

Arts, Leisure and Culture Select Committee

Update 2 August 2011

EIT Programme

Update on Progress (including issues/problems/successes)

Officer-led EIT Reviews

The Committee met on 13 July to receive baseline information in respect of the EIT review of Registration and Bereavement Services.

Discussion took place around the following issues:

- The emphasis on face to face contact for the service
- The highly sensitive nature of the service
- Increasing demand for civil funerals
- High customer satisfaction with very few complaints
- Scope to increase fees – the Committee noted that there had not been a fee increase for two years
- The potential for shared services/ closer joint working was subject to guidance by the General Register Office
- Planned improvements to data sharing through the “Tell Us Once” initiative – due to be implemented in September

Potential to deliver transformational change and efficiencies have been identified as:

- Examining staff roles/ responsibilities
- Changes to structures/ working patterns
- Reduction in inefficient/ complex processes
- Potential to increase fees

Forward Plan

In the Autumn, the Committee will begin to receive reports for comment and challenge in respect of the officer led EIT review of Children’s Social Care Management and Children and Young Peoples Assessment/ Fieldwork.