

Independent Equalities Review of Bereavement Services Provision - Key Improvement Recommendations										
Recommendation	Area	Priority	Rating	Actions	Lead	Due Date	Updates	Action Rating	Date Complete	Status
1 Streamline Processes Simplify bureaucratic requirements and consider necessary accommodations for religious practices to expedite burials, particularly for communities that require timely burial. The new ME system creates procedural bottlenecks impacting burial timelines for religious communities. Address these challenges through flexible GP-ME collaboration, especially during weekends and after hours. Establish quick review pathways are crucial steps to minimise delays and supporting timely service delivery.	Bereavement Services, Cemetery Management, and Burial Practices	High	Amber	1.1 Monitor statistics from the Medical Examiner's office to identify any emerging issues.	Bereavement Services. Superintendent Registrar & Bereavement Services Manager	Ongoing	ME office statistics provided as part of a quarterly update to the Muslim Bereavement Liaison Meeting by the MEDical Examiner's Officer. No issues/bottlenecks identified. Faith Deaths are completed very quickly. Statistics are published as part of the minutes for the MBLM. Individual cases can be brought to the attention of the	Green	01/12/2025	Complete
				1.2 Form a working group to improve and streamline the bereavement process and ensure it is efficient, sympathetic and ensures timely burials.	Rotherham District General Hospital. Chaplaincy Team Lead		The Council's Superintendent Registrar and Bereavement Service Manager attended a process mapping event hosted by Rotherham Hospital on 16th August 2024. This looked at all aspects from palliative care right through to burial. "What to do After a Bereavement" digital guidance document completed by the Hospital Chaplaincy Service which is updated with any procedural changes as and when required.	Green	01/12/2025	Complete
				1.3 Bereavement Services to update the "What to do After Death - A Practical Guide for Muslims" document.	Bereavement Services. Superintendent Registrar & Bereavement Services Manager	31/03/2026	Bereavement Services to review and update the practical guidance document in light of procedural changes and introduction of the Medical Examiners Service. This has been completed in the first instance on the website which has been updated to reflect the key processes involved for all customers and faiths. A document will be made available in digital format to allow for hyperlinks to be used and to allow for ease of update. This will be in PDF format so that individuals can print at Mosques and elsewhere for those who do not have access to technology. The document will be available in Arabic and Urdu and will be available in PDF format for any service requiring a printed version.	Amber	Ongoing	In progress

Recommendation		Area	Priority	Rating	Actions		Lead	Due Date	Updates	Action Rating	Date Complete	Status
					1.4	Ensure up to date awareness of the bereavement/registration process through a number of community/professional engagements.	Bereavement Services. Superintendent Registrar & Bereavement Services Manager	Ongoing	Various engagements conducted throughout the year with numerous focus groups and partner agencies to discuss and educate on the bereavement and registration process. Process mapping group, multi faith events, hospice engagement attended in 2025. Further engagements to take place when required in line with legislation and procedural changes.	Green	Well established through 2023 to present day with arrangements being made into 2026 to continue this.	Complete
					1.5	Provide annual Digital Autopsy statistics.	Bereavement Services. Superintendent Registrar & Bereavement Services Manager	Ongoing	Performance statistics for the Digital Autopsy contract will be provided as part of the annual Bereavement Services update to Improving Places Select Commission. These are then made publicly available. No performance issues identified. Individual cases can be brought to the attention of the MBLM if further investigation is required.	Green	01/12/2025	Complete
2	Enhance Cultural Competency Implement targeted training programmes to deepen understanding of Islamic and other cultural bereavement customs. This will enhance confidence within faith communities that service provision by the authorities is based on a genuine desire to be culturally sensitive.	Bereavement Services, Cemetery Management, and Burial Practices	High	Green	2.1	Provide mandatory Equality, Diversity and Inclusion (EDI) training to Council staff.	Bereavement Services. Superintendent Registrar & Bereavement Services Manager Dignity. Business Lead	15/04/2026	All Council officers undertake mandatory EDI training annually. Dignity include an update on this in their Annual Performance Report as standard, the next APR is due in April 2026.	Green	Ongoing	In progress
