

Efficiency, Improvement & Transformation

Review of Registration & Bereavement Services

Scope

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Select Committee: Arts, Leisure & Culture	Type of Review: Gateway
1. What services are included? <ul style="list-style-type: none">• Registration Services including:<ul style="list-style-type: none">- Births, Deaths and Marriages- Civil Partnerships- Citizenship Applications- Other Civil Ceremonies, such as Naming, Renewal of Vows and Civil Funerals- Family History Research• Bereavement Services including<ul style="list-style-type: none">- Information service for the bereaved- Allocation of grave space- Burial Administration- Deeds of Grant relating to ownership- Memorial Applications- Cemetery Improvements	
2. The Thematic Select Committee's / EIT Project Team overall aim / objectives in doing this work is: <p>To identify options for future strategy, policy and service provision that will provide a dignified, efficient and professional Registration and Bereavement Service for SBC residents.</p> <p>To identify and maximise the opportunities for close working with the CFYA teams that contribute to Bereavement Services provision</p>	

3. Expected duration of enquiry? What are the key milestones?

Baseline

- **15 June 2011 - Approval of Scoping Document and Project Plan**
- **13 July 2011 – Baseline Consideration.** Review and challenge of detailed information, including financial information, staffing levels and comparative performance levels.

Stakeholder Consultation – August to October

Options

- **30 November 2011 – Options appraisals.** Consultation feedback and options from which the draft recommendations will be developed

Reporting

- **4 January 2011 – Select Committee consultation on preferred option/recommendations**
- **9 February 2012 – Cabinet for approval of report and recommendations.**

4. In addition to analysis and benchmarking costs, performance, assets etc, what other processes are likely to be required to inform the review? (e.g. site visits; observations; face-to-face questioning, telephones survey, written questionnaire, co-option of expert witnesses etc).

Registration Service Governance and Service Standards

Reflection on recommendations/action plans from previous scrutiny reviews e.g. Cemeteries and Management of Memorials

Research into alternative practice in other Local Authorities

Feedback from on-site surveys at Cemeteries and Registration Customer Surveys

Expert witnesses if/as appropriate

5. How will key partners and/or the public be involved and at what stages?

Consultation with users of the service and other stakeholders such as Funeral Directors, Memorial Masons, etc

Examination of customer comments & complaints

Consultation with staff / unions

6. Please give an initial indication how transformation will enable efficiencies and improvements to be delivered by this EIT review?

Potential to deliver transformational change and efficiencies through:

- Examining staff roles / responsibilities
- Changes to structures / working patterns
- Reduction in inefficient / complex processes and identify any overlap / duplication in provision