



REGENERATION AND ENVIRONMENT SCRUTINY COMMITTEE – 2ND JULY 2013

SUBJECT: CONSULTATION PROCESS WITHIN BEREAVEMENT SERVICES

REPORT BY: ACTING DEPUTY CHIEF EXECUTIVE

1. PURPOSE OF REPORT

- 1.1 To advise members of the consultation processes used by Community & Leisure Services in respect of the Bereavement Services function.

2. LINKS TO STRATEGY

- 2.1 The Community & Leisure Services aim in the Service Improvement Plan for 2013/14 in relation to Bereavement Services is:-

“To provide a customer focused, sensitively delivered bereavement service and to achieve excellent standards in cemetery management and maintenance”.

- 2.2 The consultation processes used by Community & Leisure Services in respect of the Bereavement Services function also links to the Council’s Public Engagement Strategy and Strategic Equality Objective 5 - Engagement and Participation.

3. SUMMARY

- 3.1 Bereavement Services is one of the most sensitive frontline services provided by the Authority and consultation with stakeholders is crucial to enable the development and shaping of the service for the future. Caerphilly is an active member of the Continuous Improvement Forum for Bereavement Services in South East Wales. One of the activities of the Forum is to consult with stakeholders and compare these results. This report summaries the recent consultation results for Members.

4. DETAILS OF CONSULTATION PROCESS

- 4.1 In March 2013 consultation was undertaken via postal surveys with Funeral Directors, Memorial Masons, the bereaved and visitors.

- 4.2 The views of Funeral Directors and Memorial Masons were sought to establish satisfaction with the following:-

- Grass cutting;
- Infrastructure;
- Toilet facilities;
- Flower beds;

- Water stations;
- Waste bins;
- The Council's administrative procedures;
- The assistance and presentation of office/operational staff;
- The presentation of graves (Funeral Directors);
- Access arrangements for the installation of memorials (Memorial Masons);
- Their overall satisfaction with our service.

4.3 The views of the bereaved who used the bereavement service over the past year were sought to establish their satisfaction with the following:-

- Grass cutting;
- Infrastructure;
- Flower beds;
- Water stations;
- Waste bins;
- Cemetery opening times;
- The presentation and attitude of operational staff and the information provided;
- The standard of communication with bereavement services (telephone/letters etc);
- The ease with which staff could be contacted and identified.

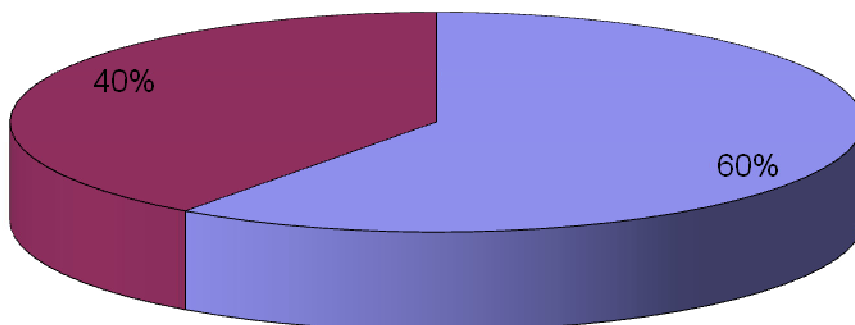
5. CONSULTATION RESULTS

5.1 Funeral Directors

Postal surveys were sent to sixteen local Funeral Directors of which ten were returned.

The pie chart below sets out the overall satisfaction levels with the service they received from the Authority.

