

Community Policy Development Group

**Tuesday, 23 January 2024 at 2.15 pm
Phoenix Chambers, Phoenix House, Tiverton**

**Next ordinary meeting
Tuesday, 26 March 2024 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.

The meeting will be hybrid and an audio recording will be made and published on the website after the meeting

[Click here to join the meeting](#)

Meeting ID: 376 197 090 751

Passcode: Ajit9g

Membership

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

AGENDA

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 **Declarations of Interest under the Code of Conduct**
To record any interests on agenda matters.
- 3 **Public Question Time**
To receive any questions from members of the public and replies thereto.
- Note: A maximum of 30 minutes is allowed for this item.
- 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 5th December 2023.
- 5 **Chairmans Announcements**
To receive any announcements that the Chairman may wish to make.
- 6 **Medium Term Financial Plan - Draft Budget Update for 2024/2025**
To receive a verbal update on the draft budget position for 2024/2025 (based on the MTFP budget update report presented to the Cabinet on 12 December 2023 and 9 January 2024).
- 7 **Town and Parish Charter** (*Pages 9 - 28*)
To receive a report from the Parish Liaison Officer for a review into the Charter between Mid Devon District Council and the Town and Parish Councils in Mid Devon.
- 8 **Customer Care Policy** (*Pages 29 - 52*)
To receive a report from the Corporate Manager for Digital Transformation and Customer Engagement for a review of the Customer Care Policy and Customer Standards of Mid Devon District Council (MDDC).
- 9 **Public Access to Phoenix House - Working Group Update**
To receive an update on the progress of the Working Group – Public Access to Phoenix House for Vulnerable Customers.

Stephen Walford
Chief Executive
Monday, 15 January 2024

Anyone wishing to film part or all of the proceedings may do so unless the press and public are excluded for that part of the meeting or there is good reason not to do so, as directed by the Chairman. Any filming must be done as unobtrusively as possible from a single fixed position without the use of any additional lighting; focusing only on those actively participating in the meeting and having regard also to the wishes of any member of the public present who may not wish to be filmed. As a matter of courtesy, anyone wishing to film proceedings is asked to advise the Chairman or the Member Services Officer in attendance so that all those present may be made aware that is happening.

Members of the public may also use other forms of social media to report on proceedings at this meeting.

Members of the public are welcome to attend the meeting and listen to discussion. Lift access to the Council Chamber on the first floor of the building is available from the main ground floor entrance. Toilet facilities, with wheelchair access, are also available. There is time set aside at the beginning of the meeting to allow the public to ask questions.

An induction loop operates to enhance sound for anyone wearing a hearing aid or using a transmitter. If you require any further information, or

If you would like a copy of the Agenda in another format (for example in large print) please contact Angie Howell on:

Tel: 01884 234251

E-Mail: ahowell@middevon.gov.uk