

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 AND GOVERNANCE OVERVIEW AND SCRUTINY COMMITTEE

WEDNESDAY, 01 MARCH 2017 AT 10:30 HOURS
IN COMMITTEE ROOM 2, COUNCIL HOUSE, VICTORIA SQUARE,
BIRMINGHAM, B1 1BB

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 - 8

3 CORPORATE RESOURCES & GOVERNANCE -ACTION NOTES JANUARY 2016

To confirm the action notes from the meeting held in 04 January 17

9 - 26

4 WORKFORCE UPDATE

Deputy Leader, Cllr Ian Ward to present an update on Workforce Issues

27 - 30

5 COUNCIL TAX UPDATE

To provide committee with an update on the Revenue Service

31 - 36

6 CITIZEN ENGAGEMENT TRACKING REPORT

This report seeks to update on progress against the recommendations

7 **CUSTOMER SATISFACTION**

To provide an update to the committee on customer satisfaction

8 **CENTENARY SQUARE**

Update on progress

9 **WORK PROGRAMME-MARCH 2017**

To note the work programme.

To discuss the Terms of Reference for the Parish Council Overview

10 **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).

11 **OTHER URGENT BUSINESS**

To consider any items of business by reason of special circumstances (to be specified) that in the opinion of the Chairman are matters of urgency.

12 **AUTHORITY TO CHAIRMAN AND OFFICERS**

Chairman 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'.