

MID DEVON DISTRICT COUNCIL

MINUTES of a MEETING of the COMMUNITY POLICY DEVELOPMENT GROUP held on 8 December 2020 at 2.15 pm

Present Councillors

Mrs C P Daw, Mrs E M Andrews, E J Berry,
W Burke, L J Cruwys, J M Downes,
B Holdman and Mrs M E Squires

Apologies Councillor(s)

Mrs C Collis

Also Present Councillor(s)

R M Deed, R Evans, D J Knowles and Mrs N Woollatt

Also Present Officer(s):

Jill May (Director of Corporate Affairs and Business Transformation), Lee Chester (Leisure Manager), Catherine Yandle (Group Manager for Performance, Governance and Data Security), Clare Robathan (Scrutiny Officer) and Carole Oliphant (Member Services Officer)

50 APOLOGIES AND SUBSTITUTE MEMBERS (0.02.45)

Apologies were received from Cllr Mrs C Collis

51 VIRTUAL MEETING PROTOCOL (0.02.53)

The Group had before them, and **NOTED** the *Virtual Meeting Protocol

Note: *Protocol previously circulated and attached to the minutes

52 DECLARATIONS OF INTEREST UNDER THE CODE OF CONDUCT (0.03.07)

Members were reminded of the requirement to make declarations where appropriate

53 MINUTES OF THE PREVIOUS MEETING (0.03.28)

The Minutes of the Meeting held on 17th November 2020 were approved as a correct record

54 PUBLIC QUESTION TIME (0.03.59)

There were no members of the public present.

55 CHAIRMANS ANNOUNCEMENTS (0.04.06)

The Chairman had no announcements to make

56 CORPORATE HEALTH AND SAFETY POLICY (0.04.13)

The Group had before it a *report of the Group Manager for Performance, Governance and Data Security setting out the Corporate Health and Safety at Work Policy.

The officer outlined the contents of the report and explained that the Policy was the Council's overarching Health and Safety Policy and that additional operational policies sat underneath this.

She explained that the Policy had been agreed by the Health and Safety Committee in October and that although there had been a substantial reduction in the wording the content remained broadly the same as the previous version of the Policy.

It was therefore **RECOMMENDED** to the Cabinet that:

- The revised Health and Safety at Work Policy be adopted

(Proposed by Cllr J Downes and seconded by Cllr L Cruwys)

Reason for the Decision: In accordance with the Health and Safety at Works Act 1974 the Council had a duty to review its Health and Safety at Work Policy

Note: *report previously circulated and attached to the minutes

57 UPDATE ON THE LEISURE CENTRE ELECTRONIC BOOKING SYSTEM (0.18.39)

The Leisure Manager gave Members an overview of the electronic booking system currently used by the Leisure Services by way of a presentation.

He explained that the current system had been in place since 2011 and that the system was accessible via a website and mobile app. He further explained that the mobile app version was more user friendly than the website offering.

The officer then provided Members with a demonstration of the mobile app offering. He explained that there were opportunities for improvement but this had been slowed by the current pandemic, that capital funds had to be reprioritised but there were funds held in the capital programme for 2022/2023 for an improvement to the system.

He explained that the MDDC leisure app was currently at beta stage and would be launched in January 2021.

Members then discussed the current offering and explained that it was not user friendly, that it did not remember the user and therefore each booking was treated as a new user. They felt that there were too many processes to go through to book a class or activity.

Members felt that officers needed to make a case to improve the system for customers and that they would support a case to increase funding for an enhanced IT offering.

The Cabinet Member for Support Services and Working Environment and the Cabinet Member for Community Wellbeing advised that they had been involved in the process for selecting a new CRM system. They advised that, along with officers, they could explore the possibility that it could be adapted to offer an enhanced on-line booking facility for the Leisure Centres.

The Leader agreed with this approach and advised that a report on the feasibility of incorporating an on line booking system into the new CRM would be brought back to the Community PDG at its January meeting.

The Group agreed that Cllrs Mrs C P Daw and J Downes would also be a part of the investigation.

58 IDENTIFICATION OF ITEMS FOR THE NEXT MEETING (1.02.57)

No additional items were identified.

(The meeting ended at 3.21 pm)

CHAIRMAN