

**MINUTES OF THE MEETING OF THE SERVICE DELIVERY COMMITTEE HELD AT THE  
COUNCIL OFFICES, STATION ROAD, WIGSTON ON TUESDAY, 30 NOVEMBER 2021  
COMMENCING AT 7.00 PM**

**PRESENT**

G A Boulter	Chair
F S Broadley	Vice-Chair



**COUNCILLORS**

Mrs R H Adams  
N Alam  
J W Boyce  
D M Carter  
F S Ghattoraya  
Mrs S Z Haq  
Miss A Kaur  
K J Loydall  
R E R Morris

**OFFICERS IN ATTENDANCE**

D M Gill	Head of Law & Democracy / Monitoring Officer
A Hunt	Democratic Services Officer
S Tucker	Democratic & Electoral Services Manager

**REMOTE ATTENDANCE**

C Campbell	Head of Finance / Deputy Section 151 Officer
A Dingley	Community & Wellbeing Manager
C Eyre	Housing Manager
Mrs P Fisher	Head of Customer Service & Transformation
D M Gill	Head of Law & Democracy / Monitoring Officer
A Thorpe	Head of Built Environment

**35. APOLOGIES FOR ABSENCE**

An apology for absence was received from Councillors L A Bentley and Mrs S B Morris.

Councillor Mrs L M Broadley attended the meeting remotely.

**36. APPOINTMENT OF SUBSTITUTES**

None.

**37. DECLARATIONS OF INTEREST**

None.

**38. MINUTES OF THE PREVIOUS MEETING**

By affirmation of the meeting, it was

**UNANIMOUSLY RESOLVED THAT:**

**Service Delivery Committee**  
Tuesday, 30 November 2021

Chair's  
Initials

**The minutes of the previous meeting held on 7 September 2021 be taken as read, confirmed and signed.**

**39. ACTION LIST ARISING FROM THE PREVIOUS MEETING**

There was no action list arising from the previous meeting held on 7 September 2021.

**40. PETITIONS AND DEPUTATIONS**

None.

**41. COUNCIL PERFORMANCE UPDATE (Q2 2021/22)**

The Committee gave consideration to the report as set out on pages 7-39 of the agenda, which asked it to note the update on progress achieved during the second quarter against achieving the Council's Strategic Objectives.

In respect of the Customer Service & Transformation update, some Members of the Committee stated that they and their constituents remained particularly dissatisfied with the continued lunchtime closure of the Customer Service Centre telephone lines, on the grounds that the arrangement conflicted with Council policy and denied working residents the opportunity to contact the Council during their own lunch break. It was also stated that Oadby & Wigston is the only current authority in Leicestershire to operate a lunchtime closure. The Head of Customer Service and Transformation explained that the current arrangements had been in place since the outset of the Covid-19 pandemic in March 2020 and the anecdotal evidence offered by Members of the Committee regarding resident dissatisfaction was not replicated in the number of corporate complaints received. The Committee were also advised that to reverse the lunchtime closure would have significant additional resource implications for the service area.

During the course of the debate, a motion was moved by Councillor J W Boyce, which proposed that in order to establish whether there is currently unmet demand from residents for lunchtime opening of the Customer Service Centre, Members should forward any correspondence/complaints received from their constituents regarding the issue to the Head of Customer Service & Transformation. It was suggested that the material can then be reviewed and incorporated into an update to be provided to the March meeting of the Committee, allowing sufficient time for any consistent patterns/conclusions to emerge. The motion was seconded by Councillor D M Carter, put to the vote and carried:

**Votes For: 7**  
**Votes Against: 4**  
**Abstentions: 0**

The recommendation, as amended, was moved by the Chair, seconded by the Vice-Chair, and it was

**RESOLVED THAT:**

- (i) The performance of the Council against its Corporate Objectives be noted; and**
- (ii) Any correspondence and/or complaints received by Members in relation to the lunchtime closure of the Customer Service Centre be forwarded to the Head of Customer Service & Transformation for review.**

## **42. SPORTS FACILITIES UPDATE (NOVEMBER 2021)**

The Committee gave consideration to the report as set out on pages 40-49 of the agenda, which asked it to review and decide between the options for proposed future expenditure of Section 106 contributions from the Station Road Former South Leicestershire College site.

It was moved by the Chair that the spending proposals at Table 3 be taken forward, subject to the following amendments:

- (i) Removal of the option for 3G Football Facility at Blaby Road Park; and
- (ii) Insertion of Parkour or BMX facilities at Willow Park.

In respect of the option for a 3G Football Facility at Blaby Road Park, it was suggested that this should instead be put out to public consultation in order to establish whether there is any appetite from residents for this to remain on the list of potential Section 106 funded projects. It was requested that South Wigston Ward Members should have the opportunity to review the consultation questions/documents prior to commencement.

The amendments were seconded by Councillor J W Boyce.

The recommendations, as amended, were put to the vote and it was

### **UNANIMOUSLY RESOLVED THAT:**

- (i) The content of the report be noted;**
- (ii) The amended spending proposals at Table 3 be approved; and**
- (iii) A public consultation in relation to a potential 3G Football Facility at Blaby Road Park be prepared and signed off prior to commencement by South Wigston Ward Members.**

### **THE MEETING CLOSED AT 8.35 PM**



Chair

Tuesday, 15 March 2022

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