

**Highways – Service Improvement Plan
NOVEMBER 2002**

Key Issue	Action	Responsible Officer	Resource Implications	User Benefit	PMC	Priority	Timescale
1. Equity and Equality	1. Monitoring procedures to be put in place to measure equity and equality in service delivery.	ILE	Training budget, staff time	Those reliant on non-car modes of transport, especially those with disabilities, will find their journeys improved. ²	No. of new bus shelters, no. of stops with time table, Length of cycleway	High	On-going
2. Accessibility and Communication	1. Mobility checklist to be produced to ensure that interests of physically/sensory disabled etc are taken into account in highways planning	JF	Staff time	Those reliant on non-car modes of transport, especially those with disabilities, will find their journeys improved.	Guide lines, Library of advice	Medium	2003-4
3. Outcomes	1. Transparent and consistent processes to be put in place for negotiation of planning gain from developers	ILE CJ	Staff time paper	All those involved in the planning process will be aware of the procedure, can input into it and be aware of the outcomes ³	Procedure Note	High	2002-3
	2. Strategy for collection and disbursement of tariffs to be put in place	CJ	Staff time paper		Guidance Notes for each area	Medium	2003-4 on-going
4. Performance Management	1. Set of local performance indicators to be identified that will enable the proactive management of service delivery	ILE JF	Staff time	This will inform the Council and the Community of work and achievements of the Section. ⁴	Guidance Notes for each area	Medium	2003-4 on-going
	2. Compulsory training to be provided for members	All	Staff time	This will ensure all members are aware of the work undertaken by the section and how they can contribute to and benefit from it.	Guidance Notes for each area	Medium	2003-4 on-going

5. Resources	1. Impact on service viability to be considered in the event of loss of Agency work	ILE	See 5 below. It is likely that the Council would have to spend significantly greater income to provide officer input in to 'Hart Highways' if retained.	The Community would gain no benefit or loss if service transferred to HCC. Those directly involved in the planning process would have less direct access to highway officers.			
	2. Deployment of staff to be reviewed (link in with possible loss of Agency work)	ILE					
6. Organisational Structure	See Service Plan						
7. Costs of Services	See Service Plan						

1. Whilst there are many documents the primary source of advice is contained in planning policy guidance notes, the Local Transport Plan, Movement Access Street and Spaces and the North East Hampshire Transport Strategy. These documents address the issues raised under sustainability, 'equity and equality' and 'accessibility and communication'.
2. The section will use opportunities presented to it through consideration of planning applications and the adoption of estate roads to encourage disability awareness and the provision of suitable facilities, the provision of public transport (bus services, shelters timetables etc.), the provision of improved cycling and walking facilities. Consultation will include the bus companies, Hart Access Group and Hampshire Association for the Blind. Much of this work is implemented as part of current practice but not recorded.
3. The purpose of planning gain is to support policies aimed at encouraging non-car modes of transport. Whilst the Local Transport Plan concentrates on larger scale schemes this funding will enable minor, but important work, to be undertaken to improve accessibility to the transport network to all users. Examples may include tactile paving refuges or similar. A footpath to the local school has been provided in Dogmersfield.
4. In addition to existing indicators it is proposed to utilise information gained from 2.1. above
5. The Highway Authority, Hampshire County Council, is carrying out a best value review of the development control function. This consists of development control (planning), Section 38 (checking, inspecting and adopting new highways), advanced payment code deposits and searches. The County pays for the first function and the remainder is financed through the fees charged to developers for Section 38 Agreement. The county is considering taking back the inspection of section 38 works. This would mean that significant sums would be paid to the County in respect of existing agreements (£100k) and that 2/3 of the future income would be paid to County. This, in my view, would make the agency non-viable. The County has offered a traffic management agency in return but the funding would only cover the manpower involved and not certain legal expenses.
The Service Plan identifies that 0.48 FTE is currently employed in 'Hart Highways', that person being a highways engineer working principally on Agency work and obtaining support from others in the Team. As it is likely that Members would wish to continue involvement with transport matters at a county/regional level this post will probably need to be retained.