

1. IMPROVEMENT AGENDA - TRADING STANDARDS

Col.1 Description of the planned improvement action.	Col. 2 What problem is this action addressing?	Col.3 What is this improvement intended to achieve? This should be both specific and measurable.	Col.4 What are the key project milestones for this improvement?	Col.5 What information will you use to assess that intended benefits have been achieved?	Col.6 Which of the headings in PF 11 does the improvement action relate to?	Col.7 Update at 30 April 2004.
Update policies for core activities.	Existing policies are dated and relate to previous structure.	Will provide current, clear guidance for officers. Will provide information for service users.	Compile list of updates required. Identify priorities. Redraft key policies. Issue new policies to officers.	Comparison of A&B policies v 'model' TS service Feedback from officers Feedback from service users.	Internal management processes. Policy impact on stakeholders.	It is proposed to submit the policies to Public Service Licensing Committee on 7 th October 2004.
10. Details of targets for performance and results to be included within Public Protection Annual Report.	Results of performance against target is not always made public in a systematic way.	Results available to consumers and traders in readily accessible form.	Publish a Public Protection Report, detailing amongst other things targets and performance outcomes annually.	Customer feedback.	Customer service. External Relationships.	A Public Services Protection Plan will be produced by September 2004.