

# Eltham Crematorium Management Plan 2018 to 2023



*The Pond looking towards the Cloisters*

Eltham Crematorium Joint Committee

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## INTRODUCTION

### WHAT IS A MANAGEMENT PLAN

Management Plans are an important aid to the efficient and effective management of a site. A Plan forms part of a process for evaluating performance, consulting and involving people, strategic planning and providing continuity. Individual plans will be specific to each site and will deliver aims and objectives specific to the needs of the local community who will be directly involved in its formulation. A Management Plan also provides an opportunity to collate information relating to the site into a single comprehensive document.

### The Purpose of this Management Plan

The Eltham Crematorium Gardens of Remembrance Management Plan was first published in 2018. It is hoped that this Management Plan will help engender relationships between The Royal Borough and the local community, leading to greater community involvement in the Gardens of Remembrance. In addition, it is hoped that the Plan will provide a framework around which any future decisions concerning the site will be taken.

The Royal Borough of Greenwich's Parks, Estates and Open Spaces department operates within a wide framework of national, regional and local policy statements and strategies. The main documents influencing the development of this plan can be found in Appendix I.

Future actions / priorities for this site are identified in the 'Action Plan' within this document. This Management Plan therefore provides a benchmark which allows future progress to be measured against.



*Eltham Crematorium in the late 1950's*

## **PART I: WHERE WE ARE NOW?**

### **I.1 A WELCOMING PLACE**

#### **Welcome to Eltham Crematorium**

**Site Address:** Eltham Crematorium  
Crown Woods Way  
Eltham  
London  
SE9 2AZ

**Contact details:** Telephone: 020 8921 6700  
Email: [eltham.crematorium@royalgreenwich.gov.uk](mailto:eltham.crematorium@royalgreenwich.gov.uk)  
Website: [www.royalgreenwich.gov.uk/crematorium](http://www.royalgreenwich.gov.uk/crematorium)

If you require any further details about this Management Plan, please contact The Crematorium Manager who can be contacted using the information provided above.

The Grounds of Eltham Crematorium are open to the public every day throughout the year.

April to September 9.00am – 6.45pm

October to March 9.00am – 3.34pm

Christmas Day, Boxing Day and New Year's Day 9.00am – 3.45pm

The Garden of Remembrance, Chapel of Remembrance and Memorial Courts are closed 15 minutes before the closing time of the grounds.

The office is open Monday to Friday 8.30am – 4.30pm (closes at 4pm on Fridays.)

The office is closed at weekends and on bank holidays.

#### **History and Background Information**

Eltham Crematorium is located on the outskirts of Eltham in The Royal Borough of Greenwich. The Royal Borough of Greenwich is a London Borough in South East London. Greenwich became a Royal Borough on 3<sup>rd</sup> February 2012, due to its historic links with the Royal Family, and to its UNESCO World Heritage Site status as home of the Prime Meridian. The Crematorium is within the Eltham South ward of the Royal Borough of Greenwich. Map Reference is TQ 443 742.

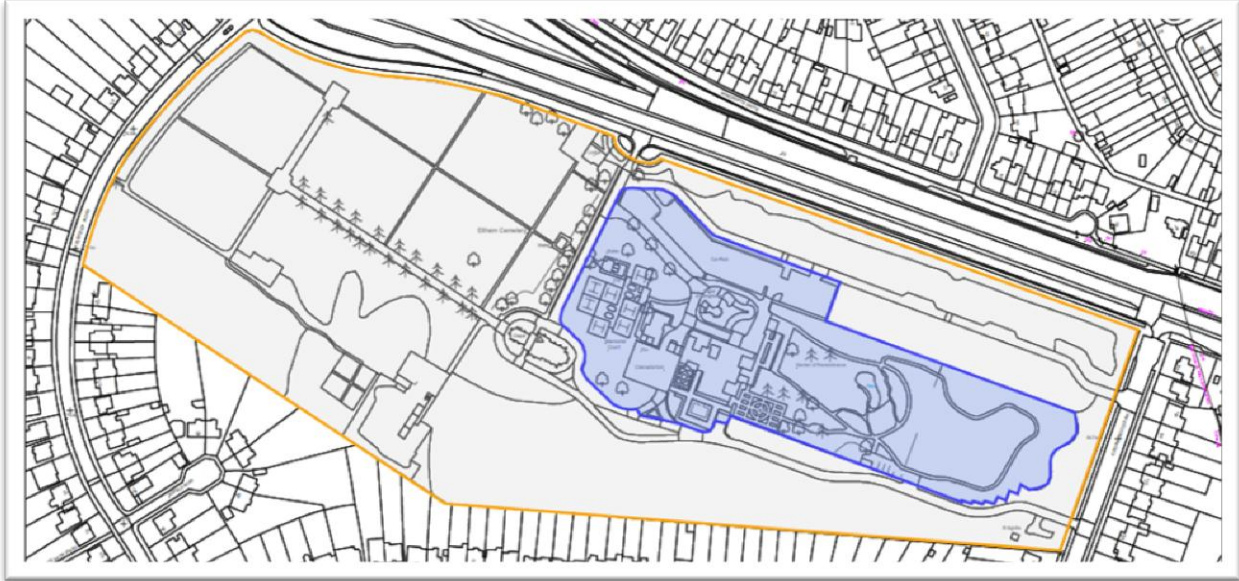
Eltham Crematorium is bordered by the A2 to the north, Riefeld Road to the west and Crown Woods Way to the east. Residential properties in Colepits Wood Road back on to the Crematoriums southern border.

#### **Tenure and leases covering the park**

The Royal Borough of Greenwich is the landowner of Eltham Crematorium and the site is maintained by a Joint Committee with representatives from Greenwich, Bexley and Dartford. The Grounds of the Crematorium are located within Eltham Cemetery which is owned and maintained



by The Royal Borough of Greenwich. There is a florist that serves refreshments within the grounds of the Crematorium which is leased to a private operator.



*Map of Eltham Crematorium land (in blue) within Eltham Cemetery*

The Crematorium was formally opened by the Earl of Verulam, President of the Crematorium Society on the 16<sup>th</sup> July 1956. Since its opening, the crematorium has been operated by the Eltham Crematorium Joint Committee, comprising of The Royal Borough of Greenwich, The London Borough of Bexley and Dartford Borough Council.

The first cremation took place on the 15<sup>th</sup> August 1956. Another chapel (the north chapel) was built on site in 1975 to cope with the increasing demands for cremation.

Additional information on the 'History' can be found in Appendix 2.

