

# **Equality Impact Assessment (EIA)**

Markeaton Crematorium Improvement Project

Please use this form to record your findings, proposed actions, equality objectives and targets. Use the guidance notes to help you do the assessment or contact the Equality Standard Project Manager if you need some advice

About the policy, practice, service or function you are assessing

**Name of policy, practice, service or function:** **Markeaton Crematorium Improvement Project**

**Assessment Team Leader:** **Claire Thornicroft, Bereavement Services Manager**

**Date of assessment:** **1<sup>st</sup> December 2010**

**Department responsible:** **Environmental and Regulatory Services**

**Service Area:** **Neighbourhoods**

Other members of assessment team:

Name	Position	Area of expertise	Comments
John Tomlinson	Director	Project Lead	
Julian DeMowbray	Head of Service	Cabinet Liaison	
Karen McKinlay	Assistant Bereavement Services Manager	Initial Contact Point	

Ann Webster	Equality & Diversity Lead	Equality Issues	

Question	Response/ findings
What are the main aims and objectives or purpose of the policy, practice, service or function that you are assessing?	To carry out major improvement works at Markeaton Crematorium to include new office building, installation of mercury abatement plant to existing cremators, upgrading of waiting rooms and toilet facilities for general public and stakeholders and improved general access under DDA compliance.

<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>Project Management Team which consists of</p> <table border="0"> <tr> <td>John Tomlinson</td> <td>Assistant Director</td> </tr> <tr> <td>Julian DeMowbray</td> <td>Head of Service</td> </tr> <tr> <td>Chris Edwards</td> <td>Director of Asset Management</td> </tr> <tr> <td>Claire Thornicroft</td> <td>Project Manager / B S M</td> </tr> <tr> <td>Karen McKinlay</td> <td>Assistant B S M</td> </tr> <tr> <td>Linda Spiby</td> <td>Principle Procurement Officer</td> </tr> <tr> <td>Peter Mitchell</td> <td>Technical Consultant</td> </tr> <tr> <td>Chris Newbold</td> <td>Health and Safety Advisor</td> </tr> <tr> <td>Mike Kay</td> <td>Head of Environmental Health</td> </tr> <tr> <td>Clive Shipman</td> <td>Environmental Health Officer</td> </tr> <tr> <td>Liz Minshall</td> <td>Climate Change Officer</td> </tr> <tr> <td>Linda Noble</td> <td>Human Resources Advisor</td> </tr> <tr> <td>John McCallum</td> <td>Trades Union Representative</td> </tr> <tr> <td>Mark Walker</td> <td>Serco Team Leader</td> </tr> <tr> <td>Lynn Hill</td> <td>Principal Accountant</td> </tr> <tr> <td>Michael Kirk</td> <td>Group Accountant</td> </tr> <tr> <td>Karl Suschitzky</td> <td>Environmental Health Officer</td> </tr> <tr> <td>Paul Glowacki</td> <td>Head Of Design</td> </tr> <tr> <td>Jenny Cole</td> <td>Project Architect</td> </tr> <tr> <td>Kevin Holmes</td> <td>Architectural Technician</td> </tr> <tr> <td>- Vacant -</td> <td>Administration Support</td> </tr> <tr> <td>Facultatieve Tech Ltd</td> <td>Appointed Contractor</td> </tr> </table>	John Tomlinson	Assistant Director	Julian DeMowbray	Head of Service	Chris Edwards	Director of Asset Management	Claire Thornicroft	Project Manager / B S M	Karen McKinlay	Assistant B S M	Linda Spiby	Principle Procurement Officer	Peter Mitchell	Technical Consultant	Chris Newbold	Health and Safety Advisor	Mike Kay	Head of Environmental Health	Clive Shipman	Environmental Health Officer	Liz Minshall	Climate Change Officer	Linda Noble	Human Resources Advisor	John McCallum	Trades Union Representative	Mark Walker	Serco Team Leader	Lynn Hill	Principal Accountant	Michael Kirk	Group Accountant	Karl Suschitzky	Environmental Health Officer	Paul Glowacki	Head Of Design	Jenny Cole	Project Architect	Kevin Holmes	Architectural Technician	- Vacant -	Administration Support	Facultatieve Tech Ltd	Appointed Contractor
John Tomlinson	Assistant Director																																												
Julian DeMowbray	Head of Service																																												
Chris Edwards	Director of Asset Management																																												
Claire Thornicroft	Project Manager / B S M																																												
Karen McKinlay	Assistant B S M																																												
Linda Spiby	Principle Procurement Officer																																												
Peter Mitchell	Technical Consultant																																												
Chris Newbold	Health and Safety Advisor																																												
Mike Kay	Head of Environmental Health																																												
Clive Shipman	Environmental Health Officer																																												
Liz Minshall	Climate Change Officer																																												
Linda Noble	Human Resources Advisor																																												
John McCallum	Trades Union Representative																																												
Mark Walker	Serco Team Leader																																												
Lynn Hill	Principal Accountant																																												
Michael Kirk	Group Accountant																																												
Karl Suschitzky	Environmental Health Officer																																												
Paul Glowacki	Head Of Design																																												
Jenny Cole	Project Architect																																												
Kevin Holmes	Architectural Technician																																												
- Vacant -	Administration Support																																												
Facultatieve Tech Ltd	Appointed Contractor																																												
<p>Question</p>	<p>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?	Citizens of Derby and surrounding areas Business users; Funeral Directors Visitors and Tourists; Bereaved, Genealogists Partner Organisations Council Staff Cabinet Councillors
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?	Compliance with DEFRA guidelines within the December 2012 deadline. Elimination of unlawful discrimination Ensuring equality of opportunity Promoting good relations
Question	Response/ findings
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.	Bereavement Services Forum Group consulted and proposals discussed Consultation with staff for contribution to plans and to develop ownership across all tiers for the project. Bereavement Services Newsletter issued quarterly to keep service users up to date with developments.
<b>Identifying potential equality issues and factors</b>	
Question	Response/ findings

