

**DEVELOPMENT CONTROL**

<b>Priority</b>	<b>Outcome</b>	<b>Action</b>	<b>Milestones</b>	<b>Officer(s)</b>	<b>By When</b>	<b>Progress</b>	<b>Indicator for Improvement</b>
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 has been completed, together with the input of historical data is under way. Council planning website is now integrated with ODPM Planning Portal.	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	Being prepared by Own Williams	BV109 – Determine applications within 8/13 weeks

**PUBLIC CONVENIENCES**

<b>Priority</b>	<b>Outcome</b>	<b>Action</b>	<b>Milestones</b>	<b>Officer(s)</b>	<b>By When</b>	<b>Progress</b>	<b>Indicator for Improvement</b>
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. completed. 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"> <li>• Where resources should be focussed</li> <li>• How to meet the requirements of the Disability Discrimination Act</li> <li>• Business plan with targets</li> <li>• An enforcement policy and strategy</li> <li>• The creation of an Asset Register</li> <li>• How to promote PROW</li> </ul>	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>Initial research started on Enforcement Strategy. Now in draft form.</p> <p>Strategy published for consultation. Closing date for comments 11 June 2004</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	New procedures to be put in place July 2004.	
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	Parish Partnership Schemes revised. Stricter financial controls put in place and closer monitoring of outputs.	

## HIGHWAY MAINTENANCE

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". <b>[Best Value Inspection Recommendation]</b>	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	Web pages relating to street scene management operational from 8 June 2004.	Improved public perception PI