

**BIRMINGHAM CITY COUNCIL**

**CORPORATE RESOURCES AND GOVERNANCE O&S**

**COMMITTEE – PUBLIC MEETING**

**1030 hours on 7<sup>th</sup> September 2016, Committee Room 2 – Actions**

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**Present:**

Councillor Mohammed Aikhlaq (Chair)

Councillors Randal Brew, Chaman Lal, Ewan Mackey, Yvonne Mosquito, Rob Pocock, Hendrina Quinnen and Sybil Spence

**Also Present:**

Paula Buckley, Assistant Director – Customer Services

Iram Choudry, Research & Policy Officer, Scrutiny Office

Chris Gibbs, Service Director, Customer Services

Giles Hawtin, Service Birmingham

Nigel Kletz, Assistant Director, Procurement

Tony Lubman, Chief Executive, Service Birmingham

Shauna Posaner, Assistant Director Organisational Development

Jon Warlow, Strategic Director

Emma Williamson, Head of Scrutiny Services

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**1. NOTICE OF RECORDING/WEBCAST**

The Chairman advised the meeting to note that this meeting will be webcast for live and subsequent broadcast via the Council's Internet site ([www.birminghamnewsroom.com](http://www.birminghamnewsroom.com)) and that members of the press/public may record and take photographs.

**2. APOLOGIES**

Apologies were submitted on behalf of Cllrs Muhammad Afzal, Ray Hassall and Anne Underwood.

### **3. CORPORATE RESOURCES & GOVERNANCE: ACTION NOTES 18 JULY 2016**

(See document No 1)

#### **RESOLVED:-**

To note the action notes

### **4. DEPUTY LEADER - TRACKING: SERVICE BIRMINGHAM**

(See document No 2)

The Deputy Leader presented the report, and in response to questions from the Committee, the following points were made:

- Service Birmingham are now selling through existing Capita contracts which results in a profit share to the Council;
- With regards to cyber security, the briefing was intended to be an explanation to members of the number of layers of defence needed to protect the Council's data.
- Service Birmingham are awaiting a date from the Library of Birmingham to spend a day with them. The objective is to get the Service Birmingham management team closer to the pressures faced by front line teams.
- The partnership has been helped by Service Birmingham recognition of the Council's financial challenge and commitment to helping the council deal with that. Better understanding of objectives and aligning those is also a factor; also better at working with Directorates. It was suggested that performance indicators should better reflect the need to continue to have that good working relationship.
- Governance of ICT is likely to change as the new ICT Strategy is brought in;
- The structure of Service Birmingham is now that there are individuals attached to each directorate to increase their knowledge of those areas.

#### **RESOLVED:-**

- That Recommendations 01, 06 and 07 are "Achieved (Fully)";
- A note will be sent to members confirming when Variation 6 of the contract will be published on the Council's website;
- Service Birmingham's annual report on Corporate Social Responsibility will be circulated to members.

### **5. DEPUTY LEADER – FINANCE REPORTING**

(See document No 3)

The Deputy Leader and Jon Warlow, Strategic Director, presented the 2015/16 outturn report and responded to questions from members on the movement on reserves, the business rate collection deficit and the overspend from People directorate.

The Deputy Leader and Jon Warlow, Strategic Director, also took questions on the Period 2 monitoring report.

(See document No 4)

There is recognition that the scale and pace of savings required has not been deliverable. Pressure will continue to be applied to all directorates to mitigate the overspend forecasts. However, the month 4 report recognises that we will end the year with an overspend, but there are plans in place to address this (the month 4 report will be available the week after the meeting).

The impact of the recent reduction in interest rates will be included in the month 4 report. On four year budgets, multiyear planning already takes place but have sought government approval for a four year budget to get greater certainty.

A report on the future operating model for community libraries will be considered by Cabinet in October.

The Deputy Leader recognised the benefits of cross-party briefings on finance reports.

## **6. DEPUTY LEADER – TRACKING: CONTACTING THE COUNCIL**

(See document No 5)

The Deputy Leader presented the report and said that he believed all recommendations were completed apart from Recommendation 05. Because of capacity and prioritisation in the communications department, that has not been possible, but will be completed.

A measure for “end to end” customer satisfaction does not have a target in the report, but that will be made available to members. This is a critical area, and could be an area that this Committee keeps an eye on.

Some members did not recall receiving the re-launched councillor enquiry mailbox, so this will be re-sent to all members.

The surveys focused on those who had not provided an email address or mobile phone number and so the regular surveys would not reach them.

### **RESOLVED:-**

- That Recommendations 01 to 06 are “1 – Achieved (Fully)” on the proviso that the Deputy Leader will send a note to the Committee when the one page Birmingham Promise is completed;
- That a breakdown of the survey information by service area
- That the target for “end to end” customer service would be circulated.
- That the deputy leader provide the committee with an update on the progress being made on ensuring the “end to end” process is correct.

**7. DEPUTY LEADER – MEMBER DEVELOPMENT**

The Deputy Leader circulated a report and set out the plans for member development for 2016/17.

The Deputy Leader reiterated his commitment to ensuring member development is tailored to meet the needs of all elected members.

Maxine Tomlinson has been appointed to lead on Member Development.

It is important to focus on why councillors are here – training and development should not just focus on the development of individuals, there has to be an emphasis on developing the skills to support constituents and the wider community.

Training and development should be available to both new and existing Members.

A cross party Member Steering Group is to be set up to ensure members have an oversight of any developments.

**8. CORPORATE RESOURCES AND GOVERNANCE O&S COMMITTEE: WORK PROGRAMME 2016/17**

(See document No 6)

The work programme was noted.

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

**9A. REQUEST FOR CALL IN: DISPOSAL OF LAND AT GREAT CHARLES STREET, BIRMINGHAM – PUBLIC**

**10. OTHER URGENT BUSINESS**

None

**11. AUTHORITY TO CHAIRMAN AND OFFICERS**

Agreed

**12. EXCLUSION OF THE PUBLIC**

That in view of the nature of the business to be transacted which includes exempt information of the category indicated the public be now excluded from the meeting:-

... notes Request for Call In - Disposal of Land at Great Charles Street, Birmingham - Exempt Paragraph 3

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