

Hanwell Cemetery Management Plan

2009 – 2013



Hanwell Cemetery



City of Westminster

FORWARD

Westminster is one of the most densely populated cities in the United Kingdom, if not the World, with around 90% of its residents living in flats. Hence Westminster's parks and open spaces are enormously valued by its residents, as well as those who work and visit the city. It is, therefore the Council's policy to work towards maintaining all of its parks to a Green Flag standard; to renew the infrastructure and to ensure that our parks and open spaces are something we can all be proud of.

I am keen that all our residents and visitors should have an opportunity to become involved in the future development of our green spaces. We need to ensure that we are providing a full range of facilities and services that local residents and visitors would like to see, which will clearly vary from park to park around the City.

In pursuit of excellence, the City Council wants each of the parks entered for the prestigious Green Flag award not only to gain but retain the award. This management plan for **Hanwell Cemetery** sets out our proposed plans for the park over the next five years. The plan is intended to enable us to achieve the highest horticultural and environmental quality, to ensure continuous top quality maintenance and provide facilities for residents and visitors to play, walk, exercise and relax. All this needs to be managed to ensure that there is something for everyone in the City's parks and open spaces.

If you have any comments you would like to make about the content of this plan, please send them to: The Parks Service, Victoria Embankment Offices, Charing Cross, London, WC2 6PB or email

Councillor Audrey Lewis

Cabinet Member for Customers and Neighbourhoods



Contents	Page
How to Get To East Finchley Cemetery	4
Plan of East Finchley Cemetery	5
Action Plan for East Finchley Cemetery	7
Executive Statement and History of the Gardens	8
A Welcoming Place	13
Clean and Well Maintained	19
Conservation and Heritage	25
Marketing	27
Healthy, Safe and secure	29
Sustainability	31
Community Involvement	33
Management	35
List of Appendices	
Appendix 1 – Health and Safety Policy statement and Site Inspection sheet	41
Appendix 2 – Environment Policy	49
Appendix 3 – Maintenance Duties	51
Appendix 4 – Continental Landscapes Ltd. – Compliment / Complaint form	53
Appendix 5 – Maintenance request Form	54
Appendix 6 - Incident Report Form	55
Appendix 7 – User survey forms	56
Appendix 8 – Contractors Proposals for Complying with the City Councils Environmental Charter	59
Appendix 9 – Cemetery Regulations	65

1 - How to get there



Address: Hanwell Cemetery. 38 Uxbridge Road, London, W7 3PP

Access by Car

There is parking within the cemetery and there are designated parking places for disabled badge holders.

Access by Underground and Mainline Train Services:

The nearest Underground stations are:

District & Central line – Ealing Broadway

Piccadilly Line – Acton Town & Boston Manor

Access by Bus:

Route 3

From Cheswick to Greenford Via Hanwell & Acton Town Stations.

Route 8

From Brentford County Court to Ealing Broadway Station.

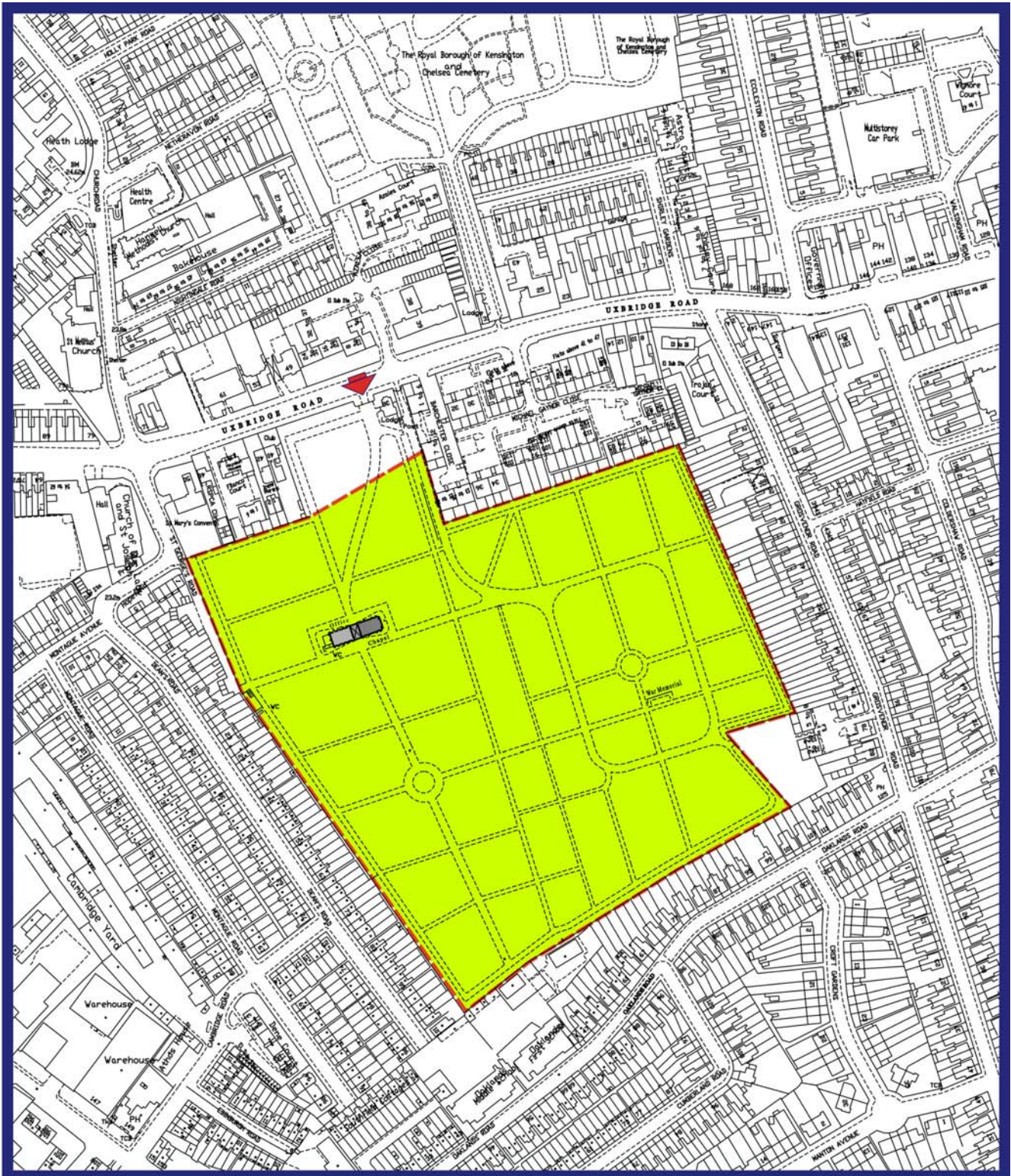
Route 83

From Ealing Hospital to Golders Green

Route 207

From Shepherd Bush to Uxbridge

2 - Plan of Hanwell Cemetery



10m
0 — 50m



City of Westminster

Environment & Leisure Department

Westminster City Hall, Victoria Street, London SW1E 6QP

Project: Hanwell Cemetery	Drawing Title: Location Plan	Division: Parks Section	scale:	drawn: <i>H. GOGUS</i>
			drawing no:	date: January, 2009

Base map extracted from Ordnance Survey 1:1250 digital data. Crown copyright reserved.

Action Plan for East Finchley Cemetery

Although it is intended that the action plan below will be carried out it is subject to the necessary funding being provided by the City Council.

Task:	Work type:	2009/10	2010/11	2011/12	2012/13
The continuing use of native and other species in order that the biodiversity of the cemetery grounds increases. Planting of Crataegus spp hedge along the surrounding brick wall to encourage insect biodiversity.	Environmental	Est. £1k	Est. £1k	Est. £1k	Est. £1k
Increasing the naturalizing of bulbs within the grounds.	Horticultural	Est. £0.5k	Est. £0.5k	Est. £0.5k	Est. £0.5k
Continued refurbishment of older shrub areas.	Horticultural	Est. £3k	Est. £3k	Est. £3k	Est. £3k
Roadways around buildings renovated as part of timetabled program.	Infrastructure	Est. £50k	Est. £50k	Est. £50k	Est. £50k
Landscape existing spoil heaps next to public burial area to create screened composting area	Infrastructure				
Renovate and standardise litterbins and waste flower baskets.	Infrastructure	Est. £2k			
To enable users to access the burial record via Web.	Office		Est. £100k		
Resurfacing works to pathways throughout site where necessary.	Infrastructure			Est.£20k	Est.£200k
Repair many old memorials laid down for safety, in order to improve aesthetics and retain the atmosphere of the cemetery.	Memorial Survey	Est. £18k	Est. £10k	Est. £10k	Est. £10k
Increase community involvement with walking guides and tours, and provide facilities for local schools to use the site for nature & history studies	Horticultural	Ongoing yearly commitment Est. @ £2.5k per year.			
Install bat & owl boxes	Horticultural	Ongoing £500 per year.			
Retain ivy on tress for wildlife in managed way to preserve aesthetic appearance and safety	Horticultural	Ongoing routine grounds planned maintenance.			

Executive Statement and History of the Gardens

The Council enjoys a high reputation for the quality of its Cemeteries.

During 2006 the City Council re-tendered the Grounds Maintenance contract. The new contract has higher levels of staffing, dedicated horticultural teams and a defined patrolling service.

The Council and the re-tendering team decided early on in the process that the Green Flag Standard should be at the heart of the new contract and that all its Parks, Gardens, Open Spaces and Cemeteries should be maintained to this standard irrespective of whether they were to be entered For a Green Flag.

As a consequence of their efforts in managing these areas, the City Council enjoys a high reputation for the quality of its Parks and Gardens, Open Spaces and Cemeteries, with two out of the three cemeteries (East Finchley, and Hanwell) designated as conservation areas. Therefore a high base of professional expertise is available and utilised to manage the City Councils Open Spaces and Cemeteries effectively. The Environment & Leisure (Parks & Cemeteries) department is responsible for the maintenance, management and internment's, located within three (3) cemeteries, which are unusually situated outside the boundaries of Westminster. The three cemeteries the authority is responsible for are:

Hanwell Cemetery (1853) - 9.3ha.- 38 Uxbridge Road, Hanwell, London, W7 3PP.

East Finchley Cemetery (1855) — 19.6ha. - East End Road, East Finchley, N2 ORZ.

Mill Hill Cemetery (1936) — 8. 75ha - Milesplit Hill, Mill Hill, London, NW7 2RR.

As a burial authority, the City of Westminster has a statutory responsibility to manage and operate the three (3) cemeteries. Currently, a unique system for managing these cemeteries is in operation, with a private contractor (Continental Landscapes Ltd), successfully winning the tender to provide the burial service, ground maintenance operations and administer the office management function until 2015. The Client function on behalf of the City of Westminster is carried out through an Authorised Officer (Parks Contract Manager), who is responsible for the strategic management and successful

performance of the service. It is felt that the current contract arrangements are the most effective and efficient way to operate the cemetery service.

Purpose

The purpose, development and production of a coherent management plan for the City of Westminster's Cemetery Service, is to highlight the authority's main aims and objectives in managing the service and recognising that cemeteries are an essential and high profile service area to the community. It also should be highlighted that the grounds within a cemetery are a natural resource that requires careful management, if we are to maintain, manage and promote the sites natural environment, which in the City of Westminster example exists within the confines of busy suburban/inner city area. It is clear that as a City Council, Westminster have a duty in the provision of a burial service, but what is not as clear is the way in which we manage and maintain this service.

The provision of a management plan will therefore show that the City Council recognises its responsibilities and executes them in a professional, responsible, reverent and sympathetic manner. The problems in operating a cemetery service within the inner areas of London can be immense; however the City of Westminster look at these problems as challenges, from which opportunities may exist. It is therefore intended that this plan will show how the City Council operates and manages the service. The main areas we will look at within the management plan are:

- Service Aims.
- Cemetery Management.
- Management of Burials.
- Management of Grounds.
- Site Infrastructure.
- Environmental Management Systems
- Training and Health and Safety.

Aims and Objectives – Mission statement

The purpose of the mission statement is to highlight what the cemetery service is responsible for and what we aim to achieve. The main statement from the Environmental and Leisure department service document provides the focus and overall direction, for the activities we as a cemetery service will carry out. Therefore the mission statement that reflects and supports the cemetery service objectives is:

"To work with our partners and the community, in the provision of a high quality, responsive and effective Cemetery Service to meet the changing needs of our customers, whilst minimising the scale of overheads by increasing income."

Already it has been identified that there are burial spaces purchased 100 years ago but not been used by the owner's.

A method will be developed to re-claim these burial spaces by Westminster City Council

History of the Cemetery

In late 1840s The St. George's Hanover Square Burial Board was confronted by complaints about the condition of the burial grounds in Bayswater Road and S. Mark's North Audley Street. They were able to take action after the Metropolitan Interment Act of 1850 became law. In 1853 they Purchased 12 Acres in Hanwell that were to provide a new cemetery initially for the exclusive use of parishioners of St. George's Hanover Square. By 1883 an additional 11 acres were acquired making 23 acres in total.

They appointed Robert Jerrard as an architect. The cost to design the cemetery and its buildings was £14,741 17s 11d.

The cemetery was consecrated by the Bishop of London on 6 July 1854 and the first interment took place on 2 August 1854.

The cemetery was transferred to the Metropolitan Borough of the City of Westminster under the provision of London Government Act of 1889. The chapel and offices are in the

Victorian Gothic style and were constructed of course pitched faced stonework. The freestone door and window surrounds may be bath or Portland stone. The chapel has a fine hammer beam roof incorporating arched bracing and central carved stone corbels. The buildings were all subject to an extensive scheme of restoration in 1994. The south stained glassed windows of the chapel depict a miscellany of some 30 biblical emblems. These windows were a memorial gift to the City Council and installed in 1945. The Grand Avenue of cedars which line the main drive is believed to be part of the original £1,000 planting scheme of the 1850s. Since that time the cemetery has been planted up with an impressive range of decorative trees and shrubs. There are over 16,000 private graves and to date over 100,000 interments have taken place throughout the cemetery.

Famous names – memorials of Special Interest

Freddie Frinton.	Comedian 1916 - 1968
Sir John Ackerman KCMG	Mayor of Pietermaritzburg 1825 - 1905
Richard Bullen Newton	Pathologist at the British Museum 1854 - 1926
Col. Sir David Semple	First Director of the Research India. Founder of the Pasteur Institute at Kasauli India 1856 - 1937
Sir John Hunt OBE	First Town Clerk of the City of Westminster 1900 -1928

Civilian Memorial

The civilian memorial to the 200 dead of Second World War, near the centre of the cemetery, was unveiled in 1950.

