

**MINUTES OF THE MEETING OF THE SERVICE DELIVERY COMMITTEE HELD AT THE
COUNCIL OFFICES, STATION ROAD, WIGSTON ON TUESDAY, 10 JULY 2018
COMMENCING AT 7.00 PM**

PRESENT

Councillor G A Boulter (Chair)

COUNCILLORS

Miss A R Bond
J W Boyce
Mrs L M Broadley
F S Broadley
D M Carter
Miss M V Chamberlain
K J Loydall JP

OFFICERS IN ATTENDANCE

S J Ball (Senior Democratic Services Officer / Legal Officer)
D M Gill (Head of Law & Governance / Monitoring Officer)
C Raymakers (Head of Finance, Revenues & Benefits)
Miss J Sweeney (Democratic & Electoral Services Officer)
A Thorpe (Head of Planning, Development and Regeneration)

1. APOLOGIES FOR ABSENCE

An apology for absence was from Councillors L A Bentley, Mrs K M Chalk, Mrs L Eaton, Mrs S Z Haq and Dr T K Khong.

2. APPOINTMENT OF SUBSTITUTES

Councillor Miss A R Bond substituted for Councillor Dr T K Khong.

3. DECLARATIONS OF INTEREST

None.

4. MINUTES OF THE PREVIOUS MEETING HELD ON 20 MARCH 2018

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The minutes of the previous meeting of the Committee held on 20 March 2018 to be taken as read, confirmed and signed.

5. ACTION LIST ARISING FROM THE MEETING HELD ON 20 MARCH 2018

The Chair requested that a report be brought to the next meeting of the Committee regarding the proposed lease site at the Oadby Grange Country Park.

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The Action List be noted by Members.

6. PETITIONS AND DEPUTATIONS

None.

7. PROVISIONAL COMMITTEE OUTTURN (2017/18)

The Committee gave consideration to the report and appendices (at pages 11 - 17) as delivered and summarised by the Head of Finance, Revenues and Benefits which should be read together with these minutes as a composite document.

The Committee was advised that in view of an overspend of community grants, adequate governance controls had been followed and that a full breakdown of the overspend would be provided to Members outside the meeting.

The Committee recognised the significant contribution to the budgets made by the Borough's pools and leisure centres and was hopeful that this could continue annually. It was reported to the Committee that the payments relating to the same had been rescheduled to correspond with the financial year returns.

The Committee was advised that the overspend on cemeteries was due to an increase in maintenance and transport related costs and that projected income was not met. It was requested that the situation be reviewed in 12 months.

An update was provided to the Committee explaining the most recent work undertaken in order to further commercialise the Pest Control Service. This project was said to have been tasked to the Corporate Project Board. It was anticipated that the end financial outcome was positive and that the service was to break even by the end of the year. A full financial appraisal was to be reported to this Committee in September and the Licensing and Regulatory Committee in October.

The Committee was advised that all the budgets for capital projects which were either confirmed or ongoing would be carried forward into the next financial year.

It was reported to the Committee that the children's play area at Horsewell Lane Recreational Ground, Wigston did not form part of the current redevelopment project but once completed the future of the play area would be reviewed.

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The contents of the report and appendices be noted.

8. COMMUNITY SERVICES UPDATE (Q4 2017/18)

The Committee gave consideration to the report and appendices (at pages 18 - 51) as delivered and summarised by the Head of Planning, Development and Regeneration which should be read together with these minutes as a composite document.

In respect of the Chartwell House telecommunications equipment lease, the Committee was advised that one of the two leasehold operators, Orange, had since served notice to discontinue their lease from July 2019. All other operations run by EE were said to continue and were still subject to ongoing negotiations.

In respect of the Lightbulb Project update, the Committee raised serious concerns over Members' ability to fulfil their governance role over the project's delivery due to the lack of information available to them. As such, the Committee concluded that at this time, it would not be able to sign-off on the Regulatory Reform Order.

Members were informed that, from recent correspondence with the Strategic Director at Blaby District Council, no representative from the Lightbulb Project was in attendance as the newly-appointed Lead Officer had only been in post for 2 weeks and all other Officers were otherwise unavailable to attend the meeting.

It was requested by Members that a report was to be provided in the next 14 days and was to include details as to outcomes, expenditure and demand. Thereafter, it requested that information be reported back to the Committee every quarter.

It was moved by Councillor J W Boyce, seconded by and Councillor K J Loydall and

UNANIMOUSLY RESOLVED THAT:

- (i) The contents of the report be noted by Members; and**
- (ii) The sign-off of the Regulatory Reform Order be deferred until the next meeting of the Committee.**

9. LEISURE SERVICES UPDATE (Q4 2017/18)

The Committee gave consideration to the report and appendices (at pages 52 - 61) as delivered and summarised by the Head of Law & Governance / Monitoring Officer which should be read together with these minutes as a composite document.

