

SERVICE DELIVERY COMMITTEE

ACTION LIST

Arising from the Meeting held on Tuesday, 14 June 2022

No.	Minute Ref. / Item of Business	*Action Details / Action Due Date	Responsible Officer(s)' Initials	Action Status
1.	7. – Council Performance Update (Q4 2021/22)	<p>Paragraph 4.5 – Exception Report – Finance.</p> <p>Members requested an action plan on how the red status issues are going to be resolved.</p> <p align="right"><i>Due by Sep-22</i></p>	CoCa	Complete
		<p>The Council is in the process of completing an action plan. This will highlight the strategy to be used to reduce the Council Tax and NNDR arrears. The target is Council Tax 3.5% and NNDR 4.5%. The arrears reported at Quarter 4 2021/22 were Council Tax 4.55% and NNDR 8.19%.</p>		
2.	Appendix 2	<p>Lightbulb Qtr 4 2021/2022 Performance Dashboard.</p> <p>Members wanted feedback to be given to Blaby District Council that they are unsatisfied with the format of the Lightbulb Performance Dashboard as it is unclear. Members advised the main information they require is:</p> <ul style="list-style-type: none"> • How many residents need a DFG? • How many residents receive a DFG? • How many have we completed? <p align="right"><i>Due by Sep-22</i></p>	AdTh	Complete
		<p>This feedback was provided on 16/6/22. The Lightbulb Manager responded as follows 'The dashboard is more generic and high level in detail – It would cause lots of extra work to replicate this individually for each LA (for fairness to all districts) and was agreed to be kept high level for that reason.' However, Lightbulb has undertaken to book a consultant so that its back-office system can be reconfigured to extract this information on a quarterly basis for this Committee. As soon as this has been done this information will be provided in the narrative of this report. Members are reminded that Lightbulb is a delegated</p>		

		service and as such Blaby District Council is responsible for delivering DFGs on behalf of the Borough Council.		
3.	Appendix 3	Customer Service Statistical Analysis. Members requested the figures for online customer service interactions be provided. Due by Sep-22	PhFi	Ongoing
		We have investigated the possibility of online stats, this was previously provided to us by the IT partnership. Work has begun to develop a reporting mechanism inhouse and stats will be provided at the next service delivery committee In November.		
4.	9. - Installation of New Litter Bins and Litter Collection Programme	Members requested improved communication with, and further briefing sessions/guidance be given to the South Leicestershire Litter Wombles. Due by Sep-22	MaKi	Complete
		This will be included within the Litter Strategy and covering report that will be brought to Services Committee on 6 September 2022.		
5.	9. - Installation of New Litter Bins and Litter Collection Programme	Members requested Officers look into the possibility of implementing an anti-littering campaign. Due by Sep-22	MaKi	Complete
		This will be included within the Litter Strategy and covering report that will be brought to Services Committee on 6 September 2022.		
6.	9. - Installation of New Litter Bins and Litter Collection Programme	Members requested a report on including recycling bins with public bins, what can be recycled and how it will be collected and administered. Due by Sep-22	MaKi	Complete
		This will be included within the Litter Strategy and covering report that will be brought to Services Committee on 6 September 2022.		

* | All actions listed are those which are informally raised by Members during the course of debate upon a given item of business which do not form part of - but may be additional, incidental or ancillary to - any motion(s) carried. These actions are for the attention of the responsible Officer(s).