

**MINUTES OF THE MEETING OF THE SERVICE DELIVERY COMMITTEE HELD AT THE
COUNCIL CHAMBER - COUNCIL OFFICES, STATION ROAD, WIGSTON ON TUESDAY, 29
JANUARY 2019 COMMENCING AT 7.00 PM**

PRESENT

Councillor G A Boulter (Chair)
Councillor Mrs S Z Haq (Vice Chair)

COUNCILLORS

L A Bentley
Miss A R Bond
J W Boyce
D M Carter
Mrs L Eaton JP
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)
Mrs J Griffith (Head of Customer Services & Business Transformation)
S Hinds (Director of Finance & Transformation / Section 151 Officer)
Mrs A Lennox MBE (Head of Leisure & Wellbeing Services)
C Raymakers (Head of Finance, Revenues & Benefits)
Miss J Sweeney (Democratic Services Officer)
A Thorpe (Head of Planning, Development & Regeneration)

43. APOLOGIES FOR ABSENCE

An apology for absence was received from Councillors Mrs L M Broadley, F S Broadley, Mrs K M Chalk and Miss M V Chamberlain.

44. APPOINTMENT OF SUBSTITUTES

None.

45. DECLARATIONS OF INTEREST

Councillor L A Bentley declared a non-pecuniary interest with regard to item 13 of the agenda insofar as he had shown a sustained interest over the years in realising the construction of a footbridge over Ervins Lock in Wigston.

46. MINUTES OF THE PREVIOUS MEETING

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

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

47. ACTION LIST ARISING FROM THE PREVIOUS MEETING

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The Action List arising from the meeting of the previous Committee held on 20 November 2018 be read, confirmed and noted.

48. PETITIONS AND DEPUTATIONS

None.

49. COUNTY COUNCIL PROPOSALS TO DISCONTINUE SUPPORT SERVICES

The Committee received the report (as set out in pages 10 - 13) which asked it to decide upon a considered response in relation to Leicestershire County Council's (LCC) draft model for homelessness and housing support.

It was reported that should LCC's proposal be approved, the existing 'Housing Matters' services would be discontinued and that this Council would not be able to replicate the services currently provided by LCC with the existing resources available, or lack thereof.

With regards to LCC's new draft model, the Committee agreed with Officers' assessment that the proposal would have damaging consequences for a number of residents within the Borough. Members raised concerns regarding the lack of clear information given by LCC for the dates of public consultation, arguing that residents should be made aware of the proposal and have the opportunity to submit their points of view on this matter.

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

UNANIMOUSLY RESOLVED THAT:

- (i) Leicestershire County Council's draft model and the window for consultation be noted;**
- (ii) A formal consultation response be submitted by the Director of Finance & Transformation following consultation with the Chair of the Committee; and**
- (iii) The Chair of the Committee write to Leicestershire County Council asking them to publish the rationale behind their decision to maintain the Falcon Centre Hostel in preference to maintaining the Housing Matters Floating Support contract.**

50. CORPORATE PERFORMANCE UPDATE (Q3 2018/19)

The Committee received the report (as set out on pages 14 – 21) which asked it to note the performance of the Council against its Corporate Objectives during the third quarter of 2018/19.

It was reported that at the end of the third quarter, of the 100 performances measured, 79 were green, 13 were amber and 8 had red statuses.

It was clarified that the annual target set for the total percentage of household waste collected was predicted to not be met due to the high levels of waste following the Christmas period. As such, it was suggested that going forward, anticipated periods of excessive waste should be profiled into the target. It was also clarified that the planning appeal success rate of 70% or higher expressed in such terms was a target set by Central

Government.

It was reported that a review would be undertaken regarding the specification and presentation of the performance indicators to allow for adjustments to be made in future reports.

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The performance of the Council against its Corporate Objectives be noted.

51. COMMUNITY SERVICES UPDATE (Q3 2018/19)

The Committee received the report (as set out on pages 34 – 40) which asked it to note the progress made in delivering community services during the third quarter of 2018/19.

Members were provided with updates regarding the procurement of new contracts for both central heating and boiler replacements. The Committee were advised that the contracts would commence on 1 April 2019.

It was reported to Members that after successfully procuring a new contract for the kitchen and bathroom replacement programme, a stock condition survey would be carried out to determine any required works. Once identified, new installations were expected to be completed by 30 June 2019.

With regards to the Lightbulb Project (LbP), it was suggested by the Committee that a direct communication channel be made available for Members so they can raise any queries or concerns with the organisation. Officers confirmed that LbP's contact details would be provided. Members were advised to include an Officer in any correspondence sent to allow all queries and comments to be centrally collated.

A Member spoke about an ongoing case regarding a dissatisfied resident who had felt disappointed by the LbP. Although the Member did not want to unduly influence the opinion of the Committee, it was stated that they disagreed with the insinuation of the LbP's ability to deliver improved start-to-end processing times. It was requested that details of case raised be submitted to the Director of Finance and Transformation to allow further investigations to be made.

