

**MINUTES OF A MEETING OF THE SERVICE DELIVERY COMMITTEE HELD AT THE
COUNCIL OFFICES, STATION ROAD, WIGSTON ON TUESDAY, 22 MARCH 2016
COMMENCING AT 7.00 PM**

IN ATTENDANCE:

Chair - Councillor G A Boulter
Vice-Chair - Councillor Mrs S Z Haq

COUNCILLORS (11):

G S Atwal	Mrs L M Broadley	Miss M V Chamberlain
L A Bentley	F S Broadley	Dr T K Khong
Ms A R Bond	D M Carter	K J Loydall
J W Boyce	Ms K Chalk	R H Thakor

OFFICERS IN ATTENDANCE (5):

S J Ball	S Glazebrook	A Thorpe
Mrs A E Court	D Lingard	

Min Ref.	Narrative	Officer Resp.
54.	<p><u>APOLOGIES FOR ABSENCE</u></p> <p>None.</p> <p>A minute's silence was observed in memory of those who had lost their lives in the recent terrorist attacks that had taken in Brussels, Belgium on 22 March 2016.</p>	
55.	<p><u>APPOINTMENT OF SUBSTITUTES</u></p> <p>None.</p>	
56.	<p><u>DECLARATIONS OF INTEREST</u></p> <p>None.</p>	
57.	<p><u>MINUTES OF THE PREVIOUS MEETING HELD ON 19 JANUARY 2016</u></p> <p>RESOLVED THAT:</p> <p>The minutes of the previous meeting of the Committee held on 19 January 2016 be taken as read, confirmed and signed.</p>	
58.	<p><u>ACTION LIST ARISING FROM THE MEETING HELD ON 19 JANUARY 2016</u></p> <p>The Director of Services informed Members that a letter had been sent to Leicestershire County Council (LCC) outlining the Council's concerns regarding the increased risk of fly-tipping as a result of new, itemised-charging at Oadby Waste Site. A response from LCC cited that there was no marked increase in fly-tipping in other areas where tariffs had been similarly introduced. The Director of Services assured Members that the situation</p>	

	<p>would continue to be monitored.</p> <p>The Chair requested that a record be kept of fly-tipping occurrences within the Borough and the associated clean-up costs incurred to the Council.</p> <p>The Director of Services advised that costs would be recovered from any defendant successfully prosecuted for any fly-tipping offence(s) within the Borough.</p> <p>RESOLVED THAT:</p> <p>The Action List be noted by Members.</p>	
<p>59.</p>	<p><u>PETITIONS AND DEPUTATIONS</u></p> <p>None.</p>	
<p>60.</p>	<p><u>COMMUNITY SERVICES UPDATE</u></p> <p>The Committee gave consideration to the report and appendices (at pages 13 - 28) as delivered and summarised by Interim Community Services Manager which should be read together with these minutes as a composite document.</p> <p>The Interim Community Services Manager added that the Council was exploring the development of a triangular parcel of Council-owned land at Bennett Way, Wigston. Its potential was said to be constrained by welfare reforms affecting the under 35's which rendered the building of flats on the site unviable and that two, alternative options were available, namely: the building of 2-3 bedrooms terrace houses; or to invite Waterloo Housing to incorporate the site into their scheme at Kirkdale Road.</p> <p>Councillor J W Boyce commended the report. He noted the aforementioned constraints in respect of development Bennett Way yet emphasised that the Scheme ought to remain in the Council's control and for implementation as soon as possible. With reference to 'Disabled Facility Grants' (DFG's) at paragraph 11 (at page 17), the Member advised that no advantage was to be unduly credited to the Lightbulb Project in terms of performance assessment given its pilot status. With reference to void performance at paragraph 5.2.(at page16), he noted that a more careful, long-term marketing strategy concerning studio/bedsit flats was needed to boost their appeal. With reference to 'Chartwell House Concrete Repairs' at Appendix 3 (at page 27), he warned that if the extent of the repairs were extensive, a wider survey was required by engineers to assess the need for more underlying, structural works.</p> <p>The Chair stated that the survey undertaken by engineers had confirmed that there were no underlying structural defects at Chartwell House and its external redecoration was scheduled to take place in due course. He further stated that a concern had been raised at a District and Borough with Leicestershire County Council regarding the top-slicing of DFG funding. Members were advised that a review of the matter would be reported back to the Committee.</p> <p>Councillor Mrs L M Broadley enquired as to whether the Choice-Based</p>	

