

**MINUTES OF THE MEETING OF THE SERVICE DELIVERY COMMITTEE HELD AT THE
COUNCIL OFFICES, BUSHLOE HOUSE, STATION ROAD, WIGSTON ON TUESDAY, 15
MARCH 2022 COMMENCING AT 7.00 PM**

PRESENT

G A Boulter	Chair
F S Broadley	Vice-Chair



Meeting ID: 2092

COUNCILLORS

Mrs R H Adams
N Alam
L A Bentley
Mrs L M Broadley
D M Carter
Mrs L Eaton JP
F S Ghattoraya
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
C Campbell	Head of Finance / Deputy Section 151 Officer
J Carr	Planning Policy and Development Manager
C Eyre	Housing Manager
P Fisher	Strategic Director
D M Gill	Head of Law & Democracy / Monitoring Officer
S Wheeliker	Democratic & Electoral Services Officer

43. APOLOGIES FOR ABSENCE

An apology for absence was received from Councillor Mrs H E Darling JP.

44. APPOINTMENT OF SUBSTITUTES

None.

45. DECLARATIONS OF INTEREST

None.

46. MINUTES OF THE PREVIOUS MEETING

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The minutes of the previous meeting held on 30 November 2021 be taken as read, confirmed and signed.

47. ACTION LIST ARISING FROM THE PREVIOUS MEETING

In relation to the Sports Facilities Update, the Head of Law and Democracy advised that there is currently no budget provision for a 3G pitch at Blaby Road Park, so the consultation has been put on hold, while further assessment is conducted with the agreement of the Committee.

By affirmation of the meeting it was

UNANIMOUSLY RESOLVED THAT:

The Action List arising from the previous meeting held on 30 November 2021 be noted.

48. PETITIONS AND DEPUTATIONS

None.

49. CORPORATE PERFORMANCE UPDATE (Q3 2021/22)

The Committee gave consideration to the report as set out on pages 7-37 of the agenda, which asked it to note the update on progress achieved during the third quarter against achieving the Council's Corporate Objectives.

A number of questions and requests for further information were raised by the Committee in relation to services covered in the report, including the boiler replacement programme, common diseases affecting the Borough's trees, climate change initiatives, litter bin replacements and leisure centre membership figures. Officers present at the meeting noted the requests and where applicable, items requiring more detailed reporting have been recorded on the action list arising from the meeting.

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The content of the report be noted.

50. VIRTUAL CUSTOMER SERVICE CENTRE - LUNCHTIME OPENING HOURS

The Committee gave consideration to the report as set out on pages 38 – 44, which asked it to review the background information, benchmarking analysis and results of a consultation regarding whether the virtual Customer Service Centre should re-instate lunchtime opening hours.

A number of Members raised concerns about how Council services are communicated to residents and stated their objection to the current absence of any paper-based communication with households. The Head of Customer Service and Transformation advised that a Communications Strategy is currently in development which will review in full how the Council engages with its residents.

It was moved by the Chair, seconded by the Vice-Chair and

UNANIMOUSLY RESOLVED THAT:

(i) The content of the report be noted;

- (ii) The reopening of the virtual Customer Service Centre during the lunchtime period be approved with effect from 1 April 2022; and
- (iii) Customer Service awareness sessions for Members would be organised by the Head of Customer Service and Transformation.

THE MEETING CLOSED AT 9.05 pm



Chair / Vice-Chair

Tuesday, 14 June 2022

Printed and published by Democratic Services, Oadby and Wigston Borough Council, Council Offices, Station Road, Wigston, Leicestershire, LE18 2DR