

Oadby & Wigston BOROUGH COUNCIL

Law & Democracy **Democratic Services**

TO COUNCILLOR:

Mrs R H Adams N Alam L A Bentley G A Boulter (Chair) Mrs L M Broadley

F S Broadley (Vice-Chair) D M Carter Mrs H E Darling JP Mrs L Eaton JP F S Ghattoraya

Mrs S Z Haq 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 at the COUNCIL OFFICES, STATION ROAD, WIGSTON on TUESDAY, 15 MARCH 2022 at 7.00 **PM** for the transaction of the business set out in the Agenda below.

Yours faithfully

Council Offices Wigston 03 March 2022

meeconA.

Mrs Anne E Court Chief Executive



ITEM NO.

AGENDA

PAGE NO'S

Live Stream of Meeting | Instructions

This meeting will be live streamed.

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/WjDMMYySvMY

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**



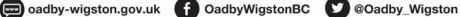


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	Members are reminded that any declaration of interest should be made having regard to the Members' Code of Conduct. In particular, Members must make clear the nature of the interest and whether it is 'pecuniary' or `non-pecuniary'.	
4.	Minutes of the Previous Meeting	3 - 5
	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	6
	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.	Corporate Performance Update (Q3 2021/22)	7 - 37
	Report of the Head of Customer Service & Transformation	
8.	Virtual Customer Service Centre - Lunchtime Opening Hours	38 - 44
	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

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



Our website oadbywigston.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

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