

# **Arts, Leisure and Culture Select Committee**

## **Update 31 January 2012**

### **EIT Programme**

#### **Update on Progress (including issues/problems/successes)**

#### **Officer-led EIT Reviews**

##### ***Children's Social Care***

The Committee are due to receive options in respect of the Children's Social Care Review on 15 February 2012.

##### ***Registration and Bereavement Services***

At their last meeting, the Committee considered final options in respect of the EIT review of Registration and Bereavement Services.

The Committee supported the preferred options which sought to :-

- Provide a dignified, efficient and professional front-line customer focussed service.
- Meet the changing needs of customers through extending choice
- Improve performance and customer satisfaction levels
- Adoption of the 'Tell Us Once' service
- Incorporate preparations for forthcoming legislative changes
- Provide for continued professional relationship with the General Register Office (GRO).

The Committee recognised the highly sensitive nature of the services provided and supported the proposed options 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.

The report will be presented to Cabinet in February together with the Committee's comments.