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**REPORT TO: ECONOMIC DEVELOPMENT AND INFRASTRUCTURE  
SERVICES COMMITTEE ON 15 DECEMBER 2015**

**SUBJECT: PERFORMANCE REPORT (DIRECT SERVICES) – HALF YEAR  
TO SEPTEMBER 2015**

**BY: CORPORATE DIRECTOR (ECONOMIC DEVELOPMENT,  
PLANNING & INFRASTRUCTURE)**

**1. REASON FOR REPORT**

- 1.1 The purpose of this report is to outline performance of the service for the period from 1 April 2015 to 30 September 2015.
- 1.2 This report is submitted to Committee in terms of Section III (F) (33) and (34) of the Council's Scheme of Administration relating to developing and monitoring the Council's Performance Management Framework for Economic, Development and Infrastructure Services and contributing to public performance reporting.

**2. RECOMMENDATION**

**2.1 It is recommended that Committee:-**

- (i) scrutinises performance against Economic Development, Planning and Infrastructure Performance Indicators, Service Plan and Complaints to the end of September 2015 as outlined;**
- (ii) welcomes good performance as indicated in the report;**
- (iii) notes the actions being taken to improve performance where required;**
- (iv) approves the changes to the Direct Services' performance indicators which are reported to this Committee.**

**3. BACKGROUND**

- 3.1 The Policy and Resources Committee, at its meeting on 27 April 2010 (paragraph 12 of the minute refers), approved the development of a quarterly monitoring document which will provide supporting information for the Performance Management Framework. The half-yearly performance report

refers to this document. The document includes performance indicators, service plan and complaints data (including codes as referred to in section 5 of this report), and can be found at:

[http://www.moray.gov.uk/moray\\_standard/page\\_92321.html](http://www.moray.gov.uk/moray_standard/page_92321.html)

- 3.2 At the 2 June 2015 meeting of this Committee (Para 15 of the minute refers) the Committee asked for more detailed information about proposed changes to the performance indicators which are reported to this committee. The required information is included at section 6 of this report.

#### 4. **SUMMARY OF PERFORMANCE**

##### **Performance Indicators**

- 4.1 The tables below summarise performance: –

<b>Service</b>	<b>No. of Indicators</b>	<b>Green Performing Well</b>	<b>Amber Close Monitoring</b>	<b>Red Action Required</b>	<b>Annual/Data Only (trend rather than target)</b>
<b>Consultancy</b>	5	1	0	0	4
<b>Environmental Protection</b>	14	3	0	0	11
<b>Roads Maintenance</b>	17	3	2	0	12
<b>Transportation</b>	19	2	1	1	15
<b>Total</b>	55	9 (16%)	3 (5%)	1 (2%)	42 (76%)
<b>Total - reporting period</b>	13	69%	23%	8%	

- 4.2 Of the 55 indicators reported only 13 are subject to performance against target at the six month stage. The remaining indicators are subject to either a trend analysis or to an annual target. Performance against indicators relevant to the reporting period is presented across four service areas and, as stated above, involves 13 indicators. Nine indicators are regarded as performing well, three require close monitoring, and one needs action if the target is to be met.

##### **Service Plan**

<b>Number of Actions</b>	<b>Completed - Expected by end quarter 2</b>	<b>Completed - Actual by end quarter 2</b>	<b>Overdue at end quarter 2</b>
31	0	4	0

- 4.3 At the end of the reporting period 4 actions in the Service Plan were completed ahead of time and no actions were overdue. Overall, and including progress against actions not completed, the Service Plan was 50% complete at the end of the reporting period

## **Complaints**

- 4.4 Twenty two complaints were received by Direct Services during the half-year reporting period. Four complaints (18%) were upheld and one complaint (5%) was part upheld.

