

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

Customer Experience Strategy Consultation Results

Consultation

- The Customer Service Experience consultation was carried out between 2 November 2022 - 23 December 2022.
- Consultation to seek views/feedback from
 - Residents
 - Businesses
 - Key stakeholders
- Proposal and Survey approach
- Use feedback/ideas to drive strategy

Promotion of the Consultation



Article in
Leicester
Mercury



Via OWBC
website



Via email
newsletters



Council's social
media
channels



Promotion
message
placed on
phone line



Paper survey
boxes in
Council
sheltered
schemes



Article in
"Our Borough"
paper leaflet



Via Community
& Wellbeing
Team

Encouraging Participation

Meeting with people face-to-face, targeting customers who are more likely to be digitally excluded:



- Senior Citizens groups
- Residents' Forums
- Tenants' Forum
- Hub Club
- Seated Activity group
- Student Engagement – NWSLC Wigston Campus
- Face-to-face pop up sessions – each town centre

Results Overview



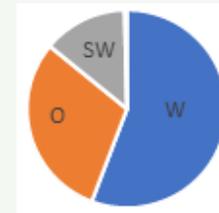
343 surveys completed

Customer Group



Resident	312
Business	5
Stakeholder	3
Councillors	3
Visitors	3
Not Specified	4

Area



Wigston	183
Oadby	99
South Wigston	45
Not in Borough	16

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		



Contact Channels – Prior to Covid 19

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

72 face-to-face only

Majority already using a variety of methods to contact the Council

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

Convenience, ease of use and preferred way to contact - highest

Only 4 choosing need

Contact channels now

199 customers survey have had the need to contact the Council since Covid

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



Yes	199
No	144

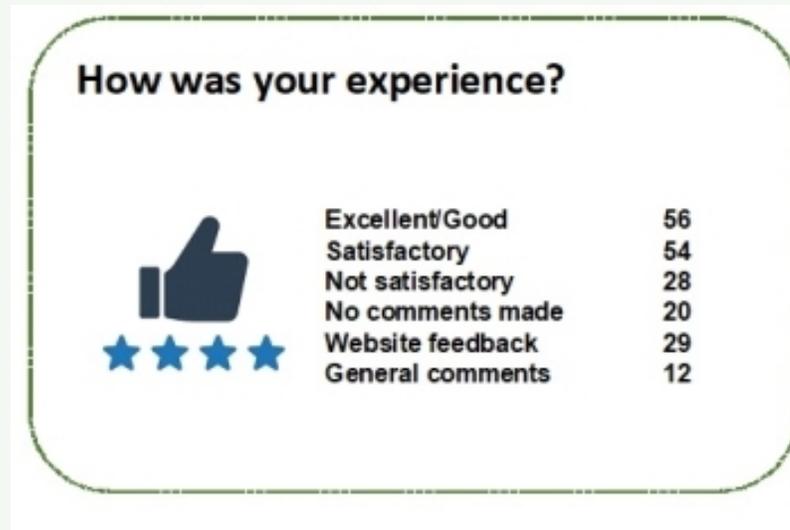
73 Telephony only
20 online only
106 combination of methods

How did you make contact?



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

Satisfaction



Good level of satisfaction

28 people not satisfied and some suggestions for website improvement

Reason for being unsatisfied varied, but common theme was they preferred face-to-face as other channels were less personal and harder for them to use

Proposal questions

There were 4 main proposals presented, let's look at what customers said:

Appointment Hubs

How important to you would the introduction of face-to-face appointments be?

Very important - I would use this service	159 (91 W) (44 O) (18 SW) (6 not in borough)	Positive Indicator 88%
I might not use this myself but it is a good idea for others	143 (75 W) (40 O) 20 SW) (8 not in borough)	
Not important - I am unlikely to use this service	41 (17 W) (15 O) (7 SW) (2 not in borough)	

As a result.....

- We will introduce three Appointment Hubs
- Three town centre locations have been found, negotiating agreements/costs currently

Area	Day	Time
South Wigston	Tuesday	9am – 12pm
Oadby	Wednesday	10am – 1pm
Wigston	Thursday	1pm – 4pm

*Option to make Brocks Hill Oadby's Appt Hub location – seek Member's view on this

- Customer will call to make appointment
- Officer to offer to resolve enquiry over phone
- If face-to-face appointment still needed, relevant officer across the council to meet with customer
- CS Team to meet for general enquires
- Report stats/use of appointments into Service Delivery Committee
- Conduct yearly review

Reception Point

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)	

As a result.....

- Introduce a Reception Point when Brocks Hill opens
- Recruit a new officer – managed by CS Team
- The officer will carry out a variety of tasks:
 - Meet & Greet, manage visitors
 - Assist with basic customer enquiries, customer phone for complex enquiries/payments
 - Booking customer appointment, accepting forms being handed in, giving out forms, photocopying proofs, key return (allotments, room hire etc)
 - Admin tasks, post, deliveries, fire alarm checks etc
 - Respond to customer email, web editing, online forms
 - Other corporate admin duties

Reception Opening Hours



Monday to Friday

9.15am – 4.15pm

Close for lunch 12.00 -12.30pm

(Phone line still open – sign on door)

Officer to work - 35 Hours

(9.00 to 4.30pm)

Closing at lunch allows us to
staff this with one officer

CS Team to cover sickness leave

Virtual Appointments & Web Chat

How important to you would the introduction of virtual appointments be?

Very important - I would use this service	70 (31 W) (25 O) (8 SW) (6 not in borough)	Positive Indicator 60%
I might not use this myself but it is a good idea for others	136 (77 W) (38 O) (15 SW) (6 not in borough)	
Not important - I am unlikely to use this service	137 (75 W) (36 O) (22 SW) (4 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)	

As a result.....

- Explore the introduction of Virtual Appointment
- Fairly low cost
- Target – consider by autumn 2023

- Explore Web Chat as a contact channel
- Conduction viability & cost analysis
- Target – by autumn 2024

Home Appointments

- 60% of customers said they would not use home appointments
- Customers that would use them were largely open to virtual appointments also
- Home visits already taking place in some areas across the council (Housing, Environment Health, Financial Inclusion Officer)
- No plans to introduce in other areas

Website Use

Have you visited our website in the last 12 months?



Yes	241
No	96
Don't know	6

Out of 343 customers surveyed, 291 (85%) of them have access to the internet at home

Out of 343 customers surveyed, 241 (70%) have used this in last 12 months

Website Feedback

Lots of very useful feedback given

Balance between positive and negative

Use feedback to drive Website Improvement Programme

Strategy – Next Steps



Strategy to go to PFD for approval



Implementation Action Plan



Yearly Review

Any Questions?

