

## **Service Delivery & Continuous Improvement Policy Development Group**

**Monday, 10 March 2025 at 5.30 pm**  
**Phoenix Chambers, Phoenix House, Tiverton**

**Next meeting**  
**Monday, 23 June 2025 at 5.30 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 made and published on the website after the meeting.**

[Join the meeting now](#)

Meeting ID: 343 989 252 807  
Passcode: 9byBBN

### **Membership**

Cllr M D Binks  
Cllr C Connor  
Cllr M Farrell  
Cllr B Fish  
Cllr M Fletcher (Chair)  
Cllr A Glover  
Cllr C Harrower  
Cllr M Jenkins  
Cllr J Poynton

## **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 notice of appointment of substitutes.
- 2      **Public Question Time**  
To receive any questions from members of the public and replies thereto.
- 3      **Declaration of Interests under the Code of Conduct**  
To record any interests on agenda matters.
- 4      **Minutes** *(Pages 7 - 16)*  
To consider whether to approve the minutes as a correct record of the meeting held on 2<sup>nd</sup> December 2024.
- 5      **Chair's Announcements**  
To receive any announcements that the Chair may wish to make.
- 6      **Performance Dashboard Q3** *(Pages 17 - 18)*  
To receive summary performance information for the areas falling under the remit of this Policy Development Group for quarter 3 of 2024/2025.
- 7      **Artificial Intelligence Policy** *(Pages 19 - 32)*  
To receive a report from the Head of Digital Transformation & Customer Engagement proposing a policy to govern and monitor the use of artificial intelligence (AI) within Mid Devon District Council.
- 8      **Leisure Service - verbal update**  
To receive a verbal update regarding current activity in the Leisure Service.
- 9      **Environment & Enforcement Performance Report Q3** *(Pages 33 - 38)*  
To receive a report from the Head of Performance, People and Waste and the Environment & Enforcement Manager providing a quarterly update on key environment enforcement performance data.
- 10     **Chairman's Annual Report for 2024/2025** *(Pages 39 - 40)*  
To receive the Chair's Annual Report on the work of the Policy Development Group during 2024/2025.

11 **Identification of items for the next meeting**

Members are asked to note that the following items are already identified in the work programme for the next meeting:

- Election of Chair for 2025/2026
- Election of Vice Chair for 2025/2026
- Start time of meetings for 2025/2026
- PDG workshop feedback
- Performance Dashboard Q4
- Leisure Service Update

Note: This item is limited to 10 minutes. There should be no discussion on the items raised.

**Stephen Walford**  
Chief Executive  
Friday, 28 February 2025

## **Guidance notes for meetings of Mid Devon District Council**

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 the Council experience technology difficulties at a committee meeting the Chairman may make the decision to continue the meeting 'in-person' only to conclude the business on the agenda.

### **1. Inspection of Papers**

Any person wishing to inspect minutes, reports, or the background papers for any item on the agenda should contact Democratic Services at [Committee@middevon.gov.uk](mailto:Committee@middevon.gov.uk)

They can also be accessed via the council's website [Click Here](#).

Printed agendas can also be viewed in reception at the Council offices at Phoenix House, Phoenix Lane, Tiverton, EX16 6PP.

### **2. Members' Code of Conduct requirements**

When considering the declaration of interests and their actions as a councillor, Members are reminded of the requirements of the Members' Code of Conduct and the underpinning Principles of Public Life: Honesty; Integrity; Selflessness; Objectivity; Accountability; Openness; Leadership.

The Code of Conduct can be [viewed here](#):

### **3. Minutes of the Meeting**

Details of the issues discussed, and recommendations made at the meeting will be set out in the minutes, which the Committee will be asked to approve as a correct record at its next meeting. Minutes of meetings are not verbatim.

### **4. Public Question Time**

Residents, electors or business rate payers of the District wishing to raise a question and/or statement under public question time are asked to provide their written questions to the Democratic Services team by 5pm three clear working days before the meeting to ensure that a response can be provided at the meeting. You will be invited to ask your question and or statement at the meeting and will receive the answer prior to, or as part of, the debate on that item. Alternatively, if you are content to receive an answer after the item has been debated, you can register to speak by emailing your full name to [Committee@middevon.gov.uk](mailto:Committee@middevon.gov.uk) by no later than 4pm on the day before the meeting. You will be invited to speak at the meeting and will receive a written response within 10 clear working days following the meeting.

Notification in this way will ensure the meeting runs as smoothly as possible

### **5. Meeting Etiquette for participants**

- Only speak when invited to do so by the Chair.
- If you're referring to a specific page, mention the page number.

For those joining the meeting virtually:

- Mute your microphone when you are not talking.
- Switch off your camera if you are not speaking.
- Speak clearly (if you are not using camera then please state your name)
- Switch off your camera and microphone after you have spoken.
- There is a facility in Microsoft Teams under the ellipsis button called “turn on live captions” which provides subtitles on the screen.

## **6. Exclusion of Press & Public**

When considering an item on the agenda, the Committee may consider it appropriate to pass a resolution under Section 100A (4) Schedule 12A of the Local Government Act 1972 that the press and public be excluded from the meeting on the basis that if they were present during the business to be transacted there would be a likelihood of disclosure of exempt information, as defined under the terms of the Act. If there are members of the public and press listening to the open part of the meeting, then the Democratic Services Officer will, at the appropriate time, ask participants to leave the meeting when any exempt or confidential information is about to be discussed. They will be invited to return as soon as the meeting returns to open session.

## **7. Recording of meetings**

All media, including radio and TV journalists, and members of the public may attend Council, Cabinet, PDG and Committee meetings (apart from items Media and Social Media Policy - 2023 page 22 where the public is excluded) you can view our Media and Social Media Policy [here](#). They may record, film or use social media before, during or after the meeting, so long as this does not distract from or interfere unduly with the smooth running of the meeting. Anyone proposing to film during the meeting is requested to make this known to the Chairman in advance. The Council also makes audio recordings of meetings which are published on our website [Browse Meetings, 2024 - MIDDEVON.GOV.UK](#).

## **8. Fire Drill Procedure**

If you hear the fire alarm you should leave the building by the marked fire exits, follow the direction signs and assemble at the master point outside the entrance. Do not use the lifts or the main staircase. You must wait there until directed otherwise by a senior officer. If anybody present is likely to need assistance in exiting the building in the event of an emergency, please ensure you have let a member of Democratic Services know before the meeting begins and arrangements will be made should an emergency occur.

## **9. WIFI**

An open, publicly available Wi-Fi network is normally available for meetings held in the Phoenix Chambers at Phoenix House.