doing business in Europe”

2.1 Moray will benefit from an improved and safer transportation infrastructure – Local Transport Strategy

What will we do to address this priority

1. Monitor and accelerate where we can, infrastructure projects that emanate from transport studies and assessments
2. Reduce the number of fatal road collisions
3. Reduce the number of serious road collisions

Links to other Plans

SOA – Outcome 1
Local Priorities 8 & 9
Moray Local Plan
Moray 2020
National Transport Strategy
HITRANS Regional Transport Strategy
Road Safety Strategy

Expected Outcomes/Success Criteria

1. Preparation of the second Moray Local Transport Strategy
2. Maintain a reduction in the number of fatal road collisions
3. Maintain a reduction in the number of serious road collisions

Timescale

June 2010
December 2010
December 2010

Resources

Capital funds are in place to develop the traffic model and strategies

Staff Implications

Strategies to be progressed using existing staff resources and external consultants

Lead Officer

Transportation Manager

National Outcome 1 – Service Priority 2

“We live in a Scotland that is the most attractive place for doing business in Europe”

2.2 Moray will benefit from an improved and safer transportation infrastructure – Elgin Traffic Management Plan

What will we do to address this priority

Links to other Plans

- | | |
|---|--|
| 1. Comprehensive improvements of Elgin’s distributor road network: -
Reiket Lane
South West Area
Morrison Road / Lossiemouth Road
Elgin Bypass | SOA – Outcome 1

Local Priorities 8 & 9

Moray Local Plan

Moray 2020 |
| 2. Produce Elgin Traffic Management Plan - Development of transportation projects to service Elgin South West and the wider vision for Elgin Study and Elgin Bypass | National Transport Strategy

HITRANS Regional Transport Strategy

Road Safety Strategy |

Expected Outcomes/Success Criteria

Timescale

- | | |
|---|----------------------------------|
| 1. Completion of Reiket Lane Railway Bridge construction
Evaluation of options of Elgin Western District Distributor Road | Completed July 2009
June 2010 |
| 2. Liaise with Education, Housing, Planning, Estates and Roads for South West Elgin, to produce Elgin Traffic Management Plan | June 2010 |

Resources

Capital funds are in place to develop the traffic model and strategies

Staff Implications

Strategies will be progressed using existing staff resources and external consultants.

Lead Officer

Transportation Manager

National Outcome 1 – Service Priority 3

“We live in a Scotland that is the most attractive place for doing business in Europe.”

3.1 Number of people accessing sustainable transport will increase

What will we do to address this priority

Links to other Plans

- | | |
|---|---|
| 1. Review % of journeys to work made by public or active transport | SOA – Outcome 1
Local Priorities 8 & 9 |
| 2. Keep pace with new residential and commercial development coming on stream for bus contracts. | Moray Local Plan |
| 3. Work with Schools, parents and pupils to develop School Travel Plans | Moray 2020
Environmental Strategy |
| 4. Prepare Active Travel Plans and Schemes in association with Council staff and Community Partners | HITRANS Regional Transport Strategy
Road Safety Strategy |

Expected Outcomes/Success Criteria

Timescale

- | | |
|---|---------------|
| 1. % change in the number of journeys to work made by public or active transport | March 2009 |
| 2. Review new residential and commercial development and correlation to bus contracts | On-going |
| 3. Schools engaged with travel plan process and travel plans completed | December 2009 |
| 4. Prepare Active Travel Plans for the new HQ Campus | April 2010 |

Resources

School Travel Plans - Mainly staff resources with some external funding won from Sustrans

Council Travel Plan - Mainly staff resources across various departments with some external funding won from HITRANS. Some assistance made available from Government-appointed consultants. Future sources of further funding will have to be found to continue this work.

Staff Implications

School Travel Plans can be accommodated within existing staff structures. Additional consultancy expertise will be required occasionally to complete all Council Travel Plans.

Lead Officer

Transportation Manager

National Outcome 2 – Service Priority 4

“We realise our full economic potential with more and better employment opportunities for our people”

4.1 People in Moray will have access to better paid employment

See Appendix 2 :- Appendix 2 contains the extracts from The Local Delivery Action Plans approved by Council on 30th September 2009, these will be included in the Service Improvement Plan 2009/2010, if agreed by the Economic Development and Infrastructure Committee.

