

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, 11 JUNE 2024 COMMENCING AT 7.00 PM

PRESENT

G A Boulter Chair
F S Broadley Vice-Chair



Meeting ID: 2693

COUNCILLORS

R H Adams
N Alam
L A Bentley
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
T Hatton Head of Customer Service & Transformation
T Neal Strategic Director
A Thorpe Head of Built Environment
S Wheeliker Senior Democratic & Electoral Services Officer

1. APOLOGIES FOR ABSENCE

An apology for absence was received from Councillors S S Athwal and G G Hunt.

2. APPOINTMENT OF SUBSTITUTES

None.

3. DECLARATIONS OF INTEREST

None.

4. MINUTES OF THE PREVIOUS MEETING

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The minutes of the previous meeting held on Tuesday, 12 March 2024 be taken as read, confirmed and approved.

5. ACTION LIST ARISING FROM THE PREVIOUS MEETING

None.

6. PETITIONS AND DEPUTATIONS

None.

7. CORPORATE PERFORMANCE UPDATE (Q4 2023/24)

The Committee gave consideration to the report and appendices (as set out pages 6 -78 of the agenda reports pack), which provided an update on the progress made during Q4 of the 2023/24 financial year towards achieving the priorities of the Council's Strategic Objectives.

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.

8. CUSTOMER EXPERIENCE STRATEGY - YEAR 1 REVIEW

The Committee gave consideration to the presentation (a copy of which is attached to this minute), which provided an update on the progress of the Customer Experience Strategy action plan.

THE MEETING CLOSED AT 9.00 pm