

BIRMINGHAM CITY COUNCIL

CO-ORDINATING O&S COMMITTEE

1000 hours on 8th June 2018, Committee Room 6 – Action Notes

Present:

Councillor John Cotton (Chair)

Councillors Aikhlaq, D Alden, Ali, D Clancy, Clements, Cornish, M Khan and Holbrook.

Also Present:

Cllr Brigid Jones, Deputy Leader

Jonathan Tew, Assistant Chief Executive

Paula Buckley, Assistant Director, Customer Services

Geraldine Collins, Head of Operations, Customer Services

Sheraz Yaqub, Project Lead BRUM Account

Iram Choudry, Scrutiny Officer, Scrutiny Office

Emma Williamson, Head of Scrutiny Services

1. NOTICE OF RECORDING/WEBCAST

The Chairman advised that there was a problem with the webstreaming, and that whilst sound would be broadcast, no pictures would be recorded.

Members of the press/public may record and take photographs.

2. APOLOGIES

Apologies were received from Cllrs Bore, Harmer and Pocock.

3. APPOINTMENT OF CO-ORDINATING OVERVIEW AND SCRUTINY COMMITTEE CHAIR, DEPUTY CHAIR AND MEMBERS

RESOLVED:-

- i. To note the resolution of the City Council appointing the Committee, Chair and Members to serve on the Committee for the period ending with the Annual Meeting of the Council in 2019:

Labour Group – Councillors Aikhlaq, Ali, Bore, Clements, Cotton (Chair), M Khan, Holbrook and Pocock

Conservative Group – Councillors D Alden, D Clancy and Cornish.

Liberal Democrat Group – Councillor Harmer

- ii. To elect Cllr Mariam Khan as Deputy Chair for the purposes of substitution for the Chair, if absent, for the period ending with the Annual Meeting of the Council in 2019.

4. DECLARATION OF INTERESTS

None

5. CO-ORDINATING OVERVIEW AND SCRUTINY COMMITTEE - TERMS OF REFERENCE 2018/19

RESOLVED:-

To note the Committees' Terms of Reference

6. CUSTOMER SERVICES UPDATE

Cllr John Cotton thanked the officers for attending at such short notice, and informed members that the late report was due to the late request for this information.

Paula Buckley, Assistant Director, Customer Services, outlined the contents of the report, and members raised the following issues:

- Waste services: complaints and requests going through to waste management are still not being dealt with properly; there are areas of repeated missed collections that are not being picked up. It was acknowledged that the service is undergoing significant changes and is currently receiving the highest level of complaints
- There is a high turnover of staff at the contact centre, and there has been dismissals for absence, which sent a clear message about the standards expected;
- Customer Services needs better access to directorate data to be able to identify "hot spots" of complaints;
- Members noted the dramatic improvement in service since the contact centre was brought in-house.

7. PRIORITIES FOR THE YEAR AND WORK PROGRAMME

To assist members agree their priorities for the year, Cllr Brigid Jones, Deputy Leader, and Jonathan Tew, Assistant Chief Executive outlined progress with the Council Plan and the new approach to work with the Birmingham Independent Improvement Panel. Members also asked about working relationships with partners. Key points included:

- The Kerslake report is now over three years old and so work with the BIIP is focused on re-establishing the baseline and focusing on what needs fixing now, following a period of change;

- The Council Plan and performance framework will focus on the priorities, and turning manifesto commitments into implementation plans;
- The sheer numbers of partners that the Council is involved with, and in a variety of ways (as commissioners, contractors, partners etc) means it is difficult to assess how we are seen from outside. However, it is less about measuring how we interact with partners and more about the outcomes achieved.

Members agreed to wait until the session in July, when the Leader would be able to give more details to the Committee and the Council Plan would be published, to finalise the work programme.

8. CORPORATE RESOURCES AND GOVERNANCE OVERVIEW AND SCRUTINY COMMITTEE – DATES OF MEETINGS 2018/19

RESOLVED:

- That the committee meets on the following Fridays at 1000am in the Council House:
2018: 8 June, 27 July, 7 September, 5 October, 9 November, 7 December,
2019: 11 January, 15th February, 15th March, 12th April.
- That the Committee approves Friday at 1000 hours as a suitable day and time each week for any additional meetings required to consider 'requests for call in' which may be lodged in respect of Executive decisions.

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

None

10. OTHER URGENT BUSINESS

None

11. AUTHORITY TO CHAIRMAN AND OFFICERS

RESOLVED:-

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

The meeting finished at 11.40 hours.