

Appendix 1

John O’Conner GM Monitoring Results

Ref	Contract Specification	Target	April 18 – March 19	Explanation
A:16	The number of justified complaints received by the Council in respect of any aspect of the cemeteries covered by the contract	No more than 4 per month	Achieved	The Council received one formal complaint regarding grass cutting at St Luke’s which was deemed unjustified. Four compliments were received during the period
B:1-16	Preparation and undertaking of any funeral requested by WHBC and completed as specified	100%	Achieved	All funerals have been conducted in accordance with the specification
C:1,3-7	Cleansing of buildings and grounds conducted as specified	100%	Achieved	A mechanical road sweeper and pedestrian sweeper is used to maintain the standards of the grounds
C:8	Waste management and subsequent removal from site	90%	Achieved	Waste is managed on site. A sifter is now used to ensure lighter topsoil available
C:9	Locking and unlocking of gates in accordance to the specified times	100%	Failed	There were two reported incident. One where the lawn cemetery was not closed and one when the Hyde was opened late.
D:1	Undertaking of 30 grass cuts per annum at the Lawn Cemetery and 15 cuts at all other cemeteries	95%	Achieved	All cuts conducted on target and undertaken to a satisfactory standard.
D:2-5	Horticultural features within all grounds maintained as specified	90%	Achieved	All features maintained as specified
D:6	Undertake 2 hedge maintenance programmes per annum	100%	Achieved	Both programmes have been undertaken with additional works undertaken at St Luke’s and the Hyde. Addition whips have be placed at these cemeteries to infill gaps.