### **Access to the Crematorium**

Access to the Crematorium is via a one way system with an entrance and exit both in Crown Woods Way. Additional pedestrian entrances can also be found via Eltham Cemetery from Riefield Road and the East Rochester Way.

The Crematorium has good public transport links with bus stops and train stations within a five minute walk.

### **Nearest Bus Stops**

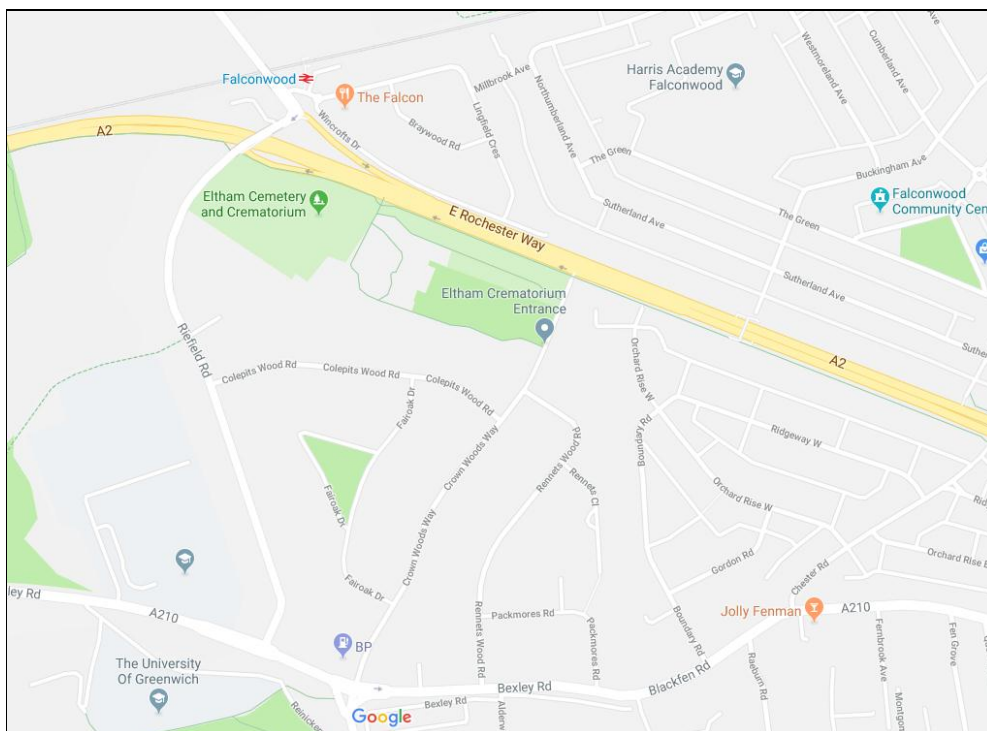
- Bexley Road for the 132 (North Greenwich to Bexleyheath)
- Bexley Road for the 162 (Beckenham to Eltham)
- Bexley Road for the 286 (Greenwich to Sidcup)
- Falconwood Station for B16 (Bexleyheath to Kidbrooke)

### **Nearest Train Stations**

Falconwood Railway Station is a 5 minute walk (approximately 500 metres) from the Crematorium. The station is on the South Eastern Railway Line with trains into central London and out to Kent.

### **Driving to the Crematorium**

The main entrance and exit for both vehicles and pedestrians are located in Crown Woods Way. The postcode to get drivers to the Crematorium entrance in Crown Woods Way is SE9 2NJ. Further directions to the Crematorium can be found on the Eltham Crematorium web site. The Crematorium has 80 free car parking spaces with additional parking available in the surrounding roads and operates CCTV system throughout the site. .



*Map of the local area around the Crematorium*

### **Signage**

Eltham Crematorium is well signposted from local roads and from the A2.

Entrance signage is positioned at each gate into the cemetery. It is currently a mixture of styles, conditions and ages but is currently under review with a view to replacing it with a new corporate style all 6 cemeteries and the Crematorium.

The crematorium has directional finger board signs indicating the location of the main features and facilities on the site. All remaining signage on site is also under review to incorporate it into the new corporate style to create consistency across Bereavement Services site.



## **Equal Access for All**

There are three parking spaces in the car park for the use of vehicles with disabled parking permits. Wheelchair access is generally available throughout the grounds via tarmacked pathways. Access to grassed areas by wheelchair is possible, if ground conditions are dry. A wheelchair is available for use if needed.

There is a disabled toilet in the main office building during office hours. Alternatively, visitors with a RADAR key may use the other disabled toilet located behind the office building.

When accessing the website, visitors can choose enlarged print for easier reading.

The office and both of the chapels are fitted with induction loop hearing systems, these are connected to the music system. All staff have recently received a Sign Language Training taster session.

All the buildings, Cloisters, Garden of Remembrance and Memorial Courts can be accessed without the need to use steps.

The main office, flower pavilion and Book of Remembrance chapel are equipped with automatic doors which are suitable for wheelchairs.

## **I.2 HEALTHY, SAFE & SECURE**

### **Provision of Quality Facilities**

The Crematorium provides facilities, accessible to all, that are clean, well maintained and comfortable for all faiths and beliefs that allow cremation.

The West Chapel, built in 1956, has Oak panelling, newly installed air conditioning, central heating, combined tiled and carpet flooring and new low energy LED lighting. The building is constructed of red brick with a tiled, pitched roof. Guttering and down pipes are made of hand crafted lead with date and motifs embossed on the hoppers.

The seating was recently replaced with slightly wider chairs, more suitable to today's demographic. There is seating for 76 and standing room for another 50.

An induction loop system, connected to the music/PA system, is installed to assist mourners that have impaired hearing to participate more fully with the service. The catafalque is Oak construction on a raised tiled stage. The catafalque rotates to allow the removal of a coffin and transfer through to the committal room.

The cross above the catafalque can be covered by a curtain for services of faiths and beliefs that would prefer not to have symbols of other beliefs displayed.

The North Chapel, which was added to the Crematorium in 1975, is of a design common to the 1970's. The walls are mainly bare brick with full height windows at the sides of the chapel and hardwood benches and doors. External walls are also bare brick, capped with concrete panels at the roof line. This chapel mainly has a flat asphalt roof with integrated water drainage system.

The catafalque is cast concrete on a hardwood stage surrounded by matching curtains and wall hangings. The cross on the wall can be temporarily removed to accommodate the requirements of other faiths and beliefs.

Both Chapels have the Wesley Music system which is capable of playing music, broadcasting video over the internet as a webcast or to allow Wesley Media to record to memory stick or DVD. The system can also display visual tributes which can be short videos, a photographic montage accompanied by a piece of music or a simple 'hold image' which displays throughout the service.