Here lies, among others, Al Bowlly the popular singer who was killed in a air raid (lasting 10 hours) at his flat in Jermyn Street, on April 1941. Bowlly was said to have been "Britain's answer to Bing Crosby. " His age was recorded as 42, but some believe he had tried to hide his true date of birth (1890) for theatrical reasons.

War Graves

There is a Royal British Legion memorial cross in the centre of thje cemetery, and throughout the site there are several war graves administered by the Commonwealth War Grave Commission.

A Welcoming Place:



The City of Westminster offers a full range of services at the cemetery. Booking for funerals may be made via funeral Director or telephoning the Hanwell Cemetery office between 09.00 –16.30 weekdays only.

The cemetery is primarily a Christian burial ground, services are provided for all people no matter what denomination, religion or belief they may have. Where possible any special requirements will be accommodated to ensure that each service is an individual and appropriate to the wishes of the deceased and relatives as possible. The chapel is available for all funeral services and live or taped music may be played upon request.

The public may also visit the Cemetery Office at Hanwell to view the cemetery registers in person. In this case it is advisable to telephone in advance to make an appointment. Cemetery office staff are available to provide information on the purchase of new grave spaces and to locate existing graves.

Westminster City Council does not offer grave maintenance services but this can be arranged with a private contractor or through the cemetery office. Cremated remains may be interred in new or existing graves with the right to erect a permanent memorial.

Cemetery Staffing

During opening hours gardening staff are always available to assist the public and on weekends patrol staff will be in attendance.

The cemetery is managed and maintained by a private contractor in accordance with detailed specification, which is nominated by staff of Westminster City council.

Opening Times

	November - February	March – October
Monday to Friday	8.30am – 4.30pm	8.30am – 6.00pm
Saturdays, Sundays & Public Holidays	11.00 – 4.00pm	11.00 – 6.00pm

The cemetery services is currently improving their standards and are determined to raise the profile and reputation. The development of a management plan will assist in this drive, through the identification of the main aims and objectives of the City Council and how they relate to the effective management of the cemetery at East Finchley. Although located outside the City's boundary demarcation, the service aims will be guided where possible by the Authority's Civic Renewal Program. The relationship between the City Council and the Departmental Service Aims, are necessarily inter-linked in order to provide a holistic approach to the provision of its services, which in turn affects the future direction in which the Cemetery Service takes.

In line with the Strategic Aims of the Authority, the following Objectives have been reviewed and agreed for the development of the service both

now and into the future The development of these objectives have been identified as capitalising on our strengths, while attempting to remove any perceived weaknesses. The continued awareness of our Micro culture and how the external environment affects this



will assist the department in providing a service to the community that is responsive to current changes and trends. Awareness of these effects will impact upon the service provision, by allowing the department to adapt to change quickly, thereby providing for the needs of the customer. A summary of the main aims (Attached Document) related to the cemetery service, are as follows:

- **To provide a quality service at an affordable cost.**
- **To improve cleanliness and improve environmental awareness.**
- **Lead Innovation by implementing Agenda 21 environmental initiative.**
- **Review of current costs and procedures related to the industry memorialisation issue.**
- **Responsible to residents by seeking their views on the cemetery service.**

In setting out to achieve the service aims, the City Council has ensured that adequate funding is available to maintain the quality and the fabric of the cemetery gardens to a high standard, which recognises its value as an open space. The Management Plan sets out how these standards are being achieved, through current practices. The primary aim is that East Finchley Cemetery shall remain a peaceful, safe, clean and aesthetically pleasing place for the bereaved. Any visitor who may wish to come to the cemetery to view a grave shall be presented with an open space and surroundings that are safe, clean, peaceful, reverent and relaxing, which is effectively managed by the authority.

Although the City of Westminster cemeteries has had a varied history in the past, the service now has a high reputation for providing a well maintained environment, customer friendly service and proactive solution in how it manages its cemeteries. However, it would be foolish to sit back and feel that the hard work has been done, as all services within a local government environment, need to consistently monitor and review its service functions if it wants to remain effective in its management responsibilities and efficient in its provision.

Service quality is about the delivery of a service to the specified standards and ensuring that customers have the necessary information to judge the service. As an aid to the delivery of a quality service, the cemetery contract has a summary service specification

within an abridged version of the included to provide quick information to customers on what to expect from the service. Hanwell like the other cemeteries has adopted the department's service quality aim, which is defined by the City Council as:

- **"The Parks and Cemeteries service aims to deliver to our customers the service and facilities they require in the most efficient and effective way".**
- **"Improve communication with our customers by providing the necessary information on the level of service that should be delivered".**

Charter for the Bereaved

The City Council has adopted the Institute of Cemetery and Crematoria Membership and is a Charter Member of their Charter for the Bereaved. Under this there are two central promises which are as follows:

1. To comply with the Charter Rights and National Standards
2. To provide a service which meets the social, ethical and environmental needs of the community and offers choices which enable every individual to arrange a meaningful funeral

Management of the Burial Service

The cemetery located at Hanwell Cemetery, is the main Administration Office for the City of Westminster and their preferred contractor. The cemetery at East Finchley caters for the internment of coffined remains and cremated ashes, as the City Council do not provide a Crematorium function. Should residents require cremation services, they are directed to the private Crematorium, located within our cemetery at East Finchley.

East Finchley cemetery is managed to cater for the needs of the community, irrespective of residency, religious beliefs, or ethnic origin. The aim of the service is to ensure that the Cemetery and Office at Hanwell is effective in its service provision and provides an efficient burial service to the community. There are many legal requirements and constraints relevant to the management of any cemetery, with the main framework encompassed within the '*Local Authority Cemetery Order. 1977*'. Primarily a

traditional style Christian burial ground, with the service aimed to provide for all parts of a modern community, no matter what their denomination, religion or beliefs. The service will also cater for special requirements within acceptable reason, in order to provide a sense of ownership and individuality to the wishes of the family or bereaved. The office staff based at Hanwell Cemetery provides impartial advice and information regarding the cemetery and its operations. This will include details concerning the burial process, funeral directors, locations, type of grave, memorial choice and all associated costs.

At East Finchley cemetery, a limited choice of location is provided to a family member or relative where space permits. Families or relatives may visit the site or make an appointment to view the cemetery for this purpose. The Hanwell Office is the location for the City Councils cemetery records and registers, which the public may view upon request. The registers are maintained by the Cemetery Manager, then stored within a designated record room and secured within large fireproof safes. As well as now records are scanned and stored on External Hard drives.

The service at East Finchley cemetery will allow for Interments on a Monday through to a Saturday morning, where all the necessary paperwork has been received in time. The office operates from a Monday through to a Friday inclusive (09.00hrs - 16.30hrs). Sunday is retained as a day of rest, which allows visitors to quietly pay their respects, to loved ones with no disruptions. No internment or use of machinery in a work related context is allowed on Sundays. The cemetery has the benefit of patrol staff located on site all weekend for patrolling and security purposes. This member of staff also carries out several grounds duties during the opening hours.

The cemetery service is promoted from the main Hanwell Office, with information also available from the Westminster `One-Stop' shop service, the Westminster A-Z, on notice boards, with contact available by telephone to the main office, or the departments office. An e-mail facility {cemeteries @westminster.gov.uk} has been advertised and is operational, with the current web page under review. It is intended this web page will provide all necessary information related to cemeteries.

Continental Landscapes Limited, are the City Council's preferred contractor for the delivery

of a burial service to residents and non-residents at Hanwell cemetery. The contractor (CLL) operates with strategic direction received from their Director, who is based in Hanwell. The management function is two tiered, with burial administration and management carried out through the Cemetery Manager, located at Hanwell. The grounds Maintenance function is managed through their Grounds Manager, who is located at East Finchley Cemetery. The office at Hanwell is currently staffed with one administrator and a support member of staff who is inputting all relevant memorialisation details ascertaining to correspondence and replies. The grounds manager has one senior supervisor under his control, with a senior member of staff based at each cemetery, supplemented by attendants at weekends and bank holidays. Much of the operations are carried out through mobile squads, traveling around each of the three cemeteries. The burial team operates separately from the grounds maintenance operatives.

Burial operations at Hanwell are managed in line with the industry requirements for internments. However, if due to religious beliefs a Saturday morning or a 24-hour service is required (normal for Muslim burials), this can be accommodated where all the necessary legal documentation is provided (by 12.00hours the preceding day), subject to operational requirements. Any request for Saturday or a 24-hour burial, can only be accommodated through agreement between the authority (who will investigate the request and assess due need and operational demands) and other parties concerned. These types of burials will incur a surcharge at the relevant contract rate, against the advertised 'Table of Fees and Charges'.



Visitors and families are free to choose the type or style and location of burial, where space allows. Grave plots will be prepared to accommodate single or multiple depth internment's, allowing the flexibility of choice on the grave type by the customer, whether an adult or child grave plot, or ethnic burial plot requirement. When a plot is purchased, the 'Exclusive Rights' are granted for a period not exceeding 75 years, in line with 29% of other London Councils (Reference — London Cemetery Service Benchmarking Group).



Civilian War memorial to the residents of the original City of Westminster

Clean and Well Maintained

The Cemetery is maintained by contractors to a performance specification whereby tasks are carried out as required in accordance with sound horticultural and cemetery management practices. A client cemetery manager responsible for Cemeteries manages through the contractor all horticultural, cleansing and patrolling aspects of the horticultural and burial management. A client park manager, dealing with the infrastructure of all parks Gardens and Cemeteries owned by the City, deals with repairs such as replacements and improvements to paths, railings and day to day repairs. The followings detail the basic requirements:

1. The regular maintenance to a high standard of lawn and grass areas; hedges; and other planted areas.
2. The planting, establishment and maintenance of bedding schemes.
3. The planting of new and replacement trees, shrubs, hedges, herbaceous perennials, bulbs and sowing seed of annuals, biennials and perennials at the times required.
4. Routine winter maintenance tasks such as leaf clearing and pruning.
5. The reinstatement as necessary of some grassed areas and shrubbery's in special circumstances, e.g. following excavation by statutory undertakers or special events held in the locations.
6. Site security, the opening and closing of all sites and presence on site daily (including weekends) throughout the year to carry out patrolling duties and normal horticultural tasks such as watering as necessary, sweeping and the removal of rubbish.
7. Sweeping and keeping clean and weed free all paths, paved areas and hard surfacing.
8. Removal of all litter, leaves and arising from the sites to a tip of the contractors choice.

Sweeping and Cleaning

Litter collection is required up to three times a day throughout the year and sometimes constantly to ensure the grounds remain a pleasant place to be. A list of the Maintenance Duties is shown at Appendix 3.

Required standard:

- Sweeping is required at least daily and more often should this be required to maintain the grounds in a clean condition.
- Litter bins emptied at least 3 times a day and more if required
- Loose litter to be removed as when required.

Graffiti Removal

The City Council believes that to create an environment where users feel safe, secure and are not afraid to enter the cemetery it is necessary to remove all graffiti as it arises.

Required standard:

- All Graffiti and Fly Posting must be removed immediately that it occurs
- Graffiti removal where possible must be carried out using environmentally acceptable products that do not cause harm to either the operator or users of the cemetery.

Horticultural Management:

Lawns

Each year the lawns are overseeded where shade from the trees weakens the grasses using appropriate shade tolerant species and a system of cloching with horticultural fleece that enables the grasses to re-establish before the shade and drought of summer begins. A turf comprising shade species is being used and the height of the cut is adjusted accordingly.

Required standard:

- All lawns will normally be cut weekly and to the height defined in the contract standard.
- In adverse weather conditions all lawns will be maintained as directed by an A.O. This may require them to be left to grow longer and not be watered.
- Each year the lawns will be overseeded where shade from the trees weakens the grasses using appropriate shade tolerant species and a system of cloching with horticultural fleece that enables the grasses to re-establish before the shade and drought of summer begins.

- If turf is used it must comprise shade species and the height of the cut is adjusted accordingly.

Bedding Displays

All displays are designed by the Cemetery Manager with the contractor and his staff contributing to the design. Trials using non peat composts have taken place and we will continue to move away from the use of peat based composts where this practical to do so. Not all plants will thrive in non peat based composts but our contractors and suppliers are working towards being able to supply at least 30% of bedding plants in peat free composts this year.

Roses, Shrubberies, Other Perennial Planting

There is an ongoing programme of renewal and replanting of shrubberies, herbaceous and other perennial planting including naturalisation of bulbs. The quality of bedding plants and nursery stock are inspected at the nurseries by the Parks Manager.

Naturalised Areas.

English Nature has visited all the City Councils cemeteries, and although there is no designated area at Hanwell the future renovations and developments will ensure the area is maintained in any structured way.

Tree Management

All the trees on the Hanwell Cemetery protected by Tree Preservation Orders by London Borough of Barnet Council. Unfortunately this does not easy the implementation of tree management strategy. Due to formalities and extra time and negotiations required. Currently only dead trees, broken branches taken down and trees are made safe for the visitors and operatives on site.

A generic tree management plan is attached to this document detailing the City Councils approach to tree management throughout its Parks, Gardens, Open Spaces and Cemeteries.

Management of the fabric of the Cemetery.

The infrastructure or 'built environment' is maintained and managed separately from the horticultural and grounds maintenance elements.

Day to day (re-active repairs) are carried out as and when required and are notified to the client using a Maintenance Request Form (Appendix 5)

Major works to areas such as pathways and buildings are met from the City Council's capital programme and / or external funding if available. Bids for funding take place annually which requires medium to large projects to be designed and costed a year in advance.

Memorials and Monuments.

All monuments at Hanwell Cemetery, where under a 'Perpetuity Contract' will be maintained to the requested standard annually. A rolling program for this work is ongoing in all cemeteries. All related memorials or monuments are inspected every three years for defects, to ensure that they remain in a safe and stable condition. Customers will have a choice of memorial and design, within the bounds of taste.

The authority has completed a second tranche of safety inspection, using a methodology accepted throughout the industry and has now started on its third inspection. By carrying out a second inspection programme, the City Council is seen as one of the few proactive authorities that take this important issue seriously. The attempt to address the national issue related to memorialisation has identified many issues related to the inspection programme. The financial costs are high, due to the anticipated cost of maintaining the memorials. However, the City Council sees it as their responsibility to address the situation, while proposals are investigated to address the balance.

In addition to carrying out inspections the council is allocating money to repair memorial where the current owners cannot be traced. This is being done to ensure that the cemeteries do not have an uncared for look with memorials broken or laying on top of graves.

