

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. Rollout of new hardware, software together with the input of historical data is underway during March 2004	BV109 – Determine applications within 8/13 weeks and new Best Value Indicator 205 - Quality of Service checklist.
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 which has been delayed.	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, ordered. Ledbury Rd Hereford demolished. Feasibility study being carried out on Union Street.	HOS Property	Starting in 2003 and completed in 2007	In line with the new Jarvis Partnership and Directorate Restructure. Capital bid for Improvement Programme to be considered as part of budget round for 2004/05. Investigate potential for match funding.	Public perception indicator

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>Draft strategy approved by Cabinet Member. Consultation with the public and Local Area Forums.</p> <p>Presentation to Scrutiny in Feb 2004 on Definitive Map issues..</p> <p>Action Plan to be included in draft strategy</p> <p>Initial research started on Enforcement Strategy. Now in draft early form.</p>	BV178 Ease of use of Rights of Way
High	Increase throughput of Diversion Orders	Research, devise and write a fast-track method for determining applications for Diversion Orders	Staff time – possible offset through income generation. Now part of strategy.	RH/MM	1/7/02	Initial drafting and research of new procedures in progress.	
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	Scheme reviewed in 2003. Parish participation rationalised and increased monitoring introduced. Scope for expansion of scheme within current resources in 2004/5	

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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	First of two PFO meetings completed. Waymarking training course currently being set up. 2 Newsletters to be produced per year. First newsletter produced 2003.	BVPI 178

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. Information on winter gritting completed January 04. Highway and Street Services leaflet due to be published in April 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	BH/IT/FM/RH /DJP	Apr-02	April 2004	Part of the LPSA target to achieve e-gov by April 2004.	Improved public perception PI

Priority	Improvement Area	Action	Targets and Outcomes	Officer(s)	Start Date	Programmed completion date	Progress	Indicator for Improvement
			responsiveness. Efficiency improvements in responding to defects to achieve higher maintenance standards.					