

Committee: MERTON AND SUTTON JOINT CEMETERY BOARD

Date: June 2022

Agenda Item:

Wards; Borough Wide Merton and Sutton

Subject: Contractor Report

Lead officer: John Bosley, Assistant Director of Public Space

Contact officer: Mark Robinson, MSJC Registrar (idverde) Cemeteries Manager

Recommendations:

1. That Members review the information and note the content of the report.
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1. Purpose of the Report and Executive Summary

1.1 This report to the Board reviews the activity from January 2022 to May 2022 and details the work activity for this period. 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.

- Key performance activity
- Complaints and compliments
- Income

2. Details

2.1. Grounds Maintenance

2.1.1 Whilst burials and related tasks took sovereignty, scheduled works continued with a focus on grass cutting, hedge trimming, topping up graves, and maintaining the planting and upkeep service. The current drive to increase the aesthetic appearance of the site continues with current discussions regarding the redevelopment of the entrance, works to perimeters and revised cleansing protocols.

2.1.2 Customer care remains a key focus for families and funeral directors within the team at the cemetery and the cemetery office. This has proven successful with an increase in compliments received and the strengthened interface with the Muslim community in both the borough and neighbouring boroughs. Burial schedules have been enhanced to offer greater flexibility in this regard.

2.1.3 The purchase of new hand held grass cutting equipment and an excavator will serve to further increase the output and flexibility of the site team and again demonstrates idverde's commitment to the site and the team.

2.2 COVID 19 – Modification to working practices

2.2.1 Following government guidance, there are no restrictions to the number of mourners in the chapel or at grave side. Hand sanitiser stations are in place at the entrance of the chapel. A Bluetooth speak is provided to the family to play music. Staff are still advised to remain diligent and social distance where possible.

2.3 Health and Safety Audit of Headstone Testing

2.3.1 The testing procedure has been agreed with LBM officers and has now resumed. Regular meetings with client officers are scheduled to ensure the management of expectation and the address of any ongoing issues

2.3.2 Section M: This section has now been completed. A small number of anomalies remain which require address by the plot owners. No further issues regarding this area have been raised.

2.3.3 Section MU: The proposal is that the reinstatement of all failed memorials be scheduled for summer 2022. The intention is that these be reinstalled back onto the concrete beam wherever possible.

2.3.4 Further details are provided in the client side report.

2.4 New Bearer Beams/Replacement

2.4.1 Please refer to client side report.

2.5 Roads and footpaths

2.5.1 Please refer to client side report.

2.6 Cemetery Boundary Improvements

2.6.1 Please refer to client side report.

2.7 Burial Numbers

2.7.1 Burial numbers from January 2017 to May 2022 are detailed in Appendix 1.

2.7 Complaints and Compliments

2.7.1 Summary of Complaints

Number	Reason
1	Concern at over seeding on a single plot
2	Alleged damage to memorial edging

2.7.2 Summary of Compliment

Number	Reason
11	Various compliments from Funeral directors and families for empathy, flexibility, care during services and assistance with arrangements

2.8 Income

2.8.1 Income figures for the period January 2022 to May 2022

3. Consultation undertaken or proposed

3.1 None for the purposes of this report.

4. Timetable

4.1 None for the purposes of this report.

5. Financial, resource and property implications

5.1 As contained in the body of the report.

6. Legal and statutory implications

6.1 None for the purposes of this report.

7. Human rights, equalities and community cohesion implications

7.1 None for the purposes of this report.

8. Risk management and health and safety implications

8.1 Considered within the Client Side Report.

9. Appendices

1. Burial numbers for January 2017 to May 2022
2. Income for April 2021 to May 2022

Appendix 1

Burial numbers January 2017 to May 2022

Month/Year	2022	2021	2020	2019	2018	2017
January	25	31	20	25	22	23
February	22	25	17	14	27	16
March	27	29	25	13	25	22
April	20	30	47	13	23	14
May	31	20	31	27	21	27
June		24	17	18	17	23
July		14	26	13	15	19
August		21	24	19	25	18
September		27	21	17	21	25
October		25	21	19	22	18
November		22	11	12	21	18
December		27	20	13	17	14
TOTAL		295	280	203	256	237

Appendix 2

Merton & Sutton Joint Cemetery Income January 2022 to May 2022

In providing this data, it is necessary to caveat the fact the logged amounts have in some cases not been reconciled against the bank and as such may change once reconciliation has been completed

MERTON & SUTTON	Jan-22	Feb-22	Mar-22	April-22	May-22
Purchase & Interments	£66,580	£45,676	£65,724	£76,649	£44,251
Memorials permits	£4,433	£2,009	£3,218	£4,252	£3,460
Transfer of ownership	£770	£440	£540	£618	£510
Planting and Upkeep	£0	£6,420	£7,943	£3,718	£0
Grave Lease extension	£0	£0	£0	£0	£0
Duplicate Deed	£0	£60	£0	£0	£0
TOTAL:	£71,783	£54,605	£77,425	£85,237	£48,221