

**BEST VALUE REVIEW OF CORONERS
IMPLEMENTATION MONITORING SHEET**

Best Value action/target	Responsible officer	By when April 2000	Progress
Transfer of staff currently based in police stations supporting the coroner to Leahoe House.	Tom Hawkyard	Support staff Aug 2000 Coroners Officers April 2001	Due to ongoing negotiations with the Police will remove co-ordination problems – provide a faster service to the bereaved. Negotiations are on going with the Police to facilitate the transfer of Coroners Officers to Leahoe House. This will bring all the Coroners support staff together and result in a faster service for the bereaved.
Revise working protocols Procedures for how staff will work together with new arrangements	Tom Hawkyard	April 01	Protocols written and awaiting transfer of Coroners Officers for introduction
Communicate revised protocols to all stakeholders. Hospitals, undertakers etc. need to understand the new system	Tom Hawkyard	April 01	Once transfer dates are confirmed information will be communicated using the good existing arrangements with Community Health Council's.
Initiate staff development with regular training. This action is to address concerns about previous lack of staff development and training.	Tom Hawkyard	April 01	Regular training and staff development will be introduced after the transfer of Coroners Officers
Develop formal complaints and monitoring system	Tom Hawkyard	April 01	On hold until we know if the transfer is happening. (Currently level of complaints is high due to problems caused by separation of staff).
Introduce Coroners Charter and review in two years.	Tom Hawkyard	July 01	Local officer is part of national group devising standards. Our local charter has higher standards than those in the national framework but these cannot be met until staff have been relocated. Therefore introduction is being delayed until the transfer of Coroners Officers is complete.

Best Value action/target	Responsible officer	By when April 2000	Progress
Renew Mortuary Services Contract & Coroners Removal Contract	Tom Hawkyard	July 00/Nov 00	New mortuary services contract introduced July 00, Coroners Removal Contract out to tender. Tender negotiations have produced a reduced cost per case but as the number of cases referred to the coroner continues to rise overall costs may not reduce
Write to Home Office to highlight anomalies and concerns	Tom Hawkyard	End Oct	Reply received from the coroner addressing the issues raised but not offering solutions

Service Improvements

Current problems of separation of support and officer staff have in fact reduced the service quality through long turnaround time. It is hoped that once staff are located together the service to the bereaved will improve.

Savings – Cashable

New Mortuary Services contract has produced a reduced unit cost which will result in a three year saving of £143,000 although rise in cases may still result in an overall increase in spending.

Savings – Non Cashable

The separation of support staff is adding an average of 2 days to the time it is taking to issue the bereaved with a death certificate. Bringing the support staff together will improve the service to the bereaved and reduce the number of complaints the Coroners Section is currently getting, all of which relate to the time it is taking for death certificates to be issued.