	<p>Lettings Scheme (CBL) was used by disabled resident to obtain a suitably adapted property and if they was an unreasonable delay in doing so.</p> <p>The Interim Community Services Manager advised that although all housing allocations were managed via the CBL Scheme, with the degree of disability reflected in the banding and points awarded, applications could be considered on an ad-hoc basis.</p> <p>Councillor L A Bentley enquired as to whether any financial penalties were to be paid by the Council in respect of the delayed capital works at Boulter Crescent, Wigston.</p> <p>The Interim Community Services Manager advised that no penalties or associated costs were to be borne by this Council and that provision as to liquidated damages were built into the works contract and absorbed by the contractor.</p> <p>Councillor Ms A R Bond requested an update in respect of access to advisory services to Oadby residents.</p> <p>The Interim Community Services Manager advised that a joint-initiative was being delivered by Helping Hands Advice Centre and the Citizens' Advice Bureau which extended to the Oadby area.</p> <p>Councillor J W Boyce reiterated the significance of an independent advice service.</p> <p>Councillor Mrs S Z Haq enquired as to the priority that was to be given to addressing private-sector empty homes.</p> <p>The Interim Community Services Manager advised that priority was to be given to the 32 residential dwellings that had been empty for two years or more and those that had received the most complaints (i.e. anti-social behaviour and vandalism).</p> <p>With reference to Arrears Cases in the appendix (at page 23), Councillor D M Carter enquired as to the sharp increase at week commencing Monday, 22 February 2016.</p> <p>The Interim Community Services Manager cited a delayed receipt of housing benefit which was shortly received thereafter and corrected in the following week.</p> <p>Councillor K J Loydall asked whether DFG applications where means-tested, questioning the in/out of work eligibility criteria and the associated incentive scheme.</p> <p>The Chair answered confirmed that DFG applications were means-tested.</p> <p>UNANIMOUSLY RESOLVED THAT:</p> <p>The contents contained within the report be noted by Members.</p>	
61.	<u>CHOICE-BASED LETTINGS RESIDENCY CHANGES</u>	

	<p>The Committee gave consideration to the report (at pages 29 - 30) as delivered and summarised by Interim Community Services Manager which should be read together with these minutes as a composite document.</p> <p>Councillor L A Bentley moved the recommendations as set out at paragraphs 2.1. to 2.2 of the report.</p> <p>Councillor J W Boyce seconded the recommendations.</p> <p>UNANIMOUSLY RESOLVED THAT:</p> <p>(i) The residency criteria be increased to two-years; and (ii) The resolved residency criteria be applied to new applications only.</p>	
<p>62.</p>	<p><u>HOUSING RELATED SUPPORT (HRS)</u></p> <p>The Committee gave consideration to the report (at pages 31 - 33) as delivered and summarised by Interim Community Services Manager, which should be read together with these minutes as a composite document.</p> <p>Councillor J W Boyce moved the recommendations as set out at paragraph 2 of the report.</p> <p>Councillor L A Bentley commended the work undertaken by Officers to secure a service that sought to protect the most vulnerable residents in the Borough.</p> <p>Councillor L A Bentley seconded the recommendation.</p> <p>UNANIMOUSLY RESOLVED THAT:</p> <p>The Council enters into an agreement with Charnwood Borough Council to provide the call monitoring services in respect of its properties in supported and sheltered housing be authorised.</p>	
<p>63.</p>	<p><u>WITHDRAWAL OF RECYCLING CREDIT PAYMENTS BY LEICESTERSHIRE COUNTY COUNCIL</u></p> <p>The Committee gave consideration to the report (at pages 34 - 35) as delivered and summarised by the Director of Services, which should be read together with these minutes as a composite document.</p> <p>Councillor J W Boyce requested that the substantive recommendation as set out at paragraph 2.2 of the report (at page 34) be amended to substitute 'Chief Executive' with 'Senior Management Team'.</p> <p>The Member stated that although LCC's motive was understandable, a longer-term vision in respect of investment was equally viable as opposed to the ceasing of all recycling credit income altogether. He recommended that option one as set out at paragraph 3.7.a (at page 35) was the only vaguely acceptable consultation outcome.</p> <p>Councillor J W Boyce moved the recommendations as set out at paragraphs 2.1 and 2.2 of the report (as amended).</p>	