There is a chapel attendant on duty in each chapel at all times during services. They are able to monitor the service's progress via a CCTV link, with sound.

An organist is also available, in each chapel, throughout the day for services that require live music.

### **Safe Equipment and Facilities**

All equipment at the crematorium is serviced, inspected and maintained by manufacturers, suppliers or by RBG services.

The cremators and ancillary equipment was constructed and installed by Facultatieve Technologies (FT). There is an annual maintenance and service contract with FT.

The air condition is serviced and maintained via the RBG building section (DRES).



The buildings, lighting and infrastructure are maintained by RBG DRES through annual programmed works and responsive repairs as agreed and authorised by the Joint Committee  
The ponds are currently maintained under contract via DRES.  
IT equipment is serviced and maintained by RBG ICT Services.  
Grounds maintenance machinery is maintained and serviced by RBG Fleet Services.  
All grounds maintenance and housekeeping tasks around the crematorium are carried out by the crematoriums staff.

### **Personal Security**

The Royal Borough operates an 'Out of Hours' service (all night) through the main switchboard on 020 8854 8888. Depending on the incident, the Parks Officer on call may be contacted or the police.

The local "Metropolitan Police Safer Neighbourhood Team" for the Eltham South Ward is based on the Coldharbour Estate, Eltham, and work with Parks, Estates & Open Spaces to combat anti-social behaviour within parks and open spaces (including the crematorium). When anti-social incidents occur PE&OS works closely with the local police & PCSO's.

The Crematorium has a CCTV system which was installed to monitor criminal activity in and around the site. The CCTV system covers various locations throughout the site. Footage is recorded on a computerised system, Copies can be made of camera footage onto a memory stick for distribution to interested parties, such as the Police, and is maintained by ADT.

Incidents involving both staff and visitors are dealt with by the supervisors and staff closest to the incident. Where necessary, the emergency services will be called and a record made on the councils electronic HR/H&S system (iTrent).

If an evacuation of the site is required, all staff are familiar with the Fire Risk Assessment and Fire Evacuation Procedure. Staff and visitors will be evacuated to the two assembly points in the main car park and the staff car park (this procedure and positioning of the assembly points is currently under review).

Repairs that could represent a hazard to H&S in particular are reported by e-mail as soon as possible to the Building/Property Services Section (DRES) who will tender work to the appropriate contractors In accordance with RBG Financial Guidelines and attach a relevant priority to the job.

The crematorium has a fire alarm system with audible warnings in all areas except the chapels. In these areas there is a large red warning strobe-light which is in each of the music rooms within the chapel attendant's line of sight. Should the alarm be activated, the chapel attendant will notify the funeral Director and carry out an evacuation of the chapel, if necessary.

## **Control of Dogs**

**Dogs are not permitted in the grounds, in the chapels or other public access areas.**

However, Assistance Dogs and their owners are exempt from this policy and have the right to access to all public areas under the Royal Borough's and Crematorium's equal opportunities and disabled access policies. These rights are provided for under the Equality Act 2010.

## **SECTION 1.3 WELL MAINTAINED AND CLEAN**

### **Horticultural Maintenance**

The grounds of Eltham Crematorium consist of landscaped gardens, with grassed areas, shrub beds, memorial courts, a rose garden, a woodland area, ornamental ponds and rockery.

The upkeep and housekeeping of the crematorium's grounds are controlled by a Grounds Maintenance Standards policy. This regulates the frequencies of the different types of maintenance implemented throughout the year. A detailed schedule of maintenance can be found in appendix 3.

### **Grounds and gardens**



*The Rose Garden*

The grounds and gardens of the crematorium are divided into several areas which are designed to give a variety of environments in which visitors are able to sit and reflect.

There is also a 'Tree Trail' planted around the garden, a guide to which is in appendix 6.

### **Rose Garden**

The Rose Garden is an area of hard landscape around 22 rose beds where ashes can be interred. The roses are planted in groups of colours. Rose beds 1-4 are 'Loving memory' (red), rose beds 5-6 & 11-12 are 'Arthur Bell' (yellow), rose beds 7-10 are 'Polar Star' (white) and rose beds 13-16 are 'Loving Memory' (red). Around the outside of the rose garden are rose beds A-D which are Queen Elizabeth (pink) and beds 3-4 which are mixed varieties. At the centre of the

Rose Garden the focal point is a sundial. Several benches are placed around the perimeter of the Rose garden for people to sit. A complete list of the roses planted around the garden & grounds can be found in appendix 5

### **Lawn Garden**

This area is largely laid to ornamental lawn with a series of island beds planted with shrubs and herbaceous perennials. The majority of these beds are memorial beds, where ashes can be interred.

The typical planting in the shrub beds are a combination of Hebes, Crocosmia, Roses, Euonymous, Eleagnus, Prunus, Fuchsia, Philadelphus, Lonicera, Buddliea, Hemerocallis and Lavendula. There are also a number of species trees planted in the beds and lawns including Arbutus, Magnolia, Prunus, Malus, Crataegus, Liriodendron, Quercus, Catalpa and Betula. Some of these trees are included in and described in the 'Tree Trail guide', a list of which can be found in appendix 6.



*The Memorial border*



## Ornamental Pond



*The Ornamental Pond*

The large ornamental pond at the centre of the garden is one of the original features, constructed in 1956 with the West Chapel.

It is built from brick and concrete and is approximately 2 ~ 2 ½ (70-80 cm) feet deep. It is currently lined with butyl rubber sheet but it is proposed, as part of the programmed annual works, to refurbish the original pond lining and drainage system. This may provide an opportunity to enlarge the pond slightly by increasing the depth and improving the appearance. At the rear of the pond is a rock garden constructed from Westmoreland Stone with a waterfall which is part of the circulatory and filter system. This system has recently been replaced with a new Oase filter system with UV filters and aeration blocks. This was installed to improve the clarity and quality of the water for the fish and wildlife.

The pond contains approximately 50 fish. Some are Koi Carp, others are Mirror Carp and Common Carp. There are also a number of Goldfish, Orfe and Rudd.

Planting in the pond is mainly Bearded Water Iris and Water Lilies. Around the pond, plants such as Acer, Lonicera, Sedge, Ornamental Grasses, Buddliea, Eleagnus, Gunnera, Juniperus, Thuja, Kerria, and Cornus have been planted to give a colourful background that is also beneficial to wildlife.

