

# Birmingham City Council

## Neighbourhoods Overview and Scrutiny Committee

6<sup>th</sup> March 2024



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**Subject:** Bereavement Services - Customer Service Programme update February 2024

**Report of:** Sajeela Naseer, Director of Regulation and Enforcement

**Report author:** Bev Nash, Head of Bereavement and Registration Services

### 1 Purpose

- 1.1 The purpose of this report is to provide an update to the 9th December 2022 and supplementary 27th January 2023 and 14<sup>th</sup> July 2023 reports on the actions established following the Customer Service Programme update report to Co-ordinating Overview & Scrutiny Committee in September 2022.

### 2 Recommendations

- 2.1 That the progress of the actions in the Bereavement Services' customer service improvement programme attached at appendix 1 are noted.

### 3 Any Finance Implications

- 3.1 The Bereavement Services Customer Services Programme originally had savings attached. During the review of all savings and budgets that took place as part of the 2024/25 Budget Setting report going to Cabinet and Full Council on 5 March 2024, the entirety of the 2023/24 savings plan is proposed to be written off. This recognises that the savings related to the Bereavement Services Customer Services Programme were non deliverable. However, the programme will deliver customer improvements and is being progressed for that purpose.

### 4 Any Legal Implications

- 4.1 There are no legal implications directly arising from this report.

### 5 Any Equalities Implications

- 5.1 The Council has a Public Sector Equality Duty under the Equality Act (2010) to have due regard to the need to: - eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act; - advance equality of

opportunity between persons who share a relevant protected characteristic and persons who do not share it; - foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

- 5.2 The protected characteristics and groups outlined in the Equality Act are: Age; Disability; Gender Reassignment; Marriage and Civil Partnership; Pregnancy and Maternity; Race; Religion and Belief; Sex, and Sexual Orientation.
- 5.3 The Service has considered these responsibilities and have ensured that it has adapted to the needs to of the residents of Birmingham. This includes providing burials and cremations 364 days a year, delivering short notice funerals and providing extended evening burials in the winter.

## **6 Appendices**

- 6.1 Appendix 1 - Bereavement Services' customer service improvement programme