

Review of Regulations and Byelaws relating to Cemeteries and Burial Grounds in Hillingdon	
Recommendations	Updates
That Cabinet agree the revised set of Cemetery Regulations that have been updated to make the rules clearer and fairer for all residents and users of different religious beliefs. This includes the necessary promotion of the rules both to funeral directors and bereaved families in a suitable and sensitive manner.	Funeral Directors have been issued with a copy of the revised Cemetery Regulations and they have been well received.
Support any 'friends' groups that may wish to be established in relation to local cemeteries; additionally, that the Council continues to work closely with the Safer Neighbourhood Team (SNT) and ask officers to agree a local procedure on how to deal with anti-social behaviour, specifically within cemeteries.	<p>A bereaved families group has been established which now meets on a regular basis. This group is made up of Residents, SNT officers, Ward Councillors, and officers from both Green Spaces and Bereavement Services.</p> <p>Officers have been working with a local group called the 'Guardians' whose interests are mainly around the cemetery at West Drayton.</p> <p>Officers worked with local Residents at Northwood Cemetery, which was awarded a Green Flag Award</p>
Ask officers to investigate the reintroduction of leaflets and a pictorial booklet to summarise key elements of the regulations to be circulated to bereaved families via Funeral Directors.	A draft booklet has now been produced which will be shown to members of the Committee at the next meeting (26th March) for their consideration. Once agreed the corporate publicity team will finalise and printing will be done. Each registered owner of a new grave or where a name changes is requested, will be issued with the booklet, prior , to the "Exclusive Right of Burial" deed being granted. A signature will be required , to accept that they will fully comply with the cemeteries regulations.
Considers the best way for officers to inspect memorials in cemeteries and how to best achieve this in line with health and safety objectives.	<p>It is now been proposed that this aspect will be undertaken by the Green Spaces team.</p> <p>The Green Spaces Team have noted and will be part of a revised Job Description for the Cemetery Supervisor.</p>

<p>Welcome Cabinet's decision to bring cemetery grounds maintenance back 'in-house' as part of the award winning Green Spaces team.</p>	<p>Complete</p>
<p>That Cabinet agree to the creation of a long-term (5 year minimum) rolling strategy for the Council's cemeteries, which should be published on the Council's website and at the cemeteries office. This should include in particular a winter rolling programme of works to cemeteries be publicised to residents so they are clear when essential works are taking place.</p>	<p>This aspect will be undertaken by the Green Spaces team. Officers from this team have noted that they are liaising with Corporate Communications to ensure that the website is updated as and when required.</p>
<p>Having reviewed the grounds and facilities across the Borough and following evidence received from witnesses, to note three particular service improvements, which Cabinet may wish to investigate further and consider as part of the service and budget planning process:</p> <ul style="list-style-type: none"> • To explore more cost effective options of using machinery to break down clay soil used for graves; • The lack of toilet facilities and a shelters for families to congregate at any of the Borough's cemeteries with the exception of Hillingdon, noting that there is also a lack of places of prayer; • The condition of the Grade I arch at the entrance of Hillingdon & Uxbridge cemetery. 	<p>Toilets are being considered and are currently part of the proposal for the West Drayton extension.</p> <p>Remedial works have taken place at the entrance to Hillingdon & Uxbridge Cemetery.</p> <p>A condition survey has now been carried out and a full report with costings is being produced for consideration by Cabinet.</p>

Local Pest Control Services and the impact of Waste Management processes on these

