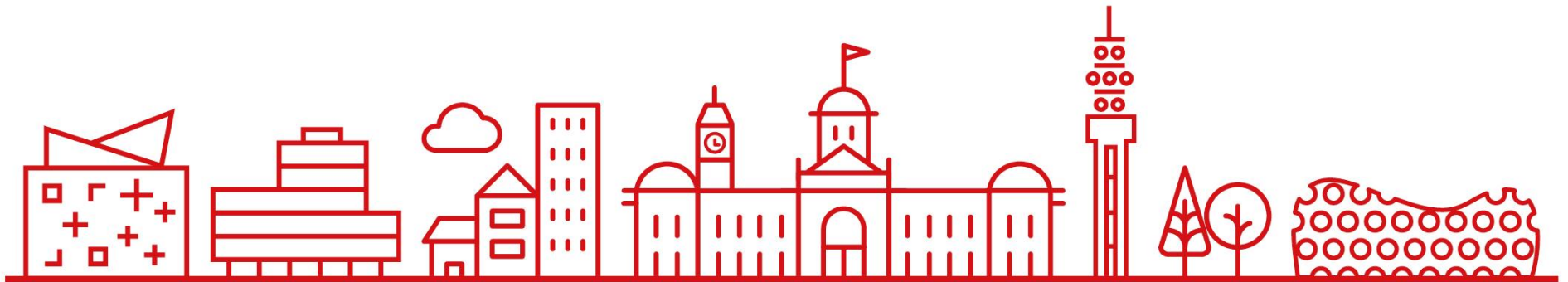


Coroners and Mortuary Appendix 1



Vision

What is your vision for your directorate / service in 2022-23?

Locally accountable and responsive, fair regulation for all – achieving a safe, healthy, clean, green and fair trading city for residents, businesses and visitors.’ ?

The Coroner’s and Mortuary Service provide the statutorily required Coroner’s service for Birmingham and Solihull together with the statutorily required Public Mortuary facilities for the city. The work delivered is required by statute and supported by guidance from the Chief Coroner for England and Wales. *It is envisaged that BCC will continue to support the work of the Senior Coroner and her team to meet requirements laid down by the Chief Coroner in his attempt to ‘standardise’ coronial services.*

The Mortuary operates under licence by the Human Tissue authority (HTA), we continue to strive to provide a full Public Mortuary service to the Coroner to enable the Coroner to deliver her statutory function and meet the HTA standards.

Provision of efficient and effective Coroner and Mortuary services supports the City Council’s Plan to ‘Improve the Health and Wellbeing’ of people living in Birmingham and Solihull. In addition this directly supports the Council’s Financial Plan 2019 -2023’s priority of ensuring Birmingham is a ‘city of growth where every child, citizen and place matters’

Priorities

What are the key priorities for your your directorate / service for 2019-23?

This is a should be a set of bullet points (5-7 max.) that set out how you will achieve your vision

Priority	Why is this important?
To provide a full support service to the Coroner to enable the Coroner to deliver her statutory role	<ul style="list-style-type: none">• Supports the City Council's Plan to Improve the Health and Wellbeing of people living in Birmingham and Solihull.• The service directly supports the Council's Financial Plan 2019 -2023's priority of ensuring Birmingham is a 'city of growth where every child, citizen and place matters'• Ensures that the Coroner is able to release the deceased to families expeditiously having regard for the judicial function of the service and achieves the target s around time to inquest.
To ensure future Court room and office facilities are fit for purpose and meet the Coroners requirements.	<ul style="list-style-type: none">• Supports the Chief Coroners guidance published June 2017 regarding accommodation to be provided in a model Coroner area.• Supports the Increased demand for Coroner Inquests.

Priorities

What are the key priorities for your your directorate / service for 2019-23?

