



**TO COUNCILLOR:**

R H Adams  
N Alam  
S S Athwal  
L A Bentley  
G A Boulter (Chair)

F S Broadley (Vice-Chair)  
H E Darling  
F S Ghattoraya  
C S Gore  
S Z Haq

G G Hunt  
J Kaufman  
K J Loydall  
C J R Martin

I summon you to attend the following meeting for the transaction of the business in the agenda below.

**Meeting:** Service Delivery Committee  
**Date & Time:** Tuesday, 11 June 2024, 7.00 pm  
**Venue:** Civic Suite 2, Brocks Hill Council Offices, Washbrook Lane, Oadby, Leicester, LE2 5JJ  
**Contact:** Democratic Services  
**t:** (0116) 257 2775  
**e:** democratic.services@oadby-wigston.gov.uk

Yours faithfully

Council Offices  
Oadby  
**03 June 2024**

**Anne E Court**  
Chief Executive



**Meeting ID:** 2693

**ITEM NO.**

**AGENDA**

**PAGE NO'S**

**Meeting Live Broadcast | Information and Link**

This meeting will be broadcast live.

**Press & Public Access:**

A direct link to the live broadcast of the meeting's proceedings on the Council's Civico platform is below.

<https://civico.net/oadby-wigston/18962-Service-Delivery-Committee>

**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.



**Postal Address:** Brocks Hill Council Offices, Washbrook Lane, Oadby, Leicester, LE2 5JJ

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

**Telephone:** (0116) 288 8961 **Email:** customer.services@oadby-wigston.gov.uk



oadby-wigston.gov.uk



OadbyWigstonBC



@Oadby\_Wigston

## 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**

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**

**4 - 5**

To read, confirm and approve 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**

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 (Q4 2023/24)**

**6 - 78**

Report of the Head of Customer Service & Transformation

## 8. **Customer Experience Strategy - Year 1 Review**

Presentation of the Head of Customer Service & Transformation

**Access all available public meeting information, documents and live broadcasts on:**



Our **website** at **oadby-wigston.gov.uk/meetings**



Our **Civico** platform at **civico.net/oadby-wigston**



Your **smart device** using the **Modern.Gov** app