

Torrisholme Cemetery Morecambe

Management Plan 2022



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Section 1: A Welcoming Place

Welcome

Torrisholme Cemetery is managed and maintained by the Cemeteries Office, located at Morecambe Town Hall.

This management plan has been produced to improve the development of the Cemetery with the needs and expectations of the public and our cemetery users. The Cemeteries Office recognises the importance of meeting the conflicting needs of the bereaved and the local community and will aim to ensure a balance between different user groups and the environment.

The Cemeteries Office will be able to refer to this working document to focus on future strategic aims, and to implement recommendations from previous Green Flag Award assessments and those comments from the Friends Group and the public. This document shall be reviewed annually and updated as necessary to reflect developments and changing priorities.

Through this Management Plan, we intend to develop Torrisholme Cemetery to achieve the overall aim of the Cemeteries Service:

"Our primary objective is to provide a cemetery service that meets nationally recognised standards and is delivered in a caring and sensitive manner."



Overview of recent times

It would be remiss not to mention the global Coronavirus pandemic that has afflicted us all since 2020 and continues to do so. Our sole aim throughout this period has been to continue providing a high level of service to bereaved families. As the regulations to keep us safe have affected our ability to work as we normally would, some of our operations have needed to change in order to keep ourselves and our staff, bereaved families, visitors and funeral mourners safe. This has been done as sensitively as possible.

Site Summary

The cemetery grounds consist of 5.86 hectares (14.5 acres) containing areas for Church of England, Roman Catholic and Non-Consecrated burials. In addition to traditional grave plots, there are also dedicated areas for the burial of babies and children, military graves, woodland burials and for interments of cremated remains.

The cemetery serves residents of Morecambe and Lancaster, the surrounding villages, as well as wider afield. There are some significant memorials within the cemetery including the Garden of Remembrance. Notably, there are also some beautiful Commonwealth War Grave memorials, and the Cinematograph Benevolent Fund graves are particularly noteworthy.

Executive Summary

Historically, the Cemeteries Office was included in the responsibilities of the Health and Housing Service, with the Grounds Maintenance tasks being managed separately by Environmental Services. However, following a full review of the management arrangements and grounds maintenance, the decision was made for the Cemeteries Office to integrate into Environmental Services. This transfer took place in early 2018 and was deemed beneficial to both services.

Following this transfer, the Cemeteries Office report to the Public Realm Manager but operate in much the same way-it is an independent service, however there is now an increase in communication and assimilation with the Grounds Maintenance department. The Cemeteries Office now benefit from the vast experience of Public Realm, and focus has returned to providing a high quality open space. This also means that we have greater prospects with regard to project management and making continuous improvements to our service.

Torrisholme Cemetery is a working burial ground, and the Cemeteries Office will manage a number of interments each year, of which about 50% are ashes interments and 50% are burials. On average, 100 interments take place in Torrisholme Cemetery annually.

The cemetery grounds also contain a historic chapel building – which is non-denominational. The chapel building is available and is used regularly for use at funeral services.

As we begin to offer more facilities in the future, we hope that the cemetery shall be considered much more than a burial ground, and will be a destination for the community. It is a historical site and a vital green space for the local area.



Corporate Plan

There is a clear and distinct connection between Lancaster City Council's Ambitions and the Cemeteries Office Service. It is vital to us that our service integrates with the wider council policy and that we are contributing to the improvement of our district.

Lancaster City Council Principles

Community Leadership: We will engage with residents, businesses and other partners to understand their needs and views, and work with them to develop plans for positive change.

A Professional Approach: We are ambitious to see the district fulfil its potential, but recognise that we need to provide our services in an affordable way. Good financial management and stability are essential for our success.

Shaping the Place: We want to champion the development of the district as a prime destination for businesses and for visitors, as well as improving the lives of those who live and work here.

Valuing Distinctiveness: We recognise that our district is unique in containing distinctive City, Coast and Countryside locations. We will deliver our services to each of our neighbourhoods in a way that is flexible and appropriate to local needs.

The Cemeteries Office are also committed to contributing to Lancaster City Council's Ambitions as follows:

Ambition 1: A Thriving and Prosperous Economy

Funeral poverty is a national issue. According to the Sunlife 2022 Cost of Dying Report, the average fees involved with a death and funeral amount to £8,864. However this figure is down 4.3% since 2020. When we began monitoring these fees in 2018, they stood at £9,204. These figures represent the fees involved with a funeral which include professional fees, the funeral service and optional extras such as a wake or flowers. Despite the overall drop in costs, the cost of dying has still risen in a number of regions across the UK which include the North West, however the region still remains what Sunlife refer to as "one of the most affordable places to die".

The report also states that 66% of people made provisions to pay for their funeral, however only 63% saved enough to cover the entire funeral cost. This implies that either funeral costs are underestimated, or perhaps not communicated clearly. The remaining funds to cover the funeral costs were paid for using family savings, borrowing from friends or relatives, or credit cards. Some families even sold belongings or took out a loan to cover the costs.

Often we speak with family members who are arranging the funeral of a loved one. As well as discussing how our office plays a part in their farewell, it is important that we also discuss other elements of the funeral such as fees accrued elsewhere. We will have a frank discussion and explain that they are not obliged to commit to certain aspects which perhaps they were led to believe. For example, embalming is not always necessary and may be a family choice, wooden coffins are not a requirement and there are many options these days which vary in cost, funeral director fees can be managed either with a funeral plan or by paying in instalments, and flowers are not a necessity - we see many families no longer choosing flowers but instead donations to their chosen charities.

The Cemeteries Office continue to face severe budget restraints. Despite this, to avoid any further negative impact to our cemetery users, our Cemetery fees have not increased since April 2020. In addition, in 2021 we made the decision to remove lease fees from all our plots in our Neptune Baby and Child Memorial Garden. Work is retained "in-house" where possible, and outsourcing is kept to a minimum to reduce costs.

Our office has always been transparent with our fees, and will continue to be – we share our fees list on our website, or it is available upon request. Local Funeral Directors are also provided with up to date lists every year.

To help address the high costs involved with funerals, the Cemeteries Office are committed to keeping their fees and charges to a minimum. We pride ourselves in offering competitive fees compared to other burial authorities in the North West of England. We shall continue to review our fees annually with the same approach.

Ambition 2: Clean, Green and Safe Neighbourhoods

The Cemeteries Office is consistently working toward improving our facilities for our users, to gain a financially self-sustaining cemetery. This, in turn should benefit our cemetery users as we improve our amenities and therefore our customer service.

We will routinely carry out litter picks, and the emptying of litter bins as standard – however we have very low levels of litter in Lancaster Cemetery.

All memorials within all of our cemeteries are routinely checked as a matter of public safety. They are individually assessed by a trained officer, and if the memorial is deemed unstable, it will either be stabilised at our expense, or laid flat for the grave rights holder to arrange repairs.

Cemetery paths and roads are also checked by our Operations Manager to ensure that they are safe and in good condition for our visitors. Any repairs are arranged as a matter of urgency so that cemetery access and funerals are not affected.

The creation of a Friends Group will help us reach a higher maintenance standard, providing additional hands on improvements and creating new projects with the aim of improving the cemetery aesthetic and facilities. In addition, they will also provide additional monitoring of the cemetery out of hours - an increase in on-site presence will be more welcoming for visitors, whilst also reducing the rare occasions of anti-social behaviour. Torrisholme Cemetery is a rich source of green space and biodiversity within the Morecambe and Lancaster District. Our aims are to retain lawn, woodland, and wildflower areas, and we will only plant native trees and shrubs within our grounds. Our cemetery trees are well established and provide shelter and a food source for nature, as well as a feature within the space.

Ambition 3: Healthy and Happy Communities

We have an ambition that Torrisholme Cemetery is seen as not only a respectful and beautiful burial ground, but also an area for community, and a green space for all to enjoy. We already offer many areas of interest within the cemetery, as well as being in close proximity to local residents and with easy access.

There are many studies which show that being close to nature can help improve health, and we aim for the cemetery to be an area of quiet reflection, leisure, and community.

Our goal is to manage the ground available for interments, in order to provide various burial facilities for the community now and in the future. The population of the Lancaster and Morecambe district is expected to increase by 4.41% to 147,505 by 2024, therefore we want to reassure residents that there will not only be available burial space but that there is a choice of burial options.

Ambition 4: A Smart and Forward-Thinking Council

Our office is dedicated to introducing progressive ideas, and are always looking at ways to improve. Channels of communication from members of the public are continually open so that we may listen and address any feedback-the introduction of our direct email address in 2017 has significantly facilitated this. We have established that visitors are particularly complimentary regarding our wildflower meadow. There has also been positive feedback regarding retaining the attractive historical aspects, and providing different focal points to create an attractive environment. The Cemeteries Office aim to continue this work, constantly evolving to the needs of our cemetery users. In the upcoming years, we hope to undertake major projects to utilise the cemetery chapel building to provide services to the wider public, projects to increase biodiversity, and to improve the appearance of the cemetery site.

We must consider the needs of our cemetery users now and in the future. Despite being a historic cemetery, it is vital for the success of the site that we anticipate how local residents see the site being used going forward. It shall always be a burial ground first and foremost, however we would like to offer local residents more facilities onsite.

It is important to us that we adapt, manage our fees and charges fairly, whilst also becoming self-sufficient and being able to continue offering more services to those that require it.

Good and Safe Access

Our cemetery entrance is wide and easy to navigate – there are no obstructions to accessing any part of the cemetery site. Our office is mindful of maintaining this space and not installing any structure which may obstruct views or access from the entrance.

The main entrance consists of vehicular access gate, as well as a separate pedestrian gate for safety. The site is now always open – previously there was an arrangement for the gates to be locked overnight however we no longer think that this is appropriate. Additionally, due to the lack of anti-social behaviour on site, we do not currently feel any necessity to prevent access.

Paths and tight corners have been widened to improve vehicular access and minimise damage to grave section boundaries. Recycled plastic bollards placed at strategic points within the grounds are installed to minimise potential damage from vehicles.

The Lancaster to Morecambe cycle and pedestrian track runs immediately alongside the boundary fence to the cemetery. This allows even easier access by bike and on foot.

Improved security arrangements including an alarm system were put in place many years ago to protect the storage compound, and this has been well maintained. The grounds crew are now based at White Lund Depot, and the equipment and vehicles are also kept there securely. The storage compound and building will remain at Torrisholme Cemetery, until such a time when the building can be utilised for other means. We are currently considering our options for use.

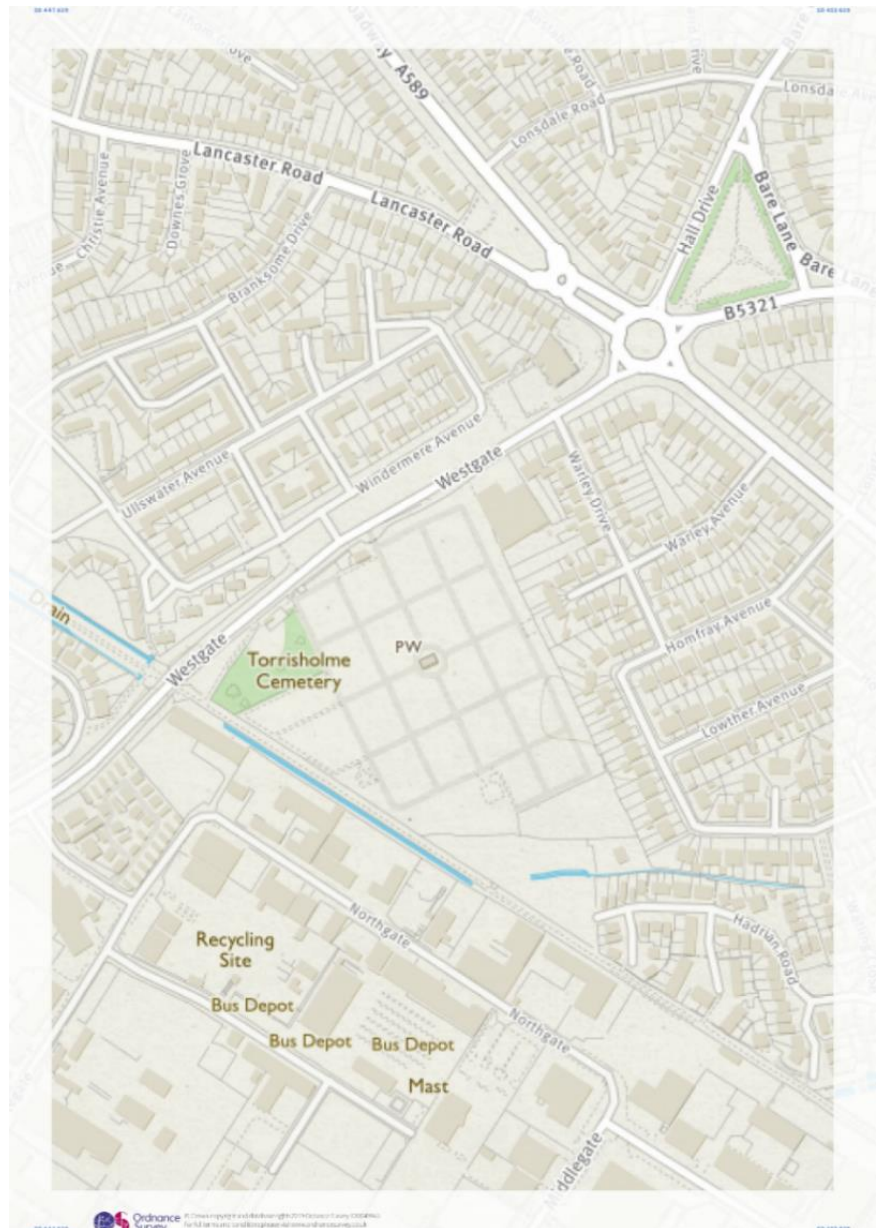
As we manage seven cemeteries, our Operational Staff will be spending time on each site, depending on their workload. There is a frequent staff presence at Torrisholme Cemetery, and all our staff can be clearly identified by uniform, ID badges, and Council vehicle. At times when our staff are not on site, our contact details are clearly displayed on the Cemetery entrance sign. Each member of staff has extensive cemeteries knowledge, training, and are approachable and willing to help with any issues. Each staff member carries a mobile phone with them at all times and are well versed with reporting issues to management or relevant parties when necessary.

The map shows the location of the cemetery in relation to the local area.

The adjacent main road, cycle track and excellent bus service are very important to the success of our green space-it is important to us that our visitors can easily access the site and a number of transport options are available to them.

The Cemetery is an important asset to the local community, and its location and ease of access is vital to providing the service expected by the public.

Please see [Appendix 1](#) for travel information.



