



TO COUNCILLOR:

Mrs R H Adams
N Alam
L A Bentley
G A Boulter (Chair)
Mrs L M Broadley

F S Broadley (Vice-Chair)
D M Carter
Mrs H E Darling JP
Mrs L Eaton JP
F S Ghattoraya

Mrs S Z Haq
Miss A Kaur
K J Loydall
Mrs S B Morris
R E R Morris

Dear Sir or Madam

I hereby **SUMMON** you to attend a meeting of the **SERVICE DELIVERY COMMITTEE** to be held at the **COUNCIL OFFICES, STATION ROAD, WIGSTON** on **TUESDAY, 15 MARCH 2022** at **7.00 PM** for the transaction of the business set out in the Agenda below.

Yours faithfully

Council Offices
Wigston
03 March 2022

Mrs Anne E Court
Chief Executive



ITEM NO.

AGENDA

PAGE NO'S

Live Stream of Meeting | Instructions

This meeting will be live streamed.

Press & Public Access:

YouTube Live Stream

A direct link to the live stream of the meeting's proceedings on the Council's YouTube Channel is below.

<https://youtu.be/WjDMMYySvMY>

1. Apologies for Absence

To receive apologies for absence from Members to determine the quorum of the meeting in accordance with Rule 7 of Part 4 of the Constitution.

2. Appointment of Substitutes

To appoint substitute Members in accordance with Rule 26 of Part 4 of the Constitution and the Substitution Procedure Rules.

3. Declarations of Interest



Postal Address: Council Offices, Station Road, Wigston, Leicestershire LE18 2DR

Refuse & Recycling Centre: The Depot, Wigston Road, Oadby, Leicestershire LE2 5JE

Tel: (0116) 288 8961 **Fax:** (0116) 288 7828 **Email:** csc@oadby-wigston.gov.uk



oadby-wigston.gov.uk



OadbyWigstonBC



@Oadby_Wigston

Members are reminded that any declaration of interest should be made having regard to the Members' Code of Conduct. In particular, Members must make clear the nature of the interest and whether it is 'pecuniary' or 'non-pecuniary'.

- 4. Minutes of the Previous Meeting** **3 - 5**
- To read, confirm and sign the minutes of the previous meeting in accordance with Rule 19 of Part 4 of the Constitution.
- 5. Action List Arising from the Previous Meeting** **6**
- To read, confirm and note the Action List arising from the previous meeting.
- 6. Petitions and Deputations**
- To receive any Petitions and, or, Deputations in accordance with Rule(s) 11 and 12 of Part 4 of the Constitution and the Petitions Procedure Rules respectively.
- 7. Corporate Performance Update (Q3 2021/22)** **7 - 37**
- Report of the Head of Customer Service & Transformation
- 8. Virtual Customer Service Centre - Lunchtime Opening Hours** **38 - 44**
- Report of the Head of Customer Service & Transformation

For more information, please contact:

Democratic Services

Oadby and Wigston Borough Council
Council Offices
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Leicestershire
LE18 2DR

t: (0116) 257 2775

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**You can access all available public meeting documents
and audio-visual live streams and recordings electronically on:**



Our website oadby-wigston.gov.uk under 'Your Council' and 'Meeting Dates, Agendas & Minutes'



Your smart **iPad**, **Android** or **Windows** tablet device with the '**Modern.Gov**' app



Our **YouTube** Channel [ow.ly/FYQW50zDNkc](https://www.youtube.com/channel/UCFw50zDNkc) or smart device with the '**YouTube**' app (facilitated by '**Zoom**')



Our audio platform soundcloud.com/oadbywigstonbc or smart device with the '**SoundCloud**' app