

Service Plan - Improvement Actions

Strategic Outcome 1



Led by Stephen Cooper Head of Direct Services

Moray
council

Sustainable Economic Development

Priority: Moray Council Corporate Plan 2015-17

DIRECT SERVICES PRIORITIES TO MEET OUTCOME 1

- To promote and develop infrastructure across Moray
- To continue to make progress on efficiently managing our assets
- To work to meet our corporate obligations regarding energy and carbon management

Commitments

- Implement Elgin Transport Strategy
- To review and update the current Roads Asset Management Plan and seek out additional funding and innovative ways of increasing available monies in order to : (a) improve the Roads Asset Network. (b) resurface and waterproof priority bridges to prolong the lifespan.
- Consider new ways of working to drive further energy efficiencies and hence reduce the carbon footprint of Roads Maintenance.
- Retain acceptable asset standards in Public Parks and Open Spaces & Cemeteries to ensure sustainable service provision
- We will only send waste to landfill that cannot be prevented, re used, recycled or recovered for energy. Target to meet aspiration of 60% recycling in 2020. Review collection frequency for refuse collection/ Progress procurement of joint energy from waste facility
- Secure increased business for Buckie Harbour

Actions	Delivered by	Lead Officer	Date
Review Roads & Lighting Asset Management plans. Introduce financial modelling systems to ensure work programmes are developed in line with asset intelligence. Further develop the introduction of mobile working/systems within the roads environment to improve service delivery.	Roads Maintenance	Mark Atherton	March 2018
Continue to deliver year 3 of 5 year LED replacement programme contributing to reduce the carbon footprint of Roads Maintenance	Roads Maintenance	Mark Atherton	March 2018
Complete 5 year review of Moray Councils' Core Paths Plan	Environmental Protection Lands& Parks	Colin Bell/ Ken Kennedy	August 2018
Develop a structured long term strategy to ensure that the provision of burial grounds in Moray is equitable and sustainable.	Environmental Protection - Lands&Parks	Colin Bell/ Ken Kennedy	Dec 2017
Agree a programme for Elgin Transport Strategy(subject to approvals) and agree a parking strategy for Elgin	Transportation	Nicola Moss	January 2018
Progress with the joint Energy from Waste Project with Aberdeenshire and Aberdeen City councils, reporting to committee as required.	Environmental Protection – Waste Management	Stephen Cooper/ Steve Williamson	April 2022
Implement Integrated Waste Management facility at Moycroft subject to committee approval – progress this to final design, planning approval and contract award.	Environmental Protection – Waste Management	Colin Bell/ Steve Williamson	December 2017
Investigate options for relocating the Household Waste Recycling Centre currently located at Chanonry, Elgin.	Environmental Protection – Waste Management	Colin Bell/ Steve Williamson	October 2017
Continue dialogue with Offshore wind and decommissioning companies to secure inward investment for Buckie harbour	Transportation	Stephen Cooper/ Nicola Moss	March 2018

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Strategic Outcome 2



Led by Stephen Cooper Head of Direct Services

Healthier Citizens & Safer Communities

Priority: Moray Council Corporate Plan 2015-17

DIRECT SERVICES PRIORITIES TO MEET OUTCOME 2

- Our Communities will be a greener and safer places in which to live, work and travel
- Monitor free school uptake in accordance with Scottish Government legislation and increase school meal uptake in Primary and Secondary Schools

Commitments

- Promote and improve Roads safety within Moray in order to significantly reduce the levels of death and injury
- Live in well designed sustainable places where we are able to access the service we need
- We will achieve acceptable levels of cleanliness in our streets and public open spaces across Moray
- To protect our community from the effects and fear of flooding
- Explore opportunities arising from the new transport bill for bus services

Actions	Delivered by	Lead Officer	Date
Agree regional road casualty reduction strategy	Transportation	Nicola Moss	March 2018
Produce and deliver Moray Road Safety Plan in collaboration with Community Planning Partners	Transportation	Nicola Moss	December 2017
Report to Committee implications and opportunities arising from New Transport Bill	Transportation	Nicola Moss	March 2018
Participate and assist newly formed community group Keep Moray Beautiful (KMB) and be involved with education through KMB and council led promotional activities	Environmental Protection - Lands&Parks	Colin Bell/ Steve Williamson	March 2018
Deliver Flood Risk Management Plans, including delivery of potential flood protection schemes at Portgordon and Lossiemouth Seatown	Consultancy	Debbie Halliday	Autumn 2022
Flood Risk Management - Develop surface water management plans for Elgin , Buckie, Keith , Rothes and Forres.	Consultancy	Debbie Halliday	Autumn 2018
Develop Asset management system for Flood Schemes	Consultancy	Debbie Halliday	Autumn 2018
Develop Flood Risk Management Delivery Plans	Consultancy	Debbie Halliday	Autumn 2022

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Strategic Outcome 3



Led by Stephen Cooper Head of Direct Services



How we will change to meet challenges:

Customer Focus

Community Engagement

Workforce Culture

Technology / Digital Services

Governance

Financial Planning

Priority: Moray Council Corporate Plan 2015-17

DIRECT SERVICES PRIORITIES TO MEET OUTCOME 3

- To consistently make best use our resources within a challenging financial context
- To continue to engage with our customers and deliver an effective and efficient service.

Commitments

- Improved Health and Safety
- Provide a successful and efficient Winter Maintenance service for Moray residents.
- Improve communications and build robust relationships with new and existing members to promote a positive and efficient image to local communities.
- Encourage cross service working
- We will improve the commercial positron of our marine service whilst operating in a safe manner
- We will carry out reviews of our services against the Customer Excellence Service Standard

Actions	Delivered by	Lead Officer	Date
Develop and communicate a Health and Safety Plan for Roads Maintenance	Roads Maintenance	Mark Atherton	March 2018
Carry out a review of winter maintenance arrangements	Roads Maintenance	Mark Atherton	Nov 2017
Re organisation within Roads Maintenance section to develop a commercial focus to deliver value for money	Roads Maintenance	Mark Atherton	Sept 2017
Develop a communication plan to improve communication with elected members & local communities in relation to activities carried out within the roads network.	Roads Maintenance	Mark Atherton	March 2018
In order to ensure our marine services operate in a safe manner we will review our Port Marine Safety Code Compliance and promote "Home Safe Every Day" campaign	Transportation	Nicola Moss	Dec 2017
Carry out reviews of our service to the Customer Service Excellence CSE standard that focuses on delivery, timeliness, information, professionalism and staff attitude	Direct Services	Stephen Cooper	March 2018