

Coventry Highway Permit Scheme – Service Priorities Action Plan

January 2025 – March 2027

Ref:	Description	Target
SW01	Undertake training to ensure permit conditions are being consistently and regularly applied.	Q2 2025
SW02	Review process for closing internal permits to ensure they are timely so customers can be updated quickly and in real time.	Q3 2025
SW03	Review procedures for submitting permit applications to ensure all required highway works are recorded in the system.	Q3 2025
SW04	Reduce road occupancy and promote collaborative working. Developing matrices to capture and monitor this.	Q4 2025
SW05	Review use of non-standard conditions and ensure that templates are in place to ease use by team.	Q4 2025
SW06	Number of deemed permits reduced back to less than 25	Q1 2026
SW07	Review process to record Inspections of own works and increase the number of sites inspected.	Q1 2026
SW08	Review recommendations of the Year 9 permit report and implement recommendations.	Q1 2026
SW09	Increase the percentage of permits showing a duration decrease following review.	Q2 2026
SW10	Develop a Coring Programme to protect highways assets using targeted approach to reduce defects.	Q2 2026
SW11	Explore the opportunities to integrate more the TTRO and Traffic Light Application approval processes into the permit process.	Q3 2026
SW12	Increase the number of collaboration works from 29 to 50 and total days to 250.	Q1 2027
SW13	Through stakeholder co-ordination forum ensure all major schemes are captured and programmed.	Ongoing
SW14	Review the use of technology and public facing portals to explore how they can improve service efficiency works co-ordination.	Ongoing

SW15

Continue monitoring costs and benefits during years 10 to 13 of the scheme to determine if the fee structure remains appropriate.

Ongoing