

**ENVIRONMENT SCRUTINY PANEL  
BEREAVEMENT SERVICES – ACTION PLAN**

7th June 2016

SCRUTINY RECOMMENDATION	PROPOSED ACTION	BY WHOM	BUDGET COST	TIMESCALE
<p><b>1. Following consultation and discussion with senior managers that a percentage of the crematorium's income (to be agreed) is ring-fenced to reinvest in the service allowing senior staff to ensure that facilities are kept up to date and in line with emerging regulations.</b></p>	<p>The service will ensure that money is made available for a level of reinvestment in general repairs.</p> <p>The service will submit bids as part of the Council's ongoing Capital and Change Programmes for larger and more costly investments or invest to save projects.</p>	<p>Head of Property and Commercial Services</p>	<p>Up to £30,000 pa</p>	<p>2016-17 Ongoing</p>
<p><b>2. In the short term that any urgent updating is looked as part of 'the invest to save programme' in order that the bereavement services and in particular the Crematorium remains competitive particularly in light of the competition from Kirkleatham and Stockton.</b></p>	<p>A schedule of work will be identified, and the service will bid for funding from the Council's Change Programme or Capital Programme as appropriate for projects such as:</p> <ul style="list-style-type: none"> <li>i) Drainage scheme at Acklam Cemetery –(otherwise the Cemetery would have to be closed prematurely )</li> <li>ii) Heating / noise and temp control in the 2 chapels - in response to negative customer feedback.</li> </ul>	<p>Bereavement Services Manager</p>	<p>TBC and agreed / approved, otherwise the identified schemes may not be deliverable</p>	<p>Nov 2016</p>

	<p>iii) Cemetery Development (more paths).</p> <p>iv) An independent website</p>			
<p><b>3. That investment in Bereavement Services is focussed on the following areas to ensure that the crematorium provides an offer that enhances the services available and which is expected of a modern crematorium.</b></p> <p><b>i. Visual photographic tributes and webcasting of services to be made available</b></p> <p><b>ii. The trollies and charging equipment used at the Crematorium to be upgraded to an automated system</b></p>	<p>This will be done as part of the 2016-17 Action Plan</p> <p>3 of the Cremators have an automated charging system. The process for the recovery of ashes from Cremators at other locations, such as at Kirkleatham Crematorium is understood by officers to be similar to the process at Teesside Crematorium.</p> <p>The future requirement for existing or replacement Cremators, alternative cremators ( such as Electric Cremators, Baby Cremators), charging equipment, working practices and</p>	<p>Bereavement Services Manager</p> <p>Bereavement Services Manager</p>	<p>TBC and agreed / approved, otherwise the identified schemes may not be deliverable</p>	<p>May 16</p> <p>Jan 17</p>

<p>iii. <b>A full refurbishment of St Bede's and St Hilda's Chapels to be undertaken with a focus on creating a natural, warm and neutral environment (Architectural plans to be provided to the panel in May 2016).</b></p> <p>iv. <b>Improved waiting room facilities for mourners including some form of shelter</b></p>	<p>alternatives methods of disposal such as Resommation will be reviewed.</p> <p>Plans will be developed for a full refurbishment of St Bede's and St Hilda's with a focus on creating a natural and neutral environment, improvements to waiting rooms and improved external sheltering for mourners. Initial plans will be produced in July</p> <p>As above</p>	<p>Head of Strategic Asset Management</p> <p>Head of Strategic Asset Management</p>		<p>July 16</p> <p>July 16</p>
<p><b>4. That Bereavement Services examine the feasibility of installing new heat recovery measures at Teesside Crematorium. These measures would make use of the waste heat produced by the cremators which is presently discharged into the atmosphere.</b></p>	<p>The feasibility of installing additional heat and energy recovery measures at Teesside Crematorium will be investigated</p>	<p>Head of Strategic Asset Management</p>	<p>TBC and agreed / approved, otherwise the identified scheme may not be deliverable</p>	<p>Sept 16</p>
<p><b>5. That the Head of Property Services undertakes a piece of work with a nominated Member of the Panel to improve the way in which currently</b></p>	<p>The arrangements to commemorate the burial of babies at Linthorpe Cemetery in unmarked graves will be reviewed in collaboration with a</p>	<p>Head of Property and Commercial Services</p>	<p>Within existing resources</p>	<p>Sept 16</p>

<b>unnamed and shared baby graves are memorialised.</b>	nominated Scrutiny Panel Member			
<b>6. That a digitised plan of all seven cemeteries incorporating site map and section plan, with the ability to highlight specific grave numbers, be commissioned. Burial records also need to be digitised to preserve these original, fragile and historically important documents for future generations.</b>	Work will begin to digitally map all seven cemeteries, with the ability to highlight each grave, access images and details of memorials and details of the interred.  The primary aims of this work will be to enable independent searches, generate income and improve operational efficiency	Bereavement Services Manager	Within service allocated resources from recommendation 1	Aug 16 (Commence)
<b>7. That the feasibility of introducing a Middlesbrough Council Funeral Service is explored taking into account any potential risks this may pose to the local authority. The panel would like an update to be provided once the officers have attended forthcoming seminars on Funeral Poverty and by June 2016</b>	The service will explore the potential costs and benefits of various forms of Council Funeral Services.	Property Services Manager	Will not proceed unless business case is robust	Dec 16
<b>8. That a copy of the Bereavement Services Strategy / Business Plan is provided to the panel at the earliest opportunity.</b>	The document is currently in draft and will be provided to the Panel prior to it being considered by the Executive Member for Environment	Bereavement Services Manager	Within existing resources, some planned actions subject to funding bids as detailed above	June 16
<b>9. That consideration is given to the production of relevant information on the Middlesbrough Council Website and other forms of local media including leaflets to advise</b>	This will be done as part of the 2016-17 Action Plan	Property Services Manager	Within existing resources	Nov 16

<b>Middlesbrough residents on 'What to do' following a death and for copies to be made available at key locations across the town.</b>				
<b>10. That the history of Middlesbrough, which is contained in Linthorpe Cemetery, be publicised and promoted with local school children to highlight the achievements of the town and the people who have helped to make Middlesbrough the town it is today.</b>	This will be done as part of the 2016-17 Action Plan	Bereavement Services Manager	Within existing resources	Oct 16
<b>11. That a future edition of the Love Middlesbrough magazine carries an article on the history of Linthorpe Cemetery. We note that this is promoted through the Middlesbrough Culture programme which is held each September</b>	Bereavement Services propose to invite Friends of Linthorpe Cemetery to lead on the writing an appropriate article (s)	Bereavement Services Manager	Within existing resources	Nov 16
<b>12. That the staffing levels of qualified staff for burials remain at 4.5FTE Members of staff.</b>	The Service will ensure that the capacity of staff qualified members of staff is of a suitable level	Head of Environment Services	Within current staffing budgets	Ongoing
<b>13. That an apprentice is employed through the councils apprenticeship programme on a four year apprenticeship to the current Gardener based at Linthorpe Cemetery.</b>	Area Care will employ an apprentice to support the work of the Gardener based at Linthorpe Cemetery. Bereavement Services will audit.	Head of Environment Services	Within existing resources	Mar 17