National Outcome 12 – Service Priority 6

“We value and enjoy our built and natural environment and protect it and enhance it for future generations.”

6.1 Residents and businesses will be protected against potential flood damage

What will we do to address this priority

Links to other Plans

- | | | |
|----|--|---|
| 1. | There will be a reduction in the number of properties at risk from river flooding events: -
Rothes
Forres (Burn of Mosset) | SOA – Outcome 12

Local Priority 7

Moray Local Plan |
| 2. | Actively promote the Elgin Flood Prevention Order through the local public inquiry | Flood Alleviation Biennial Report |
| 3. | Actively promote the Elgin Flood Prevention Order through the local public enquiry. | SEPA – North East Section of the Draft Scotland River Basin District Plan |
| 4. | Continue to work with Scottish Water to improve surface water drainage throughout the area. | |
| 5. | Future housing developments in flood risk areas to be subject to flood risk assessments | SEPA – North East Scotland River Basin Management Plan |
| 6. | Start preparation for new legislative requirements under Flood Risk Management (Scotland) Act. | Government Economic Strategy

Environmental Strategy |

Expected Outcomes/Success Criteria

Timescale

- | | | |
|----|---|--|
| 1. | All premises to be protected to 1 in 200 year standard by:-
Rothes
Forres (Burn of Mosset) | April 2011
October 2009 |
| 2. | Public enquiry due mid 2009 for the Elgin Scheme to protect 600 homes and 180 businesses to 1 in 200 year standard. | July 2009 |
| 3. | Public Inquiry due mid 2009 for the Forres (River Findhorn and Pilmuir) Scheme to protect 904 homes and 76 businesses to 1 in 200 year standard. | February 2010 |
| 4. | Surface water drainage – improvements in consultation with Scottish Water. | Varies depending on funding and SW funding. |
| 5. | Monitor new housing developments and carry out flood risk assessments on all future developments in risk areas by introducing new arrangements to streamline process and make it more consistent. | New arrangements by September 2010.

December 2009 |

Resources

The Financial Plan relates to the considerable financial resources required for these schemes. The physical resources are mostly supplied by partners: consultants Royal Haskoning, Cost Consultants EC Harris and contractor Morrison Construction.

Staff Implications

Around four FTE Consultancy Service staff are allocated to these Schemes. There is opportunity to increase this and reduce the input from partners and utilise Council staff should resources become available. The Schemes also require resourcing from other parts of the Council – mainly Legal Services, Finance, Estates and various regulatory services.

Lead Officer

Consultancy Manager

National Outcome 14 – Service Priority 7

“We reduce the local and global environmental impact of our consumption and production.”

7.1 Minimise Waste and Encourage Recycling – Diverting waste from Landfill

What will we do to address this priority

1. Investigate and report to Committee
 - a. Performance on meeting the Scottish Government's target of 40% for recycling and composting
 - b. Performance on meeting the Scottish Government's target of 50% for recycling and composting

Links to other Plans

SOA – Outcome 14

Local Priorities 1, 7 & 9

SEPA – Waste Data Digest

SEPA – North East Waste Strategy Area Waste Plan

Climate Change Action Plan

Expected Outcomes/Success Criteria

1. Meet the Scottish Government's target: -
 - a. 40% for recycling and composting

Timescale

March 2010

Resources

Additional resources will be required to meet future targets

Staff Implications

None

Lead Officer

Environmental Protection Manager

National Outcome 14 – Greener Group Outcomes

Local Outcome 22 – Carbon Management and Climate Change

What will we do to address this priority

1. Implement Carbon Management Programme

Links to other Plans

Climate Change

Expected Outcomes/Success Criteria

1. Establish baseline data for Council buildings
2. Benchmark school energy consumption
3. Roll out smart meters to Council buildings.
4. Green procurement information.

Timescale

December 2009

December 2009

March 2010

March 2010

Resources

Existing Staff.

Staff Implications

Existing Staff.

Lead Officer

Energy Officer
Procurement Officer

4. CONTINUOUS IMPROVEMENT

This has been superseded by the Council's Public Service Improvement Framework (PSIF) assessments.