

Highways Agency Performance Specification 2013-14 – Scoping Document

Field	Notes
<b>Short Title</b>	Duration of Directions of Non-approval for a Defined Period (“Holding Directions”).
<b>Performance Specification Reference</b>	Output 2 – PS 2.9c
<b>Requirement / Output Details</b>	<p>The network operator should report on the following measures to provide further transparency of performance:</p> <ul style="list-style-type: none"> <li>• The average time taken to remove holding directions.</li> </ul>
<b>Scope</b>	<p>Proposal to look at applications receiving final response in month that had previously had a “holding direction” issued, and developing an appropriate average duration figure from the date of first “holding direction” issued to final response date. This is likely to be a median figure, to avoid skewing of the average figure from the occasional resolution of one very old application.</p>
<b>Rationale</b>	<p>It directly meets the Performance Specification, and is a key indicator of our performance in resolving issues with developers about their development where that has not been possible within 21 days from receipt of the application, and a “holding direction” requesting more information or clarification of issues is required.</p> <p><b>Behavioural Impact:</b></p> <p>A greater focus on the duration of “holding directions” should encourage Agency staff to seek prompt resolution of issues, although these often lie with the developer. It may also encourage further pre-application engagement with developers as per our planning protocols, e.g. access to traffic models.</p>
<b>Proposed Deliverables (with Associated Completion Dates)</b>	<p>The capture of first “holding” date on the Development Control Database has been in place from 8 April 2013 following technical changes to the structure of the Database. Reporting of the duration data, is planned for October 2013’s National Planning Report for September’s performance, when a half year of data is available to analyse (there are relatively few holding directions issued, and it gives time for any teething issues with the operation of the changed fields in the Development Control Database to be resolved).</p>