

Mid Devon District Council

Community Policy Development Group

Tuesday, 22 August 2023 at 2.15 pm
Phoenix Chambers, Phoenix House, Tiverton

Next ordinary meeting
Tuesday, 24 October 2023 at 2.15 pm

Please Note: This meeting will take place at Phoenix House and members of the Public and Press are able to attend via Teams. If you are intending to attend in person please contact the committee clerk in advance, in order that numbers of people can be appropriately managed in physical meeting rooms.

[Click here to join the meeting](#)

Membership

Cllr G Cochran
Cllr C Connor
Cllr A Cuddy
Cllr A Glover
Cllr B Holdman
Cllr H Tuffin
Cllr C Harrower
Cllr D Broom
Cllr S Robinson

A G E N D A

Members are reminded of the need to make declarations of interest prior to any discussion which may take place

- 1 **Apologies and Substitute Members**
To receive any apologies for absence and notices of appointment of substitute Members (if any).

- 2 **Public Question Time**
To receive any questions relating to items on the agenda from members of the public and replies thereto.

Note: A maximum of 30 minutes is allowed for this item.

- 3 **Declarations of Interest under the Code of Conduct**
To record any interests on agenda matters.

- 4 **Minutes of the Previous Meeting** *(Pages 5 - 8)*
To consider whether to approve the minutes as a correct record of the meeting held on 27 June 2023.
- 5 **Chairmans Announcements**
To receive any announcements that the Chairman may wish to make.
- 6 **Vulnerability Statement** *(Pages 9 - 16)*
To receive a report from the Corporate Manager for Digital Transformation and Customer Engagement. This report has been requested to provide members with clarity on existing practices around customer vulnerability and a proposed statement for publication.
- 7 **Customer Service Front Desk** *(Pages 17 - 46)*
To receive a report from the Corporate Manager for Digital Transformation and Customer Engagement. This report has been requested to provide members with clarity on existing opening times, customer transaction levels and future service activity for the Customer Services department which provides face-to-face, telephone and online presence for the residents of Mid Devon.
- 8 **Regulation of Investigatory Powers**
To receive a verbal update from the District Solicitor and Monitoring Officer.
- 9 **Climate Emergency**
To receive a briefing from the Climate and Sustainability Specialist.
- 10 **Work Programme for 2023/2024** *(Pages 47 - 50)*
To discuss the current work plan for the Community PDG.
- 11 **Finance and Performance Update**
To receive a verbal update from the Corporate Manager for Finance, Property and Climate Change and to receive further training designed to provide greater clarity on the financial responsibilities falling within the remit of this Policy Development Group.

Stephen Walford
Chief Executive
Monday, 14 August 2023

Meeting Information

From 7 May 2021, the law requires all councils to hold formal meetings in person. The Council will enable all people to continue to participate in meetings via Teams.

If you want to ask a question or speak, email your full name to Committee@middevon.gov.uk by no later than 4pm on the day before the meeting. This will ensure that your name is on the list to speak and will help us ensure that you are not missed. Notification in this way will ensure the meeting runs as smoothly as possible.

Please note that a reasonable amount of hardcopies at the meeting will be available, however this is a limited number. If you are attending the meeting and would like a hardcopy of the agenda we encourage that you notify Member Services in advance of the meeting to ensure that a hardcopy is available. Otherwise, copies of the agenda can be found on our website.

If you would like a copy of the Agenda in another format (for example in large print) please contact Sarah Lees on: ahowell@middevon.gov.uk

Public Wi-Fi is available in all meeting rooms.