

**BEST VALUE REVIEW OF LICENSING  
IMPROVEMENT PLAN**



Action	Due date	Progress	Progress date
<p><u>Consultation</u></p> <p>a) Continue the telephone/contact questionnaire until significant number received e.g. 100</p> <p>b) Devise and distribute specific questionnaires to particular sections of our customers e.g. consultees (fire, police, public), applicants, Members</p> <p>c) Analyse responses</p>	31/7/01	<p>a) Process completed</p> <p>b) Not done</p> <p>c) Completed</p>	Dec 2002
<ul style="list-style-type: none"> <li>Exchange performance, service levels and financial information with other providers and analyse responses</li> </ul>	31/12/01	Not done	Dec 2002
<ul style="list-style-type: none"> <li>Make contact with and visit other service providers to see how they deliver services, particularly those in the top 25% of performers</li> </ul>	30/9/01	Arranged for February 2003	Dec 2002
<ul style="list-style-type: none"> <li>Start Time recording (simple system, not too time-consuming to complete). Make completion a task for staff in the Appraisal system, monitor this at monthly team meetings.</li> </ul>	1/4/01	Completed	Dec 2002
<ul style="list-style-type: none"> <li>Collect time-recording information over a suitable period of time to allow accurate costings of service to be made</li> </ul>	30/9/01	Completed	Dec 2002
<ul style="list-style-type: none"> <li>Develop and assess options</li> </ul>	31/10/01	Not done	Dec 2002
<ul style="list-style-type: none"> <li>Present options for decisions</li> </ul>	30/11/01	Not done	Dec 2002

Additional actions are at various stages of completion, but include progress on web pages, including the availability of electronic forms. We are reliant on the availability of staff time in other sections.