

**Direct Services Service Plan  
Improvement Actions and Service  
Developments 2018 - 2019**

## Promote Economic development and growth and maintain and promote Moray's landscape and bio diversity / Healthier Children

Actions	Delivered by	Lead Officer
<p><b>Moray Access:</b> We will complete 5 year review of Moray Councils Core Paths Plan.</p> <ul style="list-style-type: none"> <li>Review complete by January 2019</li> </ul>	Environmental Protection	Colin Bell
<p><b>Transportation:</b> We will review implementation of Elgin Parking Strategy. Phase 1</p> <ul style="list-style-type: none"> <li>Complete by March 2019</li> </ul>	Transportation	Nicola Moss
<p><b>Transportation:</b> We will implement committed schemes from Elgin Transport Strategy – South street junction.</p> <ul style="list-style-type: none"> <li>Complete by May 2018</li> </ul>	Transportation	Nicola Moss
<p><b>Transportation:</b> We will assess implications of Transport Bill and propose opportunities for improved connectivity arising as a result.</p> <ul style="list-style-type: none"> <li>Complete by March 2019</li> </ul>	Transportation	Nicola Moss
<p><b>Harbours:</b> We will aim to achieve a cost neutral revenue budget for harbours by maximizing commercial opportunities and creating attractive facilities for cargo, offshore and fishing vessels.</p> <ul style="list-style-type: none"> <li>Key interim milestone March 2019: Deliver 10% increased income as budgeted for in 2018/19 - Complete by March 2021.</li> </ul>	Transportation	Nicola Moss
<p><b>Bridges:</b> We will develop and implement an asset management plan for the maintenance and renewal of bridges on the road network in line with nationally agreed standards.</p> <ul style="list-style-type: none"> <li>Complete by March 2019</li> </ul>	Consultancy	Debbie Halliday
<p><b>Open Space:</b> We will develop a Management Plan for Sanquhar Loch &amp; woodland.</p> <ul style="list-style-type: none"> <li>Complete by December 2018</li> </ul>	Environmental Protection – Lands and Parks	Colin Bell / Ken Kennedy
<p><b>School Meals:</b> We will implement the Early Years ( pre-school) free school meals legislation as per Educations roll out plan.</p> <ul style="list-style-type: none"> <li>Commence August 2018</li> <li>Complete by August 2020</li> </ul>	Environmental Protection – Cleaning, Catering and facilities	Colin Bell
<p><b>School Meals:</b> We will introduce cashless catering in primary schools as per ITC digital service roll out plan.</p> <ul style="list-style-type: none"> <li>Complete by October 2018</li> </ul>	Environmental Protection – Cleaning, Catering and facilities	Colin Bell
<p><b>Litter Prevention:</b> We will organise a roadside litter campaign with the objective of reducing roadside litter that is not only harmful to wildlife and environmental quality, but is dangerous and expensive to clean up.</p> <ul style="list-style-type: none"> <li>Launch campaign September 2018</li> </ul>	Environmental Protection	Colin Bell