Overall Satisfaction Levels - Funeral Directors

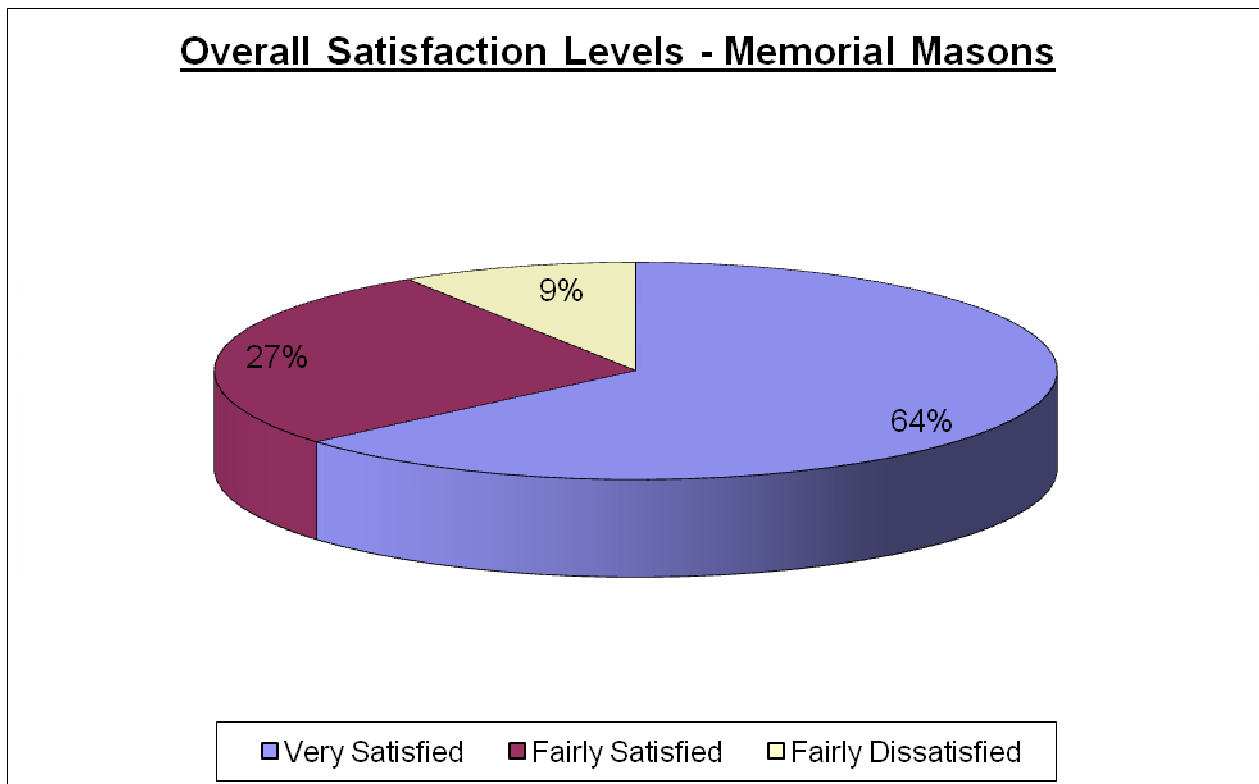


■ Very Satisfied ■ Fairly Satisfied

5.2 Memorial Masons

Postal surveys were sent to twenty-six local Memorial Masons of which eleven were returned.

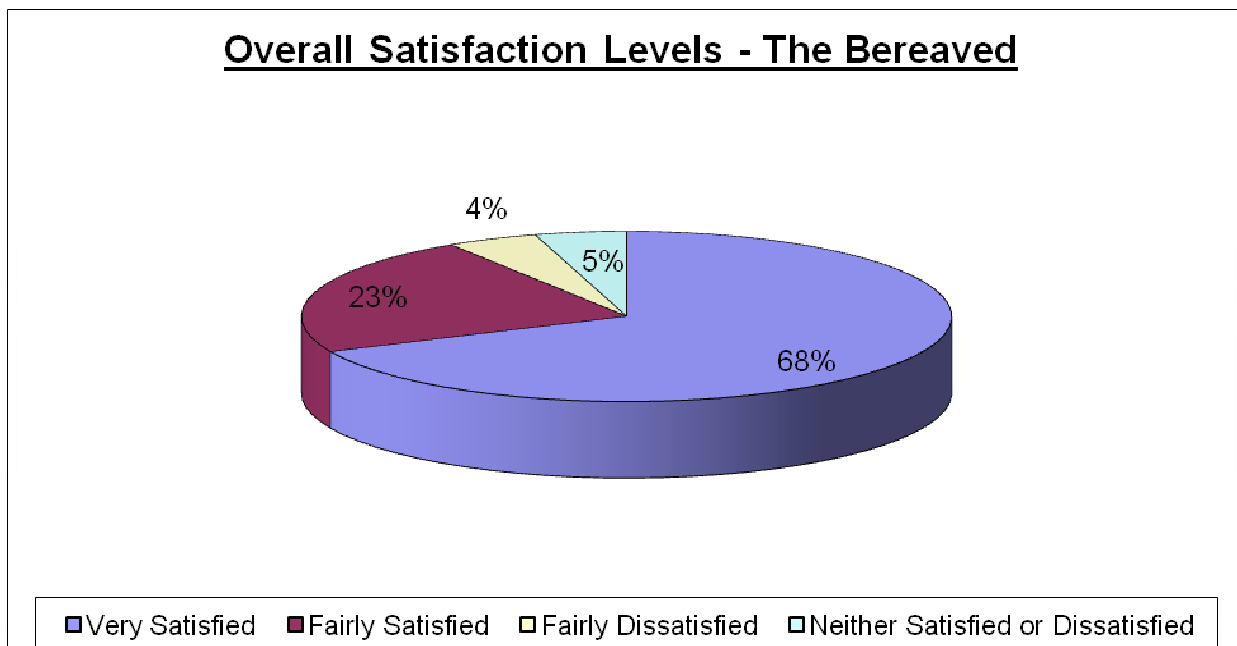
The pie chart below sets out the overall satisfaction levels with the service they received from the Authority.



5.3 The Bereaved

One hundred surveys were sent to bereaved families who used our service over the last year of which twenty-two were returned.