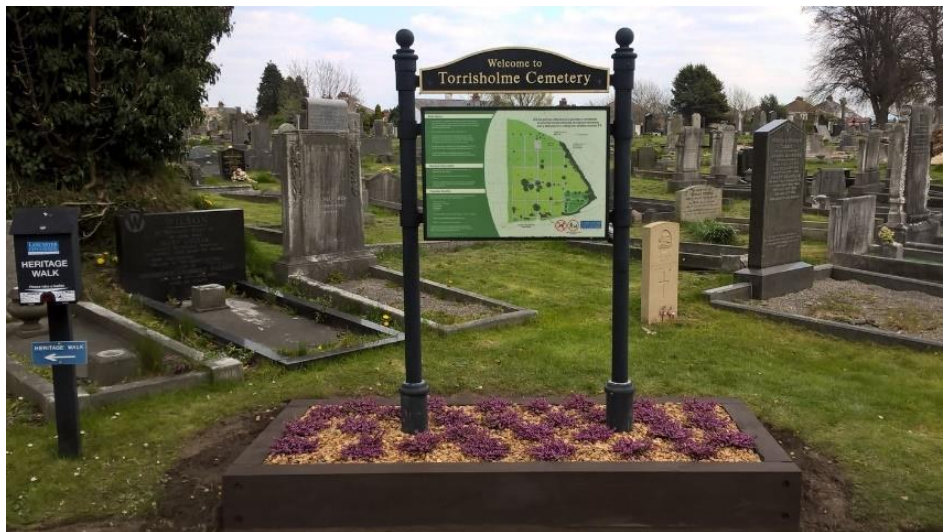
Signage

The Cemetery is well signposted on the main roads leading to the site. These signs were installed and managed by Lancashire County Council at our request. The need for additional signage leading to the cemetery was reviewed and addressed as a result of the judges' comments from a previous Green Flag Award assessment in 2013. This was eventually achieved, after an appeal to Lancashire County Council Highways and were installed in September 2013. The sign now appears directly opposite the cemetery entrance and clearly displays the direction to the grounds.

A prominently positioned welcome sign at the cemetery entrance displays a schematic plan of the cemetery grounds and basic cemetery information, including the Cemeteries Office contact details. Visitors can refer to this sign when locating a grave or a particular area of the site. Following a suggestion from one of our visitors, in 2019 Cemeteries staff rebuilt the flower bed at the foot of this welcome sign and planted with heather. This immediately brought attention and colour to this area, which is maintained throughout the year, providing some welcoming colour upon entrance to the site.

Our Heritage Trail leaflet stand is located immediately to the left of this welcome sign – seen in the photograph below. The leaflets contain a map of the grounds and basic information regarding the site and those “deceased of note” who are buried here. This stand is stocked during the drier months, but they are also available all year round free of charge from Lancaster and Morecambe Visitor Information Centres, Lancaster and Morecambe Town Halls, or by contacting the Cemeteries Office directly.

A number of information boards and fingerpost signs are positioned throughout the cemetery-such as our Wildflower Meadow information board, and Woodland Burial Area sign, all in order to aid our visitors. In 2011, section markers were installed to assist the public in identifying and locating various burial areas. These stone markers are located on the corners of each section so that they may be seen easily from the pathways yet are low profile so that they do not obstruct any grave plots.



Please see [Appendix 2](#) for a detailed Cemetery site plan.

Equal Access for All

Our site has been assessed for ease of access to all, including those who use a wheelchair or mobility aids. A DDA audit was undertaken by an external consultant and a work programme completed to implement the report's recommendations. The Cemeteries Office will continue to allow easy access to the cemetery by all persons, including people with disabilities and will meet members of the public at the cemetery to discuss and assist with their particular needs.

Visitors of all abilities should be able to visit all parts of the cemetery and do so with ease-it is important to us that all areas are accessible to all and that no one should feel unwelcome or excluded.

The grid style layout to the cemetery allows easy access by all, which is simple to navigate. This allows users to park their vehicles close to the areas they are visiting, whilst not causing access issues for others, as there are alternative routes available. Pedestrians and wheelchair users can be reassured of a safe visit, as there is a clear sightline across the cemetery, and substantial pathways, allowing the avoidance of vehicles.

In addition, our operational staff monitor the grounds regularly and appropriately report any trip hazards, including our pathway surfaces.

Section 2: Healthy, Safe and Secure

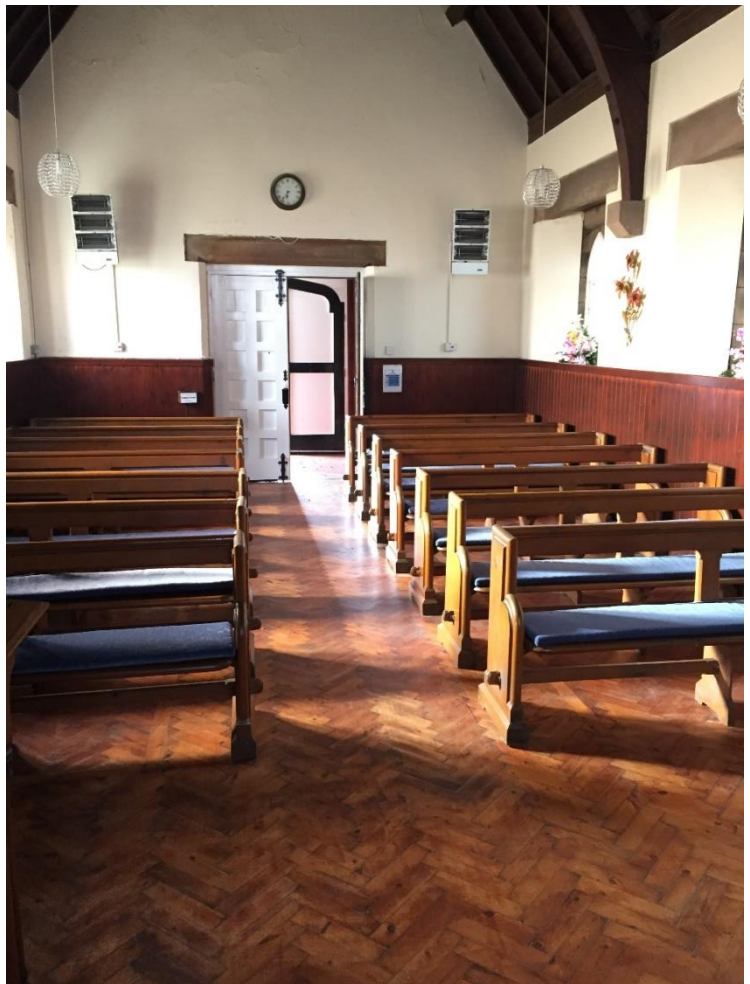
Appropriate Provision of Quality Facilities and Activities

We aim for all visitors to feel welcome upon entering the cemetery, and to maintain this throughout their visit. This can be achieved through a number of aspects, such as ensuring that the site is easy to navigate and that we provide exceptional facilities. Creating and maintaining features throughout the site must be carried out sensitively - our aim is to implement different styles of planting and landscaping in order to create points of interest without impeding on the serene nature of the cemetery or neglecting the appreciation of traditional burial grounds. The requirements of the community are assessed and considered when making decisions regarding new features.

Once farmland, Torrisholme Cemetery opened in 1906 to provide additional burial facilities for the residents of the Morecambe and Lancaster District. The first burial took place in May of that year on Section D and the Cemetery Lodge was built that year as a permanent residence for the cemetery manager. Eventually this property was transferred to council housing and is subject to a sensitive letting policy.

Chapel. Built in 1906, our chapel building has been vital to not only our funeral services, but also serving as a community space. In early 2018, improvements to the interior of the cemetery chapel began. This included installation of bespoke pew runners in order to improve the comfort to those attending services whilst also improving the aesthetic of the interior of the building. We continued this by redecorating the chapel interior in 2019. This work was arranged and managed by the Cemeteries Operations Manager who monitors the chapel building. It is important for us to provide those attending funerals with a welcoming, warm and peaceful space. This redecoration work has also been complimented by new artificial floral arrangements which were installed in early 2020. These new arrangements which were created for us by a local florist replaced older bouquets which had been in place for a number of years. This has given the chapel a renewed look and provides a neutral decoration for every type of funeral service.

We will continue to accept feedback from visitors and the Friends Group in order to determine and implement necessary adjustments. The chapel exterior is in a good condition, which we shall maintain, and repair work shall be carried out when needed. The interior is also cleaned by an external contractor prior to each use, and in addition is regularly monitored by the Operations Manager.

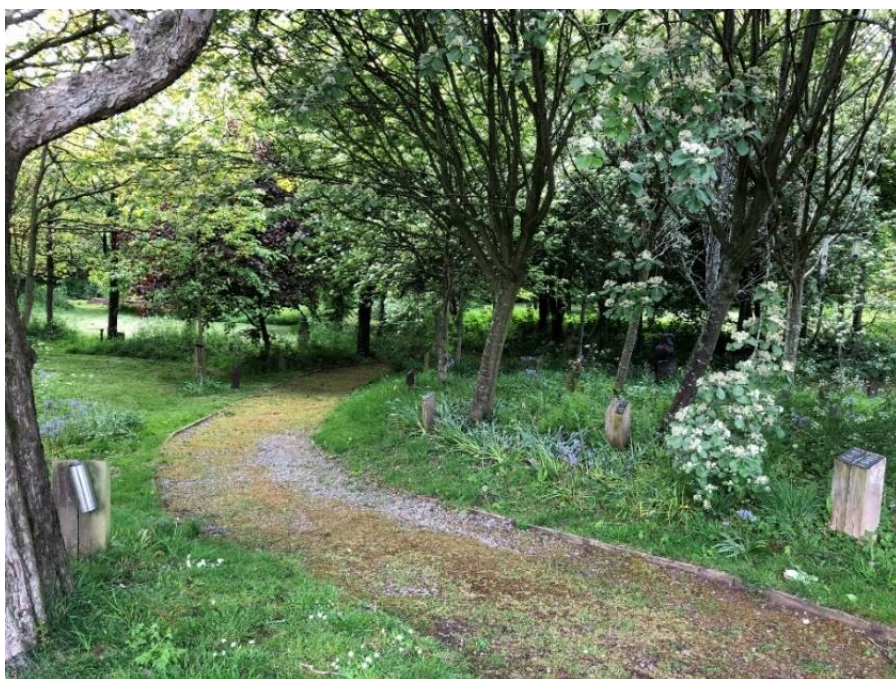


War Graves. The Cemeteries Office are proud to manage a War Graves Section within the site. Specifically, this is a burial site of World War II casualties, and is beautifully maintained by the Commonwealth War Graves Commission. This area is well attended on poignant and significant dates-such as Anzac Memorial Day, by the British Legion and members of the public who wish to pay their respects and hold a service in remembrance. This garden is of significant interest to those who visit the cemetery, and rightfully so-these graves represent the part that Lancaster and Morecambe played in the history of our country.

Cinematograph Trade Benevolent Fund. An area within Section K, established by the Trustees of the Cinematograph Trade Benevolent Fund (the Film and Television Charity) in 1951, to provide burial and memorial space for those in the industry. An information board is also in place, providing details on the local heritage. On Section K, there are 30 interments in graves purchased in 1951 by the Fund. This area was refurbished in 2008, and the memorial arch is a distinctive feature of our site.

Original Garden of Remembrance. Our first dedicated area to interring cremated remains was established in 1991 adjacent to the main entrance. Each of these plots are designed to inter up to two sets of cremated remains and a granite plaque is included for an inscription of the families' choice.

Woodland Burial Area. Established in 1996 and re-designed in 2008, our Woodland Burial Area was intended to offer many benefits to wildlife, whilst also introducing greater choice for the bereaved. The woodland graves offer a "return to nature" for those who wish to be buried amongst trees, birds, mammals and wildflowers, without a traditional memorial. An information board is also located here to satisfy the curiosity of those who visit the Woodland Area. Periodically, existing wildlife habitats are monitored without disturbance, and if necessary, repaired if they have naturally eroded. We also occasionally increase the number of wildlife habitats- Cemeteries Office staff create natural, wooden log piles next to the pathways-away from graves but visible to the public.



Wildflower Meadow and walk. A wildflower meadow was established in 2007 and was re-sown in Spring 2019. This was carefully timed and managed and has grown successfully into a blooming meadow-absolutely no chemicals are used in this section, it is simply carefully mown around the borders and on the natural pathway. Early in 2019, a felled tree from elsewhere in the district was brought onto site, placed within the centre of the Wildflower Meadow, and cut to appropriate size to provide a natural bench for our visitors. The intention being that once the Wildflower had grown, this would surround the bench and provide a quiet, secluded area for visitors. Alongside this bench, the cemeteries office designed a poppy bed to compliment the area, and provide an additional memorial to those buried within our War Graves section.

We feel that this is a real draw for our visitors-it has increased the volume of bees and other insects on site by providing them with food and habitat, and the area compliments our Woodland Burial Area well.



2008 saw the completion of a designated baby and young child area: The Neptune Memorial Garden. Located at the back boundary, this area was designed to provide families with a quiet, peaceful area in which to honour the memory of lost babies and children. This area holds our locked keepsake building, and we provide parents with a key in which to access and safely display sentimental items.



After the popularity of the first Garden of Remembrance, another was established with the Garden of Remembrance Vault Section within Section B. This area differs slightly to a traditional Garden of Remembrance - cremated remains are safely stored above ground within a secure vault, as opposed to interred underground. This area was established in 2009 to cater for those who would prefer for remains contained in poly urns to be placed above ground, whilst still allowing for appropriate memorialisation. However, as poly urns have now been discontinued by Crematoriums in favour of biodegradable options, we are now offering the vaults for the storage of any non-biodegradable ashes container. Operational staff have, in recent times, constructed and installed new flower beds for this section to provide renewed colour and interest and a sign has been installed. The area will continue to be improved and enhanced over time.



Due to demand, an additional Compass Garden of Remembrance was opened in 2010, located at the far-right boundary, and continues to be a popular spot for interment, memorialisation, and quiet reflection. An extension in the centre circle was added in 2021 and a new centre piece will be installed in 2022 to replace the previous carving which was removed due to wear and tear.



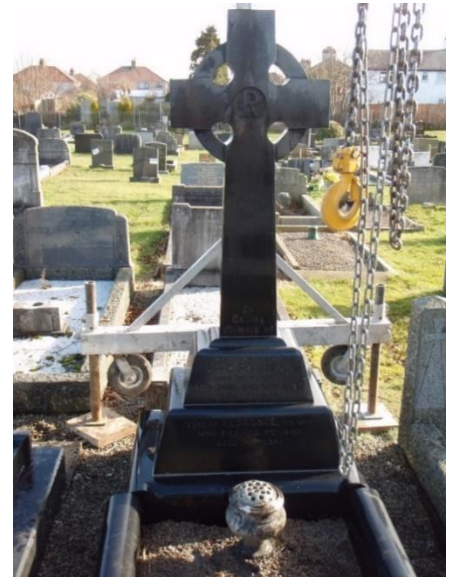
Memorial Restoration Project. The Cemeteries Office undertook a large-scale project of re-fixing unstable historical, large memorials throughout the cemetery during 2010 and 2011, carried out at the expense of Lancaster City Council.

Section U. A new burial section of 322 graves plots located towards the back boundary of the cemetery was opened in 2017. This section is non-consecrated lawn and is therefore a more versatile burial ground.

Accolades. In 2008, the cemetery achieved its first Green Flag Award. This was achieved through dedication from the cemeteries staff, Friends Group, and input from our cemetery users.

Following this in 2009, it was judged winner of the Cemetery of the Year Award in the 5–15-acre category. This was an award we were extremely proud to achieve and maintain our high standards to this day.