<p>What do you already know about the equality impact or need? For example, from research, feedback, consultation or any performance monitoring</p>	<p>A requirement that Markeaton Crematorium operates in accordance with the DEFRA requirement to abate mercury and dioxin emissions by 31<sup>st</sup> December 2012, and seize the opportunity to make adjustments to the way that Bereavement Services operates in order to deliver significant city-wide service delivery improvements.</p>
<p>Question</p>	<p>Response/ findings</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?

This project demonstrates a strong fit with the Council's ambition to deliver priorities around a better environment and providing excellent and value for money services. In meeting the statutory obligations placed on all UK cremation authorities to abate mercury and dioxin emissions following the cremation process, it provides a unique opportunity to transform service delivery for those touched by the sadness of bereavement. In addition to better aligning its interaction with the service users and stakeholders to meet ever increasing expectations, the transformation of the service will provide efficiency gains from a consolidation and rationalisation of existing internal processes.

It will assess the current position and the opportunity for service improvements along with both financial and non-financial benefits provided through establishing a long term vision for the service so that:

- It is provided in a legally compliant way;
- It better meets service users and stakeholder expectations;
- It is provided cost effectively and in a sustainable way.

<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 are no demographic changes or trends locally that are known at this time.</p>
<p>Question</p>	<p>Response/ findings</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?

The deliverables from the successful delivery of this project are expected to include the following benefits:

Legal compliance of the cremation process at Markeaton Crematorium;

Improved mourner experience;

More efficient and sustainable operation of the cremation process leading to an extension of the operation life of the existing cremators;

Improved facilities for the crematorium staff;

More consistent and resilient ICT Communications Infrastructure;

Improved visitor and stakeholder reception facilities at Markeaton Crematorium;

Improved office facilities;

Consolidation of the existing crematorium and cemeteries functions;

Consistent levels of service delivery across all functions;

Provision of a modernised Bereavement Service supported by a revised and updated structure;