Pathways

The site has an extensive path network which is subject to damage from the large number of different species of trees. Repairs are carried out as and when necessary

Buildings

There are only two building that the public have access to within the cemetery. These are the Chapel and public conveniences.

Disability Discrimination Act

The City Council has a positive attitude to ensuring compliance with the act and to this end has allocated Capital funding over two financial years to enable works to be carried out in relation to the Disability Discrimination Act to ensure equal access to all users of their Parks, Gardens and Open Spaces.

Hanwell Cemetery is accessible to all users. There is a toilet for disabled users in the Grounds.



Donated bench

Donated Benches Scheme

The City Council operates a scheme whereby users of the cemetery and others can if they so wish donate benches to a cemetery. Benches are normally donated on behalf of someone who has died but we do get benches donated for other reasons such as in appreciation of the beauty and special nature of the cemetery. The City Council runs this scheme at cost as it is considered that an asset is being gained that will benefit all users of the cemetery. The application form is available from the Parks and Cemeteries Office or via the Parks web site.



<http://www.westminster.gov.uk/environment/landandpremises/parksandopenspaces/benches.cfm>

Conservation and Heritage

BIODIVERSITY

Wildlife at Hanwell Cemetery

Hanwell Cemetery is designated as a Site of Importance for Nature Conservation for its contribution to wildlife at borough level and provides an important green space in the context of its London location. An ecological survey will be carried out in May 2009 by London Conservation Services to assess the habitat through a Phase 1 habitat survey, and carry out a protected species survey within the park. The results of this survey are expected to inform future management to enhance the wildlife potential.

Features for wildlife present at Hanwell Cemetery include fallen mature and semi-mature trees, native and non-native species, hedgerows, climbers, areas of scrub and fallen deadwood and deadwood log piles. Excess spoil mounds exist at the site and have a relaxed mowing regime; this has allowed a variation in the vegetation community to develop. Naturalised areas are present that add to the wildlife value at the site.



Fallen deadwood



Standing deadwood



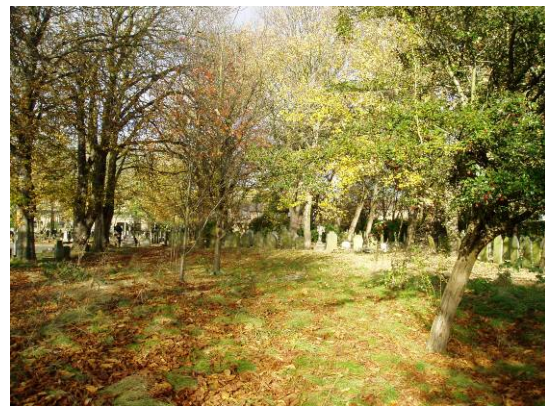
Log pile



Log pile



Excess spoil mound



Naturalised area

Nature Conservation Projects

Nature conservation projects will be further developed once the ecological survey has been completed. In the meantime projects will include the following.

Bird nesting boxes

Four bird nesting boxes will be included on semi-mature and mature trees within the park and will be located out of direct sunlight, at least 2m or so above ground, facing south-east if possible. They will be located a discrete distance away from each other. Woodcrete bird boxes will be used as they are long-lasting, compared to wooden boxes, and insulate occupants from extremes of temperature and condensation. Two general purpose boxes

will be erected as this is suitable for tit species and house sparrow *Passer domesticus* and one open fronted box will be erected as this is suitable for wagtails and robins, which has been recorded at the site.



Robin



Woodcrete open fronted bird box

Invertebrates

Two insect homes will be added to the gardens to provide an area for ladybirds, lacewings and solitary bees to over-winter. These will also act as an educational feature for the local community using the site, as small interpretation signs will be placed close by to describe the insect homes and their benefits to wildlife.



Clay and reed insect nesting aid



7 spot ladybird *Coccinella 7-punctata*

Bat roosting boxes

Three mature trees will be chosen in the gardens to erect woodcrete bat boxes upon. The boxes will be erected at approximately 4-5m high. Each tree will host three boxes in a variation of aspects to allow the best possible conditions at different times of the year for bats to roost. This will contribute to Westminster and London Biodiversity Action Plan aims and objectives.



Common pipistrelle (*Pipistrellus pipistrellus*)



Woodcrete general purpose bat box

Taking Action in Partnership for Westminster's Wildlife

The BAP was approved by the City Council in 2007 and aims to protect and enhance wildlife, and provide further opportunities for Westminster's residents and visitors to enjoy a green city, rich in wildlife.



The action plan focuses on seven priority habitats and five priority species. These are: parks and green spaces, churchyards and cemeteries, built environment, private gardens, standing open water, tidal Thames, veteran trees and decaying wood, bats, buttoned snout moth, house sparrow, tawny owl and hedgehog.

To view the Action Plan please visit the link

<http://www.westminster.gov.uk/environment/greencity/biodiversity/biodiversity-action-plan.cfm>

Biodiversity and nature conservation projects at Mount Street Gardens contribute to several habitat and species action plans within the BAP and delivers actions to conserve and improve wildlife in Westminster.

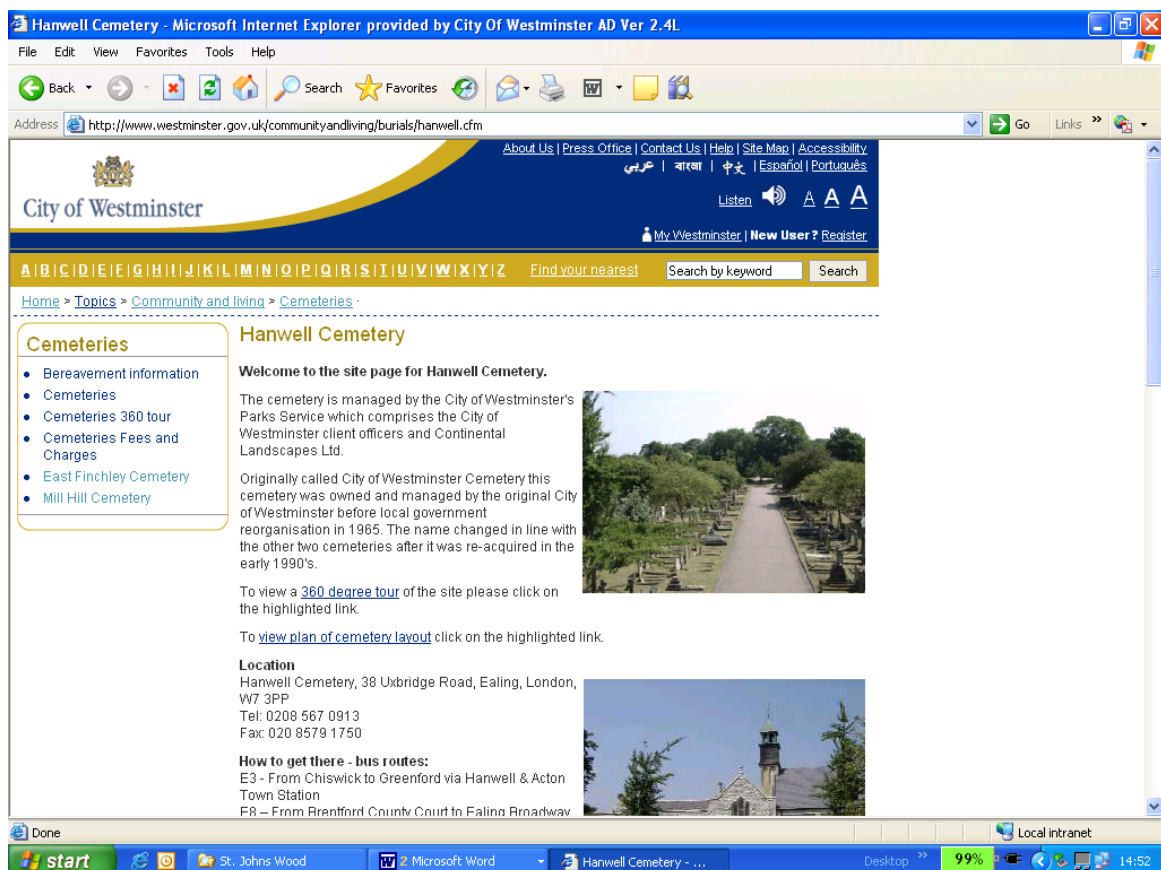
Marketing

The cemetery service is promoted from the main Hanwell Office, with information also available from the Westminster 'One-Stop' shop service, the Westminster A-Z, on notice boards, with contact available by telephone to the main office, or the departments office. An e-mail facility {cemeteries @westminster.gov.uk} has been advertised and is operational. The web pages will provide all necessary information related to cemeteries.

As part of the councils ongoing commitment to improving its services a user survey form is being developed and a copy of this can be found at appendix 7.

City Councils Web Site

The Cemeteries have their own page on the City Councils Web site which is used to convey information to the public about what is happening in relation to the Parks and Gardens as a whole



<http://www.westminster.gov.uk/communityandliving/burials/hanwell.cfm>

Healthy, Safe and Secure

Patrolling and Attendance Duties.

The City Council has retained a staff presence at East Finchley cemetery, in order to deal with the multiplicity of anti-social behavior, vandalism, ensure that nuisance and damage is prevented and repaired quickly when it happens. This patrolling presence is carried out in such a way as to be low key and that staff meet the balance necessary within a cemetery to ensure that visitors and community are allowed peace and quiet to pay their respects in private. The site staff also upholds the City Council's Byelaws for Cemeteries as shown at Appendix.9 and completes incident reports (appendix 6). These are currently under review due to the implications of the Institute of Burial and Cremation Administration's 'Charter for the Bereaved'. However, the new draft is not expected to differ greatly from the previous copy.

Throughout the year the cemetery has as a minimum of four gardeners during the week and one patrol staff at weekends working within the cemetery. Duties are multi-functional and they deal with all aspects of the running of the grounds including security, patrolling, sweeping and cleaning. The use of power operated equipment is not allowed at weekends, unless a Saturday Morning Burial has been authorised.

TRAINING AND STAFF WELFARE

There must be an ongoing training programme of on the job training to develop the interest of gardens staff to go on to develop their career in horticulture and parks. All staff must receive induction training in all aspects of the management of the gardens including health and safety, dealing with the public, incident reporting, use of machinery. The City Council recognises the value of its front line staff and it is a requirement of the contractor to ensure staff training facilities and welfare are up to acceptable standards.

Client Managers are required to attend training courses and to attend seminars and exhibitions as appropriate to keep their knowledge to the fore and to develop their full potential. They are required to keep themselves fully informed of best practise within the industry.

Sustainability

During 2006 a “Go Green Board” headed up by the Cabinet Member for Street Environment was established within the council to oversee all aspects of greening the city.

The City Councils Environment Policy is shown at Appendix 2 and the contractors proposals for complying with the Environmental Policy are shown at Appendix. 8

Use of mulches

As part of an on-going programme shrubberies were mulched during the autumn and winter period reducing the need for watering and assisting with soil improvement. The use of mulches will out of necessity increase due to the problems encountered in 2006 with low rainfall and the effects of climate change. Our contractor will be required to work with the client side to increase the use of mulches throughout the Cemetery and to actively participate in the production of compost from green waste generated on site (see below – Waste disposal)

Waste disposal

It is the City Councils intention that by the end of 2007 that all green waste from its Cemeteries will be recycled within the Cemeteries as compost or mulch for shrubs or other formal horticultural features. This will be achieved by providing composting facilities at each of its cemeteries.

There is a large composting facility at East Finchley Cemetery.

Water Recycling

During 2006 a number of water butts were installed as an experiment. This has proved a success and starting in April 2007 this will be extended across to the Cemeteries wherever there are buildings that can supply adequate runoff from the roof.

Recycling of litter bin rubbish

A study carried out into the composition of the rubbish deposited in the litter bins throughout the site was carried out in 2005. Although a fair proportion of it was recyclable the cost benefit analyses showed that the cost of purchasing special bins would far out way the amount saved on tipping as general or green waste.

Vehicle fleet

From April 2007 the vehicles servicing the City Councils Cemeteries will be required to meet as a minimum the Euro 4 standard. In fact the contractor in his tender submission has stated that his vehicle fleet will encompass not only the Euro 4 standard but also he will be using dual fuel and electric vehicles.

Machinery

The purchase of new machinery i.e. pedestrian lawn mowers, ride-on machines and leaf blowers once again offers the latest technology, reducing noise levels and harmful emissions. The new grounds maintenance contract has set a maximum noise level for all machinery of 108 decibels and this includes leaf / litter blowers.

Community Involvement

LINKS WITH THE COMMUNITY

Vital to the management of East Finchley cemetery is community liaison, which is ongoing through the views of visitors and the Westminster Association of Relatives, who are widely consulted on their opinions. On site communication indicates that the grounds have improved over recent years, with use considered (excluding Internment's) for quiet contemplation, meeting with friends and colleagues to catch up on events and relax. The standard of maintenance is regarded as good, as it deviates away from the high profile manicured style of maintenance, which is not in character within the Victorian style cemetery.

A complaints / compliments form is available on which users can register their views (see Appendix 4). Information from these is noted in the monthly monitoring report that the contractor has to provide to the client. Feedback is that the users continue to appreciate the facilities, the presence of staff on site and the high standards of maintenance/beauty of the Grounds. In summary the conclusion was that most people come to the gardens to escape from stressful environments.

Management

The Cemetery are maintained by contractors to a performance specification whereby tasks are carried out as required in accordance with sound horticultural and cemetery management practices. A client park manager responsible for all cemeteries manages through the contractor all burial, horticultural, cleansing and patrolling aspects of the cemetery management. A client manager, dealing with the infrastructure of all parks and gardens in the City, deals with repairs such as replacements and improvements to paths, railings and day to day repairs. The followings details the basic requirements:

1. The regular maintenance to a high standard of lawn and grass areas; hedges; and other planted areas.
2. The planting, establishment and maintenance of bedding schemes.
3. The planting of new and replacement trees, shrubs, hedges, herbaceous perennials, bulbs and sowing seed of annuals, biennials and perennials at the times required.
4. Routine winter maintenance tasks such as leaf clearing and pruning.
5. The reinstatement as necessary of some grassed areas and shrubbery's in special circumstances, e.g. following excavation by statutory undertakers or special events held in the locations.
6. Site security, the opening and closing of all sites and presence on site daily (including weekends) throughout the year to carry out patrolling duties and normal horticultural tasks such as watering as necessary, sweeping and the removal of rubbish.
7. Sweeping and keeping clean and weed free all paths, paved areas and hard surfacing.
8. Removal of all litter, leaves and arising from the sites to a tip of the contractors choice.

