

Provision of a Burial Service to South Hinksey Parish Council

Trevor Jackson
10 January 2017



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Situational understanding

We understand that South Hinksey Parish Council wants to offer a high quality burial service for their burial ground in the village. We also understand that you are particularly aware of the need for manpower and equipment to be operated in a sensitive and considerate way with careful consideration being given to the transit to the graveside and the immediate vicinity of graves.

Approach

We have a dedicated team maintaining the four large cemeteries in Oxford as well as managing the burial process through a highly emotional time for families and friends. Our work is carried out by qualified, experienced and trustworthy staff, all of whom are trained to Institute of Cemetery & Crematorium Management (ICCM) standards. Our Cemeteries Team are based at Cutteslowe Park Depot in North Oxford, only a few miles from South Hinksey, and together they have decades of experience covering a wide range of burial services, including interments, exhumations and memorial inspection programmes, as well as the grounds maintenance of large cemeteries and closed churchyards across Oxford.

Oxford City Council is a Corporate Member of the ICCM. We have adopted the Charter for the Bereaved from the Institute and have achieved Bronze Standard in the assessment programme; consequently we take great care in our customer service when dealing with families and friends of the deceased. Oxford City Council as a whole takes customer service very seriously and the Council holds the Customer Service Excellence Gold Standard. All of the Cemeteries Team has completed appropriate courses with the Institute, including the following:

- ICCM Certificate of Cemetery Management
- ICCM COTS 1 (Health and Safety in Cemeteries)
- ICCM COTS 2 (Excavator Operations)
- ICCM Customer Care Programme
- ICCM Management of Memorials

The staff have also completed many other more general courses related to manual handling, handling of sharps, smarter driving, dealing with aggressive behaviour, safeguarding children and vulnerable adults, along with many other training sessions provided by Oxford City Council.

This level of training is not readily available generally and such provision demonstrates our commitment to providing a highly qualified workforce, capable of operating to a very high standard. This is evidenced by Oxford City Council being awarded Investors in People Gold Standard. Furthermore, we operate a fleet of modern, environmentally friendly vehicles that are maintained to a high standard and which are replaced on a regular basis to ensure that we are always using the most fuel efficient equipment.

The Cemeteries Service operates alongside Oxford City Council's Parks team that has a wealth of experience in all types of grounds maintenance, landscaping, installation of children's play parks and tree surgery. The quality of our work is recognised nationally by the award of a Green Flag for each of our five largest parks and for St Sepulchre's Cemetery in Oxford.

Choosing the City Council to provide a burial service in your burial ground gives you the security of honest pricing, using qualified, experienced and trustworthy staff and the guarantee of safe and environmentally friendly practices from an organisation you can trust. This was backed up recently when our Cemeteries Service was a finalist in the Association of Public Service Excellence Awards for Best Performer across the UK for the fourth year running. The Parks Service as a whole is also compliant with ISO 9001 and ISO 14001.

Solutions

We have attached some forms that we use on a regular basis which will illustrate the detail and care that we take to ensure that the service that we offer is second to none. The first form is our standard Interment Form which most local funeral directors will already have. The second form is our Confirmation of Funeral Arrangements Form which, again, most local funeral directors will also have. This form is used specifically to provide us with written evidence of the exact size of the coffin or casket to eliminate any chance that a grave is dug to an unsuitable size. The third and final form is our Risk Assessment Form for excavating graves, although the risk assessment form is currently under review.

Pricing From 1st April 2016*

Valid for 30 days from receipt and excludes VAT:

Provision of a new double adult grave, to include appropriate shoring, matting out, trestles, putlogs, webbing straps, soil box and backfilling

- **£450**

Provision of a new single adult grave, to include appropriate shoring, matting out, trestles, putlogs, webbing straps, soil box and backfilling

- **£300**

Provision of a new single child grave, to include appropriate shoring, matting out, trestles, putlogs, webbing straps, soil box and backfilling

- **£200**

Provision of a new cremated remains plot, to include matting out, soil box and backfilling

- **£100**

Removal of excess spoil from site should this be required

- **£200 per load**

*Please note that our prices are expected to be reviewed shortly and may face a modest increase with effect from 1st April 2017.

Executive Summary

South Hinksey Parish Council operates one burial ground at Parker Road, South Hinksey. The burial ground has around 2-3 interments per year on average. The grave digging service is currently operated by a private contractor on behalf of the funeral director arranging the interment. Graves are excavated by this contractor and dressed in good time prior to the arrival of the funeral. Graves are then backfilled by the contractor once the mourners have departed.

Oxford City Council can provide a cost effective and quality burial service to South Hinksey Parish Council from 1st February 2017. We believe this proposal offers excellent value for money from a tried and trusted service provider, specialising in the provision of professional services in the burial industry.

Appendices:

1. Interment Form.
2. Confirmation of Funeral Arrangements.
3. Record of Risk Assessment – Grave Excavation.

Provision of a Grounds Maintenance Service to South Hinksey Parish Council

Trevor Jackson
16 January 2017



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Executive Summary

South Hinksey Parish Council operates a burial ground at Parker Road, South Hinksey, on the edge of the village. The burial ground has been operational for a number of years. The Parish Council has invited tenders for the grounds maintenance work at the burial ground.

Oxford City Council can provide a cost effective and professional grounds maintenance service to South Hinksey Parish Council that we believe offers excellent value for money. This was backed up recently when our Cemeteries Service was a finalist in the Association of Public Service Excellence Awards for Best Performer across the UK.