In respect of the overflow car park and footpath development at Parklands Leisure Centre, it was raised by the Committee and advised by Officers that due to recent weather conditions, the 'grasscete' had not yet been completed. Members also raised concerns regarding the present state of the footpath in terms of the materials used, its layout, levelling and disabled access. Members requested an update on the works.

It was also requested by Members that a profit-share update for Parklands and Brocks Hill be provided on a quarterly basis. It was said that Officers would liaise with the Council's leisure contractor to try and collate the information. A Members' Information Session to explain the contract mechanisms was also to be arranged.

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The contents of the report and appendices be noted by Members.

10. FACILITIES SERVICES UPDATE (Q4 2017/18)

The Committee gave consideration to the report (at pages 62 - 66) as delivered and summarised by the Head of Planning, Development and Regeneration which should be read together with these minutes as a composite document.

It was reported that in respect of the fitness equipment to be installed at Uplands Park in Oadby, a public consultation was to take place over the summer.

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The contents of the report be noted by Members.

11. GREENING OF THE BOROUGH AND OPERATIONAL SERVICES UPDATE (Q4 2017/18)

The Committee gave consideration to the report and appendices (at pages 67 - 68) as delivered and summarised by the Head of Law & Governance / Monitoring Officer which should be read together with these minutes as a composite document.

The Committee raised concerns regarding a number of projects that were not referenced in the report. Members deemed that it might be necessary to re-establish the Green of the Borough Working Group if no improvement to content was made.

The Committee acknowledged the importance of volunteers and suggested that the Council should focus on the development and recognition of volunteers. The Committee was advised that the Volunteer Policy was due to be reviewed and a recognition scheme could be included in the same. The suggestion of a 'Volunteer of the Year' award to be presented each year at the Council's AGM was also made.

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The contents of the report be noted by Members.

12. CUSTOMER SERVICE AND TRANSFORMATION UPDATE (Q4 2017/18)

The Committee gave consideration to the report and appendices (at pages 69 - 70) as delivered and summarised by the Head of Law and Governance which should be read together with these minutes as a composite document.

The Committee reiterated the need for more detailed reports regarding this service-area. In particular, it was requested that reports were to focus predominantly on the transformation-element. Officers assured the Committee that the last quarterly report confirmed the channel shift in customer queries was improving.

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The contents of the report be noted by Members.

13. CIVIL PENALTIES UNDER THE HOUSING AND PLANNING ACT 2016

The Committee gave consideration to the report and appendices (at pages 71 - 88) as delivered and summarised by the Head of Law & Governance / Monitoring Officer which should be read together with these minutes as a composite document.

It was raised by the Committee and advised by Officers that adequate training had been provided to Officers. It was emphasised that a decision between prosecution and a penalty had to be made, but the same evidential standards applied. It was clarified that penalties administered would be returned to the Council and, if left unpaid, payment would be retrieved through the civil debt recovery process. A national database of offenders was

also said to be available for checking.

Members agreed that the level of the penalty should be set by the Head of Law & Governance. Members stated that, when a decision was taken, there needed to be more proportionality between offenders' income and any proposed penalty. The Committee also requested that more details as to recoverable costs should feature in the Policy. Officers advised that such amendments were to be made accordingly.

It was moved by the Chair, seconded by Councillor K J Loydall and

UNANIMOUSLY RESOLVED THAT:

- (i) The proposed Policy (as set out at Appendix 1) be approved by Members; an**
- (ii) Delegated authority is given to the Head of Law & Governance / Monitoring Officer, following consultation with the Chair of the Service Delivery Committee, to make minor amendments to the Policy to reflect changes in fact and law and in relation to recoverable costs.**

14. UNIVERSAL CREDIT (VERBAL UPDATE)

The Committee gave consideration to the verbal update as delivered by the Head of Finance, Revenues and Benefits.

It was reported that Universal Credit (UC) went to full service on 13 June, 4 weeks ago. This was said to have meant that the Council had received 0 notices of Universal Credit awarded because of the 5-week delay in notification and start. The Council's Benefits Team Leader was said to have spent a lot of time and expertise making sure Officers knew how to deal with queries when they come in and give suitable support, answering queries and completing forms.

It was reported that, so far, it has been reasonably quiet as expected as people migrate across once they have had a change in circumstances. The Council had received 37 Stop Notices for Housing Benefit (including 7 Council tenants). 26 changes in circumstances for current UC claimants had been received. In terms of income collection, there were: 13 tenants currently on UC, 5 rent verifications, 4 managed payment requests and 6 enquires relating to UC from tenants.

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The verbal update be noted by Members.

THE MEETING CLOSED AT 8.35 PM



Chair

Tuesday, 11 September 2018

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