

## 2020-21 Quarter to March Environmental & Commercial Services Service Plan




### Section 4 - Strategic Level Priorities Growing, diverse & sustainable economy


Action Code	Action Title	Due Date	Planned Outcome	Priority	Latest Status Update	Status Progress	Status Icon
ECS20-25 (Yr 1) - Section 4(a)	Promote & develop active & green travel plans	31-Mar-2025	<p>All primary schools delivering level 2 bikeability and over 50% of high schools to level 3 (to be delivered over 5 years)</p> <p>Increase number of electric car charging points by 3% per year 2020 (Annual)</p> <p>Reduce annual CO2 equivalent vehicle emissions by 14 tonnes per annum from 2020/21 (Annual)</p>		<p>Only limited Bikeability took place during 2020/21 due to the ongoing lockdown and COVID-19 restrictions.</p> <p>Two additional chargers have been added to Lossie Green and Moray Street car parks. Work to deliver 6 additional public chargers in Elgin (Council HQ public car park) was delayed due to the lockdown restrictions in quarter 4. The majority of works are complete and the chargers will now go live during quarter 1 of 2021/22.</p> <p>Reduction in vehicle emissions relates to a planned increase in active travel to school. Due to COVID restrictions it has not been possible to progress with monitoring emissions. This will be reviewed in quarter 1 2021/22.</p>	10%	
ECS20-25 (Yr 1) - Section 4(b)	Develop Surface Water Management Plans	31-Mar-2025	Reduce the risk of surface water flooding in vulnerable areas (level of risk and areas to be identified in surface water management plans) - Strategy to be published by Dec		Surface Water Management Plans (SWMP) have been developed with the exception of Forres. All information from Scottish Water to complete this plan is available and it will be taken forward once COVID restrictions allow a return to office working	50%	

			2021 with plans published by June 2022. New schemes prioritised in local flood risk management plans for 2022-2028 will reduce risk to approx 100 properties in Moray.		and the required software can be accessed. All other SWMPs which have an appropriate BCR have been submitted for funding. Work is ongoing on the Strategy due to be published at the end of 2021.		
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**Section 5 - Service Level Priorities**  
**Covid Service Delivery Recovery – Roads Maintenance**

Action Code	Action Title	Due Date	Planned Outcome	Priority	Latest Status Update	Status Progress	Status Icon
ECS20-25 (Yr 1) - Section 5(a)	The capital and revenue programme for 2020/21 will be reprioritised with 60% of the programme to be delivered by March 2021 (subject to current Covid controls on construction work continuing)	31-Mar-2021	60% of the reprioritised capital programme will be completed.		Despite some periods of winter weather, the reprioritised capital programme has been completed as planned by the end of March 2021. Remaining work delayed due to COVID will be rolled over to the 2021/22 programme.	100%	


**Section 5 - Service Level Priorities**  
**Establishing Joint Energy from Waste Facilities**

Action Code	Action Title	Due Date	Planned Outcome	Priority	Latest Status Update	Status Progress	Status Icon
ECS20-25 (Yr 1) - Section 5(c)	Progress the Joint Energy from Waste project with Aberdeenshire and Aberdeen City Councils for a long term sustainable approach to waste management.	30-Sep-2022	Increased efficiency of waste management in Moray removing reliance on landfill operations in line with climate change strategy. - Placement of Process Equipment (including boiler and structural steelwork) to begin January 2021 - Installation of 70m high chimney to begin July 2021 - Hot commission (first test of the equipment using waste as fuel) to commence late 2021/early 2022 - Project complete 2022		The Placement of Process Equipment on site has begun as planned with the next major milestone of the 70m chimney on track to commence in July.  Completion of the first test of the equipment has been revised to March 2022 however despite a delay of 3 months due to the first national COVID lockdown, this project is progressing as planned with no change to the completion date.	25%	

Section 5 - Service Level Priorities  
Improving our operations

Action Code	Action Title	Due Date	Planned Outcome	Priority	Latest Status Update	Status Progress	Status Icon
ECS20-25 (Yr 1) - Section 5(d)	We will improve the rate of Principal Inspections undertaken on the Council's network bridges by reassigning this work as a top priority.	31-Dec-2025	Principal inspection rate complies with legislation (each network bridge to be inspected every six years) and Moray improves to a similar standard to other Local Authorities. - 63 Principal Inspections will be undertaken each year.		Following the successful recruitment of 2 new members of staff, training was held at the end of summer on the Principal Inspection process. In the 6 months between training and year end, 32 PI's were completed. i.e. 50.7% of the PI's delivered in 50% of the year, this despite the loss of over 5 weeks due to the Christmas break and the subsequent poor weather in February.	16%	
ECS20-25 (Yr 1) - Section 5(e)	Increased satisfaction of services provided by the Waste Team through improved internal and external communication	31-Mar-2021	Customers have clear expectations of the service the Waste Team can provide. - Number of complaints received are reduced by 10% each year.		The planned improvements to internal and external communications regarding the Waste Service have been completed successfully. Contact Centre staff now have access to both the ANPR system and the booking system for Household Waste Recycling Centres ensuring the majority of enquiries are now resolved at the first point of contact. Any change to services is communicated to the public via the Service Disruption Page and new press material is currently being planned with the Communication Team on the recycling of plastics.  The service provided by the Waste team was severely disrupted by COVID this year. A number of unavoidable changes were required and unfortunately this resulted in some complaints from the public that would otherwise not have been received. Despite this complaints regarding Household Collections and Recycling have fallen by 20%, double the anticipated 10% reduction. However, as COVID-19 appears to have had an impact on complaints to Environmental & Commercial Services overall this year with large declines recorded during the two national lockdowns, it is likely too early to tell if the reduction in complaints to the Waste Service is due to the improvements made or as a result of COVID.	100%	

**Section 5 - Service Level Priorities**  
**Improving the Transportation network**

Action Code	Action Title	Due Date	Planned Outcome	Priority	Latest Status Update	Status Progress	Status Icon
ECS20-25 (Yr 1) - Section 5(b)	Implement the Wards/Edgar Road Junction improvement scheme included within the Elgin Transport Strategy.	30-Nov-2021	Improvements will ensure reduced and more consistent journey times at this junction and will enable delivery of the Local Development Plan and meet a key objective of the Elgin Transport Strategy.		Detailed design is nearing completion. This will be finalised and the tender process undertaken during quarter 1 2021/22.	20%	

**Section 6 - Recovery and Renewal Outcomes**  
**Spaces for People**

Action Code	Action Title	Due Date	Planned Outcome	Priority	Latest Status Update	Status Progress	Status Icon
ECS20-25 (Yr 1) - Section 6(a)	Deliver Spaces for People action plan.	31-May-2021	Flexible interventions that can be introduced and removed as needed allowing for greater space for pedestrians to physically distance and infrastructure to encourage cycling.		Temporary road closures and parking suspension to enable social distancing was implemented during the Summer of 2020 with road closures in Elgin Town Centre ending on 29 October 2020 and other temporary changes ending on 31 December 2020. Remainder of project is for cycle parking and seating. Permanent measures to enforce existing pedestrianisation orders have now been removed from this project.	75%	