

## **IMPROVING PLACES SELECT COMMISSION**

- Date and Time :-** Tuesday 7 September 2021 at 1.30 p.m.
- Venue:-** Town Hall, Moorgate Street, Rotherham.
- Membership:-** Councillors Atkin, Barley, Burnett, Cowen, Ellis, Havard, Keenan, Khan, Jones, McNeely, Mills, Miro, Pitchley, Reynolds, Sansome, Tinsley, Whomersley, Wyatt (Chair).
- Co-opted Members:-** Mrs. K. Bacon, Mrs. M. Jacques.

This meeting will be webcast live and will be available to view [via the Council's website](#). The items which will be discussed are described on the agenda below and there are reports attached which give more details.

Rotherham Council advocates openness and transparency as part of its democratic processes. Anyone wishing to record (film or audio) the public parts of the meeting should inform the Chair or Governance Advisor of their intentions prior to the meeting.

### **AGENDA**

#### **1. Apologies for Absence**

To receive the apologies of any Member who is unable to attend the meeting.

#### **2. Minutes of the previous meeting held on 20 July 2021 (Pages 3 - 6)**

To consider and approve the minutes of the previous meeting held on 20 July 2021 as a true and correct record of the proceedings.

#### **3. Declarations of Interest**

To receive declarations of interest from Members in respect of items listed on the agenda.

#### **4. Questions from members of the public and the press**

To receive questions relating to items of business on the agenda from members of the public or press who are present at the meeting.

#### **5. Exclusion of the Press and Public**

To consider whether the press and public should be excluded from the meeting during consideration of any part of the agenda.

#### **6. Flooding Alleviation Update (Pages 7 - 34)**

To consider an update report in respect of flooding alleviation efforts.

**7. Cold Homes (Pages 35 - 53)**

To consider a presentation in respect of cold homes in Rotherham and the Council's response.

**8. Bereavement Services Annual Report (Pages 54 - 109)**

To receive an annual update report in respect of bereavement services.

**9. Work Programme Update (Pages 110 - 116)**

To receive an update regarding the Improving Places Select Commission scrutiny work programme.

**10. Urgent Business**

To consider any item which the Chair is of the opinion should be considered as a matter of urgency.

**11. Date and time of the next meeting**

The next meeting of the Improving Places Select Commission will take place on 2 November 2021, commencing at 1.30 pm in Rotherham Town Hall.

**IMPROVING PLACES SELECT COMMISSION**  
**Tuesday 20 July 2021**

Present:- Councillor Wyatt (in the Chair); Councillors Atkin, Barley, Burnett, Cowen, Ellis, Jones, Keenan, Khan, McNeely, Mills, Pitchley, Reynolds, Sansome and Tinsley. Also present were co-opted members K. Bacon and M. Jacques of Rotherfed.

Apologies for absence were received from Councillor Havard.

The webcast of the Council Meeting can be viewed online:-

<https://rotherham.public-i.tv/core/portal/home>

**149. MINUTES OF THE PREVIOUS MEETING HELD ON 29 JUNE 2021**

**Resolved:-**

That the minutes of the previous meeting held on 29 June 2021 be approved as a true and correct record of the proceedings.

**150. DECLARATIONS OF INTEREST**

There were no declarations of interest.

**151. QUESTIONS FROM MEMBERS OF THE PUBLIC AND THE PRESS**

The Chair advised that there were no members of the public or representatives of media organisations present at the meeting, and there were no questions in respect of matters on the agenda.

**152. EXCLUSION OF THE PRESS AND PUBLIC**

The Chair advised that there were no items of business on the agenda that would require the exclusion of the press or public from observing the proceedings.

**153. ROUGH SLEEPER STRATEGY UPDATE**

Consideration was given to a report providing an update on progress against Aim 4 "To End Rough Sleeping and Begging in Rotherham." The presentation included a description of actions taken since the last update on 14 July 2020, and identified the types of accommodation provided, demographics regarding people who have been accommodated under the strategy, and information about funding and sustaining the scheme. It was noted that an upcoming review of the Homelessness and Rough Sleeper Strategy was planned to commence in September 2021.

In discussion, Members expressed interest in more assurances regarding the sustainability of the programme in terms of skilled staff and in terms of funding over the long term, especially in view of the implications of COVID on employment and housing. The response described ongoing and anticipated challenges of obtaining new acquisitions quickly in a buoyant housing market as well as with availing and retaining staff with the right skills on short-term grant-defined contracts. The upcoming internal service review would seek to address these areas.

Members wished to know if the strategy was appropriate in the view of officers given the new pressures presented by the pandemic. The response from officers affirmed that the strategy had strengthened the service, especially as regards partnership working.

Members requested additional details regarding the partnership working with Drug and Alcohol Treatment programmes. The response from officers described the offer of Drug and Alcohol Treatment where customers are receptive.

Members requested more details about the experience of families with children. The response from officers illustrated the efforts to help families with children into temporary accommodation rather than hotels. If someone does go into a hotel if the service is struggling for space, every effort is made to get them into more appropriate temporary accommodation as soon as possible. Because of the strong partnership working sub-regionally, someone who approaches a service in one of the areas would receive the same response in Rotherham.

Members requested clarification around the appeal process, and what happens to people who request a review. Officers provided assurances that individuals must be accommodated while the review is undertaken, in compliance with the law.

Members also requested additional details around savings and forecasting of costs, which were offered outside the meeting.

Members also asked for clarification around the changing role of private landlords. The response noted that private rented housing can be difficult to access because private landlords often prefer applicants who are working.

Further assurances were requested around the housing of veterans who may later be accessing the homelessness service. Officers provided assurances that veterans are prioritised for housing accommodation with the highest band in the housing allocation policy.

Assurances were requested that accommodation is provided for individuals who have dogs. Officers indicated that predominantly the new acquisitions would be houses rather than flats, and these would be exempt from the bedroom tax. As such, they would have gardens and would be pet-friendly.

Further clarification was requested as to the status of the two rough sleepers indicated in the report who were not currently accessing services. Officers confirmed there were no rough sleepers at the time of the meeting. New people who approach the service who are not in priority need, that is, single people, negotiations with family and friends can be undertaken with the lifting of restrictions. This prevents the use of temporary accommodation, including hotels, by single people, and frees up temporary accommodation for families.

Further information was raised about the role of the private rental sector. Assurances were provided that there is a designated officer who monitors the private sector opportunities and potential schemes which may be of use.

**Resolved:-**

1. That the reports be noted.
2. That the next update be brought back following the completion of the upcoming internal service review.
3. That the update provide further assurances around sustainability of the service especially as regards costs, and staff salaries and skills, and repeat customers.

**154. WORK PROGRAMME 2021/22**

Consideration was given to a proposed schedule of scrutiny work for the 2021/22 municipal year. This revised work programme incorporates feedback from Members about potential areas for scrutiny work, according to the alignment of these potential areas of work with Council priorities, potential to add value, and importance to residents. It was noted that the priorities reflected in the work programme centre on themes of recovery from the pandemic and climate and environmental action. It was further noted that some flexibility would be maintained in the scheduling of agenda items as further high-value items of importance could arise during the year, and the needs of services and partner organisations would be taken into consideration as to the timeliness and format of updates, presentations, and reports.

**Resolved:-**

1. That the report and proposed schedule of work be noted.
2. That authority be delegated to the Governance Advisor in consultation with the Chair and Vice Chair to make changes to the schedule of work as appropriate between meetings, reporting any changes back to the next meeting for endorsement.

**155. URGENT BUSINESS**

The Chair advised that there were no urgent items of business requiring the Commission's consideration.

**156. DATE AND TIME OF THE NEXT MEETING**

**Resolved:-**

That the next meeting of the Improving Places Select Commission will take place on 7 September 2021, commencing at 1.30 pm in Rotherham Town Hall.

Public Report  
Improving Places Select Commission

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**Committee Name and Date of Committee Meeting**

Improving Places Select Commission – 07 September 2021

**Report Title**

Update on ongoing and future Flood Alleviation Scheme (FAS) projects

**Is this a Key Decision and has it been included on the Forward Plan?**

No

**Strategic Director Approving Submission of the Report**

Paul Woodcock, Acting Strategic Director of Regeneration and Environment

**Report Author(s)**

Tom Smith, Assistant Director, Regeneration and Environment

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Richard Jackson, Highway Asset and Drainage Manager

[richard.jackson@rotherham.gov.uk](mailto:richard.jackson@rotherham.gov.uk)

**Ward(s) Affected**

Borough-Wide

**Report Summary**

Building on previous reports to Improving Places Select Commission (IPSC) in February 2020 (Full Committee) and November 2020 (Sub-group – Flood Alleviation) this report, along with the accompanying presentation, provides an update on the progress of ongoing and planned work on Flood Alleviation Scheme (FAS) projects across Rotherham.

The report and presentation provide a progress update on the following areas:

- Previous IPSC presentations and overview of the November 2019 floods
- The Council's six priority Flood Alleviation Scheme (FAS) projects
- Overview of progress since the last IPSC update
- Planned work for the next three years on the pre-construction process for all six priority projects

£5.8m of capital budget was approved by Council in March 2021 to enable the six priority projects to be developed to a 'shovel ready' state. This has provided the catalyst to start mobilising the pre-construction process, which is to be undertaken across the 2021/22, 2022/23 and 2023/24 financial years.

**Recommendations**

1. That Improving Places Select Commission note and comment on the content of this report.

**List of Appendices Included**

Appendix 1 Presentation

**Background Papers**

Not applicable.

**Consideration by any other Council Committee, Scrutiny or Advisory Panel**

Improving Places Select Commission – 06 February 2020

**Council Approval Required**

No

**Exempt from the Press and Public**

No



## **Update on ongoing and future Flood Alleviation Scheme (FAS) projects**

### **1. Background**

- 1.1 South Yorkshire and the surrounding catchment area of the Rivers Don and Rother suffered significant rainfall during the 7<sup>th</sup> and the 8<sup>th</sup> of November and subsequently on the 14<sup>th</sup> November 2019. This heavy rainfall, mainly during the 7<sup>th</sup> and the 8<sup>th</sup> November caused significant flooding in both business and residential areas, with a number of roads closed and/or damaged. The rail and tram/train link through Rotherham Central and Parkgate stations was also closed for several days due to severe flooding of approximately 2km of the tracks.
- 1.2 The Council's Drainage Team fulfils the Council's statutory role as Lead Local Flood Authority (LLFA) under the remit of the Flood and Water Management Act 2010. The LLFA's role includes taking the lead in identifying and delivering Flood Alleviation Scheme (FAS) projects, which requires partnership working with other Risk Management Authorities, stakeholders, landowners, funders and external suppliers.
- 1.3 Six priority FAS projects have been identified, along with the initial estimates for their delivery costs that total £52m. These are:
  - Scheme A: Rotherham to Kilnhurst FAS (£24m)
  - Scheme B: Parkgate & Rawmarsh FAS (£14m)
  - Scheme C: Whiston Brook FAS at Whiston (£4m)
  - Scheme D: Eel Mires Dike FAS at Laughton Common (£3m)
  - Scheme E: Catcliffe permanent pumping station (£5m)
  - Scheme F: Culvert renewal programme (£2m)
- 1.4 All six projects are in the process of being delivered, as set out in Section 2.
- 1.5 A summary of previous Improving Places Select Commission (IPSC) presentations and an overview of the impacts of the November 2019 floods is provided in the presentation at Appendix 1.

### **2. Key Issues**

#### **2a: General progress update**

- 2.1 The presentation at Appendix 1 provides a progress report on the following:
  - Overview of progress since the last IPSC update:
    - 1: Securing RMBC capital funding to deliver the pre-construction process only
    - 2: Securing funding from several organisations to deliver construction works
    - 3: Progress on advanced phases located along the River Don corridor

- 4: Progress on achieving “Shovel Ready” status for all six priority FAS projects
- Planned work for the next three years on the pre-construction process for all six priority FAS projects

2.2 Sub-sections 2b, 2c, 2d and 2e provide an overview of the key issues.

**2b: Update on securing funding (Items 1 and 2 in Section 2.1)**

2.3 Significant funding is needed to deliver the six priority FAS projects to completion. To support that £5.8m of capital budget was approved by Council in March 2021, to enable all the priority FAS projects to be brought to a ‘shovel ready’ state, to support future investment in the schemes and provide certainty in terms of the work that is required and the detailed costs. This pre-construction process has now begun and work will be undertaken across the 2021/22, 2022/23 and 2023/24 financial years.

2.4 The Council continues to ask Central Government for support in funding all six priority FAS projects to enable them to be completed. As at August 2021, £15.5m of funding has been secured against the overall £52m initial estimated cost, leaving an estimated funding gap of £36.5m.

**2c: Update on progress of phases located along the River Don corridor (Item 3 in Section 2.1)**

2.5 The six priority FAS schemes are at various stages of development, with some at inception stage, some at the start of their pre-construction stage, and some with advanced phases near to being constructed, being constructed or with construction already completed. These advanced phases are only on Scheme A: Rotherham to Kilnhurst FAS and Scheme B: Parkgate & Rawmarsh FAS.

2.6 On Scheme A : Rotherham to Kilnhurst FAS, advanced phases of delivery are ongoing, as set out below:

- Phase 2A (Ickles Lock area) – pre-construction process almost complete, with construction planned between October 2021 and December 2022
- Phase 2B (Forge Island Flood wall) – construction completed in 2021
- Phase 2C (Forge Island Canal Barrier) – construction works started in August 2021 and are planned to be completed in July 2022

2.7 On Scheme B: Parkgate & Rawmarsh FAS, advanced phases of work (i.e. watercourse capacity improvement works) have been constructed in 2020.

**2d: Update on achieving “Shovel Ready” status for all six priority FAS projects (Item 4 in Section 2.1)**

2.8 Since the approval of a £5.8m capital budget by Council in March 2021, the mobilisation of the pre-construction process has started, with notable parts of this process being:

- Internal financial and procurement processes completed between April and July 2021
- Starting the mobilisation of the Council's "Client Team" between July and August 2021
- Securing a market leading external supply chain to work on Council projects between May and August 2021
- Contract Award made to three "Term Consultants" in August 2021

2.9 The above work sets the framework to allow the Council to start delivering the pre-construction process on all six priority FAS projects, from September 2021.

## **2e: Planned work for the next three years on the pre-construction process for all six priority projects**

2.10 Pre-construction delivery timescales are dictated by factors that are, in the main, outside the Council's control. The principal factors are that complex civil engineering solutions need to be developed (involving several specialist disciplines) and environmental impacts need to be assessed. Several third party approvals will then need to be made with land and asset owners. Finally, planning applications need to be submitted, assessed and determined.

2.11 The pre-construction works will be undertaken in three stages:

- Stage 1 – Mobilisation of resources, surveys and investigation
- Stage 2 – Initial design work and engagement with third parties
- Stage 3 – Detailed design, finalisation of third party approvals and procurement of construction suppliers

2.12 The indicative timescales for each stage are very dependent on the complexity and extent of the individual project.

2.13 Given the detailed technical work required, and the time for each process that will be required, delivering each of the six projects consecutively would not shorten the three-year timescale. Therefore, working to develop all six FAS projects concurrently is the only viable deliverable option.

2.14 When the complex engineering solutions have been agreed, construction funding will still need to be sought from a range of organisations and/or central Government.

## **3. Options considered and recommended proposal**

3.1 There are no options to be considered because this report is a progress update to IPSC only.

3.2 Improving Places Select Commission are recommended to note and comment on the contents of this report and the accompanying presentation at Appendix 1.

#### **4. Consultation on proposal**

- 4.1 This report does not represent a proposal however the FAS schemes have been subject to consultation as part of previous Improving Place Select Commissions. Consultation on specific schemes will be undertaken where required as the programme progresses.

#### **5. Timetable and Accountability for Implementing this Decision**

- 5.1 No decision is needed because this report is a progress update only.

#### **6. Financial and Procurement Advice and Implications (to be written by the relevant Head of Finance and the Head of Procurement on behalf of s151 Officer)**

- 6.1 The report and the attached presentation describes the requirement for additional funding to fully deliver the six priority FAS projects across the Borough in order to mitigate the impact of future significant flood events.
- 6.2 A Procurement Business Case to support the delivery of work to design the six priority schemes to a 'shovel ready' state was completed in May 2021.
- 6.3 The Strategic Outline Programme (SOP), for use of £5.8m of Council funding to deliver the pre-construction process, over three financial years, was completed in July 2021.

#### **7. Legal Advice and Implications (to be written by Legal Officer on behalf of Assistant Director Legal Services)**

- 7.1 There are no direct legal implications arising from this report.

#### **8. Human Resources Advice and Implications**

- 8.1 There are no direct implications for Human Resources arising from this report.

#### **9. Implications for Children and Young People and Vulnerable Adults**

- 9.1 There are no direct implications for Children and Young People and Vulnerable Adults arising from this report.

#### **10. Equalities and Human Rights Advice and Implications**

- 10.1 There are no direct implications for Equalities and Human Rights arising from this report.

#### **11. Implications for CO<sub>2</sub> Emissions and Climate Change**

- 11.1 There are no direct implications for CO<sub>2</sub> Emissions and Climate Change arising from this report.

- 11.2 Increase risk of flooding is clearly linked to climate change. The delivery of this work will help to mitigate the impacts of Climate Change that are associated with flooding of people, property and infrastructure.

## 12. Implications for Partners

- 12.1 The Council will be working closely with other Risk Management Authorities, stakeholders, landowners, funders and external suppliers. Engagement and consultation will be needed throughout the delivery of the six priority FAS projects. There are however no direct implications for partners arising from this report.

## 13. Risks and Mitigation

- 13.1 The main area of risk for all of the six priority FAS projects is associated with the engineering complexity, environmental requirements and third party approvals with land and asset owners. These issues will be addressed over the course of the three year pre-construction process.

## 14. Accountable Officer(s)

Tom Smith, Assistant Director, Regeneration and Environment

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Richard Jackson, Highway Asset and Drainage Manager

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Approvals obtained on behalf of:-

|  | Named Officer                        | Date                        |
|--|--------------------------------------|-----------------------------|
| Chief Executive  |                                      | Click here to enter a date. |
| Strategic Director of Finance & Customer Services<br>(S.151 Officer) | Graham Saxton                        | 25/08/21                    |
| Assistant Director of Legal Services<br>(Monitoring Officer)         | Michelle Scales<br>Karen Middlebrook | 17/08/21<br>24/08/21        |
| Assistant Director of Human Resources (if appropriate)               |                                      | Click here to enter a date. |
| Head of Human Resources<br>(if appropriate)                          | John Crutchley                       | 20/08/21                    |

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This report is published on the Council's [website](#).

