

Equality Impact Assessment (EIA)

Burials and Cemetery Grounds Maintenance

Name of Policy: Burials and Cemetery Grounds Maintenance

Assessment Team Leader: Claire Thornicroft, Bereavement Services Manager

Date of assessment: 18th October 2010

Department responsible: Environment & Regulatory Services

Service Area: Neighbourhoods

Other members of assessment team:

Name	Position	Area of expertise	Comments
Julian DeMowbray	Head of Service	Cabinet Liaison	
Sheena Ratcliffe	Asst. Bereavement Service Manager	Local Management Contact	
Tracey Woodward	Bereavement Officer	Initial Contact Point	
Ann Webster	Equality & Diversity Lead	Equality Issues	

Question	Response/ findings
<p>What are the main aims and objectives or purpose of the policy, practice, service or function that you are assessing?</p>	<p>To assess the impact on the community and visitors to Derby City Council cemeteries and churchyards. To provide a high quality burial service within the cemeteries and to maintain grounds to a high standard.</p>
<p>Who implements, carries out or delivers the policy, practice, service or function? Please state where this is more than one person, team, department, or body – and include any outside organisations who deliver under procurement arrangements</p>	<p>Burial and cemetery maintenance work carried out by Derby City Council staff in the areas managed by the Bereavement Services and grounds are maintained by Streetpride.</p> <p>Vaulted chambers provided by Welters Organisation Worldwide and memorials installed by registered memorial masons recognised as qualified by the BRAMM – The British Register of Accredited Memorial Masons or NAMM – The National Association of Memorial Masons.</p>
Question	Response/ findings
<p>Who is affected by the policy, practice, service or function, or by how it is delivered? Such as, who are the external and internal customers, groups, or communities?</p>	<p>Bereavement community across the city. Visitors to the cemetery areas Funeral Directors Memorial Masons Community Leaders and Representatives Council Staff for improvement to working practices. Contractors Disabled People</p>

<p>What outcomes do we want to achieve, why and for whom? For example, what do you want to be providing, how well, what changes or improvements, and what should the benefits be for customers, groups or communities?</p>	<p>Recognition that access to graves is restricted because of the traditional layout of cemeteries. Awareness and ways to improve access for the very young, older and disabled people.</p> <p>There are recently introduced additional facilities to bury without undue delay as required by the Muslim faith for 365 days a year with a reasonable premium.</p>
<p>Question</p>	<p>Response/ findings</p>
<p>What existing or previous inspections of the policy, practice, service or function are there? For example, Best Value Inspections, policy reviews, research into the effects of a policy or practice.</p>	<p>Consultation process carried out with Muslim community informed of the chosen type of graves to be used. Regular meetings with sectors of the community for their views on improvements possible. Participation with the Minority Communities Diversity Forum, Bereavement Services Forum Group and Women's Muslim Group to maintain dialogue for improvements.</p>
<p>Identifying potential equality issues and factors</p>	
<p>Question</p>	<p>Response/ findings</p>

<p>What do you already know about the equality impact or need? For example, from research, feedback, consultation or any performance monitoring</p>	<p>Forum groups discussions detailed previously recognise a need to continue improvements.</p>
<p>Question</p>	<p>Response/ findings</p>
<p>Is there any evidence of higher or lower take up under the policy or practice, or of the service or function for any particular groups? For example, who uses the service, who doesn't and why not?</p>	<p>Whilst there are adequate facilities for different faiths to be interred on separate sections (i.e. Church of England, Catholic, Muslim) the Muslim requirement for burial soon after the death has led to the provision of an out of hours procedure that covers every day of the year including weekends, and Bank Holidays. The provision of such a service at these times is subject to a reasonable premium to allow sections of the community with limited funds to take advantage of these arrangements. This out of hours service applies mainly to vaulted burials but earthen burials can also be provided with more notice period. This type of service is available for all sectors of the community but is generally taken by the Muslim community.</p>
<p>Have there been any important demographic changes or trends locally? For example is the population changing, and if so, how and what might that mean for the service or function?</p>	<p>There is no evidence to suggest that there has been or is likely to be any demographic changes or trends locally.</p>
<p>Question</p>	<p>Response/ findings</p>

<p>Is there an indication that any of the policies or practices involved with the service or function creates particular problems or difficulties for any groups of customers or communities?</p>	<p>The traditional layout of the cemeteries over time restricts freedom of movement between the grave spaces. This has more of an impact on the aging population. Access for wheelchair users and those with limited mobility is severely restricted or impossible on traditional sections. Lawn sections are accessible with the assistance of others or staff where available.</p>
<p>What information or data exists? For example, statistics, customer feedback, complaints, research, monitoring – who keeps it and can you get hold of it?</p>	<p>Forum meetings are documented with minutes available for all as required. Constant monitoring is carried out by the Bereavement Services section and discussed at team meetings for suggestions for improvements.</p>
<p>Question</p>	<p>Response/ findings</p>
<p>Does any equality or diversity objectives already exist? If so, what are they and what is current performance like against them?</p>	<p>The provision of separate Muslim section is offered to comply with the community's requirement for a particular orientation of the coffins.</p>
<p>Is the service having a positive or negative effect on particular people in the community, or particular groups or communities?</p>	<p>Positive effect for Muslim community being able to have out of hours service provision and training and guidance offered to community representatives to ensure complete compliance with accepted procedures and health and safety policy.</p>