## **5. PERFORMANCE ANALYSIS**

### **5.1 Areas of good performance**

#### Environmental Protection

- 5.1.1 Free meals at primary school for primaries 1, 2, and 3 were introduced nationally in January 2015. Because of the economies of scale, in Moray, the cost of providing a meal in primary schools (Envdr211) reduced by 11% in the reporting period compared to the cost at the end of 2014/15. At the end of the year 2014/5 the cost per meal was 77p and by the end of the reporting period the cost had dropped by 9p to 68p per meal. In the reporting period 64% of children in primary school, on average, took a school meal (ENVDR071) against a target of 46% (a proposal to change this target to 60% is part of the proposed indicator changes in section 6 of this report). Three out of every four pupils in primary 1, 2, and 3 now take a school meal.
- 5.1.2 The percentage of waste diverted from landfill (Envdr069) was at 60.6% at the end of the reporting period against a target of 60%. The percentage of waste diverted already exceeds the 2017 target of 58% given in the Moray 2023 plan.

#### Roads Maintenance

- 5.1.3 At the end of the reporting period Road Construction Consent (RCC) applications (Envdr074k) were back on target with 100% responded to within 20 days. For the last year long-term staff illness meant a drop in performance. In the reporting period sufficient resources were again available to respond to RCC applications.
- 5.1.4 Roads repairs – In quarter 2, 94% (33 of 35) priority 1 repairs (Envdr136b) were done within 3 days against a target of 90%. All 73 emergency repairs were done within the target time of 2 hours. Indicators for priority 2 repairs (28 days) and priority 3 repairs (6 months) also showed good performance in the reporting period. For priority 2 and 3 repairs, 1,341 out of 1,460 works instructions were completed within timescales.

## **Service Plan**

- 5.1.5 The inspection company SGS assessed Direct Services' processes in June and found no non-compliances with procedures. Hence planned assessments, to ensure that processes are controlled and managed effectively, (DirS18A.16) have been carried out.
- 5.1.6 Consultancy - Feasibility studies on flood protection for Hopeman, Dallas, Arradoul and Portessie (DirS15-18C.12d) were completed ahead of time and reported to this Committee at its meeting on 20 October (Para 4 of the draft

minute refers).

- 5.1.7 Environmental Protection – The action to run a litter campaign (DirS15-18E.2) was achieved. The formal litter campaign was run in May with 12 groups participating. Litter picks are ongoing all year round, particularly over the summer period. The council recycling team can and do support groups who want to organise their own litter picks, by providing litter pickers, gloves, hi-viz vests and bags, as well as arranging to have the rubbish uplifted.

## 5.2 Areas of performance identified for improvement

### Roads Maintenance

- 5.2.1 A proposed new indicator (Envdr130g - as described in section 6) shows that 41% of Pool Cars travelled 3,000 miles in quarter 2 against a target of 75%. The target for this indicator is intentionally high to encourage increased vehicle use and thereby to maximise savings. There have been more than 100 vehicles in the Pool Car fleet since quarter 1 2012/13. During this time the percentage of cars achieving 3,000 miles in the quarter averaged 58%. In quarter 1 2015/16 60% of vehicles achieved 3,000 miles which is around average for the last 12 quarters. In quarter 2 2015/16 there was a drop in performance. Part of the reason for the under-performance is thought to be that quarter 2 covers the summer months when more staff are on holiday. Also the increase in the number of vehicles used, in quarter 2, when 10 new vehicles replaced 10 older vehicles meant that a total of 20 vehicles (10 old and 10 new) were available for only part of the quarter and therefore likely to do fewer miles. If a newly commissioned vehicle and the vehicle it replaced are counted as one vehicle and this is done for all 10 new vehicles it is found that 51% (56 out of 109) of vehicles achieved 3,000 miles in the quarter and the average mileage in quarter 2 was 3,046 miles.
- 5.2.2 As reported previously in the end-of-year performance report for 2014/15 at the meeting of this Committee on 2 June 2015 (Para 15 of the minute refers) there is a downward trend on the savings for Pool Cars (Envdr224). This is subject to ongoing monitoring and investigation. A report on the investigations will be submitted to this committee in March 2016.
- 5.2.3 As reported previously at the meeting of this Committee on 25 November 2014 (Para 13 of the minute refers) the cost per passenger per trip of school transport (Envdr240) is higher than target. A change of target for this indicator is being requested in Appendix 1.

## 6. Proposed changes to the performance indicators reported to this committee.

A list of the proposed changes is given in **APPENDIX 1**.