# **Improving Places Select Committee**

## **7<sup>th</sup> September 2021**

### **Update on ongoing and future Flood Alleviation Scheme (FAS) Projects**

**Tom Smith and Richard Jackson**

[www.rotherham.gov.uk](http://www.rotherham.gov.uk)

# Content

1. Outline of previous presentations to Improving Places Select Commission
2. Overview of November 2019 floods and recent 'near miss' events
3. The Council's six priority Flood Alleviation Scheme (FAS) projects
4. Overview of progress since the last IPSC update:
  - a) Securing RMBC capital funding to deliver the pre-construction process only
  - b) Securing funding from several organisations to deliver construction works
  - c) Progress on advanced phases located along the River Don corridor
  - d) Progress on achieving a "Shovel Ready" status for all six priority FAS projects
5. Planned work for the next three years on the pre-construction process for all six priority FAS projects
6. Next Steps
7. Questions

# 1: Previous IPSC presentations

## Introductory note:

- We have included some parts of previous IPSC presentations to help new members with their familiarisation
- Copies can be made available to IPSC members upon request

## 6<sup>th</sup> February 2020 to full IPSC:

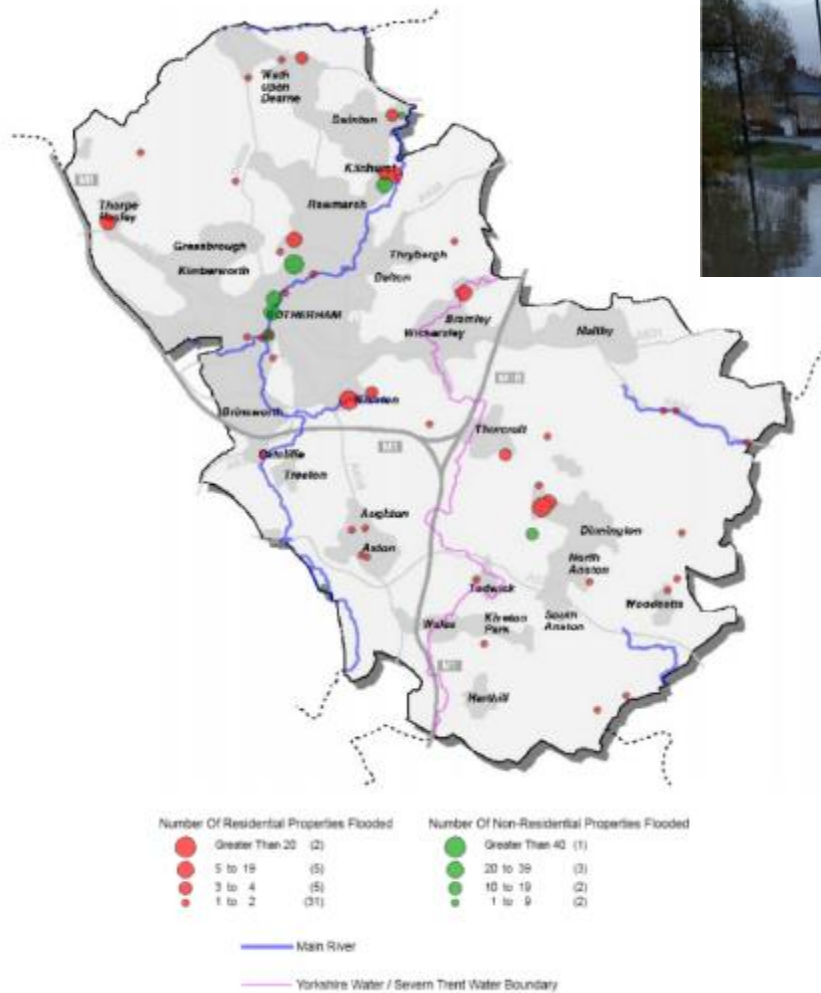
- Catalyst was to update on the November 2019 flooding, and the Council's emergency response and recovery
- Provided an overview of the FAS projects constructed since the June 2007 floods (i.e. £18m of works)
- Updated on progress of the pre-construction process for advanced phases of FAS projects being developed since 2019, using capital funding secured through external funding (i.e. £6m of works)
- Identified the Council's six priority FAS projects (i.e. estimated £52m of proposed future capital works)

## 30<sup>th</sup> November 2020 to FAS sub-group of IPSC:

- Updated on the impacts of November 19 floods and the 'Section 19' report published in May 2020
- Updated on the Property Flood Resilience (PFR) process
- Provided an overview of borough wide remedial works
- Explanation of the long term funding needs for the six priority FAS projects
  - i.e. with the first stage being to secure £5.8m of investment to undertake the pre-construction process over a three year period to achieve "Shovel Ready" status



## 2: Overview of November 2019 floods



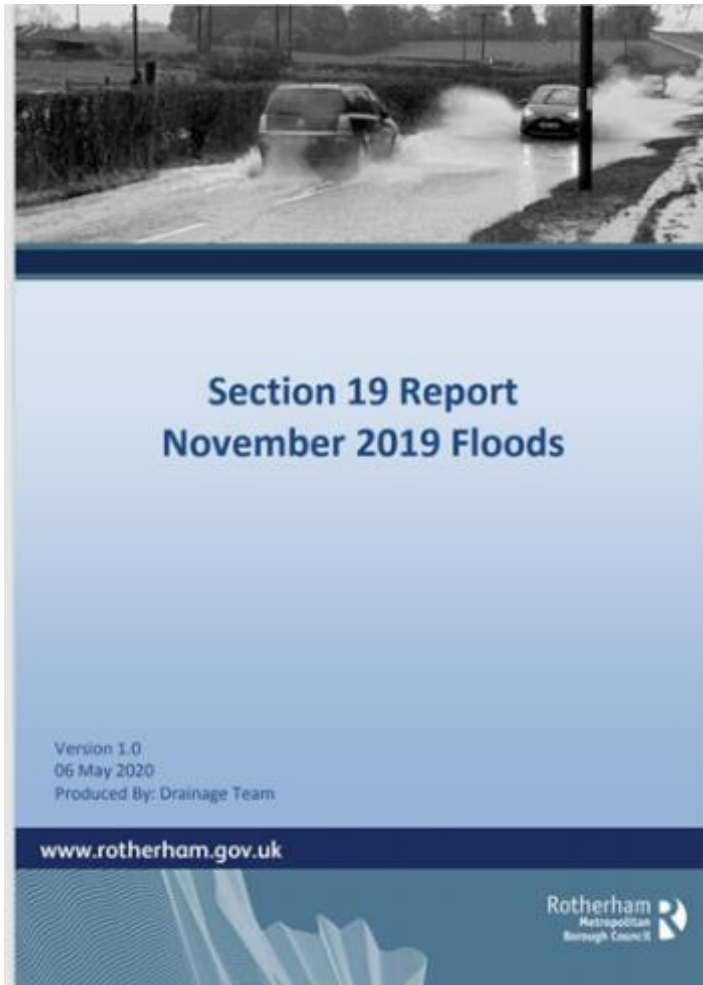
## 2: 7<sup>th</sup>, 8<sup>th</sup> and 14<sup>th</sup> November 2019

### Key impacts across the borough:

- Flooding of road, rail and tram/train networks severely impacted ability for people to travel
- 38 parts of the strategic roads network were flooded, with many more areas damaged or inaccessible
- 151 residential properties suffered internally flooding or were unliveable – many more were flooded below floorboards
- 277 businesses were directly impacted and 92 businesses were indirectly impacted with many more with accesses cut off
- Numerous other operational impacts across the borough
  - E.g. School closures, assisted evacuations, setting up/operating emergency refuge centres, sandbag requests and pump equipment deployment

**More detail can be found in the 'Section 19' report published in May 2020, and in previous IPSC presentations**

## 2: 'Section 19' Report on November 2019 floods



### Legislative framework:

- Investigation only needs to be undertaken if the Lead Local Flood Authority (LLFA) deems that the scale of the incident warrants an investigation
- If investigation is undertaken the findings must be published in a 'Section 19' report

### LLFA decisions taken:

- Scale of November 2019 flooding warranted a borough wide Section 19 investigation
- Additional internal and external resource brought in to the LLFA team on a temporary basis
- Resources re-deployed from other teams within the Highway Asset Management service area

### Work completed:

- Report published in May 2020
- This work is already informing more detailed studies and capital works that are being progressed
- <https://www.rotherham.gov.uk/downloads/file/1691/section-19-flood-investigation-report-november-2019>



## 2: Recent near misses

### January 2021 catchment wide impacts (Storm Christophe):

- Initially predicted to have major impacts across South Yorkshire (due to prolonged rainfall, with extensive river/watercourse flooding in Rotherham)
- Wettest areas were actually further to west and north than originally predicted by the Met Office and Environment Agency
- River Don was very close to flooding several areas and this almost flooded the Town Centre and much of the lowest lying Parkgate
- Forecast gave more time to prepare than was possible in November 2019
- Network Rail removed critical equipment and closed railway
- Railway flooded, but no properties or businesses thought to have been flooded internally



### 30<sup>th</sup> July 2021 (with impacts localised to the south of the borough):

- Different type of flooding to November 2019 and Storm Christophe
- Short duration and high intensity rainfall affecting local drainage networks
  - No warning time – available photo's are from the community or RMBC staff who were in the vicinity at the time the event happened
  - Impacts were on drainage systems and Water Company combined sewer networks
  - Minimal impacts from watercourse flooding
- This type of situation could happen in any part of the borough



# 3: Proposed Flood Alleviation Scheme Projects

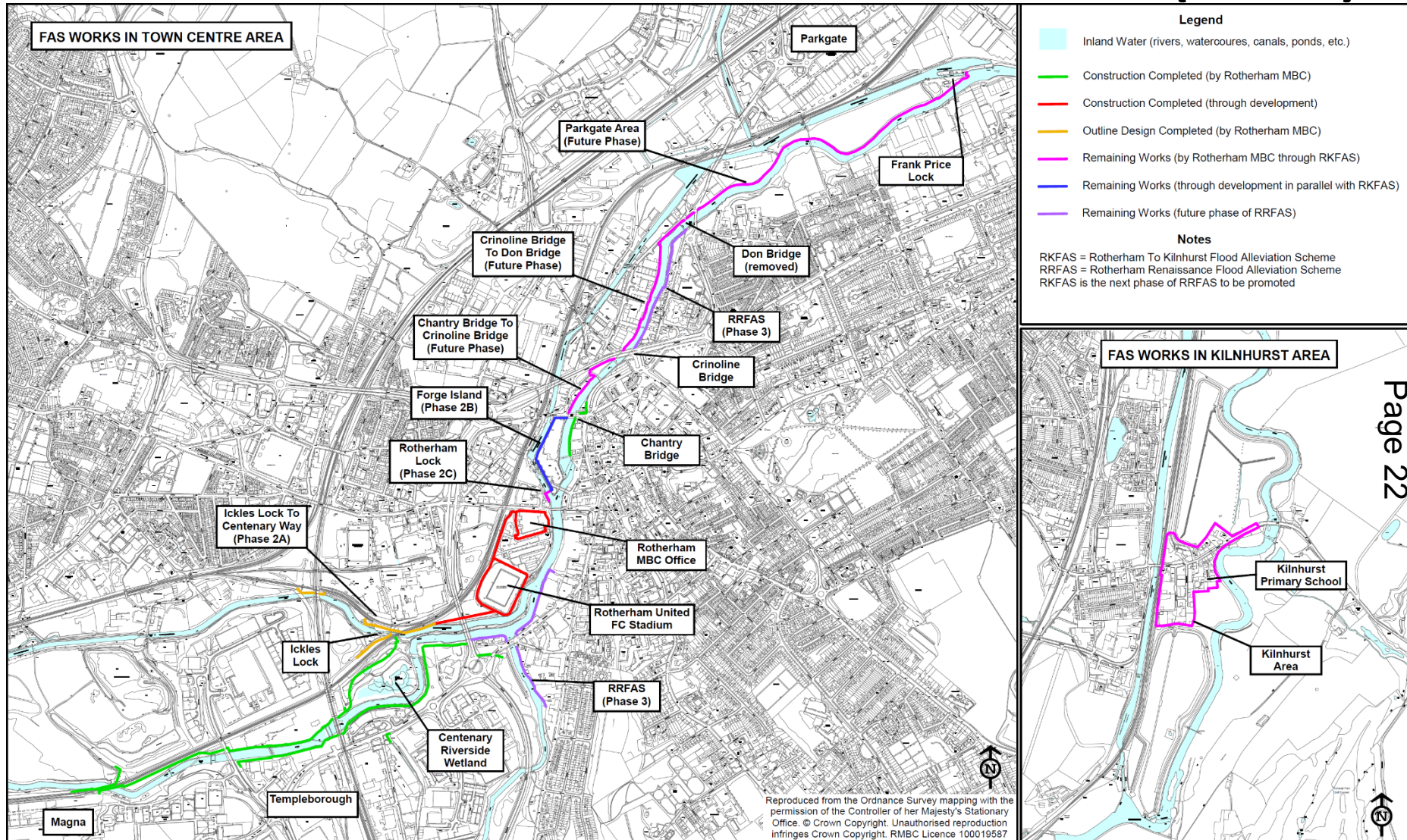
The Council is currently liaising with Mayoral Combined Authority (MCA), Environment Agency, Network Rail and others in an attempt to secure a required £52m of external funding, to deliver six long term Flood Alleviation (FAS) projects:

- A: Rotherham to Kilnhurst FAS (£24m)
- B: Parkgate & Rawmarsh FAS (£14m)
- C: Whiston Brook FAS at Whiston (£4m)
- D: Eel Mires Dike FAS at Laughton Common (£3m)
- E: Catcliffe permanent pumping station (£5m)
- F: Culvert renewal programme (£2m)

**The costs stated are the initial estimates only, which are based on feasibility work and may change after completion of the pre-construction process set out later in this presentation**



# 3: Scheme A: Rotherham to Kilnhurst FAS (£24m)





# 3: Schemes B to F



## **B: Parkgate & Rawmarsh FAS (£14m)**

- Feasibility work completed and preferred option selected

## **C: Whiston Brook FAS (£4m)**

- Feasibility work completed and preferred option selected

## **D: Eel Mires Dike (£3m)**

- Feasibility work completed and preferred option selected

## **E: Catcliffe permanent pumps (£5m)**

- Feasibility study now needed

## **F: Culverts renewal programme (£2m)**

- Feasibility study now needed

# 4: Overview of progress since last IPSC update

**Priority and programme critical work areas have been, and will continue to be:**

- (i): Securing RMBC capital funding to deliver pre-construction only
- (ii): Securing external funding from several organisations to deliver construction works
- (iii): Delivering advanced phases of construction works along the River Don corridor
- (iv): Progress on mobilising a £5.8m pre-construction process that is needed to achieve “Shovel Ready” for all six priority FAS projects

**More detail is set out on the following slides**



## 4(i): Overview of progress since last IPSC update

**£5.8m of RMBC capital funding already secured for pre-construction works on 6 Priority FAS projects:**

- £5.8m pre-construction process to be delivered over three Financial Years (i.e. 2021/22, 2022/23 & 2023/24)
- The initial estimated costs for the construction works is £46.2m, taking the overall total required to £52m

| Scheme                     | Initial overall cost estimate<br>(i.e. Pre-construction & construction) | Initial costs to achieve “Shovel Ready” status<br>(i.e. Pre-construction only) |
|----------------------------|---|--|
| Rotherham to Kilnhurst FAS | £24m  | £2m  |
| Parkgate & Rawmarsh FAS    | £14m  | £2m  |
| Whiston Brook FAS          | £4m   | £0.5m  |
| Eel Mires Dike FAS         | £3m   | £0.6m  |
| Catcliffe Permanent Pumps  | £5m   | £0.6m  |
| Culvert Renewal Programme  | £2m   | £0.1m  |
| <b>Total</b>               | <b>£52m</b>   | <b>£5.8m</b>   |

## 4(ii): Overview of progress since last IPSC update

**£15.5m secured funding against the £52m funding needed (i.e. £36.5m still needed) from several organisations to deliver both the pre-construction process and construction works:**

| Funding source  | Funding secured to date | Priority FAS projects supported by funding secured to date  |
|---|-------------------------|---|
| RMBC Capital Programme  | £5.8m                   | <ul style="list-style-type: none"> <li>Pre-construction process for all 6 Priority FAS projects</li> </ul>  |
| RMBC Town Centre Investment Fund  | £5.7m                   | <ul style="list-style-type: none"> <li>Rotherham to Kilnhurst FAS Phases 2A, 2B and 2C (in Rotherham Town Centre)</li> </ul>  |
| European Regional Development Fund (ERDF)   | £1.6m                   | <ul style="list-style-type: none"> <li>Rotherham to Kilnhurst FAS Phase 2A (in Rotherham Town Centre)</li> <li>Parkgate &amp; Rawmarsh FAS (in Parkgate area) for</li> </ul>  |
| Sheffield City Region Mayoral Combined Authority (Local Growth Funds)                   | £1.3m                   | <ul style="list-style-type: none"> <li>Rotherham to Kilnhurst FAS Phases 2B and 2C (in Rotherham Town Centre)</li> </ul>  |
| Yorkshire Regional Flood and Coastal Committee (Administered by the Environment Agency) | £0.7m                   | <ul style="list-style-type: none"> <li>Business case for Rotherham to Kilnhurst FAS (Rotherham Town Centre, Parkgate and Kilnhurst areas)</li> <li>Pre-construction process for Rotherham to Kilnhurst FAS Phase 2C (in Rotherham Town Centre)</li> </ul> |
| Network Rail  | £0.4m                   | <ul style="list-style-type: none"> <li>Pre-construction process for Rotherham to Kilnhurst FAS Phase 2C, and for construction of Phase 2B (in Rotherham Town Centre)</li> </ul>   |
| <b>Total</b>  | <b>£15.5m</b>           | <ul style="list-style-type: none"> <li><b>Total funding secured to date</b></li> </ul>  |

# 4(iii): Overview of progress since last IPSC update

Delivering advanced phases of construction works along the River Don corridor:

- Within Rotherham Town Centre, as part of the Rotherham to Kilnhurst FAS
  - **RRFAS2A: Ickles Lock to Centenary Way Flood Wall and Flood Embankment**
    - Pre-construction – detailed design and third party approvals completed (including Network Rail, Canal & River Trust, BOC Ltd and Northern Power Grid) and construction contract agreed in principle
    - Construction – planned for October 2021 to December 2022



# 4(iii): Overview of progress since last IPSC update

Delivering advanced phases of construction works along the River Don corridor:

- Within Rotherham Town Centre, as part of the Rotherham to Kilnhurst FAS
  - **RRFA2B: Forge Island Flood Wall and Public Realm Improvements**
    - Pre-construction – completed between 2017 and 2019
    - Construction – completed in 2021
  - **RRFAS2C: Forge Island Canal Barrier**
    - Pre-construction – completed between 2019 and 2021
    - Construction – Started August 2021, and due to be completed in July 2022
    - Above is linked to a pre-booked canal closure





# 4(iii): Overview of progress since last IPSC update

Delivering advanced phases of construction works along the River Don corridor:

- **At Parkgate, as part of the Parkgate & Rawmarsh FAS**
  - Construction – advanced phases of works on watercourse capacity improvement works completed
    - new debris screens
    - removal of obstructions in the watercourse and channel re-alignment works to improve
  - Works delivered under RRFAS2A ERDF contract
- **Partnership working with Network Rail**
  - Vegetation management to reduce risk of siltation and debris build up in channel upstream of a culverted system
  - Full clearance of the culverted system that passes below the railway, canal and an industrial property, before flowing into the River Don



# 3(iv): Overview of progress since last IPSC update

**RMBC mobilisation activities needed to achieve a “Shovel Ready” status for all six priority FAS projects:**

- March 2021 – £5.8m budget allocation made by Council
  - This provided the catalyst to start mobilising the pre-construction process for the six priority FAS projects
- March 2021 to July 2021 – Internal RMBC Financial and Procurement approvals process completed
- July 2021 to August 2021 – Started mobilisation of the RMBC “Client Team”

