

**MINUTES OF THE MEETING OF THE SERVICE DELIVERY COMMITTEE HELD AT THE
COUNCIL OFFICES, BUSHLOE HOUSE, STATION ROAD, WIGSTON, LEICESTERSHIRE,
LE18 2DR ON TUESDAY, 14 MARCH 2023 COMMENCING AT 7.00 PM**

PRESENT

G A Boulter Chair
 Vice-Chair



Meeting ID: 2300

COUNCILLORS

Mrs R H Adams
L A Bentley
D M Carter
Mrs H E Darling JP
F S Ghattoraya
Mrs S Z Haq
J Kaufman
K J Loydall
Mrs S B Morris

OFFICERS IN ATTENDANCE

T Bingham	Strategic Director / Section 151 Officer
Z Bradford	Safety and Resilience Officer
B Bull	Head of Finance / Deputy Section 151 Officer
D M Gill	Head of Law & Democracy / Monitoring Officer
C Harrison	Climate Change Officer
T Hatton	Head of Customer Service & Transformation
A Thorpe	Head of Built Environment
S Wheeliker	Democratic & Electoral Services Officer

OTHERS IN ATTENDANCE

J W Boyce

28. APOLOGIES FOR ABSENCE

An apology for absence was received from Councillors F S Broadley, L M Broadley and R E R Morris.

29. APPOINTMENT OF SUBSTITUTES

None.

30. DECLARATIONS OF INTEREST

None.

31. MINUTES OF THE PREVIOUS MEETING

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

Service Delivery Committee
Tuesday, 14 March 2023, 7.00 pm

Chair / Vice-
Chair's Initials

The minutes of the previous meeting held on 29 November 2022 be taken as read, confirmed and signed.

32. ACTION LIST ARISING FROM THE PREVIOUS MEETING

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The action list from the previous meeting held on 29 November 2022 be noted.

33. PETITIONS AND DEPUTATIONS

None.

34. CORPORATE PERFORMANCE UPDATE (Q3 2022/23)

The Committee gave consideration to the report and appendices (as set out on pages 8 – 62 of the agenda reports pack), which asked it to note the update on the progress achieved during the third quarter against achieving the Council's Corporate Objectives.

In response to the Chair's query, it was confirmed that the Council carried out its own inspections of void properties rather than the contractor.

Councillor R H Adams left the meeting at 7:42pm and re-entered at 7:43pm.

By general affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The content of the report and appendices be noted.

35. CUSTOMER EXPERIENCE STRATEGY CONSULTATION RESULTS

The Committee gave consideration to the presentation (a copy of which is attached to this minute) by the Head of Customer Service & Transformation, which asked it to note the results of the Customer Experience Strategy Consultation.

The Committee raised concerns about the planned 30-minute lunch closures at the new customer service reception at Brocks Hill and queried whether the reception role could be split into two-part time job share roles. The Committee was advised that the role could be advertised as both a full time (35 hours) role and as two-part time roles at the same time. The team would still need to review/interview candidates based on merit. If a job share could be achieved the team would go with this route, if not the team would appoint a full time receptionist and the reception would close at lunch for 30 minutes. This was agreed and accepted by all.

Councillor R H Adams left the meeting at 8:15pm.

The Committee confirmed their wish that the three customer service appointment hubs be situated in the three town centres of Oadby, Wigston and South Wigston.

By general affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The contents of the presentation be noted.

36. CLIMATE CHANGE BASELINE STUDY

The Committee gave consideration to the report, appendices and presentation (as set out on pages 63 – 117 of the agenda reports pack), which asked it to note the outcomes of the Climate Change Baseline Study.

The Committee queried how many trees would need to be planted to offset the energy required to heat the leisure centre pools and Officers advised they will provide this information after the Committee.

By general affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The content of the report and appendices be noted.