## **7. SUMMARY OF IMPLICATIONS**

### **a) Moray 2023: A Plan for the Future/Service Plan**

Performance measurement is used to ensure the efficient and sustainable delivery of services to meet the Council's priorities in the Moray 2023: A Plan for the Future.

### **b) Policy and Legal**

The Council has a statutory requirement to publish a range of information that will demonstrate that it is securing best value and assist in comparing performance both over time and between authorities where appropriate.

### **c) Financial implications**

None.

### **d) Risk Implications**

None.

### **e) Staffing Implications**

None.

### **f) Property**

None.

### **g) Equalities**

An Equality Impact Assessment is not needed because the report is to inform the Committee on performance.

### **h) Consultations**

The Head of Direct Services and Service Managers within Direct Services have been consulted and any comments incorporated into the report.

## **8. CONCLUSION**







- 8.1 69% of Direct Services' performance indicators, for the first half of 2015/16, showed good performance. The service plan progress overall for 2015/16 was 50% complete.**

Author of Report: Bob Ramsay



Background Papers: Held by Bob Ramsay, Research & Information Officer




## Proposed changes to the performance indicators reported to this Committee

### Consultancy Engineering Design Services



Cat	Code & Name	Target	2012/13	2013/14	2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Requested Changes	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Local	Envdr206 Bridge Condition Index (average of the 424 Bridges in Moray) - A general inspection of each bridge is scheduled every 2 years.	87	N/A	87.24	87.12	Not measured for Quarters			Not measured for Quarters		None	
Local	Envdr207 % of responses to Planning Consultation on Flooding and Drainage that are responded to within 14 days	100%	N/A	100%	98%	Not measured for Quarters			Not measured for Quarters		None	
Local	Envdr208 % of Flood Reports for premises that are produced for insurance purposes within 14 days of request	100%	N/A	100%	93%	95%	91%	No change	75%	100%	None	
Local	Envdr209 % of projects costing less than £100k that were within target budget	90%	N/A	70%	100%	Not measured for Quarters			Not measured for Quarters		Remove both as they will be summarised by the proposed replacement below	
Local	Envdr210 % of projects costing more than £100k that were within target budget	90%	N/A	50%	0%	Not measured for Quarters			Not measured for Quarters			
Local	Envdr248 % of projects which were within target budget	90%	N/A	N/A	33.3%	Not measured for Quarters			Not measured for Quarters		Proposed new PI to summarise and replace Envdr209 and Envdr210 above	

### Environmental Protection Building Cleaning & Catering





Cat	Code & Name	Target	2012/13	2013/14	2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Requested Changes	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Local	Envdr211 Food cost per school meal (Primary School)	n/a	N/A	£0.75	£0.76	£0.77	£0.75	£0.77	£0.71	£0.68	Propose to add a target of £0.75 to this data only indicator. In future it would display its Red, Amber, or Green status.	
Local	Envdr212 Customer Satisfaction rating of Building Cleaning & Catering services	n/a	N/A	N/A	72%	Not measured for Quarters			Not measured for Quarters		Propose to add a target of 72% to this data only indicator. In future it would display its Red, Amber, or Green status.	

Cat	Code & Name	Target	2012/13	2013/14	2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Requested Changes	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Local	Envdr213 Unit cost per 100 square metres for Building Cleaning	n/a	N/A	£4.80	£4.70	Not measured for Quarters			Not measured for Quarters		Proposed to add a target of ££4.70 to this data only indicator. In future it would display its Red, Amber, or Green status.	
Local	ENVDR071 % Primary School Pupils taking School Meals - Uptake in Primary School Meals	46%	50.48%	50.86%	54.41%	48.5%	51.67%	63.73%	63.97%	63.51%	Propose to increase target to 60%	
Local	Envdr249 % Primary School Pupils taking School Meals - Uptake in Primary School Meals for Primary 1,2 &3	75%	N/A	N/A	N/A	N/A	N/A	N/A	77.58%	77%	Proposed new PI to measure uptake of free meals in P1-3 after free meals were introduced nationally at the beginning of the calendar year 2015.	





