

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, 12 MARCH 2024 COMMENCING AT 7.00 PM

PRESENT

G A Boulter Chair
F S Broadley Vice-Chair



Meeting ID: 2603

COUNCILLORS

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

OFFICERS IN ATTENDANCE

S J Ball Legal & Democratic Services Manager / Deputy Monitoring Officer
C Eyre Housing Manager
D M Gill Head of Law & Democracy / Monitoring Officer
T Hatton Head of Customer Service & Transformation
T Neal Strategic Director
C Werra Revenue and Benefits Manager

25. APOLOGIES FOR ABSENCE

An apology for absence was received from Councillors R H Adams, S S Athwal and L A Bentley.

26. APPOINTMENT OF SUBSTITUTES

None.

27. DECLARATIONS OF INTEREST

None.

28. MINUTES OF THE PREVIOUS MEETING

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The minutes of the previous meeting held on Tuesday, 28 November 2023 be taken as read, confirmed and approved.

29. ACTION LIST ARISING FROM THE PREVIOUS MEETING

There was no action list arising from the previous meeting.

30. PETITIONS AND DEPUTATIONS

None.

31. CORPORATE PERFORMANCE UPDATE (Q3 2023/24)

The Committee gave consideration to the agenda and appendices (as set out at pages 7 – 80 of the agenda reports pack), which provided an update on the progress made during Q3 of the 2023/24 financial year towards achieving the priorities of the Council's Strategic Objectives.

By affirmation of the meeting, it was:

UNANIMOUSLY RESOLVED THAT:

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

32. COLLECTION RATE IMPROVEMENT PLAN

The Committee gave consideration to the presentation (as attached in the minutes pack) which gave an update on the Council's Collection Rate Improvement Plan.

By general affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The content of the presentation be noted.

33. EXTENSION OF THE DELEGATION AND COLLABORATION AGREEMENT IN RELATION TO THE LIGHTBULB SERVICE

The Committee gave consideration to the report (as set out at pages 80 – 83 of the agenda reports pack), which gave an update on the Lightbulb service and asked for the existing Delegation and Collaboration agreement to be extended.

It was moved by the Chair, seconded by the Vice-Chair and

UNANIMOUSLY RESOLVED THAT:

- A. That the existing Delegation and Collaboration agreement in relation to the Lightbulb Service be extended by 1 year to the 31 March 2025;**
- B. The funding for the Lightbulb Service be noted; and**
- C. The performance up to quarter three be noted.**

THE MEETING CLOSED AT 9.05 pm