Collecting the information and data about how the policy, practice, service or function, impacts on communities

Data or information	When and how was it collected?	Where is it from?	What does it tell you? You need to consider all six equality strands where you can	Gaps in information
Customer feedback and complaints	Periodically letters received or comments verbally	General Public	Individual circumstances are dealt with in different ways. There is generally little that can be taken to make changes across the system	Difficult time to approach people to be sure that all has gone well so feedback is not often received.
Consultation and community involvement	Quarterly meetings and forum groups. Items added to agendas of outlying groups as necessary	Burial Group. Bereavement Services Forum Diversity Forum	Feedback received through Funeral Directors and community representatives of suggestions and ideas for improvements.	Quarterly meetings so information can take some time to get back for discussion.
Performance information including Best Value	Annual completion of questionnaire for assessment of standards achieved for service provision.	Charter for the Bereaved. Institute of Cemetery and Crematorium Management	Year on year comparison and bench marking against other authorities.	None known.

Take up and usage data	Annual recording of statistical information for bench marking exercise against other authorities.	CIPFA statistical Analysis	Comparison to other authorities. Areas of short fall of service levels.	None known.
Comparative information or data where no local information	Charter for the Bereaved.	Institute of Cemetery and Crematorium Management.	Comparison to other authorities of all levels of service including break down of charges	None known.
Census, national or regional statistics	Annual recording of statistical information for bench marking exercise against other authorities.	CIPFA	Comparison to other authorities. Areas of short fall of service levels.	None known.
Access audits or assessments such as DDA assessments	Access Report showing areas of concern	Mick Watts, Access Officer DCC	Recognises where reasonable adjustments can be made and funding is being sort to implement them. Some areas, no change is possible due to layout or listed building status.	None known.
Workforce profile	Ongoing by departments	On Vision system	Records age, gender, ethnicity, disability where declared	Nothing recorded on religion or sexuality.

Where service delivered under procurement arrangements – workforce profile for deliverers	N/A	N/A	N/A	N/A
Monitoring and scrutiny outcomes	N/A	N/A	N/A	N/A

Analysing the information and data and setting equality objectives and targets

Please give your detailed findings in this table

Service or function	Policy or practice	Findings	Which groups are affected and how	Whose needs are not being met and how?
Muslim Burials	Bereavement Services Regulations	Recognition of cultural and religious beliefs	Muslim Community Council Staff	Greater Information dissemination for a more recognised procedure.
	Consultation Agreement	Widespread understanding of policy and procedure	Muslim Community Leaders and Mourners Council Staff	Areas of the community not currently being represented by Community Leaders
Accessing Graves	Cemeteries Code of Practice	Locally produced guidelines to use of cemetery grounds	All persons using the area for the purpose of burial or deceased in full body or cremated remains state.	Limitations placed on less able bodied due to poor access.

	Local Authorities Cemeteries Order 1977	National recognised guidelines for cemetery service provision.	All persons using the area for the purpose of burial or deceased in full body or cremated remains state.	Limitations placed on less able bodied due to poor access.
Scattering of Cremated Remains on or placing in a grave.	Cemeteries Code of Practice and Method Statements	Limitations due to Exclusive Right of Burial ownership	Accessing the grave owner where family is fragmented	Near relatives of the deceased who are not the grave owners.

Objectives - process, impact or outcome based

Objective/Target:	Provision of Good Customer Service
Specific	A high quality burial service
Measurable	To comply with Local Authorities Cemeteries Order 1977
Achievable	Improved staff awareness and training
Relevant	High. To provide equality and uniformity of service
Timed	Ongoing with quarterly review.

Objective/Target:	Addressing the needs of the mobility restricted community
Specific	Improved access for aged and mobility restricted cemetery visitors
Measurable	To comply with Discrimination Act
Achievable	Long term programme of site improvements
Relevant	Service criticism
Timed	Five year Plan finance permitting

Objective/Target:	Providing a Multi Cultural Service for Burials
Specific	Out of Hours Muslim Burial Provision
Measurable	Customer take up of service and feedback
Achievable	Staff availability and training and community awareness and promotion.
Relevant	Prevention of relationship break down and poor publicity
Timed	Ongoing with quarterly review

Objective/Target:	Encouragement of visitors to cemetery areas
Specific	Provide adequate benches and resting places for use by all visitors
Measurable	Installation of 3 benches per year
Achievable	Sponsorship/purchase of benches by relatives of deceased

Relevant	Customer Satisfaction Survey / Feedback
Timed	Three year Plan with finance permitting.

Monitoring and reviewing - incorporating into performance management

Objective	Planned action	Target performance		Responsible Lead Officer	Reporting cycle, for example, quarterly
		2010/11	2011/12		
Provision of Good Customer Service	Training and monitoring of service provision.	Apr 2011	Dec 2011	Claire Thornicroft – Bereavement Services	Quarterly
Addressing the needs of the mobility restricted community	Levelled lawn areas. Removal of unsafe kerb memorials.	Jan 2011	Dec 2011	Claire Thornicroft – Bereavement Services	Quarterly
Providing a Multi Cultural Service for Burials	Fully implement burial provision outside of normal working hours	Feb 2011	Jan 2012	Claire Thornicroft – Bereavement Services	Quarterly
Encouragement of visitors to cemetery areas	Provide adequate benches and resting places for use by all visitors, especially mobility impaired.	Mar 2011	Apr 2012	Claire Thornicroft – Bereavement Services	Quarterly

