

Members are reminded that they must declare all relevant pecuniary and non-pecuniary interests relating to any items of business to be discussed at this meeting

BIRMINGHAM CITY COUNCIL

CORPORATE RESOURCES AND GOVERNANCE OVERVIEW AND SCRUTINY COMMITTEE

**WEDNESDAY, 07 FEBRUARY 2018 AT 10:30 HOURS
IN COMMITTEE ROOM 6, COUNCIL HOUSE, VICTORIA SQUARE,
BIRMINGHAM, B1 1BB**

A G E N D A

1 NOTICE OF RECORDING/WEBCAST

The Chairman to advise/meeting to note that this meeting will be webcast for live or subsequent broadcast via the Council's Internet site (www.civico.net/birmingham) 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 - 6

**3 CORPORATE RESOURCES & GOVERNANCE -ACTION NOTES
JANUARY 2018**

To confirm the action notes from the meeting held on 10th January 2018

7 - 20

**4 UPDATE ON CUSTOMER SERVICES SERVICE DELIVERY AND
CITIZEN SATISFACTION MEASUREMENT**

Report of Assistant Director Customer Service

21 - 24

**5 CORPORATE RESOURCES & GOVERNANCE-WORK PROGRAMME
FEBRUARY 2018**

To note the Work Programme

6 OTHER URGENT BUSINESS

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

7 **AUTHORITY TO CHAIRMAN AND OFFICERS**

Chairman to move:-

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