**Securing a market leading external supply chain to work on RMBC projects:**

- External supply chain for FAS projects is always is very resource constrained
- May 2021 to June 2021 – undertook market testing with the Flood Risk Management supply chain
  - Tested their willingness to work collaboratively with RMBC
  - A very positive response was received
- June 2021 to August 2021 – completed commercial procurement exercises to secure suppliers
- August 2021 – Contract Award made to three “Term Consultants” (via the YORhub framework), for a six year period, with an option to extend by a further two years
  - These are: Pell Frischmann Consultants Ltd, Mott MacDonald Ltd and Capita Property & Infrastructure

**This sets the framework to start delivering the pre-construction works on all six priority FAS projects**

# 4: Planned work for the next three years

**The pre-construction process requires three years of work:**

- Project delivery timescales are dictated by factors that are outside the Council's control
  - Process and timescales needed to:
    - develop complex engineering solutions involving several specialist disciplines (e.g. hydraulic modellers, geotechnical engineers, structural engineers etc)
    - undertake environmental assessment and agree enhancements/mitigation
    - sharing information on scheme development process with communities
    - secure third party approvals with landowners and asset owners
    - secure planning permissions
  - Consultant's will be working on several projects at any given time to deliver the above

**Securing financial approvals to allow construction works to take place:**

- Still a £36.5m estimated funding gap across the 6 priority FAS projects to deliver construction works
- When the complex engineering solutions have been agreed, construction funding will need to be sought from a range of organisations, including, but not limited to:
  - RMBC
  - Environment Agency
  - Regional Flood Defence Committees (Note: Yorkshire Region for 5 projects & Trent Region for 1 project)
  - Mayoral Combined Authority
  - Network Rail
  - Water Companies
  - Private sector contributions
  - Other Government Departments (e.g. Department for Transport, Department for Education etc)

# 5: Planned work for the next three years

On all six priority FAS projects, the pre-construction works will be delivered in three stages:

- Stage 1: Mobilisation of resources, surveys and investigation
- Stage 2: Initial design work and engagement of third parties
  - e.g. community groups, land owners, utility companies, Network Rail, Canal and River Trust etc
- Stage 3: Detailed design, finalisation of third party approvals and work up to procurement of construction suppliers
- The indicative timescales for each Stage is dependent on the complexity and extent of the individual project

Key points are that:

- The above three staged process is a **sequential process** that is required to be undertaken for each project
- Different specialist engineering disciplines will be involved from the outset of each project
- Working on the projects concurrently will shorten the sequential process
- **Concurrent working across all six priority FAS projects is therefore the only viable delivery option**



## 6. Next Steps

- Begin the pre-construction process with the three Consultant suppliers
- Working through the three staged approach detailed above for each of the six priority FAS projects to achieve “Shovel Ready” status in 2024, with concurrent working across the six projects
- Work with stakeholders on these complex FAS projects
- The Drainage Team will continue to respond to flood incidents as and when they occur
- Continuing to work to attract funding to fully deliver the schemes in future and protect residents, businesses and road network from flooding in the future

# 7: Questions?

# Cold Homes

Improving Places Select Commission

7<sup>th</sup> September 2021

# Key drivers

## **Health and wellbeing**

- Cold homes contribute to excess winter deaths and illnesses, particularly cardiovascular / respiratory disease

## **Fuel poverty**

- The condition by which a household is unable to afford to heat their home to an adequate temperature
- Caused by low income, high fuel prices, poor energy efficiency, unaffordable housing prices and poor quality private rental housing
- National fuel poverty figures increased from 10.3% to 13.4%
- Yorkshire & Humber region has the second highest rate of fuel poverty (16.8%) when compared to England

## **Council targets to reduce carbon, increase energy efficiency - and thereby reduce fuel poverty**

- Council's carbon emissions to be at net zero by 2030
- Rotherham-wide carbon emissions to be at net zero by 2040 (10 years ahead of the Government target for the UK to be net zero-carbon by 2050)

## **External funding opportunities**

- Various funding programmes available – Local Authority Delivery (LAD), Sustainable Warmth, ECO4, Social Housing Decarbonisation Fund
- Maximise opportunity to bring as much grant into Rotherham as possible

# Overview / agenda

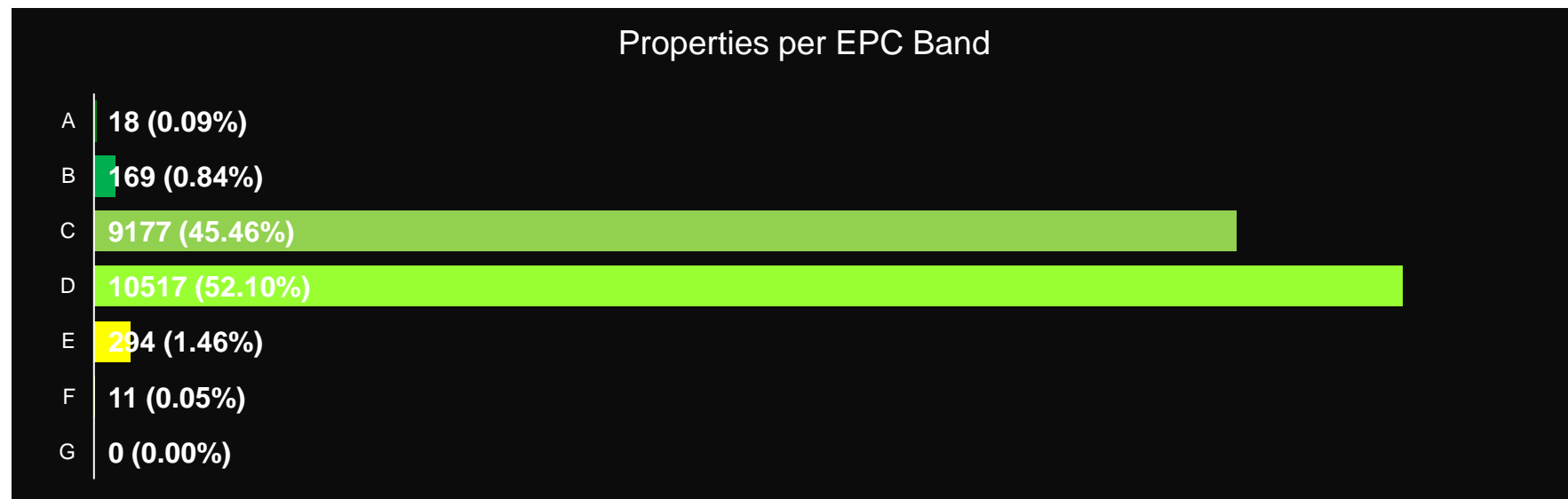
- Council homes
  - Background, current work and future work
- Private sector homes
  - Background, current work and future work
- Advice and support for residents
- Challenges
- Opportunities
- Goals and next steps

# Council homes – background (1)

- The Council owns and manages 20,167 homes
- Decent Homes Standard introduced in 2004/5, achieved by 2010
- Since then – focused on improving energy efficiency, inc
  - Energy efficient boilers
  - Double glazed uPVC windows
  - Increased loft insulation
  - External wall insulation to ‘non-traditional’ homes
  - Improved district heating schemes including switches to biomass and new boilers
- Past 3 years - £7.1m Housing Revenue Account investment into these measures

# Council homes – background (2)

- Current national EPC average rating is Band D
- Just over half of Rotherham's council homes are in line with national average
- Just below half are above the national average (Band C or above)
- 11 properties that fall into Band F – coal chosen by tenants as main fuel type, will be converted when homes become empty or when tenants choose
- Tenants' fuel bills have increased dramatically, from ave £668 per year in 2012 to £1138 per year in April 2021 (Ofgem figures)



# Current work to improve council homes

- Continuing to invest in energy efficiency through HRA business plan
- Working with 'Parity Projects' to understand overall investment needs
- Delivering Local Authority Delivery (LAD) project - successful bid for £1.13m to bring 217 council homes up to EPC band C (The Lanes, East Herringthorpe)
- Works include major elements such as new roofs and insulation, AAA+ rated windows and doors



# The Lanes, East Herringthorpe



# Future work to improve council homes

Developing zero carbon / zero carbon ready standards for new build council housing

Social Housing Decarbonisation Fund (SHDF):

- Opportunity to bid for grant to improve energy efficiency of social housing
- Target: Homes to achieve EPC band C and reduce heating demand to less than 90 kWh/m<sup>2</sup> per annum
- Most stock is at band D, and ave kWh/m<sup>2</sup> per annum for the Council's stock is 113
- Work required to achieve these targets (insulation, windows and doors, draught proofing etc) is challenging and expensive
- Bidding window opened on 23<sup>rd</sup> August, deadline for submissions 15<sup>th</sup> October
- Identifying geographical area to focus on as a pilot to develop the 'zero carbon ready' standard for all council homes

# Private sector homes - background

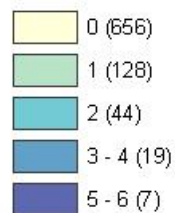
- In 2018, a private sector housing stock condition report and database was commissioned from the Building Research Establishment (BRE)
- SAP ratings - average for private sector homes in Rotherham is 61, which corresponds to EPC Band D
- 2,912 (3.2%) estimated to have an EPC rating below Band E

| Rotherham  |        |         |
|------------|--------|---------|
|            | Count  | Percent |
| (92-100) A | 0      | 0.0%    |
| (81-91) B  | 160    | 0.2%    |
| (69-80) C  | 18,671 | 20.4%   |
| (55-68) D  | 54,167 | 59.2%   |
| (39-54) E  | 15,590 | 17.0%   |
| (21-38) F  | 2,413  | 2.6%    |
| (1-20) G   | 499    | 0.5%    |



## Private Stock

### Excess Cold and Low Income Percent and (no. of COAs)

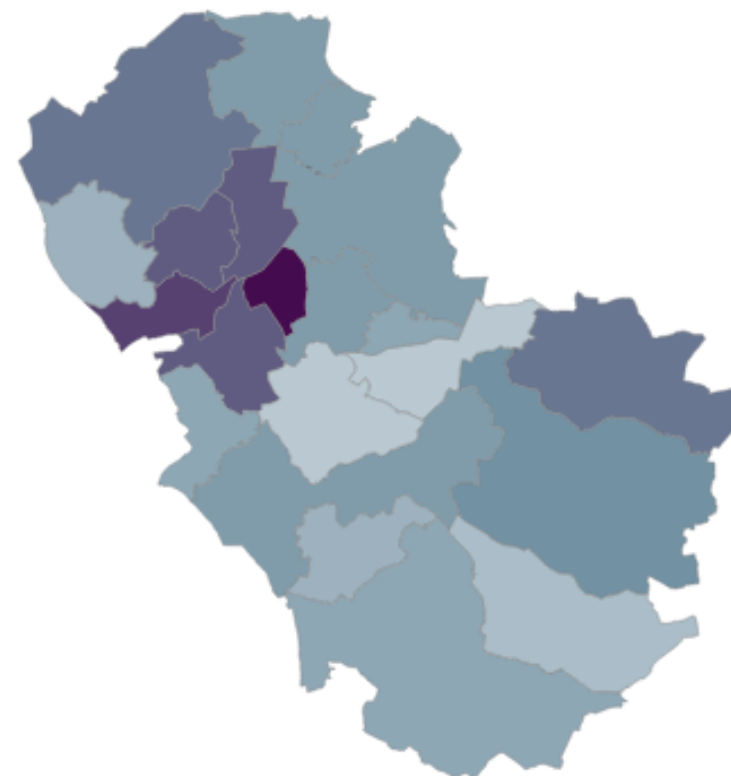


| Ward ID | Ward                     |
|---------|--------------------------|
| 1       | Anston and Woodsetts     |
| 2       | Boston Castle            |
| 3       | Brinsworth and Catcliffe |
| 4       | Dinnington               |
| 5       | Hellaby                  |
| 6       | Holderness               |
| 7       | Hoober                   |
| 8       | Keppel                   |
| 9       | Maltby                   |
| 10      | Rawmarsh                 |
| 11      | Rother Vale              |
| 12      | Rotherham East           |
| 13      | Rotherham West           |
| 14      | Silverwood               |
| 15      | Sitwell                  |
| 16      | Swinton                  |
| 17      | Valley                   |
| 18      | Wales                    |
| 19      | Wath                     |
| 20      | Wickersley               |
| 21      | Wingfield                |



# Percentage of low-income households in fuel poverty in the private sector

| Ward                     | % of LIH fuel poverty in private sector |
|--------------------------|---|
| Rotherham East           | 17%                                     |
| Rotherham West           | 15%                                     |
| Boston Castle            | 14%                                     |
| Rawmarsh                 | 14%                                     |
| Wingfield                | 14%                                     |
| Hoover                   | 13%                                     |
| Maltby                   | 13%                                     |
| Dinnington               | 12%                                     |
| Rother Vale              | 11%                                     |
| Silverwood               | 11%                                     |
| Swinton                  | 11%                                     |
| Valley                   | 11%                                     |
| Wath                     | 11%                                     |
| Brinsworth and Catcliffe | 10%                                     |
| Wales                    | 10%                                     |
| Wickersley               | 10%                                     |
| Holderness               | 9%                                      |
| Keppel                   | 9%                                      |
| Anston and Woodsetts     | 8%                                      |
| Hellaby                  | 7%                                      |
| Sitwell                  | 7%                                      |
| <b>Rotherham average</b> | <b>11%</b>                              |



# Current work to improve private sector homes

- Continuing to respond to enquiries / complaints about poor energy efficiency standards in private sector homes
- Since 1 April 2020, landlords can no longer let or continue to let properties covered by the Minimum Energy Efficiency Standards (MEES) Regulations if they have an EPC rating below E, unless they have a valid exemption in place
- Selective licensing schemes – include requirement for EPC and measures if below Band E
- Introducing the Community Energy Support Scheme (March 21) – supporting residents to apply for energy support payments and home improvement grants, save money through switching home energy suppliers and any other help needed. So far – direct support to over 80 people in Rotherham.
- Continuing to help residents access Energy Company Obligation (ECO) 3 funding for energy efficiency improvements – Council has a key role in assessing eligibility and providing advice / signposting



# Future work to improve private sector homes

- Contributing to the Government's consultation on new ECO4 scheme
- Seeking government funding to ensure compliance with and enforcement of MEES Regulations (bid submitted, awaiting outcome)
- Seeking government funding from Sustainable Warmth Competition – submitted bid for £2.15m to improve 219 private sector homes (awaiting outcome)
- Publishing the Council's Home Energy Conservation Act (HECA) Report for 2021 – which helps inform national policy on energy efficiency
- Promoting the Council's Community Energy Support Scheme more widely
- Considering options for updating private sector housing stock data to assist with future investment planning

# Other advice and support for residents

(In addition to Council's Community Energy Support scheme)

- Council's Financial Inclusion Team ensures we discuss energy efficiency with our tenants and residents including the benefits of switching energy supplier
- Initially we discuss the benefits of switching energy supplier during the Income and expenditure process which is completed with all prospective tenants by the Income Pre Tenancy team
- For any council tenants requiring additional support the Tenancy Support Team will go on to discuss the basics of energy efficiency such as being energy smart to save money (including using smart meters and energy monitoring appliances). They will also support tenants to change supplier.
- We also refer/signpost tenants and residents to the RMBC Energy Team and to Citizens Advice Rotherham who can support with further energy efficiency measures such as sourcing insulation, draft proofing etc.



# Energy Know How (Rotherham Federation initiative)

2-year project, started in June 2021, aims:

- Reduce physical health problems made worse by high fuel costs by enabling people to be warmer at home and releasing income for other household essentials
- Reduce the anxiety/stress/worry experienced by people who are struggling with high fuel bills
- Deliver energy efficiency advice/support to reduce consumption and resulting fuel costs
- Establish community-led groups to empower local people to reduce future energy consumption
- All Rotherham residents can access support but particular focus on 10 areas: Masborough, Ferham, Swinton, Eastwood, Springwell, Maltby, Kilnhurst, Canklow, Rawmarsh, Dinnington
- Project funded through the Energy Industry Voluntary Redress Scheme'

# ROTHERHAM FEDERATION

## ENERGY KNOW HOW

**Do you want to know how to heat your home for less?**

**Do you need help to switch your energy provider?**

**Do you want tips on how to reduce your home energy usage?**

**Do you want to feel less stressed and worried about fuel bills?**

*Then we can help!*

RotherFed are running an Energy Advice and Guidance project through group sessions, one on one advice, and access to additional support to reduce your energy bills and save money.



### *find out more*

If you want to take part, become a volunteer, or are interested in booking a session at your venue then please contact:

*Sharon*



01709 368515



sharon.smith@rotherfed.org



Find us on Facebook  
/rother.fed

*Noor*



01709 368515



noor.salih@rotherfed.org

# Challenges

- Net zero carbon by 2030 – cost to achieve this for council homes estimated to exceed £500m – funding strategy needed
- The market having the level of supplies and work force need to deliver both locally and nationally
- RMBC having staff resource to manage the process from bid inception through to completing the works
- Two year delay in reporting fuel poverty figures (latest figures based on data collated in 2019)

# Opportunities

- External funding
- Training Opportunities / job creation for installers and suppliers
- New Housing Strategy and Green Housing Strategy
- Strong collaborative partnerships – learning from each other
- Support from RotherFed, excellent tenant engagement
- Digital improvements – reaching more people via a range of channels

# Summary of goals and next steps

- Bid for Social Housing Carbonisation grant funding
- Prepare for outcome of Sustainable Warmth Fund bid and be ready to deliver
- Continue to develop Green Housing Roadmap, to be published in April 22
- Publish the HECA Report for 2021
- Promote the Council's Community Energy Support Scheme
- Consider options for updating private sector housing stock data

# Questions and discussion



Public Report  
Improving Places Select Commission

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**Committee Name and Date of Committee Meeting**

Improving Places Select Commission – 07 September 2021

**Report Title**

Update report on Bereavement Services including the Agreement between Dignity Funerals Ltd and Rotherham Metropolitan Borough Council.

**Is this a Key Decision and has it been included on the Forward Plan?**

No

**Strategic Director Approving Submission of the Report**

Paul Woodcock, Acting Strategic Director of Regeneration and Environment

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**Ward(s) Affected**

Borough-Wide

**Report Summary**

This report provides an update on the Council's Bereavement Services including the contractual Agreement between Dignity Funerals Ltd and Rotherham Metropolitan Borough Council. It also includes the Dignity Funerals Annual Performance Report (APR) for 2020/21.

**Recommendations**

1. That Members note the content of this report.
2. That Members note the content of the Dignity Funerals Annual Performance Report for 2020/21.

**List of Appendices Included**

Appendix 1 Dignity Funerals Annual Performance Report 2020/21

Appendix 2 Equalities Impact Assessment Form

Appendix 3 Emissions Impact Assessment Form

**Background Papers**

Report to Improving Places Select Commission "Update report on the Agreement between Dignity Funerals Ltd and Rotherham Metropolitan Borough Council" dated 8<sup>th</sup> September 2020.

**Consideration by any other Council Committee, Scrutiny or Advisory Panel**

Not Applicable

**Council Approval Required**

No

**Exempt from the Press and Public**

No

## **Update report on Bereavement Services including the Agreement between Dignity Funerals Ltd and Rotherham Metropolitan Borough Council.**

### **1. Background**

1.1 This report provides updates on the progress made in relation to:

- Actions set in relation to Dignity Funerals Ltd at the Improving Places Select Commission dated 8th September 2020
- The Annual Performance Plan for Dignity Funerals Ltd
- Council retained cemetery chapels
- The emergency pandemic response
- Digital Autopsies.