	<p>The Chair seconded the recommendations.</p> <p>UNANIMOUSLY RESOLVED THAT:</p> <p>(i) The options being considered by Leicestershire County Council for reducing its current expenditure on recycling and how this will affect the Borough be noted by Members;</p> <p>(ii) The key points to be incorporated into the consultation response (as set out in Section 4 of the report) be approved and the Senior Management Team be tasked to write an appropriate response based on those points; and</p> <p>(iii) The final wording of the response be agreed by the Senior Management Team in consultation with the Chair of the Committee and the Leader of the Council.</p>	
<p>64.</p>	<p><u>BELL STREET, WIGSTON - UPDATE ON PROHIBITION OF VEHICULAR ACCESS</u></p> <p>The Committee gave consideration to the report (at pages 39 - 43) as delivered and summarised by the Planning, Policy and Regeneration Manager, which should be read together with these minutes as a composite document.</p> <p>Councillor L A Bentley opined that a like-for-like telescope bollard was too easily susceptible to damage and that a permanent, long-term solution was required. He supported the installation of a gate due to its high visibility and ease of maintenance.</p> <p>Councillor L A Bentley moved the fourth proposal of a gate as set out at paragraph 7 of the report (at page 42).</p> <p>Councillor L M Broadley requested that the black granite blocks be repositioned outside the Mr Beanbags Cafe and NatWest Bank to further prohibit vehicular.</p> <p>Councillor L M Broadley seconded Councillor L A Bentley's motion.</p> <p>The Director of Services advised that the request of the repositioning of the granite blocks would be directed to the Planning, Policy and Regeneration for actioning.</p> <p>Councillor J W Boyce stated that a like-for-like telescope bollard should continue to be use in the interim until such time as the installation arrangements were finalised in respect of the gate.</p> <p>UNANIMOUSLY RESOLVED THAT:</p> <p>The long-term installation of a gate (as set out at paragraph 7 of the report) be approved to prevent unauthorised access to the pedestrainised area on Bell Street, Wigston.</p>	
<p>65.</p>	<p><u>CORPORATE ENFORCEMENT UPDATE</u></p> <p>The Committee gave consideration to the report (at pages 44 - 47) as delivered and summarised by the Community Safety and Tenancy Manager,</p>	

