

Part I

Main author: Andrew Harper /

Kirsten Roberts

Executive Member: Cllr Stephen Boulton
Welham Green and Hatfield South Wards

WELWYN HATFIELD BOROUGH COUNCIL
CABINET – 15 JUNE 2021
REPORT OF THE CHIEF EXECUTIVE

BEREAVEMENT SERVICES CONTRACTS

1 Executive Summary

- 1.1 Following agreement of planning permission, the Cemetery Procurement Board has been overseeing the delivery of the future services. This report provides an update on the future delivery model for the Bereavement Service and the main construction contract.

2 Recommendation(s)

- 2.1 That the Bereavement services are delivered in accordance with section 3.2 of this report
- 2.2 That delegated authority is given to the Chief Executive, in consultation with the Cemetery Procurement Board to award the contract for the main construction contractor

3 Explanation – Cemetery Services

- 3.1 An options appraisal has taken place of all the services that will be required under the new Bereavement Services operation cemetery / crematorium operation and this is contained in Appendix 1.

- 3.2 It is recommended that the services are delivered in the following manner:

- 3.2.1 New Cemetery and Crematorium Management Contract (7 year contract with additional 2 years extension)

- Grounds Maintenance (mowing / hedge cutting)
- Grounds Maintenance – Horticulture
- Grave digging / ashes interment
- Emptying of all external litter bins
- To provide back-up cleaning
- To provide back-up cremator operator

Note: As the crematorium is not due to be open until early 2023, there will need to be a staggered start to the contract

- 3.2.2 Services to be delivered by in house staff:

- Registrar
- 'Front of House' (e.g., preparation of the facility and first line daily cleaning)
- Cremator operation

- 3.2.3 Utilisation of existing contracts

- Daily clean – Corporate Cleaning Contract
- All other FM and compliance (e.g. Minor Building Works, Fire Risk Assessment. Legionella etc)
- Road Sweeping – Cleansing Contract
- Corporate Utility Contract
- Cremator Maintenance – new supplier / installer

4 Explanation – Main Contractor Procurement

- 4.1 The Procurement for a main contractor to undertake the construction of the new Bereavement Complex is now taking place and is being overseen by the Cemetery Procurement Board.
- 4.2 The Cemetery Procurement Board have agreed to shortlist to 5 contractors and the bids are due to be returned on 28^h June 2021.
- 4.3 To provide a comprehensive service to residents there is a desire to get the Bereavement Centre operational as soon as possible.
- 4.4 By delegating the award of contract to the Chief Executive (in consultation with the Cemetery Procurement Board), approximately 4 weeks will be saved on the procurement process

Implications

5 Legal Implication(s)

- 5.1 None directly at this stage

6 Financial Implication(s)

- 6.1 None directly at this stage

7 Risk Management Implications

- 7.1 A thorough risk analysis will need to be developed as the services are rolled out, but the following risk has been identified at this stage:
- 7.2 **Business Continuity:** This is a critical service and all aspects of the service need to be delivered effectively and with business continuity arrangements in place. Some of these are identified in the options appraisal (i.e. trained back up to operate the cremators), but other will need to be developed.

8 Security and Terrorism Implication(s)

- 8.1 A risk assessment will need to be undertaken regarding the public spaces and if any special measures need to be put in place.

9 Procurement Implication(s)

- 9.1 The proposed procurements will /are being undertaken in accordance with the Public Contracts Regulations 2015

10 Climate Change Implication(s)

- 10.1 In accordance with the adopted procurement strategy – climate change will be evaluated as part of any tender process.

11 Human Resources Implication(s)

- 11.1 New staff will need to be employed if the recommendations are accepted and this strategy will be developed in accordance with corporate policies

12 Health and Wellbeing Implication(s)

- 12.1 None at this stage.

13 Communication and Engagement Implication(s)

- 13.1 None at this stage

14 Link to Corporate Priorities

- 14.1 The subject of this report is linked to the Council's Corporate Priority 'A well run council that puts customers first'.

15 Equality and Diversity

- 14.1 An EqlA was not completed because this report does not propose changes to existing service-related policies or the development of new service-related policies.

Name of author	Andrew Harper
Title	Procurement Manager
Date	10 May 2021

Appendix 1 – Options appraisal

Service	Option 1	Option 2	Recommendation
Grounds Maintenance (mowing / hedge cutting and specialist maintenance around crematorium) - including closed churchyards and Hatfield Hyde, St Lukes, St Etheldreda's	Outsource <ul style="list-style-type: none"> Market already developed Contractors have pool of machinery and operatives to offer resilience 	In House <ul style="list-style-type: none"> No in house experience (would need to buy in) Large investment would be needed in plant, equipment and maintenance 	Include in Cemetery and Crematorium Management Contract
Grave Digging and Ashes Interment	Outsource <ul style="list-style-type: none"> Market already developed Contractors have pool of machinery and operatives to offer resilience 	In House <ul style="list-style-type: none"> No in house experience (would need to buy in) Large investment would be needed in plant, equipment and maintenance 	Include in Cemetery and Crematorium Management Contract
Registrar, Front of House and Cremator operation	Outsource <ul style="list-style-type: none"> Attendees at the soft market testing did not demonstrate any experience and little appetite for undertaking this work It was mentioned during the dialogue that specialist private sector operators maybe interested, but this would generally be on the basis of a long term contract (25 years plus) and they would want to have much more control of the operation. General consensus from previous meetings that this is not the preferred option. 	In House <ul style="list-style-type: none"> No major capital investment would be required This would be the 'public facing' aspect of the operation and it is considered that the best option would be for the council to have direct control over this aspect 	Generally in house delivery. However resilience need to be considered so it is recommended that two of the grounds maintenance contractors staff are also trained to use the cremators and could assist in times of pressure
Cleaning of Crematorium	Outsource <ul style="list-style-type: none"> The council generally outsources its cleaning requirements It is anticipated that there will be a need to have a major clean per day as well as 'spot cleaning' during the day. 	In House <ul style="list-style-type: none"> It is recommended and anticipated that the core of 'in house' staff will have overall responsibility for the operation of the crematorium and that they would be responsible for any reactive cleaning during the day. 	A mixture of in house and outsourced provision as explained
Road Sweeping	Corporate contract in place.. Cannot see any benefit of using any other option		
Building Maintenance and Compliance	Corporate contracts in place. Cannot see any benefit of using any other option		
Cremator Maintenance	By cremator installer		