

Birmingham City Council

Coordinating Overview and Scrutiny Committee

Date: 14 April 2023



Subject: Update on Customer Services Task and Finish Group

Report of: Cllr. Sir Albert Bore, Chair of Customer Services Task and Finish Group

Report author: Fiona Bottrill, Senior Overview and Scrutiny Officer, Tel: 07395 8844987

1 Purpose

- 1.1 The Chair of the Customer Services Task and Finish Group will provide a verbal update.

2 Recommendations

The Committee notes the verbal update on the work of the Customer Services Task and Finish Group.

3 Any Finance Implications

- 3.1 There are no financial implications resulting from this report.

4 Any Legal Implications

- 4.1 There are no legal implications resulting from this report.

5 Any Equalities Implications

- 5.1 There are no equalities implications resulting from this report.

6 Appendices

- 6.1 None.