

Agenda Item

**Arts, Leisure & Culture
Select Committee**

2 May 2012

**ACTION PLAN FOR AGREED RECOMMENDATIONS – EIT GATEWAY
REVIEW OF REGISTRATION AND BEREAVEMENT SERVICES**

Summary

Members are asked to consider the Action Plan setting out how the agreed recommendations from the officer led Efficiency, Improvement & Transformation (EIT) Gateway Review of Registration & Bereavement Services will be implemented and target dates for completion.

Detail

1. The final report of the officer led EIT Gateway Review of Registration & Bereavement Services was considered by Cabinet on 9 February. Cabinet accepted the recommendations contained within.
2. These are now subject to the procedure for monitoring the implementation of agreed recommendations. An Action Plan has now been drawn up and is attached at Appendix 1. This sets out how the relevant departments will be taking forward the agreed recommendations and includes target dates for completion.
3. Members should consider the Action Plan. The Committee will receive progress updates on the implementation of the recommendations.

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Action Plan – EIT Gateway Review Registration and Bereavement Services

No.	Recommendation	Proposed Actions	Success Measures	Savings/Cost	Lead Responsibility and Completion Date
1	In conjunction with HR consultation commences with staff to allow Bereavement Services to be open Monday to Saturday for the booking of interments and general enquiries, proposing that staff work 5 over 6 days per week on a rota basis.	<ul style="list-style-type: none"> • Consultation with all staff in conjunction with HR 	<ul style="list-style-type: none"> • Structure in place by 1st May 2012 • Extended opening hours implemented from 1st May 2012 	Nil	Jayne Robins 1 st May 2012
2	The Registration Team will assume the responsibility for the marketing and delivery of civil funeral ceremonies with a view to increasing business, utilising casual 'as and when' funeral celebrants.	<ul style="list-style-type: none"> • Combine with recommendation 7 	See item 7	See item 7	See item 7
3	Officers explore the feasibility on an on-line booking facility for funeral directors, whilst maintaining the current 'out-of-hours' arrangements for Muslim Burials and Registrar General's Licence (Death-Bed Weddings).	<ul style="list-style-type: none"> • Continue with current 'out-of-hours' systems and procedures • Network with other LA's to explore effective out-of-hours systems already adopted and proven • Maintain communication with stakeholders on 	<ul style="list-style-type: none"> • Feasibility study complete for discussion with key stakeholders by December 2012 	Nil	Jayne Robins December 2012

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		progress/options			
4	Officers to review burial fees and charges to bring in-line with other Tees Valley Authorities with effect from 1 April 2012.	<ul style="list-style-type: none"> • Complete benchmarking exercise 	<ul style="list-style-type: none"> • Implement revised fees & charges 	£13K per annum w.e.f 2012-13	Sue Daniels/Jayne Robins 1 st April 2012
5	In order to provide an improved level of service and extended choice for customers –				
	a. An alternative, more intimate statutory ceremony room be provided for the set statutory fee of £43.50 (£49.00 as of 1.4.12).	<ul style="list-style-type: none"> • Allocate suitable room within Nightingale House • Submit plans and gain approval from General Register Office • Decorate/furnish new statutory ceremony room 	<ul style="list-style-type: none"> • Extended choice for customers with improvement in customer satisfaction levels 	Within existing resources	Sue Daniels/Jayne Robins 1 st February 2012
	b. The current statutory marriage room be decommissioned and named the 'Nightingale Suite'	<ul style="list-style-type: none"> • Apply for 'approved premise licence' • Gain approval from General Register office 	<ul style="list-style-type: none"> • Extended choice for customers with improvement in customer satisfaction levels • Achieve agreed efficiency saving 	£17K per annum w.e.f. 2012-13	Sue Daniels/Jayne Robins 31 st March 2013

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	<p>c. The new Nightingale Suite be decorated and updated, and ceremony times be extended from 30 to 45 minutes, with the production of bespoke scripts to broaden the choice and reflect the wishes of the customer.</p>	<ul style="list-style-type: none"> • Where required, refurbish/decorate • Amend diary booking system to accommodate 45-minute ceremony appointment • Amend ceremony options guide to accommodate a personalised ceremony 	<ul style="list-style-type: none"> • Extended choice for customers • Increase business potential • Improved customer satisfaction levels 	<p>Within existing resources</p>	<p>Sue Daniels/Jayne Robins 1st February 2012</p>
	<p>d. DDA compliant public toilet facilities be provided for customers on the ground floor.</p>	<ul style="list-style-type: none"> • Produce PID • Commission Technical Services Department to design work and complete the production of drawings, specifications and the tendering exercise. 	<ul style="list-style-type: none"> • Improved customer satisfaction levels 	<p>Within existing resources</p>	<p>Sue Daniels/Jayne Robins November 2012</p>
<p>6</p>	<p>That the Registration Service absorb the additional costs of providing the Tell Us Once service – providing</p>	<ul style="list-style-type: none"> • Retain TUO within Registration & Bereavement Service • Continue to work with the DWP to explore 	<ul style="list-style-type: none"> • Reduction in the number of contacts with customers • Reduction in the level of avoidable contacts 	<p>Non-cashable efficiency saving (£13k)</p>	<p>Sue Daniels/Jayne Robins 1st April 2012</p>

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	non-cashable savings of £13,000, with other benefits being realised elsewhere in the Authority through reductions in over-payments and avoidable contact.	<p>the development of TUO i.e.:</p> <ul style="list-style-type: none"> - Expand service to other areas of government where it would add value - Explore opportunities with NHS or other life events - Potentially (where customers have requested) within the private and 3rd sectors <ul style="list-style-type: none"> • Support and assist with DWP agreed pilot schemes <ul style="list-style-type: none"> - Registration Team currently working with the DWP & Northumbrian Water 	<ul style="list-style-type: none"> • More accurate customer records • Extended choice for customers • Improved customer satisfaction levels • Improved partnership working 		
7	<p>That structures are considered in consultation with General Register Office (GRO) and HR to:</p> <ul style="list-style-type: none"> - Create a dedicated ceremonies team - Enter into GRO's 'New Governance' arrangements, including adoption of service delivery and good practice standards - Work with GRO and staff to provide 	<ul style="list-style-type: none"> • Consultation with all staff in conjunction with HR • LA to enter into GRO's New Governance Arrangement with adoption of Code of Practice and Good Practice Guide • In conjunction with GRO seek approval from the Secretary of State for the Home Department for a 'Scheme Change' 	<ul style="list-style-type: none"> • New structure in place. • Extended opening hours implemented from 1st May 2012 • Marketing strategy produced by February 2013 	£3K per annum w.e.f. 2012-13	<p>Sue Daniels/Jayne Robins</p> <p>1st May 2012</p> <p>(Marketing strategy February 2013)</p>

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	<p>a scheme change, working towards a one statutory Superintendent Registrar and one statutory Registrar of births and deaths model.</p> <ul style="list-style-type: none"> – Provide all-day opening on Saturdays 	<ul style="list-style-type: none"> • Produce a marketing & publicity strategy in conjunction with Communications Unit 			
8	<p>The service continues to offer non-statutory services such as naming ceremonies, renewal of vows, etc to meet the needs of customers.</p>	<ul style="list-style-type: none"> • Continue to offer non-statutory ceremonies • Incorporate in the ceremony marketing & publicity strategy in conjunction with Communications Unit 	<ul style="list-style-type: none"> • Extended choice for customers • Improved customer satisfaction levels • Increase business potential 	Nil	<p>Sue Daniels/Jayne Robins</p> <p>1st April 2012</p>