1.2 On 1<sup>st</sup> August 2008, the Council entered into a 35-year contractual agreement with Dignity Funerals Ltd (Dignity) for the provision of bereavement services for Rotherham. This partnership saw Dignity take on the responsibility for capital works and maintenance of the East Herringthorpe cemetery and crematorium along with the maintenance of the eight other municipal cemeteries located throughout the Borough. The Council retained cemetery chapels, associated buildings, and boundary walls on some cemetery sites.

1.3 Dignity is required to provide annual assurance to Rotherham Metropolitan Borough Council that Key Performance Targets are being met and Service Improvements are being made, this is documented each year by the production of an Annual Performance Report.

1.4 In March 2020, as part of the COVID-19 Emergency Response, a workstream was created to manage any increase in deaths due to the effects of the pandemic. This involved representatives from internal and external organisations who play a part in managing the deceased pathway. This partnership working ensured that any potential issues in the deceased pathway were recognised early and mitigations put into place.

1.5 On 15th March 2021, Rotherham commenced a six-month pilot for Digital Autopsies in conjunction with Coronial Services. The aim of the pilot is to improve efficiencies in the autopsy process and to improve the service which bereaved families receive.

### **2. Key Issues**

2.1 Updates on the Improving Places Select Commission recommendations from the meeting dated 9<sup>th</sup> September 2020.

2.1.1 At the meeting, the Improving Places Select Commission set a range of actions in relation to the Dignity Agreement:

2.1.1.1 That progress in respect of digitisation of burial records be submitted in the next update.

2.1.1.2 That the next update be provided in 12 months, to include information on land use.

2.1.2 An update of actions taken is provided below:

2.1.2.1 The ongoing digitisation of burial records and redrafting of cemetery plans commenced in 2020. Progress is being made in line with Dignity's schedule, with an estimated completion date by 31<sup>st</sup> December 2022.

2.1.2.2 The update for information on land use required is included within this report at 2.2.2.3.

## 2.2 Update on the Annual Performance Report for Dignity Funerals

### 2.2.1 Key Performance Targets

2.2.1.1 Within the Annual Performance Report there are a total of 54 Key Performance Targets. Of these, 45 Key Performance Targets have been met (green) between the 1<sup>st</sup> of April 2020 and the 31<sup>st</sup> of March 2021. A key achievement to note, is that there are now no Key Performance Targets that have been classified as 'not met' (red) between 1<sup>st</sup> April 2020 and 31<sup>st</sup> March 2021.

2.2.1.2 There are **9** Key Performances Targets in progress (amber) between the 1<sup>st</sup> of April 2020 and the 31<sup>st</sup> of March 2021. These are:

**KPT 4.2** All site road and footway surfaces to be maintained with a smooth, unencumbered surface.

The pathways and road surfaces at some sites have started to erode. Dignity have recently carried out condition surveys of all the 9 sites with contractual responsibility for maintenance falling to Glendale Services. Quotations to carry out the necessary repairs to ensure the pathway and road surfaces are of a good standard and are safe for cemetery users have been obtained.

Glendale Services will produce a 5-year maintenance plan incorporating repair plans and timelines for all necessary works. This plan will be made available by the end of December 2021.

Repair work to the central paths at Wath Cemetery has already been started.

Necessary temporary repairs have also been made at the worst affected sites prior to permanent works commencing.

Monthly site inspections are routinely carried out by Dignity and any emerging issues are immediately reported to Glendale Services.

**KPT 4.3** All main access roads, paths and footways shall be kept clean in accordance with the Council's Requirements and weeds, clippings, and any similar material on roadways and pedestrian paths are to be removed.

Some sections of pathway have become overgrown at some sites, with grass and weeds encroaching, and moss becoming problematic in shady areas.

Recent site surveys have been carried out to assess the extent of the issue and additional equipment has been purchased by Glendale Services to assist in the spraying and removal of unwanted vegetation. Details of the improvement work planned will be incorporated into the 5-year maintenance plan which will be available by the end of December 2021.

Monthly site inspections are routinely carried out by Dignity and any emerging issues are immediately reported to Glendale Services.

**KPT 4.4** Provide for the removal of water run-off and sewage from the site by ensuring that all drains, sewers, gullies, and on-site treatment is maintained free from obstructions and unpleasant or unreasonable odours.

Blocked drains have been reported across most of the sites via monthly site inspections. These are addressed and rectified by Glendale Services. Inspections of existing drainage has been incorporated into the recent site surveys carried out by Dignity and ongoing work will be included in the 5-year maintenance plan to be made available by the end of December 2021.

Rainwater goods and drains have become blocked around the crematorium chapel by tree roots. Quotations have been obtained by Dignity for the necessary work to clear them. Work is estimated to be completed by the end of December 2021.

Following reports that sections of the cemetery at Greasbrough Lane in Rawmarsh have been subject to water logging during winter months, due to periods of heavy rain, Council drainage engineers carried out an inspection of the site in February 2021. This included jetting out the current drainage system, uncovering a drain that had become buried

and which was causing flooding on the lower road, and making other suggestions to improve drainage. Since then, Dignity have installed new paths in the worst affected area to improve access, made improvements to the road drain and commissioned their own drainage survey. Drainage improvement work is planned to commence prior to winter 2021.

**KPT 8.3** Provide annual statement on customer satisfaction levels including plan for improvements

Customer surveys were put on hold due to the Covid-19 pandemic. During this suspension period Dignity agreed to review the methods of survey used to increase customer engagement and response.

Following the review, the following improvements were made:

- Introduction of an online survey in addition to the original paper format.
- A four-week delay in issuing a survey rather than the previous two days after a service, out of consideration for the bereaved.

Customer surveys successfully re-commenced on 28<sup>th</sup> July, 2021.

An annual statement on customer satisfaction will be submitted as part of the APR 2021/2022 following this re-commencement of surveys.

Since the submission of the APR the status of this KPI has changed to Green.

**KPT 9.1** The provision of environmentally friendly burial options.

An online survey was carried out early in 2021, consulting with members of the public and professionals to gain an understanding of the demand for such a service and what that service should include.

Although the return was relatively low the results were very positive (a summary of the results is included in the APR at Appendix 1).

The majority of responses showed a high interest in an environmentally friendly burial service being provided, with a preference for the option of being buried in both a meadow and woodland setting, burial in a simple shroud, in a plot for 1-2 people, and with a comprehensive burial package being offered by Dignity.

Based on the results of the survey and discussions with Dignity it has been identified that a pilot scheme would be the preferred option moving forward, to be incorporated at the cemetery on Greasbrough Lane.



Further work is underway to consider the detail of what will constitute an environmentally friendly burial site and how it will operate within an existing cemetery.

**KPT 10.3** Restoration of and redrafting of cemetery plans in line with agreed proposals.

The redrafting of cemetery plans, and the digitised capture of registers were included as part of the memorial testing programme. This work was started in 2020 but was put on hold due to Covid-19 restrictions. The physical work was completed in April 2021 and now existing paper plans are being assessed to ensure accuracy between the updated burial records.

It is estimated that all works will be completed by the end December 2022.

**KPT 10.4** Digitised capture of registers to be made available on the internet in line with agreed proposals.

The digitised capture of registers was included as part of the memorial testing programme. This work was started in 2020 but was put on hold due to Covid-19 restrictions. The physical work was completed in April 2021 and now ongoing work is taking place to update the digitised register.

It is estimated that all works will be completed by the end of December 2022.

**KPT 11.2** Demonstrate compliance with the Council's Customer Care Standards through annual statements providing detail of outputs. Customer surveys successfully re-commenced on 28<sup>th</sup> July following improvements to the process. An annual statement on customer satisfaction will be submitted as part of the APR 2021/2022 following this re-commencement of surveys.

Complaints, requests for service and compliments to Dignity are logged and discussed at the monthly performance monitoring meetings. Problem areas are highlighted, and trends monitored for action.

Since the submission of the APR the status of this KPI has changed to green.

**KPT 16.2** Evidence of consultation with, and support, to Friends groups within each cemetery site (where appropriate).

The Council have taken a lead, with support from Dignity and Glendale Services, on working with established friends' groups at Maltby, Wath and Moorgate and facilitating the formation of new ones at High Street, Haugh Road, Greasbrough Lane and Masbrough.

Regular meetings have been held with group members, local Councillors, and members of the public to establish what they require from their local cemeteries. Issues have been presented and suggested improvements have been discussed, and plans are being put in place to work towards these collaboratively.

Several very positive events have taken place, and more are planned to take place moving forward, with emphasis on the groups taking a lead supported by Bereavement Services.

Once these new groups are established and operating independently work will commence establishing groups at the remaining two sites of East Herringthorpe and Town Lane.

Since the submission of the APR the status of this KPI has changed to Green.

#### 2.2.2 Service Improvement (SI) proposals

2.2.2.1 There are a total of 9 Service Improvement Proposals. Of these, 8 Service Improvement Proposals have been met (green) between the 1st of April 2020 and the 31st of March 2021.

2.2.2.2 Key achievements to note in met Performance Targets include:

**SI 9** Bring the turning circle back into use at Masbrough Cemetery. The turning circle site has been cleared of excess vegetation, the tarmac cleared, and the circular kerb stones uncovered.

Cemetery Wardens now open and close the pedestrian and vehicle gates every morning and evening to allow access and for vehicles to turn around. The land in front of the gates has been re seeded and wooden bollards have been installed to protect graves on either side.

This has been a positive outcome for cemetery users.

2.2.2.3 There is 1 Key Service Improvement Proposal not met (amber) between the 1st of April 2020 and the 31st of March 2021. This is:

**SI 5** *Overall expansion plan for cemeteries.*

A review of the availability of burial space at all cemeteries has been undertaken. (This data is contained in the APR at Appendix 1)

After reviewing this data, a paper to Asset Management Board in January 2021 outlining proposed future plans for each of the following cemeteries and identifying areas for expansion where required:

*East Herringthorpe*

East Herringthorpe currently has 4 years of operational use remaining on currently developed land. A suitable expansion area has been identified on site that will provide approximately a further 10 years of operational use.

Ground's suitability testing, environmental and ecological surveys have been completed and basic plans have been drawn up. Subject to planning application approval, work could be completed on site by Spring 2023.

It is worth noting that there is further undeveloped land on site that would give many more years of operational use when required.

*Wath Upon Dearne*

Wath has approximately 3 years of operational use remaining. Additional land has been identified within the contract adjacent to the existing site which would give approximately 20-25 years further use.

Ground's suitability testing, environmental and ecological surveys have been completed and basic plans have been drawn up. Subject to planning application approval, work could be completed on site by Spring 2023, not accounting for any potential delays.

*Greasbrough Lane*

Greasbrough Lane has approximately 3 years of operational use remaining, but undeveloped land on site would provide approximately a further 40-50 years of operational use.

Work has been completed to allow vehicle and pedestrian access from the main highway to the new area, gates have been installed and the start of paths have been put in place.

*Town Lane*

Town Lane is only available for the reopening of graves. Although a potential area for expansion adjacent to this site had been established within the contract, it was thought due to its proximity to residential dwellings and the need to remove mature trees, it would be better to explore options at alternative sites.

With undeveloped land being available at Greasbrough Lane close by, it was agreed no further action would be taken at this site.

*Haugh Road*

With a new burial area being opened around the cenotaph on site, giving approximately 10 more years operational use and Greasbrough Lane being close by with undeveloped land, it was agreed no further action would be taken at this site.

*Maltby*

Maltby has approximately 7 years of operational use remaining, but due to demand for this site, work is ongoing to identify appropriate land.

*Masbrough*

Masbrough has approximately 2 years of operational use remaining but has the potential to provide many more on undeveloped land on site. Due to the ground investigation works required and very little demand for burials on site, a decision was made to take no further action at this time.

*Moorgate*

Moorgate has only 1-2 years remaining of operational use, but due to low demand for burials, previous failed exercises to identify expansion land and it being only 3 miles from East Herringthorpe cemetery a decision was made to take no further action at this time.

*High Street*

Due to the age of Rawmarsh High Street Cemetery and there being no previous requests for burial, this cemetery has been left to return to nature with no requirement for expansion.

Dignity is in discussion with Glendale Services to improve maintenance and access at this site. Plans will be incorporated into the 5-year maintenance plan to be made available by December 2021.

## 2.3 Council Retained Bereavement Services

### 2.3.1 Disused Cemetery Chapels

- 2.3.1.1 When the contract was entered into with Dignity in 2008, the Council retained full responsibility for the municipal cemetery chapels located at Moorgate, Masbrough, Haugh Road Rawmarsh, Greasbrough Town Lane cemeteries.
- 2.3.1.2 All the chapels are in a poor state of repair and will require varying levels of work to bring them into a secure, wind and watertight state, with considerable investment required to return them to any useable condition.
- 2.3.1.3 A recent ecology survey has been undertaken on all of the chapels to check for the presence of nesting birds and bats with a further dusk

emergence survey recommended prior to any major repair works taking place.

- 2.3.1.4 The detail below provides specific information relating to each of the chapels:

*Moorgate*

Moorgate chapel has recently had many years of ivy and excess vegetation removed from its exterior, which had grown up the walls and on to the roof, obscuring the beautiful chapel from view. Clear Perspex coverings have been fixed over the windows to prevent any further damage from the elements and quotes have been obtained to get the necessary roof repairs completed this financial year.

Bereavement Services are working with the Friends of Moorgate Cemetery and interested members of the public to explore applying for additional funding to bring the chapel back into use as a community managed asset for the local area.

*Masbrough*

The Masbrough chapels have recently had some repair work carried out, involving the removal of years' worth of excess vegetation, fixing of damaged and missing roof tiles and a general tidy. Further repair work is planned this financial year.

A new 'friends of' group is currently being formed for Masbrough lead by Bereavement Services, with support from a local Councillor and interested members of the public. One of the key topics for discussion at the first planned meeting is the plans for the two chapels, along with potential opportunities for external funding to bring the buildings back into use.

*Haugh Road*

The Haugh Road chapels have recently had some repair work carried out, involving the removal of excess vegetation and self-set trees from the roofs, and the removal of pigeons and the replacing of damaged anti bird mesh from openings on the central tower. Further repair work is planned this financial year.

A new 'friends of' group is currently being formed for the three cemeteries in Rawmarsh, involving local Councillors, the Parkgate Historical Society, members of the Friends of Rawmarsh and Parkgate Greenspaces, Council Officers, and members of the public.

Discussions have already taken place around the restoration of the chapels and the idea of bringing them back into use as a community space. Once the group has become established external funding to support any planned use of the buildings will be explored.

*Town Lane*

These chapels are in a better condition than the other chapels and would require considerably less investment to return them to a useable state. They have recently had some repair work carried out to the gutters, with more work planned this financial year.

There are currently no active friends of group for this cemetery, but work will be undertaken by Bereavement Services to attempt to establish one as soon as possible with an emphasis on preservation of the two buildings.

### 2.3.2 Emergency Response to Covid-19

- 2.3.2.1 A workstream was set up at the start of the pandemic for Managing the Deceased and included representatives from Registration and Bereavement Services, National Association of Funeral Directors, Coronial Services, Dignity Funerals, Legal Services, Equalities, Emergency Planning, Public Health, Communications, Finance, Rotherham Clinical Commissioning Group, and Public Mortuary Managers. This was led by the Culture Sport and Tourism service.
- 2.3.2.2 The workstream created as part of the emergency response to the pandemic and the predicted increase in deaths as a result. The workstream was highly effective, working in partnership to quickly identify and address potential issues within the deceased pathway, to identify mitigations required and take informed decisions on the actions required. Given this, the additional mortuary storage at Rotherham District Hospital did not need to be utilised due to the efficiencies through the pathway that were achieved and the implementation of many easements in the Coronavirus Act 2020 in effectively identifying and circumventing any potential delays. There were only a small minority of exceptions where delays were experienced.
- 2.3.2.3 This workstream held its most recent meeting on 19<sup>th</sup> May 2021 where it was agreed, in line with the South Yorkshire Local Resilience Forum, that it would go into hiatus and be reactivated if concerns arose from any of the service areas that might necessitate action. Daily surveillance reports from the District Hospital are monitored, including daily death registration numbers, to identify at a very early stage when services may need to be on standby and ready for additional pressures. Monthly monitoring of mortuary capacity and availability at the crematorium and cemeteries continues alongside a monthly circulation of the current position on each of the triggers and thresholds within the deceased pathway used as a further indicator to any potential actions required.



- 2.3.2.4 The Registration Service played a key role in managing excess deaths throughout the pandemic by upskilling existing staff to register deaths alongside training a number of additional staff members from other service areas. Death registrations have been prioritised throughout the pandemic and due to easements in the Coronavirus Act 2020 helped improve processes making the death registration duty much more efficient. This was reflected in performance statistics published by the General Register Office for England and Wales showing, despite a much higher number of registrations of deaths undertaken in year, Rotherham showed an improvement of 4% annually against the statutory key performance target for deaths to be registered within 5 days.

### 2.3.3 Digital Autopsy Pilot

- 2.3.3.1 A Digital Autopsy pilot began on 14<sup>th</sup> March 2021 for a period of 6 months. The contract was awarded to iGene London to provide a Digital Autopsy service to conduct digital post-mortem examinations.
- 2.3.3.2 Digital Autopsy means conducting a post-mortem in a computerised environment using digital tools. Because the cause of death can be established quickly, usually within 48 hours, the deceased's body can be released to families more quickly than the traditional invasive method. It is also less distressing for the grieving family than the traditional method.
- 2.3.3.3 To date, the pilot has been positively received by professionals and it is delivering faster decision-making on Coronial cases.
- 2.3.3.4 An evaluation of the pilot will be undertaken to assess the benefits of Digital Autopsies which, once complete, will be used in the decision-making process for if the service is to continue.

## **3. Options considered and recommended proposal**

- 3.1 This is an update report. Members are asked to note progress made and comment on any issues arising.

## **4. Consultation on proposal**

- 4.1 This is an update report. There is no proposal for consultation.

## **5. Timetable and Accountability for Implementing this Decision**

- 5.1 This report is for information only; no decision is requested.

**6. Financial and Procurement Advice and Implications (to be written by the relevant Head of Finance and the Head of Procurement on behalf of s151 Officer)**

6.1 This report introduces no additional financial or procurement implications.

**7. Legal Advice and Implications (to be written by Legal Officer on behalf of Assistant Director Legal Services)**

7.1 There are no specific legal implications arising from the recommendations within this report.

**8. Human Resources Advice and Implications**

8.1 There are no human resources implications arising from this report.

**9. Implications for Children and Young People and Vulnerable Adults**

9.1 This report has no specific implications in relation to Children and Young People and Vulnerable Adults.

**10. Equalities and Human Rights Advice and Implications**

10.1 An Equality Impact Assessment (EIA) has been completed setting out the key equality issues, refer to appendix 2 of this report.

10.2 The gaps identified within the EIA will be progressed via the Project Liaison Group which consists of both Council and Dignity representatives.

**11. Implications for CO<sub>2</sub> Emissions and Climate Change**

11.1 A Carbon Impact Assessment (CIA) has been completed setting out the potential impacts on emissions and how these can be addressed, refer to appendix 3 of this report.

