















# Direct Services Performance Committee Report

## Quarter 3 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	2007/08	2008/09	2009/10	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Q3 2009/10	Latest Note	Status
				Value	Value	Value	Value	Value	Value	Value	Value		
SS		ENVDR092 % of scheduled bridge inspections carried out on time (211 bridges)	100%	100%	100%		100%	100%	100%	99%	100%	203 bridge inspections have been carried out at end of quarter 3, exceeding the target of 159.	
LI	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.	ENVDR092i Number of Bridge inspections carried out as scheduled		245	212	203	212	212	59	105	203	Exceeded the target of 159 bridge inspections for the first 3 quarters by 44.	
LI		ENVDR092ii Number of bridges for inspection scheduled in period		220	211	159	158	211	53	106	159	Cumulative figure for number of inspections due at end of quarter 3.	
AS		SRL5aii % of all assessed bridges that fail to meet EU standard of 40 tonnes		5.9%	5.9%		5.9%			N/C		Moray was ranked 12 <sup>th</sup> compared to all other Local Authorities in Scotland for 2008/09.	
AS		SRL5bii % of all assessed bridges that have a weight or width restriction placed on them		2.3%	2.4%		2.4%			N/C		Moray was ranked 18 <sup>th</sup> compared to all other Local Authorities in Scotland for 2008/09.	

Consultancy Flood Alleviation Management & Maintenance													
Cat	Service Outcome/Statement	Code & Name	Target	2007/08	2008/09	2009/10	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Q3 2009/10	Latest Note	Status
				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%		N/A	100%	N/A	100%	100%	5 of 5 urgent repairs carried out within 10 working days during quarter 3.	
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	N/C	0	N/C	N/C	0	0	1	Forres (Burn Mosset) – 0 reportable accidents during Oct to Nov 09. Accumulated accident rate was 3 accidents in 195,078 man-hours. Rothes – 1 reportable accident during Oct to Nov 09 in 22,984 man-hours. Accumulated accident rate was 2 accidents in 106,177 man-hours. (Taken from Flood Alleviation Sub-Committee monitoring report 9/12/09)	
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%	89%	Forres (Burn of Mosset) – No outstanding environmental issues Rothes – Approval gained from all statutory consultees to carry out works to repair newly constructed embankment at Provost Christie Drive, following erosion during September flood event. However, high flows delayed this remediation work and was likely to be done in May 2010. Bat surveys carried out and tree felling on Burnside Street as required for construction of flood wall. Further felling may be required. Extension of badger licence by two weeks, beyond 30 November deadline, being sought from Scottish Government to allow completion of works at the Cascade. Badger crossings, required as a licence condition, were in place across the Cascade and the escarpment ditch. The seeding around the Land Street Drainage Pond was not undertaken during the appropriate period this year and would be carried out next year. Tree planting around the Land Street Drainage Pond would commence soon as this was due to be carried out during the winter months.	

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    FTR – Failed To Return

**Appendix 2**

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%		91%	100%	100%	100%	72%	8 out of 11 completed on time.	
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%	100%	66%	100%	100%	100%	4 of 4 completed on time.	

### Environmental Protection Building Cleaning & Catering

Cat	Service Outcome/Statement	Code & Name	Target	2007/08	2008/09	2009/10	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Q3 2009/10	Latest Note	Status
				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 %	43.6 %	44.58 %	45.41 %	43.23 %	42.7 %	44.87 %	2% increase from the previous quarter and 0.3% rise from quarter 3 last year. Overall 4.87% above target.	
SO		ENVDR073a Average Spend per Smart Card in Secondary Schools	£1.50	N/C	£1.56	£1.59	£1.58	£1.56	£1.52	£1.63	£1.61	Slight dip in spend from last quarter, however 3 pence up from quarter 3 last year. Overall 11 pence above target spend.	
SO		ENVDR073b Average % use of cards in Secondary Schools	30%	N/C	35.92 %	40.88 %	38.51 %	36.55 %	30.53 %	45.49 %	46.61 %	Continued increase in use of cards, 8% up from quarter 3 last year and overall 16.61% above target.	
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	70%	N/C	N/C		N/C	N/C	N/C	N/C	70.18 %	New performance indicator. Target achieved.	
SO		ENVDR076b Annual APSE client questionnaire satisfaction score	70%		70 %	81.2 %		70%			81.2%	An APSE satisfaction score of 81.2% was achieved, exceeding the target of 70%. Reported annually at the end of quarter 3.	








