



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
Mrs L Eaton JP
F S Ghattoraya

Mrs S Z Haq (Vice-Chair)
Miss A Kaur
K J Loydall
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 **COUNCIL OFFICES, STATION ROAD, WIGSTON** on **TUESDAY, 22 JUNE 2021** at **7.00 PM** for the transaction of the business set out in the Agenda below.

Yours faithfully

Council Offices
Wigston
14 June 2021

Mrs Anne E Court
Chief Executive



IMPORTANT COVID-19 NOTICE

In-person Council and Committee meetings which are open to the public have resumed from 7 May 2021 following the expiry of the Regulations that allowed local authorities to hold remote meetings.

Whilst most of these meetings will take place in the Council Chamber at the Council Offices in Wigston, it may be necessary to host a meeting at an alternative venue and/or at short notice. This will allow all attendees to maintain social distancing and follow the latest [COVID-secure guidelines](#).

If attending an in-person meeting, all attendees must wear a face covering (unless exempt or when seated) and must sanitise their hands on entry and exit to/from the meeting venue. Meeting venue capacity will be severely restricted due to COVID-19 regulations, however there will still be opportunities for public participation in accordance with the [Council's Constitution](#).

Where the necessary technology is available and working, the press and public may still be able to watch the live webcasts of meetings without having to attend in-person. Instructions on how to access live webcasts can be found below where applicable. At a minimum, audio recordings of meetings will be made available on the Council's website shortly after any given meeting.

ITEM NO.

AGENDA

PAGE NO'S

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.



Customer Service Centre: 40 Bell Street, Wigston, Leicestershire LE18 1AD
Council Offices: Station Road, Wigston, Leicestershire LE18 2DR
Tel: (0116) 288 8961 **Fax:** (0116) 288 7828



oadby-wigston.gov.uk



OadbyWigstonBC



Oadby_Wigston

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

4 - 6

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 the Previous Meeting

7

To read, confirm and note the Action List arising from the previous meeting.

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. Lightbulb Update (Presentation)

8 - 24

Presentation of the Lightbulb Service Manager

8. Council Performance Update (Q4 2020/21)

25 - 45

Report of the Head of Customer Service & Transformation

For more information, please contact:

Democratic Services

Oadby and Wigston Borough Council
Council Offices
Station Road, Wigston
Leicestershire
LE18 2DR

t: (0116) 257 2775

e: democratic.services@oadby-wigston.gov.uk

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



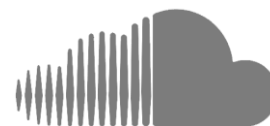
Our website oadby-wigston.gov.uk under 'Your Council' and 'Meeting Dates, Agendas & Minutes'



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