

Table 3

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

Best Value action/target	Responsible officer	Savings to date/ projected	Progress	By when	
				<u>Original Date</u>	<u>Current Estimate</u>
<b>Transfer of staff</b> currently based in police stations supporting the coroner to Leahoe House.	Tom Hawkyard Steve Charteris		Transfer agreement was signed and effective from April 2001. Bringing all the Coroners support staff together has reduced average turnaround time. Current estimates are 1 to 2 days' reduction. The new Coroner's database will allow for detailed monitoring of turnaround. The database was installed in July 2001 and we are awaiting further technical advice to extract data.	April 2001	Completed
<b>Revise working protocols</b> Procedures for how staff will work together with new arrangements	Tom Hawkyard Steve Charteris		Introduction of new protocols commenced. Referral protocol has been published to all GPs in Hertfordshire. Working protocols to be published for Police officers, Hospital staff, Ambulance staff and GPs. Coroners Officers have a training role for probationary Police Officers and Police Family Liaison Officers. Discussion is underway with Trust Pathology departments regarding protocols, including the issue of retention and disposal of 'body parts'.		Protocols for police to be further formalised to be published September 2001
<b>Communicate revised protocols</b> to all stakeholders. Hospitals, undertakers etc. need to understand the new system	Tom Hawkyard Steve Charteris		Communication of protocols now in place using the good existing arrangements Community Health Council's, Police Liaison Officer and NHS Trust contacts.	Now underway	
<b>Initiate staff development</b> with regular training. This action is to address concerns about previous lack of staff development and training.	Tom Hawkyard Steve Charteris		Regular training and staff development has been introduced. All staff incorporated into County Secretary's Staff Development Scheme.	Due April 01	Introduction completed. Annual interviews scheduled for October 2001

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<b>Develop formal complaints and monitoring system</b>	Tom Hawkyard Steve Charteris		Since April 1 <sup>st</sup> complaints come through to HCC. The Coroner Service Charter sets out the process for complainants. Those complaints that are concerned with the administration of the Coroner's unit or the conduct of staff will be dealt with in accordance with 'Corporate Services complaints procedure'.	April 2001	Completed
<b>Introduce Coroners Charter</b> and review in two years.	Tom Hawkyard Steve Charteris		Local officer is part of national group devising standards. Our local charter has higher standards than those in the national framework. The transfer of staff now means these should be met.	Charter launch originally July 2001	September 01
<b>Renew Mortuary Services Contract &amp; Coroners Removal Contract</b>	Tom Hawkyard Steve Charteris	Projected saving of £143,000 over 3 years	Saving of £143,000 over 3 years due to new mortuary contract. (NB: This assumes the contract is extended for an additional year after year 2). Cost per case has reduced from £96 to £75 for West Hertfordshire NHS Trust and from £100 and £108 to £59.93 for East and North Hertfordshire NHS Trust. Although increased demand means cost overall continues to rise.	Contract commenced July 00	Completed
<b>Write to Home Office to highlight anomalies and concerns</b>	Tom Hawkyard		There is ongoing dialogue with the Home Office regarding all aspects of provision of a Coroner's service. There is representation from Hertfordshire on the Home Office Coroners Consultative Committee		