This is a should be a set of bullet points (5-7 max.) that set out how you will achieve your vision

Priority	Why is this important?
To provide a full Public Mortuary service to the Coroner to enable the Coroner to deliver her statutory role	<ul style="list-style-type: none">• Supports the City Council's Plan to Improve the Health and Wellbeing of people living in Birmingham and Solihull.• The service directly supports the Council's Financial Plan 2019 -2023's priority of ensuring Birmingham is a 'city of growth where every child, citizen and place matters'• Ensures that the Coroner is able to release the deceased to families expeditiously having regard for the judicial function of the service
To ensure future Mortuary facilities are fit for purpose and able to meet future demand.	<ul style="list-style-type: none">• To meet requirements set out by the Human Tissue Authority and their national standards who license the Public Mortuary.• There is a national shortage of pathologists resulting in potential shortage of them to do traditional post mortems.• Supports the consideration of, and exploration of the potential demand for availability of Computed Tomography Post mortems (CTPM) from interested parties.

Objectives

These should be specific areas for your directorate / service that you will focus on in order to deliver against your priorities

Objective	Description
1. To provide a full support service to the Coroner to enable the Coroner to deliver her statutory role	To ensure that all deaths notified to the Coroner are logged on to the CIVICA system on day of receipt and triaged and dealt with as efficiently and effectively as possible in order to enable the Coroner to release the deceased to families expeditiously having regard for the judicial function of the service
	To provide the support required by the Senior Coroner to ensure that investigations and inquests are held in a timely manner and ensures that the Senior Coroner meets the target set by the Chief Coroner regarding Inquests .
	To provide support to enable the Senior Coroner to achieve KPIs in line with national averages
	To provide all statutory returns to the Ministry of Justice as required
	To send records required by the national Archives to a place of deposit.

Objectives

These should be specific areas for your directorate / service that you will focus on in order to deliver against your priorities

Objective	Description
2. To ensure future Court room and office facilities are fit for purpose and meet the Coroners requirements.	<ul style="list-style-type: none">• Works to take place to ensure current building/facilities are fit for use.• Continued use of Solihull Civic suite as an additional Court 2 days per week to support the Coroner.• Exploration of suitable additional Court facilities in the event that Solihull Civic suite no longer available• Sourcing alternative suitable accommodation provision for Court and support staff for medium and long term

Objectives

These should be specific areas for your directorate / service that you will focus on in order to deliver against your priorities

Objective	Description
3. To provide a full Public Mortuary service to the Coroner to enable the Coroner to deliver her statutory role	<ul style="list-style-type: none">• To provide full Mortuary facilities for deceased referred to the Coroner 24 hours a day across 365 days a year.• Number of Post Mortems completed within a timescale to ensure 90% of bodies released within 5 days of notification.• Storage of bodies• Undertaking of histology and toxicology testing, where required by a Coroner.
4. To ensure future Mortuary facilities are fit for purpose and able to meet future demand.	<ul style="list-style-type: none">• To retain Human Tissue Authority Accreditation for Post Mortems.• To complete all actions as set out in the Human Tissue Authority Corrective and Preventative Action Plan following their Inspection of the premises in January 2019.• Supports the consideration of and exploration of the potential demand for availability of Computed Tomography Post mortems (CTPM) from interested parties.

What will success look like in 2022-23?

This section should define clearly – and quantify where possible – the outcomes you will achieve through successful delivery of your business plan. It should link clearly to your vision and priorities.

Objective	Outcomes
1.To provide a full support service to the Coroner to enable the Coroner to deliver her statutory role	<ul style="list-style-type: none">• 100% of notifications entered on system on day of receipt or 1st working day if out of hours.• The deceased are released expeditiously having regard for judicial function of service – matching or bettering the release times for 2018.• Processes in place to ensure the requirements of the Coroner are met in relation to key performance indicators around :-<ul style="list-style-type: none">Time spent on casesTime to certification where there is no post mortem and with a post mortemNumber / % of deaths notified% of deaths where Inquest opened , time to inquest and conclusion.% of deaths resulting in post mortem• Staff are supervised and managed appropriately and effectively in line with Birmingham City Council's policies and procedures i.e. Managing attendance, My Appraisal etc.• Staff work flexibly to meet the needs of the service.• Processes in place to ensure sufficient court availability, expedient communications with witnesses and flexibility of staff to prioritise inquests• Appropriate IT operating systems are in place and working efficiently and effectively.• Timely return of statistics• Records sent to National Archives 'Place of Deposit' by deadline.

What will success look like in 2022-23?

This section should define clearly – and quantify where possible – the outcomes you will achieve through successful delivery of your business plan. It should link clearly to your vision and priorities.

