

The Highland Council

Transport, Environmental and Community Services Committee
19 September 2013

Agenda Item	3
Report No	TEC 63/13

Service Plan 2012 to 2017

Report by Director of Transport, Environmental and Community Services

Summary

This report invites Members to approve the updated Service Plan for Transport, Environmental and Community Services for the period 2012 to 2017.

1. Introduction

- 1.1 The Service Plan, covering the period 2012 to 2017, has been reviewed and updated to take account of changes to the Corporate Plan, and the Single Outcome Agreement. The Service Plan will be subject to change when any amendments to the Council Programme, Working together for the Highlands, are approved by the Council.
- 1.2 This Service Plan is a strategic document which describes how Transport, Environmental and Community Services (TECS) will contribute to the delivery of the commitments of the Programme of the Highland Council for which TECS has a role. In addition the Plan links to the key actions required to deliver the Single Outcome Agreement, the improvement of the statutory and core functions of the Service, and corporate governance priorities. The Plan covers the period 2012 to 2017, and is supported by a series of specific operational and project plans.
- 1.3 The Service Plan is an active document and is subject to review on an annual basis, with revisions reported to the TECS Committee for approval. In addition the Plan will be monitored on a quarterly basis through the Chief Executive's Quarterly Performance Review.
- 1.4 The Service Plan is available for anyone who wants an overview of the Service's aims, objectives and resources, and how the Service intends to contribute to the Programme of the Highland Council and the Single Outcome Agreement.

2. Programme for the Highland Council

- 2.1 TECS are responsible for 21 of the commitments in the Programme for the Highland Council and the report to Council on 5 September 2013 showed that 18 of these are progressing well and are on target, and there has been some slippage with the remaining 3.

2.2 Examples of commitments where there has been good progress include:

1. Funding for road maintenance has been allocated according to need and is based on the outputs from the Scottish Road Maintenance Condition Survey. An additional £2million of preventative spend has been allocated to road maintenance with a further £1million from the Strategic Change Fund to improve the condition of our roads.
2. £500k has been allocated for a feasibility study to examine options for a long term solution which provides a secure and effective transport link between Lochcarron and the Lochalsh Area. Stage 1 of the Options Appraisal is completed and the outcome of Stage 2 will be reported to the TECS Committee in 2014.
3. The Council have approved the detailed design of the Inverness West Link Road which will now be submitted for planning approval. The Compulsory Purchase Orders will proceed in parallel, although it is hoped that the land required for the project can be acquired by negotiation.
4. Five additional Community Transport Groups have been funded in 2012/13 and it is planned to continue this level of support into 2013/14. A detailed review of Community Transport is underway.
5. The Council led a successful campaign to retain Inverness to Gatwick flights following the Flybe decision to sell landing slots at Gatwick to Easyjet, and we contributed £15k towards the Flybe service to Schiphol for 2012/13 to support new international routes.
6. We have made successful applications to the Scottish Government for financial support to introduce statutory food waste collections for Inverness, provide additional recycling centre skips and “recycling on the go” facilities.
7. A zero tolerance approach to litter has been introduced along with a review of the bulky uplift service.
8. The Inverness South West Channel flood alleviation scheme was officially opened on 22 January 2013. The contract for Phase 1 of the River Ness (Tidal Section) flood alleviation scheme has been awarded with Phase 2 due to go out to tender in September 2013.
9. The review of the winter maintenance service has been completed and a number of service improvements will be implemented for the coming winter.

3. Annual Performance and Attitudes Survey – 2013

- 3.1 The results from the Annual Performance and Attitudes Survey provide feedback on how the Council is performing and this includes the “Net Satisfaction Rate”. The Net satisfaction is calculated by adding the % of respondents who are “very

satisfied” or “fairly satisfied” and deducting the % of respondents who say they are “very dissatisfied” of fairly Dissatisfied”.

3.2 Of the 14 TECS activities covered in the Annual Performance and Attitudes Survey, 10 have shown an increase in net satisfaction, while 4 have shown a decrease

3.3 The following activities have shown an increase in net satisfaction between 2012 and 2013.

	2013	2012
Refuse / bin collection	78%	72%
Public Parks and other open spaces	76%	73%
Recycling facilities	75%	72%
Street lighting	67%	64%
Street Cleaning	47%	43%
Trading Standards	46%	41%
Public conveniences	28%	19%
Dealing with flooding	27%	18%
Pavement maintenance	21%	16%
Winter road maintenance	14%	0%

3.4 The following activities have shown a decrease in net satisfaction between 2012 and 2013.

	2013	2012
Burials and Cremations	61%	68%
Environmental health	54%	55%
Cycling paths	44%	50%
Road repairs and pot holes	-61%	-59%

3.5 While the net satisfaction with Burials and Cremations and Environmental Health has decreased they still remain at a reasonably high level.

3.6 The main area of dissatisfaction remains Road Repairs and Pot Holes which has decreased from -59% to -61%.

3.7 In response to concerns about the condition of our roads funding for road maintenance has been allocated according to need and is based on the outputs from the Scottish Road Maintenance Condition Survey. An additional £2million of preventative spend has been allocated to road maintenance with a further £1million from the Strategic Change Fund to improve the condition of our roads.

3.8 An asset management approach is being taken to road maintenance, and the Road Asset Management Plan (RAMP) has been updated and approved by the TECS Committee.

4. Service Plan 2012 to 2017

4.1 The updated Service Plan for Transport, Environmental and Community

Services for the period 2012 to 2017 is contained in **Booklet A**.

5. Implications

- 5.1 There are no resources implications arising directly from this report, as the actions set out in the Service Plan have been accounted for in the overall TECS budgets.
- 5.2 There are no legal implications arising from this report.
- 5.3 The revised Service Plan has been the subject of initial screening for Equality Impact Assessment (EQIA) as part of corporate monitoring systems for Equalities legislation. The result of the screening assesses that a full EQIA is not required for the Service Plan. However policy, strategy, and plans linked to the delivery of Service Plan commitments, will be screened to assess their impact.
- 5.4 There are no climate change or carbon change implications arising from this report.
- 5.5 There are no risk implications arising from this report.

6. Recommendation

- 6.1 Members are invited to approve the Service Plan for Transport, Environmental and Community Services for the period 2012 to 2017.

Designation: Director of Transport, Environmental & Community Services

Date: 9 September 2013

Report Author: Neil Downie