## Work towards a financially stable council that provides valued services to our Communities

Actions	Delivered by	Lead Officer
<p><b>Public Toilets :</b> We will work with communities to develop alternative arrangements* for the delivery of Public Toilet provision.</p> <ul style="list-style-type: none"> <li>• <i>Start June 2018</i></li> <li>• <i>Final agreements by December 2019</i></li> </ul> <p>Note (*arrangements are as determined by the Council)</p>	Environmental Protection	Colin Bell
<p><b>Energy from Waste:</b> We will progress with Joint Energy from Waste project with Aberdeenshire and Aberdeen City Councils, reporting to committee as required.</p> <ul style="list-style-type: none"> <li>• <i>Complete by December 2022</i></li> <li>• <i>Produce inter authority agreement IAA3 by Dec 2018</i></li> <li>• <i>Interim milestones: Issue final award by January 2019</i></li> </ul>	Environmental Protection	Colin Bell
<p><b>Waste staff restructure:</b> We will progress a restructure of Waste Management section to deliver increased value for money.</p> <ul style="list-style-type: none"> <li>• <i>Phase 1 implemented by 31 October 2018</i></li> <li>• <i>Phase 2 implemented by 21 December 2018</i></li> </ul>	Environmental Protection	Colin Bell
<p><b>Waste Management:</b> We will review and refine processes and customer facing web pages following roll out on 1 June 2018 of three weekly collection of landfill (green bins).</p> <ul style="list-style-type: none"> <li>• <i>Roll out commences 1 June 2018</i></li> <li>• <i>Management Review of new arrangements complete by December 2018</i></li> </ul>	Environmental Protection	Colin Bell
<p><b>Improved Waste facility :</b> We will implement Integrated Waste Management facility at Moycroft.</p> <p>Key interim milestones:</p> <ul style="list-style-type: none"> <li>• <i>Procurement 22/11/18</i></li> <li>• <i>Building on site commences 07/01/19</i></li> <li>• <i>Office /warehouse completed December 2019</i></li> <li>• <i>Brumley Brae staff move in March 2020</i></li> <li>• <i>MRF staff/equip moved from Lossie to Moycroft April 2020</i></li> <li>• <i>Project completed May 2020</i></li> </ul>	Environmental Protection	Colin Bell
<p><b>Burials:</b> We will:</p> <p>a) assess impact of the Burial &amp; Cremation (Scotland) Act 2016.</p> <p>b) develop a structured and long term strategy to ensure that the provision of burial grounds in Moray is equitable and sustainable.</p> <ul style="list-style-type: none"> <li>• <i>Expected Completion of Assessment December 2020 (dependent on timescale of the Act being introduced, latest timescales from Scottish Government are high level and indicative.)</i> <ul style="list-style-type: none"> <li>• <i>Assess national memorial safety guidance Sept 2019.</i></li> <li>• <i>Examine Lair re use -2019 and beyond</i></li> <li>• <i>Strategy will be subject to a Committee report to be considered by Economic Development and Infrastructure Committee August 2018</i></li> </ul> </li> </ul>	Environmental Protection	Colin Bell
<p><b>Employees :</b> We will introduce a national competency tool for Waste Service frontline employees.</p> <ul style="list-style-type: none"> <li>• <i>Complete by March 2019</i></li> </ul>	Environmental Protection	Colin Bell

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Actions	Delivered by	Lead Officer
<p><b>Flood Risk Management (Scotland) Act 2009:</b> We will deliver Flood Risk Management Plans, including development of flood protection schemes at Portgordon and Lossiemouth Seatown. These schemes will be progressed to a stage where they can be included in the Flood Risk Management Strategy and Local Flood Risk Management Plans for the second cycle from 2022 to 2028 for construction.</p> <ul style="list-style-type: none"> <li><i>To achieve this we will complete the feasibility study, option appraisal and outline design by December 2019.</i></li> </ul>	Consultancy	Debbie Halliday
<p><b>Maintaining an efficient road network:</b> We will:</p> <p>a) review Road &amp; Asset Management Plans, introduce financial modelling systems to ensure work programmes are developed in line with asset intelligence.</p> <p>b) Introduce an end to end mobile working solution to enable better management of reportable highway defects quickly and seamlessly to provide cost efficiency savings in data processing. The solution will allow highways inspectors to send information from site direct to frontline operational teams without the need for paperwork or manual input in the information process. The quality and accuracy of data will provide a more robust insurance defence.</p> <ul style="list-style-type: none"> <li><i>Complete by March 2019</i></li> </ul>	Roads Maintenance	Mark Atherton
<p><b>Co2 efficiencies and employee driver behaviour:</b> We will aim to reduce our fuel and carbon usage by installing a vehicle fleet telematics system. This provides real time driver feedback so that sustainable improvements can be made to driving styles with the aim to realise fuel savings of 7% and reduce CO2 emissions within the Council's fleet.</p> <ul style="list-style-type: none"> <li><i>Complete by December 2019</i></li> </ul>	Roads Maintenance	Mark Atherton
<p><b>Implementation of electric vehicles leading up to 2030:</b> In order to meet our corporate obligations regarding energy and carbon management, we will continue to monitor and evaluate new EV Electric Vehicle technologies and performance. With a target of incorporating 5 electric cars and light commercial vehicles per year over the next 2 years subject to accessing suitable funding. A review will take place by 2020 with a view to replace all cars and light vehicles in the fleet over a rolling programme up to 2030.</p> <ul style="list-style-type: none"> <li><i>Complete by March 2019 (5 vehicles)</i></li> </ul>	Roads Maintenance	Mark Atherton
<p><b>LED street lighting :</b> The street lighting team will aim to deliver year 4 of the LED invest to save project and to increase the number of the energy efficient LED units to be installed to 5,000. This will accelerate the energy consumption charges generated and carbon savings achieved.</p> <ul style="list-style-type: none"> <li><i>Complete by March 2019</i></li> </ul>	Roads Maintenance	Mark Atherton