Situational understanding

We understand that South Hinksey Parish Council wants to offer a high quality grounds maintenance service for their burial ground in the village. We also understand that you are particularly aware of the need for manpower and equipment to be operated in a sensitive and considerate way with careful consideration being given to the areas close to graves generally and memorials in particular.

Approach

We have a dedicated team maintaining the four large cemeteries in Oxford as well as managing the burial process through a highly emotional time for families and friends. Our work is carried out by qualified, experienced and trustworthy staff, all of whom are trained to Institute of Cemetery & Crematorium Management (ICCM) standards. Our Cemeteries Team are based at Cutteslowe Park Depot in North Oxford, only a short distance from Old Marston, and together they have decades of experience covering a wide range of grounds maintenance services, burial services, including interments, exhumations and memorial inspection programmes.

Oxford City Council is a Corporate Member of the ICCM. We have just gained the Charter for the Bereaved from the Institute; consequently we take great care in our customer service when dealing with families and friends of the deceased. All of our staff have completed appropriate courses with the Institute, including the following:

- ICCM Certificate of Cemetery Management
- ICCM COTS 1 (Health and Safety in Cemeteries)
- ICCM COTS 2 (Excavator Operations)
- ICCM Customer Care Programme
- ICCM Cemetery Sexton Course
- ICCM Management of Memorials

The staff have also completed many other more general courses related to manual handling, handling of sharps, smarter driving, dealing with aggressive behaviour, safeguarding children and vulnerable adults, along with many other training sessions provided by Oxford City Council.

This level of training is not readily available generally and such provision demonstrates our commitment to providing a highly qualified workforce, capable of operating to a very high standard. Furthermore, we operate a fleet of modern, environmentally friendly vehicles that are maintained to a high standard and which are replaced on a regular basis to ensure that we are always using the most fuel efficient equipment.

The Cemeteries Service operates alongside Oxford City Council's Parks team that has a wealth of experience in all types of grounds maintenance, landscaping, installation of children's play parks and tree surgery. The quality of our work is recognised nationally by the award of a Green Flag for each of our five largest parks.

Solutions

Choosing the City Council to provide a grounds maintenance service in your burial ground gives you the security of honest pricing, using qualified, experienced and trustworthy staff and the guarantee of safe and environmentally friendly practices from an organisation you can trust.

We would provide a mowing team to perform up to a maximum of 15 cuts/strims of the burial area and the mowing of a figure of 8 in the wildflower section per year commencing the final week in March until October.

Pricing

The cost of providing this service would be £2,400 per annum. This quotation is valid for 30 days from receipt and excludes VAT.

Provision of a Memorial Inspection Service to South Hinksey Parish Council

Trevor Jackson
12 January 2017



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Situational understanding

South Hinksey Parish Council operates a burial ground at Parker Road, South Hinksey, on the edge of the village. We understand that South Hinksey Parish Council is interested in having the current memorial stock inspected to ensure that they have been installed safely. We also understand that you are particularly aware of the need for those undertaking the inspections to be mindful of how they conduct themselves in the immediate vicinity of graves and how they deal with any unsafe memorials.

Approach

We have our own memorial inspection team and the work is carried out by qualified, experienced and trustworthy staff, all of whom are trained to Institute of Cemetery & Crematorium Management (ICCM) standards. Our Cemeteries Team are based at Cutteslowe Park Depot in North Oxford, only a short distance from South Hinksey, and together they have decades of experience covering a wide range of burial services, including interments, exhumations and memorial inspection programmes.

Oxford City Council is a Corporate Member of the ICCM. We have gained the Charter for the Bereaved from the Institute; consequently we take great care in our customer service when dealing with families and friends of the deceased. All of our staff have completed appropriate courses with the Institute, including the following:

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- ICCM COTS 2 (Excavator Operations)
- ICCM Customer Care Programme
- ICCM Cemetery Sexton Course
- ICCM Management of Memorials

The staff have also completed many other more general courses related to manual handling, handling of sharps, smarter driving, dealing with aggressive behaviour, safeguarding children and vulnerable adults, along with many other training sessions provided by Oxford City Council.

This level of training is not readily available generally and such provision demonstrates our commitment to providing a highly qualified workforce, capable of operating to a very high standard. Furthermore, we operate a fleet of modern, environmentally friendly vehicles that are maintained to a high standard and which are replaced on a regular basis to ensure that we are always using the most fuel efficient equipment.

The Cemeteries Service operates alongside Oxford City Council's Parks team that has a wealth of experience in all types of grounds maintenance, landscaping, installation of children's play parks and tree surgery. The quality of our work is recognised nationally by the award of a Green Flag for each of our five largest parks and for St Sepulchre's Cemetery in Oxford.

Solution

Choosing the City Council to provide your memorial inspections in your burial grounds gives you the security of honest pricing, using qualified, experienced and trustworthy staff and the guarantee of safe and environmentally friendly practices from an organisation you can trust. This was backed up recently when our Cemeteries Service was a finalist in the Association of Public Service Excellence Awards for Best Performer across the UK for the fourth year running. The Parks Service as a whole is also compliant with ISO 9001 and ISO 14001.

Pricing From 1st April 2017

Valid for 30 days from receipt and excludes VAT:

Provision of a memorial inspection and digital photograph of each grave and memorial
- **£4.00 per grave**

Provision of MS Excel spreadsheet record with memorial inspection record with link to photograph

- **£2.00 per entry**

Provision of staking and banding to unsafe memorial up to 2ft 6" in height

- **£15.00 per memorial**

Laying down of unsafe memorial above 2ft 6" in height and no greater than 3ft 6" in height

- **£10.00 per memorial**