

AGENDA



For a meeting of the
ENGAGEMENT POLICY DEVELOPMENT GROUP
to be held on
FRIDAY, 22 NOVEMBER 2013
at
10.30 AM
In the
WITHAM ROOM - COUNCIL OFFICES, ST. PETER'S HILL, GRANTHAM. NG31 6PZ
Beverly Agass, Chief Executive

Group Members:	Councillor Ray Auger, Councillor Harrish Bisnauthsing, Councillor Ibis Channell, Councillor Michael Cook (Chairman), Councillor Jock Kerr, Councillor Nick Robins and Councillor Rosemary H Woolley (Vice-Chairman)
Portfolio Holders:	Councillor Paul Carpenter, Deputy Leader & Portfolio: Governance & Communication Councillor Mrs. Linda Neal, Leader/Portfolio: Policy, Strategy and Strategic Partnerships
Support Officer:	Lucy Bonshor Tel: 01476 40 61 20 E-mail: l.bonshor@southkesteven.gov.uk

🕒 Please note date and time of meeting 🕒

Members of the Group are invited to attend the above meeting to consider the items of business listed below.

1. **COMMENTS FROM MEMBERS OF THE PUBLIC**

2. **MEMBERSHIP**

The Group to be notified of any substitute members.

3. **APOLOGIES**

Your council working for you

4. DISCLOSURE OF INTERESTS

Members are asked to disclose any interests in matters for consideration at the meeting.

5. ACTION NOTES FROM THE MEETING HELD ON 19TH SEPTEMBER 2013

(Enclosure)

6. UPDATES FROM PREVIOUS MEETING

7. CUSTOMER ACCESS STRATEGY

Presentation by the Interim Service Manager Customer Services

(Copy presentation enclosed)

8. MEMBER TRAINING CHAMPIONS

Service Manager HR & OD to discuss the introduction of Member Training Champions.

9. ENFORCEMENT POLICY

Report LDS113 from the Head of Legal & Democratic Services

(Enclosure)

10. UPDATE FROM WORKING GROUP

Working Group to update the PDG.

11. FEEDBACK FROM THE EXECUTIVE

Bulletins attached for information.

(Enclosure)

12. ANY OTHER BUSINESS, WHICH THE CHAIRMAN, BY REASONS OF SPECIAL CIRCUMSTANCES, DECIDES IS URGENT