Client / Contractor relationship

The management of the garden is split between the client officers and the grounds maintenance contractor as follows

1. The client officer oversees the overall management of the grounds including the strategic decision making and provision of new or improved facilities. The client officers also are responsible for seeking internal or external funding for new or improved facilities and the maintenance of the cemetery assets.

2. The contractor is responsible for the day to day management, maintenance and security of the cemetery. The new contractor from April 2007 is Continental Landscapes Ltd.

The contract requires that there is a partnership between the client officer and the grounds maintenance contractor to ensure that the cemeteries are maintained to the highest possible standard.

Self Monitoring and the Contractor

The contract is a self-monitoring contract whereby the contractor monitor themselves. The contractor has achieved the quality standard ISO 9002.

Monthly Report

There is a partnership between the City Council and the Contractor responsible for the Management, Maintenance and Patrolling Services. A formal monitoring meeting is held monthly where the contractor's performance is discussed. Here again ideas are shared, problems discussed and resolved and new initiatives and key issues are received.

- A. Items Affecting the Performance of the contract.
- B. Items which may Improve the Performance of the contract.
- C. Items Affecting the Health and Safety of the contract.
- D. Proposals for New Work Practices the contractor may wish to Introduce.
- E. Staff that have received training during the month and details of training coming up during the next three months.
- F. Staff deployment, including the number of agency staff employed.
- G. Emergency call out arrangements for the month.
- H. Contacts made by the customer during the month - compliments and complaints.

A sample copy of the contractor report is attached.

Annual Report

Each year the contractor submits in March an Annual Report for the year and Annual Plan for the forthcoming year. The content of this Plan include:

1. How the service might be improved with reference to the main elements as appropriate.
2. Training report and plan.
3. Communication with staff of Health and Safety Issues.
4. Quality Systems.
5. Self monitoring.

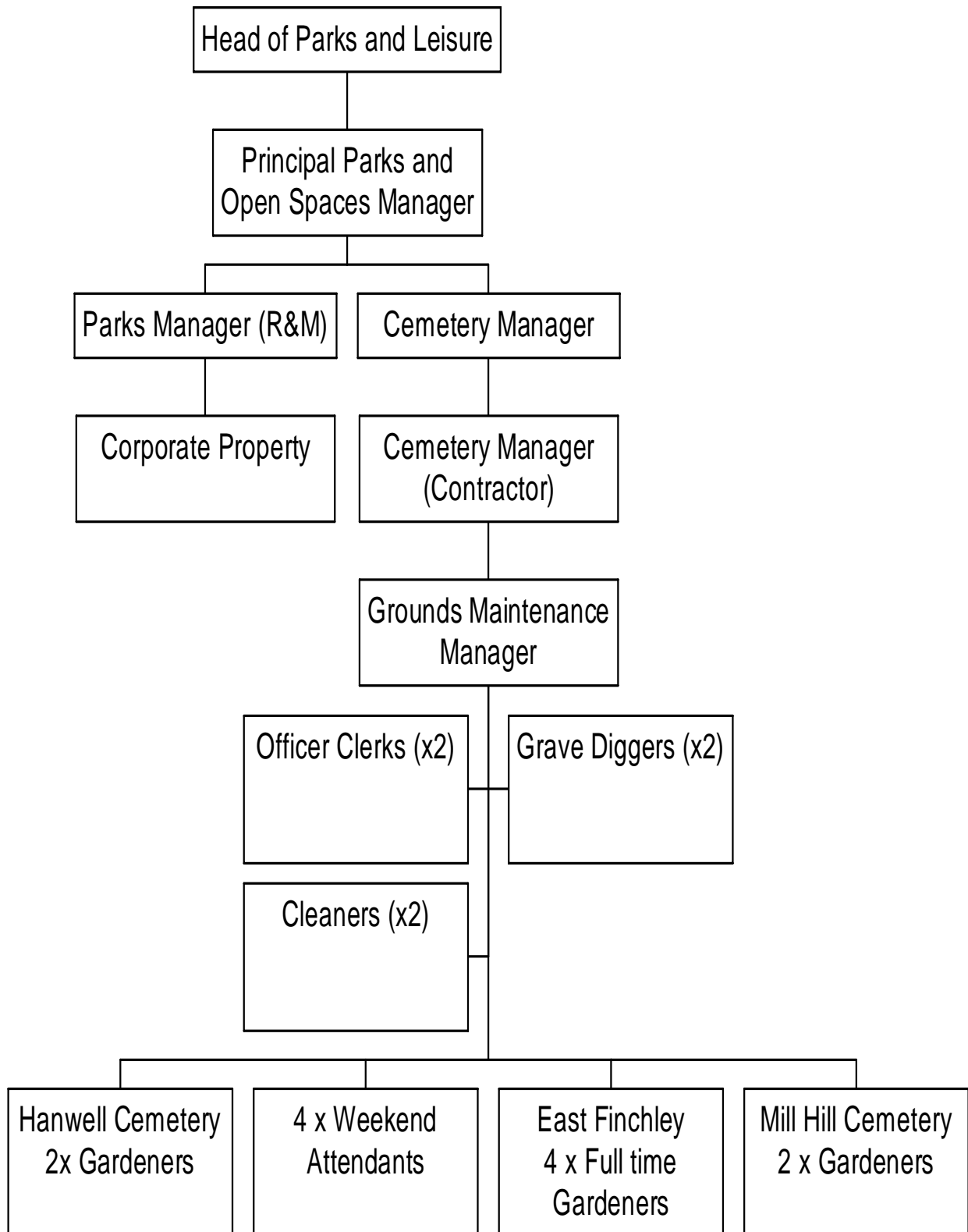
A copy of the last Annual Report is attached.

Contract Performance Indicators

The performance of the contract will be judged against the following criteria:

1. Complaints from members of the public
2. Compliments from members of the public
3. Number of outstanding works notices issued during the month and yearly, commencing 1 April each year.
4. The ability of the contractor to respond to outstanding works notices in a timely fashion to bring the areas back up to the contract standard.
5. Response to requests from the AO's by the contractor for information and for prices and to rectify quickly items communicated to the contractor verbally
6. The number of occasions the contractor fails to put right or there is a repeated failure to resolve key management issues
7. The health of the plants
8. The overall cleanliness of the gardens
9. Appearance of contractor's staff

Management Structure - Cemeteries



Appendices

List of Appendices

- Appendix 1 – Health and Safety Policy statement and Site Inspection sheet**
- Appendix 2 – Environment Policy**
- Appendix 3 – Maintenance Duties**
- Appendix 4 – Continental Landscapes Ltd. – Compliment / Complaint form**
- Appendix 5 – Maintenance request Form**
- Appendix 6 - Incident Report Form**
- Appendix 7 – User survey forms**
- Appendix 8 – Contractors Proposals for Complying with the City Councils
Environmental Charter**
- Appendix 9 – Cemetery Regulations**

ENVIRONMENT & LEISURE DEPARTMENT

HEALTH AND SAFETY POLICY

“ It is our aim to achieve a level of excellence in managing Health and Safety above and beyond mere compliance with legal standards”

The above statement is taken from **Westminster City Council's** general policy statement for the provision of health and safety. It specifies in clear terms the Council's commitment to providing services that are safe and without risks beyond the required minimum standard. The Environment and Leisure dept has a moral and legal duty to ensure the highest possible standards of health and safety are provided.

It is incumbent upon me as Chief Officer for the Environment and Leisure dept to ensure all service areas responsible to me co-ordinate their activities and resources with an aim to achieving the Council's goal.

I expect contractors and external providers of Council services commissioned and operating on behalf of the Environment and Leisure dept to ensure their undertakings are provided to the same level of excellence.

As Chief Officer responsible for the Environment and Leisure dept I will ensure that:

- Systems are established, maintained and actively promoted amongst all staff for ensuring the provision and maintenance of plant and systems of work that are safe and without risks to health.
- Systems are established, maintained and actively promoted amongst all staff for ensuring the safety and absence of risk in connection with the use, storage and transport of articles and substances.
- Systems are established, maintained and actively promoted amongst all staff for ensuring the provision of such information, instruction, training and supervision as is necessary to ensure the health and safety at work of the Environment and Leisure dept staff.
- Systems and procedures are developed, maintained and actively promoted amongst all staff for the continued maintenance in a safe condition of all workplaces under my control, and that this commitment is extended to include the maintenance of all means of access to and egress from those workplaces.
- Systems and procedures are actively promoted within the department for minimising the potential for harm, business interruption and financial loss resulting from the department's undertakings.
- Systems and procedures are developed and actively promoted amongst all staff for the provision and maintenance of safe working environments that are without risks to health and are adequate as regards facilities and arrangements for their welfare at work.
- Systems and procedures are developed and actively promoted within the department concerning the selection and appointment of external organisations and bodies corporate in relation to the provision of goods, services and works. That defined systems and procedures establish

provision for the active monitoring and review of the contracted organisations with regard to the provision of health and safety.

- Joint mechanisms and forums are established and developed for the purposes of keeping under review the aims and objectives of this policy statement.
- Adequate funding and resources are programmed and made available by me in pursuant of the aims and objectives of this policy.
- All staff at all levels will actively assist me to achieve the aims of this policy.
- Competent persons and advice are made available to all staff and managers in pursuant of the objectives of the department's health and safety policy.
- The contents and objectives of the department's health and safety policy are reviewed in accordance with the demands of changing legislation and business objectives. That such revisions and modifications are brought to the attention of all staff and those affected by its undertakings.

I am further committed to ensuring the Environment and Leisure department develops a positive health and safety culture throughout and pursues the highest standards of health and safety management.

I aim to promote the effective integration of health and safety into the everyday management of the department's work, i.e. whenever changes to the organisations structure, accommodation, equipment and working systems are contemplated, the health and safety consequences will be carefully considered and appropriate action taken.

Individuals throughout the Environment and Leisure department, particularly management at supervisory level have defined and specific health and safety responsibilities. These responsibilities will form a significant and measurable part of their key objectives against which there overall work performance will be assessed. This will enable line managers to actively manage health and safety matters under their control.

My ultimate aim is to create a department in which accidents; injuries and loss are eliminated and good health promoted.

Individuals throughout the Environment and Leisure department will be made aware of their responsibilities through appropriate training. This will be provided by my Health and Safety Manager and where appropriate suitable external providers.

This policy details the organisational structure and arrangements for the effective management of health and safety throughout the Environment and Leisure department. The Environment and Leisure departmental structure and arrangements are appended to this policy statement. This policy should be read in conjunction with the Council's Corporate Health and Safety Policy.



Director for Environment and Leisure

Date 01/ November 2005

The Director of Environment and Leisure will ensure:

- The production of annual plans and strategies detailing the Environment and Leisure dept's health and safety objectives, inclusive of key tasks and targets.
- The provision of necessary funding and resources to maintain and improve health and safety standards within the Environment and Leisure dept when compiling annual budgets.
- The elimination of hazards and risks within their sphere of influence through a comprehensive programme of hazard identification and risk assessment.
- That all accidents, assaults, dangerous occurrences, occupational ill health, near misses and unplanned events are thoroughly investigated, recorded and promptly acted upon in line with the WCC policy for accident and incident investigation.
- The Environment and Leisure dept adheres to and complies with all corporate codes of practice, guidance and policies regarding the provision of health and safety.
- They remain abreast and are made aware of all changes in health and safety legislation, technical and authoritative guidance relative to their sphere of influence.
- Access to specialist health and safety advice where required.
- They maintain an overview of the business of the dept's health and safety committee.
- They attend the dept's health and safety committee and approve actions arising therefrom.
- An effective programme of health and safety surveillance for staff.
- The entire Environment and Leisure dept employee's are provided with information concerning the council and dept's health and safety policies, any relevant codes of safe working practice and procedures relevant to their undertakings.
- Employees at all levels within the Environment and Leisure dept receive the necessary information, instruction, training and supervision to enable them to undertake their duties in a safe manner.
- Health and safety responsibilities are incorporated into individual job descriptions.
- Employees at all levels within the Environment and Leisure dept are competent to undertake their duties.
- That systems and procedures exist for the review and modification of health and safety systems, policies, guidance and practices within the Environment and Leisure dept. That any modifications or amendments of such health and safety matters are brought to the attention of all Environment and Leisure dept staff.
- That the business activities and practice's of the Environment and Leisure dept do not compromise or adversely affect the health and safety of the public, service users or visitors to premises under its control.
- Adequate arrangements and forums for discussions with the recognised Trade Union health and safety representatives for health and safety matters.
- Seek to develop and promote a positive health and safety culture within the Environment and Leisure dept.
- Set a good personal example.

HEADS OF ENVIRONMENT & LEISURE SERVICES

The Heads of Environment and Leisure Services will ensure:

- That Environment and Leisure staff in the service areas under their control are made aware of the contents of and understand the objectives of the Environment and Leisure dept's health and safety policy.
- The provision of necessary funding and resources to maintain and improve health and safety standards within the service areas under their control.
- The elimination of hazards and risks within the service areas under their control through a comprehensive programme of hazard identification and risk management.
- Effective communication arrangements exist within the service areas under their control for the consideration and dissemination of health and safety information and advice.
- That all employees within the service areas under their control receive the necessary information, instruction, training and supervision to enable them to undertake their duties in a safe manner.
- The development of an annual plan with clear and measurable health and safety objectives for the service areas under their control.
- Employees in the service areas under their control are competent to undertake their duties.
- All accidents, assaults, dangerous occurrences, occupational ill health, near misses and unplanned events in the service areas under their control are thoroughly investigated, recorded and acted upon in line with WCC policy for accident and incident investigation.
- Employees in the service areas under their control have access to competent advice for health and safety matters.
- Adherence to and compliance with all corporate codes of practice, guidance and policies regarding the provision of health and safety.
- Health and Safety responsibilities within the service areas under their control are defined and understood by those within defined responsibilities.
- All works carried out in the service areas under their control are undertaken with due regard to the councils policies and standards for health and safety.
- Consult and co-operate with all recognised Trade Union health and safety representatives on appropriate health and safety matters.
- That business activities and working practice's of the service area they are responsible for do not compromise or adversely affect the health and safety of the public, service users or visitors to premises under their control.
- Set a good personal example.