The Committee was advised that although the LbP was now controlled under a single-tier assessment, and therefore direct comparisons to previous performance figures would be difficult to draw, it was reiterated that the LbP did allow more concentrated focus on dealing with Disability Funding Grant's across Leicestershire Borough and Districts and that overall, performance had improved.

Members were advised that Central Government had provided the LbP with additional funding, to allow identified works to be completed.

It was confirmed that the Council's 'Empty Home Strategy' was set to be reviewed. The Strategy would allow Officers to monitor and address issues regarding the number of empty homes within the Borough. The Committee was advised that the Council Tax premium set for empty homes was set to increase from 150% to 200%, as opposed to the standard 100% Council Tax set for single property homeowners. Officers advised that the collection rate within the Council Tax band would be calculated and reported to Members following the Committee.

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

That the contents of the report and appendix be noted.

52. REVENUES & BENEFITS UPDATE (Q3 2018/19)

The Committee received the report (as set on pages 33 – 37) which asked it to note the activity within the Revenues and Benefits Section during the third quarter of 2018/19 and the progress of Universal Credit implementation.

The Committee was advised that due to a recent successful campaign in recruiting Officers into post, progress has since been made to improve total collection rates and further resources were being sought to ensure targets were continued to be met.

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

That the contents of the report be noted.

53. HEALTH, WELLBEING & LEISURE SERVICES UPDATE (Q3 2018/19)

The Committee received the report (as set out on pages 38 - 48) which asked it to note the range of projects that have taken place within the Borough throughout quarter 3 of 2018/19.

It was reported that with regards to the CCTV, the conversion of the identified lamp-posts had been commissioned and works would be completed by the County Council Highways Authority before the end of March 2019.

It was confirmed that the free 'Everyone Active' 20% discount card was applicable to both Parklands Leisure Centre and the Brocks Hill Visitor's Centre. It was said that the availability of the discount would be more widely promoted on-site and in promotional material directed towards residents (i.e. Letterbox, social media etc).

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

That the contents of the report and appendix be noted.

54. GREENING OF THE BOROUGH AND OPERATIONAL SERVICES UPDATE (Q3 2018/19)

The Committee received the report (as set out on pages 49 – 58) which asked it to note the update on the Borough's green and natural spaces and the work undertaken by Operational Services throughout the third quarter of 2018/19.

In respect of the request received from the South Wigston Local Area Coordinator (LAC) for the approval to use a section of the land at Blaby Road Park as a community garden, concerns were raised by Members as to whether sufficient research had taken place to

establish a community demand for the project. It was also noted that the proposed site was situated beside a storage unit which was said could be problematic in the future due to the potential of restricted access.

The Committee concluded that for the LAC's proposals to be approved, evidence of wider public consultation would be required and that new location should be sought. It was also suggested that a pilot scheme would be effective in order to review and amend certain practical elements of the project.

It was noted that the levels of recycling had increased since the introduction of wheeled bins in June 2018. It was suggested that promotional information be circulated and exercises undertaken around the Borough to raise awareness of what can and cannot be recycled. This would provide an opportunity for Officers to collect feedback in order to promote the recycling scheme more effectively.

It was reported to that the new draft Volunteering Policy has been completed and circulated to the Council's Senior Management Team, all staff and the Trade Unions. The consultation period for the Policy was said to end 8 February 2019.

It was moved by Councillor J W Boyce, seconded by Councillor D M Carter and

UNANIMOUSLY RESOLVED THAT:

- (i) Consideration of the proposal for a Community Garden at Blaby Road Park (as set out in paragraph 5.1 and Appendix 1 of the report) be deferred to a subsequent meeting of the Committee; and**
- (ii) The contents of the remainder of report be noted.**

55. FACILITIES SERVICE UPDATE (Q3 2018/19)

The Committee received the report (as set out on pages 59 – 64_ which asked it note the details of the work completed by the Facilities Section within the third quarter of 2018/19.

Members were advised of the completed installation of both the dog walk shelter at Blaby Road Park and the picnic shelter at the Crow Mill Picnic Area in South Wigston.

With regards to Ervins Lock Footbridge, the Committee was advised that progress had been delayed due to opposing views between the Canals and Rivers Trust (CRT) and Leicestershire County Council's Conservation Officer (CO) in relation to the design of the proposed footbridge. It was said that the CRT had advised that permission to build would not be granted until the proposed footbridge incorporated its design preference. Members reiterated the need for progress to be made to ensure that the works were commenced by next Autumn. Members were hopeful that a sensible compromise could be reached between the CO and the CRT.

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

That the contents of the report be noted.

56. CUSTOMER SERVICE AND TRANSFORMATION UPDATE (Q3 2018/19)

The Committee received the report (as set out on pages 65 – 70) which asked it to note the activity within the Customer Service and Transformation Section during the third quarter

of 2018/19.

The Committee was advised that a communication campaign to notify residents of the requirement to renew their subscription to the garden waste service has begun. Members were informed that the Council had already received 38 renewal requests in advance. It was said that reminders would be circulated via email to customers that had provided their email address when initially signing up to the service.

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

That the contents of the report be noted.

THE MEETING CLOSED AT 8.32 PM



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Chair
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(Date)
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