

Recommended option for the future provision of the Cheltenham Crematorium service – Appendix 3

Community impact assessments – for services, policies and projects

What is a community impact assessment?

A community impact assessment is an important part of our commitment to delivering better services for our communities. The form will help us find out what impact or consequences our functions, policies, procedures and projects have on our communities, as well as employees and potential employees.

By undertaking an impact assessment, we are able to:

- Take into account the needs, experiences and circumstances of those groups of people who use (or don't / can't use) our services.
- Identify any inequalities people may experience.
- Think about the other ways in which we can deliver our services which will not lead to inequalities.
- Develop better policy-making, procedures and services.

Background

Name of service / policy / project and date	Cemetery and Crematorium Feasibility Study
Lead officer	Mike Redman – Director of Environment & Regulatory Services
Other people involved in completing this form	Rob Hainsworth - Bereavement Services Manager Ken Dale – Project Manager, Cemetery and Crematorium Feasibility Study

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Step 1 - About the service / policy / project

What is the aim of the service / policy / project and what outcomes is it contributing to	<p>The purpose of the feasibility study is to agree the strategy for the future of Cheltenham’s Cemetery and Crematorium.</p> <p>It contributes to our corporate transformation outcome and to the enhancement of Cheltenham’s environmental quality.</p>
Who are the primary customers of the service / policy / project and how do they / will they benefit	<p>The primary customers of the Cemetery and Crematorium are the bereaved attending cremation and burial services, and friends and families visiting graves and memorials.</p> <p>Other important customers are funeral directors and those involved in burial and cremation services – ministers of religion, other celebrants and organists.</p> <p>If the recommendations of the feasibility study are accepted and implemented they will see improved facilities and a more reliable service.</p>
How and where is the service / policy / project implemented	<p>Implementation of recommendations resulting from the project will be managed by a future project sponsored at director level within CBC.</p> <p>It will most likely include a period of construction at the current site.</p>
What potential barriers might already exist to achieving these outcomes	<p>Currently the ability to improve the service is constrained by unreliable equipment, space restrictions affecting the existing chapel, difficulties accessing the cemetery and limited parking.</p> <p>Additionally the equipment currently in place cannot abate mercury emission leading to poor environmental and financial impacts.</p>

Step 2 – What do you know already about your existing / potential customers

What existing information and data do you have about your existing / potential customers e.g. Statistics, customer feedback, performance information	<p>Direct feedback from customers consists of ad-hoc compliments and complaints.</p> <p>Information available includes name / address of those cremated and buried and their next of kin. The service maintains statistics on the numbers of cremations and burials.</p> <p>Funeral Directors feedback on the quality of the service when they meet as a group with the Bereavement Services Manager or directly to the Manager if the matter is of a more urgent nature.</p>
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<p>What does it tell you about who uses your service / policy and those that don't?</p>	<p>Service users come from Cheltenham and, in significant numbers, from beyond Cheltenham, out to Evesham, Cotswolds, Tewkesbury, Stroud.</p> <p>Funeral directors tell us that people like the feel of the service provided at Cheltenham. The cemetery, having been open since the mid-19th century, is very much part of Cheltenham and several generations of local families may have been buried or cremated there. People feel that it's their space and are those arranging burials and cremations are often prepared to wait several weeks for the service to take place at Cheltenham because of the attachment they feel to the place.</p> <p>The cemetery is multi-denominational, including a Muslim and Jewish sections. As far as we know we have never had a major problem in catering for the needs of different community groups.</p>
<p>What have you learnt about real barriers to your service from any consultation with customers and any stakeholder groups?</p>	<p>Chapels may appear to be 'Christian' to some. However overt Christian symbols (e.g. crosses) are removed on request. Very occasionally we have requests which cannot practically be met – e.g. removal of hymnbooks.</p> <p>Hindus like to witness the actual cremation (and we currently facilitate this) – a new facility should allow for reasonable numbers of people to do this.</p>
<p>If not, who do you have plans to consult with about the service / policy / project?</p>	<p>The project has created and maintained a stakeholder engagement plan. It can be obtained from the project manager.</p> <p>We have conducted a public consultation during July and August 2015 including::</p> <ul style="list-style-type: none"> - Opportunity for the public to view and feedback on plans on display at the Municipal Offices and the Cemetery and Crematorium - A further opportunity to view and feedback on plans on the council's website - Publicity through the Echo and radio - Leaflets delivered to residents in the vicinity of the current site. - A drop-in session for the public to view plans and discuss them with the project team and architect <p>Specific consultation is taking place with</p> <ul style="list-style-type: none"> - the Cabinet Member Working Group which advises the Cabinet Member on the project - Funeral Directors and other 'officials' involved in services (ministers of religion, other celebrants and organists) who were invited to a meeting to discuss plans with the project team and architect <p>We need to clarify our plans for consulting with specific groups impacted – for example disability groups and</p>