SERVICE MANAGERS IN ENVIRONMENT & LEISURE DEPT

All service managers in Environment and Leisure dept shall ensure:

- They read and understand the Environment and Leisure dept health and safety policy and ensure that its contents are brought to the attention of all staff under their control.
- They attend the appropriate health and safety training as directed/required by the Director of Environment and Leisure.
- All employees under their control receive the appropriate information, instruction, supervision and training required for them to undertake their duties safely.
- Risk assessments are carried out for all work activities and that all work activities and practices are conducted in a manner as to reduce, so far, as is reasonably practicable the risks.
- All employees under their control are trained in the health and safety requirements of their work and that all work is carried out in a safe manner.
- All work is carried out in accordance with the Environment and Leisure dept's health and safety policy requirements.
- Adequate contingency arrangements are in place for each work activity and that employees are aware have and have received training in these procedures.
- All accidents, incidents, dangerous occurrences, near misses and occupational illness are investigated, recorded and reported in accordance with the WCC policy for accident and incident investigation.
- Adequate safety notices and information are displayed and provided for the attention of staff and visitors.
- All offices and workplaces under their control are laid out correctly and maintained in a manner free from risk for staff and visitors.
- Procedures exist for the isolation and recording/reporting of defective equipment.
- Workplaces under their control are adequately provided for in terms of welfare and first aid.
- Employees are provided with adequate Personal Protective Equipment and defined safe systems of working.
- They establish effective means for ensuring the maintenance and suitability of health and safety measures provided for the benefit of staff.
- Consult and co-operate with all recognised Trade Union health and safety representatives on appropriate health and safety matters.
- Prepare reports on health and safety matters appropriate to the service/s under their control.
- Ensure adequate health and safety advice and guidance is available to all staff in service areas under their control.
- Endeavour to establish at all levels within their sphere of influence an effective health and safety culture and an appreciation of the aims and objectives of the Transportation dept's health and safety policy.
- Set a good personal objective.

STAFF IN ENVIRONMENT & LEISURE DEPARTMENT

Staff in the Environment and Leisure dept will ensure:

- They read and understand the Environment and Leisure dept health and safety policy.
- Conduct their work activities in a safe manner at all times, wear the appropriate Personal Protective Equipment (PPE) provided.
- Act upon any instruction, order and/or request given in relation to their safety.
- Report to their management any accident, near miss or dangerous occurrence however small.
- Do not recklessly interfere with, misuse, alter or amend anything provided by management for their safety.
- Attend training courses and seminars as directed by management.
- They report to management any defective equipment, PPE or unsafe practices they become aware of with immediate effect.
- Do not circumvent, disregard or ignore any guidance, instructions and systems of working or practices provided for their safety by the Environment and Leisure dept.
- Promote the aims and objectives of the Environment and Leisure dept health and safety policy.
- Assist the Environment and Leisure dept by helping it achieve its health and safety objectives.
- Suggest safer procedures and set a good personal example.

ENVIRONMENT & LEISURE DEPARTMENT HEALTH AND SAFETY MANAGER

The role and function of the Environment and Leisure dept health and safety manager is to:

- Provide technical advice on health and safety matters.
- Inspect work areas and working practices within the Environment and Leisure dept with a view to establishing compliance with health and safety standards and good practice.
- Ensure that copies of the Environment and Leisure dept health and safety policy and staff handbook are available for all managers and staff.
- Co-ordinate the Environment and Leisure dept health and safety committee, sub-committee/working parties on behalf of the director.
- Ensure the director is kept informed of relevant health and safety matters affecting the dept.
- Ensure all dept policies, codes of practice and information are reviewed as necessary.
- Ensure all Environment and Leisure employees are provided with access to health and safety information and advice.
- Act, as a point of contact for manager's co-ordinating and facilitating on issues relating to the provision of health and safety.
- Co-ordinating the Environment and Leisure dept health and safety training programme.
- Co-ordinating the Environment and Leisure dept's hazard identification and risk assessment programme.
- Reporting health and safety matters to DMT and department health and safety committee.
- Ensuring the programmed health and safety auditing and inspection of the dept's workplaces and practices.
- Representing the dept at the Central Health and Safety Committee, ensuring that information relevant to the dept is disseminated and raise issues unresolved at dept level or have corporate implications.
- Assist the director to develop and maintain monitoring procedures necessary to ensure the successful health and safety management of the dept.
- Consult and co-operate with all recognised Trade Union health and safety representatives on appropriate health and safety matters.
- Represent the dept in dealings with the Health and Safety Executive.
- Prepare and present reports on health and safety matters appropriate to the dept.
- Endeavour to establish at all levels within their sphere of influence an effective health and safety culture and an appreciation of the aims and objectives of the dept health and safety policy.
- Set a good personal example.

Site:

Contractors Representative- Signed:

H&S Representative - Signed:

Date of Inspection

Print Name:

Print Name:

<u>Messroom, Environment and Welfare:</u>			Priority	<u>Petrol / Chemical Storage:</u>			Priority
1. Are all lights Working	Yes	No		1. Are tools and Machinery stored away from mess facilities?	Yes	No	
2. Are all heaters working and in a safe condition	Yes	No		2. Are inflammable or toxic chemicals safely stored and locked away?	Yes	No	
3. Is all the other electrical equipment on site in a safe and serviceable condition	Yes	No		3. Are records kept of Chemicals stored?	Yes	No	
4. Are there any items which could cause a trip, fall or may be dangerous	Yes	No		4. Are containers of chemicals, petrol and storage facilities correctly labelled?	Yes	No	
If yes list below:							
				<u>Fire Fighting Equipment:</u>			
				1. Is the equipment correct for the type of fire likely at this location?	Yes	No	
				2. Is there a fire blanket provided in cooking areas?	Yes	No	
				3. Have staff been trained in the use of extinguishers and what actions to take			
5. Are there washing facilities on this or an adjacent site?	Yes	No		in the event of a fire?	Yes	No	
If on adjacent site specify:				4. Have extinguishers been checked in the last 12 months	Yes	No	
6. Is there fresh drinking water on site: (Note: Drinking water must come Directly from rising main and not from a tank).	Yes	No		Date: / /			
7. Is floor covering in a safe condition (not worn or slippery)?	Yes	No		<u>Children's Playgrounds:</u>			
8. Is first aid available and is box correctly filled?	Yes	No		1. Is playground equipment in good visual order?	Yes	No	
				2. Is the surface of the playground in good visual order and kept clean?	Yes	No	
<u>Horticultural Machinery:</u>				3. Has the daily inspection sheet been completed?			
1. Are all guards in place?	Yes	No					
2. Have the Operatives been adequately trained on equipment being used?	Yes	No		<u>Garden Working Area:</u>			
3. Are maintenance records kept for each machine?	Yes	No		1. Do walls, fences and pathways show visible signs of damage?	Yes	No	
4. Are all electrical leads/ plugs etc in good order?	Yes	No		2. Are there any obstructions or projections which could cause injury to Council staff , contractors or the public.	Yes	No	
5. Have all generators been equipped with residual current Circuit Breakers?	Yes	No		3. Is dog fouling/litter a particular problem in the area.	Yes	No	
<u>Protective Clothing:</u>				<u>Other H&S items Found but not listed above:</u>			
1. Is protective clothing supplied where necessary and properly stored?	Yes	No					
2. Is protective clothing being worn?	Yes	No					
<u>Health and Safety (Garden Folders):</u>							
1. Is there a Health and Safety (Garden folder) on site?	Yes	No					
2. Does folder contain up to date information?	Yes	No					

Top copy (white) - Parks Managers, 2nd copy (blue) - Contractor Rep., 3rd copy (Pink) - Safety Rep, 4th copy (green) - Staff Safety Adviser

WESTMINSTER CITY COUNCIL ENVIRONMENT POLICY

The aim of this policy is to protect and improve the environment locally, nationally and globally by defining Westminster City Council's commitment to becoming leaders in good environmental practice and innovation. Westminster City Council is committed to:

Environmental Law and Standards

- Complying with all relevant environmental law, regulations and codes of good environmental practice.

Protecting and Improving the Environment

- Preventing pollution of the environment through reducing resource consumption and minimising emissions and waste.
- Continual improvement in environmental performance by setting and reviewing targets to meet the Environmental Objectives.

Assessment of Long Term Environmental Benefits

- Ensuring environmental costs and benefits are included in the assessment of tenders.

Environmental Management of Contracts

- Choosing environmentally sound works, goods and services.
- Including environmental criteria in contract specifications.
- Assessing environmental impacts as part of contract evaluation.
- Managing contracts in ways that achieve good environmental practices and outcomes.

Environmental Awareness

- Increasing environmental awareness of Westminster residents, businesses and visitors.
- Fostering understanding and commitment to the Environment Policy by City Council employees and representatives.

Environmental Management

- Implementing environmental management systems for communication and training.
- Integrating environmental management systems with the City Council's corporate procedures.

Environmental Information

- Public environmental reporting and providing environmental information and advice.

Compliance with the Environment Policy

Ensuring that staff, contractors, suppliers and visitors comply with the Environment Policy.

***Approved by Councillor Simon Milton, Leader and Peter Rogers, Chief Executive
Westminster City Council – October 2002***

The Council's Environmental Objectives are:

Air

- Reduce air pollution
- Minimise vehicle use, vehicle emissions and fuel consumption
- Use and promote low or non-polluting methods of transport
- Ensure clean air in buildings
- Minimise activities that contribute to climate change, ozone layer depletion and acid rain

Water

- Prevent water pollution
- Reduce water consumption

Land & Habitats

- Protect existing landscapes, open spaces, habitats and wildlife
- Create new habitats and opportunities for wildlife
- Manage activities to minimise their impact on biodiversity
- Ensure that land is not contaminated

Built Environment

- Minimise the impact on the environment of buildings, structures, highways and construction
- Keep the City clean

Transport, Access & Mobility

- Maximise accessibility and mobility with the minimum environmental impact

Energy

- Minimise energy consumption
- Use renewable energy sources

Noise

- Prevent noise nuisance
- Contain, control and reduce noise

Waste & Recovery

- Reduce waste at source
- Reuse and repair materials that cannot be reduced
- Recycle materials that cannot be reused
- Recover resources from waste

Resources & Materials

- Minimise the use of materials
- Purchase products with the least environmental impact
- Use recycled products
- Purchase timber and timber products from legal and sustainably managed sources

***Approved by Councillor Simon Milton, Leader and Peter Rogers, Chief Executive
Westminster City Council – October 2002***

APPENDIX 3 - Maintenance Duties

1. Litter picking - at least three times a day and more frequently on some West End sites.
2. Path sweeping, hosing down and cleansing when public are not sitting on the benches.
3. Bench cleaning, repair, preservative treatment.
4. Ensuring rubbish is collected and removed to tip by transport.
5. Replacing/renewing wood chip safety play surfaces which has been strewn around the playground.
6. Emptying litter bins up to three times a day or more frequently on some West End sites and replacing bin liners.
7. Cleansing off vomit, human excrement, bird droppings and other noxious materials from garden areas footpaths and park furniture.
8. Reporting defects in footpath, repair and maintenance requirements as they arise on forms provided.
9. Toilet cleaning.
10. Cleaning mess facilities and stores.
11. Removal of fly tipping.
12. Replacement of consumable stores - soaps, towels, toilet rolls, light bulbs etc. in public conveniences and toilets.
13. Removing dog faeces from paths, flower beds, lawns, shrubberies.
14. Cleaning shelters used as toilets by vagrants.
15. Dealing with stray dogs.
16. Sweeping up broken glass and smashed bottles.
17. Removing graffiti.

The list is an indication only of the environmental problems and duties that have to be dealt with and does not represent a complete list and the contractor shall deal with these and any others not listed as they arise.

APPENDIX 4 – CONTINENTAL LANDSCAPES – COMPLIMENTS / COMPLAINTS FORM



CONTINENTAL LANDSCAPES LTD
 working in partnership with Westminster City Council

COMPLIMENT/COMPLAINT FORM

If you would like to comment on the garden please fill in the form below.
 Adding an address is optional. Please pass the completed form to a member of
 Continental Landscapes Ltd.

COMPLIMENT		COMPLAINT	
<i>Please tick as appropriate</i>		SITE:	
COMMENTS			
Name		Address	
Signature		Date	

Appendix 5 – Maintenance Request Form

Maintenance Request Form

Reference No:

To: Parks Contract Manager

Site:

Date: / /

The work detailed below is requested following an inspection as detailed (please tick appropriate box):

Client Site Inspection Reported by Contractor Health & Safety Inspection *

** If H&S Inspection attach H&S Insp. Rep. and fax immediately to Contract Manager (Maintenance)*

Location and Description of Work Required:

Signed:

Date: / /

Print Name:

Designation:

.....

Contractor:

.....

For Client Office use only:

Date Received: / /

Sent to Consultant / Contractor: / /

Health and Safety related: YES / NO

Priority:

Carillion No:

Cost: £

Fee: £

Yellow Copy to Parks Contract Manager and White retained by Contractor

Appendix 6 –Incident Report Form



City of Westminster

Parks and Leisure Service
Incident Report

Note - This form to be used only for reporting incidents to Client Managers

Reference No:

Site:	
Contractor:	Attendant:
Location of incident on site:	
Date of Incident:	Time of Incident: : am / pm
Accident Report Completed: Yes / No	Accident Report No:

Description of Actual Incident: (Do not include personal comments in the description of the Incident)

Signature of person making entry:

Witness Name and Address: (If more than one add a separate sheet)

Post Code:	Tel No: (0)

Emergency Services:

Police Called: Yes / No	Called: am / pm	Arrived: am / pm
Police Station:	Police Name & No:	Crime No:
Action taken by Police:		
Fire Called: Yes / No	Called: am / pm	Arrived: am / pm
Action taken by Fire Brigade:		
Ambulance: Yes / No	Called: am / pm	Arrived: am / pm
Action taken by Ambulance:		

FOR CLIENT USE:

Incident Report Received: / /

Action Taken by client:

Top (Yellow) copy to Client Manager within 48 hours of incident. Contractor to retain green copy.

Note - If Incident is of a serious nature Fax top copy immediately to Client Managers.

APPENDIX 7 - Cemetery Service questionnaire

CEMETERY SERVICE QUESTIONNAIRE (for visitors - Postal)

The Council aims to provide a caring and quality service to meet the expectations of its clients. To help assess whether the Council is achieving its aims, I would be grateful if you could take time to complete this questionnaire. The information will be treated as confidential and will enable the Council to assess the level of service provided within its cemeteries and whether there are any measures that could be taken which would improve the service.