37. RETAINED RIGHT TO BUY RECEIPTS

The Committee gave considerations to the report and appendix (as set out on pages 3-8 of the agenda update pack) which asked it to note how the Council intended to allocate Right To Buy receipts through property acquisitions and development opportunities.

By general affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The contents of the report and appendix be noted.

38. REVIEW OF TOWN CENTRE PUBLIC BINS (2023)

The Committee gave consideration to the report (as set out on pages 118 – 119 of the agenda reports pack) which asked it to make a decision on whether to remove, repair or replace the town centre public bins on Bell Street in Wigston.

By general affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The metal style bins be removed and replaced as soon as is practicably possible.

THE MEETING CLOSED AT 8.49 pm

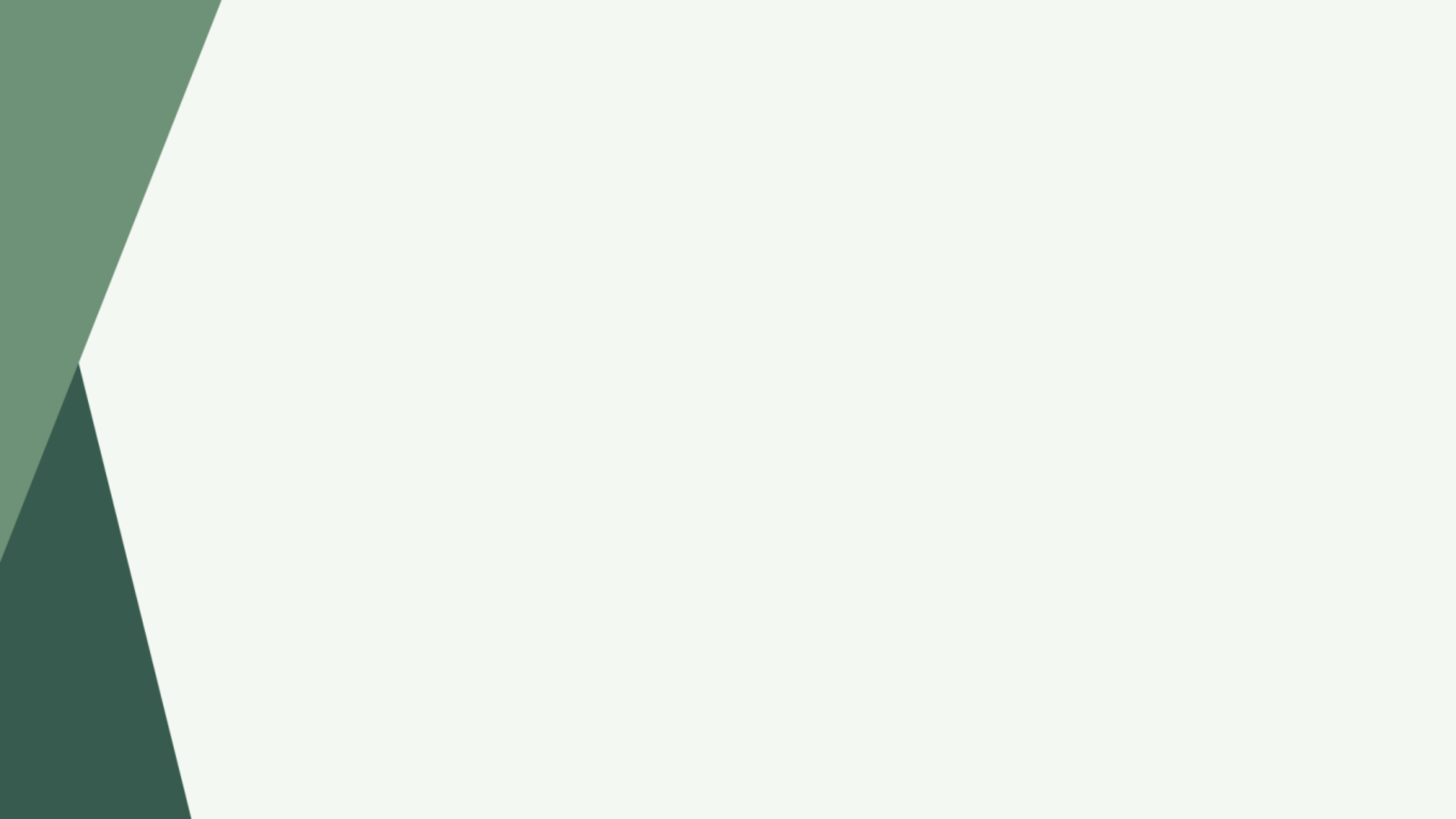


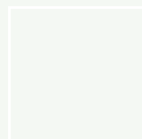
Chair / Vice-Chair

TBC

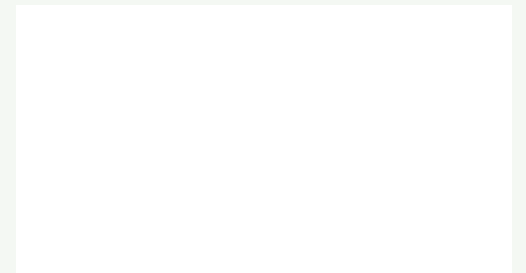


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Wigston | the place to be**