### **Book of Remembrance Court**

The area around the Book of Remembrance and Flower Pavilion is hard landscaped with planted areas containing Ophiopogon, Cornus, Fatsia, Cortederia, Philostachyes aurea, philostacyes nigra, Parthenocissus, Jasminum nudiflorum and various hardy Palms. These beds were designed to be low maintenance; they are mulched with gravel to restrict weed growth, and are drought tolerant.

### **Memorial Courts**

The memorial Courts are also hard landscaped with small planted areas and raised beds. These were also designed to be low maintenance and drought tolerant. Planting consist of Fatsia, Lavendula, Rosmarinus, Camellia and various hardy Palms. There are also built in vases and raised troughs for visitors to leave floral tributes,

### **West Chapel Sunken Garden**

Part of the original crematorium design, this sunken garden has an ornamental pond and fountain. The Planting in this garden is Box hedging around gravelled beds and a box topiary feature at the centre. These too, are designed to be low maintenance and drought tolerant. The surrounding raised bed area was removed to enable the reconstruction of the retaining wall. It will be replanted with new shrubs and hardy perennials which are currently on order.

The pond has recently been refurbished and is awaiting the final repairs to the electrical circuit to be carried out on the fountain pump to enable it to be fully functional.

### **Car Parks, Roadways & Paths**

The car parks and roadways are laid to tarmac with markings indication access rights and directions.

In the main (public) car park there are lawn areas alongside which are planted with Narcissus. There are also mature Quercus lining the cortege drive, some topiary conifers and Laurels.

Between the main exit drive of the cemetery and the car park is an area that contained overgrown conifers. These trees were removed in 2018 to prevent damage to funeral vehicles, visitors cars and to improve access for vehicles and to carry out maintenance. Removal of these trees also improved the visibility for pedestrians when leaving the site and reduced blind spots for cars leaving the car park. Several schemes to replace the trees are under consideration and will be decided in the near future.

Paths in the Crematorium are mostly laid to tarmac with the exception of those that are in the Cloisters and Rose Garden.

The West Chapel Cloister path and floral tribute stands are laid to Yorkstone slabs, as are the Rose Garden paths.

The North Chapel Cloisters are laid to brick pavioours with concrete paving slabs providing the floral tribute stands.

### **Arboricultural Maintenance**

Trees in the crematorium grounds are mostly deciduous with a number of conifers, particularly in the 'Woodland Area'. Some of the trees are part of the 'Tree Trail', a guide to which is in appendix 6. The list gives a description of each of the species included in the 'Tree Trail'.

The 'Tree Trail' is currently under review and the guide will be used to replant and replace a number of the trees which have been removed or died in recent years.

All trees on the site are inspected for damaged, diseased, dying or dead limbs and trunks annually. This survey is kept by Parks, Estates & Open Spaces, Tree Maintenance Unit (TMU).

Maintenance is carried out by the TMU as and when necessary or as a result of issues identified in the annual inspection.



*Looking from the Woodland Area*



## **Litter and waste Management**

Litter & recycling bins are generally emptied once per week but can be emptied when necessary on busy periods such as Mother's day, Christmas etc.

The Euro bins are emptied on Monday for recycling and non-recycling and an additional collection on Wednesday for Non-recycling.

Litter is picked up as part of the general maintenance carried out daily, throughout the week by staff working in the grounds.

Areas such as the car park and other paved areas are swept once per week whereas the Memorial Courts, Cloisters and Rose Garden are swept daily.

The crematorium uses a colour code system on the floral tribute place cards in the cloisters. Funeral services carried out Wednesday, Thursday and Friday and given a green place card will be picked up on a Monday before services commence. Services carried out on Monday or Tuesday and given a white place card will be picked up on a Wednesday before services start. Tributes left in the Garden of Remembrance are picked up every Thursday before services start. Please see appendix 7 for an image of the notice regarding floral tribute pick-ups that are posted in the Gardens and cloisters.

The crematorium very rarely suffers from graffiti but any found will be reported as an emergency responsive repair to DRES.

Recycling is carried out as practically as possible by the crematorium staff. Visitors leaving floral tributes in the Garden of Remembrance are asked to remove all plastic wrapping and binding from their tributes before placing them on the beds. These tributes are collected every Thursday and placed in the green waste bins. Contaminated green waste is placed in the non-recycling bins along with tributes from the cloisters as it is not practical, economic or safe to separate the flowers from the oasis block, plastic trays, packing and fixings used by florists.

All garden waste, leaves, grass cuttings, hedge clippings and prunings etc. are placed in our tractor trailer for recycling at PE&OS recycling facility at Holbrook Meadow or into our recycling bays to create clean, litter free mulch for the beds.

The crematorium operates a metal recycling programme and is a member of a scheme organised and run by a Dutch company called OrthoMetals BV (<https://orthometals.com/>). This scheme collects all metal residues from the cremators in recycling bins provided by OrthoMetals. OrthoMetals is a non-profit organisation that sells the scrap metals it collects from scheme members. They take only their operating costs from the money raised. The remaining money is then shared among scheme members. Eltham Crematorium supports local charities, Greenwich and Bexley Hospice and Eleanor Lions Hospices. Money raised has enabled the crematorium to donate a cheque for £5000 to Eleanor Lions Hospices, recently.



## **Description of Buildings and Infrastructure**

The crematorium is a combination of utility, administration and public access buildings. The largest is the main building which houses the two chapels, committal room, crematory, crematory office and operational staff welfare facilities.

### **Memorial Courts**

The memorial courts were constructed to offer a place where personalised memorials can be installed for a leased period of 10 or 20 years, renewable every 10 years thereafter, as individual, personalised memorialisation is not permitted in the Garden of Remembrance. This is because the Garden of Remembrance is a communal area.

The courts are constructed from red brick with concrete copings and lattice blocks. Paving is a mixture of concrete paving slabs, brick paviours and Yorkstone slabs. The entrances/exits and gateway to the area designated for future expansion of the memorial courts are ornamental wrought iron gates.

There are 7 plaque Courts and 1 Niche court.

The plaque courts are named after plants found around the gardens of the crematorium. These are: Azalea, Buddliea, Camellia, Ceanothus, Clematis, Fuchsia and Jasmine. In each court there are 21 walls identified by being labelled A~U.

The Niche Court has 4 memorialised walls labelled A~D.

There are currently two types of memorial available in this area. Plaques and Niches.

Plaques are bronze plates, approximately the same size as the long side of the bricks used to construct the courts, 8" x 2 1/2" (6.3cm x 20.1cm). They are fixed by two capped screws onto an individual brick.

