

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

*Report of the Head of Statutory Services*

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**1. Purpose of Report**

To advise members on the progress of the implementation of the Best Value Review of the Coroners Service and invite the Committee to scrutinise the matter.

**2. Summary**

The Select Committee asked at the meeting held in October 2001 that this item be placed on the agenda in order to review the implementation of the recommendations of the Best Value Review.

**3. Conclusion**

The Committee is invited to comment and indicate whether it wishes to undertake further scrutiny of the implementation of the Coroners Best Value Review.

**BEST VALUE REVIEW OF CORONERS  
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.	April 2001	<b>Completed</b> April 2001
<b>Revise working protocols</b> Procedures for how staff will work together with new arrangements	Tom Hawkyard Steve Charteris		Unit procedures have been developed regarding working together. Coroner's Unit meetings are now scheduled to address specific procedural issues. There is on-going review of procedures.		<b>Completed</b> On-going
<b>Communicate revised protocols</b> to all stakeholders. Hospitals, undertakers etc. need to understand the new system	Tom Hawkyard Steve Charteris		Introduction of new protocols: <ul style="list-style-type: none"> <li>• Hertfordshire Constabulary have a clear process map of response to sudden death. (Current Force review underway).</li> <li>• Referral protocol has been published to all GPs in Hertfordshire.</li> <li>• Referral protocol has been published to all hospitals in Hertfordshire.</li> <li>• Coroner's Unit has a training role for probationary Police Officers and Police Family Liaison Officers.</li> <li>• Coroners are considering a draft protocol with Trust Pathology departments.</li> </ul>		<b>Completed</b> Jan 2001  August 2001 August 2001 Monthly  Current
<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.		<b>Completed</b> Annual meetings October 2001

Best Value action/target	Responsible Officer	Savings to date/ Projected	Progress	By when	
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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	<b>Completed</b> October 2001
<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.	Charter launch originally July 2001	<b>Completed</b> October 2001 (Reviewed annually)
<b>Renew Mortuary Services Contract &amp; Coroners Removal Contract</b>	Tom Hawkyard Steve Charteris		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	<b>Completed</b> July 2000
<b>Write to Home Office to highlight anomalies and concerns</b>	Tom Hawkyard Steve Charteris		<ul style="list-style-type: none"> <li>• There is ongoing dialogue with the Home Office regarding all aspects of provision of a Coroner's service.</li> <li>• There is representation from Hertfordshire on the Home Office Coroners Consultative Committee and Coroner's Officer Working Party.</li> <li>• We have met with the committee of the fundamental review of Coroner's system and had input into the review</li> </ul>		<b>On-going</b>  <b>On-going</b> quarterly meetings  November 2001

