

## Solihull Highway Permit Scheme - Service Priorities Action Plan

### October 2021 – September 2024

Ref	Description	Target
Act01	Review historical trends associated with immediate and emergency works to establish patterns and drive down occurrences.	Q4 2022
Act02	Review opportunities to transition the Permit Scheme Compliance Officer (Projects) to a permanent role.	Q1 2023
Act03	Review co-ordination process to ensure statutory undertakers are attending and effectively feeding into the process.	Q2 2023
Act04	Review use of “cut and paste” works description. Discourage use through PMR process to encourage accurate and relevant works description to aid works co-ordination.	Q2 2023
Act05	Review and promote the use of Forward Plan Promote notices to improve information sharing and aid co-ordination of works.	Q4 2022
Act06	Review third party engagement protocols. Promote the use of GPS technology and through improved works description (Act04), ensure above ground infrastructure works are conditioned to ensure meaningful consultation takes place with residents.	Q2 2023
Act07	Review of procedures for submitting permit applications to ensure all required highway works are recorded in the system,	Q3 2023
Act08	Review process for closing internal permits to ensure they are timely so customers can be updated quickly and in real time.	Q4 2023
Act09	Review the use of technology and public facing portals to explore how they can improve service efficiency works co-ordination.	Q1 2023
Act10	Explore the opportunities to integrate more the TTRO and Traffic Light Application approval processes into the permit process.	Q1 2024
Act11	Continue coring in the borough as a tool to protect highways assets using a a targeted approach to identify and rectify defects.	Ongoing
Act12	Continue to reduce road occupancy and promote collaborative working.	Ongoing
Act13	Continue to review permit conditions on utility applications to ensure they are recorded under the correct categories.	Ongoing
Act14	Continue monitoring costs and benefits during years 4 to 6 of the scheme to determine if the fee structure remains appropriate.	Ongoing