	<p>which should be read together with these minutes as a composite document.</p> <p>Councillor L A Bentley enquired as to whether it was the Council's intention to replace a number of dog waste bins with ordinary refuse bins and requested that the accepted use of the latter for the disposal of dog waste be more widely advertised. The Member said he was mindful about the introduction of Public Spaces Protection Orders (PSPO's).</p> <p>The Community Safety and Tenancy Manager stated that a renewed educational campaign to further promote responsibility dog ownership would be mounted via the Council's website and the Residents' Newsletter, Letterbox.</p> <p>Councillor D M Carter commended the partnership work undertaken and welcomed the dog fouling initiative and options available (at page 46) to address the issue.</p> <p>Councillor L M Broadley requested that the Dog Fouling Patrols be extended to the cemeteries throughout the Borough and that the public notices therein be updated.</p> <p>The Community Safety and Tenancy Manager stated that he would advise Environmental Development and Operational Services (EDOS), accordingly.</p> <p>Councillor J W Boyce requested that an analysis of a designated dog-area be undertaken at Blaby Park Road with a view to introduce the same.</p> <p>Councillor K J Loydall suggested a "take it home" campaign so to minimise the costs to the non dog-owning taxpayer. The Member said he was mindful about the introduction of designated dog-areas as this might, in fact, discourage responsible waste disposal.</p> <p>UNANIMOUSLY RESOLVED THAT:</p> <p>The contents contained within the report be noted by Members.</p>	
<p>66.</p>	<p><u>LEISURE CONTRACT MONITORING</u></p> <p>The Committee gave consideration to the report (at pages 48 - 50) as delivered and summarised by the Director of Services, which should be read together with these minutes as a composite document.</p> <p>The Director of Services advised that the report omitted the average number of swim visits per month at the old Wigston swimming pool which would be circulated to Members in due course.</p> <p>Councillor Mrs L M Broadley commended the leisure centres' performance.</p> <p>Councillor Mrs S Z Haq enquired as to whether there were a maximum number of leisure centre memberships available under the contract.</p> <p>The Director of Services advised that there although there were no maximum membership numbers <i>per se</i>, group exercise programmes and class sizes did have limitations.</p>	

	<p>UNANIMOUSLY RESOLVED THAT:</p> <p>(i) The contents contained within the report be noted by Members; and (ii) The leisure facilities be endorsed and promoted to the wider audience.</p>	
<p>67.</p>	<p><u>CUSTOMER SERVICE TRANSFORMATION UPDATE</u></p> <p>The Committee gave consideration to the report (at pages 51 - 52) as delivered and summarised by the Director of Services, which should be read together with these minutes as a composite document.</p> <p>Councillor J W Boyce was hopeful that footfall to the Customer Services Centre (CSC) in Bell Street, Wigston would decrease over time whilst the uptake in self-service facilities increased, thus providing a gauge of its transformative success. He stated that the CSC project served as an excellent example of the transformational progress that could be achieved in the years ahead in other Council service-areas.</p> <p>UNANIMOUSLY RESOLVED THAT:</p> <p>The contents contained within the report be noted by Members</p>	
<p>68.</p>	<p><u>BROCKS HILL COUNTRY PARK UPDATE</u></p> <p>The Committee gave consideration to the report (at pages 53 - 59) as delivered and summarised by the Director of Services, which should be read together with these minutes as a composite document.</p> <p>The Director of Services reported that events were currently being sourced to maximise the use of the amphitheatre at Brooks Hill Country Park ("Brooks Hills"), Oadby during the Summer and that associated cost-reduction schemes and income programmes were to commence imminently.</p> <p>Councillor Ms K Chalk enquired as to whether the café facilities at Brooks Hill were to be the subject of a tendering exercise.</p> <p>The Director of Services advised that this would form part of a wider options appraisal at Brooks Hill which could not be dealt with isolation.</p> <p>With reference to 'Centre and Building Works' at paragraph 6.5 (at page 55), the Chair enquired as to why it was not foreseen that the instructed company was at risk of going into administration before the contract was awarded.</p> <p>The Director of Services advised that enquires would be made and a response would be circulated to Members in due course.</p> <p>UNANIMOUSLY RESOLVED THAT:</p> <p>The contents contained within the report be noted by Members.</p>	
<p>69.</p>	<p><u>OPERATIONS AND FACILITIES SERVICES UPDATE</u></p> <p>The Committee gave consideration to the report (at pages 56 - 59) as</p>	