					2.2	Commission Islamic Awareness Training sessions for staff operating within the bereavement process.	Bereavement Services. Superintendent Registrar & Bereavement Services Manager	Ongoing	Islamic Awareness Training sessions were commissioned for staff members in 2022. These were conducted by Aksaa, Management and training consultants, and were hosted by Ridge Road Mosque in Rotherham. All new staff given training on this.	Green	Jul-22	Complete
					2.3	Dignity staff to work closely with the Muslim community leaders.	Dignity. Business Lead	Ongoing	Dignity Staff conducted visits to local mosques in 2025 These visits were facilitated by community members with positive feedback from all parties. Dignity to consider scheduling further annual visits, and will keep the Council up to date in monthly performance meetings in respect of ongoing engagement sessions	Green	Summer 2025	Complete

Recommendation		Area	Priority	Rating	Actions		Lead	Due Date	Updates	Action Rating	Date Complete	Status
					2.4	Dignity to provide mandatory Cultural Competency training.	Dignity. Business Lead	09/10/2027	Cultural Competency training undertaken by Dignity staff at the Tassibee Centre on 9th October 2024. Refresher training to be commissioned. These are to take place every 3 years to accommodate staff turnover.	Green	09/10/2024	Complete
					2.5	Facilitate partnership working with the Faith Leaders Group.	Bereavement Services. Superintendent Registrar & Bereavement Services Manager	Complete	Faith Leaders group already well established and facilitated by Project & Programme Officer, Communities. Meetings are held when appropriate to discuss key matters around bereavement and are attended by local faith leaders.	Green	13/11/2025	Complete
3	Establish Open Communication Channels Facilitate regular dialogue between local authorities and the Muslim community to foster trust, promote understanding, and support effective cooperation around burial practices.	Bereavement Services, Cemetery Management, and Burial Practices	High	Amber	3.1	Continue facilitating the Muslim Bereavement Liaison Meetings.	Bereavement Services. Superintendent Registrar & Bereavement Services Manager	Ongoing	Meetings held quarterly, with a cross section of the Muslim community, to discuss issues pertinent to the bereavement process. Although throughout 2025, reduced numbers of the community have attended. Meetings are alternately chaired by Dignity and the Council. Partner agencies invited to attend to encourage collaborative working. 2026 Meetings: 12th February - 10:00-11:30 Town Hall 15th May – 10:00-11:30 Town Hall 7th August – 10:00-11:30 Town Hall 13th November – 10:00-11:30 Town Hall	Green	Commenced in 2018, remain a regular arrangement with 2026 dates having being arranged.	Complete
					3.2	Promote Full Council, Cabinet, and Improving Places Select Commission meetings.	Bereavement Services. Superintendent Registrar & Bereavement Services Manager	Ongoing	Formal meetings held in which questions from any member of the public can be submitted and answered during the meeting. These are available for the public to attend in person, via live stream and are accessible after the event in the form of minutes and recordings on the Council website. Members of the Muslim community have been attending these meetings to put forward important questions.	Green	Covered in Council wide communications and web information.	Complete
					3.3	Monitor Bereavement Services Inbox	Bereavement Services. Assistant Bereavement Services Manager	Ongoing	Queries relating to Muslim burials can be submitted to BereavementServices@rotherham.gov.uk Bereavement Services will respond within 10 working days.	Green	Dedicated inbox in place since 2020.	Complete

Recommendation		Area	Priority	Rating	Actions		Lead	Due Date	Updates	Action Rating	Date Complete	Status
					3.4	Respond to Council Customer Enquiries.	Bereavement Services. Assistant Bereavement Services Manager	Ongoing	Queries can be raised with Registration and Bereavement Services through the online Customer Enquiry service or by telephone. These are all handled in line with the Council's Customer Experience standards. Any queries relating to Dignity operational matters will be forwarded to the Dignity office for attention, with the consent of the enquirer.	Green	Dedicated inbox in place since 2020.	Complete
					3.5	Promote Dignity's "Open Door" policy.	Dignity. Business Lead	Ongoing	The Dignity office is open between the hours of 09:00-17:00 Mon to Fri for customers to raise complaints or compliments, request services and make comments. These are shared with Bereavement Services and reviewed monthly during the Dignity Performance Meeting.	Green	Has been in place since 2024 and has continued as a standard practice.	Complete