Cemetery Visited:

Age: Under 30	<input type="checkbox"/>	How often do you visit the Cemetery in a year	
30-45	<input type="checkbox"/>	Every day	<input type="checkbox"/>
46-60	<input type="checkbox"/>	Every week	<input type="checkbox"/>
60+	<input type="checkbox"/>	Less than 6 times	<input type="checkbox"/>
		Never	<input type="checkbox"/>

MAINTENANCE & FACILITIES

In your dealings with staff how would you rate: (tick where appropriate)

	Excellent	Good	Average	Poor
Information given	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Presentation of personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General Attitude of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How would you rate the following conditions within cemeteries/crematorium:-(tick where appropriate):

	Excellent	Good	Average	Poor
Grasscutting around memorials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access roads and footpaths	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chapels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toilets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flower beds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Water stations & waste bins	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Would you prefer the cemetery to be manned: Yes No

If yes, please suggest hours

What about weekends and bank holidays?

Further observation or comments:

.....

SERVICE FOR THE BEREAVED

(Recent bereavement — in package)

The Council aims to provide a caring and quality service to meet the expectations of its clients. To help assess whether the Council is achieving its aims, I would be grateful if you could take time to complete this questionnaire. The information will be treated as confidential and will enable the Council to assess the level of service provided within its cemeteries and whether there are any measures that could be taken which would improve the service.

If you have recently had a bereavement, in which cemetery was the service held: -

.....

When arranging details for the service how would you rate: (tick where appropriate)

	Excellent	Good	Average	Poor
The presentation of the grave/cremation plot	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The arrangements at the cemetery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The availability of service times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

In your dealings with staff how would you rate: (tick where appropriate)

	Excellent	Good	Average	Poor
Information given	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Presentation of personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General Attitude of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How would you rate the following conditions within cemeteries- (tick where appropriate):

	Excellent	Good	Average	Poor
Access roads and footpaths	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chapels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toilets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flower beds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Water stations & waste bins	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What other form of memorialisation would you like to see: -

.....

Do you have any further observations or comments: -

.....

.....

MEMORIALISATION FOR MONUMENTAL MASONS

Name:

How would you rate the following conditions within cemeteries (tick where appropriate):

	Excellent	Good	Average	Poor
Grasscutting around memorials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access roads and footpaths	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chapels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toilets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flower beds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Water stations & waste bins	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

In your dealings with staff how would you rate: (tick where appropriate)

	Excellent	Good	Average	Poor
Information given	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Presentation of personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General Attitude of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

In your experience of cemetery management, how would you rate: (tick where appropriate)

	Excellent	Good	Average	Poor
The Council's administrative procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The appropriateness of the Council's Registration Scheme for Monumental Masons	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access arrangements to carry out work in cemeteries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Council's regulations relating to memorial size and design	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The assistance of office staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The current level of charges for memorial permits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you have any suggestions that might improve the level of service: -

.....

.....

.....

Appendix 8 – Contractors Proposals for Complying with the City Councils Environmental Charter

Environmental Policy

We have an environmental policy that is adhered to on all contracts, the aim being to protect and improve the environment wherever possible. A copy is enclosed at Appendix _____. Where possible this will be reviewed along with our Green Charter to reflect the City Council's Environmental Charter. The following text outlines how we hope to achieve this.

We operate a 'Green Charter' policy, which is implemented on all contracts. This not only sets out our aims and achievements, but indicates how we should try to improve the environment through our work practices.

A copy of the current Green Charter is enclosed at Appendix _____. As with all policies and procedures, this is continually assessed, modified and developed to ensure our impact on the environment is kept to a minimum.

Staff Training and Awareness

Whilst having an environmental policy sets out objectives, this can only be effective if it is implemented on our contracts. This requires all staff to be aware of its existence and how to achieve the objectives.

We do this in several ways. When staff commence work with us, they are all given induction training that covers a range of topics of which our environmental policy and procedures is one.

This is further addressed by six monthly refresher training on site and by continual monitoring by our supervisory and management staff to ensure employees are complying with the policy.

Waste Management and Recycling

Proposals *Introduction*

As a large grounds maintenance company, we see it as our duty to protect the environment and to minimise the effect that our work may have on the environment. To this end, we have developed a Green Charter that is adapted company-wide and goes much further than simple waste management and disposal.

Turning to the issue of waste management, a grounds maintenance contract such as this one, produces large volumes of waste material throughout the year, all of which has to be dealt with in the most efficient and effective manner.

Continental Landscapes Limited is committed to waste recycling whenever feasible, because it not only reduces the high cost of waste disposal, but also is friendly to the environment.

In order to achieve this aim, it is our intention to implement the following strategy, which is already in operation on a number of similar sized contracts. We intend to:-

- Recycle all tree brash and shrub prunings by chipping and composting for a minimum period of six months and utilising the end product for mulching of shrub and rose beds and as a soil conditioner where feasible.

- Segregate tin cans and bottles for recycling through respective outlets.
- Use waste skips to dispose of rubbish and waste materials that cannot be recycled.
- Stack timber in suitable sections for re-use by appropriate timber merchants where it can be used for pulpwood or similar products.
- Shred waste paper collected from offices and send it via suitable recycling companies for re-use. Provision of collection boxes in offices will be utilised for this service.
- Collect plastic trays and pots from bedding plants and pass these on to suitable organisations for re-use rather than allowing them to be destroyed via landfill.

These functions will be co-ordinated and controlled via a central contract depot, which will be used for the segregation of materials and the establishment of separate bays for the storing and composting of the relevant products.

Waste skips will also be provided at this depot for disposal of material not suitable for recycling.

We have detailed the main areas where waste can be recycled, but there are further steps which can be taken, both to safely dispose of waste materials and to re-use items from the contract. Examples of these ideas are described in detail below.

1. Pesticides

As a Company, we advocate the use of CDA products to reduce the need to mix chemicals with water, which avoids user contamination and spillages. CDA methods also eliminate waste spray materials that result from over-mixing when using knapsacks, and this avoids the need to establish safe methods for disposal of such waste.

Empty containers from CDA spraying are stored safely on site and returned to the manufacturer for safe disposal, which again eliminates the risk of contamination at site. It is our policy not to burn or bury such waste containers.

2. Tree Stakes/Guards

During routine immature tree maintenance works, the removal of supporting stakes and protective tree guards is undertaken. Rather than disposing of such items to landfill sites, we carefully remove each item so that it can be used again, providing it is in good condition.

3. Scrap Metal, etc

Scrap metal, batteries and old machinery parts are disposed of through scrap metal merchants to ensure safe disposal and allow the possibility of recycling where appropriate.

4. Waste Oil

Waste oil is stored at our workshops in appropriate containers and passed to specialist companies who deal in reclaiming this product. This avoids contamination of landfill and watercourses.

The combination of these waste control methods, we feel, has a twofold advantage in that it allows materials to be recycled, thus reducing the demand on the environment, and it

minimises the material having to be disposed of through landfill sites, which is a costly and finite resource.

Protection of Scarce Resources

Through our company Green Charter and the methods we employ on contracts, we endeavour to protect scarce resources and use environmentally friendly alternatives whenever possible. For example, we:-

- avoid the use of tropical hardwoods unless proven to be from sustainable forests. Such products would be used for seat repairs.
- use alternatives to peat based composts for bedding plants, shrubs and trees whenever feasible
- recycle and re-use products whenever possible to reduce the drain on resources, i.e. recycled paper

These steps are only a start, and need to be continually monitored and developed to ensure our work is as environmentally friendly as possible.

Noise Pollution

As detailed in the Green Charter, where possible we would seek to keep to a minimum the noise element of the company's operations. Where we carry out operations that by their very nature are particularly noisy, we would seek to carry out such operations at times that cause the least inconvenience.

Noise levels in society are increasing to an unacceptable level, and we raise the awareness of all members of staff on the problems of noise and the part they can play in reducing noise levels. This can be as simple as identifying immediately when a fault on an item of equipment occurs which increases the noise level, to not revving vehicle engines unnecessarily.

All machinery purchased is bought with consideration to factors such as noise pollution, all current tractors and lawnmowers (the majority of machinery) conform to the current mandatory requirements for tractors and lawnmowers.

Tractor operator directive	77/311/EEC
Tractor bystander directive	74/151/EEC
'Lawnmower directive	84/538/EEC
Lawnmower (operator's ear) directive.	88/181/EEC

In addition to this, the following working practices contribute to reducing noise pollution and these are enforced on all our contracts:-

6. Working in sensitive areas only at specific times of day to minimise disruption to the public. For instance, only operating adjacent to housing areas between the hours of 08.00 and 17.00 Monday to Friday, and avoiding weekend work unless it is an emergency.
7. Regular servicing and maintenance of all equipment.
8. Instructing and training staff in correct machinery operation. Avoiding over revving of an engine reduces noise output and is often unnecessary, the same amount of work

being completed at a slower engine speed, e.g. this is applicable to trimmers, hedgecutters and ride-on mowers.

9. Ensuring all new equipment complies with EU regulations and has CE approval confirming it has met stringent guide-lines.
10. Instructing our staff in how to behave on site, not shouting and using personal radios. Likewise, not to operate vehicle radios at high volume regardless of where they may be.

The combination of these measures, along with regular review and upgrading as necessary, will ensure we minimise the effects our contract operation will have on the environment.

Air Pollution

As detailed in our Green Charter, where possible we seek to keep to a minimum the effect on air quality of our company's operations. Our vehicles and machines are bought following consideration of the effects on the environment of running such vehicles.

Continental Landscapes Limited has a policy of generally running commercial vehicles for four / seven years where practicable, and / or a limited annual mileage. Whilst this is an economic decision, it also ensures that we do not continue with old diesel engines that can cause air pollution.

We also comply with the following policy where feasible:-

- We use unleaded petrol engines on all petrol vehicles
- We use unleaded petrol in small machinery
- Where possible, diesel engines have been purchased in the past. This policy is currently under review in the light of recent findings regarding diesel engine pollution.
- We purchase small petrol machines fitted with catalytic converters where available, i.e. chainsaws and pedestrian rotary machines

Water Pollution

There are a number of measures that can be taken to reduce or eliminate the risk of water pollution that we already implement on existing contracts. Examples of these are:-

8. Only using CDA chemicals such as herbicides to avoid the need for mixing with water, not having to rinse out containers and not having to dispose of surplus spray mix. All of these operations provide the potential to contaminate water and CDA's are an effective way of avoiding this.
9. Correct storage of chemicals, fuels and oils using suitable storage units and tanks, e.g. chemsafes and diesel tanks with appropriate bund walls. Should there be a leakage from the containers, the units retain the spillage and prevent potential water contamination. It is also essential to locate the storage units away from watercourses and drains to avoid possible contamination.

10. If the unfortunate event of a chemical, oil or fuel spillage occurs, it is essential to

have the correct absorbent materials available to deal quickly with the spill, and avoid contamination spread. Once the spill has been absorbed, all contaminated material is then placed in bags for safe disposal through licensed waste disposal contractors.

11. Waste oil is disposed of through appropriate companies that specialise in reclaiming such products. This eliminates the risk of the materials being sent through normal waste disposal channels.
12. From an environmentally friendly view point, the use of alternative methods to chemical weed control can be implemented to reduce the use of herbicides and minimise the risk of water contamination, i.e. mulching of shrub, rose and flowerbeds, and the use of geotextile membranes in similar situations.
13. Where herbicides have to be used, contact or translocated products can be used instead of soil acting residuals, i.e. Glyphosate in place of Diuron. This avoids the possibility of leaching of the chemical into the watercourses.
14. Fertilisers of an organic nature rather than inorganic can be used to reduce the risk of nitrate leaching into the water.

These methods are a start to reducing water pollution, but as with all our systems, are continually monitored and reassessed to ensure they remain effective and up-to-date.

Environmentally Compatible Materials, Equipment and Vehicles

Many of the materials, methods of operation and equipment listed in the previous sections on noise, air and water pollution highlight those items compatible with the environment. To summarise, these are as follows:-

9. Vehicles and equipment will run on unleaded petrol or diesel and will not normally be more than seven years old.
10. Where possible, we use electric powered vehicles or those that run on LPG, but this is dependent on location and availability of the fuel source.
11. Herbicides will normally be non-residual and provide minimum risk to the environment, i.e. Round-up Pro Biactive.
12. Fertilisers, where possible, will be of an organic nature to minimise nitrate leaching.
13. Shrub and flower borders will be mulched, where permitted, to use this by-product in an environmentally friendly way at the same time reducing the use of herbicides.
14. Oils for machinery will be of a bio-degradable vegetable derivative to reduce pollution.
15. Any timber used will be from a renewable source
16. Where feasible, plants will be grown and supplied in peat free composts using alternative by-products such as bark or cocoa-shell.

The above list identifies systems which are in place now, and whilst not exhaustive, these systems are continually monitored for improvements whenever possible.



City of Westminster

CEMETERY REGULATIONS

The City Council welcomes all visitors to its cemeteries, but please respect the peace, dignity and reverence of the facilities.

June 2001

Section A. GENERAL INFORMATION

1. The Cemeteries are managed and operated in accordance with the Local Authorities' Cemeteries Order 1977, as amended by the Local Authorities'(Amendment) Order 1986 and such other regulations as may be made by the Secretary of State for the Home Office. These regulations have been designed and formulated for the control and use of the cemeteries in the ownership of Westminster City Council situated at ;-

Hanwell Cemetery, 38 Uxbridge Road, London W7 3PP.
Mill Hill Cemetery, Milesplit Hill, London NW7 2RR.
East Finchley Cemetery, East End Road, London N2 ORZ

2. Cemetery Office –
The cemeteries are administered from an office (where all records, registers and plans are held, and is) situated at:

Hanwell Cemetery (AKA City of Westminster Cemetery)
38 Uxbridge Road
Hanwell
London W7 3PP

Telephone 020 8567 0913 Fax 020
8579 1750

The office is open from Monday to Friday (excluding public holidays) from 9.30am to 4.30pm. No business is transacted at the City Council's Cemeteries outside these hours or on Saturdays, Sundays and the usual public holidays.

3. Cemetery Opening Times The cemeteries are open to the public at the following times:

Monday to Friday	8.30am to 4.30pm	Nov to Feb inclusive
	8.30 am to 6.00pm	March to October
Saturday	11.00am to 4.00pm	Nov to Feb inclusive
	11.00am to 6.00pm	March to October
Sundays and Public holidays	11.00am to 4.00pm	Nov to Feb inclusive
	11.00am to 6.00pm	March to October inclusive

Cemetery chapels are only opened for funeral services, or by appointment.