### Environmental Protection Lands & Parks/Countryside/Access







Cat	Service Outcome/Statement	Code & Name	Target	2007/08	2008/09	2009/10	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Q3 2009/10	Latest Note	Status
				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%	91.67 %	98%	100%	85%	98%	92%	Adverse weather conditions meant that resources have been diverted to assist clearing snow and gritting pavements. All planned works scheduled for completion by 31 <sup>st</sup> March 2010.	
SO		ENVDR121 % of internments arranged within 48 hours of notification	99%	100%	100%	100%	100%	100%	100%	100%	100%		
SO		ENVDR122 % Playground inspections completed to schedule	99%	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			Report to ED&I Committee on 8 <sup>th</sup> December agreed new target date of December 2010.	











### Environmental Protection

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 PI Value: N/C – Not due for Collection    N/A – Not Available    FTR – Failed To Return

## Waste Management









Cat	Service Outcome/Statement	Code & Name	Target	2007/08	2008/09	2009/10	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Q3 2009/10	Latest Note	Status
				Value	Value	Value	Value	Value	Value	Value			
SS/AS	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	84	80	74	82.5	85.5	84.6	Internal inspection scores Oct = 86, Nov = 88 Keeping Scotland Beautiful scores Oct = 85, Dec = 86 Validation score Oct = 78. Aggregate score for quarter 3 = <b>84.6</b>	
SO/AS	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	45.96	45.1	43.9	46.45	46.33	45.15	42.8% for quarter 3 giving a cumulative figure of 45.15%, above target of 40%.  Cumulative figure for 2008/09 was 43.9%. Moray was ranked 2 <sup>nd</sup> compared to all other Local Authorities in Scotland for 2008/09.	
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	23,282.5	21,169	21,228	23,594	22,971	21,529	(4980 + 5587 + 5580)/3 X 4 = <b>21529</b>	
AS		SWM1a Net cost of collection (combined domestic, commercial and domestic bulky uplift) per premise		£49.59	£62.98		£62.98			N/C		For 2008/09 there has been an increase of £138,000 in vehicle running costs relating to fuel and a £76,000 increase in administration costs relating to year end charges, as well as a drop of £29,000 in income, all areas of expenditure / income out with the services control. Moray was ranked 16 <sup>th</sup> compared to all other Local Authorities in Scotland for 2008/09.	
AS		SWM1b Net cost of disposal per premise		£78.19	£75.62		£75.62			N/C		This included £30.5m in capping works and £190k additional LFT levy which will hopefully be reclaimed in 09/10. A Landfill Tax escalator of £8 per tonne is included which also increased the cost per premises. Moray was ranked 16 <sup>th</sup> compared to all other Local Authorities in Scotland for 2008/09.	
AS		SWM2ii Number of complaints per 1,000 households regarding the household waste collection service		8.2	4.1		4.1			N/C		The number of complaints per 1,000 households has continued to decrease year on year Moray was ranked 4 <sup>th</sup> compared to all other Local Authorities in Scotland for 2008/09.	
AS	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.	SWM4 The cleanliness index achieved following inspection of a sample of streets and other relevant land		77	73		73			N/C		This indicator is normally computed based on a number of self assessments by Council staff aggregated with an independent inspection by 'Keep Scotland Beautiful'. For 2008/09 the Council's self assessment processes were not sufficiently robust, so the indicator is based solely on the independent inspection. The indicator result is only marginally down on the prior year. Staff training has also been carried to rectify issue.	