					3.6	Establish a "Friends of" Muslim burial section.	Dignity. Business Lead	01/04/2026	Dignity to work with the community to establish a friend's group for the Muslim section, to encourage regular dialogue and to undertake collaborative improvement projects. This could be as an alternative to the existing formal meetings and might encourage higher engagement but Dignity and the Council will work with the community to ensure the right approach is taken. Council will recommend this as a Service Improvement proposal for Dignity for 2025/26.	Red		Outstanding
4	Ensure Religious and Cultural Sensitivity Compliance Burial services must adhere to the Equality 2010 Act's mandate to respect religious customs, such as expedited burials for Muslims and Jews. Delays or failure to accommodate timely burials may contravene legal requirements for honouring religious practices.	Bereavement Services, Cemetery Management, and Burial Practices	High	Green	4.1	Ensure deaths that occur where an expedited burial is required, are prioritised for scrutiny by the Medical Examiner Service.	Medical Examiner Service	Complete	Expedited burials are prioritised for scrutiny to ensure these are done quickly and sensitively to ensure the burial is not unnecessarily delayed. An out of hours on call service for expediated burials is operated on weekends and bank holidays 9am till 10am each day. There is no service on Good Friday, Easter Sunday, Christmas Day, Boxing Day or New Years Day. ME statistics are covered at Action 1.1	Green	09/09/2024	Complete
					4.2	Provide Digital Autopsy facilities, which help reduce the number of invasive autopsies required.	Bereavement Services. Superintendent Registrar & Bereavement Services Manager	Complete	Digital Autopsy facilities are available at the Medico Legal Centre in Sheffield, under joint contract with Doncaster Metropolitan Borough Council. This service helps to reduce the number of invasive autopsies needed which encompasses cultural sensitivities. Urgency is supported by the Pathologist.	Green	14/03/2021	Complete

Recommendation		Area	Priority	Rating	Actions	Lead	Due Date	Updates	Action Rating	Date Complete	Status	
				Green	4.3	Ensure the Council's Registration Service prioritises cases where an expedited burial is required	Registration Services. Superintendent Registrar & Bereavement Services Manager	Complete	Registrations Services will always prioritise expedited burials. During the hours of 9-5 this is accommodated as soon as reasonably possible around pre-existing birth, death and still-birth, marriage and civil partnership registrations.	Green	Has been in place 10+ years, no date available of when this started.	Complete
					4.4	Provide an Out of Hours, on call service.	Registration Services. Superintendent Registrar & Bereavement Services Manager	Complete	Registration Services operate an out of hours on call service to issue the 'Green form' for expedited burials to proceed. This is done electronically on receipt of the Medical Examiner's paperwork. This allows the burial to proceed without waiting for the registration to be completed. The service operates weekends and bank holidays 9am to 11am in October to March and 9am to 1pm April to September. There is no service on Good Friday, Easter Sunday, Christmas Day, Boxing Day or New Years Day.	Green	01/11/2019	Complete
					4.5	Dignity to provide a service for expedited burials.	Dignity. Business Lead		Dignity provide: Two lined graves always prepared for imminent burial. An out of hours provision 362 days per year. No burials undertaken Good Friday, Easter Sunday or Christmas Day. Evening burials available up to 18:30 if unable to take place any earlier due to delays. Glendale accommodates family or community back filling of the grave if requested. Glendale and Dignity staff officiate burial and assist with traffic management due to large attendance numbers.	Green	Complete	Complete
5	Provide Reasonable Accommodations Make reasonable accommodations for religious needs, such as offering burial services outside standard hours. This aligns with the Equality Act's inclusivity goals and recognises the diverse requirements of the Muslim and Jewish communities.	Bereavement Services, Cemetery Management, and Burial Practices	High	Green	5.1	Dignity to make reasonable accommodations for religious needs.	Dignity. Business Lead	Complete	Covered under Action 4.5	Green	Complete	Complete

Recommendation		Area	Priority	Rating	Actions	Lead	Due Date	Updates	Action Rating	Date Complete	Status	
6	Accessibility for People with Disabilities Ensure burial services are fully accessible by incorporating features like wheelchair access and adequate support for individuals with disabilities, facilitating equal access to all aspects of bereavement services.	Bereavement Services, Cemetery Management, and Burial Practices	Medium	Green	6.1	Facilitate disabled access to Bereavement Services/Registration Services.	RMBC Superintendent Registrar & Bereavement Services Manager	Complete	Disability access and accommodations in place within different professional building settings. Hearing loops, braille/audio guidance available.	Green	Complete	Complete