	<p>delivered and summarised by the Director of Services, which should be read together with these minutes as a composite document.</p> <p>With reference to 'Grass Verges' at paragraph 6 (at page 57), the Chair enquired as to whether budgetary provision could be sourced, if necessary, from the Greening of the Borough Working Group's (GotB) budget for additional verge cutting in 2016/17.</p> <p>The Chair of the GotB Working Group, Councillor D M Carter, answered affirmatively.</p> <p>Councillor Mrs L M Broadley moved the recommendations as set out at paragraphs 2.1. to 2.2 of the report.</p> <p>Councillor Ms A R Bond requested that litter-picking be undertaken along the central reservation of the A6, Oadby before being cut.</p> <p>The Chair advised that the Member's request would be communicated to the responsible authorities.</p> <p>Councillor J W Boyce seconded the recommendations.</p> <p>UNANIMOUSLY RESOLVED THAT:</p> <p>(i) The contents contained within the report be noted by Members; and (ii) Additional verge cutting in 2016/17 be approved (as set out at paragraph 6 of the report).</p>	
69a.	<p><u>DRAFT TREE STRATEGY</u></p> <p>The Committee gave consideration to paragraph 7 of the report at agenda item 16 (at pages 58), together with the appendix provided in the supplementary agenda update (at pages 2 - 49), as delivered and summarised by the Director of Services, which should be read together with these minutes as a composite document.</p> <p>The Director of Services advised that, should Members be minded to approve the Draft Tree Strategy ("the Strategy") for public consultation, it would be returned at a future meeting of the Committee for final resolution as may be amended.</p> <p>Councillor L A Bentley requested that the Tree Strategy Polices as outlined at paragraph 16 (at pages 31 – 39 of the Strategy) be featured more prominently towards the front of the document. He further requested that the Strategy be made more robust in accordance with the Council's 'Greening the Borough' commitment at paragraph 4.7 of the Corporate Plan, most notably in respect of Tree Preservation Orders (TPO's) and Conservation Areas (CA's) at paragraph 13 (at pages 23 – 24).</p> <p>UNANIMOUSLY RESOLVED THAT:</p> <p>The Draft Tree Strategy be approved for public consultation.</p>	
70.	<p><u>PARKING AT BLABY ROAD PARK, SOUTH WIGSTON</u></p>	

	<p>The Committee gave consideration to the report (at pages 108 - 109) as delivered and summarised by the Director of Services, which should be read together with these minutes as a composite document.</p> <p>Councillor J W Boyce considered neither of the options as outlined at paragraphs 2.1 to 2.3 (at page 108) to be reasonably proportionate response to secure the intended outcome.</p> <p>Councillor J W Boyce moved for further work to be undertaken by Officers to address the underlying cause(s) of the complained-about abuse in consultation with South Leicestershire College.</p> <p>The Chair identified the lack of off-street parking availability within the immediate surrounding area as a contributory factor.</p> <p>The Chair seconded Councillor J W Boyce's motion.</p> <p>UNANIMOUSLY RESOLVED THAT:</p> <p>Further work be undertaken to address the underlying cause(s) of the complained-about abuse of the car park usage at Blaby Park Road, Wigston in consultation with South Leicestershire College.</p>	
71.	<p><u>CUSTOMER SERVICE CHARTERS - EXCEPTION REPORTING</u></p> <p>The Committee gave consideration to the report (at pages 110 - 111) as delivered and summarised by the Director of Services, which should be read together with these minutes as a composite document.</p> <p>The Director of Services reported no significant service failures and further advised that the Customer Service Charters were to be updated in the proceeding months for Members' consideration at the next meeting of the Committee.</p> <p>UNANIMOUSLY RESOLVED THAT:</p> <p>The performance standards that have not met the set target (as set out in paragraph 3 of the report) and the reasons why this has been noted by Members.</p>	

THE MEETING CLOSED AT 8.34 PM



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CHAIR

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TUESDAY, 05 JULY 2016