A plaque can have either 4 or 6 lines of text, either with or without a motif or ceramic photograph (B&W or colour). The fees and charges increase with additional lines and motifs/ceramic photos from the basic 4 lines. Should the lease period expire and not be renewed or the family does not wish to continue renewing the lease, the plaque will be removed and offered to the family to take away. If the family do not wish to collect the plaque it will be included in the metal recycling.

Niches are recesses in a purpose built structure and sealed with a marble tablet. Each tablet is 15 3/4" x 7 3/4" (40cm x 9 1/2cm) and is attached to the niche structure by two capped screws.

Tablets can carry a 4 line inscription either with or without a motif or ceramic photograph (B&W or colour). The fees and charges increase with the addition of motifs/ceramic photos, and whether the photograph is B&W or colour, to the basic 4 lines.

Each Niche can contain up to two metal caskets in which the ashes are placed. Should the lease period expire, and the family chooses not to renew the lease the family has the right to take the

Ashes and the marble tablet away with them. The family may decide to bury the Ashes in the Garden of Remembrance.

### **Gardens and Grounds**

The gardens are mostly laid to lawn with tarmac and Yorkstone paths. Memorial beds and trees are situated around the garden.

The benches that are placed in the garden are constructed of teak and of a style used since the crematorium originally opened in 1956. Bins are mainly plastic and steel and designed to encourage the recycling of litter and waste especially from floral tributes left by visitors in the garden.

Within the Crematorium grounds there is a pavilion that is leased and privately operated as a Florist that also sells refreshments.

### **Public Toilets**

Public toilets are provided:

- In the chapel waiting rooms
- At the rear of the main office
- Attached to the Pavilion Florist / Café.

These consist of a total of 4 ladies' toilets, 4 gents toilets and 2 disabled toilets.



*The West Chapel (and the North Chapel behind on the left)*



*The Garden of Remembrance on a frosty February morning*

## **Equipment Maintenance**

All equipment and machinery is regularly maintained and serviced by the relevant manufacturer, supplier, contractor or crematorium staff.

### **Cremators and ancillary equipment**

This equipment is manufactured by Facultatieve Technologies. It is serviced and maintained by them under a 5 year contract. Services are carried out every 4 months and include inspections of the cremator lining, seals, infrastructure, thermocouples, ignition system, valves and controls (both electronic and mechanical), pumps and switches. Replacement, where necessary, of worn or expired parts.

Ancillary equipment such as the Flue Gas Treatment (FGT) plant, cremulator and transfer cabinet are also serviced during the same service visit. The servicing on the FGT includes inspections on pumps, filters, drives, seals, switches and valves. Replacement, where necessary, of worn or expired parts.

The cremulator and transfer cabinet are connected. Servicing includes inspection of all moving parts, bearings, cremulator flail, vacuum, filters and lights.

### **Horticultural Machinery**

This equipment is maintained by RBG Fleet Services Workshop which is run by GSPlus, an in-house contractor. The crematorium has a contract with Fleet Services to carry out responsive repairs and annual servicing on the machinery. Each machine is identified by a 'Fleet Number' etched into the body. This allows charges to be made, where necessary for each individual machine on the contract.

The machinery is stored in a shed in the gardener's yard. This shed is of brick construction and a tiled, pitched roof. It is one of the original features of the crematorium from 1956. After suffering several break-ins and thefts of machinery over the last few years, successive attempts to improve the security have made it more difficult for thieves to gain access to the shed.

Current security measures include a new roller shutter with security locks fitted inside the main door over which a heavy duty palisade gate with security locks has been installed. Windows, through which access was made in the last break-in, have been bricked up and an alarm box and CCTV camera have been installed. Inside the shed, extra security measures have been installed to prevent entry through the roof. A new security light has also been installed over the yard.

A recent attempted break-in was prevented by the new gate & roller shutter and additional roof security measures. Although the roof was slightly damaged, there were no thefts.

Future additional security measures are to be introduced over the next few months.



## **SECTION 1.4 ENVIRONMENTAL MANAGEMENT**

### **Managing Environmental Impact**

The Royal Borough Parks, Estates & Open Spaces department is accredited with the BS EN ISO 14001 Environmental Management System. The Parks and Open Spaces team is committed to ensuring that its activities are undertaken in an environmentally-friendly manner and that effects on the environment are controlled.

Parks, Estates & Open Spaces recycles all of its 'green waste'. Green waste is transported locally from parks, gardens and woodlands to Holbrook Yard at Shooters Hill, where it is recycled into mulch. The mulch is then used in the parks, both as a provider of nutrients, a moisture retainer and a suppressor of weeds.

Parks, Estates & Open Spaces use herbicide only as necessary for the control of invasive species such as Giant Hogweed and Japanese Knotweed and where weed control is required on hard surfaces). Staff qualified to use pesticides etc.

Due to its negative environmental impact, peat is not used by the team at any site.

The crematorium recycles green waste that is practical and economically viable to process. Recycled green waste is either placed in recycling bins, which are emptied by Waste Services, placed in our tractor trailer to be taken to PE&OS recycling facility at Holbrook Meadow or kept in our own compost bays to produce mulch.

All metals that are derived from the cremation process and most metals that are not produced from this process are recycled in a recycling scheme run by a company called OrthoMetals. Metals that cannot be recycled in this way are collected until a reasonable amount is ready to be taken away for recycling by PE&OS.

The cremation process is by its nature one that produces pollutants. These pollutants are controlled and minimised by an abatement system built into the cremators and fitted to the cremator exhaust gas flues. Firstly, the exhaust gases from each cremator are passed through a secondary chamber which heats the gases to burn off all combustible pollutants. The gases then pass through a Flue Gas Treatment method to reduce the non-combustible pollutants and heavy metals such as Mercury. Activated Charcoal powder is injected into the gas stream which removes these pollutants. The charcoal is then filtered out, collected and is itself recycled by FT and contractors.

These measures mean that the gases from the cremators are reputedly cleaner than the atmosphere into which they are being emitted. The crematorium is a member of CAMEO which is a mercury Abatement Burden Sharing Scheme. This scheme came about as a result of the 2005 DeFRA requirements for the cremation industry to reduce mercury emissions by 50%. This was the national target based on available science that would achieve a proportionate response to removing mercury from cremations without burdening the bereaved with additional cost and the possibility of closing some local crematoria. The scheme allows crematoria that can install abatement systems to do so and those that cannot share the cost. Eltham Crematorium is 100% abated.

