

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 OVERVIEW AND SCRUTINY COMMITTEE

TUESDAY, 10 NOVEMBER 2015 AT 14:00 HOURS
IN COMMITTEE ROOM 6, COUNCIL HOUSE, VICTORIA SQUARE,
BIRMINGHAM, B1 1BB - INQUIRY SESSION: CUSTOMER
JOURNEY, [VENUE ADDRESS]

A G E N D A

1 NOTICE OF RECORDING/WEBCAST

The Chairman to advise the meeting to note that this meeting will be webcast for live and subsequent broadcast via the Council's Internet site (www.birminghamnewsroom.com) and that members of the press/public may record and take photographs. The whole of the meeting will be filmed except where there are confidential or exempt items.

2 APOLOGIES

To receive any apologies.

3 INQUIRY - THE CUSTOMER JOURNEY

- (a) Terms of Reference
- (b) Session Plan
- (c) Fleet & Waste
- (d) Council Tax