

# **BIRMINGHAM CITY COUNCIL**

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

**FRIDAY, 23 SEPTEMBER 2022 AT 14:45 HOURS**  
**IN COMMITTEE ROOM 6, COUNCIL HOUSE, VICTORIA SQUARE,**  
**BIRMINGHAM, B1 1BB**

### **A G E N D A**

1 **NOTICE OF RECORDING/WEBCAST 14:45**

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 ([www.youtube.com/channel/UCT2kT7ZRPFCXq6\\_5dnVnYlw](http://www.youtube.com/channel/UCT2kT7ZRPFCXq6_5dnVnYlw)) 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.

**3 - 10**

4 **ACTION NOTES - 8 JULY 2022**

To confirm the Action Notes of the previous meeting held on the 8th July 2022.

**11 - 138**

5 **CUSTOMER SERVICES PROGRAMME AND COMPLAINTS UPDATE**  
**(14.50 – 15.30)**

To receive a report from Wendy Griffiths Assistant Director Customer Services and Business Support on the Customer Services Programme and Complaints. (Report carried over from 9 September 2022).

- 139 - 240**
- 6 **EVERYONE'S BATTLE, EVERYONE'S BUSINESS ACTION PLAN (15.30 – 16.05)**
- To receive a report from Richard Brooks, Director of Strategy, Equality and Partnerships on the Everyone's Battle Everyone's Business Action Plan. (Report carried over from 9 September 2022)
- 241 - 266**
- 7 **COST OF LIVING CRISIS (16.05 – 16.35)**
- To receive a presentation from Richard Brooks, Director of Strategy, Equality and Partnerships on the Council's response to the cost-of living-crisis (Report carried over from 9 September 2022)
- 267 - 366**
- 8 **SCRUTINY WORK PROGRAMME 2022/23 (16.35) (TO FOLLOW)**
- To review the Co-ordinating Overview and Scrutiny Committee work programme and receive updates on the work programmes for the other 7 Overview and Scrutiny Committee and the Scrutiny Inquiries.
- 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 **DATE AND TIME OF NEXT MEETING**
- To note that the next Coordinating Overview and Scrutiny Committee meeting will be held on the 14 October 2022 at 1000 hours in Committee Rooms 3&4, Council House, Victoria Square, Birmingham, B1 1BB
- 12 **AUTHORITY TO CHAIR AND OFFICERS**
- 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'.