

Appendix C – Proposed Action plan for enforcing the memorial decoration Policy in Council managed Crematorium and cemeteries

The proposed action plan below was recommended by Overview and Scrutiny Board members at their meeting on 1 November 2017 for approval/adoption by the Council’s Cabinet:

Action	Lead Officer(s)	Deadline date	Comments
<p>1) Build up and maintain awareness and understanding of the Council’s rules governing memorials at the crematorium and cemeteries it manages (targeted at Bereavement service staff, funeral directors, customers and residents) covering the following areas:</p> <p>A) Clear and conspicuous public notices at Woodlands and Larpool cemeteries;</p> <p>B) Clear advice on our web-site</p> <p>C) Ongoing advice and support to Funeral directors to discuss the</p>	<p>Jonathan Bramley (JMB), Michael Broadley (MB), in liaison with funeral directors. Gabrielle Jandzio in relation to any general communications via press and social media.</p>	<p>A) Public notices have been ordered and are in the process of being erected at strategic locations.</p> <p>B) End of January 2018.</p> <p>C) On-going.</p> <p>D) On-going</p>	<p>A) Public notices will be erected at entrances and exits to the Council’s cemeteries and nearby graves that have the most serious breaches of the memorials policy.</p> <p>B) Simple and clear advice and signposting.</p> <p>C) MB to consider the most effective measures to engage with Funeral directors.</p>

<p>Council's Memorial policy with their clients.</p> <p>D) Ensure the above initiatives are supported by press/media activity and social media activity where appropriate. This should include ongoing social media activity to promote a better understanding of why we have a memorial decoration policy.</p>			
<p>2) Propose a targeted/priority approach to enforcing the memorials policy as follows:</p> <p>a) Deal with one grave plot section at a time (starting with the oldest and progressing through to the newest); in each section starting with the oldest grave plots with breached memorials;</p> <p>b) In terms of plots relating to babies and children, Bereavement service</p>	<p>JMB in liaison with MB and Parks and Countryside staff (Tim Ellison/Chris Roe and cemeteries gardeners).</p>		<p>The Council has only a limited resource to enforce this policy and therefore a targeted, priority approach is essential.</p>

<p>staff should first make reasonable efforts to arrange face to face/verbal conversations with the affected families;</p> <p>c) For all future cemetery sections/rows opened in the “general” parts of the cemetery, enforce the memorials policy from the start.</p>			
<p>3) Enforcing the memorial Policy will entail the following steps:</p> <p>a) Verbal/face to face discussions with grave owners;</p> <p>b) Informal written warning instructing owner of plot to remove breached memorial(s) within a reasonable timescale (normally a month);</p> <p>c) If no response to a) or b) above, a final written warning giving a deadline for memorial to be removed or the Council will do so in default;</p>	<p>JMB in liaison with MB and Parks and Countryside staff (Tim Ellison/Chris Roe and cemeteries gardeners).</p>	<p>On-going.</p>	<p>This approach has already been adopted with specific graves at Larpool cemetery and experience has shown it can be a time consuming process (i.e. aggrieved grave owners fully utilising the Council’s Complaints and Local Government Ombudsman (LGO) processes).</p> <p>If the Council have to remove breached memorials the owner will be given a period of 3 months to pick the item(s) from the Council. Any unclaimed memorials will be disposed of by us.</p>

<p>d) Aggrieved grave owners have the option of utilising the Council's Corporate complaints/LGO process. If this occurs, the Council will delay removing any breached memorial until this process has been concluded;</p> <p>e) Assuming the original decision is reinforced after any Council's Corporate Complaints/LGO process has been completed, the Council will remove any breached memorial(s).</p>			
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Resource implications for implementing the above action plan

The above action plan will inevitably require resources from the Council. Most of these relate to staff time implementing the above actions, but also the cost of producing public notices (action point 1) A). All will be within existing budgets

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