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

Cat	Code & Name	Target	2012/13	2013/14	2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Requested Changes	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	Envdr214 Cost of parks and open spaces per 1,000 population	£20,000	£20,245	£15,654	N/A	Not measured for Quarters			Not measured for Quarters		Reduce the cost target to £15k from £20k (Scottish Average £30,700 in 2013/14)	
Nat(b)	Envdr215 Percentage of adults satisfied with parks and open spaces	80%	93%	79%	75%	Not measured for Quarters			Not measured for Quarters		Target to change to 75% the value in line with trend from the Citizens Panel Survey	






### Environmental Protection Waste Management

Cat	Code & Name	Target	2012/13	2013/14	2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Requested Changes	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	Envdr216 Gross cost of refuse collection per premise	£80.00	£76.90	£74.55	N/A	Not measured for Quarters			Not measured for Quarters		None	
Nat(b)	Envdr217 Gross cost of Waste disposal per premise	£120.00	£122.68	£116.80	N/A	Not measured for Quarters			Not measured for Quarters		None	
Nat(b)	Envdr218 Net cost of street cleaning per 1,000 population	£7,800	£7,868	£7,966	N/A	Not measured for Quarters			Not measured for Quarters		None	
Nat(b)	Envdr220 Percentage of adults satisfied with refuse collection	90%	88%	94%	93%	Not measured for Quarters			Not measured for Quarters		Target raised to 93% in line with trend from the Citizens Panel Survey	

















Cat	Code & Name	Target	2012/13	2013/14	2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Requested Changes	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	Envdr221 Percentage of adults satisfied with street cleaning	n/a	79%	77%	58%	Not measured for Quarters			Not measured for Quarters		Target added to this data only indicator (the target is in line with the Citizens Panel Survey 2015). In future it would display its Red, Amber, or Green status. Target 70%	
Local	ENVDR068a The Cleanliness Index score achieved following inspection	80	84	83	86.3	Not measured for Quarters			Not measured for Quarters		None	
Local	Envdr222 % of Biodegradable Municipal Waste that is recycled	n/a	N/A	56%	50%	Not measured for Quarters			Not measured for Quarters		Remove as the PI below (Envdr069) gives detail about recycling and it is proposed to increase its frequency of recording	
Nat(b)	ENVDR069 Percentage of total waste arising that is recycled (Percentage of Waste diverted from landfill)	60%	52.7%	52.2%	55.43%	N/A	N/A	N/A	60.1%	60.6%	Increase frequency of measurement to quarterly (as shown)	

## Roads Maintenance Fleet Services





Cat	Code & Name	Target	2012/13	2013/14	2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Requested Changes	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Local	Envdr223 Unit cost per vehicle and plant maintenance (weighted)	n/a			£826	£206	£214	£199	£210	£208	Target of £205 added to this data only indicator and would therefore, in future, display its Red, Amber, or Green status.	
Local	Envdr224 Net savings for Pool Cars	£190,000	£176,335	£211,004	£128,223	Not measured for Quarters			Not measured for Quarters		None	
Local	Envdr225 % of Customers satisfied with Fleet Services	n/a		48%	N/A	Not measured for Quarters			Not measured for Quarters		None	
Local	ENVDR130c % Occasions where vehicles were available for use	94.50%	95.67%	96.26%	95.66%	95.52%	95.95%	95.11%	94.93%	96.07%	None	
Local	ENVDR130g % of pool cars achieving target mileage (quarterly average 3,000 per deployed vehicle)	75%	62%	73.53%	51%	58.3%	46.5%	37%	60%	41%	New PI to give committee more information about Pool Cars	

## Roads Maintenance





Cat	Code & Name	Target	2012/13	2013/14	2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Requested Changes	Status
			Value	Value	Value	Value	Value	Value	Value	Value		