11.2 The gaps identified within the CIA will be progressed via the Project Liaison Group.

**12. Implications for Partners**

12.1 This report introduces no additional implications for partners or other Directorates.

**13. Risks and Mitigation**

13.1 Risks relating to the Dignity Funerals Contractual Agreement are monitored via a performance management framework and Annual Performance Report.

13.2 Financial risks relating to the Dignity Funerals Contractual Agreement are monitored via the Council's annual review of the finance model.

**14. Accountable Officer(s)**

Zoe Oxley, Acting Assistant Director, Culture Sport and Tourism.

Approvals obtained on behalf of:-

|  | <b>Named Officer</b> | <b>Date</b>                 |
|--|----------------------|-----------------------------|
| Chief Executive  |                      | Click here to enter a date. |
| Strategic Director of Finance & Customer Services<br>(S.151 Officer) | Named officer        | Click here to enter a date. |
| Assistant Director of Legal Services<br>(Monitoring Officer)         | Named officer        | Click here to enter a date. |
| Assistant Director of Human Resources (if appropriate)               |                      | Click here to enter a date. |
| Head of Human Resources<br>(if appropriate)                          |                      | Click here to enter a date. |

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This report is published on the Council's [website](#).



# **Annual Performance Report**

**1<sup>st</sup> April 2020 to 31<sup>st</sup> March 2021**

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## 1. Introduction

Dignity is required to provide annual assurance to Rotherham Metropolitan Borough Council that Key Performance Targets are being met and Service Improvements are being made.

Dignity is required to provide financial data sufficient for the Council to establish the correct level of any payments due to the Council.

## 2. Key Performance Targets

This section is extracted from the more detailed Performance Management Framework document.

| KPT | Priority | Description   | RAG |
|-----|----------|---|-----|
| 1.1 | L        | A register of issued keys and their holders.<br>All keys held by Dignity's staff must be kept secure by them at all times.  |     |
| 1.2 | M        | Locks shall be changed if it is suspected that unauthorised keys are in circulation.<br><br>Any cost incurred shall be borne by the party responsible for their circulation.  |     |
| 1.3 | H        | Dignity shall react to intruder / fire alarms by attending the East Herringthorpe Crematorium site within 10 minutes during opening hours and 30 minutes at other times.  |     |
| 1.4 | L        | Tampering with, or stealing from cars parked at the facilities or in its grounds shall be deterred wherever Dignity has reasonable opportunity to do so.  |     |
| 1.5 | L        | Unauthorised parking, including unauthorised disabled space parking, shall be deterred wherever Dignity has reasonable opportunity to do so.  |     |
| 1.6 | H        | Fire detection and alarm systems, security systems and equipment, emergency lighting systems and wet and dry fire main installations and firefighting appliances to be tested, inspected and maintained in accordance with industry standards and statutory requirements.<br><br>Malfunctions must be logged and remedied within agreed response times. |     |

|     |   |   |  |
|-----|---|---|--|
|     |   | All to be carried out in accordance with legal requirements.  |  |
| 1.7 | L | Fire Risk Assessment to be carried out in accordance with The Fire Precautions (Workplace) Regulations 1997/1999. Carried out September 2018. Fire Officer visit 15 November 2017.  |  |
|     |   |   |  |
| 2.1 | H | Disruption to effective delivery of operation of facilities to be limited to the extent identified in the Annual Maintenance Plan.  |  |
| 2.2 | L | Carry out planned maintenance and asset renewal work in accordance with the Annual Maintenance Plan. Maintenance on going and monitored.  |  |
| 2.3 | L | Full records to be kept of all reports and transactions concerning works to the premise and alterations to services, arising from whatever source and for whatever purpose in accordance with the Council's requirements  |  |
| 2.4 | M | Carry out the test and inspection of electrical and mechanical services and equipment in accordance with the relevant frequencies and timescales. Update the Health and Safety file on completion.  |  |
| 2.5 | H | When carrying out any infrastructure work, Dignity must comply with the requirements of the appropriate local authorities and utility companies. All necessary statutory approvals must be adhered to.  |  |
| 2.6 | H | Gas leaks or suspected gas leaks shall be reported urgently to the gas supplier and the Council and records shall be kept of any gas leaks together with the reasons and any action taken to restore safe supplies.   |  |
|     |   |   |  |
| 3.1 | M | <p>All signs in the Facilities (including temporary signs) shall be clearly legible and illuminated (where relevant) and maintained in good order.</p> <p>All temporary signs shall be provided or removed promptly where appropriate, such as maintenance operations, in accordance with the Council's requirements.</p> |  |
| 3.2 | M | All external light fittings to be working at all times.   |  |



|     |                              |  |  |
|-----|------------------------------|--|--|
|     |                              |  |  |
| 4.1 | M                            | All sites to be maintained in accordance with the agreed method statements and to a minimum standard, with particular attention being paid to: <ul style="list-style-type: none"> <li>• Grass Maintenance</li> <li>• Hedge Maintenance</li> <li>• Horticultural Features Maintenance</li> <li>• Arboricultural Work</li> <li>• Litter and Cleanliness</li> <li>• Pesticides</li> </ul> |  |
| 4.2 | M                            | All site road and footway surfaces to be maintained with a smooth, unencumbered surface.   |  |
| 4.3 | M                            | All main access roads, paths and footways shall be kept clean in accordance with the Council's Requirements and weeds, clippings, and any similar material on roadways and pedestrian paths are to be removed.   |  |
| 4.4 | H                            | Provide for the removal of water run-off and sewage from the site by ensuring that all drains, sewers, gullies and on site treatment is maintained free from obstructions and unpleasant or unreasonable odours.   |  |
| 4.5 | H                            | All main access roads and paths to be kept clear of snow and ice and to be gritted as necessary to keep in a safe condition.   |  |
|     |                              |  |  |
| 5.1 | M                            | All sites to be maintained in accordance with the agreed method statements and to a minimum standard as provided in the Cleaning and Waste Management Performance Standards.   |  |
| 5.2 | M or H if graffiti offensive | Stains and graffiti that are not removable by cleaning are to be reported to the Council within two hours of notification or detection by Dignity. Graffiti that is not removable by cleaning are to be painted over if so requested by the Council (acting reasonably) within four hours from the time of the instruction.  |  |
| 5.3 | H                            | Checks to be carried out of toilets in the facilities and supply provision at regular periods during the day. Waste receptacles are to be in their agreed position in a clean condition with sufficient space for waste disposal after each cleaning visit.  |  |
| 5.4 | M                            | Plant rooms and housings are to be clean and tidy,   |  |

|     |   |   |  |
|-----|---|---|--|
|     |   | free of water, oil or other spillage. Also free of all materials not directly related to the function.  |  |
| 5.5 | M | Drains and gullies, scum channels and outlets, pumps and filters are to be kept free from obstructions or contaminants.   |  |
|     |   |   |  |
| 6.1 | M | Dignity shall develop and implement a strategy for controlling pests and rodents. This will be a combination of preventative and reactive measures to ensure as far as is reasonably possible a pest and rodent free environment, especially in buildings, without the creation of a human health or safety hazard or a present or future environmental risk. Records shall be kept of any pest and rodent control measures and incidents together with the action taken.   |  |
|     |   |   |  |
| 7.1 | H | Provision of an Emergency and out of hours response and access to information in accordance with required outcomes and the performance standards required for key holder responsibilities.  |  |
| 7.2 | H | Provision of an agreed, effective business continuity plan identifying key areas of risk, resource implications and planned action to negate risk.  |  |
| 7.3 | L | Specific plans for a pandemic which feeds into the Council's plans for a pandemic.  |  |
|     |   |   |  |
| 8.1 | M | <p>A report detailing all complaints from customers is to be provided to the Council on a monthly basis, with quarterly summaries, outcomes and trends. Dignity shall keep records of all comments and complaints from customers which must be maintained, including the date and time of each along with the response of the partner to a customer complaint.</p> <p>Complaints log to be in place with monthly reporting to Council. Formal logging of any issues, requests and complaints is in place. This is monitored daily. Client Service Centre also record any complaints/issues. Complaints procedure provided. Appendix 9</p> |  |
| 8.2 | H | Complaints of a "serious nature" from customers must be notified to the Council within 1 working day of receipt. A "serious nature" includes major contraventions of Health & Safety Regulations and  |  |

|      |   |   |  |
|------|---|---|--|
|      |   | public or staff misconduct of a sexual nature.  |  |
| 8.3  | M | Provide annual statement on customer satisfaction levels including plan for improvements.   |  |
|      |   |   |  |
| 9.1  | L | Provision of environmentally friendly burial options.   |  |
| 9.2  | L | Compliance with policies and rules and regulations regarding management of cemeteries and crematorium. Comply with Management of Cemeteries and Crematorium and future revisions agreed by Dignity and the Council. |  |
| 9.3  | L | Provision of short notice burial facility 7 days per week in accordance with Council's Policies, general rules and regulations relating to the Management of its Cemeteries and Crematorium.                        |  |
|      |   |   |  |
| 10.1 | L | Dignity must conduct its management of records in accordance with the Council's Records Management Policy. Performance in line with the Council's policies on Data Protection and the Freedom of Information Act.   |  |
| 10.2 | L | Secure storage for registers and records conforming to BS5454:2000 in line with agreed proposals<br>The BS5454:2000 standard has been superseded by BSEN16893:2018  |  |
| 10.3 | L | Restoration of and redrafting of cemetery plans in line with agreed proposals   |  |
| 10.4 | L | Digitized capture of registers to be made available on the internet in line with agreed proposals.  |  |
|      |   |   |  |
| 11.1 | L | Provide evidence of commitment to the Council's Equalities & Diversity policy, Records Management Policy and Health and Safety Policy by annual statement reporting on progress and key measures to be undertaken.  |  |
| 11.2 | L | Demonstrate compliance with the Council's Customer Care Standards through annual statements providing detail of outputs.  |  |
| 11.3 | L | Provide annual statement on business continuity arrangements including action plan for pandemic and   |  |

|      |   |   |  |
|------|---|---|--|
|      |   | risk assessment.<br>Annual statement on business continuity. Statement provided   |  |
| 12.1 | L | Submit Annual Charter for the Bereaved assessment by 31st January.  |  |
| 12.2 | L | Provide the Annual Charter for the Bereaved Improvement Plan within 28 days of the receipt of the Charter report  |  |
|      |   |   |  |
| 13.1 | L | Response to enquiries by person, telephone, email and post should be in accordance with the Council's Customer Care Standards   |  |
|      |   |   |  |
| 14.1 | M | Cremation booking system available 24/7. An electronic booking system is in place 24/7.   |  |
|      |   |   |  |
| 15.1 | L | Provision of an affordable range of memorials in accordance with the proposals and prices of existing schemes agreed with the Council.  |  |
| 15.2 | L | Provision of an effective Memorial Masons Registration scheme with an annual system of registration.  |  |
| 15.3 | M | Effective control and monitoring of all applications for work on cemetery memorials in accordance with the Council's Policy for the management of cemetery memorials.   |  |
| 15.4 | L | Provision of an effective plan for systematic testing of all cemetery memorials and progress in accordance with agreed timescales. Testing protocols and procedures to be in accordance with the Council's policy for the Management of Cemetery Memorials. Memorial testing completed. |  |
|      |   |   |  |
| 16.1 | L | Minuted meetings of liaison group to take place at least biannually.  |  |
| 16.2 | L | Evidence of consultation with, and support, to Friends groups within each cemetery site (where appropriate).  |  |
|      |   |   |  |

|      |   |  |  |
|------|---|--|--|
| 17.1 | L | Carry out a review of Policies annually or when a new policy is formulated. Consult Council on changes and update documentation accordingly. |  |
| 17.2 | L | Report to Council appointed officer on any breaches of statutory provisions, policies rules and regulations within 24 hours of a breach.     |  |
|      |   |  |  |

### **KPT Exception Reporting (status of amber or red)**

#### **KPT 4.2 & 4.3**

Weed and moss spraying and removal is on-going in all cemeteries. Additional equipment has been purchased to assist. This is a rolling programme of works, year round. Surveys have commenced to obtain up to date quotations for works necessary to cemetery paths and roads. Temporary repairs continue to be carried out till final repair works can commence. The five year programme will be updated with Wath and East Herringthorpe being given priority, followed by Greasbrough and Maltby.

#### **KPT 4.4**

Issues with blocked rain water goods and drains from roots at the Crematorium Chapel remain. Surveys have been undertaken and further exploration works are to take place. Progress has been restricted due to the pandemic. However property are working on this in the background and further quotations have been obtained. Extreme weather conditions have caused more issues than usual at cemeteries, particularly Greasbrough Lane. A pilot path has been installed in one area to see if this will improve access, existing drainage has been flushed through and monitoring continues. A French Drain may be essential to avoid the same issues again this winter and it was discussed that the possibility of a second French Drain may be required lower down if that was not sufficient. These drains will need to be connected to the existing system.

The installation of a kerb along the lower road to direct any runoff from the main road to the existing drains was also discussed. This will help prevent flooding at the bottom of the site.

A survey company attended Greasbrough Lane Cemetery to review the situation on 10<sup>th</sup> May and we are awaiting to receive the report prior to any works commencing.

#### **KPT 8.3**

Customer satisfaction surveys for May 2019 to March 2020 were sent out. However the return were extremely small and did not provide sufficient information for analysis. Further surveys have not been conducted due to Covid-19. Further discussions are taking place on the way forward following the easing of restrictions.

The mystery shopping programme (results are person sensitive and apply to whole of Dignity) has also been put on hold due to Covid-19.

### **KPT 9.1**

An environmentally friendly burial survey has been carried out. This was aimed at getting feedback from both the general public and the professionals involved in bereavement. Return from the general public was fairly positive but very poor from the professionals. Suitable land for a pilot is being considered with Greasbrough Lane being highlighted as giving potential to also engage with additional tree planting. Further discussion is required before proposals can be considered. Initial report follows:

#### **Environmentally Friendly Burials - Statement on Analysis of Survey Results**

The number of returns from the general public was encouraging in the main. However, the professionals had a poor response with only 10 out of 48 taking the survey i.e. 20%.

Dignity require fuller details of the scope of the survey.

|   | <b>General Public</b> | <b>Professionals</b> |
|---|-----------------------|----------------------|
| Number who took survey  | 146                   | 10                   |
| % Interested in environmentally friendly burials  | 97%                   | 90%                  |
| % already have loved ones laid to rest or facilitated in environmentally friendly burial ground | 9%                    | 70%                  |
| % preferring<br>Woodland or Meadow<br>Both  | 18%<br>82%            | 10%<br>90%           |
| % would appreciate burial package of grave rights, cost of burial and tree/marker               | 99%                   | 60%                  |
| % would prefer/recommend shroud burial  | 75%                   | 40%                  |
| % would prefer eco-friendly coffin or casket  | 25%                   | 50%                  |
| Burials/interments per plot<br>1 to 2<br>3 +  | 65%<br>35%            | 50%<br>50%           |
| Travel Distance<br>0 to 10 miles<br>10 to 20 miles  | 74%<br>26%            | N/A                  |

Overall, there is a preference for the option of environmentally friendly burials, where a mixture of woodland and meadow land is available and where a package is offered

for the grave rights, cost of burial and a simple tree or marker. The distance needs to be within 10 miles and generally a burial plot would be considered for 2 and a cremated remains plot for up to 4. Preference is shown for coffin burial rather than shroud by the professionals, whilst the general public may prefer shroud, but this could be on the perception of cost or religious beliefs. Comments received show concern for the visible shape of the deceased in a shroud and potential emotional upset. Use of environmentally friendly coffins and caskets would therefore be preferred.

The majority of comments received prefer the burial space to remain peaceful and undisturbed. Therefore a purpose built memorial that allows a commemoration plaque would be a preference along with the planting of trees.

Concerns were also raised that any unauthorised memorialisation, including cards, fairy lights etc. is removed as soon as placed and that this is stated on the rules and regulations. Paths for access to be all inclusive and for seating to be provided with a shelter area.

Greasbrough Lane Cemetery would fit all the requirements in terms of setting aesthetically, distance from main residential areas, land availability, public transport access and access for parking. There would be some work required for a pilot scheme to take place but this would both benefit the Rotherham and surrounding area population and also enhance the existing cemetery. The additional planting of trees would also assist with drainage issues.

### **KPT 10.3**

Existing paper plans are being assessed to ensure accuracy between existing burial records and redrawing. Digitisation of the plans is on-going. The memorial testing programme which commenced in 2020 was suspended due to Covid-19 and lockdown restrictions. The programme resumed 22<sup>nd</sup> March 2021 and the physical work was completed in April 2021.

### **KPT 10.4**

Burial registers last digitised in October 2005 by RMBC. Dignity have updated records since 2008 both electronically and by hand. The digitisation of the registers that will be carried out over the next 2 years will ensure everything is up to date.

Dignity offers a service for families to do their own searches or book an appointment for assistance.

Dignity also carries out searches daily in response to emails and phone calls.

Due to Covid-19, searches have been carried out for families without them needing to visit, due to restrictions.

### **KPT 11.2**



Complaints, Request for Service and Compliment logs are kept and monitored. Customer satisfaction surveys for May 2019 to March 2020 were sent out. However, the return were extremely small and did not provide sufficient information for analysis. Further surveys have not been conducted due to Covid-19. Further discussions are taking place on the way forward following the easing of restrictions.

## KPT 16.2

The council have commenced focused engagement with the various friends' groups with support from Dignity. Active groups have been consulted and further groups are being established.

### 3. Service Improvement Proposals

This section should be read in conjunction with the more detailed performance management framework.

| SI   | Description   | RAG |
|------|---|-----|
| SI 1 | <b>Financial Aspects, Exceptional Surplus</b><br>Dignity will provide the Council with sufficient financial detail in the Annual Report to assess the level of Equity IRR payments to be made at each financial year end.<br>All financial information will be treated as commercially sensitive by both parties. |     |
| SI 2 | <b>Financial Aspects, Financial Related Deductions</b><br>The Council will levy charges against Dignity in relation to failure events against the Performance Management Framework reported on a monthly basis to the Council.  |     |
| SI 3 | <b>Performance Management Framework</b><br>Reporting against the Performance Management Framework will begin in the final quarter of 2017/18. Started in the first quarter of 2018/19 and has continued since.  |     |
| SI 4 | <b>Annual Report</b><br>Dignity will provide an improved Annual Report. The Annual Report will be provided by 6 <sup>th</sup> April 2018. Report provided and this is now an annual requirement.  |     |
| SI 5 | <b>Overall Expansion Plan for Cemeteries (Previously Just Maltby Cemetery)</b><br>In 2008 a review of 6 potential sites was undertaken to establish suitable additional burial land in Maltby.  |     |

|      |  |  |
|------|--|--|
|      | <p>Given the age of the review, Asset Management have proposed that this exercise be undertaken again.</p> <p>A project group was established April 2020 consisting of Bereavement Services, Dignity, Asset Management and Legal Services to review previous work completed in 2008 and 2018 to identify existing land within contract or available new land to increase burial capacity across Rotherham.</p> <p>A three site expansion plan has been proposed and a paper submitted. The three sites are, East Herringthorpe, Wath upon Dearne and Greasbrough Lane.</p> <p>Ongoing project meetings</p> |  |
| SI 6 | <p><b>Grounds Maintenance</b></p> <p>It is proposed that the provision of grounds maintenance will be measured against the criteria described in the Performance Management Framework. Glendale Live will be the platform for monitoring.</p>  |  |
| SI 7 | <p><b>Funeral Directors</b></p> <p>It is proposed to ensure that periodic liaison meetings take place with funeral directors, starting in January 2018, to inform progress of the contract with Dignity.</p> <p>A liaison meeting was proposed for 25<sup>th</sup> April 2019 but there was no take up. Preference stated for one to one meetings and these will commence in April and May 2019.</p> <p>Meetings took place June 2019 and January 2020. Further meetings scheduled throughout 2020 and 2021.</p>   |  |
| SI 8 | <p><b>Legal Review</b></p> <p>It is proposed that the Project Liaison Group is established to discuss feasibilities of formal changes that might improve contract delivery whilst not affecting costs to service users.</p> <p>The Project Liaison Group meets quarterly and progresses priority issues. Last meeting held 16<sup>th</sup> December 2021.</p>  |  |
| SI 9 | <p><b>Turning Circle Masbrough Cemetery</b></p> <p>The turning circle has been brought back into use. The gates are being unlocked and locked along with the main gates on a daily basis and posts have been placed at strategic points to ensure the turning circle</p>   |  |

|  |  |  |
|--|--|--|
|  | is used. Concerns remain and monitoring is being undertaken regarding anti-social behaviour. Quotations are being obtained by Council for railings etc. to address these issues and prevent quad bikes and other access when the cemetery is closed. Due to the presence of Japanese Knotweed, no work is to be carried out beyond the turning circle kerb. This area remains with Green Spaces. |  |
|--|--|--|

#### 4. Events Monitoring

4.1 Dignity has a department dedicated to Client Services. All calls are monitored and passed to the appropriate persons and department for action. There is an internal procedure to deal with any incident, complaint etc. These are logged in and logged out.

