

Committee: MERTON AND SUTTON JOINT CEMETERY BOARD
Date: 5 June 2018

Agenda Item:
Wards; Borough Wide Merton and Sutton
Subject: Contractor Report 1 February 2017 to 31 March 2018

Lead Officer: N/A

Recommendations:

1. That Members review the information and note the content of the report.
 2. Request a contractor report is submitted to each meeting of the Board
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1. Purpose of the Report and Executive Summary

1.1 This is the first formal contractor report Board and reviews activity from 1 February 2017 to 31 March 2018 and discusses work activity for the current financial year. It is intended that a report is presented to each meeting of the Board covering key areas of activity.

1.2 The report will cover the following areas

- 1.2.1 Key performance activity
- 1.2.2 Complaints and compliments
- 1.2.3 Income

2. Details

2.1 Key Performance Activity February 2017 to March 2018

Grounds Maintenance Contract

In January 2018, idverde Merton and Sutton Contract undertook a restructure which included the Cemetery Services of Merton and Sutton being combined into one service called SWLP Cemetery Service. This involved the grounds team and administration teams being combined. The Cheam Depot became the Cemetery office.

Grass Cutting

This has continued with the existing team in the cemetery. For the period February 2017 to March 2018 the grass cutting was kept under control.

Since March 2018 the grass has grown considerably quick due to the warm and wet weather. This has proved particularly challenging this season with significant overtime being performed to keep the grass under control.

Burials

The team at Merton & Sutton Joint Cemetery now undertake grounds maintenance and grave digging duties at Sutton Cemetery. Burials throughout the South East have increased since January 2018. For the period February through to May 2018 SLWP Cemetery Service has been exceedingly busy with burials which in turn slowed the grass cutting down. Burial numbers are shown in the table below.

Planting and upkeep service

This service continues. Each year the service loses a few and gains a few. The service is detailed in the cemetery brochure which is sent with the deeds.

May 31st 2018 the summer bedding arrived. The team are now preparing the graves and the flower beds for the summer bedding.

Administration – Cemetery Office

To assist with speeding up the administration process payments for funerals are now required prior to a burial taking place. The administration and management teams across Sutton and Merton have been merged and are now based at the main Cheam office. There has been some initial teething issues as the new team “come to grips” with the larger area of responsibilities and further training of other members of the Cheam office team is due to assist with updating registers and producing deeds.

2.1.1 Burial turnaround

Turnaround from the date of death to burial depends on various factors: the Coroner releasing the body, the availability of the person taking the burial service and or church, the availability of the Funeral Director, the family and the availability of the cemetery.

For Saturday funerals this depends on the availability of staff (they are not contracted to work Saturday) and the correct paperwork being provided in sufficient time.

The below shows the burial numbers for past 5 years. In 2017/2018 can be seen to have had a higher number of burials.

During the period 1 st April 2018 to 31st May 2018, interments have been arranged, bringing the total to 23,410 since the Cemetery opened on the 1 April 1947.						
	2018/2019	2017/2018	2016/2017	2015/2016	2014/2015	2013/2014
April	23	14	18	25	19	24
May	20	27	21	20	17	22
June		23	26	20	11	27
July		19	12	35	16	25
August		18	15	23	10	15
September		24	15	7	17	9
October		18	26	27	19	19
November		18	19	19	21	10
December		14	24	19	19	11
January		21	23	22	25	16
February		26	16	25	21	20
March		26	22	20	22	18
TOTAL (for full year)	43	248	237	262	217	216

2.1.2 Targets for 2018-19

Bearer Beams

Bearer beams are the foundations for headstones.

Merton Facilities Management is managing the current project and the budget for the installation of new bearer beams for the Muslim sections. This is due to start the week commencing 11th June 2018. The beams will complete section V, with further beams to be installed on section BX and W. This will need to be a yearly rolling programme each year to install beams on the new sections.

Mapping

The digitised cemetery maps and graves on the cemetery database which belongs to the Board need to be updated due to new graves being created. A quote for the work has been requested from the supplier

Litter Bins

Due to the criticisms over the existing bins not being fit for purpose, replacement bins are being explored. Large green wheelie bins are being trialled at three other cemetery site in Merton and Sutton with

Veolia emptying the bins. The 2018/2019 target will be to replace the existing bins with the wheelie bins if the trial is successful.

Public Toilets

Merton Facilities Management have reported to Merton’s Greenspaces Team that the ceiling in the cemetery toilets is dangerous and could fall at any time (half fell down in June 2017). Greenspaces team are looking to remove the rest of the ceiling. Due to the structure and condition of the toilet block any further repairs would not be advised with the potential new replacement toilet/office block on the horizon.