4. Children, those below 15 years of age, will not be permitted to enter the cemeteries unless accompanied and supervised at all times by a responsible adult. Children shall not be permitted to walk over or between memorials. School children (of any age) on weekdays may only enter the cemetery by prior agreement and only under the care and supervision of an adequate number of responsible teachers.
5. **Safety of Memorials** All visitors to the cemeteries are advised that any memorial can become unstable due to erosion by weather or soil movement. Do not touch, walk over, upon or between older style memorials in particular, and alert others that memorials can topple without warning. If in doubt contact the Cemetery Manager for assistance, before approaching any grave or memorial.
6. Dogs shall not be permitted in the cemeteries. (Except in the case of a guide dog for a blind person).

7. Skateboarding, rollerblading, sunbathing, picnicking and the playing of any radio or other musical device (in a manner such that the music may be heard by another person within the cemetery), are deemed to be inappropriate activities within a Christian Burial ground, and are not permitted at any time.
8. Cycling is not permitted in the cemeteries.
9. Vehicles. Drivers shall not exceed the speed limit of 5mph. Cars / motorbikes etc., must only be driven on the main roads/carriageways. On no account may vehicles be driven on footpaths, grass areas, or planted areas.

All vehicles must be neatly parked, or in specific locations (as directed by Cemetery staff) to allow access to other vehicles.
The City Council will not accept any responsibility for loss from or damage to any vehicle brought into the cemeteries, howsoever caused. The public are specifically requested not to park or remain in the vicinity of any staff undertaking grass strimming operations.
10. The City Council shall not be held responsible for the safe keeping of any wreaths, flowers, plants or any other objects placed in the cemeteries nor for any damage caused to memorials, monuments and mausoleums by high winds or storms, or other factor outside their control. Grave owners are respectfully reminded that they may wish to consider insuring their memorial.
11. The Cemetery Manager is empowered to take such action as he/she may consider appropriate against any person who may
 1. Commit any nuisance in the cemeteries,
 2. Wilfully create any disturbance in the cemeteries,
 3. Wilfully interfere with any burial taking place,
 4. Wilfully interfere with any grave or memorial or any plants, flowers or other such objects placed in the cemeteries. (Article 18(1) Local Authorities Cemeteries Order 1977)
12. No person not being an officer or servant of the City Council or another person so authorised by or on behalf of the City Council shall enter or remain in the cemeteries at an hour when it is closed to the public.
(Article 18(2) Local Authorities Cemeteries Order 1977)
13. The taking of commercial photographs and filming (including video recording) is not permitted in the cemeteries except with the prior approval and permission of the Cemetery Manager, in writing and subject to receipt of the appropriate fee.
14. The City Council reserves the right to close the cemetery on any day should it be considered that circumstances so warrant.
15. The City Council reserves the right to remove any tree, shrub, floral tribute, wreath or other plant from a grave when it deems that, these items have died or become unsightly, or that such removal is necessary. All containers, floral bases, floral name blocks, and cards etc shall be disposed of in such a manner as the City Council shall deem fit.
16. The placing of metal, plastic, wooden or chain fences or brick or other kerbs around a grave is not permitted and may be removed without prior notice.
17. Wooden crosses or any cross not made from stone will be permitted to be erected for a period not exceeding 12 months from the date of interment. All non stone crosses are permitted for this period only on the strict understanding that they remain as a temporary grave marker only pending the erecting of a permanent stone memorial.

All wooden crosses shall be of hard wood not more than 2' 6" (750 mm) tall bearing an engraved brass plaque not exceeding 8 inches (200 mm) square.

The City Council reserves the right to remove any wooden or non stone cross from any grave space after the 12 month period has elapsed.

18. Grave sizes

Standard grave	195 x 75cm
Larger than standard	270 x 120cm or 270 x 195cm
Cremated remains grave	60 x 60cm
Amalgamated double grave	195 x 195cm

Purchasers of Exclusive Rights of Burial or other rights own such rights for the area of the grave initially purchased. No person will be permitted to cultivate, plant or place any memorial upon any ground, which is outside of the boundary of their particular grave space. Where headstones only are permitted flowers may only be cultivated in or placed upon the memorial border, leaving the full length of the grave to be covered with turf.

Should the grantee(s) of two adjacent single graves request they be amalgamated to create a double grave (max 195cm wide) the Cemetery Manager will examine each case and will only give approval where it is deemed the new double grave space and any memorial thereon will not cause insurmountable problems for future interments etc. Where permission is granted additional payment shall be made to equal the cost had a double grave been purchased originally.

Any plants, memorials or the like placed outside of the boundary of any grave space will be removed without notice.

19. The City Council reserves the right to remove and dispose of glass jars and vases that may be broken by freezing water, or any other object considered a hazard to public safety, from any grave space without notice.
20. The planting and maintenance of the grave is the responsibility of the grave owner and the Council does not undertake any work other than mounding, turfing or seeding, except for agreements existing before September 1965.
21. All persons visiting the cemetery shall conform in all respects with the Cemetery Regulations and shall be subject to the orders of the Cemetery Manager or their deputy, and whose staff shall have full power to exclude from the cemetery any member of the public whom he, in his discretion, may think fit to exclude. Should it be necessary to use physical force the police shall be summoned for assistance.

Although established as Christian Burial Grounds the City Council's cemeteries do contain areas of unconsecrated land, and interments, funeral services or grave side services for those of other or no particular religion, faith or belief are permitted.

Public gatherings and Services.

No demonstration public meeting or gathering of any kind shall be held within the cemetery, nor any religious service, other than the service at the time of the interment, without the prior *consent* of the Cemetery Manager.

22. Searches of records and registers.

Visitors to the Cemetery office at Hanwell only, may at all reasonable times view the cemetery registers and records free of charge. To avoid disappointment it is advisable to make appointments at the Cemetery office.

The City Council reserve the right to charge for searches made on behalf of the public as follows:-

- a) For any period greater than 5 years.
- b) Where the at least one Christian name, or initial is unknown.
- c) If enquiries are made for more than 2 surnames.
- d) If the enquirer is, or found to be, a professional genealogist.

If the office staff are unable to locate the information over the telephone from an initial search as described at a) - c) above, further searches will only be undertaken once all details have been placed in writing and accompanied by the appropriate fee. Such written requests shall be responded to in writing within 5 working days of receipt.

No refunds will be made for unsuccessful searches.

No fee is payable for a search for a burial, date after July 14 1992, when computerised records were commenced.

23 No person shall drop, throw, or otherwise deposit and leave in the cemetery any wastepaper or refuse of any kind, except in the litter bins provided. Household waste or waste material not generated in the Cemetery must not be placed in the litter bins. Members of the public may not use or deposit anything in any skip within the cemetery at any time.

24 No person at any time may lie about or lie upon any seat, bench, lawn, turf area, memorial, memorial foundation, kerb, path or road in the Cemetery.

25 The City Councils ruling on these Regulations shall be final.

26 The City Council is empowered to alter or amend the foregoing regulations at any time to waive any of the foregoing regulations in exceptional circumstances or to impose temporary restrictions on any matters not specifically covered by these regulations.

27 No person may remain within the cemetery whilst under the influence of alcohol. Any such person shall be required to leave the cemetery immediately upon the request of the Cemetery Manager or his staff.

Section B. REGULATIONS RELATING TO INTERMENTS

1. At least 48 hours notice is required of an intended interment. Saturdays, Sundays and Public Holidays are excluded from the period of notice. This notice period may be reduced where the City Council deems that the circumstances are exceptional.
2. The hours prescribed for interments are from 10.00am to 3.00pm Mondays to Fridays, excluding Public Holidays.

Funeral services in exceptional circumstances may at the discretion of the Cemetery Manager be permitted outside these hours. Fees upon application.

3. No grave or other place of burial in which the Exclusive Right of Burial has been granted shall be opened for further interment without the written consent of the registered owner of the rights of burial. (Article 10(6) Local Authorities Cemeteries Order 1977), and by completing the City Council's interment form.

Should the registered owner be deceased the next of kin, personal representative or executor must complete the form of indemnity printed on the reverse of the notice of interment.

Such notice of interment and indemnity together with a completed transfer of ownership form must be delivered to the Cemetery Office no less than 48 hours before the time that the interment is due to take place. Failure to deliver the necessary documentation will result in postponement of the funeral.

4. The Registrar's certificate of disposal or the Coroner's order for burial must be delivered to the Cemetery Manager before the interment can legally take place. Failure to deliver such certificate will result in postponement of the funeral until such time as the certificate is produced. (Section 1, Births and Deaths Registration Act 1926 and amendment).
5. All fees relating to interments should be made payable to the '*City of Westminster*' and delivered to the Cemetery Office on or before the date of the interment.
6. Higher fees will be charged should the deceased person or proposed grave owner not be a resident of the City of Westminster. (See Regulation 10 section C)
7. The net outside dimensions of the coffin must be entered accurately on the notice of interment. Additional fees may be charged for the digging of oversize graves.

The City Council shall not be held liable for any delay or accident which may occur as a result of such dimensions being omitted from or incorrectly entered on the notice of interment.

8. The time appointed for an interment will be that at which the funeral cortege is to arrive at the entrance gate of the cemetery. The Funeral Director or person in charge of the funeral arriving after the appointed time must act under the direction of the Council (or its authorised representative) as to when the funeral service may proceed.
9. The Cemetery Manager is authorised to refuse entry into the cemetery chapels any coffin which in his opinion may be a hazard to public health. Public Health (Control of Disease) Act 1984.
10. The Funeral Director shall be responsible for the attendance of a Minister of Religion (and any fees payable directly to such person) and must provide sufficient Bearers to convey the coffin into and out of the chapel and for the lowering of the coffin into the grave.

11. All bodies of deceased persons brought to the cemeteries for interments should be contained in a wooden coffin. The City Council reserves the right to charge an additional fee where the coffin is made from a substance other than wood.

Coffins constructed of cardboard, or other reconstituted materials may be permitted, subject to the Funeral Director taking full responsibility for the consequences of and use of such unconventional materials.

Un-coffined interments are not permitted.

12. Coffins interred in existing vaults or bricked graves will be embedded in concrete and covered with a layer not less than 6 inches in thickness. (Part I of Schedule 2 of the Local Authorities Cemeteries Order 1977).

13. Exhumation

No human remains will be removed from any grave after committal without the proper authority by way of Home Office license, or Bishops Faculty or both. (Section 25, Burial Act 1857).

In the first instance a request for exhumation should be made to the Cemetery Manager before any application for license or faculty is made. The Cemetery Manager will seek the approval of the City Council before any such request for exhumation is granted.

Exhumation will be carried out in strict accordance with the above statutory provisions and any conditions imposed by the Secretary of State for the Home Office or the Ecclesiastical Court. Nothing in these regulations should be construed as authorising the disturbance of human remains without the proper authority. Human remains mentioned within these regulations is deemed to include cremated remains.

14. Cremated Remains

The interment of cremated remains will only be permitted (and recorded in the registers) when carried out in the presence of the Cemetery Manager and only after the necessary documentation has been completed. The scattering or strewing of cremated remains is not permitted anywhere within any cemetery.

15. The Certificate for Disposal of Cremated Remains issued by the crematorium at which the cremation took place must be delivered to the Cemetery Office before the interment can take place.

Failure to deliver such Certificate will result in postponement of the interment until such time as the Certificate is produced.

All containers for the interment of cremated remains shall be constructed of biodegradable materials only.

16. Regulation B, 3 of these regulations includes cremated remains graves.
17. All graves, without exception, will be dug by persons employed or contracted by the City Council.
18. The City Council or its servants will not be held responsible for any error or consequences which may arise by reason of any inaccuracy in or late receipt of a notice of interment and will accept orders and instructions by telephone only at the risk of the sender.

19. All telephone or faxed orders must be confirmed in writing immediately.
20. In exceptional circumstances open coffins may be permitted during chapel services, but all lids must be re-fixed and securely screwed down by the Funeral Director prior to leaving the Chapel.

Section C. PURCHASE OF NEW GRAVES

1. The Exclusive Right of Burial in a private grave is currently granted for a period of 75 years from the date of purchase. The Council may from time to time extend the period of any grant (subject, if it is thought fit, to any modifications of its terms or conditions) for up to 100 years from the date on which the extension is granted. Such an extension will be subject to the payment of such fee as is published by the Council at that time.

Grantees should advise immediately the cemetery office should they change their address.

2. A private grave space may be reserved on payment of the appropriate fees and supplements. Where reserved grave Rights are purchased back by the City Council, the supplement fee is forfeited. In addition the calculation of the sum to be paid by the City Council shall be the current fee for that type of grave as calculated for a resident of the City, even if the original fee paid was that applicable to a non-resident. No refund will be made where the exclusive Right of Burial has lapsed or will lapse before the expiration often years.
3. The selection of grave spaces is subject to the approval of the City Council, and may only be in areas immediately alongside a previous space in which an interment has taken place.
4. No new mausoleums, vaults or bricked graves will be permitted to be constructed.
5. The Exclusive Right of Burial in any grave space shall not be transferred or assigned without the permission of the City Council. Forms for transferring or assigning Burial Rights are obtainable from the Cemetery Office and must be completed and submitted with the appropriate fee.
6. No person will be permitted to purchase the Exclusive Right of Burial in more than two separate graves without the written permission of the City Council.
7. Application for purchase of a new grave must be made using the appropriate section on the reverse of the notice of interment form.
8. Exclusive Rights of Burial will not be granted to a Funeral Director or Monumental Mason or any employee, Director or partner in such a firm unless satisfactory evidence is provided to the Cemetery Manager that the grave is required for the individual for private use only and not for the purpose of business.
9. The City Council reserves the right of access over all grave spaces and the right to temporarily remove without notice any memorial or potted plantings from any grave to facilitate the digging of any adjacent grave for purposes of interment.
10. Reduced fees for some cemetery services shall apply to all *bona fide* residents of the City of Westminster.

To qualify the grantee or deceased shall at the time of purchasing the grant be registered on the electoral roll, or be able to produce evidence that they have been a resident of the City of Westminster for a continuous period of 10 years, and for those who have moved away the resident's fee shall also apply providing they had been resident for 10 years and that they had not moved away for more than 5 years prior to the death of the deceased. If such proof cannot be provided by the date of interment the full fee shall be payable immediately pending further investigations.

Where a grave is purchased at the discounted rate by a bona fide resident of the City of Westminster, the Grantee shall not be permitted to transfer the Burial Rights to a third party for at least 12 months after the date of the first interment.

