

“What Matters – Using information to prioritise in tough times”

Conference Room, Coaver Club

**12th November 2009
9:00am – 1:00pm**

9:00am	Registration & coffee	
9:30am	Welcome	Cllr Andrew Leadbetter Devon County Council
	Customer satisfaction or what to do with a dead parrot	Norrie Stewart Interim Chief Executive - Exeter City FC
	Place Survey in Devon: the findings	Pip Tucker Head of Strategic Intelligence – Devon County Council
10:45am	Coffee	
11:00am	Delivering in tough times	Cllr John Hart Devon County Council
Community case studies		
	Ifracombe – Narrowing the gap	Gary Smith Neighbourhood Manager
	The Watermark, Ivybridge: Meeting Needs, Raising Aspirations	Angela King and Keith Brown Devon Reinvestment Service (DRS)
	Working with the third sector	Aran Richardson Senior Pastor – Riverside Christian Centre, Exeter Frank Bennett Ascension Trust
12:30pm	Question & Answer session	Cllr Andrew Leadbetter Devon County Council
1:00pm	Close & lunch	