

**DEVELOPMENT CONTROL**

Priority	Outcome	Action	Officer(s)	By When	Progress	Indicator for Improvement
High	Improved speed of applications and responsiveness of service	Review and update Highway Design Guide	Team Leader Transportation Planning / Consultant	December 2003 Date revised to March 2005	Being prepared by Owen Williams.	BV109 – Determine applications within 8/13 weeks

**PUBLIC CONVENIENCES**

Priority	Outcome	Action	Officer(s)	By When	Progress	Indicator for Improvement
High Priority – 2003/5	Improved provision of facilities	Refurbishment programme in progress	HOS Property	To be completed 2004/5	£150k in 2004/5 capital programme approved. Tenbury Road, Bromyard and minor works in East Street. Additional unit in Union Street. Mill Street, Kington deferred until 2005/6.	Public perception indicator

**PUBLIC RIGHTS OF WAY**

Priority	Outcome	Action	Comment	Officer(s)	By when Revised Dates	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"> <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> </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  Date revised to December 2004	Draft Enforcement Strategy now completed and out for consultation. Responses are now being analysed,	BV178 Ease of use of Rights of Way

Priority	Outcome	Action	Comment	Officer(s)	By when Revised Dates	Progress	Indicator for Improvement
		<ul style="list-style-type: none"> <li>An enforcement policy and strategy</li> <li>The creation of an Asset Register</li> <li>How to promote PROW</li> </ul>					
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 – Date revised to November 2004	Not achieved, enforcement strategy took priority.	

#### 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