					6.2	Facilitate disabled access to the Dignity office.	Dignity. Business Lead	Complete	Disability access is facilitated at the Dignity office.	Green	Complete	Complete
					6.3	Complete/review Equalities Impact Assessment of burial services.	Dignity. Business Lead	25/02/2026	Equalities Impact Assessment completed. Document to be reviewed 25/02/2026	Green	25/02/2025	Complete
					6.4	Ensure disabled access to the Muslim burial site at East Herringthorpe.	Dignity. Business Lead	Complete	Disability access and accommodations include disabled parking, recently tarmacked footpaths to help wheelchair and walker access, with a handrail installed on sloping path. Commitment from Dignity to ensure adequate access is provided as part of Phase 1 and Phase 2 developments. Plans will be shared with the community as part of updates at the MBLM.	Green	Complete	Complete
7	Uphold Non-Discrimination and Fair Pricing Standards Burial service providers need to avoid discrimination based on race, religion, or other protected characteristics. Additional fee imposed based on these factors, would contravene equality principles. Need to ensure equitable access and fair pricing for all community members.	Bereavement Services, Cemetery Management, and Burial Practices	High	Red	7.1	Annual benchmarking for Dignity Fees for the year ahead starting 1st April.	Dignity. Business Lead	31/12/2025	Dignity is contractually obliged to provide the Council with annual benchmarking data on all fees set. Dignity previously agreed to provide the Council with a draft by 1/12/2025 but this was not received. Burials for babies and children are undertaken free of charge in conjunction with the Children’s Funeral Fund which is in place nationally. Previous charges by Dignity for burials undertaken out of hours were removed from the pricing structure and reimbursements made to individuals who had paid this fee.	Red		Outstanding
					7.2	Annual benchmarking for Muslim burial fees	Dignity. Business Lead	31/12/2026	Council to discuss a Service Improvement proposal for Dignity to annually benchmark Rotherham fees against other comparable authorities and South Yorkshire. To include lined graves as well as earthen graves.	Red		Outstanding

Recommendation		Area	Priority	Rating	Actions		Lead	Due Date	Updates	Action Rating	Date Complete	Status
8	Develop and Disseminate Faith-Sensitive Burial Guidelines Create a clear, inclusive policy on managing faith-based burials, addressing the specific needs of Muslim, Jewish, and other religious communities, with particular attention to expedited burial requirements. Highlight customised service provision for diverse communities through online and printed literature. Attend or host regular events and information sessions within community settings.	Faith Based Burial Protocols	High	Amber	8.1	Process map the Bereavement Service process, deliver end to end service guidance documents specific to the Muslim community and engage in community and professional forums.	Bereavement Services. Superintendent Registrar & Bereavement Services Manager	31/03/2026	Covered under Actions 1.2, 1.3 and 1.4	Amber		In progress
9	Foster Collaborative Relationships Currently, the Bereavement Services consult with the Muslim Liaison Group which meets regularly to discuss issues concerning Services provided in Rotherham. This needs to continue.	Faith Based Burial Protocols	High	Green	9.1	Continue with the Muslim Bereavement Liaison Group meetings.	Bereavement Services. Superintendent Registrar & Bereavement Services Manager	Complete	These meetings take place quarterly and are chaired alternately by Bereavement Services and Dignity. Community attendance and engagement is encouraged. Partner agencies are invited and encouraged to attend to promote collaborative working. Meetings scheduled in 2026 on the following dates: 12.02.2026 – 10:00-11:30 Town Hall 28.05.2026 – 10:00-11:30 Town Hall 13.08.2026 – 10:00-11:30 Town Hall 12.11.2026 – 10:00-11:30 Town Hall	Green	Action complete as well established. Date of meetings ongoing, have been in place since 2018.	Complete