Other Demographics



Age		
	Under 16	1
	16 - 18	3
	19 - 24	5
	25 - 35	19
	36 - 44	24
	45 - 54	41
	55 - 64	51
	65 - 74	91
	75 and over	87
	Prefer not to say	21



Disability/Health Issue

Yes	119
No	184
Prefer not to say	40



Ethnicity

White	262
Asian	28
Mixed	4
Black	2
Other	7
Prefer not to say	40



Sexual Orientation

Heterosexual	258
Lesbian/Gay	2
Bisexual	9
Other	3
Prefer not to say	71

Religion

Christian	157	Agnostic	1
Hindu	12	Evangelistic	1
Muslim	9	Jain	1
Sikh	4	Jewish	1
Pagan	4	Mother Earth	1
Catholic	3	No Religion	98
Buddhist	3	Prefer not to say	46
Spiritualist	2		

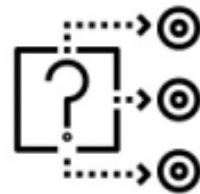


Typical contact method prior to Covid 19 Pandemic



Face to face only	72
Telephone only	60
Online only	18
Email only	3
F2F & other channels	104
Telephone, online, email	52
Did not contact prior	34

Reason for contact method



Convenience	45
Ease of Use	96
Preferred way to contact	70
Need	4
Varies depending on enq	14
No answer given	80
Did not contact prior	34

Have you contacted Customer Services since face to face services were suspended?



Yes	199
No	144

How did you make contact?