Property Services													
Cat	Service Outcome/Statement	Code & Name	Target	2007/08	2008/09	2009/10	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Q3 2009/10	Latest Note	Status
				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 reported at the end of quarter 4.	
SO		ENVDR088ii Property Services – Average Client Satisfaction with Service Rating (Maintenance Help Desk)	83%	84%	86%		86%				N/C	Annual performance indicator 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 %		79.79 %	83.78 %	85.45 %	79.53 %	85.83 %	Of the 487 repairs reported through Help Desk 418 commenced within scheduled timescales.	
SO		ENVDR501Q2 Property Services – Q2 – Projects where lowest tender within budget estimate	85%	89.8 %	83.33 %		100%	100%	100%	70%	83.33 %	Of the 6 projects tendered 5 had lowest tender within the budget estimate.	
SO		ENVDR501Q4 Property Services – Q4 - % projects where final account within original contract sum	90%	92.1 %	94.74 %		80%	100%	100%	100%	100%	All 6 projects had agreed final accounts within the original contract sum.	
SO		ENVDR501A1 Property Services – A1 – Projects completed on site within original contract period	90%	86%	89.47 %		84.62 %	100%	100%	81.82 %	100%	All of the 4 projects were completed on site within original contract period.	


Roads Maintenance Fleet Services													
Cat	Service Outcome/Statement	Code & Name	Target	2007/08	2008/09	2009/10	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Q3 2009/10	Latest Note	Status
				Value	Value	Value	Value	Value	Value	Value	Value		
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.	ENVDR130a % Vehicles inspected/serviced within 7 days of schedule (overall)	95%	92%	92.03 %		89.3 %	94.26 %	92%	93.1 %	89.25 %	Below target. Operational Managers, through agreement with workshops, can re-arrange scheduled maintenance to meet their priorities but sections are notified of non-compliance with the Council Operators License conditions. Extreme weather conditions and the festive break have contributed to the target not being met in this quarter.	
LI		ENVDR130ai % Vehicles inspected/serviced within 7 days of schedule – HGV	95%	94%	94.37 %		93.6 %	94.29 %	92%	92.6 %	91.5 %		
LI		ENVDR130aai % Vehicles inspected/serviced within 7 days of schedule – Light	95%	92%	89.4 %		84.5 %	94.23 %	92%	93.8 %	87%		
SS	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.	ENVDR130b % of Vehicles passing Department of Environment test at first time (overall)	94%	92%	95.24 %		96.08 %	95.77 %	97%	95.7 %	91.89 %	Below target for the quarter but the average year to date is above the annual target. The UK average pass rate for HGV vehicles is 79% (VOSA figures).	
LI		ENVDR130bi % vehicles passing Department of Environment test first time – HGV	90%	87%	88.31 %		90.48 %	83.33 %	97%	89.5 %	85%	Below target as 3 vehicles out of 20 failed their MOT. Each failure is investigated by Fleet Services Management to identify training needs or changes in procedures. The UK average pass rate for HGV vehicles is 79% (VOSA figures).	
LI		ENVDR130bii % vehicles passing Department of Environment test first time – Light	97%	94%	99.25 %		100%	98.31 %	97%	100%	100%	Achieving target.	
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.	
SO		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 groups.			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.	