During the summer of 2019, we were presented our first Green Flag Award for the Cemetery in 6 years. Following a reduction in budget, staff, and conflicting priorities, this was a proud achievement of ours. In 2020 and 2021, we were delighted to learn that we had also achieved the Green Flag award again, particularly since this was during the global COVID-19 pandemic, which had seen significant pressure on our service.



Safe Equipment and Facilities

The Cemeteries Operations Manager and Public Realm Manager have responsibility for the Health & Safety function within the Cemeteries Service. In addition, each member of staff is also responsible for ensuring that they follow the Health and Safety Policy, to be aware of their own, their colleagues and the public's safety when on site.

All cemetery management have access to the Council's Safety Policy and Guidance Notes via the Council's Intranet and relevant extracts from Lancaster City Council's Safety Policy Statement are attached in [Appendix 3](#). Relevant training is regularly undertaken with each individual staff member, with some such as manual handling, first aid, grave-digging, and excavator training required every 3 years. Any other training required is identified and addressed through annual staff appraisals.

Hard copy risk assessments for all types of work are carried out, recorded, and annually revised. There is a hard copy file for staff to easily access all these assessments if needed, which is stored at White Lund Depot, where the Grounds Maintenance staff are based. See [Appendix 4](#) for examples of these. Ongoing monitoring is undertaken by the Cemeteries Operations Manager, and staff are mindful of the presence of site visitors when undertaking burial or grounds maintenance operations.

All Cemeteries maintenance equipment is stored in a secure container at White Lund depot as this is the base of operations for Cemeteries staff. The equipment is annually checked i.e., vibration testing for machines and loler testing for lifting equipment.

A memorial inspection programme is completed on a regular basis in the cemetery whereby all memorials are inspected and tested to ensure their stability. Any found to be dangerous according to the test criteria have been made safe either by lying flat or staking and banding them as a temporary safety measure. All memorials are subject to a re-test at least every 5 years.

The Council operates its own Memorial Masons Registration Scheme to ensure that all memorials in the future are installed or re-fixed to National Association of Memorial Masons (NAMM) current Code of Practice.

Cemetery paths are annually inspected and are prioritised for repair on a two-stage inspection of "low" and "high" priority. Low priority repairs are addressed once more severely affected paths are repaired.

Seating is provided throughout the cemetery, along the pathways to allow rest or contemplation. The seating areas are located strategically so that they may serve our users appropriately and are monitored for maintenance by our Cemeteries Operations Manager.

Refurbished in 2009, our DDA compliant public toilet is open to members of the public when an interment is taking place. The toilet is cleaned by an external contractor once a week and monitored daily.

Personal Security

As with all public ground management, the security of our visitors and staff is of utmost importance. Our office is not based on site, however additional measures are in place to protect and reassure cemetery users.

Torrisholme Cemetery is quite flat, with few areas hidden from site. This has been a conscious decision by our office to retain this aspect and have steered away from erecting structures such as large memorial walls etc which may create isolated areas which attract antisocial behaviour.

Should any issues occur on site without staff presence, our contact details are clearly displayed on the Cemetery entrance information board.

Working in an open, outdoor space, operational Cemeteries staff have been trained in lone working, and safe practice in public spaces. As mentioned above, our staff are trained in First Aid, and qualifications are consistently up to date.

Our staff are clearly identified by their Lancaster City Council uniform, and identification badges, and are supplied with liveried, tracked vehicles.

The vehicle tracking system was introduced in 2018 and allows for the movement of individual LCC vehicles to be monitored by senior management. As working schedules are set for each day and tasks allocated, our Operations Manager is aware of the location of each member of staff at any given time.

In addition, staff are in frequent contact with the Operations Manager by telephone or if he should visit on-site. In 2021, on site Cemetery staff were issued with tablets for more time efficient responses to queries and issues.

In such cases of an emergency on site, all our Operational Staff are in possession of mobile phones and are certified trained first aiders. Access is possible to all areas of the site for emergency vehicles.

The onsite storage facility is installed with a security alarm, which directly alerts our Operations Manager to attend 24 hours a day, 7 days a week.

Control of Dogs and Dog Fouling

The current Cemetery Rules and Regulations allow access to the entire site for dogs providing that they are kept on a lead, and that owners immediately clear away any fouling in the bins provided.

There has long been signage throughout the site to advise visitors of our regulations, but during 2018, this signage was significantly increased.

In addition, Lancaster City Council employ a Dog Fouling Officer to cover the entire district. The officer regularly patrols the cemetery grounds and makes ad-hoc visits in response to reports from the public. The officer also

carries out surveillance work and can issue fixed penalty notices. Since the appointment of this post, we have found that incidents of fouling have reduced, and we have received positive feedback from the public.

Currently, there are no areas of the cemetery whereby dogs are banned-a historic consultation found that the majority of cemetery users wanted to be continued to allow dogs to be brought into the cemetery and specifically to graves of their loved ones, and therefore the current regulations were put into place. During 2019, Lancaster City Council issued a press release in relation to preventing dog fouling within our burial sites. We chose to focus this campaign on Torrisholme Cemetery as it is our most visited site. We received a lot of positive feedback from local residents, and we believe it has helped raised this issue and prevent further concerns.

The Dog Fouling Officer continues to report back to the Cemeteries Officer on his findings, which has been invaluable when reviewing the allowance of dogs on site or banning them on all grassed areas. The Cemeteries Office must strike a careful balance of meeting the expectations of visitors, without impeding on the needs of others. As it appears that general opinion is still the same regarding dogs on site, we therefore needed to focus our efforts on encouraging responsible dog owners and reducing the amount of fouling on site.

As a result, we reviewed the potential effectiveness of providing a dog waste bag dispenser to the site.

These dispensers have already been in use by Lancaster City Council for several years in various areas specifically along Morecambe Promenade. The figures are extremely promising-there is an average of a 60% reduction in dog fouling once the dispensers are installed to an area. Therefore, a dispenser was installed in Torrisholme Cemetery in 2020, which is refilled regularly with dog waste bags by our operational staff. These bags can then be disposed of in any litter bin, of which there are numerous throughout the site. As a result, we have received far fewer dog fouling complaints. We continue to work with both Lancaster City Council's Dog Fouling Officer and Dog Wardens to tackle any further issues, but we are confident in our current approach that we are meeting the needs of our cemetery users.



Section 3: Well Maintained and Clean

Litter and Waste Management

There are plenty of Lancaster City Council general waste bins within the cemetery, allowing for the easy disposal of litter, floral tributes, or bagged dog waste. This allows our visitors to easily dispose of rubbish and prevents it from lingering around the cemetery grounds.

The general waste bins are emptied on a regular basis by Lancaster City Council Cleansing Department and transported to a waste and recycling centre where the contents are then sorted and separated for recycling where possible.

The bins are also monitored closely by our staff. Collections are more frequent around Christmas and the new year as visitor numbers increase, and the amount of wreath removals can seriously increase the amount of waste for the bins. Standard litter bins would simply not cope with the volume of general waste, and therefore we introduced 320 litre general waste bins to manage the waste appropriately.

All bins are housed within a wooden bin store made onsite by our staff-this ensures the bins are not removed or damaged and makes for a more attractive site. These bins stores require regular maintenance which is also carried out by our Cemeteries staff.

The Ground staff will collect loose litter and carry out leaf blowing or collection on a regular basis. Even during large-scale litter picks, only a small amount is usually collected – we appear to have many considerate visitors and the litterbins are well utilised.

Leaf litter is taken to our compost piles within the Woodland Burial Area, where it is left to decompose, and create mulch. This is then available for use by the Cemeteries staff and future cemetery volunteers when planting.

Horticultural Maintenance

The Cemetery is designed to have numerous planting areas throughout the site – from formal beds, to raised and fountain planters. These are intended for annual plants for summer-showing, which are planted once a year from late May to June. Once planted, they are maintained fortnightly through cultivating and weeding. Our plants in these areas range from Begonias, Geraniums, Lobelias, Salvias and Surfinia. We also plant Petunia trailing plants in the raised planters.

In addition, there are various areas of herbaceous and perennial beds to provide year-round colour, particularly around the Chapel building.

To reduce peat compost use on site, the decision was made in 2020 to alter the planting of some annual flower beds to perennial beds instead. This means that we are still providing flora for the cemetery but reducing the volume of peat compost we are bringing on to site.

Going forward, spring flowering trees and plants will be planted wherever possible – these opportunities may arise from planning and asset management. Active planting shall continue where appropriate and encouraging the growth of native plants.

The Wildflower meadow was resown in 2019. The Meadow was sown with mainly a wildflower mix of the following: Corncockle, Corn Chamomile, Cornflower, Corn Marigold, and Corn Poppy. In addition, we also used a meadow mixture of: Yarrow, Common Knapweed, Wild Carrot, Lady's Bedstraw, Field Scabious, Rough Hawkbit, Oxeye Daisy, Birdsfoot Trefoil, Musk Mallow, Ribwort Plantain, Cowslip, Selfheal, Meadow Buttercup, and Yellow Rattle. The new meadow is more extensive than before, with meandering pathways, a natural log bench, and a redesigned poppy bed. This area is allowed to grow naturally, with scheduled mowing taking place around the outer borders to ensure easy access and manage growth.



Arboricultural Maintenance

Most trees throughout the site were planted upon establishment of the ground as a cemetery. We have a mixture of mature Oak, Beech, Sycamore, Hawthorn and Poplars which are all monitored and assessed by our Operations Manager. Any arboricultural maintenance is then arranged with the dedicated Tree maintenance staff.

The Woodland Burial Area consists of Oaks and Willows and is an area that we continue to plant with new trees once a burial area has been used for interment.

An unused area located behind the Neptune Garden was identified as potential planting ground, and over the past few years' we have established a small area of native trees. This is an ongoing project and is intended to expand and mature over future years.

Boundary planting is monitored and managed in preparation for future cemetery developments to provide appropriate screening. The sights and sounds from the neighbouring industrial estate have been significantly reduced following extensive hedgerow and tree planting, allowing for a more peaceful environment.

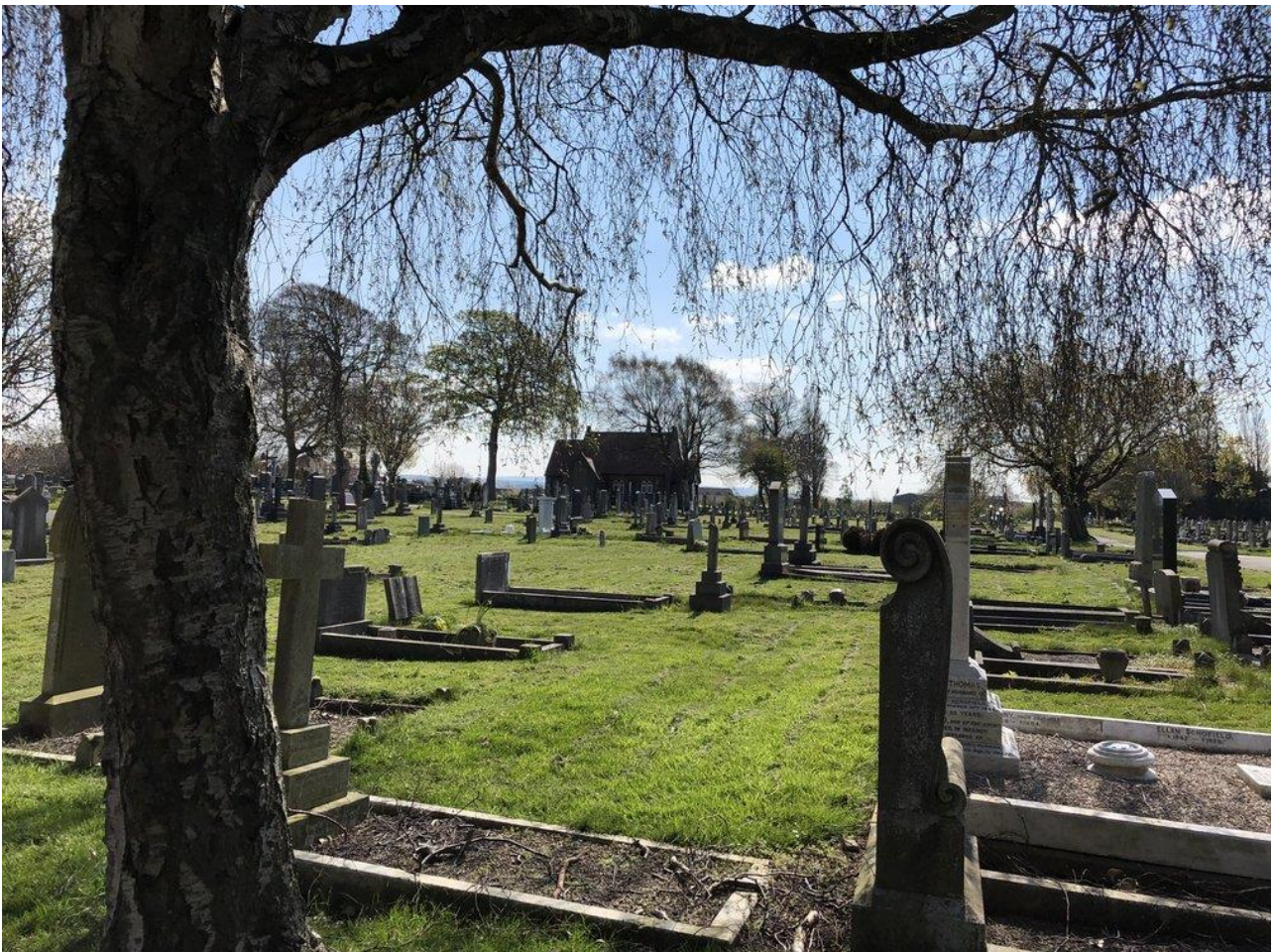
Establishing and maintaining hedgerows is important to us to create boundaries where required and also to improve the look of the cemetery. We are also mindful of increasing and encouraging biodiversity on site, so for that reason, our hedges are cut less frequently than in previous years. This allows for extended and richer flowering periods.

The Council's arboricultural team leader monitors and surveys any trees on the request of the Cemeteries Operations Manager. Any tree found to be diseased or dying must be felled to protect the safety of all who visit the site and the memorials nearby. All felled trees will be replaced with newly planted trees-if it is unfeasible to do so in the same place, a new tree will be planted elsewhere on site.

The Tree maintenance team is currently undergoing a restructure which incorporates a Grassland Management Strategy. This will improve the service, as the dedicated tree staff will be a permanent year-round team.

Grassland Management Strategy

Lancaster City Council has changed the way it manages grass cutting, including in Torrisholme Cemetery to increase biodiversity, improve workload planning and to reduce carbon by using less fuel. Advice was sought from experts in the field including Natural England, Butterfly Conservation, Lune Valley Pollinators, Landscape Architects and Ecologists. The cutting palette for the grass in Torrisholme Cemetery is Public Open Space meaning the grass is cut 8 times between March and October to a height of 40mm. The grass is not collected. Strimming is also be carried out around memorials throughout the season when grass cutting.



Building and Infrastructure Maintenance

The Cemetery grounds are owned by Lancaster City Council and managed by the Cemeteries Office within the Environmental Services department.

There is a residential property on site, adjacent to the main entrance, which was formally the cemetery lodge. This is where the manager of the site resided when the site first opened, however the management of this property was then transferred to the Council Housing Service some years ago. Therefore, the building remains a residential property and is subject to a sensitive letting policy.

