

Summary Fair Treatment Assessment (FTA)

Area for Assessment:		
Name of service or function etc	Bereavement Services	
Which Service does this affect?	Environmental Services	
Is this a new, existing or revised function?	Existing	
Summary of findings:		
Main conclusions on the likely impact of the function on different equality groups (protected characteristics):		
<p>Due to the sensitivity of the service there is a lack of data relating to usage by different groups. It is therefore difficult to ascertain whether there is likely to be a differential impact. This is partially mitigated by the training received by Bereavement Services employees to ensure that we deliver a sensitive and compassionate service. Through working closely with Funeral Directors we ensure that each service is unique to individual requirements, taking due account of requirements relating to background/identity. We have worked closely with local faith communities to understand their needs and have introduced a number of measures, including the establishment of an out of hours service to ensure burials can take place within 24 hours as per the requirements of Muslims and Orthodox Jews. We also have a specific area of the cemetery at Widney Manor laid out in such a way to meet Muslims needs to be buried facing Mecca. In recognition of the particular trauma of losing a baby or child we operate reduced fees for those aged under 16, and also have remembrance areas specifically for children and babies. Accessibility for disabled people to our services is good, grounds are well maintained and we have various adjustments in place.</p> <p>Our fees and charging policy offers a number of choices to customers, and we signpost to appropriate services for those requiring financial assistance. We charge higher fees to non-residents to ensure the service is sustainable. Due to the limited number of plots suitable for Muslims these are not currently available to non-residents.</p>		
Actions:		
Actions identified to address negative impacts identified or to better promote equality, human rights, cohesive and sustainable communities and safeguarding issues		
Action	Outcome	Timescale
To consider appropriate methods for collecting equalities monitoring data	Informed understanding of our customers	ongoing
Ensure that faith communities are consulted when developing services in future	Future developments meet needs of differing faith groups	ongoing
Investigate opportunities to further gather the views of stakeholders visitors/service users	Increased understanding of customer need/satisfaction	December 2011
Update website to signpost visitors to bereavement support services, including specific groups relating to protected characteristics	Improved accessibility of information on the website	April 2012
Expand the number of graves suitable for the burial of Muslims	Able to meet the needs of Muslim non-residents	June 2012
Date Assessment Signed Off	18 March 2012	