

**MINUTES OF THE MEETING OF THE SERVICE DELIVERY COMMITTEE HELD AT THE
COUNCIL OFFICES, STATION ROAD, WIGSTON ON TUESDAY, 3 MARCH 2020
COMMENCING AT 7.00 PM**

PRESENT

G A Boulter Chair



COUNCILLORS

N Alam
L A Bentley
J W Boyce
Mrs L M Broadley
F S Broadley
D M Carter
M H Charlesworth
F S Ghattoraya
K J Loydall JP
Mrs S B Morris
R E R Morris

OFFICERS IN ATTENDANCE

Ms P Fisher	Interim Head of Customer Service & Transformation
S Hinds	Deputy Chief Executive
Miss J Sweeney	Democratic & Electoral Services Officer
S Tucker	Democratic & Electoral Services Manager / Deputy Monitoring Officer

45. APOLOGIES FOR ABSENCE

An apology for absence was received from Councillors Mrs R H Adams and Mrs S Z Haq.

46. APPOINTMENT OF SUBSTITUTES

None.

47. DECLARATIONS OF INTEREST

None.

48. MINUTES OF THE PREVIOUS MEETING

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The minutes of the previous meeting held on 28 January 2020 be taken as read, confirmed and signed.

49. ACTION LIST ARISING FROM THE PREVIOUS MEETING(S)

The Committee was of the opinion that the narrative provided in relation to information concerning the footpath at Tendering Drive, Wigston did not provide adequate information as was requested at the previous meeting. Members therefore requested that further

details regarding the liability of the land be provided at the next meeting.

The Chair requested that an additional item be added to the agenda in relation to the Customer Satisfaction Surveys with regards to the Council's Cleaning Contract.

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The Action List(s) arising from the previous meeting(s) held on 26 November 2019 and 28 January 2020 be noted.

50. PETITIONS AND DEPUTATIONS

None.

51. COUNCIL PERFORMANCE UPDATE (Q3 2019/20)

The Committee gave consideration to the report and appendices (as set out on pages 8 - 38 of the agenda reports pack) which asked it to note the update regarding the progress during quarter three of the 2019/20 financial year towards achieving the priorities of the Council's Objectives together with other matters.

Members requested that as part of the next Council Performance Update report, further information is provided with regards to the total number of referrals and the progress of the cases in relation to Lightbulb.

The Committee requested that Officers ensure the Council creates a risk assessment and general action plan, which incorporates the predicted risk in relation to the Coronavirus.

With regards to the Council's Homelessness Strategy, Members requested that the Council assess resources in relation to homelessness to ensure that sufficient actions are taken to meet the demand of the issue within the Borough.

Members suggested that with regards to paragraph 3.6 of the report, Officers should adopt an action plan regarding the target. It was requested that there should be appropriate grading of the 28 properties discussed in relation to the target, to ensure that the information is reflecting what can be achieved by the Council.

The Committee requested that Officers provide further information to the Borough's Universal Credit statistics and that a break down the number of arrear cases, and information on why these cases have arisen, be provided.

In relation to the Citizens Panel, Members requested that a report be presented at the next meeting, to provide the Committee with information in regards to the process of the Panel, in addition to the project's aims and objectives.

The Committee was informed that due to an unforeseen decrease in staff resources, KPI BPE 33 was now holding its position and therefore held a 'red' status during quarter 3. Members requested that further information was to be provided from Officers and suggested that the timescale of the target be reviewed.

It was moved by Councillor J W Boyce, seconded by Councillor L A Bentley and

RESOLVED THAT:

The performance of the Council against its Corporate Objectives in delivering services for quarter three of 2019/20 be noted.

Votes For	11
Votes Against	0
Abstentions	1

52. REVIEW OF BOROUGH CEMETERY POLICIES (MARCH 2020)

The Committee gave consideration to the report and appendix (as set out on pages 39 - 41 of the agenda reports pack) which asked it note and consider the recommendations in relation to replacing the existing Borough Cemetery Rules and Regulations and Lawn Cemetery Policy.

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

- (i) The Cemetery Rules and Regulations and the Lawn Cemetery be approved; and**
- (ii) The contents of the report be noted.**

THE MEETING CLOSED AT 8.50 PM



Chair

Tuesday, 8 September 2020

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