A non-denominational chapel is also located on site - situated in the centre of the cemetery and is an attractive feature to those who enter the main gates and provides a focal point within the grounds.

The cemetery chapel was opened with the cemetery in 1906 and was sensitively restored in 2007.

The building provides cemetery users with a peaceful and attractive space to remember loved ones at dedicated funeral services. Our chapel is of a modest design, decorated with artificial floral displays and we have introduced pew cushion runners to provide a comfortable and versatile venue to those attending funerals.

We encourage families and those arranging a service to freely use this space to create a fitting and personalised service to lost loved ones, and we can assist with specific arrangements. This chapel is suitable for use for all religions and beliefs. The chapel has heating, seating for approximately 60 people with additional standing room, wheelchair access and a lectern.

Each service is unique, and that is why the Cemeteries Office are pleased to offer a space which allows for a personal funeral service. Singers and musicians may perform, or perhaps an organ player, or no music at all.

The chapel is also available for use by a Friends Group once established – it may be used to hold appropriate memorial services if they so wish and there is a small private room within the chapel which can provide a potting shed and tearoom for volunteers in inclement weather.

The maintenance of cemetery equipment and landscapes is covered in the provisions made by the Cemeteries Office and Grounds Maintenance departments combined.

Gardening, equipment upkeep, and grounds maintenance are carried out to a high standard by the Public Realm department with additional assistance from our small team of multi-skilled cemeteries staff. This includes prestige mowing, amenity grass cutting, hedge pruning/cutting and bin emptying/maintenance. This ensures that grounds are kept safe, each part of the site is accessible, and that the cemetery appears as visitors would expect. Repairs and maintenance to the external parts of buildings such as the Chapel, are the responsibility of the Council's Property Services, whilst the internal decoration, fixtures and fittings are the responsibility of the Cemeteries Office. Our Operations Manager will monitor the building, reporting and responding to any issues should they arise on each visit-as the chapel is used frequently, this will usually be once a week. The Operations Manager will also check the heating system which is checked for compliance along with all other electrical equipment as per the Council Policy. We aim to ensure that the chapel building is safe, fit for purpose, and is a welcoming environment to hold a respectful and intimate funeral ceremony.



The keepsake building in the Neptune Garden is the responsibility of the Cemeteries Office and will be maintained accordingly. Again, the structure of the building is monitored by our Operations Manager. This space is intended for use by the parents of young children interred within the Neptune Garden, and therefore it is vital that any building issues do not affect their cemetery visit or impact on the sentimental items placed within the building. The design of the building is such that it requires minimal upkeep, whilst providing bereaved parents with a safe and secure space to hold their beloved items.

Currently, our public toilet is closed due to the global pandemic – keeping this toilet open would create additional “touch points” which could not be realistically disinfected after each use. Therefore, to make our grounds covid-safe, it was necessary to close this toilet to the public. A sign is in place advising visitors of the change.

When open, the public toilet building is checked daily and any maintenance issues which are raised are addressed promptly by our team. The work is carried out by Cemeteries Office staff, which ensures that it can be completed much more quickly than if outsourced to another department or an external contractor. This means that time in which the toilet is not accessible to the public, is kept to a minimum.

Our Operational staff are based at the Public Realm offices at White Lund Depot, also on Westgate, Morecambe. However, the storage compound previously used by staff is still in place. Security measures are in place in this area in order to protect our assets but reports of vandalism are currently zero on this site.

Appendix 5 shows our specific Grounds Maintenance information, with a summary of our aims and standards.



Equipment Maintenance

All equipment used within or for the cemetery is regularly checked and maintained to Lancaster City Council safety standards.

Before using a Council vehicle, the driver must carry out a vehicle check and complete the relevant check sheet. If the vehicle requires immediate repair, the driver must inform their Line Manager to arrange this and for a replacement vehicle.

The check sheets are collated and provided to their line manager at the end of each working week when they are reviewed and electronically filed. If any defects are reported and noted by the driver, the vehicle is then sent to the Council's Vehicle Maintenance Department for repair. This department also carry out our twice annual vehicles services and annual MOT's.

All other machinery such as diggers, ride-on mowers, pedestrian mowers etc are annually serviced and maintained by an external contractor. Particular emphasis is given to the mowing machines over the winter period before the mowing season commences.

Again, any machinery breakdowns or faults are reported to the line manager to produce a defect sheet, repairs are immediately arranged and carried out by the external contractor. These defect sheets are recorded electronically, in order to keep track of the reasons that the reasons for faults and those who were operating the machine.

Lancaster City Council standards require all staff to undertake relevant training before using any machine. The training is specific to each piece of machinery and is conducted by an internal qualified trainer, so they are familiar with the specific machinery. This training also includes how the user will undertake daily general maintenance.

Section 4: Environmental Management

Managing Environmental Impact

The principles followed in protecting the cemetery environment are to reduce, re-use or, if necessary, dispose of waste in a sustainable manner. These principles are adopted by staff and have resulted in actions, which deal safely and effectively with environmental issues. The procurement of resources is in accordance with the Council's policy.

At all times, we try to minimise the cemeteries impact on the environment, whilst enhancing biodiversity. Each decision is considered, even down to the use of energy efficient lightbulbs in the chapel. Every measure is taken to improve air quality-such as proactive planting and reducing noise pollution through hedge screening.

As a burial authority managing a vast amount of green space within the district, we strive for water efficiency wherever we can. All water taps on site have been designed to provide the following benefits:

- Enclosed in a wooden structure to minimise vandalism, and to protect from dogs or wildlife interference
- Better insulation to protect from frost damage
- Individually valved for ease of maintenance
- Push taps are used to conserve water use and to prevent taps being turned on and left running

A water butt is situated at the side of the chapel building and is an essential resource - collecting rainwater from the building drainpipes. The collected water may be used by volunteers, Grounds Maintenance and Cemeteries staff when required.

Flower planters and hanging baskets were purchased with a water reservoir to reduce watering frequency and reduce evaporation effects whilst keeping plants healthy and vibrant.

Cultivation, mulching and ground cover practices, which reduce the evaporation of water from soils have also been implemented.



Waste Minimisation

The use of recycled materials is always considered in projects and will be in the future when replacing existing materials and structures. The bollards placed in the cemetery are made from recycled plastic – they work well to protect certain areas of our grounds, whilst not impacting the environment.

All wood used is sourced from either felled trees in the district or obtained from sustainable managed forests certified by the Forest Stewardship Council.

Materials and products are purchased from local suppliers wherever possible to reduce transport impacts.

Leaf litter is collected by the Cemeteries Office and Grounds Maintenance staff and placed into our onsite composting facility located within the Woodland Burial Area. This compost is then reused within the cemetery and will be available for volunteers to use within the grounds. This makes a substantial contribution in minimising our impact on the environment.

Tree cuttings are collected and used as wildlife habitats, also located within our Woodland.

Grass cuttings from mowing the burial areas are not collected and are left on site, which naturally disperses. Prestige areas are boxed off, the grass collected and composted.

Chemical Use

The overall aim is to reduce to a minimum or eliminate the use of pesticides. The decision on which types of pesticide to use and their application is made by the Cemeteries Operations Manager.

Compliance with the Control of Pesticides Regulations and the Plant Protection Products Regulations together with implementing the requirements outlined in the DEFRA Code of Practice for using plant protection products will be strictly adhered to.

Our Pesticide Policy can be viewed in [Appendix 6](#).

Weed management and moss clearing on the main hard standing areas will take place to improve the cemeteries appearance and to ensure stable pathways. Our service prefers to clear pathways with a power cleaner containing only water, in order to remove moss, however this method is not effective on weed removal.

The use of chemicals has reduced significantly after the introduction of new Ripper machines to Lancaster City Council in 2019, which have also improved the look of the district and the impact to the environment. These machines are designed to remove weeds or other unwanted growth by pulling them directly from the ground. These machines are now being used within our cemeteries, and therefore there are no chemicals currently used in the removal of weeds on site and therefore no negative impact to our cemetery grounds or users.

In areas where chemicals may be required, chemicals with a low impact on the environment are used-Grounds Maintenance will only use Glyphosate on such areas. Chemicals will only be used on instruction of the Operations Manager, by fully trained and educated staff, and will be carried out away from the public.



Peat Use

Peat is not significantly used by the cemeteries team in any of our sites - instead, peat free compost is used together with alternatives such as bark, wood chips and green waste. However, we cannot yet guarantee completely peat free use as small amounts of peat may be introduced through summer and winter bedding plants sourced from our local nursery. Our local nursery is managed by Lancaster City Council, who are not yet able to use peat free composts but have significantly reduced their use of peat and are working towards eliminating it in the future.

The nursery is located on Westgate in Morecambe-the close proximity is a huge advantage in minimising the negative impact on the environment from long distance road deliveries. Current peat alternatives would result in delivery from further afield, and would not be beneficial to the environment, however other options will continue to be reviewed.

In addition to some of our positive changes, a number of the cemeteries flower beds have been changed from annual planting to perennial with adding a peat free strulch compost.

Climate Change Adaptation Strategies

In January 2019, Lancaster City Council declared a Climate Emergency and as a local authority have committed to address this. The intention is to aim for net-zero carbon by 2030 by collaborating with local residents, councillors, university experts, and young citizens. This pledge has already been acted upon with the beginning of the planting of a million trees within our district, the council owned vehicle fleet being replaced with electric vehicles and the introduction of electric taxis, creating wildlife corridors, carbon emission appraisals submitted to Cabinet and appeals to local MP's. In 2021 Lancaster City Council began work on the de-carbonisation of Salt Ayre Leisure Centre.

Working in partnership with volunteer group Community Pollinator Patches, the council have designated and developed areas of grassland within the district to encourage wildflower growth. This initiative will encourage our own wildflower and woodland areas on site, creating a healthy environment for pollinators.

Management of these areas is also vital - once wildflower has established, it is important to take care to retain them whilst also ensuring that they are not causing obstructions on roads, pavements etc. Our own wildflower meadow is mown around the boundary in order not to obstruct the main roadway at the back of the cemetery, whilst still providing a vast area of wild growth. The introduction of our Woodland Burial Area and the sowing of our Wildflower Meadow has significantly increased our positive impact to the environment.

The Cemeteries Office have also addressed the Climate Emergency by continuing to reduce, reuse, and recycle. We produce very little waste in our cemeteries-no unnecessary purchases are made. Any items to install are recycled from elsewhere where possible-such as our Wildflower Meadow bench which was repurposed after it fell elsewhere in the district. Also, our insect hotels within the Woodland Burial Area were constructed from branches that had fallen naturally, and wooden pallets that would otherwise have been disposed of.

When selecting contractors, their distance to us is factored into the decision-we utilise those who are local to us, so that also reduces carbon emissions with regard to site visits and deliveries.

Our energy usage is low – ordinarily our chapels are only open for services, therefore lighting and heating is at a minimum. However, during the pandemic, we made the decision to close our chapel buildings due to the fact that it would not be possible to maintain social distancing within the building whilst allowing any significant service to take place. For the period the buildings were closed, there has been minimal lighting and no heating use.

We have made the decision not to install external lighting throughout the grounds - we have monitored our most popular times for visitors and the public do not tend to visit after dusk. We use energy saving lightbulbs within all of our chapel buildings.

Our Operations Manager currently uses an electric vehicle, and as he will travel between all 7 of our cemetery sites, this has certainly reduced our impact on the environment.

Section 5: Biodiversity, Landscape and Heritage

Management of Natural Features, Wild Fauna and Flora

As general public interest in genealogy and family history grows, so does the importance of cemeteries as sources of biographical information to the wider community. In recognition of this interest, a Heritage Walk is in place, highlighting some of the significant graves and areas within the cemetery. This is supported by a leaflet which enables members of the public to conduct their own walk. Cemeteries Office staff are available to guide and advise visitors throughout the grounds if so required. In addition, our office is frequently contacted by members of the public seeking the resting place of their loved ones as they research their family tree. It is a real privilege to be able to assist with these queries, and we enjoy knowing that graves are more frequently visited as a result of such queries.

The first biodiversity project was implemented in Torrisholme in 2007 to create a wildflower meadow. The wildflowers chosen were cornfield annuals comprising cornflower, corn poppy, corn marigold and corn chamomile, together with a perennial mix comprising red campion, wild carrot, meadow buttercup, ox-eye daisy and lesser knapweed. Sowing these species helps to conserve these rare flowers as well as farmland birds attracted to the sites.

Cornflower (*Centaurea Cyanus*) was particularly important to introduce, as its occurrence had declined to such an extent that it was identified as a Biodiversity Action Plan species. Following the introduction of modern agricultural practices-particularly the use of herbicides, cornflower numbers decreased dramatically. However, in the 1980's and 1990's it saw a slight increase, and from 2015 has been reclassified as "Least concern" from previously "Endangered" status. Aesthetically, Cornflowers provide bright eye-catching colour and a point of interest to attract visitors-both human and insect. In particular - bees, some species of moth, hoverflies, and many bird species.

In 2013, Prof. Felix Wackers of Lancaster University concluded a 5 year research programme called Ecostac, which was a study into Functional Agro-Biodiversity. The purpose of this study was to prove how insects "provide important ecological services, including pest control and crop pollination" and which flowering plants assist the most effectively with this. This was something we were keen to encourage within the space we had available at Torrisholme Cemetery, and therefore our current projects were proposed.

Please see [Appendix 7](#) for further information on EcoStac.

These projects include the re-sowing of the entire Wildflower Meadow in 2019, which is a substantial space and has been suitably promoted. The Wildflower meadow is a key element of Torrisholme Cemetery-it creates a dramatic increase in wildlife sightings, it is a vital point of interest and education for visitors, plus it offers a unique aspect to our burial grounds that many others cannot provide-therefore we were keen to reinstate this area.

We have also installed a wooden seat to compliment the area-carved from a recycled tree trunk that has been recycled from tree felling from one of our local burial grounds. It has been placed within the meadow, so that those using the seat are surrounded by wildflower. It provides a secluded and quiet area of reflection and has provided a beautiful area to walk.



The Woodland Burial Area lends itself to increased biodiversity. It was originally installed with hedgehog hotels using pre-built structures as well as using piles of brushwood and leaf litter. Over time and use, these have degraded and as a result, previous cemetery volunteers rebuilt the insect hotels. Environmental Services have



donated logs from elsewhere within the districts open spaces, for our Service to use in the Woodland Area. These logs are stacked to rot naturally and provide a haven for beetles, insects and fungi. An information leaflet has been produced for the woodland burial area, detailing the natural habitat and the advantages of each species.

No artificial provision is made for water for wildlife, as rain will gather naturally on leaf litter and the hard pathways. As a secluded area within a public cemetery and no permanent on-site staff, we must be mindful about installing any type of water receptacle. We are currently investigating the possible use of stepping stone insect drinkers.

Previous cemetery volunteers organised the construction of different types of bird boxes which have been positioned throughout the cemetery. These boxes have been occupied each year, and so much so that we repaired and replaced them in 2019.

Wildlife survey forms were introduced in November 2018 to record different species observed within the cemetery. These are widely available, and we encourage visitors to return completed forms to our office in order to accurately monitor and record wildlife numbers. This information will assist when assessing the success of our biodiversity schemes and when considering ventures such as the viability of wildlife tours. Sightings of various bird species-including birds of prey, deer, grey squirrels, bees, and various species of butterfly have been recorded.

