

CEMETERIES SERVICE BEST VALUE REVIEW
ACTION PLAN UPDATE NOVEMBER 2004

Improvement	Outcome Required	Original Time-scale	Revised Time-scale	Progress	Explanation for lack of progress/ implementation	Action taken/required	Revised time-scale
To work towards achieving the Institute of Burial and Cremation Administration's Charter for the Bereaved.	Reach the required standard for membership of the Charter.	Oct 2002	Aug 2002	Achieved Charter status 31/08/2002	N/A	Have maintained the required standards since and aim to do so in the future.	Completed
Review the current Cemetery Regulations.	To produce regulations which are easy to understand, fair and in the spirit of the IBCA Charter for the Bereaved	March 2002	N/A	Regulations have been redrafted. But not introduced to the service as yet.	Central Government are currently proposing to update the legislation governing the management of cemeteries. A decision has been made to not update the current regulations until the changes in legislation are confirmed.	We have reviewed the way in which we administer are current regulations and have produced more customer friendly literature explaining the rationale behind are current processes & regulations.	Pending changes in legislation.

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To maximise burial provision within existing burial sites.	All burial sites reach full economical burial capacity.	Sept 2001.	N/A	completed	N/A	Completed underground investigative works identified additional 130 graves. Ahead of schedule	completed
To have find out whether the community want the authority to provide additional burial space and if so to identify possible suitable sites.	To identified additional future burial space if this is what the community wants.	Nov 2002	N/A	An extensive public consultation exercise confirmed that the community want the authority to find future burial space within the Borough. Feasibility studies have now taken place at six potential sites around the Borough	N/A	The findings of the feasibility studies were presented to the Executive in 2003.	completed

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To continue to consult with our service users and stakeholders.	To provide an effective cemetery service that meets the requirements of stakeholders and visitors needs.	Ongoing	N/A	Customer satisfaction surveys are now monitored on a quarterly basis and continue to indicate high levels of satisfaction amongst those recently bereaved	N/A	Customer satisfaction surveys are forwarded to new grave owners. Regular cemetery Liaison meetings are now held with Funeral Directors, & other key stakeholders.	On going
Improve / move the reception facility for those visiting the Cemeteries Registrars office.	New reception area.	Jan 02	Aug 2002	New office in Rippleside Cemetery is now in use. Fully DDA compliant.	Funding initially delayed the project.	Cemetery Registrars moved into the re-vamped office in August 2002.	completed
Implement a five-year programme of cemetery roadway & pathway repairs	To bring our roads and footways up to an acceptable standard.	5yr rolling programme commences 02/03	N/A	Works have been carried out in Rippleside Cemetery & Chadwell Heath cemetery	N/A	Ditto - progress	On target

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Prepare Business Plans for each of the Borough's existing cemetery sites	Production of business plans	Oct 2001.	N/A	Is now superseded by annual asset management plans for sites.	N/A	AMP's completed on time and in accordance with corporate templates.	Completed
Explore long-term management provision	Preferred management strategy identified	September 2002	Report to Executive October 2002	The service has achieved all the short-term goals set in the eighteen month action plan. Having now achieved the "Charter for the Bereaved" annual improvement targets will be identified using the enhanced Charter targets.	A decision has been taken to identify the long term management arrangements for the Cemeteries Service as part of the procurement process of additional future burial space.	The Executive considered the options as part of the Cemeteries Site strategy report 2003.	Completed

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Reduce the annual deficit of the service	Increase charges in line with market rates & charges policy commission	Annually (April)	N/A	The predicted annual deficit of the service for 2001/02 was achieved. The revised deficit target for 02/03 is currently on target.	N/A	Ongoing review of cost's and charges	On-going
Improve staff efficiency and effectiveness and improve productivity	Ensure correct rate of remuneration in order to retain skilled work force	Ongoing	N/A	Facilities on site have been improved which has increased the productivity of the staff on site E.g. installation of properly laid out work compounds at Eastbrooked & Rippleside Cemetery	N/A	<ul style="list-style-type: none"> Work practises have been reviewed new COP's were issued to staff in April 2002. 	Completed
	Correct level of employed/ "Bought in" resources. A skilled work force and safe working practises.					<ul style="list-style-type: none"> SLA's are reviewed annually. 	Ongoing
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Appendix A

Improved Management Information	To enable data to be accessed more efficiently, to reduce the duplicity in the recording of data, and to provide a means of retaining important data in a secure manner.	August 2002.	February 2003	The Gowers cemetery software system is now up and running. Gowers are inputting the data contained in our old registers onto the new system and this work should be completed by April 2005.	There was a delay of some months due to BT pontificating over the installation of the ISDN link from the cemeteries office into the Civic Centre.	We are now further enhancing the system by: Digitising our burial plans and providing an out of hour's booking system for funeral directors.	Original targets achieved further works are ongoing.
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