10	Future Burial Space Proactively identify and secure land to accommodate future burials, given the limited remaining cemetery space.	Faith Based Burial Protocols	High	Amber	10.1	Council and Dignity to work collaboratively to monitor existing burial space for capacity and to identify and develop new burial space for future provision.	Bereavement Services. Superintendent Registrar & Bereavement Services Manager. Dignity. Business Lead.	01/01/2027	Burial capacity is monitored based on the number of current burial plots available and average burial rates over the last 5 years. This data is collated by Dignity in the Operational Plan which is submitted to Bereavement Services every 6 months and made available publicly at the annual IPSC meeting. There is currently 9 months of provision remaining in the existing section. Phase 1 of the expansion project will be completed by December 2025, which will provide approx. another 5 years of provision. Preliminary works for Phase 2 are due to commence in 2026 which will provide approx. 18 years of additional provision.	Amber		In progress
11	Review of Fees and Community Maintenance Proposals Reassess burial fees in response to community	Faith Based Burial Protocols	Medium	Red	11.1	Annual benchmarking for Muslim burial fees	Dignity. Business Lead	31/12/2026	Covered under Action 7.2	Red		Outstanding

Recommendation	Area	Priority	Rating	Actions	Lead	Due Date	Updates	Action Rating	Date Complete	Status
feedback on pricing concerns and explore options for delegating cemetery maintenance work to community organisations, particularly for tasks where cultural sensitivity is paramount.				11.2 Dignity/Glendale to explore options for community organisations to take ownership for some maintenance duties within the Muslim burial section.	Dignity. Business Lead Bereavement Services	31/12/2026	Options to be explored. Council Strength Based Working protocols to be utilised where appropriate.	Red		Outstanding
12 Infrastructure Improvements Address water drainage issues with sustainable measures to prevent water pooling and regression. for all community members.	Faith Based Burial Protocols	Medium	Green	12.1 Ensure drainage systems on site are routinely monitored and maintained.	Dignity. Business Lead	Complete	Dignity's performance is monitored monthly under Key Performance Target 4.4 and so a mechanism exists to manage this "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."	Green	02/12/2025 (most recent performance meeting)	Complete
				12.2 All new pre cast tomb installations to continue with the proven successful drainage model.	Dignity. Business Lead	Complete	A new drainage system has been installed in the existing burial section to allow for ground water to be removed from the site. This has been proven to be successful with no further issues encountered. All new pre cast tombs installed have utilised this drainage system, which will be incorporated into the Phase 1 and Phase 2 developments of the site. 2 pre cast tombs are kept ready for use for short notice burials, and can be inspected for any ingress of water.	Green	2022	Complete
13 Car Park Management for Accessibility Collaborate with the Rotherham Muslim Burial Council to improve car park management, ensuring adequate space for disabled parking and sufficient capacity during peak times.	Faith Based Burial Protocols	Low	Green	13.1 Dignity to Collaborate with the Rotherham Muslim Burial Council to improve car park management, ensuring adequate space for disabled parking and sufficient capacity during peak times.	Dignity. Business Lead	Complete	The Rotherham Muslim Burial Council, Dignity and Glendale work collaboratively during a Muslim burial to direct often-large amounts of traffic to keep the site open. Further work between parties will continue to ensure that traffic management is working effectively, efficiently and safely for the good of all attending the cemetery, crematorium or surrounding area. Dignity can request that Council Parking Services are also available to help manage any particularly large funerals that may be taking place.	Green	2024	Complete

Recommendation	Area	Priority	Rating	Actions	Lead	Due Date	Updates	Action Rating	Date Complete	Status
14 Headstone Restoration Locate and reinstate missing headstones, including those on infant graves.	Managing the Muslim Section of Rotherham Cemetery	Low	Red	14.1 Dignity to work collaboratively with the community and affected families to establish a process of identifying graves and installing sympathetic grave markers.	Dignity. Business Lead	30/06/2026	Dignity have been working with the community to ensure the location of all baby graves are clearly identified as such, to prevent any disrespect caused by unknowingly walking across them. Currently these graves do not have headstones installed, as part of the families wishes, and therefore an agreement on the process of identifying them needs to be concluded to ensure all affected families are included in the discussions.	Red		Outstanding