Conservation of Landscape Features

Morecambe is known as a town of entertainment-and was once a major UK attraction for film, television, comedy, and dance. It was the origin of the careers of two major entertainers: Thora Hird and Eric Morecambe. The 1960 film *The Entertainer* was also filmed in the area-with many local residents participating in filming.

To preserve and properly honour this rich history, the Cemeteries Office contacted what was previously known as the Cinema & Television Benevolent Fund (CTBF). Now named the Film and Television Charity, the organisation supports those in the film and television industry. This relationship led to the refurbishment of their garden of remembrance within the Cemetery, which was officially opened as part of Heritage Day celebrations. A generous donation was received from the charity towards the refurbishment costs, and an information sign was also unveiled.

Torrisholme Cemetery is generally considered reasonably flat land, however there is a severe natural gradient at the rear boundary of the site. This ground is not yet used for burials, therefore we recycle our excavated soil from graves by depositing it in this area in order to level off the ground, and provide potential burial ground for the future. This practice is done on a weekly basis, in order to keep the cemetery tidy and clear of any excess soil. Once this area becomes burial ground, we intend to plant the back boundary with trees to create screening to the neighbouring residential housing. In addition, the tree planting shall contribute to the safe structure of this slope as the tree roots develop and assist the natural meshing of the soil.

There are many well-established trees within the grounds, and the Grounds Maintenance staff under instruction of the Cemeteries Operations Manager undertake tree management. As the Operations Manager is based in the cemeteries, tree growth can be monitored closely-therefore trees and hedges are well managed. Public safety is of course paramount, and we must also consider ensuring that these trees are still in situ and healthy for many years to come. We manage all trees including those living in the Woodland Burial Area as sensitively as possible-we aim to strike a balance between managing excess tree growth whilst encouraging a lush green space and avoiding the disturbance of wildlife habitats.

Conservation of Buildings and Structures

Memorials

Torrisholme Cemetery is an important record of the social history of the area it serves. Its design and layout reflect the styles of the time when it was first opened and the inscriptions on the memorials contain important information about the people who are buried there.

Over time, it is our intention to make a permanent repair to those headstones which have had to be laid down or staked and banded, thereby preserving the heritage and social history of the cemetery.

Research will be undertaken by cemetery staff to ascertain further family history details of persons buried within the cemetery.

Historical assets and Conservation Management

We actively manage the conservation of assets through regular monitoring, planning, and prompt reactive measures when needed. It is necessary to consider future impacts to our cemetery. Such impacts may be a changing climate or even Eden Project North, which has recently been approved for construction in Morecambe Bay. Our office shall anticipate the impact to our cemeteries – such as traffic, pollution and visitor levels. Vehicular access is not currently restricted in the cemetery, however we will monitor local pollution levels and the impact to the grounds and our cemetery users.

An emergency response is in place to react to incidents such as sudden fallen trees, or building issues and staff are available to attend the site out of normal hours when required.

Lancaster City Council as a responsible land management authority must consider Sustainable Drainage Systems. This approach will assist us in attaining a self-sustainable cemetery, whereby the risks of environmental impacts are reduced.

Drains have been installed leading to the main sewer and are in place intermittently throughout most of the cemetery. In addition, pathways and drains are cleared of leaf litter regularly during the appropriate seasons. As there are no pathway drains adjacent to the Neptune Garden, we have ensured that this is surrounded by an open lawn, and a Wildflower Meadow in order to facilitate with natural soak away.

Other measures taken are retaining lawn grave spaces as opposed to the traditional style and maintaining the Woodland Area – they are all features that encourage efficient water drainage, a healthy green space and to provide a natural soak away system.

Torrisholme Cemetery Chapel is one of the historical assets within the grounds and is a focal point for those that visit our cemetery. Built in 1906 along with the construction of the cemetery, we have maintained its original features whilst enhancing the building sensitively by adding modern facilities. The integrity of the building is monitored and recorded in conjunction with Lancaster City Council's Property Services. There are close relationships with a local construction and scaffolding company who can make a building safe in a timely fashion. Although not yet considered a historical building, we also closely monitor the structure of the Keepsake Building within the Neptune Garden. Repairs are arranged by the Cemeteries Operations Manager in this case. This is a frequently accessed building and is therefore vital that any issues are reported and responded to promptly.



Section 6: Community Involvement

Community Involvement in Management and Development

The Cemeteries Office actively encourage visitors new and old to the grounds. It is important to us to ensure the needs of the local community are met-where they are active and contributing to their local green space and helping to maintain the burial space of their loved ones. It is also imperative to encourage those that may not usually visit the grounds, by advertising our community green space, and the cemetery features. We aim to sensitively accommodate all visitors-providing activities and tranquillity in equal measure.

Friends Group

We are currently looking to establish a local Friends Group for the site, who could assist the Cemeteries Office by volunteering their time to maintain and improve the site for all.

A small volunteer group originally formed in 2006, however the group decided to disband in 2019. During the time that the group were active, the Cemeteries Office were in regular contact with the Group – meeting minutes were thoroughly discussed and any feedback from ourselves was distributed. The group were consulted on future improvements to the cemetery - we worked with them to ensure that the cemetery was developed to its full potential.

The group completed projects on site which included assisting us to sow our wildflower meadow, the opening of the Compass Garden of Remembrance and the provision of bird boxes.

When we establish a new group, we can provide volunteers with formal flower beds to maintain should they so wish, which are located on the Above Ground ashes section, within the Compass Garden of Remembrance, and adjacent to the Wildflower Meadow.

The chapel can be made available outside of funeral hours for volunteers to utilise for appropriate services or events if they wish. In addition, the cemeteries team have previously converted an unused storage area attached to the chapel into a “potting shed” for volunteers and can provide gardening tools for use by a group.

Our office would also be willing to assist and contribute to a newsletter if this is a point of interest for volunteers – we would be able to provide site updates on the work being carried out, and specific articles such as the wildlife that can be seen on site at certain times of the year.

We can assist volunteers by promoting the work that they do and their events to raise their profile. This shall be done by our office through print media, our Twitter account, and our website. Volunteers will have full access to our on-site noticeboard at the chapel to advertise their group and the work they have carried out.

Our primary objective for obtaining new volunteers in 2022, shall be to advertise and encourage new volunteers to join - Covid regulations permitting. This shall be done by advertising on site, press releases, and on our own webpage as well as consulting with Lancaster City Council Community Connectors.

Lancashire Family History and Heraldry Society

As part of the preparations for the Heritage and Environment Open Day in 2008, the Lancaster and Morecambe Branch of the Lancashire Family History and Heraldry Society undertook a project to record the names on headstones and take a picture of each memorial. In all, about 11,000 names are now indexed along with an image of each memorial, which continues to be an invaluable resource to those who are unable to visit the cemetery. This project has been dedicated to the memory of the late Hilda Foy, 1925-2007, who for many years was a valued member of the branch and is buried in Torrisholme Cemetery.

Educational Visits

Our office are in a position to be offering educational visits to local schools and groups. These visits could focus on history and heritage, the journey of life and death, or wildlife and woodland walks. An experienced member of Cemetery staff will welcome the group and guide them through the relevant features of our site, providing educational tasks and material where possible, and answering queries. As our cemetery visitors tend to be adults, we will aim to encourage children and young adults to find an interest in, and actively contribute to the grounds. Currently such visits are not possible to arrange due to both Covid guidance and the importance of prioritising burials during the pandemic.

Events

To attract new visitors, and to perhaps change the perception of the grounds and its use, we actively encourage and invite members of the local community for specific events. As soon as events become possible to hold again, we intend to invite a variety of groups and members of the local community to our grounds -notably, the Cemeteries Office will look to take part in National Cemeteries Week and Love Your Burial Grounds Week when possible.

In the past, we have held events such as Heritage Day, and allowed visitors to view our owl tree stumps being carved by chainsaw sculptor Tim Burgess. One of the carved owls is now in place within our Woodland Burial Area and until recently one was also at the centre of our Compass Garden of Remembrance.



Royal British Legion

Following the Heritage Open Day in 2008, links were made with the Royal British Legion and this led to the first Anzac Day remembrance service at the cemetery in 2009. This is now an annual event which is well attended.

The Morecambe and Heysham British Legion branch receive an annual wreath from the Australian and New Zealand High Commissions intended for the grave of Sgt Jack Wilson. Sgt Wilson is buried within our War Graves Garden after he was killed during a training flight over Morecambe Bay. After the plane's engine developed a fault, he courageously diverted the plane away from the houses around Morecambe Bay and landed on deserted beach. He was treated at the Midland Hotel on Morecambe promenade which was being used as a military hospital during World War II.

In addition, the first Armed Services Day was commemorated by a small service and the raising of the specially designed flag. Again, this has continued to be a well-received annual event.



Appropriate Provision for Community

Based on the 2011 Census, the city of Lancaster has a population of 138,375. Torrisholme Cemetery serves residents from all over this district, as well as attracting visitors from outside of the area due to the wide variety of options.

According to the Registrar of Births, Marriages and Deaths, the number of deaths registered within the Lancaster and Morecambe District from April 2017-March 2018 was 2082.

The total number of interments within Torrisholme Cemetery from April 2017-March 2018 was 95 and from April 2018-March 2019 was 94.

Compared to these figures from 10 years ago: April 2007-March 2008: 82 and April 2008-March 2009: 109.

These figures show that our current Torrisholme interment figures have changed very little compared to an average of 95 interments in 2007-2009. This could be the result of several factors, firstly we could be attracting more people to be buried within our grounds because we have made efforts to improve the space or if local churchyards do not have space. To counteract this, there are more and more cremations taking place, and with that there are more options for interring or scattering ashes.

Clearly these numbers will have been affected during 2020 and 2021 due to the global pandemic, and our priority remains that we provide our usual high standard of service to those families that need us.

Understanding who our visitors are is important in ensuring a professional and efficient service for those that require the use of our cemetery. However, when referring to death, there are no clear-cut "typical" visitors to our grounds. Therefore, we carry out observation surveys of those visiting the grounds, and we ensure that communication channels are open from members of the public. We have found that visitors may be of any age, from any cultural or social group, and of any religion as our cemetery caters for all varieties of beliefs. We also have visitors of traditional views, who favour burials, and those who lean toward modern Garden of Remembrance plots.

The Cemetery is surrounded by a combination of residential properties, a main road, a public cycle path and a recycling plant. This demographic impacts on the cemetery and our management decisions.

As we are largely surrounded by residential properties, our team have a responsibility to maintain and improve this local green community space. We also wish to offer benefits to all visitors, and whilst we do not expect, anticipate, or encourage exhilarating leisure activities in our site, we do encourage those who want to visit to enjoy the peaceful environment, fresh air, and wildlife.

Torrisholme Cemetery is our most visited site, and with such considerable footfall, there will naturally be a wide range of visitor expectations to meet.

It is important to address the concerns and meet the needs of all user groups, to create and maintain a welcoming, functioning, and attractive burial ground. Such groups will be local residents, community and volunteers, visitors who are not local, and prospective or potential visitors.



Section 7: Marketing and Communication

Marketing and Promotion

Every opportunity is taken to publicise the work and ongoing improvements within the cemetery. Primarily, the aim of the Cemeteries Office is to provide a professional burial and memorial service to the bereaved, but in addition, we recognise and encourage visitors for recreational purposes.

Following observation and survey findings, our main user groups appear to be those visiting graves of loved ones, or for recreational purposes-such as enjoying the green space. Therefore, we focus our communication methods directly on site via notices as this will assist our regular grave visitors, who may not communicate with our office in any other way. In addition, we have found posting on our website or social media can reach a wider and larger audience and provide infrequent visitors with important information without needing to visit the site itself. Effective online or print media marketing can help us reach those members of the public who might not ordinarily visit our grounds.

No matter the reason for their visit, we want to ensure that all members of the public feel welcome, that the site is accessible to all, and that it is a place for community and events.

Our key objectives are as follows:

- To raise the profile of the cemetery within the local and wider community. Residents and visitors should be aware of the excellent and accessible burial facility available to them.
- Encourage new visitors and keep existing visitors returning. We feel that this will be achieved through high standards of cemetery maintenance, continuing to create new and innovative projects, holding events, opening the chapel for use outside of interment hours, and ensuring that there are points of interest and varied interment and memorial options
- To highlight volunteer opportunities, and encourage new volunteers by showcasing the work already carried out
- To ensure that visitors are aware of the management by the Cemeteries Office, our services and opening communication channels

Appropriate Information Channels

Social Media

Marketing undertaken includes advertising on the various social media platforms of Lancaster City Council and in addition the dedicated Cemeteries Office Twitter page. This has become an invaluable source of advertising as there are no costs incurred and yet a wide reach is gained. Our Twitter Handle is @LCC_Cemeteries, and we are currently aiming to build upon our follower base in order to reach a wider audience.

Website

We aim for our Lancaster City Council Cemeteries Service webpage to provide relevant and interesting information regarding our service. Our webpages must not only contain help and advice on dealing with a bereavement or arranging an interment, but also tourist information for those visiting for leisure reasons. Our office has ensured that this information is manageable without being overwhelming, and that our contact details are clear so that enquiries are directed appropriately and efficiently. The website is updated regularly, depending on events, updates to the cemeteries, or important notices.

Print Media and Press Releases

Volunteers and future Friends Groups may advertise any events by any method they see fit, but our office can also assist by including on the Lancaster City Council Cemeteries webpage or Twitter account. Any important notices are also displayed on site, usually at the Cemetery entrance or Friends Group noticeboard.

The Cemeteries Office released a generic cemeteries information leaflet some years ago. Following changes to the site and management, we are now in the process of developing new literature specific to Torrisholme Cemetery. We are hoping to launch these leaflets in late 2022, dependant on the completion of our new projects and will be distributed to local churches, our own cemetery chapel, leaflet holders in the cemetery grounds, town halls, and visitor information centres. In addition, these will also be posted to members of the public at their request.

Press releases will continue to be utilised where appropriate for launching large scale projects or events.

Management Plan

The current Torrisholme Cemetery Management Plan is made available electronically via our website, or a hard copy can be provided on request. This allows current and potential cemetery users to refer to the document to gain further information about our service, the management of the site, and our future plans.

Professional Bodies and Council Members

Local councillors and relevant organisations are contacted and fully informed of upcoming events. This is not only an invitation should they wish to attend, but the council members may then pass on correct and relevant information to members of the public.

Staff

Our readily available, well-informed staff are on hand to answer any queries, and help advertise our service by word of mouth. Their professional actions, enthusiasm, and good nature will also assist in creating a positive impression.

Events

The Cemeteries Office have had discussions with other departments within Grounds Maintenance who wish to either establish a Friends Group or increase the number of volunteers. From this, we intend to hold a shared volunteer event which will showcase all of the available Friends Groups. We believe that this will allow the public to see what type of projects are available, and more practically-what is closest to them. The event will take place when current restrictions are lifted and it is safe to do so, and from this we hope to advertise our site and attract more volunteers.

Appropriate Educational and Interpretational Information Information boards

Boards containing details regarding particular areas are placed around the site, in order to provide visitors with information. Such boards are particularly effective as they provide those visiting the site with details immediately whilst there in person.

A welcome board at our main entrance displays a general overview of the cemetery, with a cemetery plan, generic cemetery information and contact details.

