

Service Delivery & Continuous Improvement Policy Development Group Annual Report 2024/2025

It has been a privilege and a pleasure to chair the newly established Service Delivery & Continuous Improvement Policy Development Group (PDG) over the past year. This inaugural year has been marked by constructive discussions, innovative ideas, and a shared commitment to enhancing services for the benefit of Mid Devon's residents. I am proud of what we have achieved together and look forward to building on this progress in the year ahead.

Over the last 12 months, the PDG has engaged in a range of activities and initiatives, with several key highlights:

- **Support for Waste & Recycling Initiatives:** We worked closely with the Waste & Recycling team and look forward to trialling innovative schemes such as nappy collections and curbside collection of pots and pans. These initiatives demonstrate our commitment to improving waste management services while promoting sustainability.
- **Ongoing Review of the Bin It 123 Scheme:** The continuous evaluation of this scheme has been a priority, including efforts by the Environmental Enforcement Team to educate residents on reducing side-waste. I would like to extend my congratulations to all staff and residents who have contributed to maintaining such strong performance in this area.
- **Leisure Centre Tours:** I had the pleasure of accompanying Cllr Wright on a visit to our leisure centres which provided valuable insights into the environmental initiatives being implemented, showcasing our dedication to sustainability across council services. A tour for all members of the PDG will also be organised in due course.
- **Policy-Shaping Workshop:** I'm excited that we will soon be organising a workshop for all members of the PDG, enabling us to collaborate on shaping future policies and ensuring that our decisions are informed by diverse perspectives.

These achievements reflect the collective effort of members and officers alike, and I am grateful for their contributions.

I would like to express my sincere thanks to my fellow PDG members for their active participation in debates and discussions throughout the year. Your enthusiasm and commitment have been instrumental in driving our work forward.

Special thanks are also due to Sarah Lees for her exceptional support in organising agendas, preparing report packs, and ensuring that our meetings run seamlessly.

Finally, I would like to acknowledge the officers who have provided invaluable guidance and recommendations. Your expertise has been crucial in helping us make informed decisions that benefit our community.

As we move into the next 12 months, I see significant opportunities for us to further enhance our work as a PDG. We must continue fostering open dialogue, exploring innovative ideas, and challenging ourselves to find new ways to improve services for Mid Devon residents.

I am particularly keen to focus on:

- Expanding engagement with residents to better understand their needs and priorities.
- Exploring additional environmental initiatives across council services.

- Strengthening collaboration between members and officers to ensure robust policy development.

I am confident that with continued commitment from all involved, we can achieve even greater success in the coming year. Together, we can ensure that Mid Devon remains a place where residents receive high-quality services that meet their needs.

Thank you once again for your support over the past year—I look forward to working with you all as we strive for continuous improvement next year.

Cllr Matt Fletcher

Chair, Service Delivery & Continuous Improvement Policy Development Group