

**MINUTES OF THE MEETING OF THE CHANGE MANAGEMENT COMMITTEE HELD AT THE
COMMITTEE ROOM - COUNCIL OFFICES, STATION ROAD, WIGSTON ON TUESDAY, 5
MARCH 2019 COMMENCING AT 6.30 PM**

PRESENT

M H Charlesworth Chair

COUNCILLORS

Miss A R Bond
Mrs L M Broadley
B Dave
Mrs S Z Haq
J Kaufman
K J Loydall JP
Mrs S B Morris

OFFICERS IN ATTENDANCE

S J Ball	Senior Democratic Services Officer / Legal Officer
Mrs A E Court	Chief Executive / Head of Paid Service
D M Gill	Head of Law & Democracy / Monitoring Officer
Miss J Sweeney	Democratic & Electoral Services Officer
S Tucker	Democratic & Electoral Services Manager / Deputy Monitoring Officer

21. APOLOGIES FOR ABSENCE

An apology for absence was received from Councillor M L Darr.

22. APPOINTMENT OF SUBSTITUTES

Councillor J Kaufman substituted for Councillor M L Darr.

23. DECLARATIONS OF INTEREST

None.

24. 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 15 January 2019 be taken as read, confirmed and signed.

25. 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 15 January 2019 be noted.

26. PETITIONS AND DEPUTATIONS

None.

27. THE COUNCIL'S CORPORATE PLAN (2019-2024)

The Committee gave consideration to the report as set out on pages 7-8 of the agenda, which asked it to consider and comment upon the draft Corporate Plan for 2019-2024.

The Committee were presented with a detailed draft of the Corporate Plan, included in the plan were the draft visions and strategies that would guide the Councils direction, in order to facilitate Members aspirations for the Borough over the next five years.

Members were advised that each department within the Authority had participated in producing the sub objectives of the proposed corporate plan to ensure that targets were applicable and achievable to service departments.

Members noted that one of the Councils proposed corporate focuses would relate to 'Building, Protecting and Empowering Communities', and would be achieved through supporting positive community wellbeing and cohesion.

Members were informed that as part of this initiative the Council would aim to deliver diverse and high quality developments which would in addition raise environmental standards, reduce crime and anti-social behaviour.

The Committee encouraged the concept of this theme and were assured that in alignment with this target, all planning applications would adhere to the Supplementary Planning Document (SPD) before any approval of new builds could be granted, in order to ensure consistent quality throughout developments within the Borough.

The Committee requested that Officers consider the Councils current stance on mandatory registration for private landlords, to offer residents living within the Borough further protection and assurance. Officers confirmed that this scheme could be reviewed and reported upon to Members.

The Committee were informed on the methods that, going forward would be implemented to achieve the targets set to empower communities within the Borough. Members were advised that proposals are in place to implement a new Citizens Panel, to increase the opportunity of resident participation and therefore encourage residents to become positively involved with the future shaping of the Borough.

The Committee were advised that significant development in Oadby, Wigston and South Wigston would be required to boost economic regeneration. As part of the target, Members were informed that a detailed bid would be developed in order to access funding from the 'Future High Streets Fund', further explanation detailed that funding would increase the Councils financial capacity with regards to the strategy.

In response to Members enquiries regarding the ongoing position of the Borough's 'Empty Homes Strategy', Officers confirmed that a new working group has been recently been established to collate information and create an action plan that, as requested could be reported at the relevant Committee meeting in addition to a quarterly update being include in the Members bulletin.

The Committee were advised that a new housing strategy has been produced to identify key areas of development that will address the requirements of the Borough's residential demographic for the future.

Members stated their desire to increase the number of affordable houses, Officers confirmed that the Council are intending to work with developers to ensure that the needs

of the area are addressed through future developments.

As part of the proposed Corporate Plan, further emphasis and resource is set to be allocated to developing and understanding business needs within the Borough. It was suggested that further investment in resources should be allocated to industrial estates that currently exist within the area.