15 Digital Mapping Provide a digital map of grave locations accessible to bereaved families.	Managing the Muslim Section of Rotherham Cemetery	Low	Green	15.1 Dignity to provide a digital map of grave locations accessible to bereaved families.	Dignity. Business Lead	Complete	All families can request the location of a grave to be identified and a map detailing their loved one's grave can be provided. This can be requested in person and staff can offer assistance in locating the grave or submissions can be made by telephone, post or email. The map will only show the requested grave plot and won't give detail on any surrounding graves. This is currently provided by an in-house mapping system.	Green	Complete	Complete
16 Respectful Groundskeeping Avoid overgrown grass around graves. This is seen as culturally insensitive. Ensure ground maintenance does not soil headstones.	Managing the Muslim Section of Rotherham Cemetery	Low	Green	16.1 Dignity to ensure grounds maintenance is performed in a culturally sensitive manner, avoiding soiling headstones where possible.	Dignity. Business Lead	Complete	Dignity's performance is managed monthly under key performance target 4.1 and so a mechanism exists for management of this per the contract: "All sites to be maintained in accordance with the agreed method statements and to a minimum standard, with particular attention being paid to: Grass Maintenance, Hedge Maintenance, Horticultural Features Maintenance, Arboriculturally Work, Litter and Cleanliness and Pesticides" Glendale are aware of the need to carry out their duties with the upmost respect to all deceased and families who visit. On lawned sections where access is limited, the agreed method is to strim walking in a straight line with the right shoulder to the headstones/memorials as the petrol strimmer's flick the grass cuttings to the left, therefore avoiding memorials as much as possible. Blowers are used if necessary to remove any arisings. Within the new section, several Muslim families have requested white stone for the surrounding areas to the plot in place of grass. Dignity have accommodated all requests from families. "Requests for service" can be made through Dignity to	Green	Complete	Complete

Recommendation	Area	Priority	Rating	Actions	Lead	Due Date	Updates	Action Rating	Date Complete	Status
17 Grave Spacing and Safety Maintain adequate space between graves for safety and compliance with health standards.	Managing the Muslim Section of Rotherham Cemetery	Low	Green	17.1 Dignity to ensure adequate spacing maintained between graves in compliance with H&S standards.	Dignity. Business Lead	Complete	Spacing between the precast tombs in the newer section was agreed via consultation with the community to maximise the number of available plots while also allowing safe access. Standardised spacing will continue to be used in Phase 1 and Phase 2 developments of the site.	Green	1/12/2025 Phase 1 Works completed.	Complete
18 Pathways and Accessibility Construct paved pathways to graves to prevent muddy areas and ensure disabled access. Add any additional taps where necessary for those who have to do ablution at the site.	Managing the Muslim Section of Rotherham Cemetery	Low	Amber	18.1 Dignity to ensure adequate hard pathways installed, to provide access to graves, prevent muddy areas forming and provide disabled access. Paths to be included in plans for Phase 1 and Phase 2 developments.	Dignity. Business Lead	In line with development timescales	Additional tarmac paths have been installed in the existing burial section to allow ease of access for cemetery users. New tarmac path has been installed to allow access to the Phase 1 development. Additional paths to be included. Plans of pathways for the Phase 2 development to be shared with the community prior to commencement of works.	Amber		In progress
				18.2 Dignity to add additional taps where necessary for those who have to perform ablutions at the site.	Dignity. Business Lead	In line with development timescales	Dignity to liaise with the community to ascertain requirements for water taps in the Phase 1 and Phase 2 developments.	Amber		In progress
19 Community Management Feasibility Explore options for community-managed burial sites, with a focus on cultural alignment and autonomy.	Managing the Muslim Section of Rotherham Cemetery	Low	Amber	19.1 Explore options for community-managed burial sites, with a focus on cultural alignment and autonomy.	Bereavement Services. Superintendent Registrar & Bereavement Services Manager	Ongoing	As part of working with Dignity to ensure future burial provision consideration will be given to this operating model.	Amber		In progress
20 Standardised Grave Dimensions Implement consistent standards for grave sizes across the cemetery. This can be done on future burial sites.	Managing the Muslim Section of Rotherham Cemetery	Low	Green	20.1 Dignity to implement consistent standards for grave sizes across the cemetery.	Dignity. Business Lead	Complete	Standardised dimensions are already in place for pre cast tombs, earthen graves, baby graves and NVF graves. Standardised dimensions to be carried over to Phase 1 and Phase 2 developments.	Green	01/12/2025	Complete