Objective	Outcomes
2 To ensure future Court room and office facilities are fit for purpose and meet the Coroners requirements.	<ul style="list-style-type: none">• Court room facilities available to meet Coroner requirements and that of the model coroner area as outlined by the chief Coroner• Improvement in the timeliness of Inquests• Improved future resilience in terms of increasing demand for Inquests• Improved communication and joined up working with Solihull

What will success look like in 2022-23?

This section should define clearly – and quantify where possible – the outcomes you will achieve through successful delivery of your business plan. It should link clearly to your vision and priorities.

Objective	Outcomes
3. To provide a full Public Mortuary service to the Coroner to enable the Coroner to deliver her statutory role	<ul style="list-style-type: none">• Adequate Storage facilities available (Fridges and freezers) within the Public mortuary• Effective management of service across 24/7, 365 days a year• Staff are supervised and managed appropriately and effectively in line with Birmingham City Council's policies and procedures i.e. managing attendance, My Appraisal etc.• Staff work flexibly to meet the needs of the service.• Adequate pathologists available to provide invasive post mortems.• If decided/required , provision of computed tomography digital autopsy (CTPM) in line with the City Council's offer in 2022-23.• Undertaking of histology and toxicology testing, where required by a Coroner.

What will success look like in 2022-23?

This section should define clearly – and quantify where possible – the outcomes you will achieve through successful delivery of your business plan. It should link clearly to your vision and priorities.

Objective	Outcomes
4. To ensure future Mortuary facilities are fit for purpose and able to meet future demand.	<ul style="list-style-type: none">• Mortuary provision meets standards set out by Human Tissue authority• Back up facilities available• If decided/required , provision of computed tomography digital autopsy (CTPM) in line with the City Council's offer in 2022-23.

KEY WORK PROGRAMMES & PROJECTS



Summary of Key Initiatives

Objective 1 To provide a full support service to the Coroner to enable the Coroner to deliver her statutory role							
<ul style="list-style-type: none">• Civica portal – to ensure seamless migration of death referrals from Hospitals/GP's/Police/Ambulance service on to the system on day of receipt.• Training for relevant officers regarding submitting the annual Ministry of Justice return• Improved partnership working with Solihull							

Summary of Key Initiatives

Objective 2 To ensure future Court room and office facilities are fit for purpose and meet the Coroners requirements.							
<ul style="list-style-type: none"> • Building condition survey undertaken / scaffolding erected to scope works • Property services investigating suitable alternative premises to ensure business continuity 							

Summary of Key Initiatives

Objective 3. To provide a full Public Mortuary service to the Coroner to enable the Coroner to deliver her statutory role							
<ul style="list-style-type: none"> Works to public mortuary as part of - 'Corrective and Preventative Action Plan' (CAPA) following the HTA January 2019 inspection Long term provision of Toxicology testing 							

Summary of Key Initiatives

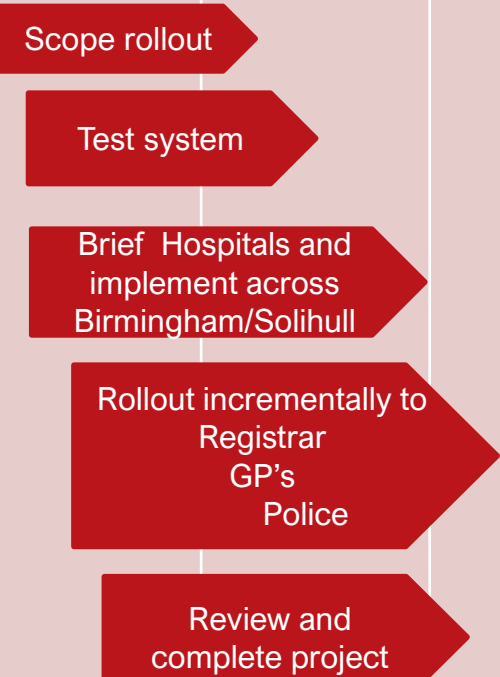
Objective 4 To ensure future Mortuary facilities are fit for purpose and able to meet future demand.							
<ul style="list-style-type: none">• Corrective and Preventative Action Plan – various projects following the HTA inspection.• Mortuary facilities/ building review .							

