

**Item 5(f) - Appendix G**

Officer Feedback	
<b>Comments</b>	<b>Proposed Cabinet response</b>
Scheme of delegation – greatly improved, more clarity for all involved and easy to understand	Noted
Training - low take up from Members	Should evaluate reasons for non-attendance E.g. Timing, notice given etc
Officer / Member relations – much improved, better joint working, frequent and close contact	Noted
Increased officer availability introduced and working very effectively	Noted – Action completed April 2010
Committee procedure – Significant improvement, good to have a structured meeting, Officers enjoy attending and presenting and taking questions to assist, however there is too much repetition in the debate and some questions are unnecessary as the information is already in the report	Noted
Site Inspections – much better now all members hear the same information before determining and application and the on-site procedure is much more focused	Noted
Appeals – Improved reports and greater officer responsibility for justifying their recommendations. Reduction in committee overturns is welcomed. Increased workload for Officers but performance has still improved	Noted – Training completed for Officers (Hearings July 09 and Public Inquiries March 2010)
Significant improvement in performance and customer service	Noted

