

WELWYN HATFIELD BOROUGH COUNCIL  
ENVIRONMENTAL SCRUTINY OVERVIEW COMMITTEE – 11 JUNE 2018  
REPORT OF THE CORPORATE DIRECTOR (RESOURCES, ENVIRONMENT AND  
CULTURAL SERVICES)

**JOHN O'CONNER GM ANNUAL PERFORMANCE REPORT 2017-18**

**1 Executive Summary**

- 1.1 The contract was awarded to John O'Conner GM in June 2015, who provides both the burial excavation and grounds maintenance activities at the Council's cemeteries on behalf of the Council.
- 1.2 John O'Conner GM and Welwyn Hatfield Council's Cemetery Services have compiled a report detailing their annual performance for 2017-18. A breakdown of the burial statistics for this period has also been produced.

**2 Recommendation(s)**

- 2.1 It is recommended that the Committee note the content of this report, as a record of John O'Conner GM performance against the specification in the contract for April 2017 – March 2018.

**3 Explanation**

- 3.1 The Monitoring Framework for the John O'Conner/WHBC partnership was established at the start of the contract. Please see Appendix 1 for the detailed results.
- The contractor is required to achieve all aspects of the contractual specification.
  - All work must be carried out to a satisfactory standard. Performance is assessed through both quantitative and qualitative measures. This is achieved through periodic checks by the contracts supervising officer and customer satisfaction.
- 3.2 During this period, Cemetery Services undertook 101 interments of cremated remains and 111 burials. Please see Appendix 2 for the breakdown and analysis of this.
- 3.2 Of these interments, the Council has seen a significant rise in the number of large funeral undertaken. Eleven have been conducted since August 2017. These require additional resourcing and lead to contact from other plot owners who believe preferential treatment is being given. JOC and the Council has successfully manage this additional resource consideration.
- 3.3 Eight Key Performance indicators were monitored, and all were achieved by JOC.

## **Implications**

### **4 Legal Implication(s)**

4.1 There are no legal implications inherent in relation to this report

### **5 Financial Implication(s)**

5.1 There are no direct financial implications for the Council arising from this report.

### **6 Risk Management Implications**

6.1 There are no significant risks inherent in this report.

### **7 Security & Terrorism Implication(s)**

7.1 There are no Security and Terrorism implications in relation to this report.

### **8 Procurement Implication(s)**

8.1 There are no procurement implications inherent in relation to the content of this report.

### **9 Climate Change Implication(s)**

9.1 There are no climate change implications inherent in relation to this report.

### **10 Link to Corporate Priorities**

10.1 The subject of this report is linked to the Council's Corporate Priority; Protect and Enhance the Environment and specifically to the achievement of Developing the Provision of Bereavement Services.

### **11 Equality and Diversity**

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

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Date	16 May 2018