

**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**



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**Chair / Vice-Chair**

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**TBC**

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