Reduced operational costs

Improved Disabled access into Reception Area

More dignity for requested Witnessed Charging

Easier access by improved Disabled Persons Parking

<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>This recommendation is fully accepted. Between 2006 and 2010, the option of carrying out a full upgrade of all the buildings on the site was explored. A range of options was considered, costing from £1.2 to £1.9 million. The public areas of the crematorium do require urgent refurbishment. Most of this work is cosmetic in nature, although the public toilets require a more thorough facelift to bring them up to an appropriate standard.</p>
<p>Is the service having a positive or negative effect on particular people in the community, or particular groups or communities?</p>	<p>The closing of the office at Nottingham Road Cemetery and moving the staff to the combined office at Markeaton will have an impact on visitors to Nottingham Road. However, it should be acknowledged that none of the other cemeteries within the Derby City Council boundaries are staffed. There will be a positive impact on staff as the combining of resource will prevent the risk of lone working and a greater working relationship across the two functions will give a more diverse spectrum of duties for staff.</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?	Gaps in information
Customer feedback and complaints	Periodically letters received or comments verbally	General Public / service users	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	Bereavement Services Forum. Items added to agendas of outlying groups as necessary	Bereavement Services Forum  Diversity Forum	Feedback received through Funeral Directors and community representatives of suggestions and ideas for improvements. Helps to gather information and make decisions about future improvements to our sites.	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	We share information with our neighbouring authorities. We compare our statistics with those of our partners. 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	CIPFA statistics submitted annually. Charter for the Bereaved statistics submitted annually.	CIPFA Institute of Cemetery and Crematorium Management	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.	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

<p>Monitoring and scrutiny outcomes</p>	<p>A number of concerns were raised during scrutiny of the proposals by the Community Commission in January and February 2010.</p>		<p>To explore the option of using an existing Framework Agreement as the procurement route for the scheme.</p> <p>An existing framework, known as the North West Framework Agreement, is the only known framework in existence. Further enquiries have revealed that the use of the framework may be legally restricted to the North West of England only and that, in any case, the document requires further refinement before it can be used. This is not therefore seen as a viable option for the Council.</p>	
---	--	--	---	--

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?
Cremation Services	Bereavement Services Regulations	Recognition of cultural and religious beliefs	Service Users and Council Staff	Greater Information dissemination for a more recognised procedure.
	Consultation Agreement	Widespread understanding of policy and procedure	Service Users and Council Staff	Relaying of information including website.
Access for Disabled People	Disability Discrimination Act awareness	Acceptance of areas of improvement needed.	All Visitors and staff	Disabled People and the Elderly
	Diversity Forum discussions	Regular meetings and feedback	People with mobility issues and visual impairment.	Disabled People, the Elderly and pushchair and wheelchair users.

Communication	Newsletter Forum Group Verbally to staff and service users	All forms are warmly welcomed and appreciated	All service users and staff	Persons where English is not the first language.
	Wesley Music System for service and recording of service	Offers greater selection than previous system	Those requesting more unusual services are more easily accommodated.	Where an organist is required. New system dictates they bring their own equipment.

Objectives - process, impact or outcome based

Objective/Target:	<b>Provision of Good Customer Service</b>
Specific	A high quality Cremation service
Measurable	To comply with Code of Cremation Practice
Achievable	Improved staff awareness and training
Relevant	To provide equality and uniformity of service
Timed	Ongoing with quarterly review.

Objective/Target:	<b>Addressing the needs of the mobility restricted community</b>
Specific	Improved access for aged and mobility restricted crematorium 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:	<b>Providing a Multi Cultural Service for Cremation</b>
Specific	Extended Service for Cremations
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:	<b>Encouragement of visitors to Crematorium</b>
Specific	Provide an Open Day
Measurable	Once per year and questionnaire for feedback supplied to all visitors

Achievable	Support by Funeral Directors and Service Users with displays and information
Relevant	Customer Satisfaction Survey / Feedback
Timed	Annual Plan with finance permitting.

### Monitoring and reviewing - incorporating into performance management

Objective	Planned action				
		2010/11	2011/12	Responsible lead officer	Reporting cycle, for example, quarterly
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	Improvements to Reception and Waiting Room facilities.	Jan 2011	Dec 2011	Claire Thornicroft Bereavement Services	Quarterly
Providing a Multi Cultural Service for Cremation	Increased service provision over extending working day and weekends	Feb 2011	Jan 2012	Claire Thornicroft Bereavement Services	Quarterly
Encouragement of visitors to Crematorium	Open Day annually	Mar 2011	Dec 2011	Claire Thornicroft Bereavement Services	Quarterly