In order to assist the Council to achieve the proposed initiative, Members were informed that a new job post had been created. The new Marketing and Insight Manager will oversee and aim to change the way the Council interacts with businesses with the intention of increasing business investment and tourism throughout the Borough.

The Chief Executive confirmed that a Key Performance Indicator (KPI) would be created for each proposed target to measure whether the initiatives had been implemented successfully.

By affirmation of the meeting it was

**UNANIMOUSLY RESLOVED THAT:
The contents of the**

28. DRAFT MEMBER INDUCTION PROGRAMME (2019/20)

The Committee gave consideration to the report as set out on pages 9-13 of the agenda, which invited Members to comment upon and note the draft timetable for Member Induction after the 2019 Borough Council elections.

Members were presented with details of the draft Induction Programme and Officers summarised each key stage that the programme had been designed around. In addition to this, it was confirmed to the Committee that the majority of the induction sessions would be led by senior Officers, at the Council Offices.

It was clarified to all Members that due to the review Council's Constitution and the introduction of new policies, attendance is compulsory for all elected Members. In addition to this, Officers predicted that attendance of the session from experienced Members would provide positive support to newly-elected Members.

It was suggested by Members to adopt a later start time from 6:00pm to 7:00pm for the initial induction session, scheduled for 8 May 2019.

By affirmation of the meeting it was

UNANIMOUSLY RESLOVED THAT:

The contents of the report be noted.

29. DRAFT SCHEDULE OF COUNCIL & ALLIED MEETINGS (2019/20)

The Committee gave consideration to the report as set out on pages 14-17 of the agenda, which asked it to note and comment on the draft Schedule of Council and Allied Meetings ("the draft Schedule") for the municipal year 2019/20 as set out in the report.

Officers provided the Committee with a brief summary of the report, and informed Members that several dates had been amended, it was confirmed that the changes would apply to one Full Council meeting, which had since been rearranged from 25 June to 30

July. In addition to this, Service Delivery Committee that would now be held on 10 September as opposed to 03 September and this in turn would mean that the Policy, Finance & Development Committee would be arranged from 10 September to 17 September 2019.

Members suggested that it would be beneficial for newly elected Members to be provided with the Schedule of Council and Allied Meetings before it is adopted in May, once it has been approved by Full Council. This would provide newly elected Members with sufficient information to make an informed decision regarding which Committee would be most appropriate for them to attend once elected.

By affirmation of the meeting it was

UNANIMOUSLY RESLOVED THAT:

The contents of the report be noted.

30. CUSTOMER SERVICE EXCELLENCE (CSE) AWARD

The Committee gave consideration to the report as set out on pages 18-20 of the agenda, which asked Members to note and endorse the Council's ambition to achieve the Customer Service Excellence Award.

The Committee were informed that the Council is set to focus on achieving the Customer Service Achievement (CSE), Officers advised Members that the award would allow the Council to self-assess capability and effectiveness. Officers clarified that the award would direct the Authority in relation to providing a customer-focused service by concentrating on delivery, professionalism and staff attitude.

The Committee suggested there is a lack of information with regards to residents having a clear understanding of the distinction between whether an issue or query should be directed to the Authority or to Leicestershire County Council. To help tackle the issue, it was suggested that Officers have access to contact lists for external organisations, this would enable Officers to accurately sign post customer queries that may not fall within the Authority's remit.

By affirmation of the meeting it was

UNANIMOUSLY RESLOVED THAT:

The contents of the report be noted.

31. BREXIT PREPARATIONS UPDATE (MARCH 2019) (VERBAL UPDATE)

The Committee gave consideration to a verbal update, delivered by The Chief Executive regarding Brexit.

Members were advised by the Chief Executive that the Authority is involved in regional teleconferences to ensure that any developments regarding Brexit are identified. It was confirmed to Members that currently there are no issues identified for the Borough, however the Council may need to make provisions for resources to be shared across Districts.

By affirmation of the meeting it was

UNANIMOUSLY RESOLVED THAT:

The contents of the verbal update be noted.

THE MEETING CLOSED AT 8.20 PM



Chair

Thursday, 13 June 2019

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