

DEVELOPMENT CONTROL

Priority	Outcome	Action	Milestones	Officer(s)	By When	Progress	Indicator for Improvement
High	Develop the most effective method of service delivery	Assess various methods of delivering each of the individual Development Control functions. Assess against benchmark authorities who have previously externalised all or part of the Development Control function.	Identify detailed cost of individual services	Head of Service/ DC Manager	Dec 2002 June 2003	Timesheet exercise taking place Sept and Oct. to enable a cost of individual activities to be evaluated.	BV107 Cost of planning per head of population

PUBLIC CONVENIENCES

Priority	Outcome	Action	Milestones	Officer(s)	By When	Progress	Indicator for Improvement
High	Improved provision of facilities	Negotiation of the operational aspects	In line with the new Jarvis Partnership and Directorate Restructure	S Oates	Start April 2003 complete April 2004	In line with the new Jarvis Partnership and Directorate Restructure	Public perception indicator
High Priority – 2003/5	Improved provision of facilities	Refurbishment programme which will include survey of each PC site, determine level of provision and cost, consultation with local members, submit capital bid for the programme spread over 5 years	Westbury St, Leo, will be picked up in 2003/4	HOS Property	Starting in 2003 and completed in 2007	In line with the new Jarvis Partnership and Directorate Restructure. Capital bid for Improvement Programme being submitted 24 October 2003.	Public perception indicator

Priority	Outcome	Action	Milestones	Officer(s)	By When	Progress	Indicator for Improvement
	Review of the Blackfriars street and Cattle Market Facilities	Provision to be reviewed in light of ongoing development	Decision on provision	S Oates / C Birks	To be determined by the development of Hereford Market site	Awaiting decisions on the development of the Elgar Grid area.	
High	Improved condition of facilities	New cleansing arrangements, to be negotiated as part of the new Jarvis Partnership	Dependant on facility type, operational hours, outcome focused, etc	S Oates	Start April 2003 complete April 2004	Under discussion with Herefordshire Jarvis Partnership	Public perception indicator
		Further explore Partnership arrangements	Including City/Town councils and local companies.		Ongoing	Discussion with Town Councils completed. No expressions of interest received to date.	

PUBLIC RIGHTS OF WAY

Priority	Outcome	Action	Comment	Officer(s)	By when	Progress	Indicator for Improvement
High	Improved focus of resources	Write policy and strategy for future delivery of the service to include: <ul style="list-style-type: none"> Where resources should be focussed How to meet the requirements of the Disability Discrimination Act Business plan with targets 	Resource Implications - Identify funding to pay for consultancy work, DDA cost implications, promotion of network, creation of asset register.	SO/MJ / and others	December 2002	Final draft strategy prepared and will be put before the Cabinet Member before going out to the new Access Forum as part of further consultation with the public. A presentation to Scrutiny has been scheduled for November Initial research started on Enforcement Strategy.	BV178 Ease of use of Rights of Way

Priority	Outcome	Action	Comment	Officer(s)	By when	Progress	Indicator for Improvement
		<ul style="list-style-type: none"> • An enforcement policy and strategy • The creation of an Asset Register • How to promote PROW 					

HIGHWAY MAINTENANCE

Priority	Improvement Area	Action	Targets and Outcomes	Officer(s)	Start Date	Programmed completion date	Progress	Indicator for Improvement
High	Customer Focus	Set Clear service standards. Publicise standards, fault reporting, service achievements and future disruption to the network to the public. Management of customer expectations. [Best Value Inspection Recommendation]	Target - Publish revised Highway Maintenance Plan for 2002/03 and wholly revised HMP for 2003/04. Produce summary of service standards as an information leaflet/booklet in 2003. Presentation of Highway Maintenance Plan to all Local Area Forums. Outcome - Better public understanding of service standards and reporting mechanisms.	SO/MJ/ Divisional Officers	Apr-02	December 2003	Synopsis of standards in new Highways Maintenance Plan to be prepared for distribution as leaflets in the second half of 2003. These will include information on winter gritting, graffiti and street cleansing.	Improved public perception PI

Priority	Improvement Area	Action	Targets and Outcomes	Officer(s)	Start Date	Programmed completion date	Progress	Indicator for Improvement
High	Best Practice procedures	Develop integrated IT systems including reporting via the "web". - in liaison with IT section (contribution to e-government). Links to "Info in Herefordshire". [Best Value Inspection Recommendation]	Target - all service areas covered in compliance with e-government targets. Outcome - Improved customer responsiveness. Efficiency improvements in responding to defects to achieve higher maintenance standards.	BH/IT/FM/RH/DJP	Apr-02	April 2004	The proposals from the e-modernisation programme are being considered. Works management systems have now been closely integrated with Herefordshire Jarvis Services to improve ordering/invoicing procedures. Web based Highways Works information system being prepared.	Improved public perception PI
Medium	Best Practice procedures	Long term bridge maintenance plan in line with LTP. Develop database of bridges to include * Results of inspection, * Programme of works identified by inspection, * Criteria for prioritising works	Target – LTP targets for bridges to be achieved by 2005. Outcome - Greater reliability and safety of travel and fewer restrictions.	SFB/DE/AM	Jan-02	December 2004	2003/04 inspections are in hand and to programme according to structural transportation and highway maintenance needs.	