4.2 Dignity has records of complaints, comments and compliments received directly at Rotherham crematorium offices. These are logged under each cemetery and are available for viewing. There are complaints, compliments and request for service logs in place.

4.3 All requests for service, such as grass cutting, leaking taps, turfing or seeding of graves and topping up of graves are addressed in an agreed amount of time with the grounds maintenance contractors and records are kept.

4.3.1 Dignity has a logging system using an excel spreadsheet. It is the responsibility of the Cemetery Supervisor to keep records up to date and ensure work is carried out as requested.

4.4 There is a complaints procedure in place and log numbers are given by Client Services and reported to the appropriate persons to deal with.

4.5 All complaints are referred to the Council and reviewed at monthly performance meetings.

##### 4.1 Availability Requirements

| Availability events  | Priority level |      |        |     |
|--|----------------|------|--------|-----|
|  | Super          | High | Medium | Low |
| Number of events logged in the period 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021. | 0              | 0    | 0      | 0   |

| Availability events | Priority level |      |        |     |
|---------------------|----------------|------|--------|-----|
|                     | Super          | High | Medium | Low |

|  |   |   |   |   |
|--|---|---|---|---|
| Percentage of events logged within 24 hours. | 0 | 0 | 0 | 0 |
|--|---|---|---|---|

| Availability event failures  | Priority level |      |        |     |
|--|----------------|------|--------|-----|
|  | Super          | High | Medium | Low |
| Number of event failures logged in the period 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021. | 0              | 0    | 0      | 0   |

| Availability event failures                          | Priority level |      |        |     |
|--|----------------|------|--------|-----|
|  | Super          | High | Medium | Low |
| Percentage of event failures logged within 24 hours. | 0              | 0    | 0      | 0   |

## 4.2 Performance Standards

| Performance events   | Priority level |      |        |     |
|--|----------------|------|--------|-----|
|  | Super          | High | Medium | Low |
| Number of events logged in the period 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021. | 0              | 0    | 0      | 0   |

| Performance events                           | Priority level |      |        |      |
|--|----------------|------|--------|------|
|  | Super          | High | Medium | Low  |
| Percentage of events logged within 24 hours. | 0              | 0    | 0      | 100% |

| Performance event failures   | Priority level |      |        |     |
|--|----------------|------|--------|-----|
|  | Super          | High | Medium | Low |
| Number of event failures logged in the period 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021. | 0              | 0    | 0      | 0   |

| Performance events failures                          | Priority level |      |        |      |
|--|----------------|------|--------|------|
|  | Super          | High | Medium | Low  |
| Percentage of event failures logged within 24 hours. | 0              | 0    | 0      | 100% |

## 5.0 Operational Periods – (see note below relative to Covid-19)

| Service Area              | Target number of operational periods (Days) | Number Achieved Apr-Sep (9am to 7pm % 8pm at Crematorium / East Herringthorpe) | Number achieved Oct-Mar (9am to 5pm) |
|---------------------------|---|--|--------------------------------------|
| Crematorium Grounds       | 361   | 343  | 343                                  |
| Cemeteries                | 361   | 343  | 343                                  |
| Masbrough                 | 361   | 343  | 343                                  |
| Greasbrough               | 361   | 343  | 343                                  |
| Rawmarsh Greasbrough Lane | 361   | 343  | 343                                  |
| Rawmarsh High Street      | 361   | 343  | 343                                  |
| Rawmarsh Haugh Road       | 361   | 343  | 343                                  |
| Wath                      | 361   | 343  | 343                                  |
| Maltby                    | 361   | 343  | 343                                  |
| Moorgate                  | 361   | 343  | 343                                  |

Following Government Guidelines we were not able to open the gates to the cemeteries until we had the confirmation to do so from the Council. The gates to the cemeteries was closed for a total of 22 days in line with the legal change to public burial grounds however the grounds remained open 365 days of the year for the attendance of a funeral.

| Service Area         | Target number of operational periods  | Number achieved  |
|----------------------|---|--|
| Book of Remembrance. | 343   | 343 (offered at office for appointments when Book of Remembrance Room not open to public)  |
| Administration.      | 253   | 253 – no closures throughout pandemic  |
| Interments.          | 253   | 253  |
| Cremations.          | 253 x 13<br><br>1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021 = potential target due to demand and changes for pandemic = 6969. | Generally, 13 services available each weekday, 2 are for direct cremations, 1 is for intimate service at 30 minutes, 1 is for early morning (45 minutes service time and 9 are for 45 minutes service times.<br><br>Target operational services therefore = 253 x 13 = 3289.<br><br>However the whole of the year 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021 has been in various stages of lockdown/restrictions and due to an excess of Covid-19 Deaths there has been the necessity to increase service slots and at stages, decrease service times. This means the total availability during this period has been 6969 possible booking slots. Saturdays and Sundays included. |

5.1 The Book of Remembrance is open every day of the year:

- Monday to Friday 9:00am to 5:00pm
- Saturday, Sunday and Bank Holidays 10:00am to 4:00pm

5.2 The Crematorium Office is open Monday to Friday 9:00am to 5:00pm

5.3 Cremations – (see information given above relating to additional service throughout the Covid-19 pandemic):

- 253 x 13 based on first booking times of 8:15 and 8:20 for direct cremations, 9:00 for intimate service, 9:30 for early morning service and 10:15 through to 16:15 at 45-minute intervals for remaining days services.
- $13 \times (365-104(\text{sat \& sun})-8(\text{bank hols})) = 13 \times 253$

13 bookings per day are available which include options for unattended and early morning services during the week. Weekend services are available by request.

## 6.0 Customer engagement

Complaints, Comments and Compliments

| Number in the period 1 <sup>st</sup> April 2020-31 <sup>st</sup> March 2021. | Overall Complaints | Upheld Complaints  | Comments/Requests for Service | Compliments |
|--|--------------------|--|-------------------------------|-------------|
|  | 44                 | 5 plus 7 on behalf of Contractors and 2 partial upheld with FD | 114                           | 12          |

## 6.1 Customer Satisfaction

6.1.1 Dignity has a 24/7 Client Services Department that logs all calls. There are timescales in which responses must be given.

6.1.2 Complaints are handed over to the Client Relations Team who log the details according to Dignity policy and pass to the Regional Manager and Local Manager. The target response time is within 24 hours, details are updated continually until the file can be closed. Where necessary, Client Services will contact the client. Logs of these reports are submitted to the Dignity Board of Directors

6.1.3 Dignity uses a mystery shopper service for which there is specific focus on the memorial element of the business. Reports are submitted to Head of Memorials and Regional Managers. The reports highlight any additional training requirements and enable feedback, both positive and negative, to staff. This process contributes to maintaining a high standard of service delivery.

6.1.3.1 Dignity have completed a Funeral and Cremation Industry Survey and the results are shown in the link:<https://www.dignityfunerals.co.uk/media/2999/time-to-talk-about-quality-and-standards.pdf>

6.1.4 Action taken to improve services as a result of customer feedback is recorded.

6.1.5 Training needs are identified and scheduled.

6.1.6 One to one meetings with staff are recorded.

6.1.7 Policy and procedures are reviewed if necessary.

6.1.8 Staff monitoring is carried out.

6.1.9 Dignity proposes to adopt a 6 month test survey to be sent to all cremation applicants one month after the service, to commence in July 2021.

## **6.2 Funeral Director Liaison Meetings**

FD meetings to be convened and run by Dignity annually but if the need arises we can conduct extra meetings.

## **7.0 Business Continuity**

7.1 Dignity's business continuity and strategic plans are classed as business sensitive and are not to be shared. The statement below has been made by Dignity in respect of business continuity.

7.2 Dignity has plans in place for events of mass fatalities. The plan considers such items as machine type and factors in upping the level of consumables and spares kept on site. Adjustments to maintenance and cool down periods are detailed and plans relating to staffing levels are included.

The benefit of Rotherham being part of the Dignity group means that there are 45 other sites, 77 cremators and approximately 150 certificated operators that can be called upon for support.

7.3 Business continuity is ensured by the Board of Directors.



7.4 The full Business Continuity Plan has been submitted but this is to remain out of the public domain in accordance with the above statements regarding business sensitivity.

## **8. Health and Safety**

8.1 Dignity complies fully with health and safety regulations.

8.2 Dignity is regularly monitored.

8.3 Dignity has a company Health and Safety Department and a dedicated person for crematoria health and safety.

8.4 The Rotherham Manager has Institute of Occupational Safety and Health (IOSH) certificate and there is a trained health and safety representative on site.

8.5 Dignity has 4 trained first aiders on site and all staff have completed defibrillator training. There is a defibrillator on site at East Herringthorpe.

8.6 Dignity has trained persons for ladder use and inspection.

8.7 All contractors used are on the company approved list.

8.8 There is a monitoring program in place for works carried out e.g. refurbishment works, roof works, servicing of cremator equipment etc.

8.9 Dignity had an inspection by the Fire Officer 15<sup>th</sup> November 2017, no follow up actions were required. No further visits required. Spot checks may be carried out in future but no requirement for annual visits.

8.10 All Dignity risk assessments are up to date and those of Glendale grounds maintenance have been checked by the Health and Safety Officer. Records are available.

8.11 All security alarms are regularly serviced and maintained:

8.11.1 Offices serviced in July 2020, next due July 2021

8.11.2 Crematorium and Chapel serviced January 2021, next due January 2022.

8.12 CCTV serviced in January 2021. Quotations for required works are being obtained. Service due in January 2022

8.13 Fire alarm and detection systems regularly serviced and maintained.

8.13.1 Upgraded system installed to offices in October 2017 and serviced in February 2021.

8.13.2 CFS inspected fire extinguishers in June 2019. Due to Covid, they were not able to attend 2020. Call has been raised to arrange visit March/April 2021.

8.13.3 All documentation relating to servicing is available on site or via dignity head office.

8.14 PAT testing is up to date; the last test was March 2019. Call has been raised to arrange visit March/April 2021.

8.14.1 Fixed wire testing last carried out in June 2017 and is next due in June 2022.

8.15 Servicing of cremators carried out last, the end of 2020. A health check was carried out week of 22<sup>nd</sup> March 2021 and the next full service is scheduled for the week of 14<sup>th</sup> June 2021.

8.16 Emissions testing carried was carried out in July 2020 and is next scheduled for July 2021.

8.17 All reports are up to date and have been issued to the Environmental Health Officer. The Environmental Health Officer scheduled a meeting for 21<sup>st</sup> March 2019. No meetings have been arranged by the Environmental Health Officer since but everything up to date. Permit requirements fully met and all in accordance with requirements. Quarterly health and safety returns are also submitted.

8.18 All accident reports are up to date and were submitted to the Dignity health and safety officer on time, along with incident of truth statements.

8.19 The Lone Working Policy and Risk Assessment are up to date.

## **9. Equality and Diversity**

9.1 The Equality Analysis has been submitted to the Council. Further discussions taking place.

9.2 Dignity staff completed the Councils' Equality and Diversity e-learning module in 2018 and will refresh during 2021.

9.3 Services are offered equally to all communities at all sites managed by Dignity.

9.4 Dignity adheres to policies and procedures that ensure respect is given to the deceased and their grieving families.

9.5 A short notice burial service is offered to all communities at all sites and the pilot run from April 2019 to end September 2019 at East Herringthorpe, offering extended times has now been approved and is in place permanently as a change to contract for 2020 onwards.

9.6 Cemeteries and the Book of Remembrance are open all year round, subject to summer and winter opening times. Covid-19 restrictions affect this slightly, but

appointments were able to be made to view the Book of Remembrance at the office, ensuring social distancing etc. in place. Cemeteries closed for a limited time during first lockdown but have been open since restrictions lifted.

9.7 Cremations and burials are offered in accordance with scheduled times.

9.8 There is a booking facility available 7 days a week and this is monitored by the Dignity Out of Hours Team.

9.9 All Funeral Directors are aware of the policy for booking both cremations and burials.

9.10 Weekend and Bank Holiday cremations are booked with the Dignity Manager to ensure staff availability. Weekend and Bank Holiday burials are booked through the Out of Hours Team or via a Glendale appointed person.

9.11 All Funeral Directors are aware that paperwork needs to be submitted by three hours in advance of the scheduled burial time for a same day burial.

## **10. Bereavement Charter**

10.1 Dignity complies with the standards as required by the Bereavement Charter.

10.2 To date Dignity has not received any recommendations for improvements to the charter.

10.3 Dignity has its own standards and Rotherham complies with these.

10.4 Dignity has achieved a gold award for the Institute of Cemetery and Cremation Management (ICCM) Charter for the Bereaved (March 2021). The gold is awarded for both Cremations and Burials.

10.5 The areas where Dignity did not fully score are:

10.6. Dignity does not re-use previously buried ground.

10.6.1 Dignity offers a 100-year lease and not various options for grave rights.

10.6.2 Dignity does not allow shroud only cremations or burials. The Councils' requirement for suitable coffins is met.

10.6.3 Information is not available in multiple languages. Dignity has not had a request for this and has not had any requests for interpreters to date. Signage is being considered to be pictorial.

10.6.4 Dignity operates cremations for respect of the deceased and their family, not to specifically save fuel.

10.6.5 All Dignity sites have a high concentration of trees; hedges etc. and provide a natural habitat for wildlife. Dignity does not specifically place wildlife boxes but does have a few located around the chapel building. There have been no requests from local environmental groups.

10.6.6 Waste is mixed rather than segregated. However, Dignity does compost and mulch.

10.6.7 Dignity does not provide wheelchairs and there have been no requests for provision.

10.6.8 Dignity does not offer braille and there have been no requests for provision.

10.6.9 Dignity does not offer a specific baby memorial book; all memorial options available are offered to the families of deceased babies.

10.6.10 Dignity does not provide refrigerated coffin storage. Dignity cremates all received on the same day unless there are exceptional circumstances that prevent this.

10.6.11 Dignity does not publish a list of Funeral Directors on the web site.

10.6.12 Dignity does not provide embalming leaflets or advice but does signpost to the appropriate funeral director.

10.6.13 Dignity does not carry out shared or communal hospital cremations.

## **11. Memorial Masons Registration Scheme**

11.1 The Project Liaison Group has made a commitment to review and modernise the Memorial Masons Registration Scheme, the first draft of the revision has been presented to the group and change agreed to allow cleaning in-situ by registered Memorial Masons. Further changes are under review.

11.2 Records are regularly updated to maintain a current list of who is registered to carry out any works in the cemeteries. This is monitored by the wardens who are employed by Glendale ground maintenance. The list was last updated December 2020.

11.3 Any Stone Mason can apply to join the scheme and appropriate paperwork will be issued for completion. Once received and validated the applicant is added on to the list.

11.4 The Stone Mason is required to make an appointment with the wardens for any works to take place and the wardens monitor works to ensure compliance with the rules and regulations of the cemeteries.

11.5 A permit system is in place. This is monitored by the Cemetery Supervisor who liaises with the Wardens.

11.6 Transfer of ownership appointments are available to provide a high standard of service to families, give explanations, check all the registers and assist with paperwork.

## 12. Memorial Safety

12.1 The Wardens and Grounds Maintenance Teams are in the cemeteries most days and report any findings with regard to health and safety, headstone and grave issues. They are required to do weekly walk rounds and report any issues.

12.2 A more detailed inspection takes place monthly and reports are submitted with any necessary works.

12.3 Dignity has carried out the memorial testing. Testing was halted due to Covid-19 but resumed 22<sup>nd</sup> March 2021 and was completed in April 2021. The details are listed below;

| <b>Cemetery</b>       | <b>Number of memorials that have failed the safety test</b> |
|-----------------------|---|
| East Herringthorpe    | 188   |
| Greasbrough Town Lane | 43  |
| Greasbrough Lane      | 86  |
| Haugh Road            | 57  |
| Maltby                | 195   |
| Masbrough             | 47  |
| Moorgate              | 21  |
| Wath                  | 173   |
| <b>Total</b>          | <b>810</b>  |

## 13. Annual Preventative Maintenance Plan

13.1 Dignity has reviewed the grounds maintenance plan, moving from a demand led approach to a more structured and timetabled approach. Dignity has requested a groundworks plan from the contractors that shows all aspects of works they are contracted to carry out and the planned times for each cemetery. The responsibility for ensuring the schedule is as planned and assisting in updating the plan lies with the Cemetery Supervisor.

13.2 Any issues with fencing are identified through cemetery inspections, reports are logged, and repairs scheduled.

13.3 The Maintenance Update Plan has been submitted which sets out what targets have been met this year, what failures there have been and what can be improved on for the following year.

## 14. Burial Capacity

14.1 Dignity has completed the process of identifying burial space at all cemeteries. There are many graves that have been listed as lost and as this could purely be down to tree roots, these are continually being reassessed in order to use where possible even if for a grave depth of one or for a baby.

14.2 Areas for new burial space have been identified in cemeteries that are currently recorded full. After consultation with the Council, alterations to the grounds at Haugh Road Cemetery have been carried out to provide additional cremated remains and full burial plots. This has created a new area around the cenotaph and plots are available for pre-purchase. These are being taken up quite quickly at present. This is being monitored to ensure that at need space remains at a reasonable number. If necessary, pre-need will be halted. Consultation with the Council is taking place on land for Wath and developing land at East Herringthorpe and Greasbrough Lane Cemeteries.