Recommendations	Updates
<p>Ask officers to request the support of the Hillingdon Registered Social Landlords Forum to encourage a provision for:</p> <ul style="list-style-type: none"> a) more uniform tenancy conditions to prevent pest infestation; and b) improved communications to support, educate, advise and guide their residents about handling waste through 'Welcome packs' or other introductory material. 	<p>The Registered Social Landlords Forum is due to be re-constituted in the new financial year.</p> <p>The next private landlords forum is on the 1st April.</p>
<p>Notes the roles of private landlords, social landlords and the Council (as a landlord) in terms of how pest infestations are dealt with effectively in tenanted properties; and work with these groups to ensure that all tenants are aware of best practice.</p>	<p>Private landlords are contacted by the Council's Private Sector Housing Team when there are problems with pest control. Tenants are advised during visits about good practice in food storage etc to prevent pests. Community Housing Team officers advise tenants about management of waste etc where there are problems.</p>
<p>Asks officers to encourage social responsibility of individual tenants and homeowners, whether in social or private sector housing, to properly manage their domestic waste to minimise pest problems through:</p> <ul style="list-style-type: none"> a) educational materials and leaflets; b) the wider use of signage to re-enforce the necessity of effective pest control and waste management; c) articles in Hillingdon People twice a year to remind residents about effective ways of managing waste; and d) education through schools. 	<ul style="list-style-type: none"> a) there have been no new materials and leaflets produced yet – this will be considered during the 2014/5 financial year b) waste services have started to display signs reminding residents what the collection day is, in problem locations. Simple and clear information stating the day of refuse collection have been placed up in numerous roads where the problem of waste being advanced onto the highway days prior to collection has been a problem. These have been well received both by residents and ward Cllr's, and the intention is to continue the practice in problematic areas. A pamphlet is sent to households around relevantly small areas where rubbish is advanced onto the highway on an ongoing basis. This has a limited impact and tends to reduce the scale of the problem but not eliminate it. c) the following articles have appeared in Hillingdon People: Sept/Oct 2013 - Article on the expanded services - food waste and textile recycling;

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	<p>Nov/Dec 2013 - Encouraging food recycling; Jan/Feb 2014 - Encouraging post-Christmas recycling, food waste recycling, paper/card recycling; March/April 2014 - Spring cleaning/clothes recycling.</p> <p>d) The Junior Environmental Teams Programme is being reviewed alongside the programme for 2014/15 with the Feel Proud Campaign.</p> <p>During the 2013/14 programme JETS visited 6 primary schools delivering an assembly at each and several litter picking sessions, and we engaged with about 1600 pupils.</p>
<p>In the case of persistent offenders and individuals or groups who have been reminded of their responsibilities, endorses the Council's enforcement methods to ensure that domestic waste is managed properly.</p>	<p>Enforcement of both domestic and trade waste continues. Additionally, the Environmental Enforcement Team provided under contract by NSL now conduct "duty of care" inspections on trade premises and have served numerous notices requiring the production of documents for waste transfer.</p>
<p>Instructs officers to send the report to the National Landlords Association and other relevant bodies, representing private sector landlords for information and to promote voluntary agreement among their members.</p>	
<p>Notes the Committee's endorsement of a new, more equitable approach to providing Pest Control Services following the BID review and the current concessions policy, which includes a free pest control service for all over 65's, disabled and those on benefits.</p>	
<p>Asks officers to ensure residents and landlords are aware of the services available from the Council to tackle pest problems, including an indication of costs. Cabinet also asks officers to encourage Registered Social Landlords to provide advice on the use of these services.</p>	<p>All information including costs is provided on the Council's web site. In addition if caller phones the contact centre information is given by them.</p>

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<p>Supports the education and encouragement of businesses to take full responsibility for the cleanliness of the land they occupy, as well as to comply fully with the “Duty of Care for Waste Management”.</p>	<p>The Environmental Enforcement Team provided under contract by NSL now conduct “duty of care” inspections on trade premises and have served numerous notices requiring the production of documents for waste transfer.</p>
<p>Supports the continuation of enforcement and alley gating be considered in areas where there is a high level of illegal dumping of waste. These methods are positive solutions to areas of the Borough with high pest infestation and the benefits of alley gating to businesses have been positive in certain areas of the Borough.</p>	<p>Alley gating is being progressed in problem locations, for example the alley behind Marlborough Parade, Uxbridge Road (behind HSBC bank)</p>
<p>Instructs officers to ensure that, when leaflets and waste campaigns are refreshed, they promote a universal message.</p>	<p>All leaflets and campaigns are designed and run by the Council’s corporate communications team and waste services and the ASB investigations team work closely together on these to ensure a consistent message</p>