## **SECTION 1.5 BIODIVERSITY, LANDSCAPE & HERITAGE**

### **Management of Natural Features, Wild Fauna and Flora**

The Gardens of Remembrance are managed to provide areas for quiet contemplation where visitor can wander at ease and rest on one of the many benches provided, but also to protect and enhance the natural habitats it offers.

Within these areas, biodiversity is encouraged where possible. For example:

- leaving dead wood standing (where safe to do so) to maximise habitat for insects and birds
- leaving felled wood in situ wherever possible (as above, plus habitat for the Stag beetle)
- increasing uncut areas of grass around trees and along boundaries, to maximise habitat for insects
- increasing areas of naturalised bulbs and whips
- the installation of bird, bat and insect boxes around the grounds.
- Maintaining the historic, well-established mixed native hedge to maintain diversity and provide habitat to animals, birds, invertebrates and insects.
- Keeping pesticide / herbicide use to a minimum.
- Planting native whips in the grounds to support the hedgerows and increase biodiversity.

The woodland area is specifically maintained to encourage the wildflowers and wildlife.

The lawn in the Woodland Area is left to grow until mid to late June. This allows the naturalised bulbs and flowers to die back naturally. This encourages and improves growth and reproduction of the flora.



*The Woodland Area*

During the autumn leaf fall season, leaves are removed as quickly as possible. This is to prevent the grass and other plants being killed by a heavy covering of rotting leaves.

Plants in this area must be tolerant to fairly deep shade due to the nature and size of the mature trees.

Fauna in the gardens is encouraged by the provision of bird feeders and plants preferred by insects. There are currently several bat and bird boxes attached to trees but these will be reviewed as they have been in place some-time so will need replacing. The large pond in particular, attracts insects and birds. Most notably dragonflies, damsel flies, herons and frogs.

### **Conservation of Landscape Features**

Landscape features are maintained largely by the crematorium staff. Infrastructure and buildings are maintained by DRES.



*The Rose Pergolas*

### **Conservation of Building and Structures**

The wooden benches in the crematorium gardens are cleaned and maintained by the crematorium staff and retreated by contractors to DRES along with any necessary minor repairs. As part of a program to introduce a corporate image in line with other Parks, Estates and Open Spaces sites, damaged or life-expired items of furniture such as bins and benches are replaced with one design of furniture to give a unified and coherent look to the parks, cemeteries and crematorium.

Other structures, such as the rose pergola, fences, gates, walls, paths and the gardeners shed are maintained by DRES as responsive repairs.

None of the buildings or structures on this site are currently listed.



## **SECTION 1.6 COMMUNITY INVOLVEMENT**

### **Community Involvement in Management and Development**

#### **Stakeholders associated with the site**

##### Within the Royal Borough of Greenwich

- Directorate of Communities and Environment (PE&OS, Communications / Community Engagement, Events)
- Directorate of Regeneration, Enterprise and Skills (DRES) and Property Services, Planning Control.

##### Emergency Services

- Police, Fire & Ambulance Services

##### Businesses

- Funeral Directors
- Businesses in the local shopping parade (Bexley Rd)
- Local Public Houses
- Pavilion Florist / Cafè
- Wesley Media / Acoustic Arrangements
- Medical Referee
- Officiants/Celebrants
- Organists
- Fallon Nameplates
- Welters Worldwide Memorialisation
- F G Marshalls Memorialisation's

##### Community

- The crematorium does not have a Friends Group.
- There is community involvement from FD's, celebrants/officiants, members of the public and the Joint Committee at regular meetings and remembrance services.

##### Parks users

- Visitors
- Mourners
- Local residents

##### Politicians

- London Borough of Bexley Cabinet Members (Joint Committee)
- Dartford Borough Council (Joint Committee Members)

- Clive Efford, MP for Eltham
- Ward Members (Eltham South Ward)

#### Professional Bodies

- Association of Public Service Excellence (APSE)
- Institute of Cemetery and Crematoria Management (ICCM)
- Federation of Burial and Cremation Authority (FBCA)
- Cremation Society
- NHS Hospital Trusts
- TFL
- MOJ
- Charities (Greenwich & Bexley Hospice / Eleanor Lions Hospices)
- AgeUK

#### **Appropriate Provision for Community**

The crematorium holds public events twice per year. In June there is an Annual Service of Remembrance and the weekend before Christmas there is a Carol Service. These are open to anybody who wishes to attend and have been well attended. The services typically last about an hour and a half and consists of a recital of music by an organist with personal requests invited, a short presentation by the Bereavement Services Manager, sermons or speeches from invited clergy and celebrants, hymns (or carols) and prayers.

Three times per year, Funeral Liaison meetings are held in the evening. These meetings are intended to give the crematorium and stakeholders a chance to discuss any issues that have been raised in the preceding period and resolve them as soon as possible. Updates to previous issues raised, events or changes to working practices etc. are also discussed. This gives stakeholders an opportunity to include their opinions or advice. Invitees are Crematorium staff, organists, FDs and their staff and officiants (religious and secular).

The crematorium is overseen by the Joint Committee. This is comprised of the Royal Borough of Greenwich, the London Borough of Bexley and Dartford Borough Council. Joint Committee meetings are held three times per year. They are attended by the Bereavement Services Manager, Parks Head of Service, Finance officer and Councillors from the three boroughs that are appointed to the committee. These meetings are held to discuss the setting of budgets, future projects, programmed works and their affect on the provision of service.

## **SECTION I.7: MARKETING & COMMUNICATION**

### **Marketing and Promotion**

Information can be found on the Royal Borough of Greenwich's website: [www.royalgreenwich.gov.uk/crematorium](http://www.royalgreenwich.gov.uk/crematorium)

Currently, Eltham Crematorium is marketed through:

- The relevant parks pages of the Royal Borough of Greenwich website
- Funeral Directors – as part of their client's choice of crematorium.

### **Appropriate Information channels**

Information regarding services and facilities provided by the crematorium can be obtained from:

- The main office at the crematorium during office hours (Mon ~ Thurs 08:30 ~ 16:30, Fri 08:30 ~ 16:00). Information packs are available explaining services, facilities and types of memorial.
- Royal Borough of Greenwich website: [www.royalgreenwich.gov.uk/crematorium](http://www.royalgreenwich.gov.uk/crematorium)
- Visit Eltham Crematorium, Crown Woods Way, Eltham London Se9 2NL (2AZ for Satnav)
- Deceased on-Line (burial/cremation records).
- [www.remembrance-books.com/eltham/](http://www.remembrance-books.com/eltham/) (Book of Remembrance and on-line)

### **Educational and Interpretational Information**

Educational and interpretational information is limited to:

- Assistance with genealogical research.
- A small booklet containing a brief history and description of the crematorium.
- The crematorium has an 'open door policy' whereby any member of the public or other interested parties can be given a guided tour of the chapels, the grounds / gardens and the crematory. The crematorium frequently hosts tours for new and established staff of Funeral Directors, Hospitals and Hospices. Also celebrants/officiants unfamiliar with the crematorium.
- Leaflets and information packs are available in the chapel waiting rooms and main office.