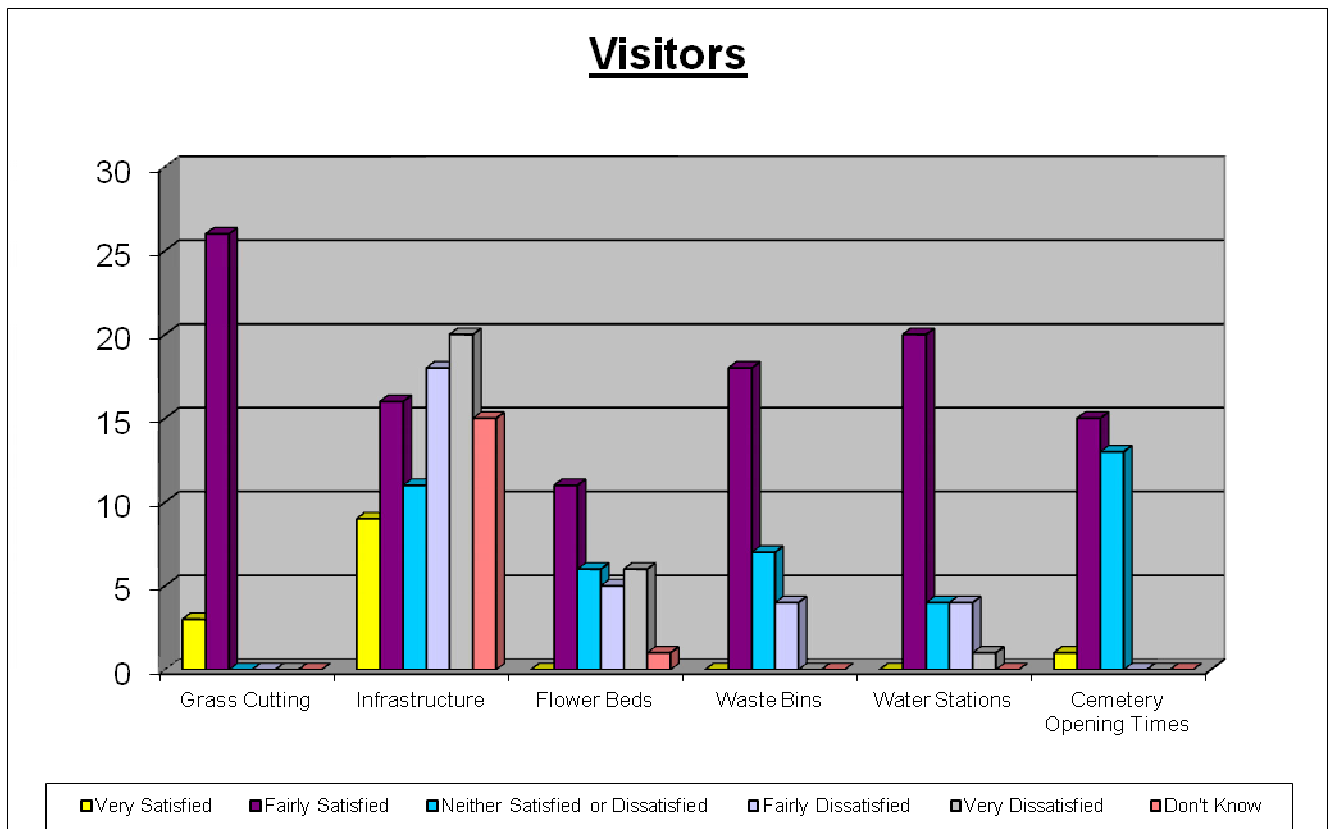
The pie chart below sets out the overall satisfaction levels with the service they received from the Authority.



5.4 Visitors

Face to face interviews were undertaken at each of the Authority's municipal cemeteries during April 2013.

The graph below sets out satisfaction levels with grass cutting, infrastructure, waste bins etc.



5.5 More detailed results of the consultation process are attached in Appendix 1 of this report.

5.6 An action plan will be formulated to address the feedback from stakeholders such as the lack of water stations and litter bins.

6. EQUALITIES IMPLICATIONS

6.1 Consultation and Engagement with various protected characteristic individuals or groups in the community is a statutory duty under the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011 and the Council implements this duty by ensuring all groups are considered and represented wherever possible and relevant in consultation exercises. Internal CCBC guidance can be found in the Equalities Consultation and monitoring Guidance document.

7. FINANCIAL IMPLICATIONS

7.1 There are no financial implications associated with this report.

8. PERSONNEL IMPLICATIONS

8.1 There are no personnel implications associated with this report.

9. CONSULTATIONS

9.1 This report reflects the views of the listed consultees.

10. RECOMMENDATIONS

10.1 Members are asked to note the contents of this report.

11. STATUTORY POWER

11.1 Local Government Act 2000 and Local Authorities Cemeteries Order 1977.

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Consultees: Sandra Aspinall, Acting Deputy Chief Executive
Mark S. Williams, Head of Community & Leisure Services
Derek Price, Parks and Outdoor Facilities Manager
Councillor Dave Poole, Cabinet Member for Community & Leisure Services
Councillor Tudor Davies, Chair of Regeneration & Environment Scrutiny Committee