# Citizen’s expenses charter

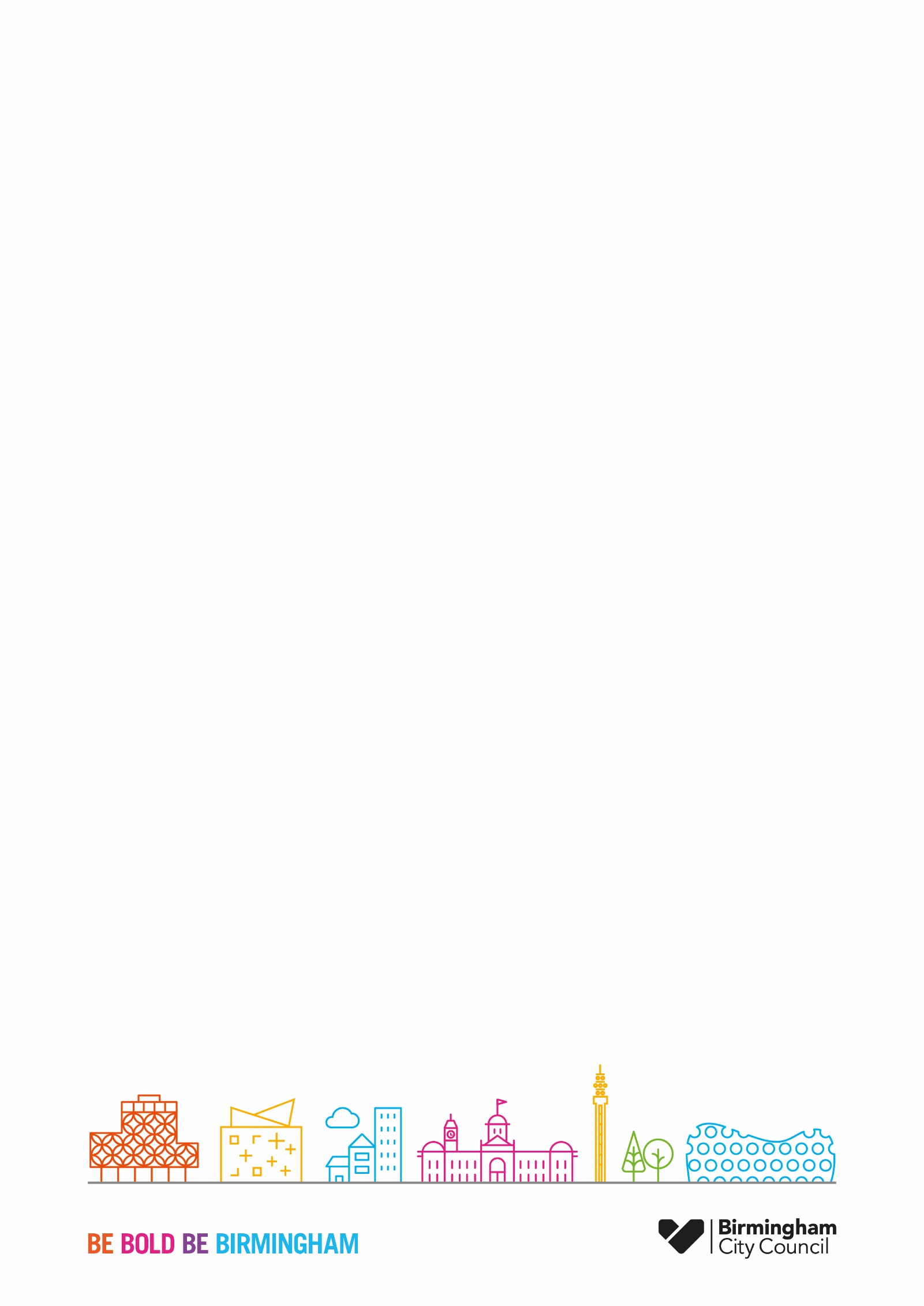
We are committed to involving citizens at every stage of the delivery of council services.

This charter outlines the support we will offer citizens to enable them to undertake a full and active role. It covers a range of issues, and confirms the support on offer.

Citizen involvement is a crucial and important part of the work of the council. We are very grateful to those citizens who give up their time freely to work in partnership with us.

1. Interpreting will be offered and arranged, when requested, for citizens whose first language is not English.
2. A hearing loop will be provided, if requested, in all meetings along with a PA system if the activity requires it.
3. Refreshments will be offered to citizens who are attend meetings over lunch. However, where possible meetings will be arranged before and after mealtimes, rather than during, due to cost.
4. Venues chosen will meet all accessibility requirements, and based on location, available parking and close to bus routes.
5. Expenses for bus tickets will be paid on receipt of a completed expenses form.
6. Expenses for car mileage will be paid on receipt of a completed expenses form at the approved council rate of 45p per mile.
7. Parking fees (excluding fixed penalties) will be paid on receipt of a completed expenses form which includes proof of parking tickets.
8. Taxis or similar suitable transport will be offered to citizens who are unable to attend without transport being provided and who are considered essential to the activity. Citizens with specific needs (such as wheelchair users, learning difficulties, mental health needs, autism) and conditions which prevent them from using public transport will be offered accessible transport.

If you have any queries, email the Public Participation Team at [getinvolved@birmingham.gov.uk](mailto:getinvolved@birmingham.gov.uk).



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