

**Orbitas Bereavement Services Ltd (Orbitas)**  
**Minutes of Board Meeting,**  
**14<sup>th</sup> March 2022, Crewe Hall**

**Present:**

Kevin Melling, Managing Director	KM
Cllr David Marren, Chairman	DM
Cllr Penny Butterill, Director	PB
Cllr Joy Bratherton, Director	JB
Mark Darbyshire, COO, Orbitas	MD
Melanie Henniker, Director HR & Corporate Service	MH

**Apologies:**

Helen Green, Finance Business Partner	HG (unable to join via Teams link)
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Agenda Item	Notes	Action
1.	<p><b>Welcome to all participants, Apologies and Declarations of Interest</b></p> <p>DM reported that due notice of the meeting had been given and that a quorum was present. He chaired the meeting throughout.</p>	
2	<p><b>2.1 Minutes of Last Meetings and Matters Arising</b></p> <p>The Minutes from the board meeting on 18<sup>th</sup> February 2022 were accepted as a true and accurate record.</p> <p><b>2.2 Matters Arising</b></p> <p><b>Engagement with Commissioner and Cemetery Visits</b> – Macclesfield and Alderley Edge visits are next – JB confirmed the visit was scheduled for 23/03/2022 and that Crewe and Meadowbrook visits had been scheduled for 12/04/2022</p> <p><b>Dried flowers to be refreshed and Chapel cleaning frequency</b> – MD confirmed that appropriate arrangements had been made.</p> <p>JB requested feedback from the visits that she understood the Bereavement Manager South has recently been making to local undertakers. MD advised that on completion feedback will be shared and a similar exercise will be carried out in the Macclesfield area by the Bereavement Manager North. An action plan will then be produced, and he suggested that this is shared at a future board meeting. <b>Action MB</b> to add to April agenda.</p> <p>DM confirmed that arrangements had been made for the Resomation visit to the facility in Leeds scheduled for the end of the month. JB confirmed that on this occasion she would not be attending.</p>	<b>MB</b>

3	<p><b>Financial Update (Verbal)</b> Redacted due to commercial sensitivity</p>	
4	<p><b>Operational Update</b> DM acknowledged the report provided and confirmed that it would not be necessary for MD to run through but instead answer any questions that the Board may have.</p> <p>DM noted that the Covid memorial was underway and asked when we anticipate it being complete. MD gave a brief overview of the project and confirmed that we are currently working with the Crewe Council to agree an accepted opening date. NEDs will be informed once confirmed. <b>Action MD</b></p> <p>JB asked for a progress update on the replacement blinds and MD outlined the steps being taken to arrange and the difficulties in finding a suitable company to arrange. JB identified a local company that is very popular within the Crewe area. <b>Action MD</b></p> <p>JB also asked for an update on the external tv monitors. MD confirmed that orders have been placed, and that a request had been made for further quotes to be provided for a CCTV monitoring system to be established to cover the new units.</p> <p>MH confirmed that before we install the equipment, Orbitas will need to approve a policy on the use of CCTV monitoring. <b>Action MH</b></p> <p>JB also took the opportunity to ask about the lectern handheld remote-control unit. MD confirmed that these are no longer commercially available, and he is looking into alternative options. As an interim measure, he will check the practicalities of using the back-of-house controller. <b>Action MD</b></p>	<p><b>MD</b></p> <p><b>MD</b></p> <p><b>MH</b></p> <p><b>MD</b></p>
5	<p><b>HR Policy Reviews</b></p> <p><b>1. Compliments, Suggestions and Complaints V1 – New</b> Approved subject to several small amendments.</p> <p><b>Board Resolution</b> <b>It was resolved by the board to approve the Compliments, Suggestions and Complaints Policy on the basis that the minor amendments are undertaken.</b></p> <p><b>2. Learning and Development Policy V2</b> Approved subject to three small amendments: -</p> <p><b>Board Resolution</b> <b>It was resolved by the board to approve the Learning and Development Policy on the basis that the minor amendments are undertaken</b></p> <p><b>3. Maternity Policy and Procedure V2</b></p> <p><b>Board Resolution</b> <b>It was resolved by the board to approve the Maternity Policy and Procedure</b></p> <p><b>4. Paternity Policy and Procedure V2</b> <b>Board Resolution</b></p>	

	<p><b>It was resolved by the board to approve the Paternity Policy and Procedure.</b></p> <p><b>5. Adoption Policy and Procedure V2</b></p> <p><b>Board Resolution</b></p> <p><b>It was resolved by the board to approve the Adoption Policy and Procedure</b></p>	
6	<p><b>Feedback from Dignity at Work Training (verbal)</b></p> <p>MH provided verbal feedback on the Evaluation Sheets completed by attendees at the DAW Training. She confirmed that 34 employees attended across three venues. All respondents felt that the content and activities of the course partially met, fully met, or exceeded their expectations. JB said that she was pleased with the outcome, particularly the comments. A discussion took place around other ongoing forms of evaluation.</p>	
7	<p><b>Annual Price Increase Proposals (verbal discussion)</b></p> <p>Redacted due to commercial sensitivity.</p>	
8	<p><b>New Contract (verbal update)</b></p> <p>Redacted due to commercial sensitivity.</p>	
9	<p><b>Any Other Business</b></p> <ol style="list-style-type: none"> <li>1. JB outlined an opportunity associated with natural burial sites and agreed to keep the Board informed of any further developments.</li> <li>2. JB informed the Board of scheduled meeting that has been arranged with Cllr. Clowes to discuss the formal closure of Wybunbury cemetery.</li> <li>3. [Redacted due to data protection of an individual.]</li> <li>4. DM asked for a brief update on the software replacement project with CEC KM acknowledged and confirmed that this would be a CEC initiative that Orbitas will support. All potential bidders will be able to register their interest as the process progresses.</li> <li>5. Ukrainian Appeal – KM requested that the Board consider any support that could be given to assist the aid needs of refugees. It was agreed by the Board to donate a sum to be secured from the Charitable donations budget if possible and to either go to a local charity supporting refugees or alternatively to the nationally recognised Disaster Emergency Committee (DEC) charity that is coordinating UK donations.</li> </ol> <p><b>Board Resolution it was resolved to donate a sum from the charitable donations to either a local charity or national charity as detailed in 5 above. Action MH to arrange.</b></p>	<b>MH</b>

The Meeting Closed at 12.30pm.