## Roads Maintenance


## Roads General &amp; Planned Maintenance





Cat	Service Outcome/Statement	Code & Name	Target	2007/08	2008/09	2009/10	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Q3 2009/10	Latest Note	Status
				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 %		97.9 %	95%	99.5 %	99.8 %	97.8 %	930 out of a total of 951 carriageway inspections were completed on time.	
		ENVDR135b % inspections completed as scheduled – Footways and Cycleways	95%	99.2 %	92.7 %		97.1 %	97.6 %	99.4 %	99.5 %	99.5 %	618 out of a total of 621 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 %		93.2 %	93.2 %	86%	95.3 %	98.4 %	Target achieved. 63 out of 64 'Emergency' Works Orders were completed within the target timescale.	
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 %		94.3 %	86.7 %	73.8 %	78.4 %	85%	Target achieved. 34 out of 40 'Priority 2' Works Orders were completed within their target timescale.	
SO/SS	Safety defect inspections – Priority 2: Repair within 28 days	ENVDR136c % Priority 2 repairs completed within 28 days	70%	61.7 %	79.5 %		85.6 %	90.1 %	93.7 %	74.4 %	74.4 %	Target achieved. 345 out of 464 'Priority 2' Works Orders were completed within the target timescale.	
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 %		87%	94.5 %	N/A	100%	93.2 %	Target achieved. 329 out of 353 'Priority 3' Works Orders were completed within their target timescale.	
LI		ENVDR061 % Planned works completed as programmed (Roads)	90%	91.6 %	92.1 %		94.6 %	92.1 %	99.1 %	93.3 %	79.7 %	204 of the 256 planned works schemes programmed for completion by the end of Quarter 3 were actually completed. Of the 52 planned schemes which have not been completed as programmed, 20 have not started yet, 6 are underway and 26 have been cancelled for this year.	
LI	to monitor the reactive element of works in comparison to planned works.	ENVDR062 % Reactive works against planned (introduced and additional to planned)	25%	25%	22.6 %		18.4 %	22.6 %	25.4 %	19.6 %	21.2 %	Target achieved.	





## Appendix 2






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	41.9 9%	28.2 %	22.7 %		22.7%	N/C	<p>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<sup>nd</sup> (equal) best across Scotland.</p> <p>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.</p>	
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Roads Maintenance Street Lighting													
Cat	Service Outcome/Statement	Code & Name	Target	2007/08	2008/09	2009/10	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Q3 2009/10	Latest Note	Status
				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%	100%	Target achieved. 61 out of 61 'Emergency' repairs were completed within their target timescale.	
		ENVDR142b % Street Lighting – Priority 1 repairs completed within 1 working day	100%	100%	100%	94.1 %	100%	100%	100%	94.1 %	100%	Target achieved. 24 out of 24 '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 %	97.7 %	93.17 %	97.6 %	98.7 %	97.7 %	96.4 %	Target achieved. 693 out of 719 'Priority 2' repairs were completed within their target timescale.	
		ENVDR142d % Street Lighting – Priority 3 repairs completed within 28 working days	80%	80.6 %	67.8 %		80%	45.45 %	93.8 %	81%	71.4 %	30 out of 42 'Priority 3' repairs were completed within their target timescale. Reason for the performance drop is staff resource due to sickness, both short and long term, and the prioritising of higher priority works. The majority of units within this category remained operational until repairs were carried out.	
AS	To ensure that lighting defects are repaired within target timescale for the safety and convenience of the community	SRL2 Traffic Light Repairs: The number and proportion of traffic light failures completed within 48 hours		70.6 %	FTR		FTR		N/C			Failed To Return. In this case a new reporting system was introduced to replace manual records; tracing and extracting the data from the manual records in place for part of the period was not undertaken because it was considered an onerous task to access the records. Moreover, there were concerns that these records might be incomplete. The Council has relatively few traffic lights, with only 17 repairs completed in the 2008/09 year. This indicator has been dropped as a statutory indicator in 2009/10.	
AS		SRL3aii Street Light failures: the percentage of repairs completed within 7 days		90.1 %	95.7 %		95.7%		N/C			Target achieved, the average number of days to repair was 4 days. Moray was ranked 12 <sup>th</sup> compared to all other Local Authorities in Scotland for 2008/09. This is an improvement from 23 <sup>rd</sup> in 2007/08.	
AS		SRL4aii The proportion of street lighting columns that are over 30 years old		14.5 %	15.9 %		15.9%		N/C				Another increase in the percentage of lighting columns over 30 years old. Again, this is as forecast given current replacement rates, increases in street lighting asset from developments, etc. Moray was ranked 6 <sup>th</sup> compared to all other Local Authorities in Scotland for 2008/09.