Cat	Code & Name	Target	2012/13	2013/14	2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Requested Changes	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Local	Envdr227 Cost of winter maintenance per kilometre of roads	£900		£898	£1,182	Not measured for Quarters			Not measured for Quarters		None	
Local	Envdr226 Cost of reactive maintenance per kilometre of roads	£180		£716	£713	£153	£200	£209	£204	£174	Because of seasonal variation change to annual collection with an annual target of £700	
Local	Envdr228 Cost of planned and routine maintenance per kilometre of roads	£825		£3,289	£2,247	£639	£379	£408	£857	£681	Because of seasonal variation change to annual collection with an annual target of £2300	
Nat(b)	Envdr229 Cost of maintenance per kilometre of roads	£4000	£4,153	£5,701	£2,960	£792	£579	£617	£1,061	£854	Because of seasonal variation change to annual collection with an annual target of £3000	
Local	Envdr231 % of the public satisfied with the Roads Service	60%	58.5%	51%	53%	Not measured for Quarters			Not measured for Quarters		None	
Local	ENVDR136b % Priority 1 repairs completed within 3 working days	90%	95.6%	96.8%	99.3%	94.1%	96.1%	99.3%	93.3%	95%	None	
Nat(b)	SRL1a Percentage of A class roads that should be considered for maintenance treatment	25%	22.3%	19.3%	20.1%	Not measured for Quarters			Not measured for Quarters		Change the target to the latest published Scottish Average 29% 2013/14	
Nat(b)	SRL1b Percentage of B class roads that should be considered for maintenance treatment	25%	18.9%	15.9%	17.7%	Not measured for Quarters			Not measured for Quarters		Change the target to the latest published Scottish Average 35% 2013/14	
Nat(b)	SRL1c Percentage of C class roads that should be considered for maintenance treatment	25%	23.3%	21.5%	22.2%	Not measured for Quarters			Not measured for Quarters		Change the target to the latest published Scottish Average 36% 2013/14	
Nat(b)	SRL1d Percentage of unclassified roads that should be considered for maintenance treatment	35%	31.3%	32.1%	33.1%	Not measured for Quarters			Not measured for Quarters		Change the target to the latest published Scottish Average 39% 2013/14	
Nat(b)	SRL1e Overall percentage of road network that should be considered for maintenance treatment	30%	26.1%	25.2%	26.3%	Not measured for Quarters			Not measured for Quarters		Change the target to the latest published Scottish Average 37% 2013/14	
Local	ENVDR074k % of Road Construction Consent (RCC) applications responded to with final decision within 20 working days of receipt of all relevant information	100%	100%	100%	60%	76%	0%	67%	52%	100%	None	
Local	Envdr230 % depreciation of asset value as a percentage of the previous year (allowing for inflation using the Construction Industry inflation figure)	98%		98.73%	95.12%	Not measured for Quarters			Not measured for Quarters		Propose to remove and replace with the new PI immediately below	
Local	Envdr251 Road Assets -% Ratio of Depreciated Replacement Cost to Gross Replacement Costs of assets (degree to which assets have not been used up					Not measured for Quarters			Not measured for Quarters		New PI to replace Envdr230 above. Created in an attempt to make it clearer how depreciation affects the value of assets.	





## Transportation Car Parks

Cat	Code & Name	Target	2012/13	2013/14	2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Requested Changes	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Local	Envdr232 Average occupancy of all paid car parks in Elgin	55%		54%	52%	52%	57%	48%	47%	52%	Propose to lower the target to 51.5% which is the average over the last nine quarters. During the last 3 years the income has remained fairly constant.	
Local	Envdr233 Net income from Elgin Pay & Display car parks after maintenance expenses	£570,000		£570,000	£611,000	Not measured for Quarters			Not measured for Quarters		None	
Local	Envdr234 % of customers satisfied with the car parks	85%		86%	84%	Not measured for Quarters			Not measured for Quarters		None	
Local	ENVDR097e % representing the number of short term (2 hours or less) stays in Pay & Display car parks to the total number of stays	85%	67%	85%	86%	86%	85%	86%	86%	85%	None	