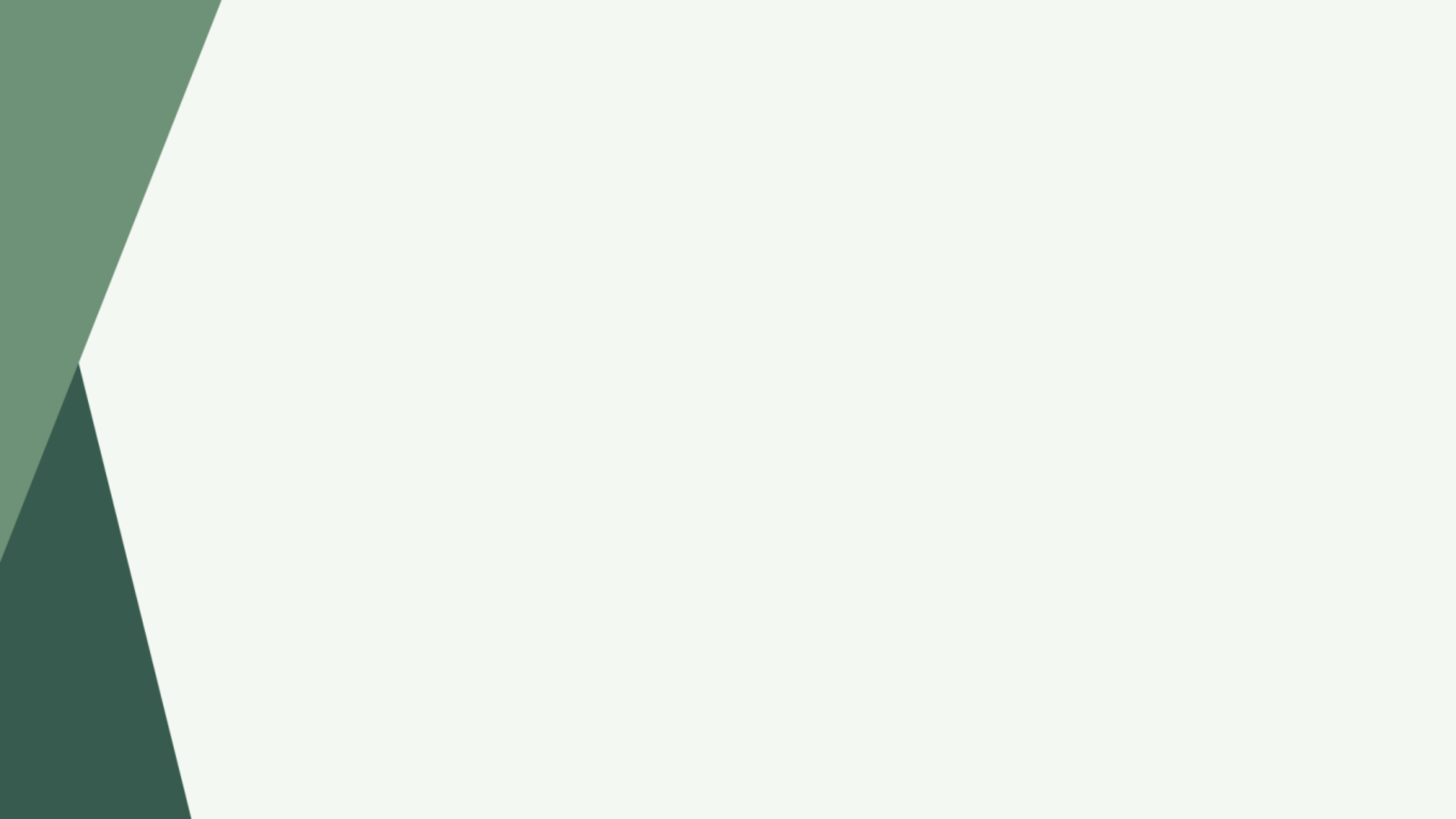



Telephone only	73
Online only	20
Telephone, online & email	106

How was your experience?



Excellent/Good	56
Satisfactory	54
Not satisfactory	28
No comments made	20
Website feedback	29
General comments	12