A sign at our Cinematograph Garden clearly shows the purpose and history of these graves. This was installed with the renovation of the area, to showcase the rich cultural history of Morecambe.

On approach to the Wildflower Meadow, a sign has been installed to inform visitors that the area is intentional and carefully managed, and also to list the flower species for those that are curious.

A specific Woodland Burial Area sign highlights that this is not simply a small woodland but is also burial ground.



Section 8: Management

Implementation of Management Plan

The Cemeteries Office comprises the following personnel posts:

- Cemeteries Officer
- Cemeteries Support Assistant
- Cemeteries Operations Manager
- 3 x Gravedigger/Gardeners

The above staff deliver the cemeteries service to seven Council cemeteries and eight closed churchyards, and time spent within Torrisholme cemetery is therefore balanced against the needs and priorities of the service and each of our sites.

The operational team are now based at White Lund Depot, but work within any of our sites throughout the day. The team are well trained, competent, and multi-skilled, allowing flexibility in meeting the demands of the service and enabling value for money by undertaking many of the repair and maintenance aspects themselves. In addition, staffing may also be sourced from other areas within Grounds Maintenance when needed and when available. Appendix 8 shows our Cemeteries Staffing Structure.

Torrisholme Cemetery and its operations are funded by the Cemeteries Office budget, which supports our seven cemetery grounds and closed churchyards.

General improvements for the cemetery are an ongoing process, and there are relevant budgets to maintain specific areas, i.e., path maintenance, which is continually reviewed, and repairs will take place on an ad-hoc basis.

Despite the global pandemic and increased demand on our services, there were no significant expenditures from 2019/20, as we continue to maintain a well-managed site. Projects are planned for 2022 that may require financial review.

Below is an expenditure summary for the financial years 2020/21 and for the remainder of 2021. In respect of Water Services, the payment and administration of these is dealt with centrally and can only provide the figures for all our Cemeteries in total.

TORRISHOLME CEMETERY EXPENDITURE					
CODE	Description	2020/2021		April 2021 to Jan 2022	
		<u>Budget for all Cemeteries</u>	<u>Actual-Torrisholme only</u>	<u>Budget for all Cemeteries</u>	<u>Actual-Torrisholme only</u>
E1310	Rates	£27,000	£6,861.25	£27,000	£7,200
E1220	Electricity	£1,400	£256.14	£1,400	£150
E1001	Building Maintenance	£1,500	£425.00	£1,500	£445
E1078	Memorial safety	£1,000	£50	£1,000	£0
E1079	Grave Excavation	£11,200	£3000	£9,200	£897.50
E1690	Cleaning	£1,500	£0	£1,500	£153.80
E3031	Materials for Resale	£5,300	£2,497	£5,300	£2,196
E1072	Grounds Maintenance	£157,000	£28,000	£158,900	£18,000
E1071	Paths/Fencing Repairs	£16,500	£2,686.00	£16,500	£0
E1692	Path Sweeping	£10,000	£2,000	£10,000	£2,000
Total Expenditure for Torrisholme =			£43,075.39		£31,042.30

TOTAL CEMETERY EXPENDITURE					
CODE	Description	2020/2021		April 2021 to Jan 2022	
		<u>Budget for all Cemeteries</u>	<u>Actual Expenditure</u>	<u>Budget for all Cemeteries</u>	<u>Actual Expenditure</u>
E1400	Water Services	£3,400	£1,627	£3,400	£446

Our main income originates from burials, which incorporates all interment fees, and from the sale of Exclusive Right of Burial. Other large proportions of income are generated from sale of memorial plaques for our Garden of Remembrance areas and memorial fees (this includes any new memorial installed or an additional inscription to an existing memorial stone).

In addition to reducing our expenses and increasing our income to create a more self-sustaining burial ground, we are also dedicated to ensuring that the fees charged to bereaved families are fair. Therefore, the Cemeteries Office conducted a benchmarking exercise comparing fees and charges between burial authorities in Lancashire in 2018/2019. See [Appendix 9](#) for the figures resulting from our Benchmarking Exercise.

The below summary shows our total income from all our cemeteries in 2020 and 2021. Due to the process of incoming funds, it is not possible to differentiate between what has derived from Torrisholme Cemetery specifically and is instead registered as Cemetery income as a whole.

TOTAL CEMETERIES INCOME			
CODE	Description	2020/2021	April 2021 – Jan 2022
I8400	Sale of Grave Spaces	£118,609	£76,285
I8401	Interment Fees	£169,077	£111,478
I8402	Memorial Fees	£24,791	£18,541
I8405	Hire of Chapels	£0.00	£1062
I8406	Sale of Memorial Plaques	£23,465	£28,522
I8410	Sale of Memorial Benches	£0.00	£2275
Total Income =		£335,942	£238,163

Management Objectives:

Future management of Torrisholme Cemetery will be based on achieving the following aims and objectives for 2021/2022:

Aim 1: Improve the Cemeteries Service to exceed the needs of the bereaved

Although we are proud of the service that we currently provide to the bereaved and our cemetery users, we believe that there will always be a requirement to adapt and develop. Aspects that can be improved upon will be providing an improved chapel service, increasing facilities and increasing the Grounds Maintenance standard. It is imperative to provide an attractive, well-maintained and welcoming cemetery. Families should be able to visit the resting place of their loved ones in a respectful and tidy environment. [Appendix 10](#) shows a proposed scheme of works for 2021/2022 and completion dates.

We shall continue to implement the Memorial Safety Programme and ensure our service is meeting Charter for the Bereaved standards.

- Improved customer service
- Improve our facilities
- To increase the awareness of the cemetery and our service

OBJECTIVE	ACTION	REQUIREMENTS/COSTS	RESPONSIBLE PARTY	DEADLINE
Improved customer service	Establish new Friends Group	Advertising costs	Cemeteries Office	December 2022
	Resurface pathways	Costs plus labour: £4000	Cemeteries Office, Public Realm	December 2022
Improved facilities	Introduce new memorial garden plots	Officer time, plus bedding and materials costs to be confirmed	Cemeteries Office, Public Realm	December 2022
To increase the awareness of the cemetery and our service	Apply for Green Flag Award 2022	Officer time, application fee	Cemeteries Office and Public Realm	February 2022
	Launch new literature	Officer time. Printing costs approx. £300	Cemeteries Office	December 2022

Aim 2: Protect and enhance the environment for future generations

It is vital that our burial grounds are not only providing an essential service to the community, but also that the site is suitably managed, that any historic aspects are protected, and that any available space is well utilised to enhance local biodiversity.

- Fulfil our commitment to a healthy environment
- Increase biodiversity, creating attractive natural areas for reflection
- Improved sustainability

OBJECTIVE	ACTION	REQUIREMENTS/COSTS	RESPONSIBLE PARTY	DEADLINE
Fulfil our commitment to a healthy environment	Continue to pursue peat free alternatives when sourcing bedding	Officer time. Costs to be determined	Cemeteries Office, Grounds Maintenance	December 2022
Increase biodiversity, creating attractive natural areas for reflection	Continue to sensitively manage the wildflower meadow, and Woodland Burial Areas.	Officer time	Cemeteries Office	December 2022
	Monitor wildlife findings through survey forms	No costs. Officer time	Cemeteries Office	Ongoing
Improved sustainability	Continue to reuse and recycle wherever possible	Officer time	Cemeteries Office, Grounds Maintenance	Ongoing

Aim 3: Raise the cemetery profile

Community involvement is at the core of the development of the cemetery and awareness of the site. A Friends Group will be central to raising the profile of the site and we will continue to encourage, support and advise any volunteers through joint projects. We will take a balanced approach to the needs of all cemetery users. We must also ensure that the local community are aware of, and are using, this facility in their neighbourhood and that those travelling from further afield will be encouraged to visit the site.

- Encourage community involvement
- Provide information on the role of the cemetery service
- Develop and promote the site as a community resource

OBJECTIVE	ACTION	REQUIREMENTS/COSTS	RESPONSIBLE PARTY	DEADLINE
Encourage community involvement	Establish Friends Group	Marketing	Cemeteries Office	December 2022
	Advertise heritage walk and nature trails	Advertisement costs. Officer time	Cemeteries Office	Ongoing
Provide information on the role of the cemetery service	Press Release, Social Media and Website	Officer time. Advertising costs to be confirmed	Cemeteries Office, Communications Office	When appropriate

	Inform professional bodies & Council Members	Officer time	Cemeteries Office	When appropriate
Develop and promote the site as a community resource	Offer use of our chapel space outside of funeral hours	No upfront expenditure, however increase in electricity bill	Cemeteries Office	Ongoing

Aim 4: Assist in the reduction and elimination of Funeral poverty

The Cemeteries Office have long been concerned with the steeply rising cost of funerals. We aim to strike a balance of maintaining and improving our service, whilst managing our expenditure and maintaining fair prices for our customers. Undertaking regular benchmarking projects and financial reviews, we are proud that the vast majority of our fees are fair, reasonable and competitively priced, and we will continue to minimise fee increases where possible. We will aim to generate income from additional services and by further utilising our existing assets. We will continue to develop, monitor and benchmark performance indicators, as evaluation leads to improved service delivery and standards.

- Reduce financial impact to cemetery users
- Provide increased value for money
- To create financially self-sustaining grounds

OBJECTIVE	ACTION	REQUIREMENTS/COSTS	RESPONSIBLE PARTY	DEADLINE
Reduce financial impact to cemetery users	Sensitively manage our fees and charges	None	Cemeteries Office, Finance Department	Ongoing
Provide increased value for money	Value for money applied and Cost effective use of available finance	None	Cemeteries Office	Ongoing
	Benchmark fees against other burial authorities	Officer time	Cemeteries Office	Ongoing
To create financially self-sustaining grounds	Expand our chapel service offer, increase interment options	Officer time, additional costs dependant on service options.	Cemeteries Office	Ongoing

Monitoring our Progress

Monitoring our progress, identifying areas of improvement and celebrating our achievements are vital to our future success.

Working within the bereavement sector, we need to be extremely sensitive as to how feedback and data relating to our services are obtained. However, there are some self-assessment methods that we can adopt to react to issues that require addressing.

Benchmarking

Benchmarking and comparisons against other burial authorities will continue to be undertaken. Aspects to monitor will be fees and charges, interment numbers, and chapel use. Focus will remain on comparisons to local authorities within Lancashire to provide a fair comparison with local demographics and infrastructure.

Recording feedback

External feedback (positive or negative) is electronically recorded, and action is taken where necessary.

Comments may be received from the public via our dedicated Torrisholme Cemetery survey form, and from cemetery users, bereaved families, Funeral Directors and other third parties. By keeping a record of these remarks, we can ensure that any issues are resolved and may be referred back to at any time. In addition, action plans may be reviewed and adjusted accordingly depending on the specific feedback and new standards may be set in future if necessary. Public consultations may be an option for the future.

Please see [Appendix 11](#), showing our current feedback form.

Wildlife Survey Forms

In addition to observations from our operational staff and volunteers, wildlife survey forms are an enjoyable way for cemetery visitors to monitor and record the wildlife that frequent our site. Of course, this can also assist our office by providing us with the data to monitor wildlife levels and variations.

These forms were created to obtain a more accurate picture of the wildlife and biodiversity of Torrisholme Cemetery, but also advertising those benefits to the wider public. The intention is that volunteers and visitors can complete the collation sheet and retain it for their own reference or provide a copy to the Cemeteries Office. Please see [Appendix 12](#) for our wildlife survey sheet.

As a burial service, obtaining feedback can be a sensitive matter, therefore our wildlife survey forms are invaluable in providing data which may impact our cemetery management. Comments directly from cemetery users and feedback through Funeral Directors also allow for community involvement-their feedback may affect decisions regarding the grounds.

This Management Plan will be updated by the Cemeteries Officer on an ad-hoc basis but reviewed officially on an annual basis. The plan is designed to be a fluid document, documenting our ongoing improvements and will therefore be referred to on an ongoing basis.

Contact:

Cemeteries Office, Morecambe Town Hall, Marine Road, Morecambe, Lancashire, LA4 5AF

Telephone: Cemeteries Office 01524 582635

Email: Cemeteries@lancaster.gov.uk

Website: <http://www.lancaster.gov.uk/environmental-health/cemeteries>

APPENDICES

APPENDIX 1: TRAVEL TO TORRISHOLME CEMETERY

Torrisholme cemetery is easily accessible by a number of routes both by private transport and public transport, and is clearly signposted from the main roads.

In October 2016, the Bay Gateway – a link road leading from Heysham to the M6 opened to the public. Access to the link road is located approximately 2 minutes' drive from Torrisholme Cemetery. This has provided even easier and more efficient access to the cemetery if travelling from elsewhere in the UK.

Access by Car

Torrisholme Cemetery is accessed from Westgate, Morecambe. It is located off main routes from Lancaster and Morecambe and is close to the Bay Gateway – a link road leading from Heysham to the M6.

The major cemetery paths are wide enough to accommodate vehicles but we would encourage all visitors to pay due care to avoid driving over any grassed areas and park their vehicles considerately as to avoid blocking access for other users and pedestrians.

Access by Public Transport

Torrisholme cemetery is served very well by public transport bus routes – there is a bus stop alongside the main cemetery access and Morecambe Train Station is a short bus ride away. Local bus services leave both Lancaster Bus Station and Morecambe Bus Station at regular intervals, for exact timings on these buses then please contact Lancashire Traveline on 0871 200 22 33 or visit www.traveline.info to plan your journey.

Access by Bike or on foot

There are a number of local cycle routes that you can use from any part of the district to visit Torrisholme Cemetery - more information on local cycle routes or cycle route maps can be found by contacting Lancaster or Morecambe Visitor Information Centres or Town Halls.

On foot, make your way to Westgate. There are substantial pavements either side of this road, but safer to cross at the designated crossing by the Shrimp Roundabout. The cemetery is clearly signposted, please use the pedestrian access gate.

APPENDIX 2: TORRISHOLME CEMETERY SITE PLAN

This plan shows the Torrisholme Cemetery site in full and is made available to the public.

Please note that Section V is an area intended for burial, but at present is a mown lawn section.



APPENDIX 3: LANCASTER CITY COUNCIL HEALTH AND SAFETY POLICY 2018

10. Line Managers

Line Managers are responsible for:

- Ensuring that line managers and supervisors for which they have formal line management responsibility are able to capably, competently and fully perform their duties under this policy. Also, in the absence of such a line manager or supervisor, that they fulfil the responsibilities of a supervisor set out in the following section.
- Ensuring, so far as is reasonably practicable, that the health, safety and welfare of staff members under their control, and any others who may be affected by their actions, is maintained at all times.

- Producing an appropriate assessment of the health and safety risks to staff, public and others, arising from the work activities of their section.
- Ensuring that any significant findings identified by the assessment process are documented and that any further risk control measures found necessary are implemented by the appropriate line managers within their section.
- Arranging that, so far as is reasonably practicable, staff are actively involved in the risk assessment process and that as a minimum, copies of risk assessments are made available to and discussed with the relevant members of staff within their section.
- Ensuring that staff under their control remain adequately trained and competent and are provided with suitable and sufficient work equipment to carry out their work tasks safely.
- Adherence to, and full implementation of, the parts of the council's safety policy which apply to the work tasks under their control.
- Ensuring that staff under their control carry out work tasks in accordance with the findings of the risk assessment carried out by their service unit / team.
- Reporting accidents and incidents in accordance with the council safety policy.
- Taking action to eliminate (or control) workplace hazards which are reported to or noted by them.

