

SCRUTINY REPORT

Quarter 2

July – Sept 2016/17

1.0 INTRODUCTION

- 1.1 The Company is committed to delivering high quality, cost effective services that meet the needs of residents and improves quality of life. To help achieve our goals, we measure performance frequently. The performance management process helps us to demonstrate how well we are doing.
- 1.2 This report provides an opportunity to take stock and review our progress at the mid point of 2016/17. The Performance Report provides a summary of the Company's key performance figures for the six months to 30 September 2016. It will review the overall performance of the Company, looking at how well we are delivering our services and how effective each area of the business is. It covers performance on a number of items:
- Performance Indicators – the latest quarterly performance figures for the company's key indicators.
 - Finance – the latest report showing how we are performing against our revenue and capital budgets.
 - Operational - People – key human resources indicators, and health and safety.
 - Customers – reports on customer satisfaction surveys.
 - Risk – our current status in terms of managing the key risks for the organisation (taken from the Company's Risk Register)
 - Projects – a review of Company's projects.
- 1.3 We believe our focus on performance and delivery has already manifested itself in improved services to our customers. However, we are not complacent. We recognize that in some areas our performance falls short and we are concentrated on ensuring we set sufficiently stretching targets and that we deliver.

2.0 PERFORMANCE INDICATORS

2.1 To maintain 70% of deaths registered within Cheshire East



April – August number of registered deaths = 1540

Target – 70% = 1078

Actual = 1201 = 78%

Details of deaths registered is not issued until the following month

2.2 Ministry of Justices Fines



Target – Nil

Actual – Nil

2.3 Number of exhumations due to erroneous burial



Target – Nil

Actual – Nil

2.4 Number of Local Government Ombudsman complaints upheld



Target – Nil

Actual – Nil

2.5 ICCM Charter for the Bereaved Achievement



Target – Silver or Gold

Actual – Gold

3.0 **FINANCE**

3.1 Forecast Operating Position for 2016-17: The Orbitas Bereavement Services Ltd management fee for 2016/17 is £1.483m. The accounts present a Forecast Net “Operating” Profit of £18k (NB. before any taxation liability and contract share arrangements).

3.2 **Cremations and Burial Income**

The Income relative to the Service Contract is held and reported in Cheshire East Council’s accounts. Orbitas is responsible for managing the income and maintaining the Council’s market share of bereavement activities.

Income has increased by £184k compared to the same period in 2015/16, an 18% increase in income, This is largely attributable to Crewe Crematorium being fully operational from May 2016 after an extensive refurbishment programme and an increase in fees and charges.

It is envisaged that the recovery will continue throughout the remainder of the year and into 2017/18 when the lost business associated with the recent improvement works will be fully recovered. At this point it is anticipated that any remaining shortfall in income will be relatively minor and can be addressed through minimal adjustments in the future charging strategy.

4.0 OPERATIONAL

4.1 Safety, Health, Environment and Quality (SHEQ)

4.1.1 Number of Accidents/Number of RIDDOR Reportable Accidents during the period 1st April and 30th September 2016.

There have been two accidents to report during the above period, neither of which were RIDDOR reportable.

4.1.2 Number of Near Misses during period 1st April – 30th September 2016

There have been no near misses reported during this period.

4.1.3 Health and Safety Inspections

These inspections are carried out on a biannual basis, with recommendations being actioned in order of priority.

5.0 CUSTOMERS

5.1 100% of service users rate the overall Handyperson service as Satisfied or Very

Question 1 = How satisfied are you with the service provided?

1 st Quarter		2 nd Quarter	
Very Satisfied	Satisfied	Very Satisfied	Satisfied
80%	20%	85%	15%

Question 2 = How satisfied are you with the amount of time you had to wait for the visit? 83% very satisfied, 17% satisfied.

1 st Quarter			2 nd Quarter		
Very Satisfied	Satisfied	Dissatisfied	Very Satisfied	Satisfied	Dissatisfied
83%	17%		84%	12%	4%

Question 3 = Did the Handyperson arrive at the agreed time?

1 st Quarter		2 nd Quarter	
Yes	No	Yes	No
99%	1%	100%	

Question 4 = Did you find the Handyperson polite, friendly and helpful?

1 st Quarter		2 nd Quarter	
Yes	No	Yes	No
99%	1%	100%	

Question 5 = Did the Handyperson clear up after themselves?

1 st Quarter		2 nd Quarter	
Yes	No	Yes	No
100%		100%	

Question 6 = Overall how satisfied are you with the work that was carried out?

1 st Quarter		2 nd Quarter		Movement
Very Satisfied	Satisfied	Very Satisfied	Satisfied	
70%	30%	80%	20%	

100% of clients contracted were either very satisfied or satisfied.

6.0 WORKING TOGETHER

6.1 Partnership Working

6.1.1 The Orbitas Funeral - The aim of the Orbitas Funeral was to provide the bereaved with more financial transparency over the cost of a funeral, and to lower the cost of a funeral. Following a tender exercise the Orbitas Funeral was awarded to Gavin Palin, Funeral Directors, based in Nantwich. This tender exercise has raised awareness amongst funeral directors for the need to offer a basic good quality service and many of our local Funeral Directors have now followed our lead.

6.1.2 Community Payback Scheme – A good working relationship exists between Orbitas and the managers of the Community Payback Scheme, and they have provided a valuable contribution to Orbitas schemes during 2015. It is envisaged that our working relationship with the Community Payback Scheme will continue throughout the foreseeable future.