To provide a full support service to the Coroner to enable the Coroner to deliver the statutory role



To provide a full support service to the Coroner to enable the Coroner to deliver her statutory role: Key Programmes & Projects

Please include a high-level project plan here using the format set out in the table below.

Project	Description	2019-20	2020-21	2021-22	2022-23	Outcomes
Roll out and use of Civica Portal	 <p>Scope rollout</p> <p>Test system</p> <p>Brief Hospitals and implement across Birmingham/Solihull</p> <p>Rollout incrementally to Registrar GP's Police</p> <p>Review and complete project</p>					<ul style="list-style-type: none"> Seamless migration of death referrals to Civica. Reduced officer time spent on inputting/checking. Coroners ability for early triage maximised. Coroner KPI's regarding release of the deceased improved/maintained

Risks

What are the major risks to the delivery of this initiative?

What mitigations are being put in place?

Risk Title	Category	Description	Score	Mitigating Actions
Compatibility with external systems		Potential delays in roll out if issues are found in 1 st phase and ongoing with each external agency.	low	<ul style="list-style-type: none">• Project manager in place• Super users in place• Regular meetings and live testing system in place

To ensure future court room and office facilities are fit for purpose and meet the Coroners requirements.



To ensure future Court room and office facilities are fit for purpose and meet the Coroners requirements : Key Programmes & Projects

Please include a high-level project plan here using the format set out in the table below.

Project	Description	2019-20	2020-21	2021-22	2022-23	Outcomes
Building works	Comprehensive Building Survey undertaken					<ul style="list-style-type: none"> Building fit for purpose Ongoing fully supported and monitored action plan in place Ongoing Health and Safety issues monitored and dealt with.
	Scaffolding and External survey to take place					
	Programme of works devised					
	1 st phase-Essential works carried out/monitored and reviewed					
	2 nd phase – other works carried out monitored and reviewed					
	Closure of project and ongoing maintenance plan implemented					

Risks

What are the major risks to the delivery of this initiative?

What mitigations are being put in place?

Risk Title	Category	Description	Score	Mitigating Actions
Building use and viability	Building Failing	Building is very old, ongoing and new issues impact	High	<ul style="list-style-type: none">• Continue to work with Acivico• Continue to work with Health and Safety, action Risk Assessment outcomes and ongoing monitoring
Unforeseen or escalating cost	Financial	Cost of works	medium	<ul style="list-style-type: none">• Continue to raise to and seek Senior managers support for spend• Managers to meet regularly with finance reps in terms of monitoring and cost.

3.To provide a full Public Mortuary service to the Coroner to enable the Coroner to deliver a statutory role

4. To ensure future Mortuary facilities are fit for purpose and able to meet future demand.



To provide a full Public Mortuary service to the Coroner to enable the Coroner to deliver her statutory role to ensure future Mortuary facilities are fit for purpose and able to meet future demand.

Please include a high-level project plan here using the format set out in the table below.

: Key Programmes & Projects /

Project	Description	2019-20	2020-21	2021-22	2022-23	Outcomes
HTA Corrective and Preventative Action Plan(CAP A)	Action Plan and Timelines created					<ul style="list-style-type: none"> Fully supported and monitored action plan in place All Compliance Information submitted to HTA. Ongoing compliance requirements implemented and monitored.
	Acivico works & other works/actions with Mortuary scoped					
	Acivico works undertaken					
	Other works/actions within Mortuary undertaken					
	Standard Operating procedures/risk assessments amended & cascaded					
	CAPA plan signed off & ongoing monitoring					

Risks

What are the major risks to the delivery of this initiative?

What mitigations are being put in place?

Risk Title	Category	Description	Score	Mitigating Actions
HTA licence removal	Mortuary and Post Mortem Service provision for HM Coroner	Non achievement of all Compliance requirements in HTA CAPA plan.	High	<ul style="list-style-type: none">Continue to work with AcivicoFully supported and monitored action plan in place
Unforeseen or escalating cost	Financial	Cost of works	medium	<ul style="list-style-type: none">Monitoring meetings with senior managers and financeSenior managers to be kept informed