21 Visitor Seating Install seating areas for bereaved families who frequent the cemetery.	Managing the Muslim Section of Rotherham Cemetery	Low	Amber	21.1 Dignity to install seating areas for bereaved families who frequent the cemetery.	Dignity. Business Lead	In line with development plans.	Dignity to consider installing additional communal seating areas. This would need to be considered across all the sites to maintain consistency and fairness. Dignity to consider in line with phase 2 expansion planning on the Muslim section. Memorial benches are available to purchase through the Dignity office. This is the standard offering for benches across all nine municipal cemeteries in Rotherham.	Amber		In progress

Recommendation		Area	Priority	Rating	Actions		Lead	Due Date	Updates	Action Rating	Date Complete	Status
22	Strengthen Partnerships Partner with relevant authorities to streamline bereavement processes for the Muslim community, ensuring an efficient and respectful experience from registration to burial.	Rotherham Muslim Burial Council Representatives	High	Amber	22.1	Process map the Bereavement Service process, deliver end to end service guidance documents specific to the Muslim community and engage in community and professional forums.	Bereavement Services. Superintendent Registrar & Bereavement Services Manager	Covered under 1.2, 1.3 and 1.4	Covered under Actions 1.2, 1.3 and 1.4 Once complete consider adaptations to service guidance document for other religious communities.	Amber		In progress
					22.2	Continue with the Muslim Bereavement Liaison Group meetings.	Bereavement Services. Superintendent Registrar & Bereavement Services Manager	Complete	Partner agencies are invited and encouraged to attend to the MBLM to promote collaborative working. Improvements to the bereavement process can be discussed and relevant actions agreed and assigned.	Green	In place since 2018, meetings arranged for 2026	Complete
23	Foster Collaborative Relationships Strengthen communication and collaboration between the Rotherham Muslim Burial Council, local authorities, and relevant service providers to enhance service delivery and resolve issues efficiently.	Rotherham Muslim Burial Council Representatives	High	Green	23.1	Maintain ongoing, proactive collaboration with all key stakeholders in death management services.	Bereavement Services. Superintendent Registrar & Bereavement Services Manager	Complete	All key stakeholders are encouraged to attend the Rotherham Muslim Bereavement Liaison Meetings. Queries can be documented and raised with the relevant stakeholders either within the meeting or externally if unavailable. Introductions to relevant service providers can be facilitated through the MBLM.	Green	Complete	Complete
24	Collaborate in developing healthy relationships between stakeholders Explore the potential of engaging justice system partners and the community to use cemeteries, community buildings, places of worship, and green space around community assets for restorative justice projects.	Rotherham Muslim Burial Council Representatives	High	Amber	24.1	Council to explore facilitating projects with Probation and Reparation services.	Bereavement Services. Superintendent Registrar & Bereavement Services Manager	Dec-26	The Council will discuss with existing partners such as Probation and Youth Reparation services and facilitate contact between members of the Burial Council and justice system partners to explore this recommendation and set up wider working relationships. Initial conversations have been held and some sites have been visited previously - planning for further works in progress, update to be provided on this in 12 months.	Amber		In progress
25	Standardisation and Community Education Educate the community on the new Medical Examiner System and clarify any procedural delays due to regulatory changes.	Rotherham Muslim Burial Council Representatives	Medium	Green	25.1	Monitor statistics from the Medical Examiner's office to identify any emerging issues.	Bereavement Services. Superintendent Registrar & Bereavement Services Manager	Complete	Covered under Action 1.1	Green		Complete

Recommendation		Area	Priority	Rating	Actions		Lead	Due Date	Updates	Action Rating	Date Complete	Status
					25.2	Bereavement Services to update the "What to do After Death - A Practical Guide for Muslims" document.	Bereavement Services. Superintendent Registrar & Bereavement Services Manager	Complete	Covered under Action 1.3. Completed this action to combine with 1.3	Green		Complete
					25.3	Ensure up to date awareness of the bereavement/registration process through a number of community/professional engagements.	Bereavement Services. Superintendent Registrar & Bereavement Services Manager	Complete	Covered under Action 1.4	Green		Complete