

Arts Leisure & Culture Select Committee

A meeting of Arts Leisure & Culture Select Committee was held on Wednesday, 4th January, 2012.

Present: Cllr Mrs Jean O'Donnell(Chairman), Cllr Eileen Johnson(Vice-Chairman), Cllr Mark Chatburn, Cllr Carol Clark, Cllr Nigel Cooke, Cllr Gillian Corr, Cllr Alan Lewis, Cllr Ray McCall, Cllr Mick Womphrey.

Officers: Sue Daniels, Jayne Robins(DNS), Judith Trainer and Kirsty Wannop(LDS).

Also in attendance: Member of the Public.

Apologies: None

ALC 37/11 **Declarations of Interest**

There were no interests declared.

ALC 38/11 **Minutes for signature - 26th October 2011**

The Chair signed the minutes as a correct record.

ALC 39/11 **Draft Minutes-1st December 2011**

Consideration was given to the minutes of the meeting held on 1st December 2011.

AGREED that the minutes be approved.

ALC 40/11 **EIT Gateway Review - Registration and Bereavement Services**

The Committee considered possible recommendations for the EIT Gateway Review - Registration and Bereavement Services. As the services had a combined net cost to the Authority of £30,000 per annum the review focussed on services transformation and improvement which included:-

- Providing a dignified, efficient and professional front-line customer focussed service.
- Meeting the changing needs of customers through extending choice
- Improving performance and customer satisfaction levels
- Adoption of the 'Tell Us Once' service
- Preparations for forthcoming legislative changes
- Continued professional relationship with the General Register Office (GRO).

The Committee recognised the highly sensitive nature of the services provided and supported the proposed recommendations which would deliver efficiencies through improved working practices thereby providing an improved service for customers. In particular, Members welcomed improvements which would be delivered through the Tell Us Once service, improvements to the marriage venue and the proposal to retain the satellite registration office at North Tees General Hospital. The Committee acknowledged that as the combined cost to the Authority for registration and bereavement services was £30,000, the estimated efficiency saving of £33,000 would mean the services would be cost neutral to the Authority.

Members agreed with the proposed recommendations in the report and commended officers for their work in the review and the standard of the report they had produced. The final report would be considered by Cabinet in February.

AGREED that the information be noted and that draft recommendations be included in the final report.