14.3 Below is an estimate of current availability. The estimated number of years remaining is based on burial statistics obtained over the last 5 years. Baby graves are included in the full and cremated remains figures.

| Cemetery   | General Section                      |                        | Catholic Section   |                        | Muslim Section        |                     |                    | Est No. of Operational Years Remaining on Developed Land | Est Total No. of Operational Years Remaining Including Undeveloped Land |
|--|--------------------------------------|------------------------|--------------------|------------------------|-----------------------|---------------------|--------------------|--|---|
|  | No. of Full Graves                   | No. of Cremated Graves | No. of Full Graves | No. of Cremated Graves | No. of Earthen Graves | No. of Lined Graves | No. of Baby Graves |  |   |
| East Herringthorpe Cemetery                          | 100                                  | 25                     | 11                 | 21                     | 16                    | 40                  | 7                  | 4  | 100+  |
| Wath Cemetery  | 30                                   | 27                     | 15                 | NA                     | N/A                   | N/A                 | N/A                | 3  | 3   |
| Greasbrough Town Lane Cemetery (Grave re opens only) | 0                                    | 0                      | N/A                | N/A                    | N/A                   | N/A                 | N/A                | 0  | 0   |
| Greasbrough Lane Cemetery                            | 52                                   | 81                     | N/A                | N/A                    | N/A                   | N/A                 | N/A                | 3  | 40-50   |
| Haugh Road Cemetery                                  | 58                                   | 40                     | N/A                | N/A                    | N/A                   | N/A                 | N/A                | 10   | 10  |
| High Street Cemetery                                 | Closed Cemetery – Returned to Nature |                        |                    |                        |                       |                     |                    |  |   |

|  |     |    |     |     |     |     |     |   |                              |
|--|-----|----|-----|-----|-----|-----|-----|---|------------------------------|
| Maltby Cemetery                              | 180 | 50 | 30  | N/A | N/A | N/A | N/A | 7 | 7                            |
| Masbrough Cemetery                           | 2   | 6  | N/A | N/A | N/A | N/A | N/A | 2 | 50-60<br>If land<br>suitable |
| Moorgate Cemetery<br>(Mainly grave re opens) | 0   | 3  | N/A | N/A | N/A | N/A | N/A | 1 | 2                            |

## 14.4 East Herringthorpe

14.4.1 Land identified to the side of the Glendale compound, behind the houses off Ridgeway would be suitable for future development. This land is clearly marked on the boundary maps, but concern remains that, residents are extending their back gardens into this area. Should this be available land, it would provide burial space for many years.

A site survey and testing analysis was commissioned on the land to the rear of the Muslim section and the report submitted October 2020. Work has commenced on establishing essential utilities planning for roads and paths along with planning of burial sections. This is significant work and will be at considerable cost. This work forms part of the ongoing reporting regarding burial extension with the Council.

A new area in the Muslim section has been developed and some access pathways/standings have been placed both to this and the lower area where we continue to offer lined graves. Some of these paths are temporary as lining of graves continues. Discussion is taking place regarding further improvements and developments of the section and working with the community.

14.4.2 Dignity has started planning for future access.

14.4.3 Dignity have installed dropped kerbs on Q Section and will be installing a hard-core path and dropped kerb from V extension onto Z Section at East Herringthorpe. Mud on the road and paths outside the Glendale depot is causing concern. Glendale have confirmed they are looking at a possible trap system inside the yard to aid the situation.

14.4.3 Current availability will provide burial space for approximately 2 years in the Cemetery as a whole.

## 14.5 Maltby

14.5.1 If burials continue at current levels, grave space for the next 9 to 10 years has been identified; the majority of this space had previously been marked as lost. Dignity has requested the Council, Maltby Parish Council and Friends of Maltby Cemetery to report any suitable land that becomes available.



14.5.2 Land within the cemetery boundary has been mapped out for cremated remains. This is providing for several more years of interment space.

14.5.3 Repairs to the main entrance gates have taken place. The pin that the gate sits on has been eroded over time and this has had to be re-made by a blacksmith. All back in place.

14.5.4 Concerns raised about the access of residents from unauthorised garden gates/gaps in fencing into the cemetery, antisocial behaviour and dogs (either on long leads or not on leads). The access is being addressed by Council and discussions continue. Signs regarding assistance dogs only are in place, stencils regarding dog fouling clean-up are on the pavement and the Dog Wardens are being proactive.

## **14.6 Moorgate**

14.6.1 Dignity generally only receives requests for re-opening of existing graves at this site. There have only been 5 new graves in the last 3 years, 2 of these were in the cremated remains section and the other three were in the 1st New Section A. This is the only area that can accommodate new graves. There is a new tap in this area. There appears to be a lot of space but due to the nature of the cemetery and its age, it is believed that the majority of this land relates to public graves and as such is unmarked. There is no future room for expansion at this site.

A two-year programme is in place to clear the cemetery of epicormics growth, brambles etc. and remove moss from the paths. Extensive clearance work has already taken place which has opened the cemetery up and is receiving very positive feedback from Friends Group, Historical Society and regular visitors. For stability reasons, ivy and brambles will not be removed completely but will be managed.

## **14.7 Haugh Road**

14.7.1 This was previously a closed cemetery for new burials and no grave allocation has taken place for several years. Dignity have now opened up an area around the Cenotaph which has provided at least 40 cremated remains plots and 58 full burial plots. Pre-purchase graves are being offered to families in this cemetery and take up is extremely high. Monitoring continues so that at need can be fully serviced. If required, pre-purchase will be ceased.

Glendale are collecting the rubbish and disposing. Repairs are being carried out to the fence and hedge left hand side of the cemetery gates.

## **14.8 Greasbrough**

14.8.1 This cemetery is currently available for re-opening of graves only. Some land has been identified from the cemetery plan as future burial land, but on further investigation this has been discounted due to the proximity of housing and several mature trees that would need to be removed. Greasbrough Lane has been chosen as a possible suitable alternative for expansion

#### **14.9 Greasbrough Lane**

14.9.1 Adverse weather conditions during winter months result in a large section of the cemetery being cordoned off for health and safety reasons. Signage is posted and families are now made aware of adverse weather conditions both on the interment notices they sign for the burials to go ahead and in the information pack sent out to families on the purchase of grave rights.

14.9.2 The action has not been to prevent people visiting but to warn that the ground is very slippery and extra care is needed.

14.9.3 A pilot path has been installed in one area to see if this will improve access, existing drainage has been flushed through and monitoring continues. A French Drain may be essential to avoid the same issues again this winter and it was discussed that the possibility of second French Drain may be required lowered down if that was not sufficient. These drains will need to be connected to the existing system.

The installation of kerbs along the lower road to direct any runoff from the main road to the existing drains was also discussed. This will help prevent flooding at the bottom of the site.

A survey company has reviewed the situation on 10<sup>th</sup> May and we are awaiting their feedback prior to any works commencing.

14.9.4 A new area at the top of the cemetery has been marked out for future burial and paths placed. Funding has been sourced and an order placed for highways to install a path and a vehicular path external to the boundary to enable safe access for funeral cortege. A three way traffic light system is required for the duration of the works.

14.9.5 A survey has taken place to establish whether there is a need for environmental burial. An area of Greasbrough Lane Cemetery is proposed for the pilot should this go ahead and this will link in with the further planting of trees.

#### **14.10 Masbrough**

14.10.1 This is a very old cemetery with a lot of public graves. There is very little capacity remaining at this site on currently developed land.

14.10.2 Dignity met with Cllr Jones, who reported that land at the Psalters Lane side of the cemetery is owned by the Council and could be designated for future burial space. Cllr Jones forwarded a proposal to the Council.

14.10.2 A briefing paper was referred to the Project Liaison Group for consideration.

14.10.3 After further discussion, there has been no requirement for full burial at Masbrough. There is some land that it may be possible to use within the existing cemetery, but utilities need to be established and testing before this can be confirmed.

14.10.4 A further meeting with Cllr Jones, Bereavement Services and Dignity took place February 2021. This was essentially to discuss the turning circle, Friends Groups and antisocial behaviour. The Council Depot carpark was mentioned as possible solution for controlled access to the cemetery as a parking area. Council to consider this.

14.10.5 The turning circle has been brought back into use. The gates are being opened and closed along with the main gates and strategic posts have been placed to encourage use of the turning circle. The presence of Japanese Knotweed prevents maintenance above and beyond kerb level by Glendale Grounds Maintenance. This remains with Green Spaces. Council are obtaining quotations for additional/alterations to the fencing in this area to again assist with antisocial behaviour.

#### **14.11 Wath**

14.11.1 This cemetery has limited capacity remaining and consultation is taking place on suitable burial land in the vicinity. This remains a community that wish to bury/inter their loved ones in the same area they already have family graves and also where they live. There is a strong commitment to the cemetery. The council need to decide upon which of two land parcels is considered most appropriate, but this will also need to be considered in relation to a commercial position.

#### **14.12 High Street**

14.12.1 This cemetery is fully closed and has been returned to nature. The annual cut has taken place, the next being scheduled for October/November 2021.

### **15 Performance of Contractors**

15.1 Dignity sub-contracts grounds maintenance work to Glendale.

15.2 Dignity receives regular ground maintenance plans, schedules of work and staffing plans along with working hours. Dignity is working with the site manager to address all issues, implement strategies and the setting of timescales to ensure requirements are met.

15.3 Dignity has regular meetings with the contractors Manager and every month the Cemetery Supervisor produces a report on each cemetery and has a scheduled visit to all cemeteries with the contractors Manager. Remedial work is carried out and logs are kept of when work is actioned.

15.4 The contractor responds well to timed requests relating to complaints.

15.5 Grass cutting takes priority, Dignity has requested that advance notice be provided for visitors. Schedules submitted generally give the areas and places of work.

15.6 Logs are kept of damaged taps, moss on paths, potholes that require filling, leaves and grass cuttings on graves.

15.7 Generally the grounds are in good condition and a lot of work has taken place over the winter period.

15.8 Glendale have installed Glendale Live which has given Dignity access to all the work going on in each cemetery at any given time, the persons carrying out the work, date and time photographs which aids any reported issues etc. Training is currently being undertaken by all office staff. This will be used as the platform for performance management.

## **16 Grounds Maintenance Plan**

16.1 Detailed plans are available. These are on Glendale live so that performance can be monitored however a copy of the plan has been submitted.

## **17 Cemetery Management Plan**

17.1 Cemetery reports are logged. Performance Framework meetings are held between the Rotherham Manager and Glendale Contracts Manager. The Cemetery Supervisor holds regular meetings/site visits with Glendale Wardens and Supervisors and monthly with Glendale Contracts Manager.

## **18 Service Development**

18.1 Dignity has complied with the requirements of GDPR and has a revised Privacy Notice <https://www.dignityfunerals.co.uk/services/privacy-cookies/>

18.2 Graves are being made available in two new areas of the Muslim section. Graves are being pegged and set differently to address perceptions that not all of the coffin is covered by the designated kerb set area. This positioning of kerb sets and headstones will not vary, improving the look of the area. A hedge was placed to separate the old and new sections, but unfortunately this was damaged.

18.3 Dignity has put in some pathways to the two new burial areas for ease of access and has held meetings with a select member group of the Muslim community to correctly agree the direction of the graves. These meetings will continue to enable communication and further trust development.

18.4 A Group has been established to discuss the way forward for development and relationships between communities. The intention is to work with the community in a small area of the section to show case what the section could look like. This will hopefully enable unauthorised items to be removed, which in turn will lead to better access, a beautiful, peaceful and respectful burial area.

## **19 Strategic Service Improvement Plan**

19.1 There is focus to further develop and take action in the following areas:

19.1.1 Customer engagement.

19.2.2 Memorial Testing programme.

19.1.3 Update the Memorial Masons Registration Scheme.

19.1.4 Environmental/natural burials.

## **20 Building Condition**

20.1 The office block is now 13 years old and remains in a very good condition. Regular servicing and maintenance is carried out and hot water heaters have been replaced. Air conditioning facility is regularly serviced and repairs made as appropriate. Fire alarm system was newly installed and is regularly serviced. Intruder Alarm servicing is carried out yearly.

20.2 The chapel and associated facilities have been fully refurbished.

20.3 The crematory is suitable for use and is regularly maintained. Equipment although well used is in good working order.

20.4 Rainwater goods and problems regarding blockage are being addressed.

20.5 The Council have agreed to the demolishing of the old office block which is in a very poor state of repair. Electrical services have been disconnected. However the gas meter and supply which was tapped off prior to Dignity still needs removing. This

building has never been used by Dignity as Dignity purpose built the new offices. As such discussions between Dignity and the Council are required regarding responsibility as this building remains Council responsibility as does the old toilet block which requires secure boarding.

## 21 Cremator Compliance Checks

21.1 All documentation is held on site.

21.2 The Environmental Health Officer for the Council is kept up to date on all servicing, emissions testing, changes to operating staff and is given all the monthly and yearly reports. The 6 monthly and annual services took place as required in 2020 along with Health Checks due to Covid-19 and the next service is scheduled for June 2021.

21.3 Dignity's head of technical and facultative services regularly check compliance.

## 22 Benchmarking

22.1 Benchmarking of fees across South Yorkshire have been submitted but it is acknowledged that like for like comparisons are difficult to achieve due to the diversity of offerings. Again there has been no fee increase for 2021.

## 23 Staffing

| Name              | Role                                      | Hours | FTE |
|-------------------|---|-------|-----|
| Amy Groves        | Manager                                   | 38.33 | 1   |
| Jordan Sinclair   | Cemetery Supervisor                       | 38.33 | 1   |
| Clare Chisholm    | Office Manager/Memorial Consultant        | 38.33 | 1   |
| Maxine Cardow     | Administrator                             | 38.33 | 1   |
| Mandy Crosthwaite | Administrator                             | 20.00 | .52 |
| Amelia Hodgetts   | Head Cremator Technician/Verger           | 38.33 | 1   |
| Amanda Stocks     | Cremator Technician/Verger                | 38.33 | 1   |
| Wayne Fell        | Cremator Technician/Verger/Grounds worker | 38.33 | 1   |
| Antony Cameron    | Grounds Person                            | 38.33 | 1   |

## 24 Financial Performance

24.1 On a monthly basis, Dignity to pay the fixed amount, including VAT, to the Council and to provide the Council with VAT only invoices to enable the Council to account for VAT correctly on the contract.

24.2 Dignity advises the Council of any revised annual fixed amount, reflecting the contract's indexation provisions. The Council has the opportunity to review any revisions before agreement is reached.

24.3 Dignity provides the Council with a detailed income and expenditure statement on a quarterly basis to enable the Council to monitor the financial performance of the contract. In order for the Council to meet its statutory deadlines for the publication of the statement of accounts, the annual income and expenditure statement is provided by the end of the second week of April.

24.4 Dignity provides the Council with an updated 35-year contract financial model on an annual basis, reflecting the combined actual income and expenditure statements to date and an updated estimate of future financial performance. This enables the Council to review the equity internal rate of return being achieved by Dignity and determines if the contract's exceptional surplus provisions are being triggered.

24.5 All financial affairs are managed via the Dignity accounts department.

## 25. Declaration

|   |   |
|---|---|
| I hereby confirm that this document provides an accurate reflection of Dignity Funerals Ltd performance.  |   |
| Name: Samantha Fletcher<br><br>Signature:<br>(Manager ) S C Fletcher  | Date<br><br>26 <sup>th</sup><br>March<br>2021 |
| The completed report should be returned to <a href="mailto:ashleigh.wilford@rotherham.gov.uk">ashleigh.wilford@rotherham.gov.uk</a> / <a href="mailto:chris.willis@rotherham.gov.uk">chris.willis@rotherham.gov.uk</a> by 6 <sup>th</sup> April 2021. |   |



**Appendix 2****RMBC - Equality Analysis Form for Commissioning, Decommissioning, Decision making, Projects, Policies, Services, Strategies or Functions (CDDPPSSF)**

|  |  |
|--|--|
| <p><b>Under the Equality Act 2010 Protected characteristics</b> are Age, Disability, Sex, Gender Reassignment, Race, Religion or Belief, Sexual Orientation, Civil Partnerships and Marriage, Pregnancy and Maternity. Page 6 of guidance. Other areas to note see guidance appendix 1</p>   |  |
| <p><b>Name of policy, service or function. If a policy, list any associated policies:</b></p>  | <p>IPSC Update report on Bereavement Services including the Agreement between Dignity Funerals Ltd and Rotherham Metropolitan Borough Council.</p> |
| <p><b>Name of service and Directorate</b></p>  | <p>Bereavement Services, Culture Sport &amp; Tourism, Regeneration and Environment Services</p>  |
| <p><b>Lead manager</b></p>   | <p>Zoe Oxley - Head of Operations and Business Transformation</p>  |
| <p><b>Date of Equality Analysis (EA)</b></p>   | <p>25.08.2021</p>  |
| <p><b>Names of those involved in the EA (Should include at least two other people)</b></p>   | <p>Ashleigh Wilford - Superintendent Registrar &amp; Bereavement Services Manager<br/>Chris Willis – Bereavement Services Assistant Manager</p>    |
| <p><b>Aim/Scope</b></p> <p>The aim of this equality analysis is to ensure that any relevant protected characteristic has been considered in the decision-making processes highlighted in the update report to Improving Places Select Commission.</p> <p>The key points highlighted in the report to IPSC will affect Bereavement Services users, Registration Services users and the wider general public accessing municipal cemeteries and crematorium.</p> <p>As a result of this equalities analysis, actions will be identified for the Council and Dignity to ensure plans are in place to carry out any further consultations with the relevant affected groups and to incorporate the findings into future developments.</p>  |  |
| <p><b>What equality information is available? Include any engagement undertaken and identify any information gaps you are aware of. What monitoring arrangements have you made to monitor the impact of the policy or service on communities/groups according to their protected characteristics?</b></p> <p>Equality information available:</p> <ul style="list-style-type: none"> <li>• Access issues identified for those of an elderly or physically disabled nature at some cemetery sites</li> <li>• Customer feedback obtained through monitoring of complaints, requests for service and compliments</li> <li>• Religious requirements identified through focused meetings with specific religious communities and faith leaders</li> <li>• Feedback from a public survey conducted on the provision of an environmentally friendly burial service in Rotherham</li> </ul> |  |

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- Consultation and close working with cemetery friends' groups to establish community needs
- Consultation with Dignity on the provision of future burial space, incorporating access needs of the elderly and physically disabled
- Feedback from the results of a pilot to introduce digital autopsies in Rotherham
- Information obtained in a previous equalities assessment of the work carried out by the Managing the Deceased Workstream partners.
- Customer surveys conducted by Registration Services.

**Gaps:**

- Further consultation work to be undertaken with disability groups and religious groups on the development of future burial provision plans to establish specific requirements.

**Monitoring arrangements:**

- Monthly performance meetings between Dignity and Bereavement Services
- Quarterly internal officers' meetings to review operational processes
- Quarterly project liaison group meetings to address contractual issues
- Customer surveys
- Regular engagement with community groups and service users
- Managing the Deceased Workstream group. Currently in sleeper cell mode

**Engagement undertaken with customers. (date and group(s) consulted and key findings)**

Dignity has recently recommenced customer satisfaction surveys for all users of the burial and cremation services on offer. The results of these surveys will be made available for scrutiny in next year's annual report.

Customer complaints, requests for service and compliments are logged by Dignity and analysed by Bereavement Services at monthly performance meetings. Problem areas can be identified, and individuals and groups can be consulted with as part of the rectification process. Key findings are often related to access and religious requirements.

A customer survey was carried out early 2021 in relation to the provision of environmentally friendly burials by Rotherham Council. Religion and beliefs were taken into consideration in the proposals and feedback was obtained from service users across the borough. A pilot scheme is now in the planning stages.