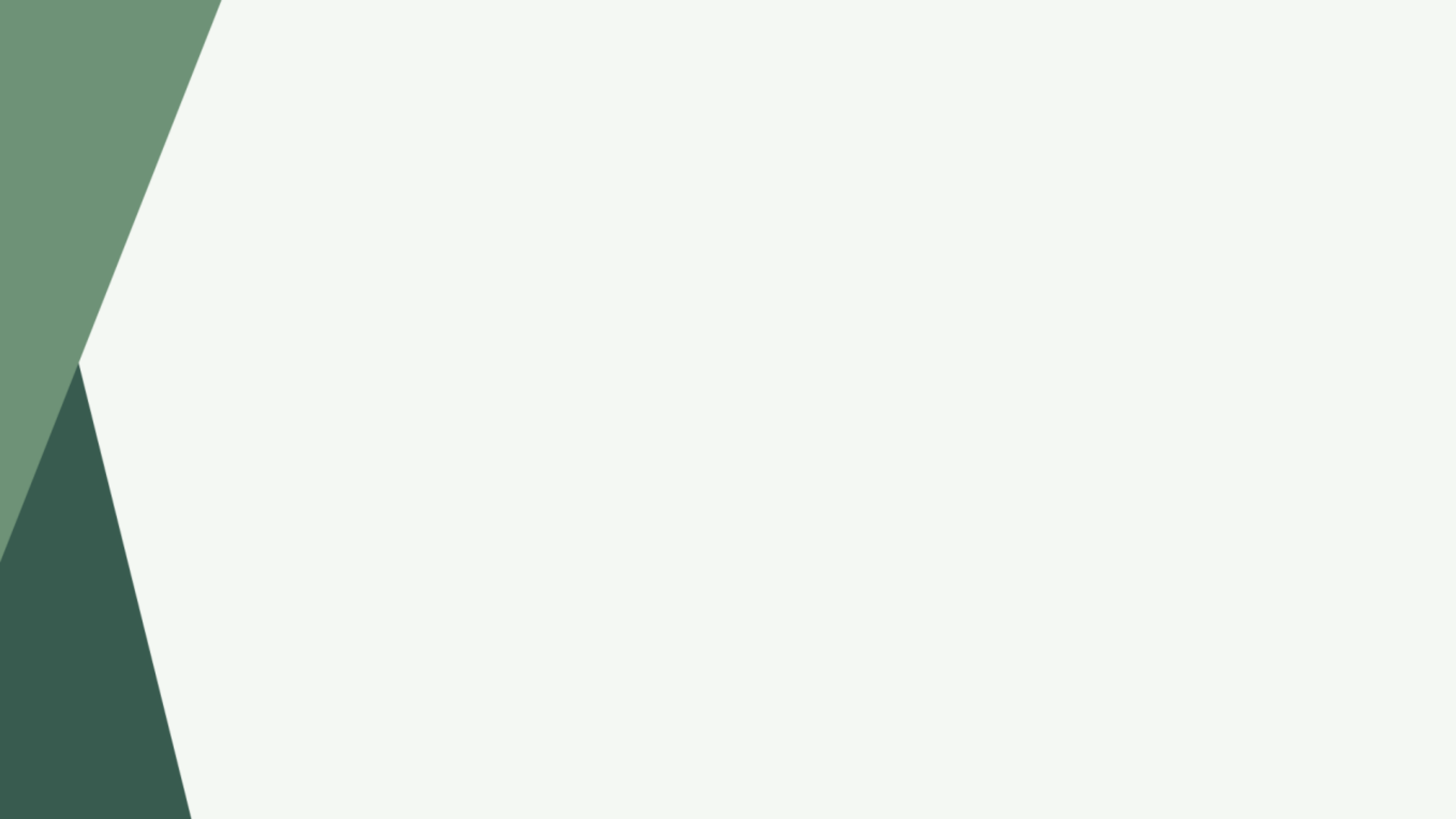




How important to you would the introduction a reception point at our new offices at Brocks Hill Country Park be?

