

Service being assessed	Bereavement Services
Who will be involved in completing this assessment?	Miranda Lee, Service Manager Benefits, Customer Services & Bereavement
Date of Review	3 June 2011
Date of Next Review	3 June 2012
What is the purpose of the service?	<ul style="list-style-type: none"> To provide a burial and cremation service within the Borough To maintain and repair cemeteries
Is this assessment being undertaken because of changes to the service? If so what are they?	Assessment being undertaken as part of Council's annual review of equalities information, not because of change to service/policy.
<p>The purpose of an equality impact assessment is to understand how services can help the Council to meet its duties under Equalities legislation. The duties can be summarised as</p> <ol style="list-style-type: none"> 1. Eliminate discrimination 2. Advance equality of opportunity 3. Foster good relations between different parts of the community 	<p>Bereavement Services offers faith-/belief- sensitive services. If a faith or belief requires the deceased to be buried or cremated within a certain amount of time or their remains handled in a particular way, Bereavement Services works with the bereaved or their appointed funeral director in order to comply with these wishes.</p> <p>The Borough, through Environmental Health and Bereavement Services, provides a "Burial of the Dead" service which provides a respectful and appropriate funeral or cremation for deceased persons whose estate cannot cover the costs to pay for a burial/cremation or if family members are found who are consequently unable to pay.</p>

<p>How does this service help the Council to do this, in particular in relation to the categories specifically mentioned in legislation - Race, Gender/Sex, Disability, Age, Religion/Belief, Gender Reassignment, Sexual Orientation, Pregnancy & Maternity and in respect of Duty 1 only – Marriage and Civil Partnerships?</p>	<p>All buildings and cemeteries are accessible to wheelchair users.</p> <p>All operating policies and procedures comply with Institute of Cemetery and Crematorium Management rules/legislation.</p> <p>Fees and charges are reviewed annually.</p> <p>Open days, where the public can tour the Crematorium, view the facility and ask questions about how services are conducted have been held regularly over the past few years. It has allowed the public to ask questions and the team have commented that some people have been reassured by their visit about the standards of care on offer.</p>
<p>How will you know that service is working as it should?</p>	<p>Feedback from funeral directors; compliments, comments and complaints.</p>
<p>What data have you used to help you make this assessment?</p>	<p>Policies and procedures Feedback/complaints Comparison on fees and charges with other interment / crematorium services in the local area</p>
<p>How have you ensured that this service has been designed from a customer's perspective and how have you involved customers in that process?</p>	<p>There are plans to start regular meetings with the funeral directors who arrange services through Bereavement Services to get feedback on how the service is operated and help shape the future service provision. These meetings will commence within the next 6 months.</p> <p>It is not thought appropriate to conduct consultation / surveys with the recently bereaved who contact the service direct to use them as their funeral director. However, the team have not received any complaints about the way any service has been conducted by a person who has used the service in this way.</p>

<p>Has any other consultation been carried out, including to ensure that we have taken into consideration the needs of those not currently using the service?</p>	<p>Not applicable for this service.</p>
<p>What is, or what do you expect to be the impact of the way you work on different parts of the community, including those covered by equality legislation?</p>	<p>Who benefits? The bereaved as the service works with them and the funeral directors to provide an efficient and respectful service to help them through a difficult time. The team also keep the cemeteries well-maintained.</p> <p>Who should be expected to benefit but don't – Why not? Not applicable.</p>
<p>On the basis of what you have found out, which of these options will you now follow</p>	<ul style="list-style-type: none"> • No major changes • Adjust the policy • Continue the policy • Stop and remove the policy <p>This is a review – not a new policy or service. As and when it is proposed to change the service or policies, new assessments will be completed.</p>
<p>What now needs to be done and by who?</p>	<p>The new regular meeting with funeral directors will be set up within the next 6 months. In the interim, the team have a good working relationship with the directors and any issues or comments on the service are raised and dealt with as and when they arise.</p>
<p>Signed off by</p>	<p>Miranda Lee, Service Manager Benefits, Customer Services & Bereavement</p>