11. Supervisors

Supervisors are responsible for:

- Ensuring, so far as is reasonably practicable, that the health, safety and welfare of staff members under their control and any others who may be affected by their actions, is maintained at all times.
- Producing an appropriate assessment of the health and safety risks to staff, public and others, arising from the work activities of their section.
- Ensuring that any significant findings identified by the assessment process are documented and that any further risk control measures found necessary are implemented by the appropriate line managers within their section.
- Arranging that, so far as is reasonably practicable, staff are actively involved in the risk assessment process and that as a minimum, copies of risk assessments are made available to and discussed with the relevant members of staff within their section.
- Identifying and informing their line manager of the need for any change to an existing risk assessment or preparation of an additional risk assessment.
- Ensuring that staff under their control remain adequately trained and competent and are provided with suitable and sufficient work equipment to carry out their work tasks safely.
- Adhering to, and fully implementing, the parts of the council's safety policy which apply to the work tasks under their control.
- Ensuring that staff under their control carry out work tasks in accordance with the findings of the risk assessment carried out by their Service.
- Reporting accidents and incidents in accordance with the council safety policy.
- Taking action to eliminate (or control) workplace hazards which are reported to or noted by them.
- Raising through the management chain any health and safety issue that they cannot personally resolve.

13. Corporate Health & Safety Function

Responsible for coordinating corporate policy on health & safety, providing advice and support in accordance with but not limited to its documented purpose and arrangements.

14. Health & safety officer embedded with Environmental Services

Provides advice and assistance to Environmental Services in support of Chief Officer (Environmental Services) and delivers corporate health & safety-related training.

15. Health & Safety joint consultative committee (H&S JCC)


The H&S JCC provides the leading mechanism for staff consultation, tabling and monitoring issues of health & safety concern, activity and progress.

16. All Staff

All members of staff are responsible for:

- Fulfilling their health and safety roles and responsibilities provided in job descriptions.
- Actively participating in competence assessment, training and development and actively assisting fellow staff members, supervisors and line managers in the achievement of full competence.
- Ensuring that they are familiar with the council's health and safety policy, procedures, work instructions, guidance and relevant risk or other health and safety assessments pertinent to their work tasks.
- Ensuring that they carry out their work tasks in accordance with the significant findings of the relevant risk or other health and safety assessments pertinent to their work tasks.
- Reporting all accidents, near misses, hazards and other health and safety incidents and concerns to their supervisors immediately.
- Following all health and safety rules and instructions properly given.
- Actively co-operating with the council at all times to improve standards of health, safety and welfare.
- Raising through the management chain any health and safety issue that they cannot personally resolve.


APPENDIX 4: GROUNDS MAINTENANCE RISK ASSESSMENTS

 <p>Promoting <i>City, Coast & Countryside</i></p>		<u>Health & Safety Risk Assessment</u> <i>Form01Rev;</i>									
		Work Activity: GRAVE EXCAVATION				Risk Rating Multiplier Likelihood (L) Severity (S) Risk Rating (RR) 1 = Very unlikely 1 = Minor injury or illness Low = 2 = Unlikely 2 = First aid injury or illness 3 = Likely 3 = "3 day" injury or illness Medium = 10-14 4 = Major injury or illness 4 = Very Likely 5 = Fatality, disabling injury etc High = 5 = Almost certain 15-25					
		Page: 1 of 4		Date: 01/02/21							
		Risk Assessment Revision No. 1		Completed by: S SHAW							
Location: ALL COUNCIL OWNED CEMETERIES											
Activity or Element of activity	Hazard Identified	Current Risk Controls	Risk score with current controls				Action to be taken to reduce risk (If Medium or High).			Risk rating with further controls	
			Group at risk	L	S	RR	Action	By whom?	By when?		
Grave location prior to digging	<ul style="list-style-type: none"> Unsafe/dangerous headstones could fall Adjacent ground unstable due to recent interment increases risk of trench collapse. 	<ul style="list-style-type: none"> Trained staff, headstones previously checked, may be staked and banded headstones in immediate vicinity. Trained and experienced staff. Visual inspection of memorials and ground conditions prior to digging. 	Staff	2	4	8					
Setting up soilbox	<ul style="list-style-type: none"> Slip, trip or fall. Manual handling heavy and awkward shaped wood/sheets. 	<ul style="list-style-type: none"> Training and instruction given. Manual handling training previously received whilst at CCS. 	Staff	3	3	9					
Digging process	<ul style="list-style-type: none"> Use of JCB mini excavator. Collapse or partial collapse of trench. 	<ul style="list-style-type: none"> Only authorised, trained and competent staff to operate JCB. Banksman always used. Suitable and sufficient shoring, acrows, etc, provided. 	Staff	1	5	5					
Assessment copied to: Gravedigging Team			Additional safety notes:								
Review date: Feb 2022											
Monitoring arrangements: Operations manager undertakes regular monitoring											

<u>Activity or Element of activity</u>	<u>Hazard Identified</u>	<u>Current Risk Controls</u>	<i>Risk score with current controls</i>				<i>Actions to be taken to reduce risk (If Medium or High).</i>			<i>Risk rating with further controls</i>
			<i>Group at risk</i>	<i>L</i>	<i>S</i>	<i>RR</i>	Action	<u>By whom?</u>	<u>By when?</u>	
Digging process continued ...	<ul style="list-style-type: none"> Excavated material falling back into trench. MSD injuries through manual digging. Cuts and abrasions from shoring operations. Use of ladders. Differing soil conditions or water table levels. Occasional use of jack hammers causing ejection of stone chips, dust and vibration. 	<ul style="list-style-type: none"> Only one man in trench at depths over 4'6". 2nd man above ground observing. Suitable PPE provided. Hard hat always worn when in trench. Manual handling training given. Soilbox correctly located. Staff have received ladder training. Equipment and ladder checks carried out prior to use. Not used by anyone else. Staff have experience of different ground conditions and use required number of sets, shoring and acrows dependant on depth, ground conditions and time of year. Suitable and sufficient PPE provided, e.g. goggles. Vibration tested record use in log book 								
Grave left prior to interment	<ul style="list-style-type: none"> Slip, trip or fall. 	<ul style="list-style-type: none"> Excavated ground is always left covered. 	Public	2	3	6				

<u>Activity or Element of activity</u>	<u>Hazard Identified</u>	<u>Current Risk Controls</u>	<i>Risk score with current controls</i>				<i>Actions to be taken to reduce risk (If Medium or High).</i>			<i>Risk rating with further controls</i>
			<i>Group at risk</i>	<i>L</i>	<i>S</i>	<i>RR</i>	Action	<i>By whom?</i>	<i>By when?</i>	
Funeral/ interment	<ul style="list-style-type: none"> Slips, trips and falls. 	<ul style="list-style-type: none"> Cemeteries Operations manager advises on safe route. 	Public Funeral director's employees	1	1	1				
Backfilling	<ul style="list-style-type: none"> MSD from carrying/ lowering coffin. 	<ul style="list-style-type: none"> Area clean and tidy. Council staff instructed not to assist in lowering coffin unless emergency arises.. 	Staff	3	3	9				
Work in public areas	<ul style="list-style-type: none"> Slips, trips and falls. Manual handling from digging or use of wheel barrows in tight areas and removing soil box. Uncontrolled public access leading to slips, trips and falls. Impact with JCB, truck. 	<ul style="list-style-type: none"> Trained, competent and experienced staff. Use 2 men for lifting equipment/ Materials onto truck. Manual handling training given. Set up signs and barriers. Banksman always used. Stop work should public get too close. 	Public	1	5	5				

<u>Activity or Element of activity</u>	<u>Hazard Identified</u>	<u>Current Risk Controls</u>	<i>Risk score with current controls</i>				<i>Actions to be taken to reduce risk (If Medium or High).</i>			<i>Risk rating with further controls</i>
			<i>Group at risk</i>	<i>L</i>	<i>S</i>	<i>RR</i>	Action	<u>By whom?</u>	<u>By when?</u>	
Transport Use of truck and trailer	<ul style="list-style-type: none"> ▪ Unauthorised use. ▪ Poor maintenance. ▪ Unsafe driver. 	<ul style="list-style-type: none"> ▪ Driving licence checked annually. ▪ Vehicle checked in accordance with "drivers handbook". ▪ Only staff trained and authorised must drive. 	Staff Public	2	5	10				
Outdoor work	<ul style="list-style-type: none"> ▪ Vehicle/ Pedestrian mixing. ▪ Loading/ Unloading. ▪ Extremes of temperature/ weather, eg, sunburn or hypothermia. 	<ul style="list-style-type: none"> ▪ Suitable PPE for wet/cold weather. ▪ Truck cabin can be used for shelter/refreshment breaks. ▪ Access to water. 	Staff	2	2	4				

 <p>Promoting City, Coast & Countryside</p>		<h2 style="text-align: center;">Health & Safety Risk Assessment</h2> <p style="text-align: right;"><i>Form01Rev;</i></p>								
		Work Activity: GENERAL GROUNDS MAINTENANCE				Risk Rating Multiplier Likelihood (L) Severity (S) Risk Rating (RR)				
		Page: 1 of 2		Date: 01/02/21		1 = Very unlikely 1 = Minor injury or illness Low = 1-		2 = Unlikely 2 = First aid injury or illness 3 = Likely 3 = "3 day" injury or illness Medium =		
		Risk Assessment Revision No. 1		Completed by: S. Shaw		4 = Very Likely 4 = Major injury or illness 5 = Almost certain 5 = Fatality, disabling injury etc High = 15-20				
Location: ALL COUNCIL OWNED CEMETERIES										
Activity or Element of activity	Hazard Identified	Current Risk Controls	Risk score with current controls				Action to be taken to reduce (If Medium or High).			Risk rating with further controls
			Group at risk	L	S	RR	Action	By whom?	By when?	
Grass cutting involving: - Path edging - Strimming - Re-turfing	<ul style="list-style-type: none"> Slips, trips or falls. MSD from twisting, stooping, etc Impact from flying stones when using strimmer. Noise. Vibration 	<ul style="list-style-type: none"> Practical training in use of tools and equipment under supervision of Cemeteries Operations manager. Suitable and sufficient PPE provided including ear muffs. Manual handling training given. Vibration tested record use in log book 	Staff	2	2	4				
Tree cutting and pruning of shrubs and bushes.	<ul style="list-style-type: none"> Cuts, scratches and abrasions from twigs, thorns and brambles. Slips, trips or falls. MSD from collection, lifting and disposal of pruned material. 	<ul style="list-style-type: none"> PPE provided. Staff trained in use of pole saw prior to use. No work at height. All tree pruning done from ground using pole saw. Manual handling training provided. 	Staff	3	2	6				

Assessment copied to Gravedigging Team	All tools and equipment to be used in accordance with manufacturers' instructions.
Review date: Feb 2022	
Monitoring arrangements: Operations manager undertakes regular monitoring	

<u>Activity or Element of activity</u>	<u>Hazard Identified</u>	<u>Current Risk Controls</u>	<i>Risk score with current controls</i>				<i>Actions to be taken to reduce risk (If Medium or High).</i>			<i>Risk rating with further controls</i>
			<i>Group at risk</i>	<i>L</i>	<i>S</i>	<i>RR</i>	Action	<u>By whom?</u>	<u>By when?</u>	
Use of chainsaw	<ul style="list-style-type: none"> Contact with chainsaw Fire/explosion due to use of petrol Noise, Vibration 	<ul style="list-style-type: none"> Only authorised and trained personnel to use chainsaw. Suitable and sufficient PPE provided. No work at height. Pre-planned work. Safe use of petrol. Vibration tested and record use in log book 	Staff	1	5	5				
Litter picking, weeding, fallen leaves removal, etc.	<ul style="list-style-type: none"> Cuts and abrasions from litter or thorny plants. Noise from blower vac. 	<ul style="list-style-type: none"> PPE provided including ear muffs and litter pickers. 	Staff	2	2	4				
Creating new burial areas .e.g. ashes section, lift and levels, re-chipping grave pits, etc.	<ul style="list-style-type: none"> MSD from digging, concrete mixing, flagging, barrowing materials etc. Impact/trap damage to hands and feet. 	<ul style="list-style-type: none"> Manual handling training given. Mechanical aids used wherever possible, e.g. cement mixer, JCB. PPE provided. 	Staff	2	3	6				
Work in public areas	<ul style="list-style-type: none"> Uncontrolled public access leading to slips, trips or falls. Ejection of materials from use of tools. 	<ul style="list-style-type: none"> Set up signs and barriers. Stop work should public get too close. 	Public	1	2	2				
Outdoor work	<ul style="list-style-type: none"> Extremes of temperature/ weather, e.g. sunburn or hypothermia. 	<ul style="list-style-type: none"> Suitable PPE for wet weather. Access to vehicle/chapel for shade/shelter. Access to water. 	Staff	2	2	4				

Grounds Maintenance Report 2020 – 2021

Introduction

Grounds Maintenance are responsible for maintaining seven Council owned cemeteries, namely:

Carnforth
Hale Carr
Lancaster
Morecambe
Scotforth
Skerton
Torrisholme

And the following closed churchyards and burial grounds:

Holy Trinity Church, Bolton-le-Sands
St Wilfrid's Church, Halton
St John's Church (St John the Evangelist), Lancaster
Holy Trinity Church, Morecambe (Morecambe Parish Church)
St Mary's Church, Lancaster (Lancaster Priory)
St Peter's Church, Heysham
St. Luke's Church, Lancaster
Quaker Burial Ground, Lancaster

The Grounds Maintenance department undertake routine amenity and prestige grass cutting, and maintain flower beds/planters. They are also responsible for hedge cutting and tree pruning within the Council owned cemeteries.

Prestige Grass Cutting 1 April – 31 October

Prestige areas include the Garden of Remembrance, the ground surrounding the chapel buildings and cemetery lodges, flowerbeds and some verges.

Mowing will be carried out every 10 working days, which equals 14 cuts throughout the season. Grass cuttings will be collected and composted for future soil conditioning.

Within closed churchyards, Grounds Maintenance will carry out the mowing at a frequency of every 10 working days which equates to 14 cuts.

Amenity Grass Cutting 1 April – 31 October

Amenity grass cutting involves 8 cuts throughout the season. The grass will not be collected.

Strimming around memorials will be carried out throughout the season as when grass cutting, 8 occasions.

Hedge Trimming

Privet, thorn and similar type hedges are cut to the original shape and size on top and two sides once per year, from August (after the bird nesting season has finished).

The majority of perimeter hedging is cut to original shape and size once per year usually in October/November. Exceptions are where line of sight has to be maintained along highways.

Wreath Removal

Natural (i.e., non-artificial) Christmas wreaths will be removed from the start of February. Funeral wreaths and bouquets, etc., will be removed once the flowers have died and start to become unsightly. This usually coincides with the first lift and level after a period of one month from the date of interment.

Flower Beds and Planters

Flowerbeds, planters and hanging baskets are planted with annuals to provide summer displays.

Perennial beds were established in 2009 and additional new beds were introduced in 2010, which continue to be maintained.

