# **BIRMINGHAM CITY COUNCIL**

# **CO-ORDINATING OVERVIEW AND SCRUTINY COMMITTEE**

# FRIDAY, 10 DECEMBER 2021 AT 10:00 HOURS IN BMI MAIN HALL, 9 MARGARET STREET, BIRMINGHAM, B3 3BS

# AGENDA

### 1 NOTICE OF RECORDING/WEBCAST

The Chair to advise/meeting to note that this meeting will be webcast for live or subsequent broadcast via the Council's meeting You Tube site (<a href="www.youtube.com/channel/UCT2kT7ZRPFCXq6\_5dnVnYlw">www.youtube.com/channel/UCT2kT7ZRPFCXq6\_5dnVnYlw</a>) and that members of the press/public may record and take photographs except where there are confidential or exempt items.

### 2 APOLOGIES

To receive any apologies.

### 3 **DECLARATIONS OF INTERESTS**

Members are reminded that they must declare all relevant pecuniary and non pecuniary interests arising from any business to be discussed at this meeting. If a disclosable pecuniary interest is declared a Member must not speak or take part in that agenda item. Any declarations will be recorded in the minutes of the meeting.

#### 4 **ACTION NOTES**

3 - 8

To confirm Action Notes from the meeting that was held on 15 October 2021.

# 9 - 22 5 UPDATE ON ELECTIONS BILL AND 2023 PARLIAMENTARY CONSTITUENCY BOUNDARY REVIEW

Robert Connelly, Assistant Director Legal and Governance, will present the item.

# 23 - 138 6 CUSTOMER SERVICE STRATEGY

Wendy Griffiths, Assistant Director of Customer Services and Business Support, will present the item.

## 7 WORK PROGRAMMES

139 - 184

For information.

### 8 DATE AND TIME OF NEXT MEETING

The next meeting is scheduled to take place on Friday 21 January in the Main Hall BMI

# 9 REQUEST(S) FOR CALL IN/COUNCILLOR CALL FOR ACTION/PETITIONS RECEIVED (IF ANY)

To consider any request for call in/councillor call for action/petitions (if received).

### 10 **OTHER URGENT BUSINESS**

To consider any items of business by reason of special circumstances (to be specified) that in the opinion of the Chair are matters of urgency.

### 11 <u>AUTHORITY TO CHAIR AND OFFICERS</u>

Chair to move:-

'In an urgent situation between meetings, the Chair jointly with the relevant Chief Officer has authority to act on behalf of the Committee'.