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	religious groups.
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Step 3 - Assessing community impact

How does your service / policy / project impact on different groups in the community?

Group	What are you already doing to benefit this group	What are you doing that might disadvantage this group	What could you do differently to benefit this group	No impact on this group
People from black and minority ethnic groups	The Bereavement Service has adopted a flexible approach to meeting the funeral arrangements of people from different ethnic or religious backgrounds.			
Gender				√
Gender Reassignment				√
Older people / children and young people			The recommended option includes an approach to creating an intimate chapel space in order to cater for smaller services, e.g. children or very elderly people	
People with disabilities and mental health challenges	The buildings allow level access for wheelchair users and include toilets for disabled visitors and the provision of hearing loops for those hard of hearing	Difficulties with finding a position for wheelchairs in the south Chapel may make this group feel excluded from involvement in services in some cases. There are sometimes	Look to provide a 'natural' location for wheelchairs or those with restricted movement / agility. Increase the size and seating capacity of chapels.	

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		<p>difficulties with the availability of seating when attendances are large.</p> <p>Disabled parking slots are available but do not meet all modern standards.</p>	Provide fully compliant disabled parking.	
Religion or belief	The Bereavement Service has adopted a flexible approach to meeting the funeral arrangements of people from different ethnic or religious backgrounds.	There are some practical restrictions to the adaptation (see above), the facilities were originally designed to be Christian in nature.	Ensure any new buildings are capable of being non-denominational in character.	
Lesbian, Gay and Bi-sexual people				√
Marriage and Civil Partnership				√
Pregnancy & Maternity		There are sometimes difficulties with the availability of seating when attendances are large.	Seating needs to be more comfortable than at present.	
Other groups or communities		Not meeting the needs of dog owners - dogs not allowed on the site (other than guide dogs)	Could consider allowing some access for dogs.	

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Step 4 - what are the differences

Are any groups affected in different ways to others as a result of the service / policy / project?	<p>Need to consider the needs of those who currently recreationally use the land to the east of the current site if we decide to extend the site in that direction.</p> <p>It may be possible to create a new path through the extended site.</p>
Does your service / policy / project either directly or indirectly discriminate?	See above
If yes, what can be done to improve this?	<p>The recommended option will enable the differential impacts to be lessened.</p> <p>Improve parking, seating and access for disabled customers.</p> <p>Looking for ways of making the chapel more intimate in order to cater for smaller services, e.g. children or very elderly people</p> <p>Look for ways to make the facilities more child-friendly</p>
Are there any other ways in which the service / project can help support priority communities in Cheltenham?	We may be able to provide web-based links to funeral services for those unable to attend.

Step 5 – taking things forward

What are the key actions to be carried out and how will they be resourced and monitored?	<p>As part of the project, the team will continue to consult with:</p> <ul style="list-style-type: none"> - Disability groups - Local residents - Religious groups (e.g. Hindu, Muslim and Jewish groups) <p>Identified factors will be taken account of in an implementation project.</p>
Who will play a role in the decision-making process?	Cabinet will be asked to approve the recommendations of the feasibility study

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	<p>Council will then be asked to approve any additional expenditure which is required.</p> <p>The results of our public consultation are included in the reports to Cabinet and Council.</p>
What are your / the project's learning and development needs?	<p>How best to deliver large capital projects.</p>
How will you capture these actions in your service / project planning?	<p>Plan for the next stage using advice from consultants leading the feasibility study, advice from the county council and the learning from our own recent capital projects.</p>