

## **Deputy Leader Priorities**

Implementation of the Customer Service programme continuing to embed the adoption of user centred design principles across our customer service offerings to improve customer satisfaction and reduce complaints

Ensure best in class services across the Council including action to:

- a) Support divisions to complete best in class assessments to identify areas for improvement
- b) Review business processes to identify areas for learning, greater efficiency or use of automation

Lead, drive and support a brilliant performance focused culture across the Council, including actions to:

- a) Develop Corporate Programme Management Office assurance framework to monitor delivery of transformation projects and medium term financial plan
- b) Deliver programme of priority reviews to inform improvement activity
- c) Impact assess programmes
- d) Further develop corporate performance framework, with specific attention on benchmarking, forecasting and wider use of online reporting tools

Build and embed a culture of data driven decision making, including actions to:

- a) establish a Birmingham Data Charter
- b) Deliver a pipeline of data and insight publications as Birmingham City Council's contribution to the City Observatory

To champion and lead on supporting our citizens with the Cost of Living; levelling up and devolution.

To work with our partners to improve employment and skills expansion in key growth areas in the City.