

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, 10 MARCH 2026 COMMENCING AT 7.00 PM

PRESENT

G A Boulter Chair
R H Adams Vice-Chair



Meeting ID: 2982

COUNCILLORS

S S Athwal
L A Bentley
M H Charlesworth
H E Darling
F S Ghattoraya
C S Gore
S Z Haq
J Kaufman
K J Loydall
C J R Martin

OFFICERS IN ATTENDANCE

C Eyre Housing Manager
T Hatton Head of Policy, Performance & Transformation
T Neal Strategic Director / Deputy Monitoring Officer
K Robson Democratic & Electoral Services Officer
A Thorpe Head of Built Environment
B Wilson Head of Neighbourhood Services

OTHERS IN ATTENDANCE

P Joshi Councillor (Remote)

62. APOLOGIES FOR ABSENCE

None.

Councillor P Joshi attended via Teams. For the purposes of the 1972 act she was not permitted to vote on any decision making items.

63. APPOINTMENT OF SUBSTITUTES

Councillor H E Darling substituted for Councillor N Alam.

64. DECLARATIONS OF INTEREST

Councillors M H Charlesworth and C S Gore declared a non-pecuniary interest with regard to item 7 of the agenda, insofar as they are allotment holders in the borough.

65. MINUTES OF THE PREVIOUS MEETING

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The minutes of the previous meeting held on 25 November 2025 be taken as read, confirmed and approved.

66. 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 25 November 2025 be noted.

67. PETITIONS AND DEPUTATIONS

None.

68. CORPORATE PERFORMANCE UPDATE (Q3 2025/26)

The Committee gave consideration to the report and appendices (as set out in pages 9 - 121 of the agenda reports pack), which provided an update on progress during Quarter 3 of the 2025/26 Financial Year towards achieving the priorities of the Oadby and Wigston Borough Council's Strategic Objectives as agreed in the Corporate Strategy 2024 - 2027. The report updated Members on the Council's key performance indicators with appendices for information on service updates, and future events.

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.

Councillor C S Gore left the meeting at 20.02

69. APPOINTMENT HUB REVIEW

The Committee gave consideration to the report (as set out at pages 122 – 125 of the agenda reports pack), which provided a review of the current utilisation of the Appointment Hubs to determine the strategic requirement for their continued operation in the future.

It was moved by Councillor M H Charlesworth, seconded by Councillor S Z Haq and

UNANIMOUSLY RESOLVED THAT:

The contents of the report be noted, and the approach outlined in Option 2, to discontinue the provision of Appointment Hubs in the three town centre locations and instead deliver in-person appointments from the Brocks Hill

Council Offices, be adopted.

70. HOUSING MANAGEMENT PERFORMANCE & COMPLIANCE Q3 (2025/26)

The Committee gave consideration to the report and appendices (as set out in pages 126 - 138 of the agenda reports pack), which informed Members on the current position in respect of Housing compliance and performance.

By general affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The content of the report and appendices be noted.

THE MEETING CLOSED AT 8.35 pm