

2020-21 Quarter to March Environmental & Commercial Services Performance Report – Service Plan Performance Indicators




Strategic Level Priorities – PIs - Promote & develop active & green travel plans

Cat	Code & Name	Target	2018/19	2019/20	2020/21	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Local	Envdr246 % of primary schools delivering Level 2 bikeability	Data only	38%	27%	27%	Not measured for Quarters					When COVID restrictions allowed, 12 out of the 45 primary schools in Moray delivered Bikeability in 2020/21.	
Local	Envdr246a % of senior schools delivering level 3 bikeability	Data only	N/A	1%	0%	Not measured for Quarters					Delivery of Bikeability sessions affected by COVID restrictions throughout 2020.	
Local	Envdr265a No of electric car charging points in Moray	Data only	N/A	23	25	Not measured for Quarters					2 additional chargers have been placed in car parks in Elgin; 1 each at Lossie Green and Moray Street.	
Local	Envdr270 Annual CO2 equivalent vehicle emissions (to reduce by 14 tonnes per annum)	Data only	N/A	TBC	TBC	Not measured for Quarters					Relates to increase in use of active travel to school and subsequent reduction in vehicle emissions. No data available at present.	
Local	Envdr247a Number of sustainable journeys recorded by the Travel Tracker Programme (Primary Schools)	Data only	N/A	181,578	94,395	64,290	0	22533	57,424	14,438	With school closures in both quarter 1 and 4, journeys recorded in 2021 were 48% less than 2019/20.	

Service Level Priorities – PIs - Covid Service Delivery Recovery - Roads Maintenance

Cat	Code & Name	Target	2018/19	2019/20	2020/21	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Local	Envdr272 % of projects from reprioritised programme completed by 31 March 2021	100%	N/A	N/A	100%	Not measured for Quarters					All of the reprioritised programme has been completed as planned by the end of March 2021.	

Service Level Priorities – PIs - Improving our operations

Cat	Code & Name	Target	2018/19	2019/20	2020/21	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Local	Envdr273 No of Principal Inspections of council bridges undertaken	63	14	27	32	Not measured for Quarters					Due to the required recruitment and training to develop the team, the programme of principal inspections did not commence until half way through the year. Productivity rate is now nearing that required with 32 bridges inspected in the 6 months to March 2021.	
Local	Envdr274 No of complaints regarding the Waste Service (Household Collections and Recycling)	127	153	142	113	Not measured for Quarters					The service provided by the Waste Team was severely disrupted by the COVID-19 Pandemic. Recycling collections were suspended, recycling centres were closed and when restrictions were eased, changes were required to routes to allow social distancing measures to be in place for crews. These changes did result in complaints from the public that otherwise would not have been received but overall a fall of 20% has been recorded this year. Double the anticipated 10% reduction. However, it is too early to tell if this is due to the improvements made or if this is a result of COVID as complaints to Environmental & Commercial Services as a whole have also declined this year.	