



**TO COUNCILLOR:**

Mrs R H Adams  
N Alam  
L A Bentley  
G A Boulter (Chair)  
J W Boyce

Mrs L M Broadley  
F S Broadley  
D M Carter  
M H Charlesworth  
F S Ghattoraya

Mrs S Z Haq (Vice-Chair)  
Miss A Kaur  
K J Loydall JP  
Mrs S B Morris  
R E R Morris

Dear Sir or Madam

I hereby **SUMMON** you to attend a meeting of the **SERVICE DELIVERY COMMITTEE** to be held **BY REMOTE VIDEO CONFERENCE (SEE INSTRUCTIONS BELOW)** on **TUESDAY, 8 SEPTEMBER 2020** at **6.00 PM** for the transaction of the business set out in the Agenda below.

Yours faithfully

Council Offices  
Wigston  
**28 August 2020**

**Mrs Anne E Court**  
Chief Executive



**SPECIAL NOTE:**

This remote meeting is convened and held in accordance with section 78 of the Coronavirus Act 2020 and the Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020 to which Part 4, Section 1A of the Council's Constitution (Remote Meeting Procedure Rules) will apply. This meeting is open to the press and public to observe by streaming the meeting's live proceedings. Instructions regarding the access arrangements for this meeting are below.

**ITEM NO.**

**AGENDA**

**PAGE NO'S**

**Remote Video Conference | Instructions**

**This meeting will take place as a remote video conference.**

**Meeting Participants:**

**Zoom Video Conferencing Webinar**

A webinar invitation will be sent by e-mail to all Members and Officers for this meeting.

Cont'd



INVESTORS  
IN PEOPLE

Accredited  
Until 2019

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**Council Offices:** Station Road, Wigston, Leicestershire LE18 2DR  
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## **Press & Public Access:**

### **YouTube Live Stream**

A direct link to the live stream of the meeting's proceedings on the Council's YouTube Channel is below.

<https://youtu.be/Pm0wSv03BEU>

### **Remote Meeting Procedure Rules:**

A summary of the Remote Meeting Procedures Rule to be adopted for the meeting is attached for reference.

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#### **1. Apologies for Absence**

To receive apologies for absence from Members to determine the quorum of the meeting in accordance with Rule 7 of Part 4 of the Constitution.

#### **2. Appointment of Substitutes**

To appoint substitute Members in accordance with Rule 26 of Part 4 of the Constitution and the Substitution Procedure Rules.

#### **3. Declarations of Interest**

Members are reminded that any declaration of interest should be made having regard to the Members' Code of Conduct. In particular, Members must make clear the nature of the interest and whether it is 'pecuniary' or 'non-pecuniary'.

#### **4. Minutes of the Previous Meeting**

**6 - 8**

To read, confirm and sign the minutes of the previous meeting in accordance with Rule 19 of Part 4 of the Constitution.

#### **5. Action List Arising from Previous Meeting**

**9 - 10**

#### **6. Petitions and Deputations**

To receive any Petitions and, or, Deputations in accordance with Rule(s) 11 and 12 of Part 4 of the Constitution and the Petitions Procedure Rules respectively.

#### **7. Council Performance Update (Q1 2020/21)**

**11 - 39**

Report of the Head of Customer Service & Transformation

**For more information, please contact:**

#### **Democratic Services**

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**You can access all available public meeting documents  
and audio-visual live streams and recordings electronically on:**



Our website **oadby-wigston.gov.uk** under **'Your Council'** and **'Meeting Dates, Agendas & Minutes'**



Your smart **iPad**, **Android** or **Windows** tablet device with the **'Modern.Gov'** app



Our **YouTube** Channel **ow.ly/FYQW50zDNkc** or smart device with the **'YouTube'** app (facilitated by **'Zoom'**)



Our audio platform **soundcloud.com/oadbywigstonbc** or smart device with the **'SoundCloud'** app