## **SECTION 1.8: MANAGEMENT**

Eltham Crematorium is managed by The Eltham Crematorium Joint Committee, who meet three times a year to make decisions on the future management of the Crematorium.

The day to day management is carried out by the Bereavement Services Managers / Supervisor and the crematorium staff who are employees of The Royal Borough of Greenwich.

### **Staffing numbers**

The crematorium currently has an establishment of 16 staff. These are distributed as follows:

- 1 Bereavement Services Manager (also responsible for Cemeteries and the Mortuary)
- 1 Bereavement Services Operations Supervisor
- 1 Bereavement Services Office Manager
- 1 Bereavement Services Officer
- 2 Bereavement Services Support Officers
- 2 Crematorium Operations Team Leaders
- 8 Bereavement Services Crematorium Operatives

Appendix 4 shows the organisation structure of the Crematorium.

### **Implementation of Management Plan**

The Implementation of the Management Plan is addressed in Part 2 and Part 3 of this management plan.



## 2: WHERE DO WE WANT TO GET TO?

**Vision - “A Crematorium that provides care and reverence to the Bereaved, the Environment and welcomes change whilst maintaining its high standards.”**

*This Management Plan aims to aid the efficient and effective management of the site in order to:*

- Provide a well- maintained formal and ecologically managed Garden of Remembrance
- Provide tranquil and peaceful areas for contemplation
- Enhance visitors mental health and wellbeing
- Create a safe, clean and inclusive environment for all

### **Assessment & Analysis – Strengths, Weaknesses, Opportunities & Threats**

Strengths	Weaknesses
<ul style="list-style-type: none"> <li>• Diverse areas including Woodland, Glade, Ponds / Koi, Manicured Lawns, Topiary, Tree Trail, Sunken Garden</li> <li>• On site Florists and Refreshments</li> <li>• Historical attachment with families</li> <li>• Easily accessible by Public Transport</li> <li>• Bicycle parking</li> <li>• On-site car park with disabled bays</li> <li>• Funeral Director facilities</li> <li>• Modern Cremators</li> <li>• Environmentally friendly (abated cremations / metal / flower recycling)</li> <li>• High number of visitors on a daily basis</li> <li>• Charter for the Bereaved – Gold Award for many years</li> <li>• Competitive pricing</li> <li>• Links with NHS / Coroners / Bereavement Charities / FD’s</li> </ul>	<ul style="list-style-type: none"> <li>• Theft prevention</li> <li>• Access for maintenance contractors</li> <li>• Drainage</li> <li>• Floral tribute recycling</li> <li>• Moss Control</li> <li>• Tree canopy</li> <li>• IT / Audio / Visual Equipment</li> <li>• Insufficient car parking at peak times</li> <li>• Signage</li> </ul>
Opportunities	Threats
<ul style="list-style-type: none"> <li>• Networking</li> <li>• Market Analysis</li> <li>• Community Engagement</li> <li>• Trends (death rate / population growth)</li> <li>• Memorial Options</li> <li>• Direct Cremations</li> <li>• Garden projects</li> <li>• Flora and fauna surveys</li> </ul>	<ul style="list-style-type: none"> <li>• Other Crematoria</li> <li>• Oak Processionary Moth</li> <li>• Gill fluke</li> <li>• Black / White spot</li> <li>• Squirrels</li> <li>• Soil condition</li> <li>• Glyphosate</li> <li>• Tree Disease</li> <li>• Death Rate</li> </ul>

## PART 3: HOW WILL WE GET THERE?

### Action Plan (What we hope to achieve 2018 - 23)

Short Term – Within one to two years

Medium Term – Within three to four years

Long Term – Five years and more

**(Note:** Actions requiring investment are subject to adequate funding being secured)

Recommendation	Action Required	Timescale Long / Medium / Short / Ongoing	Action By	Status of Work
Enter Eltham Crematorium in the Green Flag Award application	Undertake application for the green flag award and respond to judges feedback as appropriate	Short	DG / PB	Open
Continue consultation with local community to identify priorities for improvement	Undertake further consultation to explore issues such as priorities for improvement, barriers to 'good' use, issues around ASB, etc.	On-going	DG / PB	Open
Consult with conservation / heritage groups with regard to preservation of Woodland Area	Liaise with Woodland Trust?	Medium Term	PB	Open
Make improvements to Memorial bed planting, West Chapel Cloisters flower stands, Memorial Courts planting,	Remove unsuitable or unwanted plants. Survey and order required replacement plants,	Medium Term	PB / Ops Team	Open
Increase biodiversity and interest in the woodland area	Research possibilities and methods.	Medium Term	PB	Open

Recommendation	Action Required	Timescale Long / Medium / Short / Ongoing	Action By	Status of Work
Provide additional and varied tree provision in the gardens. Replant trees missing from the 'Tree Trail'.	Secure funding to plant additional trees in the grounds and gardens.	Medium	PB /OpsTeam	Open
Make improvements to public toilets by Florist	Oversee completion of the build and work with colleagues in DRES. Get café lease to include toilet maintenance?	Short Term	DRES	Completed
Replace out-dated signage and furniture	New signage to be compliant with uniform 'corporate' style throughout Bereavement Services and Parks.	Medium	DG / PB	Open
Install additional signage at key entrance points	New signage to be compliant with uniform 'corporate' style throughout Bereavement Services and Parks.	Medium	DG / PB	Open
Host a public meeting to increase membership of, and active participation Funeral Liaison/JC meetings?	Liaison with Ward Councillors and other interested parties (e.g. local schools, the Eltham Society, etc.).	Short term	DG / JS	Open
Improve waiting area between chapels.	Provide shelter, additional seating and safer paved surface.	Medium	DRES	Completed
Renew large pond filtration system.	Install aeration blocks, new mechanical and UV filters.	Short Term	PB / DRES	Completed
Refurbish and repair chapel ponds.	Reseal North chapel pond, rebuild West Chapel pond copings, replace/repair pumps and filters.	Ongoing	PB / DRES	Open