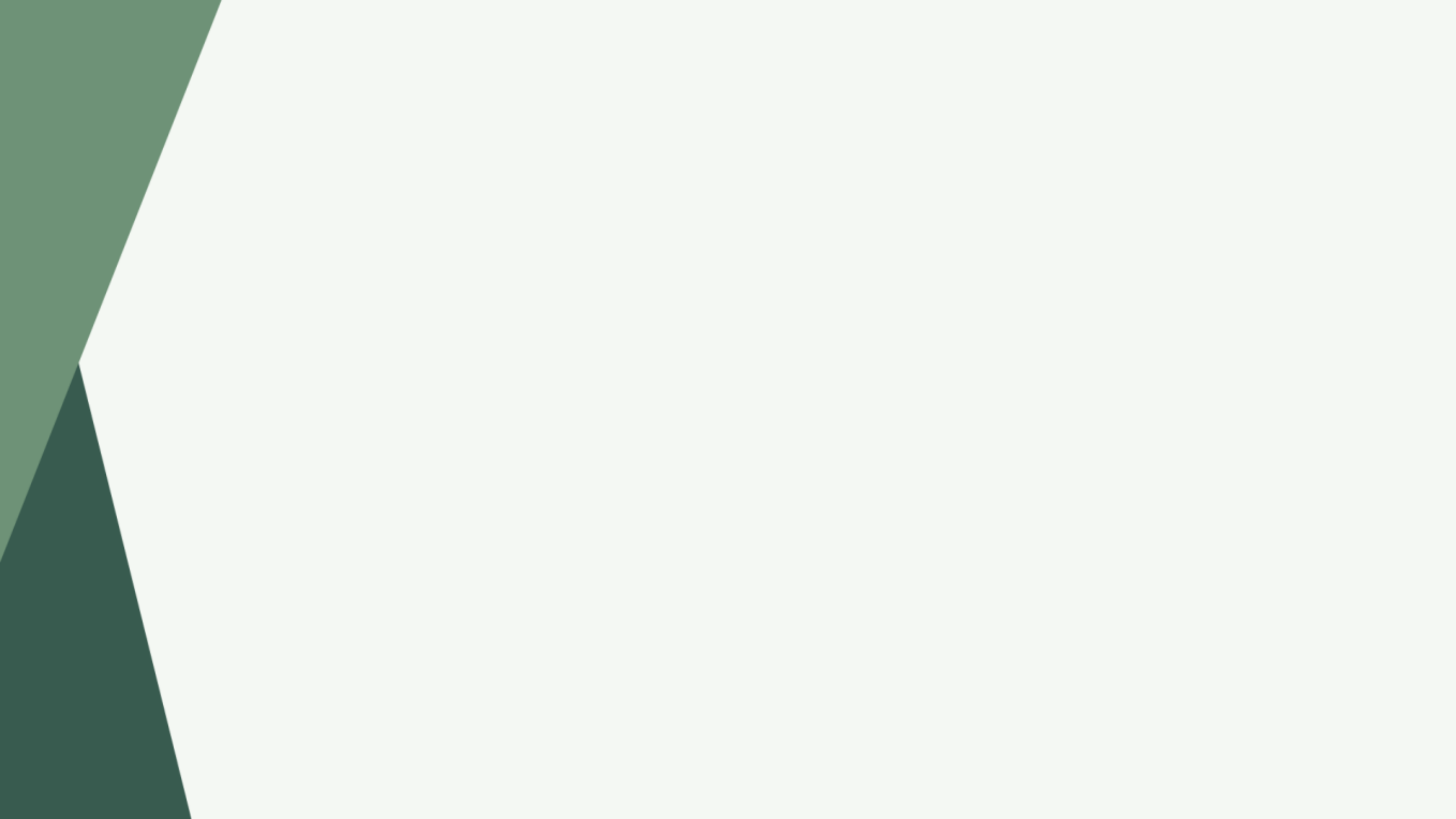
Very important - I would use this service	187 (90 W) (68 O) (20 SW) (9 not in borough)	Positive Indicator 83%
I might not use this myself but it is a good idea for others	99 (61 W) (23 O) (11 SW) (4 not in borough)	
Not important - I am unlikely to use this service	57 (32 W) (8 O) (14 SW) (3 not in borough)	