# Work towards a financially stable council that provides valued services to our Communities

Actions	Delivered by	Lead Officer
<p><b>Health and safety of Roads Employees:</b> We will develop and publish a Health and Safety Improvement action plan for our Roads Maintenance service area</p> <ul style="list-style-type: none"> <li>• <i>Complete by March 2019</i></li> </ul>	Roads Maintenance	Mark Atherton
<p><b>Roads and Dredger:</b> We will consider options on sharing of resources within the Northern Roads Collaboration Forum to provide financial savings. We will agree options for shared use of our Dredger with partner authorities in the Northern Roads Collaboration Committee (NRCC) which will maximise use and reduce overhead costs for Moray Council, and contribute to meeting the Dredger business case.</p> <ul style="list-style-type: none"> <li>• <i>Legal agreements completed by March 2019</i></li> <li>• <i>Explore other options for combining shared use of assets and resources within the remit of NRCC- March 2019</i></li> </ul>	Roads Maintenance	Mark Atherton Nicola Moss
<p><b>Office Accommodation - Ashgrove Depot:</b> We will implement rationalisation of depot buildings and undertake a review of outer satellite depots/buildings with the aim to share surplus capacity/operating costs with other users.</p> <ul style="list-style-type: none"> <li>• <i>Complete by March 2019</i></li> </ul>	Roads Maintenance	Mark Atherton
<p><b>Service redesign - Fleet Services:</b> We will carry out a re organisation within Fleet Services with a target of reducing sub-contractor spend leading to financial savings being generated. The review will also support improved vehicle Operators Licence monitoring and compliance</p> <ul style="list-style-type: none"> <li>• <i>Complete by March 2019</i></li> </ul>	Roads Maintenance	Mark Atherton
<p><b>Roads Inspectors :</b> We will carry out a review of our Roads Maintenance Inspection process in order to meet recently revised risk based guidance. The aim is to develop a multi-function inspectorate team to cover wider responsibilities across street works and safety inspections which will speed up response times, provide greater flexibility within the team and meet statutory guidance.</p> <ul style="list-style-type: none"> <li>• <i>Complete by March 2019</i></li> </ul>	Roads Maintenance	Mark Atherton
<p><b>Customer Feedback:</b> In the absence of the Citizens panel and to find better ways to gauge customer satisfaction, we will review our customer satisfaction methods &amp; implement appropriate methods to capture relevant data.</p> <ul style="list-style-type: none"> <li>• <i>Complete by January 2019</i></li> </ul>	Environmental Protection Consultancy Roads Maintenance Transportation Head of Service	Colin Bell Debbie Halliday Mark Atherton Nicola Moss Stephen Cooper