

DEVELOPMENT CONTROL

Priority	Outcome	Action	Milestones	Officer(s)	By When	Progress	Indicator for Improvement
High	Improved speed of applications and responsiveness of service	Produce IT strategy for Development Control	Include use of web and Herefordshire website, MVM, GIS, potential of document management system Exchange of information with internal consultees	Head of Service in liaison with IT	September 2002	Project plan to update MVM and improve functionality currently being implemented. Working to develop use of MVM. GIS, and improve web capabilities underway in accordance with IEG programme	BV109 – Determine applications within 8/13 weeks
Medium	Improved speed of applications and responsiveness of service	Customer care training	Arrange in-house course for all staff	Head of Service	December 2002	Ongoing - further training to be arranged	BV109 – Determine applications within 8/13 weeks
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	Evaluation of time recording exercise under way. Ongoing appraisal of other authorities experience in alternative methods of delivery. Examples are limited.	BV107 Cost of planning per head of population (proposed to be dropped for 2004/5, to be replaced by a quality of service checklist PI.

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High	Improved speed of applications and responsiveness of service	Review and update Highway Design Guide		Lead Planner Transportation / Consultant	December 2003	Investigate use of Owen Williams. Awaiting outcome of changes to Government guidance.	BV109 – Determine applications within 8/13 weeks

PUBLIC CONVENIENCES

Priority	Outcome	Action	Milestones	Officer(s)	By When	Progress	Indicator for Improvement
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 considered by CXMT 6 January 2004. Investigate potential for match funding.	Public perception indicator
	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 Edgar Grid area.	

PUBLIC RIGHTS OF WAY

Priority	Outcome	Action	Comment	Officer(s)	By when	Progress	Indicator for Improvement
High	Improved focus of resources	<p>Write policy and strategy for future delivery of the service to include:</p> <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 • An enforcement policy and strategy • The creation of an Asset Register • How to promote PROW 	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	<p>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.</p> <p>A presentation to Scrutiny in November 2003.</p> <p>Action Plan to be complete to support strategy</p> <p>Initial research started on Enforcement Strategy. Now in draft early form.</p> <p>Strategy to be put out to the public in February 2004.</p>	BV178 Ease of use of Rights of Way
High	Improved focus of resources	<p>How to comply with the 2026 definitive map requirements of the CROW Act.</p> <p>Also requirements for Access Forum</p> <p>Phasing in of requirements: explanation required for members</p>	No additional resources identified in 2002/3 budget. Could require circa £75k p.a. depending on regulations. Staff time.	MM/RH and others	Include in service plans	The CROW Act 2000 has been evaluated for the impact on PROW provision. Local Access Forum regulations come into force 7 th August 2002.	
High	Increase throughput of Diversion	Research, devise and write a fast-track method for determining	Staff time – possible offset through income	RH/MM	1/7/02	Have trialed simplified, time-limited process of pre-order consultation and less protracted	

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	Orders	applications for Diversion Orders	generation. Now part of strategy.			negotiation with applicants. Also need to develop a clear Diversions Policy as part of the PROW Strategy. Priority for diversions in the public interest. New date set for March 2004	
High	Digitised Definitive Map	Complete digitisation of Definitive Map IT Section to install purchased historical data as an overlay on GIS.	Towards e-gov	PROW Section	2004	Now an objective in the strategy. Target date moved to December 2005. Some historical overlays installed. Will be an ongoing process as historical data is digitised	
Medium	Improve usage of IT	Use lap-tops and portable printers to produce reports/letters in the field	Needs agreement with IT	IT	April 2003	Unlikely at present time due to resource issues	
Medium		Assess extending Parish Path Partnership and review progress annually – including investigating the possible part funding from Parishes through precept		RH / TMW / Herefordshire Association of Local Councils	31/3/02	Lengthsman pilot scheme link to PROW to be reviewed after consultation in January 2004.	
High	More effective use of resources	Increase involvement of Parish Footpath Officers by New guidelines Better guidance and training Annual PFO seminar		RH/MM and others	1/3/02 1/4/02 31/3/02	2003/4 Annual meeting with the PFO's has now been arranged for April. The seminar has been deferred pending availability of the draft strategy. A meeting of PFOs will be included in the consultation on the Strategy. 2003/4 meetings completed. Moved to High priority in order help improve results and make	BVPI 178

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						better use of resources. Potential for training in conjunction with HJS. 2 Newsletters produced per year.	
Low	Improved understanding of how PROW fits into the Council as a whole	Set up shadowing exercises with Members		RH	September 2003	Part completed through production of strategy which links PROW with Herefordshire and Corporate plans. Seminar to Local Members to be carried out in February 2004	
Low		Make Digitised Definitive Map available on web site	Towards e-gov	RH	2005	This is subject to e government ambitions.	
Low	Contribute to sustainable transport	Write a walking strategy for inclusion in the next Local Transport Plan to include PROW		RH	2005	Now known as the Rights of Way Improvement plan which will be incorporate into the LTP. Will be wider than a walking strategy.	
Low	Improve usage of IT	Carry out cost/benefit exercise of using Digital National Framework – assess on a basis of where we could be in 5 years time	Towards e-gov	MJ/MM/JB /IT	April 2005		

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]	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. These will include information on winter gritting (completed January 04), graffiti and street cleansing (being prepared for end January 2004).	Improved public perception PI
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	Part of the LPSA target to achieve e-gov by April 2004. 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. On target for completion by December 2004.	