Flower beds are mulched with our own recycled wood chippings to conserve moisture loss and suppress weeds. Dead heading and weeding is carried fortnightly.

Planters and hanging baskets have an in-built water reservoir to help minimise water usage.

Biodiversity Areas

The cemeteries team are committed to protecting and enhancing biodiversity within its cemeteries wherever possible. We will alter traditional grass cutting arrangements and practices to create wildflower meadows and manage other areas for the benefit of wildlife and to create havens, wherever possible.

Pesticide Policy

It is the cemeteries team policy to keep pesticide use to the lowest possible level and any use will be effectively controlled in a way that protects the health of people, plants or creatures and the environment. Usage will be in accordance with DEFRA's Code of Practice for using plant protection products.

Litter Bins

There are 46 wheelie type bins of 240 litre size sited within the 7 Council cemeteries and these are emptied by the Public Realm Cleansing team every 2 weeks. Incorporating green biodegradable waste bins was previously considered but due to the high volume of cemetery waste, this could not be managed due to reduced staff resources. In order to resolve this issue, all cemetery waste is instead taken to a waste recycling centre. This will be reviewed each year in order to achieve a more efficient recycling process.

General Maintenance

The cemeteries staff undertake litter picks and weeding, etc. around burials.

Grave digging

This is a specialist and skilled operation, due to the equipment and machines used, the different soil conditions found within each cemetery, the ground levels and weather conditions.

Extreme care is taken when excavating a grave to avoid any damage to surrounding headstones and grave plots. To do this, we often have to construct a soil box with base over the adjoining grave and this will prevent access to the grave for a very short period of time.

Once the burial has taken place the grave is immediately back-filled and the soil box on the adjoining grave is removed.

The Cemeteries Office include information regarding soil boxes on the paperwork processed in arranging an interment, and also with the document that accompanies a grave deed when a grave space is reserved. This ensures that the family are fully prepared, should a soil box be constructed on their family grave in future.

Following a burial, the in-filled soil settles causing the grave surface to sink slightly. The cemeteries staff have a rolling programme of lift and levelling the graves at 1, 2 and 5 months after the burial.

Path Sweeping

Cemetery paths are swept by using a mechanical sweeper at regular intervals. Frequencies in some cemeteries will increase to reflect the seasons, such as autumn leaf fall.

TORRISHOLME CEMETERY – GROUNDS MAINTENANCE OF SPECIALIST AREAS

Wildflower Meadow

This was first sown in April 2007, with a cornfield annual mix consisting of Cornflower (35%), Corn Poppy (10%), Corn Marigold (35%) and Corn Chamomile (20%), together with a perennial seed mix consisting of Red Campion (20%), Wild Carrot (5%), Meadow Buttercup (60%), Ox-eye Daisy (10%) and Lesser Knapweed (5%).

This area was cut back a number of years ago, due to resource restrictions.

Management

- Cut back when flowers have died off and seed heads formed. Two passes with flail mower to leave only fine clippings to avoid swamping seedlings.
- The cornfield annuals act as a nurse crop to give colour in year one, whilst the perennials flower in following years. To encourage annual seeds to re-germinate in subsequent years, they need an annual disturbance using a chain and harrow.
- An additional sowing in subsequent years will help to build up a seedbank in the soil.
- Maintain 3m wide walkway through the meadow.

Woodland Burial Area

Front grassed area between woodland entrance and compound

This area was sown for the second time in 2019 and will continue to be sown in 2021, with a cornfield annual seed mix consisting of Corncockle (2%), Cornflower (4%), and Corn Poppy (94%) to give strong bright pinks, blues and reds.

Management

- Mow to achieve short cropped turf
- Spray off area with glyphosate and sow seed into turf when yellowing
- Sow at 3g/m² mid-end April
- When flowering finished, cut with 2 passes of flail mower. Cuttings can be allowed to rot down.
- Stimulate re-flowering by re-cultivation in early spring by rotovating/scarifying top surface, together with top up of seed at 1g/m².

Bramble and Nettle areas

Brambles will be strimmed to prevent creep and obliteration of planted areas.

Nettle patches will be cut throughout the summer, gradually, so that there is always some young growth available for the caterpillars.

Wildflower Plantings

To date, 17 different species have been selected and planted. Additional plantings have been added as a result of success rate and new areas that were established.

As some of the locations are in areas with nettles, willow herb, thistles, etc., careful weeding was necessary until the plants were established.

General

The woodland area will continue to be a work-in-progress and additional wildflower plantings together with snowdrops and bluebells will continue to be added.

Wildlife habitats have been assessed in 2018 and plans are in place to improve these havens.

Author: Steve Shaw, Operations Manager

October 2021

APPENDIX 6: USE OF PESTICIDES POLICY

1. It is the Cemeteries Team policy to keep pesticide use to the lowest possible level and any use will be effectively controlled in a way which protects the health of people, plants or creatures and the environment. Usage will be in accordance with DEFRA's Code of Practice for using plant protection products.
2. The use of pesticides will be discussed and reviewed by the Public Health & Safety Manager and the Cemeteries Operations Manager. Part of the review will be whether we need to use a pesticide at all.
3. The following controls will be adhered to when using pesticides:
 - Application only by NTPC certified staff.
 - Applied in accordance with risk assessment and COSHH assessment.
 - Storage in secure area or pesticide safes.
 - Pesticide log maintained by Cemeteries Operations Manager.
 - Careful selection of the correct product for the job and timing of application for best effect.
 - Use of 'Nomix' products to ensure correct dilution, reduce spills, ease of disposal, etc.
 - Meet any conditions on the label for keeping visitors or pets out of treated areas for a certain period.
 - Check equipment for applying pesticide to make sure it is in good working order and is working correctly and accurately.

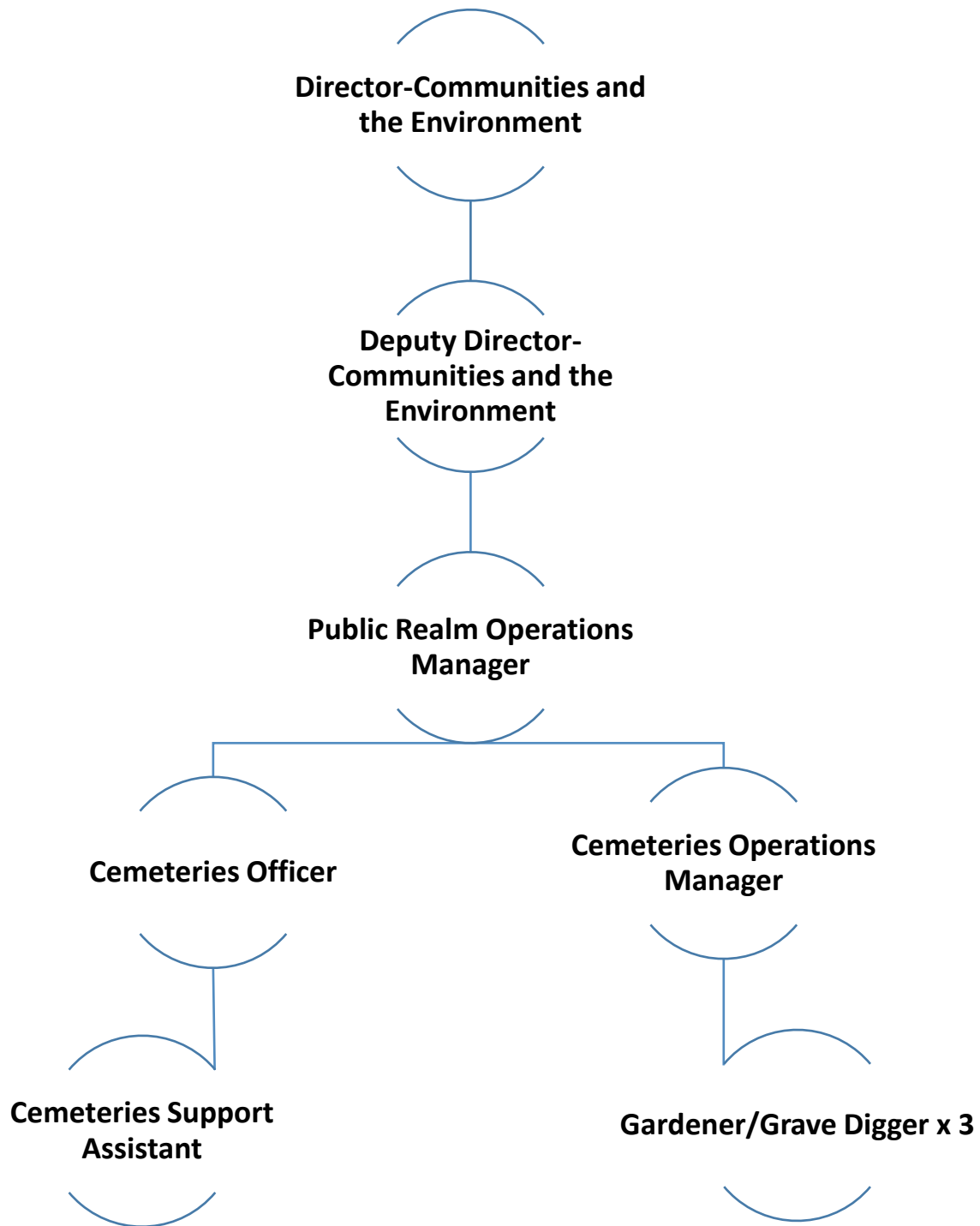
<https://www.lancaster.ac.uk/lec/sites/ecostac/>

“The project, funded through Defra's Horticulture LINK programme and carried out in partnership with the horticulture industry, levy bodies and major retailers, aims to use selected flowering plants in field margins to recruit all forms of Functional Agro-Biodiversity, from bees to hoverflies and parasitoid wasps. Once present in numbers these beneficial insects will assist growers in producing their crops in a more sustainable and environmentally-friendly manner. Farmland birds should also benefit from an expanded menu featuring a host of juicy insects and a plentiful supply of seeds.”

“Specific objectives include:

1. Develop a seed mixture for perennial field margins that has the potential to optimize pest control, pollination and conservation benefits while minimizing potential risks for vegetable rotation schemes
2. Quantify the impact of field margins on biological control agents, pests, pollinators and farmland birds.
3. Support predator population build-up through provision of non-pest prey in field margins.
4. Quantify the impact of perennial field margins on pest levels, crop quantity/quality and pest management costs
5. Communicate best practice to commercial growers in the form of 'blueprints' for margin establishment and management, drawing upon knowledge generated in the proposed project as well as in ongoing European biodiversity projects.”

APPENDIX 8: CEMETERIES STAFFING STRUCTURE












APPENDIX 9: FEE BENCHMARKING EXERCISE



Cemeteries Office Fees and Charges compared to burial authorities in Lancashire in 2018.

	EROB-Grave	EROB-G/R	Burial-Adult	Chapel Use
Burnley Council:	£1270.00	£335.00	£1141.00	£142.00
Chorley Council:	£900.00	£666.50	£600.00	N/A
Fylde Council:	£740.00	£340.00	£560.00	N/A
Hyndburn Council:	£825.00	£375.00	£725.00	£150.00
Lancaster City Council:	£773.53	£921.11	£691.64	£113.58
Pendle district:	£975.00	£269.14	£768.00	£100.00
Preston district:	£918.00	£998.00	£521.00	N/A
Ribble Valley district:	£615.00	£274.00	£469.00	N/A
Rossendale District:	£1002.00	£213.40	£808.00	£137.00
Wyre district:	£856.00	£510.00	£740.00	£202.00
Blackpool unitary:	£955.00	£535.00	£620.00	£215.00

APPENDIX 10: PROPOSED SCHEME OF WORKS 2021-2022

Cemetery area	Proposed work	Date completed
<p>Neptune Baby and Young Child Garden</p> 	<p>Lease fees to be discontinued to support our aim to help reduce funeral poverty</p>	<p>March 2021</p>
<p>Whole site</p> 	<p>On site staff to be issued with tablets to improve communication with office staff and improve response times for queries and issues</p>	<p>March 2021</p>
<p>Cemetery Chapel</p> 	<p>Installation of hand sanitising station and improved signage to facilitate the safe re-opening following the building closure due to Covid 19</p>	<p>October 2021</p>
<p>Whole site</p> 	<p>Implement Grassland Management Strategy, along with the rest of the district to increase biodiversity, improve workload planning and reduce carbon emissions</p>	<p>June 2021</p>

Cemetery area	Proposed work	Date completed
Garden of Remembrance Vault Section 	Signage required	June 2021
Compass Garden of Remembrance 	Install first half of centre extension to Compass Garden of Remembrance	August 2021
Compass Garden of Remembrance 	To develop the central area for the possible interment of cremated remains along with an appropriate memorial tower	Proposed completion June 2022
Compass Garden of Remembrance 	To install second half of centre extension	Proposed completion June 2022
Garden of Remembrance Vault Section 	Continue enhancement of site e.g painting planters etc	Proposed completion October 2022

Cemetery area	Proposed work	Date completed
Various areas on site 	Path repairs	Ongoing
Whole site 	Progress reintroduction of Friends Group	Proposed completion by August 2022

Torrisholme Cemetery User Survey

We welcome your responses to the below questions. Completed surveys shall be used to further improve our service and the facilities available at Torrisholme Cemetery.

What is your opinion of the current appearance of the cemetery?

.....

Would you consider using our chapel for a funeral?

.....

If not, what improvements would encourage you to use the building?

.....

When visiting the site, which other facilities or services could improve your visit?

.....

If guided nature walks/events/family days were arranged, would this be of interest to you?

Yes

No

If so, what type of events would you be likely to attend:

.....

Would you be interested in volunteer clean-up/flower planting event days?

Yes

No

Are you aware that a self-guided Heritage Walk is in place through the Cemetery Grounds?

Yes

No

How likely is it that you would make use of an on-site floristry service?

Unlikely

Unsure

Likely

What would you like an on-site floristry service to provide (Please tick all that apply):

**Traditional
Arrangements**

**Wildflower
Bouquets**

**Small mementoes
or Vases**

Other:.....
.....

Currently, well-behaved dogs are welcome within the cemetery, providing that they remain on a lead (no longer than 2 metres) at all times. What is your preference regarding dogs within our cemeteries:

On lead, and on pathways only

On lead, but permitted on grass

Not permitted in the cemetery

Are you aware that Torrisholme Cemetery has an established Friends Group?

Yes

No

If so, are you aware of the work that they do?

Yes

No

Please state the details of any other suggestions that you would like the Cemeteries Office to consider:

.....

.....

Your name:

Contact address:

Please return completed forms to: cemeteries@lancaster.gov.uk or Cemeteries Office, Morecambe Town Hall, Marine Road, Morecambe, LA4 5AF

APPENDIX 12: WILDLIFE SURVEY FORM.

Wildlife Survey

Cemetery Name:

Date of visit:



**LANCASTER
CITY COUNCIL**
Promoting City, Coast & Countryside

WILDLIFE SPECIES	Number	Location	Comments
Badger			
Bat			
Bumblebee			
Butterfly			
Deer			
Fox			
Frog			
Grass snake/Adder			
Hedgehog			
Lizard			
Mole			
Moth			
Mouse			
Newt			
Rabbit			
Shrew			
Slow worm			
Toad			
Vole			
Wasp			
Weasel/Stoat/Polecat			
Other			

