

ITEM 5(f) - APPENDIX I

Evaluation Criteria for the Development Services Review

The survey was carried out from April 2010. It will be repeated at future dates.

The key results are:-

	Criteria	Proposed Response
1.	Are the DSR arrangements sustainable? <ul style="list-style-type: none">• Staff capacity and satisfaction.• Management capacity.• Access and support for Members.	Yes. The DSR arrangements have operated successfully for over twelve months.
2.	Does DSR provide Value for Money? <ul style="list-style-type: none">• Short term.• Long term.	Yes. The Development Service has operated within the approved budget in 2009/2010 and this is continuing in 2010/2011. This is a contrast with previous years. At the same time the Service has achieved a significant performance improvement with an increasing workload over 2009/2010, demonstrating a clear improvement in

		Value for Money in the short term that is set to continue into the long term.
3.	<p>What is the impact of the DSR arrangements on Customer Service?</p> <ul style="list-style-type: none"> • Customer survey. • Complaints. • Member feedback. • Staff feedback. 	Feedback from Customers, Members and Staff has been positive, complaints in 2009/2010 are reduced by 45% compared with 2008/2009.
4.	<p>What is the impact of the DSR arrangements on performance?</p> <ul style="list-style-type: none"> • National Indicators. 	There has been a dramatic improvement on the indicator NI 157, which measures performance applications.
5.	<p>What are the prospects for future Service improvements e.g. Partnership Working, efficiency.</p>	The prospects are that the trends of improvements will be sustained.