Transportation Car Parks													
Cat	Service Outcome/Statement	Code & Name	Target	2007/ 08	2008/ 09	2009/ 10	Q3 2008/ 09	Q4 2008/ 09	Q1 2009/ 10	Q2 2009/ 10	Q3 2009/ 10	Latest Note	Status
				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/A	85%		85%	85%	86%	85%	84%	On target.	

Transportation Harbours Services (including dredger)													
Cat	Service Outcome/Statement	Code & Name	Target	2007/ 08	2008/ 09	2009/ 10	Q3 2008/ 09	Q4 2008/ 09	Q1 2009/ 10	Q2 2009/ 10	Q3 2009/ 10	Latest Note	Status
				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	34	27	N/C	N/C		15		N/C	Target for the year is 25 days working at Moray Ports. Half year target achieved (15), full year figure due end of quarter 4.	
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	99%	N/C	N/C	N/C	98%	99%	On target.	
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		Yes		N/C	Review of harbour waiting list has been carried out for first half of year, review for second half of year due April 2010.	

Transportation Public Transport													
Cat	Service Outcome/Statement	Code & Name	Target	2007/08	2008/09	2009/10	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Q3 2009/10	Latest Note	Status
				Value	Value	Value	Value	Value	Value	Value	Value		
SO		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	0	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/A	N/A	N/A	New performance indicator. No developer contributions to date for this year.	
SO		ENVDR098c Average subsidy cost per passenger - Moray Council Funded	£5.00	£5.24	£3.11	£4.20	N/A	£3.11	£3.37	£4.44	£4.20	The target for this indicator has been amended from £3.39 to £5.00 due to the removal of Rural Transport Fund. Target achieved.	

Transportation													
Statutory & General Transportation													
Cat	Service Outcome/Statement	Code & Name	Target	2007/08	2008/09	2009/10	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Q3 2009/10	Latest Note	Status
				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%	N/A	100%	100%	100%	4 no applications received with all relevant information provided and these were issued within target.	
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%	94%	71%	96%	99%	98%	94%	Out of 146 applications received 114 were returned within target, 7 missed the target date and 25 are awaiting further information - note of the 25 awaiting information 8 are on hold due to adverse weather conditions preventing site visits.	
SS		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%	96%	75%	93%	86%	100%	96%	Out of 34 applications received 25 were returned within target and 9 are awaiting further information - note of the 9 awaiting information 1 is on hold due to adverse weather conditions preventing a site visit.	
SS		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%	0%	50%	0%	0%	100%	0%	Of the 9 application forms received all are awaiting further information - note 5 are on hold due to adverse weather conditions preventing site visits.	
SS		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%		81%	40%	66%	84%	84%	Out of 57 applications received 48 were processed within target.	

Transportation Traffic Management													
Cat	Service Outcome/Statement	Code & Name	Target	2007/08	2008/09	2009/10	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Q3 2009/10	Latest Note	Status
				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%		75%	86%	86%	100%	50%	Due to staff shortages and holidays, 3 of the 6 applications were delayed.	
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%		100%	100%	94%	100%	0%	There are 3 referral applications which were received during this period which are still outstanding due to staff shortages and holidays.	
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%	97%	90%	93%	82%	94%	97%	Of the 32 enquiries received in this period 31 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%	75%	95%	93%	67%	100%	75%	4 enquiries moved to stage 2 and 3 of which were dealt with within the timescale.	
LI		ENVDR170 % public utilities/construction sites monitored through ad hoc inspections during registered road works to assess reinstatement and site safety	70%		100%	93%	86%	100%	100%	100%	93%	All 30 construction sites visited, some as much as 3 times due to wet weather. Off the 300 public utility sites 280 have been visited.	
LI		ENVDR173 Traffic - % of schools actively engaged with the Travel Plan process	85%	91%	87%	91%	85%	87%	87%	87%	91%	49 out of 54 schools actively engaged with the Travel Plan process.	