

MINUTES OF THE MEETING OF THE SERVICE DELIVERY COMMITTEE HELD AT COUNCIL OFFICES, BUSHLOE HOUSE, STATION ROAD, WIGSTON, LEICESTERSHIRE, LE18 2DR ON TUESDAY, 29 NOVEMBER 2022 COMMENCING AT 7.00 PM

PRESENT

G A Boulter Chair
F S Broadley Vice-Chair



Meeting ID: 2275

COUNCILLORS

Mrs R H Adams
N Alam
L A Bentley
J W Boyce
D M Carter
Mrs H E Darling JP
Mrs S Z Haq
K J Loydall
Mrs S B Morris
R E R Morris

OFFICERS IN ATTENDANCE

T Bingham Strategic Director / Section 151 Officer
P Fisher Strategic Director
D M Gill Head of Law & Democracy / Monitoring Officer
T Hatton Head of Customer Service & Transformation
S Marbrook Corporate Asset Manager
A Thorpe Head of Built Environment
S Wheeliker Democratic & Electoral Services Officer

18. APOLOGIES FOR ABSENCE

An apology for absence was received from Councillors L M Broadley, L Eaton JP and F S Ghattoraya.

19. APPOINTMENT OF SUBSTITUTES

None.

20. DECLARATIONS OF INTEREST

Councillors N Alam and G A Boulter declared a pecuniary interest with regard to the Selective Licensing Update in item 7 of the agenda, insofar as they both owned a property in South Wigston.

21. MINUTES OF THE PREVIOUS MEETING

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The minutes of the previous meeting held on 6 September 2022 be taken as

read, confirmed and signed.

22. 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 6 September 2022 be noted.

23. PETITIONS AND DEPUTATIONS

None.

24. CORPORATE PERFORMANCE UPDATE (Q2 2022/23)

The Committee gave consideration to the report (as set out on pages 8 – 56), which asked it to note the update on the progress achieved during the second quarter against achieving the Council's Corporate Objectives.

Members raised queries in relation to various parts of the report, including council tax collection rates, economic regeneration funds, carpark revenues, the Private Sector Letting Scheme, the Communications and Marketing update, Customer Service call wait times and the garden and refuse waste update.

The Committee requested a report for the next meeting on the carbon neutral policy and also requested both percentages and figures be provided for the email subscriptions and engagement rates in the communication section of the Customer Service & Transformation Update.

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The contents of the report be noted.

25. LITTER STRATEGY (2022-27)

The Committee gave consideration to the report and appendix (as set out on pages 57 – 71), which asked it to approve the draft Litter Strategy 2022 – 2027.

Members raised queries in relation to various parts of the report including the cost of collection, staffing levels, the suitability and safety of town centre bins, the South Leicestershire Litter Wombles, fly-tipping, a perceived over-reliance on social media and the Council website for providing information to the public, whether informational stickers could be attached to public bins and the need for anti-littering education.

Officers agreed to arrange a survey by the Health & Safety Officer be conducted on the safety and suitability of town centre bins and to include more detailed information on the actions taken by Officers in the action plan.

It was moved by Councillor K J Loydall, seconded by Councillor D M Carter, and

UNANIMOUSLY RESOLVED THAT:

The draft Litter Strategy (2022 – 2027) (as set out in Appendix 1 of the report) be approved.

26. SERVICE REVIEW APPROACH

The Committee gave consideration to the presentation given, as attached to these minutes, which provided an outline of the service review approach.

Members requested involvement throughout the review process and Officers agreed to run a session to update Councillors and receive their input.

THE MEETING CLOSED AT 8.30 pm



Chair / Vice-Chair

Tuesday, 14 March 2023

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