## Transportation Harbours Services (including dredger)



Cat	Code & Name	Target	2012/13	2013/14	2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Requested Changes	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Local	Envdr235 Net cost per berthing (recreational) – taking account of capital, revenue and income			£311	£18	Not measured for Quarters			Not measured for Quarters		None The cost to the Council per berth is significantly reduced this year due to a reduction in capital and revenue expenditure.	
Local	Envdr236 Net cost for commercial operations for all harbours – taking account of capital, revenue and income			£446,000	£306,000	Not measured for Quarters			Not measured for Quarters		None	
Local	Envdr237 % of harbour users who are satisfied with the facilities	60%		58%	60%	Not measured for Quarters			Not measured for Quarters		None	
Local	ENVDR090 Number of days working at Moray Ports by external contractor (Dredger)	20	41	20	17	Not measured for Quarters			Not measured for Quarters		None	

## Transportation Public Transport






Cat	Code & Name	Target	2012/13	2013/14	2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Requested Changes	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Local	Envdr238 % of parents who are satisfied with the school bus service	55%		55%	60%	Not measured for Quarters			Not measured for Quarters		None	
Local	Envdr239 % of users who are satisfied with the Dial-A-Bus service	80%		80%	86%	Not measured for Quarters			Not measured for Quarters		None	
Local	Envdr240 Gross unit cost per passenger per trip of school transport	£2.70		£2.67	£3.42	£3.48	£3.49	£3.47	£3.47	£3.68	Cost target raised to £3.60 from £2.70 (in line with data for 2014/15 when the method of calculation was changed to reflect actual costs rather than estimates). Make annual as the only variable which affects the costs during the year is the number of pupils travelling.	
Local	Envdr241 Net unit cost per passenger per trip of the Dial-A-Bus Service			N/A	£5.23	£4.99	£4.91	£4.58	£4.56	£4.86	Propose to add a target of £4.80 to this data only PI in line with 2014/15 data. In the future it would display its Red, Amber, or Green status.	

## Transportation Statutory & General Transportation

Cat	Code & Name	Target	2012/13	2013/14	2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Requested Changes	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Local	ENVDR074b % of pre-application cases (major) responded to planning department within target time of 15 working days of scheduled meeting with developer	100%	100%	67%	100%	N/A	100%	100%	100%	100%	None	
Local	ENVDR074dv % of Local Review Board (LRB) notifications returned within 10 working days in the period	100%	100%	100%	100%	100%	100%	100%	100%	100%	None	
Local	ENVDR074a % of Category A (Householder and minor developments) planning applications returned to planning department within target time of 10 working days or receiving all relevant information	88%	88.2%	88%	88%	86%	90%	88%	92%	94%	Remove as the detail is summarised by the proposed replacement below.	

Cat	Code & Name	Target	2012/13	2013/14	2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Requested Changes	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Local	ENVDR074biii % of category B (major developments) planning applications returned to planning department within target time of 20 working days of receiving all relevant information	100%	100%	100%	100%	N/A	100%	100%	50%	100%		
Local	Envdr252 Percentage of planning applications returned to the planning department within target time	88%							91%	94%	Proposed new PI to summarise and replace ENVDR074a and ENVDR074biii above	

## Transportation Traffic Management

Cat	Code & Name	Target	2012/13	2013/14	2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Requested Changes	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Local	Envdr242 % of Traffic enquiries dealt with within target time	95%		94%	95%	96%	96%	95%	95%	96%	None	
Local	Envdr243 % of planned road safety projects completed within the financial year	100%		100%	100%	Not measured for Quarters			Not measured for Quarters		None	
Local	Envdr244 Number of Traffic enquiries/ applications dealt with within a year			1,057	1,117	Not measured for Quarters			Not measured for Quarters		None	
Local	Envdr245 Number of cycle journeys made on shared use/national cycle network within Moray.				N/A	Not measured for Quarters			Not measured for Quarters		New PI. In line with the 2023 plan to promote active travel.	
Local	Envdr246 Number of primary schools participating in Level 2 Bikeability (level after which the pupil can control the bike. For level 1, training takes place within a controlled environment. In Level 2 the training takes place on local roads)				18	Not measured for Quarters			Not measured for Quarters		New PI. In line with the 2023 plan to promote active travel.	
Local	Envdr247 Number of schools completing the Hands Up survey				52	Not measured for Quarters			Not measured for Quarters		New PI. In line with the 2023 plan to promote active travel.	