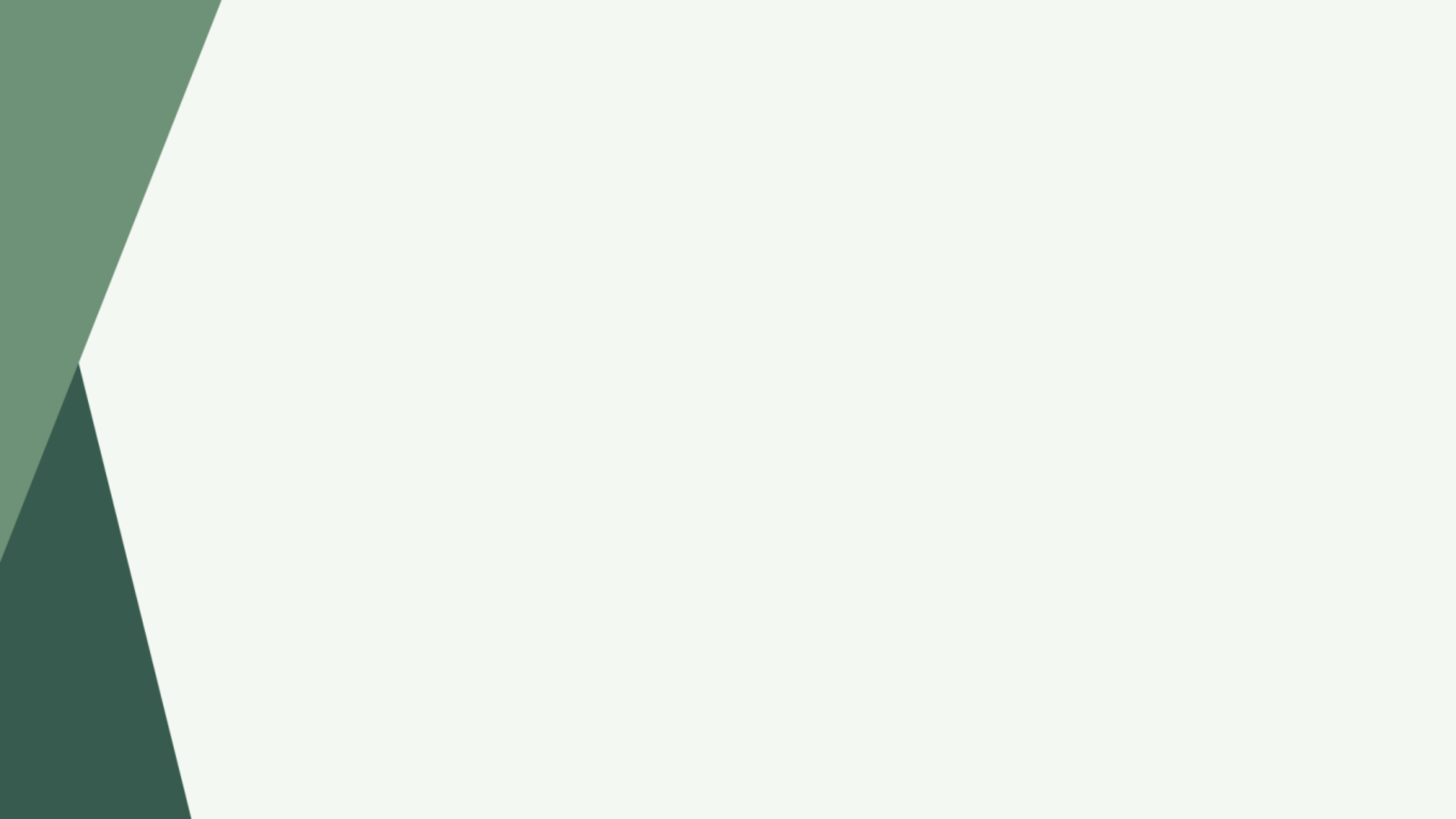




How important to you would the introduction of webchat be?

Very important - I would use this service	84 (39 W) (24 O) (13 SW) (8 not in borough)	Positive Indicator 56%
I might not use this myself but it is a good idea for others	107 (59 W) (33 O) (10 SW) (5 not in borough)	
Not important - I am unlikely to use this service	152 (86 W) (41 O) (22 SW) (3 not in borough)	





Have you visited our website in the last 12 months?



Yes	241
No	96
Don't know	6