6.2 Working with Volunteers/Charitable Organisations

We want to encourage more people to become volunteers/friends to be part of our cemeteries. We believe that volunteers are a valued way for people to be involved in what we do. Last year we worked closely with Sandbach Enterprize/Sandbach Town Council; Crewe Clean Team; Friends of Alderley cemetery. This year we have developed working relationships with:

6.2.1 24th Macclesfield Methodist Church Scout Group – A group of about 20 scouts and cubs, together with their Leaders, have for the last couple of months been working in the Valley at Macclesfield cemetery. They have been engaged in litter picking and once the Valley project is complete they have agreed to clean all the benches.

6.2.2 Friends of Macclesfield Cemetery – this group held its first meeting in September, with Cllr Smetham and Chris Heathcote representing Orbitas.

6.2.3 Good Grief Event – This event was held on 26th September at Nantwich Civic Hall, in partnership with Nantwich Town Council. It brought together 30 organisations who offer help and advice in respect of dealing with the loss of someone close or planning ahead for your

own funeral; from feeling lonely to caring for loved ones; as well as prevention services and services that allow the elderly and vulnerable to live in their own home for longer. Whilst the footfall could have been better, everyone who attended this event said they found it worthwhile and proved a very useful “networking” event, which they would attend again.



7.0 RISKS

The Company has developed a comprehensive risk management process that is more commercially focussed. Progress continues to be made in ensuring that the risk registers are prepared and kept up to date in accordance with the Risk Management procedure. Risks and associated mitigations are identified throughout the organisation with those that have the greatest potential impact being presented and owned by the Board of Directors. The principal risks and uncertainties facing the company are broadly grouped as: customer; finance; people and procedures.

7.1 The overall number of red residual risks at the corporate level is currently 3

Risk Description	Potential Consequences	Current Controls	Mitigation	L	I	Residual Risk
Customer Pandemic – management of excess deaths.	Assumptions: Unable to cope with demand; staff unable to attend work due to illness or looking after someone	Pandemic Plan in place, identifying key service areas	Update of Pandemic plan on a regular basis. Be alert for health organisation bulletins	4	4	16
People Pandemic – wide spread disease illness of workforce	High level of infection cause staff sickness or reluctance to work for fear of contracting illness, inability to deliver essential services; services disrupted (fuel supply, public transport)	More staff being trained to be multi skilled and use the cremator. Risk register maintained and monitored as per the Risk Strategy. Business continuity plans being developed/reviewed	Business continuity plan to be updated, and aligned with risk management process. Board to continue to review risks and take action. Senior Management Team to mitigate them where possible. Vaccination of staff if/when vaccine becomes available	4	4	16
Finance Local Government Austerity Measures	Inability to fund capital or revenue investment due to the current economic climate.	Cheshire East Finance Department monitor the situation. Management Fee agreed by Cheshire East	Continue to bid for funding and provide good reasons to keep management fee at acceptable level to operate	4	4	16

8.0 Improvement to Services

Improvements Proposed	By	Improvements Completed	Date
<p><u>Security</u> - Planning permission is being sought to install palisade fencing around the perimeter of the depot at Macclesfield. It is proposed to alarm the case in which the Book of Remembrance is housed at Macclesfield, and the glass case replaced with reinforced glass.</p>	Sept/Oct 2016	<p><u>Webcasting</u> – From the end of September the webcast facility became available at Crewe Crematorium. This offers families who cannot attend services at the crematorium, the ability to view the service online. If this service is requested, the applicant for cremation will be issued with a unique password, a user name and instructions by the Funeral Director.</p> <p>The webcast funeral service can only be viewed by those people who have been issued with the user name and password and is not available to the general public.</p>	Sept 2016
<p><u>The Valley Project – Macclesfield</u></p>		<p><u>Staff Welfare Facilities, Crewe</u> Work to upgrade the welfare facilities for the staff at Crewe Cemetery has been completed. The work included widening the stairway; new toilet facilities and dry room and refurbishment of the kitchen/eating area</p>	
<p><u>Deceased on Line</u> – is the first central database of statutory burial and cremation registers for the UK and Republic of Ireland -- a unique resource for family history researchers and professional genealogists, it will allow people to trace their ancestors on line 24/7. This will not only will it make our records more accessible it will also generate income</p>	Dec 2016	<p><u>Road Repairs, Macclesfield Cemetery</u> – Repairs to the roads in Macclesfield cemetery has been carried out during September.</p>	
<p><u>The Tumulus, Macclesfield Cemetery</u> – this project, which consists of cutting back the under growth; removing self seeding trees; stump grinding and a general clear up of the area is designed to reduce the amount of anti social behavior in this area of the cemetery as well as to enhance the ancient burial ground.</p>	Nov/Dec 2016		

<p><u>Grave Tending Scheme</u> - The scheme will offer a specialist grave and memorial tending service, providing caring maintenance to the final resting place of a loved ones, across Cheshire East Cemeteries.</p> <p>It is proposed that a range of high class services will be provided, including upkeep of graves and plots, planting of seasonal bulbs and plants, flower displays and will be aimed at not just residents of Cheshire East but also those who live outside the Borough even as far a field as Europe, North America and Australia. So whether people are just too far away, find it difficult to manage the work, or simply find visiting too emotional, the service will be able to help in the knowledge that the work will be conducted with both care and dignity.</p>	Nov/Dec 2016		
<p><u>Display Area – Crewe Cemetery</u> An area, adjacent to the Cemetery office is being designed to allow products for the bereaved to be show cased</p>	Dec 2016		
<p><u>Alterations to Macclesfield and Crewe offices</u> – Project Managers from Assets have visited both offices with a view to making alterations in the Autumn/Winter periods.</p>	Winter 2016		