

MINUTES OF THE MEETING OF THE SERVICE DELIVERY COMMITTEE HELD AT CIVIC SUITE 2, BROCKS HILL COUNCIL OFFICES, WASHBROOK LANE, OADBY, LEICESTER, LE2 5JJ ON TUESDAY, 10 JUNE 2025 COMMENCING AT 7.00 PM

PRESENT

G A Boulter	Chair
R H Adams	Vice-Chair



Meeting ID: 2886

COUNCILLORS

N Alam
S S Athwal
H E Darling
F S Ghattoraya
C S Gore
S Z Haq
J Kaufman
K J Loydall
C J R Martin

OFFICERS IN ATTENDANCE

C Eyre	Housing Manager
T Hatton	Head of Customer Service & Transformation
T Neal	Strategic Director / Deputy Monitoring Officer
K Robson	Democratic & Electoral Services Officer
A Thorpe	Head of Built Environment
B Wilson	Head of Neighbourhood Services

33. APOLOGIES FOR ABSENCE

An apology for absence was received from Councillors L A Bentley, J K Chohan and G G Hunt.

34. APPOINTMENT OF SUBSTITUTES

None.

35. DECLARATIONS OF INTEREST

Councillor C J R Martin declared a non-pecuniary interest with regard to items 7 and 8 of the agenda, insofar as Social Housing is to be discussed and he is a Social Housing tenant in the borough.

36. MINUTES OF THE PREVIOUS MEETING

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The minutes of the previous meeting held on 11 March 2025 be taken as read,

confirmed and approved.

37. 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 11 March 2025 be noted.

38. PETITIONS AND DEPUTATIONS

None.

39. CORPORATE PERFORMANCE UPDATE (Q4 2024/25)

The Committee gave consideration to the report and appendices (as set out in pages 9 - 134 of the agenda reports pack), which provided an update on progress during Quarter 4 of the 2024/25 Financial Year towards achieving the priorities of the Oadby and Wigston Borough Council's Strategic Objectives as agreed in the Corporate Strategy 2024 – 2027. The report updated Members on the Council's key performance indicators with appendices for information on service updates and future events.

By general affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The performance of the Council against its Corporate Objectives in delivering services be noted.

40. HOUSING ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

The Committee gave consideration to the report and appendix (as set out in pages 135 - 144 of the agenda reports pack), which provided performance data for complaints handling and outlined actions that will be taken to ensure continuous improvement of the way the Council manages housing complaints and use tenants feedback to improve housing services.

By general affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

That the content of the report and appendix be noted.

THE MEETING CLOSED AT 8.21 pm