2.2 Complains and Compliments

2.2.1 Summary of Complaints detailed in Appendix 1

Number	Reason
1	Litter bins overflowing
1	Funeral arrived with no booking
1	Ahmadiyya Muslim funeral service have stated the service has declined over the years with burial not always available when requested due to other burials already booked
1	Cemetery toilets
	Total 3

2.2.2 Summary of Compliment detailed in Appendix 1

Number	Reason
	Total

2.3 Income

2.3.1 Information provided should agree to information already provided and attached as Appendix 3

2.3.2 Narrative required on income above the threshold and burials for February and March 2018

4. Consultation undertaken or proposed

4.1 None for the purposes of this report.

5. Timetable

5.1 None for the purposes of this report.

6. Financial, resource and property implications

6.1 As contained in the body of the report

7. Legal and statutory implications

7.1 None for the purposes of this report.

8. Human rights, equalities and community cohesion implications

8.1 None for the purposes of this report.

9. Risk management and health and safety implications

9.1 Considered within the Client Side Report

Appendices	1 – Complaints 2 - Compliments 3 - Income
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Background Papers – the following documents have been relied on in drawing up this report but do not form part of the report

Budget files and Budgetary Control files in the Corporate Services Department

Contacts

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 - Tel: 020 8545 3181
- London Borough of Merton:
 - Address: Civic Centre, London Road, Morden, SM4 5DX
 - Tel: 020 8274 4901
 - Useful links

Merton Council's Web site: <http://www.merton.gov.uk>

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<http://www.merton.gov.uk/legal.htm>

This disclaimer also applies to any links provided here.

Complaints

Appendix 1

Reason: Title should link back to Report

Date	Detail
9 th May 2018	Litter bins overflowing. Letter from Siobhain McDonagh MP. A constituent had contacted her regarding the litter bins not being emptied and not being fit for purpose and grass not being cut. Replacement bins are being explored. Large green wheelie bins are being trialled at three other cemetery site in Merton and Sutton with Veolia emptying the bins. The 2018/2019 target will be to replace the existing bins with the wheelie bins if the trial is successful. The constituent complaint was that other sections had been cut but not the section of the constituent

Reason: Title should link back to Report

Date	Detail
9 th May 2018	Funeral arrived with no booking. Funeral arrived at the cemetery which was not booked and no grave dug. Luckily the team were on site, the grave was dug and the burial took place. The Funeral Director said they had booked the burial, however, there was no booking with the cemetery, no paperwork had been provided in advance, and no payment had been issued to idverde. The family complained to idverde. It was explained that the Cemetery office had no booking/paperwork/payment. The Funeral Director undertook its own investigation. As far as idverde are concerned there was: no paperwork, no booking and no payment. However the burial took place 10 minutes later than their expected 11.00am time slot

Reason: Title should link back to Report

Date	Detail
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May 2018	Ahmadiyya Muslim funeral service have stated the cemetery service has declined over the years, with burials not always being available when requested due to other burials already in place.

Reason: Title should link back to Report

Date	Detail
	Cemetery toilets
April 2018	Email and phone from visitor complaining about the condition of the toilet building.

Compliments

Appendix 2

Reason: Title should link back to Report

Date	Detail

Reason: Title should link back to Report

Date	Detail

Reason: Title should link back to Report

Date	Detail

Reason: Title should link back to Report

Date	Detail

Projected Income Merton and Sutton Joint Cemetery														
01/02/17 to 30/09/2017	February	March	Total 2016-17	April	May	June	July	August	September	October	November	December	January	Total April to January 2017-18
Purchase & Interments	25,015	43,968	68,983	26,635	73,700	47,501	39,459	67,538	34,347	56,090	27,506	16,024		388,800
Memorials permits	504	252	756	2,328	2,344	1,028	1,860	2,627	4,089	3,602	4,332	2,213		24,423
Transfer of ownership	100	600	700	100	600	1,500	900	700	460	700	1,500	600		7,060
Planting and Upkeep	250	250	500	4,650	19,600	2,438	925	88	88	1,734	200	88		29,809
MSJC	25,869	45,070	70,939	33,713	96,244	52,467	43,144	70,953	38,984	62,126	33,538	18,925	49,971	500,063
London & Gap Road	19,708	36,296	56,004	29,581	25,650	79,653	16,972	40,129	17,454	33,786	45,972	20,925	40,666	350,788
Total Contract Income	45,577	81,366	126,943	63,294	121,894	132,120	60,116	111,082	56,438	95,912	79,510	39,850	90,637	850,851
		<u>MSJCB</u>	<u>Ldn/Gap Rd</u>	<u>Total</u>										
Income to 31-3-17		70,939	56,004	126,943										
Income to 31-01-18		500,063	350,788	850,851										
Total for Contract Year		571,002	406,792	977,794										
Guaranteed Income Weighted		567,018	333,197	900,215										
Income Above Threshold		2,789	51,517	54,305										
Total Anticipated Income		569,807	384,714	954,520										