Cremated Remains Graves

11. Grave spaces measuring 60 x 60cms intended for the interment of cremated remains only are available in some of the older burial sections within the cemeteries.
12. The rules and regulations pertaining to purchase of Exclusive Right of Burial in such graves are the same as those for standard and larger than standard size graves.
13. In these regulations the term 'any grave space' is deemed to include cremated remains graves.
A maximum of four interments is permitted in each cremated remains grave.
14. Common Graves.(Non-private graves)

A public (common) or non-private grave is a grave in which no exclusive Right of Burial has, or will be, granted by the City Council and in which unrelated persons may be interred.

No deed of Grant or exclusive use of common graves will be granted by the City Council, the right of burial in common graves being vested in the City Council, and the City Council reserve all surface rights over common graves. Thus there is no right to erect a memorial upon a common grave. However upon application, and subject to the consent of the City Council a single reduced sized headstone per interment only may be permitted, subject to conditions as printed upon the form of application.

Such monument/memorial does not in itself confer any Rights and remains at the pleasure of the City Council.

Exhumation from a Public Grave is only permitted in very exceptional circumstances or upon the direction of the Police or Coroner.

Section D. MEMORIAL REGULATIONS

General Rules

1. Memorials will only be permitted to be erected over graves in which the Exclusive Right of Burial has been purchased, and in accordance with these Regulations
2. No memorial, tablet, plaque, unattached corner post/urn, or stone vase will be permitted to be erected on any grave without the prior approval of the City Council.

Application for approval of memorials and permission to erect must be made on the City Councils Memorial Application form, which is available at the Cemetery Office. Such form shall be signed by the Monumental Mason and grantee. All these persons are advised to seek approval for and permission to erect a memorial before commencing its manufacture, as any losses incurred by way of the City Councils is approval for any memorial will be the responsibility of the Monumental Mason or grave owner.

All inscriptions shall be submitted to the Cemetery Office for approval and where forthcoming a permit will be issued subject to the payment of the appropriate fee.

An inscription for a person not interred in the grave shall only be permitted providing that the inscription makes that clear.

Completed applications for approval must be signed by the registered owner of the Right of Burial in the grave and submitted to the Cemetery Office together with the appropriate fee payable.

The Council does not accept any responsibility for any memorial or part thereof brought into the cemetery.

No permit is required for cleaning only; uprighting and re-leveling; repair of existing lettering, painting, or gilding of existing inscriptions unless the monument is to be removed from the Cemetery.

The City Council respectfully advises that grantees obtain several quotations for any work in relation to any memorial as prices can vary considerably.

3. Should the registered owner of Right of Burial be deceased, a transfer of ownership must be arranged before any approval for works to any memorial will be given.

The form for transferring ownership is available at the Cemetery Office and must be completed and signed by the transferee and delivered with the appropriate fee to the Cemetery Office.

4. The City Council reserves the right to remove any unauthorised memorials from the cemeteries and recover any cost incurred by so doing from the person to whose order the memorial was placed. (Article 14(a) Local Authorities Cemeteries Order 1977).
5. All memorials erected in cemeteries are maintained at the expense of the owner of the Right of Burial in the particular grave. Where memorials split, crack or in anyway become unstable the grave owner shall be required to have the memorial repaired, re-fixed and realigned in the fully upright position so that it shall be safe at all times and complies with Health and Safety legislation.
6. The City Council reserves the right without notice to
 - (i) remove or make safe any memorial which in their opinion is a danger or could become a danger to any person in the cemeteries.

- (ii) To remove temporarily any memorial or part of the memorial if such a course of action appears to the Cemetery Manager to be desirable.
 - (iii) to recover all reasonable costs in making any memorial safe from the grantee or their representative.
7. Bath, Mansfield, Ancaster, Portland, or other soft stone, timber, plastic, glass or any metal (other than dowels) will not be permitted to be used in the construction of any memorial.

The use of, chippings, paving, brick paviours, timber, concrete, wire or plastic surrounds of any type or materials, rockery and edging materials is prohibited. The City Council reserves the right to remove without prior notice, any such prohibited item placed on or around a grave.
 8. All memorials shall be supplied fixed and inscribed in accordance with the current code of practice as issued by the National Association of Memorial Masons, who may be requested to act as an independent arbiter in cases of dispute between the grantee and the *City Council*.
 9. The number of the grave and section shall be inscribed in characters of not less than 25mm in height, to match the main inscription, in the middle of the back of headstones and on the front face of the left hand front pillar of a kerbed memorial. Trade names may be inscribed on any monument, on the back of headstones or for other memorials in a location to be approved by the City Council in characters of not more than 15mm in height, to match the main inscription.
 10. Headstones, kerbs, corner posts and the like must be securely fixed by use of cementing, cramping, joggles or galvanised dowels, of adequate size and quantity. There must be at least 2 dowels for each doweled joint. Any inscribed vase/urn, tablet/statue, candle holder or candle box must be fixed securely to the memorial/grave space, in a way that does not pose a hazard to visitors or staff and to deter theft. Such items shall not be made of glass or have any glass components within them. Items made of ceramic, porcelain, terra cotta or any fragile material(s) are placed on a grave entirely at the risk of the donor, and must also be fixed to the main memorial as described above.
 11. Memorial Masons will be permitted entry to the cemeteries between the hours of 9.00am and 4.30pm from Monday to Friday. No memorial work will be allowed to take place on Saturdays, Sundays or Public Holidays.
 12. All materials and equipment shall be conveyed in the cemetery in such a manner as to prevent damage to walks, paths, roads, overhanging trees or turfed areas and all soil or waste materials of any origin generated by such work shall be removed in alike manner. Vehicles may only be driven on tarmacadam roads/paths of adequate width to accommodate the vehicle. Memorial Masons must provide all tools and equipment required for their purpose and executes their work in one continuous operation leaving the area including any/all affected adjacent graves and memorials in a clean and tidy condition. The City Council reserves the right to inspect/supervise works in progress to ensure compliance with permits issued and these Regulations, and to require such work to cease upon such instruction from the Cemetery Manager where he deems such action to be necessary.
 13. Memorial Masons must cease work and leave the area should a burial service take place in their vicinity. Work will only be allowed to continue when all mourners have left the cemetery.
 14. No memorial should be erected until at least 1 year after the interment. The *City Council* will not be responsible for topping up grave spaces, releveling memorials etc., where grantees erect memorials within the first year after an interment.

During the first 12 months after an interment the grave will be mounded up regularly to deal with settlement of the backfill. Potted plants and cut flowers only should be placed on the grave during the first 12 months so that they can be removed temporarily to allow additional soil to be placed upon the grave space.

15. The grantee is required to instruct their memorial mason to carefully erect/install any memorial so that it shall be in line with adjacent memorials in the row, usually measured at the foot for kerb sets and at the head for headstones only.

The grantee is required to meet any additional costs charged by their memorial mason or the City Council to realign wrongly positioned memorials to ensure that all memorials are finally correctly located upon the grave space and in line. If necessary the memorial mason shall make an appointment to meet the Cemetery Manager on site to ensure the correct positioning of the memorial.

The City Council reserves the right to adjust the position of any memorial, without prior notice, to ensure that all memorials are accurately located and in line.

16. Maintenance and upkeep.

After an interment has taken place in a private grave and a reasonable time has elapsed for the natural subsidence of the earth used to fill the grave, the owner of the Exclusive Right of Burial shall, in accordance with the Local Authorities Cemeteries Order 1977, cause the surface of the grave to be leveled and properly covered with fresh turf, except for any grave covered by any monument or memorial. (Note; Schedule 2 part 1 Paragraph 7 of the order).

It is the responsibility of the grave owner to keep the grave space free from weeds and in a tidy condition. In default the City Council reserves the right to level and turf the grave.

Grass cutting will be carried out by the City Council at a frequency primarily determined by weather conditions. Any grave which in the opinion of the City Council, or its approved representative, has not been recently, tended or maintained, and where weeds or grass predominate may be brought into regular maintenance (grass cutting/strimming) at any time, and the City Council shall not be responsible for damage to items or plants concealed in undergrowth upon the grave space.

At the sole discretion of the Cemetery Manager, memorial benches may be permitted to be erected on tarmac roads or pathways, where they would not cause problems of access for others to grave areas or be of potential danger to vehicles. Where memorial benches are to be erected on turfed areas the purchaser will be required to meet the full cost of construction of a hard stand concrete or similar base of approved materials, ground preparation works and installation. Benches shall be purchased by the Grantee and fixed permanently to the ground by an approved method.

Approved inscriptions shall be carved into the back rail or the under knee rail and will be therefore of limited length. Branded inscriptions are not permitted.
Affixed plaques of any design or fixing and painted inscriptions are not permitted, to deter theft.

Benches shall be of natural unpainted timber only and of an approved design and dimensions. The bench (whilst it remains in the cemetery) shall in effect be donated to the City Council for the use of all visitors to the cemetery. The City Council shall use its best endeavors to maintain such benches so that they remain in a serviceable condition (a minimum of ten years), or unless or until such time as the bench deteriorates to a condition that renders it beyond economical repair and then it may be removed without notice or replacement by the City Council.. The City Council shall not be responsible for the replacement of any bench that may be stolen or damaged by factors outside its control. The City Council shall not be responsible for removal of bird droppings and the like from any donated bench, except in preparation for renovation works, such as teak oiling from time to time.

Granting permission for a bench at any location at any time does not bind the City Council in the event of loss or damage, to allow further or replacement benches.

For the avoidance of doubt benches will not normally be permitted to be erected upon or alongside any grave

In the event that other users of the cemetery make reasoned and acceptable objection to the supply and placement of any bench the donor shall be required to remove it from the cemetery or agree to its relocation at no cost to the City Council.

Prices and full conditions upon application.

Section E. DIMENSIONS OF MEMORIALS

1. Headstones

STANDARD SIZED GRAVES

The maximum dimensions of headstones including bases are:

75cms in width
36cms from front to back
90cros in height. (The height is measured from ground level). Not less than 7.5cms in thickness.

Bearers.

All headstones must be erected on a bearer of hard stone or reinforced concrete set into the ground with the top surface level with the surrounding ground.

Dimensions of bearers are as follows:

75cms in width
45cros from front to back
no less than 7.5cms in thickness.

LARGER THAN STANDARD SIZED GRAVES (including amalgamated single graves see item A17.)

The maximum dimensions for headstones on larger than standard sized graves are:

105cros in height
120cros in width
45cms from front to back
Not less than 10cros in thickness

Bearers must not be less than:

152cm in width (and no wider than the width of the grave space) 60cros from front to back
Not less than 10cros in thickness.

2. Kerbed Memorials

STANDARD SIZED GRAVES

Kerbed memorials erected on standard sized graves must be fixed to a reinforced concrete landing measuring:

75cms in width
195cros in length
No less than 10cros in thickness.
Kerbs must not be greater than 15cros in height and 10cros in width. Corner posts must not be greater than 20cros in height.

Headstones (if incorporated) must not be greater than 90cros in height.

The above dimensions are measured from the top surface of the landing.

In the newer parts of the cemeteries, kerbed memorials are only permitted on class 1 graves.

LARGER THAN STANDARD SIZED GRAVES

Kerbed memorials erected on larger than standard sized graves must be fixed to a reinforced concrete landing of the exact dimensions of the grave space and no less than 12.5cms in thickness. It is for the Monumental Mason to decide the thickness of landing required to support the weight of the memorial but on no account must the landing be less than the above stated 12.5cms.

Kerbs must not be greater than 20cros in height and 15cros in width. Corner posts must not be greater than 25.5cms in height.

Headstones (if incorporated) must not be greater than 90cros in height. The above dimensions are measured from the top surface of the landing.

3. Bronze / Granite Plaques

The maximum dimensions must not exceed 60cros x 30cros. The plaque is to be fixed to a concrete block of the same dimensions and of 7.5cms in thickness and set horizontally into the ground so that the top surface is level with the adjoining turf and in such a fashion that will allow a mower to pass over without hindrance or damage. Such plaques are installed at the entire risk of the donor.

No vase, container, wreath or potted plant shall be permitted to be placed upon the plaque or grave space. The grave space must remain fully turfed at all times.

4. Cremated Remains Graves

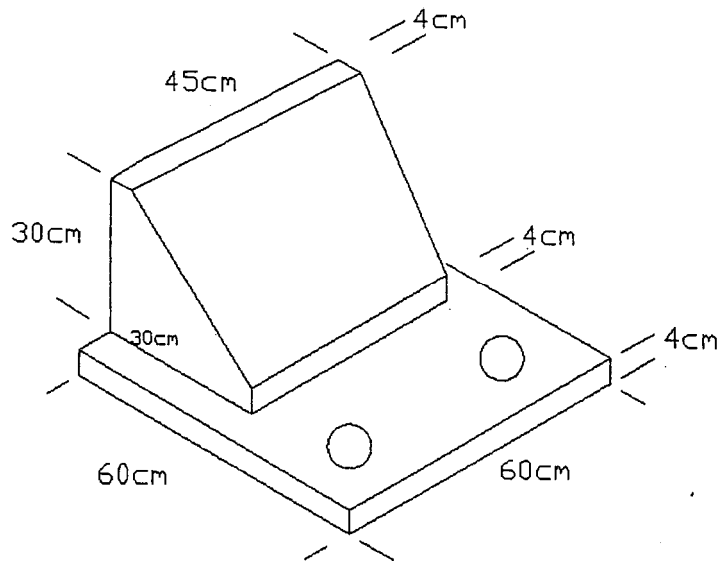
Memorials placed on cremated remains graves must take the form of a splayed tablet or block fixed to a base of the same stone. The base must be set into the ground so that its top surface is level with surrounding turf.

Dimensions

Base 60cros x 60cros

Splayed tablet or block should be no greater than 30cros from front to back, 45cms in width and 30cros in height.

No more than 2 holes for flower containers must be bored into base. 17



5. Inscribed tablets, urns, vases or statuettes, candle holders or other ornament shall be doveled and fixed permanently to the main memorial.

Date of Operation

These regulations shall come into force on and from _____ and all previous regulations made by the former Councils of the Boroughs of Paddington , St Marylebone and of the City of Westminster are hereby revoked.

P.ROGERS, Chief Executive
WESTMINSTER CITY HALL 64
Victoria Street
London SW1E 6QP

Attachments

The Following documents are available on request

Hanwell Habitat / Bird and Invertebrate surveys will be carried out during 2009

Example Copy of Contractors last Annual Report

Example Copy of Contractors Monthly Report