A Muslim Community Liaison Meeting has been established to look at the specific needs of the community. Religious/Race requirements have been paramount in discussions, with religious and procedural awareness training being commissioned to aid with

## Appendix 2

**RMBC - Equality Analysis Form for Commissioning, Decommissioning, Decision making, Projects, Policies, Services, Strategies or Functions (CDDPPSSF)**

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|  | <p>understanding and community relations. Access requirements for disabled and aging service users was also taken into consideration.</p> <p>Rotherham's faith leaders and religious groups have been consulted with throughout the Covid-19 pandemic on any procedural changes and the effects that may be felt by their groups. These communication networks are utilised for other developments e.g., the introduction of Digital Autopsies in Rotherham.</p> <p>Funeral Directors have been consulted with throughout the Covid-19 pandemic on any procedural changes and the effects that may be felt by their business and their service users. These communication networks are utilised for other developments e.g., the introduction of Digital Autopsies in Rotherham.</p> <p>"Friends of" groups have been established at most of the municipal cemeteries, made up of the public, community support staff, councillors, and Council officers. These are valuable for discussing the needs of the local community and planning to address any issues identified. Identifying access issues for the elderly and disabled has been a key finding.</p> |
| <b>Engagement undertaken with staff about the implications on service users (date and group(s) consulted and key findings)</b> | <p>Monthly performance meetings are held between Dignity and Bereavement Services staff, where customer comments are analysed, and services provided are measured against key performance criteria. The resulting discussions and proposed actions will take into consideration the needs of certain protected characteristics and user groups. Primarily religious requirements and access needs are recurring topics.</p> <p>An internal Council officers group meet quarterly to review the findings of the performance meeting and to review operational processes and procedures. Any issues arising in relation to equalities and the resulting impacts on service users are discussed. As a result of these meetings, Dignity has completed an EIA of their own service.</p> <p>A project liaison group, consisting of Council and Dignity officers, meet quarterly to review contractual obligations and the findings of the internal officers meeting. A number of equalities related issues have been addressed, including religious requirements of</p>   |

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|  | <p>various faith groups.</p> <p>The Managing the Deceased Workstream group that was established to manage the emergency response to Covid-19 met regularly to ensure no delays were experienced in the deceased pathway. As part of identifying risks and establishing mitigation a comprehensive EIA was completed to assess any impacts on the protected characteristics. Faith leaders were regularly consulted with on their communities' requirements.</p> <p>Registration Services staff had to undertake additional training to effectively deliver changes to the death registration process as dictated by the Covid-19 pandemic. The impact of these changes on service users were assessed through customer surveys and any alterations made accordingly.</p> <p>A pilot has been undertaken in Rotherham to deliver a digital autopsy service. As part of the evaluation process, professionals have been consulted for their feedback. It has been recorded as a benefit for certain religious groups due to its non-invasive nature and reduced delays for burial.</p> |
|--|--|

**The Analysis****How do you think the Policy/Service meets the needs of different communities and groups?****Age:**

A larger proportion of cemetery users are of an older age range and are therefore, less able mobility wise.

The maintained condition of the pathways and roads in the cemeteries is an identified key performance target and is regularly inspected by Dignity and Bereavement Services to establish any problematic areas. Identified areas for improvement could prove to be a barrier for elderly service users to gain access to the sites. A 5-year programme for maintenance and improvement has been created which will improve access for this identified group.

Feedback on services provided can be established through customer surveys, recorded complaints and direct work with regular site users and friends' groups that provide invaluable information from the local communities. Most of the friends group members are of a retired age and are therefore able to have a voice and direct access to Council officers.

Plans for development of the cemetery sites identified in the report to IPSC, will take into

**Appendix 2****RMBC - Equality Analysis Form for Commissioning, Decommissioning, Decision making, Projects, Policies, Services, Strategies or Functions (CDDPPSSF)**

consideration access for users of all ages but will focus on the availability to move around the site for those less able than others. This will include suitable vehicle access, easy walking distance to water taps, and flat unencumbered pathways.

The younger age range have also been considered with play facilities provided for in a “pocket park” area in the developments at the cemetery site at Wath.

Work has begun to look towards the restoration of the Council owned chapels with the local communities. A lot of the proposed ideas for their use has incorporated the need for a community focussed resource, providing a useable space for the younger generation to use for activities and training and a space for the older generation to meet regularly and run events.

**Disability:**

A lot of the same identified issues for the protected characteristic of age highlighted above, relate to those with a physical disability which may impede on their ability to access cemetery sites.

The 5-year programme for maintenance will ensure that disability access is improved for those with mobility issues and wheelchair users, by focussing on repairs to the roadways and footpaths.

As above the planned developments for sites identified in the report will ensure that suitable disabled access is provided at each site and that the Equality Act 2010 is complied with.

More work will need to be done to consult with local disability groups on the proposed development plans and to encourage participation in friends of groups. This should aid in the highlighting of problems at the existing sites and assist with the restoration of the chapels, considering disability requirements.

The recommenced customer surveys along with the monitoring of complaints, requests for service and compliments will also allow people with a disability to comment on their needs.

**Religion or Belief:**

The development plans for cemeteries identified in the report to IPSC will take into consideration religious and belief requirements for service users. Consultation work is underway with members of the Muslim community in relation to the developments at East Herringthorpe through the Muslim Community Liaison Group. The local Qibla group will also be consulted with in relation to the direction the graves will face and the depth they are dug to.

Religious awareness training has been commissioned to allow a better understanding between members of the Muslim community, Council and Dignity staff. This will be run in the community and involve representatives from the different branches of Islam.

Bereavement Services/Registration Services awareness training has been commissioned to allow members of the Muslim community to better understand the processes required in arranging a short notice burial, which is a part of their religious requirements.

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Alternative beliefs have been taken into consideration with the proposed pilot for an environmentally friendly burial section at the cemetery on Greasbrough Lane. This would allow multi faith burials, but take into account service users requests for a more ecological burial with natural and simplistic materials and markers being used.

Faith groups have been consulted with over the pilot to introduce digital autopsies in Rotherham, with religious representatives commenting on families preferring the non-invasive procedure, allowing greater dignity for the deceased and their families.

Sex, Gender Reassignment, Race, Sexual Orientation, Civil Partnerships and Marriage, Pregnancy and Maternity:

Although the key points identified in the report to IPSC do not directly affect these protected characteristics, customers views and concerns relating to these characteristics can be captured through the following channels:

- Recommended customer surveys
- Monitoring of complaints, requests for service and compliments
- Participation in friends of groups and organised events
- Direct access to Council officers

**Analysis of the actual or likely effect of the Policy or Service:****Does your Policy/Service present any problems or barriers to communities or Group?**

Currently the roads and pathways at some of the cemetery sites could potentially provide access issues for the elderly, youngsters in pushchairs, physically disabled and pregnant women.

**Does the Service/Policy provide any improvements/remove barriers?**

The access issues identified above have been surveyed and a plan of action for the required repairs has been produced in the 5-year maintenance plan by Dignity. This should greatly improve access for service users and will be monitored.

The introduction of digital autopsies in Rotherham has been positively received and is providing a greater sense of dignity to grieving families of all religions and beliefs with its non-invasive methods.

**What affect will the Policy/Service have on community relations?**

Community relations will be improved by:

- Improvements to existing cemetery sites identified in the 5-year maintenance plan, which will increase access for the elderly and the physically disabled.
- Engagement with the council and Dignity through involvement in friends' groups and cross border working with similar groups. Age related, disability and religious needs can be identified through this communication channel.
- Community events organised by local people in conjunction with the Council and

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friend's groups.

- Consultation on cemetery developments, listening to the requirements of the community and giving a sense of inclusion.
- Working with the Council and friends' group to provide community assets through the restoration of the disused chapels. These could be a valuable resource for activity groups people from all the protected characteristics.
- Building a better relationship with service users from all the protected characteristics, through honest communication allowing a greater understanding of the decision-making process.



## Appendix 2

### RMBC - Equality Analysis Form for Commissioning, Decommissioning, Decision making, Projects, Policies, Services, Strategies or Functions (CDDPPSSF)

#### Equality Analysis Action Plan

**Time Period 2021/22**

Manager: Chris Willis – Bereavement Services Assistant Manager...Service Area: Bereavement Services...Tel: 07557313017

#### **Title of Equality Analysis: Bereavement Services**

| Action/Target   |           | State Protected Characteristics<br>(A,D,RE,RoB,G,GI O,<br>SO, PM,CPM, C or All)* | Target date (MM/YY) |
|---|-----------|--|---------------------|
| Consultation with disability groups regarding access to existing cemeteries and future developments |           | A, C, D  | 02/22               |
| Consultation with religious groups regarding the layout of identified cemetery expansions           |           | RE, RoB  | 02/22               |
|   |           |  |                     |
|   |           |  |                     |
|   |           |  |                     |
|   |           |  |                     |
| Name Of Director who approved Plan  | Zoe Oxley | Date 26/08/21  |                     |

\*A = Age, C= Carers D= Disability, S = Sex, GR Gender Reassignment, O= other groups, RE= Race/ Ethnicity, RoB= Religion or Belief, SO= Sexual Orientation, PM= Pregnancy/Maternity, CPM = Civil Partnership or Marriage.

## Appendix 3

### Carbon Impact Assessment - Update Report on Bereavement Services/ Dignity Funerals Ltd Agreement.

| Will the decision/proposal impact...  | Impact.   | If an impact or potential impacts are identified   |  |   |  |
|---|-----------|--|--|---|--|
|   |           | Describe impacts or potential impacts on emissions from the Council and its contractors. | Describe impact or potential impacts on emissions across Rotherham as a whole.                   | Describe any measures to mitigate emission impacts.   | Outline any monitoring of emission impacts that will be carried out. |
| Emissions from non-domestic buildings?  | no impact | Nil  | Dignity Funerals Ltd report annual emissions through the international Carbon Disclosure Project | -   | Emission data communicated on the Dignity website                    |
| Emissions from transport?   | no impact | Nil  | No significant increase from funeral transport   | -   | Scope 1 & 2 emission data specific to Rotherham will be requested.   |
| Emissions from waste, or the quantity of waste itself?  | no impact | Nil  | No significant increase from general and mixed recyclable waste.                                 | Following a waste review a national contract has been arranged with Veolia with the aim of nil waste to landfill. | Nil  |
| Emissions from housing and domestic buildings?  | no impact | -  | -  | -   | -  |
| Emissions from construction and/or development?   | no impact | -  | -  | -   | -  |
| Carbon capture (e.g. through trees)?  | no impact | -  | -  | -   | -  |
| <b>Identify any emission impacts associated with this decision that have not been covered by the above fields:</b><br>The Council has no control over the emissions produced by Dignity Funerals Ltd but can look at ways of influencing future improvements. |           |  |  |   |  |

**Please provide a summary of all impacts and mitigation/monitoring measures:**

The Council work in partnership with Dignity Funerals Ltd to provide bereavement services in Rotherham

**Supporting information:**

|  |  |
|--|--|
| <b>Completed by:</b><br>(Name, title, and service area/directorate).   | Chris Willis, Assistant Bereavement Services Manager |
| <b>Please outline any research, data, or information used to complete this [form].</b>   | Nil, at this time                                    |
| <b>If quantities of emissions are relevant to and have been used in this form please identify which conversion factors have been used to quantify impacts.</b> | Nil, at this time.                                   |
| <b>Tracking [to be completed by Policy Support / Climate Champions]</b>  | David Rhodes, Environment, Energy and Data Manager   |

Public Report  
Improving Places Select Commission

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**Committee Name and Date of Committee Meeting**

Improving Places Select Commission – 07 September 2021

**Report Title**

Work Programme Update

**Is this a Key Decision and has it been included on the Forward Plan?**

No

**Strategic Director Approving Submission of the Report**

Jo Brown, Assistant Chief Executive

**Report Author(s)**

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**Ward(s) Affected**

Borough-Wide

**Report Summary**

To provide an update on the Work Programme of the Improving Places Select Commission.

**Recommendations**

1. That the report and proposed schedule of work be noted.
2. That authority be delegated to the Governance Advisor in consultation with the Chair and Vice-chair to make changes to the schedule of work as appropriate between meetings, reporting any changes back to the next meeting for endorsement.

**List of Appendices Included**

Appendix 1 Work Programme – Improving Places Select Commission

**Background Papers**

Agendas of Improving Places Select Commission during the 2020/21 Municipal Year  
Minutes of Improving Places Select Commission during 2020/21 Municipal Year

**Consideration by any other Council Committee, Scrutiny or Advisory Panel**

Not applicable

**Council Approval Required**

No

**Exempt from the Press and Public**  
**No**

**IPSC – Updated Work Programme Update****1. Background**

- 1.1 The remit of the Improving Places Select Commission (IPSC) is to undertake scrutiny activity in respect of all matters pertaining to the borough of Rotherham as a place. In broad terms, this remit relates to business and economic development, employment, emergency planning, environment, housing, climate change, leisure, culture and tourism, transport and highways, as well as regulatory services such as trading standards and environmental health. The breadth of functions and services that fall within the Commission's remit is significant.
- 1.2 The way in which the Commission discharges its scrutiny activity is a matter for itself, having regard to the provisions of the Constitution and any direction from the Overview and Scrutiny Management Board. The IPSC has chosen to scrutinise a range of issues through a combination of pre-decision scrutiny items, policy development, performance monitoring, information updates and follow up to previous scrutiny work.
- 1.3 The IPSC has eight scheduled meetings over the course of 2021/22, representing a maximum of 20 hours of scrutiny per year – assuming 2.5 hours per meeting. Members therefore must be selective in their choice of items for the work programme. The following key principles of effective scrutiny are considered in determining the work programme:
  - Selection – There is a need to prioritise so that high priority issues are scrutinised given the limited number of scheduled meetings and time available. Members should consider what can realistically and properly be reviewed at each meeting, taking into account the time needed to scrutinise each item and what the session is intended to achieve.
  - Value-added – Items had to have the potential to 'add value' to the work of the council and its partners.
  - Ambition – the Programme does not shy away from scrutinising issues that are of greatest concern, whether or not they are the primary responsibility of the council. The Local Government Act 2000 gave local authorities the power to do anything to promote economic, social and environmental wellbeing of local communities. Subsequent Acts have conferred specific powers to scrutinise health services, crime and disorder issues and to hold partner organisations to account.
  - Flexibility – The Work Programme maintains a degree of flexibility as required to respond to unforeseen issues/items for consideration during the year and to accommodate any further work that falls within the remit of this Commission.
  - Timing – The Programme has been designed to ensure that the scrutiny activity is timely and that, where appropriate, its findings and recommendations inform wider corporate developments or policy development cycles at a time when they can have most impact. The Work Programme also helps safeguard against duplication of work undertaken elsewhere.

**2. Key Issues**

- 2.1 Members are required to review their work programme at each meeting during the 2021/22 municipal year to give focus and structure to scrutiny activity to ensure that it effectively and efficiently supports and challenges the decision-making processes of the Council, and partner organisations, for the benefit of the people of the borough.
- 2.2 A revised draft of a work programme for Improving Places Select Commission is appended to this report.

### **3. Options considered and recommended proposal**

- 3.1 Members are recommended to discuss potential areas of scrutiny work to be added to the work programme.

### **4. Consultation on proposal**

- 4.1 The work programme is subject to consultation with the Chair and Members of the IPSC. Regular discussions take place with Cabinet Members and officers in respect of the content and timeliness of items set out on the work programme.

### **5. Timetable and Accountability for Implementing this Decision**

- 5.1 The decision to develop a work programme is a matter reserved to the Commission and will be effective immediately after consideration of this report.
- 5.2 The Statutory Scrutiny Officer (Head of Democratic Services) is accountable for the implementation of any decision in respect of the Commission's work programme. The Governance Advisor supporting the Commission is responsible on a day-to-day basis for the Commission's work programme. Members are recommended to delegate authority to the Governance Advisor to make amendments to the programme between meetings.

### **6. Financial and Procurement Advice and Implications**

- 6.1 There are no direct financial or procurement implications arising from this report.

### **7. Legal Advice and Implications**

- 7.1 There are no direct legal implications arising from this report.
- 7.2 The authority of the Select Commission to determine its work programme is detailed within the Overview and Scrutiny Procedure Rules and Responsibility for Functions parts of the Constitution. The proposal to review the work programme is consistent with those provisions.

### **8. Human Resources Advice and Implications**

- 8.1 There are no direct human resources implications arising from this report.

### **9. Implications for Children and Young People and Vulnerable Adults**

- 9.1 There are no implications for children and young people or vulnerable adults arising from this report.

### **10. Equalities and Human Rights Advice and Implications**

- 10.1 Whilst there are no specific equalities implications arising from this report, equalities and diversity are key considerations when developing and reviewing scrutiny work programmes. One of the key principles of scrutiny is to provide a voice for communities, and the work programme for this Commission has been prepared following feedback from Members representing those communities.

## **11. Implications for CO2 Emissions and Climate Change**

- 11.1 There are no implications for CO2 emissions or climate change arising from this report. Members will have regard to the Climate Emergency when selecting potential items for scrutiny.

## **12. Implications for Partners**

- 12.1 The membership of the Commission includes co-opted members from RotherFed who contribute to the development and review of the work programme. Where other matters are being considered for inclusion on the work programme, relevant partners or external organisations are consulted on the proposed activity and its timeliness.

## **13. Risks and Mitigation**

- 13.1 There are no risks arising from this report.

## **14. Accountable Officer(s)**

Emma Hill, Acting Head of Democratic Services and Statutory Scrutiny Officer

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This report is published on the Council's [website](#).



**Appendix 1 - Work Programme**

| <b>Meeting Date</b>                 | <b>Agenda Items</b>  |
|-------------------------------------|--|
| 29 June 2021                        | Initial Work Programme 2021/22   |
|                                     | Aids and Adaptations Tenant Scrutiny Review  |
| 20 July 2021                        | Rough Sleeper Strategy Update  |
|                                     | Revised Work Programme 2021/22   |
| 7 September 2021                    | Cold Spaces  |
|                                     | Flood Alleviation Update   |
|                                     | Bereavement Services Annual Report   |
| October/November Working Group      | Economic Recovery – Wath, Maltby and Dinnington Town Centres   |
| 2 November 2021                     | Thriving Neighbourhoods Annual Report  |
|                                     | Progress on Library Strategy and Action Plan   |
|                                     | Findings and Recommendations from the Town Centres Economic Recovery Working Group                               |
| 14 December 2021                    | Planning White Paper   |
|                                     | Rotherham Town Centre Update   |
|                                     | Allotments Self-Management Update  |
| January/February 2022 Working Group | Cultural Strategy (with Improving Lives Select Commission)   |
| 1 February 2022                     | Environment Bill – Waste Management  |
|                                     | Housing Strategy   |
|                                     | Fly Tipping Update   |
| March 2022 Working Group            | Accessibility and Universal Design, emphasis on transportation and public spaces (with Health Select Commission) |
| 22 March 2022                       | Transportation Update – Active Travel  |
|                                     | Clean Air Zone Update  |
|                                     | Findings and Recommendations from the Cultural Strategy Working  |

|                         |  |
|-------------------------|--|
|                         | Group  |
| 19 April 2022           | Review of Re-deployable CCTV   |
|                         | Tree Management Strategy Update  |
|                         | Antisocial Behaviour Policy Update   |
|                         | Findings and Recommendations from Accessibility and Universal Design Joint Working Group |
| April/May Working Group | Housing Repairs Service Review   |