

Birmingham City Council

Neighbourhoods Overview and Scrutiny Committee

6th March 2024



Subject: Bereavement Services – Customer Service Programme
update February 2024

Commissioner Review

Commissioners are supportive of the ongoing review of processes and customer contact in response to previous feedback. There may be further options to improve performance as the Council develops its cross-cutting savings proposals. This includes the review of business support, customer contact, maximising the benefits of process redesign and use of technology.