

MINUTES OF THE MEETING OF THE SERVICE DELIVERY COMMITTEE HELD AT COUNCIL OFFICES, BUSHLOE HOUSE, STATION ROAD, WIGSTON, LEICESTERSHIRE, LE18 2DR ON TUESDAY, 29 NOVEMBER 2022 COMMENCING AT 7.00 PM

PRESENT

G A Boulter Chair
F S Broadley Vice-Chair



Meeting ID: 2275

COUNCILLORS

Mrs R H Adams
N Alam
L A Bentley
J W Boyce
D M Carter
Mrs H E Darling JP
Mrs S Z Haq
K J Loydall
Mrs S B Morris
R E R Morris

OFFICERS IN ATTENDANCE

T Bingham Strategic Director / Section 151 Officer
P Fisher Strategic Director
D M Gill Head of Law & Democracy / Monitoring Officer
T Hatton Head of Customer Service & Transformation
S Marbrook Corporate Asset Manager
A Thorpe Head of Built Environment
S Wheeliker Democratic & Electoral Services Officer

18. APOLOGIES FOR ABSENCE

An apology for absence was received from Councillors L M Broadley, L Eaton JP and F S Ghattoraya.

19. APPOINTMENT OF SUBSTITUTES

None.

20. DECLARATIONS OF INTEREST

Councillors N Alam and G A Boulter declared a pecuniary interest with regard to the Selective Licensing Update in item 7 of the agenda, insofar as they both owned a property in South Wigston.

21. MINUTES OF THE PREVIOUS MEETING

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The minutes of the previous meeting held on 6 September 2022 be taken as

read, confirmed and signed.

22. ACTION LIST ARISING FROM THE PREVIOUS MEETING

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The action list from the previous meeting held on 6 September 2022 be noted.

23. PETITIONS AND DEPUTATIONS

None.

24. CORPORATE PERFORMANCE UPDATE (Q2 2022/23)

The Committee gave consideration to the report (as set out on pages 8 – 56), which asked it to note the update on the progress achieved during the second quarter against achieving the Council’s Corporate Objectives.

Members raised queries in relation to various parts of the report, including council tax collection rates, economic regeneration funds, carpark revenues, the Private Sector Letting Scheme, the Communications and Marketing update, Customer Service call wait times and the garden and refuse waste update.

The Committee requested a report for the next meeting on the carbon neutral policy and also requested both percentages and figures be provided for the email subscriptions and engagement rates in the communication section of the Customer Service & Transformation Update.

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The contents of the report be noted.

25. LITTER STRATEGY (2022-27)

The Committee gave consideration to the report and appendix (as set out on pages 57 – 71), which asked it to approve the draft Litter Strategy 2022 – 2027.

Members raised queries in relation to various parts of the report including the cost of collection, staffing levels, the suitability and safety of town centre bins, the South Leicestershire Litter Wombles, fly-tipping, a perceived over-reliance on social media and the Council website for providing information to the public, whether informational stickers could be attached to public bins and the need for anti-littering education.

Officers agreed to arrange a survey by the Health & Safety Officer be conducted on the safety and suitability of town centre bins and to include more detailed information on the actions taken by Officers in the action plan.

It was moved by Councillor K J Loydall, seconded by Councillor D M Carter, and

UNANIMOUSLY RESOLVED THAT:

The draft Litter Strategy (2022 – 2027) (as set out in Appendix 1 of the report) be approved.

26. SERVICE REVIEW APPROACH

The Committee gave consideration to the presentation given, as attached to these minutes, which provided an outline of the service review approach.

Members requested involvement throughout the review process and Officers agreed to run a session to update Councillors and receive their input.

THE MEETING CLOSED AT 8.30 pm



Chair / Vice-Chair

Tuesday, 14 March 2023

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Service Reviews Approach

~ Page 4 ~
Service Delivery Committee – 29 November 2022
Strategic Director – Philippa Fisher



Matter for Information

- Members understand the Service Review approach in order to commence with the Service Review Framework and other elements in the timetable
- Members to agree that the process will be updated on the progress of the reviews through the Service Delivery Committee cycle

Service Review Approach – Objectives

Financial

- Ensure the Council can deliver services within its funding means
- Initial likely focus to be on high-value services
- Establish external vendors/specialist cost implications

Transformation

- Waste elimination in the services by improving efficiencies and reviewing processes and systems
- Engagement of employees to identify and address waste and identify improvement using a proven methodology and framework

Customer Experience

- Develop a culture where identifying improvements is seen as normal
- Improve customer service and ownership of improvement

Service Review Approach – other considerations

- Make use of benchmarking to identify areas of high spending services
- Create models of alternative delivery and cost analysis
- Review shared services with other councils and outsourcing, to consider options to identify savings, along with potential service changes
- Utilise the Council's Project Management Process to ensure scoping is accurate, work streams categorised and report and results followed through

Timetable – Service Review Approach

Task	Deadline
Present Timetable and approach to Senior Leadership and Corporate Management Team	4 October 2022
Present to Service Delivery Committee and gain approval for approach	29 November 2022
Establish external vendor/specialist	30 November 2022
Create a service review framework document with priority target list for approval and review by SLT and Members	31 December 2022
Create a priority list of the Service Areas to be reviewed taking into account both internal and external factors. This will be completed utilising a weighting calculation (CoL, internal pressures)	31 December 2022
Process Mapping Exercise	20 January 2023
Project / Implementation Plan to tie in with MTFS	23 January 2023
Overall cost analysis for service reviews	30 January 2023

Framework – what will it include?

- Review service levels and standards. Either improving the quality of some services, or reduce or increase the ranges of service as resourcing and financing stability permits.
- Optimise service delivery methods and resource usage
- Explore opportunities to innovate and continue the transformation journey with internal processes and systems making savings/efficiencies
- Look at potential opportunities to generate income
- Explore the opportunities to provide services in partnership with other organisations
- Plan for the future requirements (e.g. legislative requirements)

Framework - Deliverables

- It provides a **full diagnostic picture of how our services are currently operating**
- It allows us to gain the **clarity and evidence to identify where issues are** within a service
- It brings **all stakeholders together to work in collaboration to achieve our vision and the way we deliver our services**
- It creates a complete **set of design principles** for how the service could operate differently and **assistance with design implementation** to achieve the vision
- **It should improve customer service** through a potential revamped service with **potential cost savings** now or in the future and tie into the Customer Experience Strategy