Recommendation	Action Required	Timescale Long / Medium / Short / Ongoing	Action By	Status of Work
Repair pot-holes and broken surfaces on paths and roads within Crematorium.	Fill potholes, repair broken path/road edges, remove loose material, reset paving blocks.	Short Term	DRES	Completed
Replace felled conifer barrier along car park edge with cemetery driveway.	Obtain estimates for alternative options for a barrier between the car park and cemetery. Decide on which option to accept and start construction.	Medium	JC / DG / PB / DRES	Open
Increase memorial options.	Commence construction of new memorial area adjacent to existing plaque/niche courts.	Long	DG / PB / JS	Open
Replant West Chapel Sunken Garden	Plants ordered for shrub beds. Replant as and when they arrive.	Ongoing	PB / Ops Team	Open
Improve ventilation in both chapels, especially in summer.	Install air-conditioning to both chapels.	Medium	DRES	Completed
Improve environmental impact of crematorium.	Change lighting to LED (low energy) lighting, install new heating control units and connect heating to existing, pre-installed, heat exchanger. Replace single glazing, where possible, with double glazing.	Ongoing	DRES	Open
Renovate Book of Remembrance chapel stained glass windows.	Stained glass cleaned and old sealant removed. Lead inspected and repaired. Windows resealed.	Ongoing	DRES	Open



Recommendation	Action Required	Timescale Long / Medium / Short / Ongoing	Action By	Status of Work
Improve circular bed next to Florist.	Move round bed from under the Oak trees and replant with shrubs and herbaceous perennials.	Short	PB / Ops Team	Open
Clean Yorkstone paving to keep clear of moss and algae to minimise slip hazards.	Jetwash paving once per year	Ongoing	Ops Team	Open
Minor repairs to be carried out by DRES and their contractors.	Report all minor repairs to DRES for allocation to respective contractors according to trade.	Ongoing	Crem. Staff / DRES	Open

## **PART 4: HOW WILL WE KNOW WHEN WE HAVE ARRIVED?**

### **MONITORING AND REVIEW**

There will be a need to keep a 'working copy' of the Management Plan within the Crematorium / Crematory offices, so that new information and matters arising can be documented as part of the Eltham Crematorium Joint Committee planning process.

## **APPENDICES**

**Appendix 1: Legislation, Policies & Strategies**

**Appendix 2: Site Heritage & History**

**Appendix 3: Annual Maintenance Schedule**

**Appendix 4: Map of Crematorium Grounds**

**Appendix 5: Rose planting list**

**Appendix 6: Tree Trail Guide**

**Appendix 7: Floral Tribute Collection Notice**

**Appendix 8: Crematorium Management Structure**

## **APPENDIX I**

### **Legislation, policies and strategies affecting parks, cemeteries & crematorium management**

The Royal Borough of Greenwich's Parks and Open Spaces department operates within a wide framework of national, regional and local policy statements and strategies. The main documents influencing the development of this plan are:

#### **The Greenwich Strategy**

The Greenwich Strategy sets out the vision for Greenwich Borough as being the place to live, work, learn and visit. This vision underpins all of the strategies produced by Royal Borough of Greenwich and directly impacts on all service plans and service delivery.

#### **The Cultural Strategy**

Parks and Open Spaces is one of six 'areas' considered by the Cultural Strategy. The Strategy has five over-arching themes: - Equality and Access, Sustainability, the Cultural Economy, Achievement and Excellence and Partnerships. All of these aims are relevant to this management plan and have been considered in developing the opportunities and priorities for this site.

#### **Green Space Strategy**

The Green Spaces Strategy sets out the Council's strategic intentions for its green assets and its vision of the positive contribution that Greenwich's open networks make to our lives. The thematic objectives (community safety, biodiversity, education and culture, culture and events, tackling inequality, sport, health and wellbeing) are all relevant to the Management Plan for Avery Hill Park.

#### **Parks, Estates & Open Spaces Service Plan**

The Parks and Open Spaces department aims to develop, manage, ensure accessibility and maintain to a high standard the borough's parks, open spaces, woodlands, 'street trees', cemeteries, children's playgrounds, sports pitches, allotments and other outdoor facilities. 'Vision statement': "To meet the needs of the community and deliver the Council's core objectives where applicable to the service, and specifically regarding the provision of a clean and well cared for environment and supporting Health and Quality of Life for the local community".

Through consultation with local residents / visitors, the Management Plan for Avery Hill Park supports these aims by ensuring accessibility of the site and that it meet the needs of the local community. It is envisaged that it will also assist with achieving the aim of mainlining the site to a high standard. This document assists with achieving the following key tasks from the Action Plan: -

- Develop Investment Strategy (the findings of this management plan will be used to inform the development of an Inward Investment Strategy).
- Commence implementation of recommendations from the Green Space Strategy (a number of the points in the GSS Action Plan have been addressed in this document, see below).
- Identification of priority parks for investment which will be linked with intentions for Green Flag Applications 2007 - 9

#### **ISO 9001:2008 – Quality Management System**

Quality Management System ISO 9001: 2008 is used by organisations to manage their activities and



resources to guarantee a quality service. This management system is based on eight quality management principles:

- Customer Focus
- Leadership
- Involving People
- Process Approach
- System Approach to management
- Continual Improvement
- Factual Approach to decision making
- Supplier relationship, which benefit both sides.

The Parks, Estates & Open Spaces department is currently ISO 9001 accredited.

### **ISO 14001: 2004 – Environmental Management System**

The Parks and Open Spaces team is committed to ensuring that its activities are undertaken in an environmentally-friendly manner and its effects on the environment are controlled.

The service's Environmental Management System is certified to the internationally-respected ISO 14001 Environmental Standard.

### **RBG Core Strategy**

Local Councils have a duty to prepare a Development Plan by law. The Greenwich Core Strategy (CS) sets out the vision for use of the land in the Borough, and provides the main guidance for making decisions on individual planning proposals.

The CS is a legal document with the following purposes:

- To provide a framework of acceptable uses within the Borough, defining areas where development is not desired or where it needs to be carefully directed and;
- To provide a detailed basis for the control of development

The CS may be viewed at the Directorate of Regeneration, Enterprise and Skills, Planning Department, The Woolwich Centre, 35 Wellington Street, SE18 6HQ, at a local library or alternatively or on the Greenwich website.

Avery Hill Park is designated by the Core Strategy as 'Metropolitan Open Land'.

Parts of the park are listed, additionally, as 'Green Chain', 'Conservation Area' and an 'Area of Special Character'.

### **Metropolitan Open Land**

The CS designates Avery Hill Park as **Metropolitan Open Land (MOL)**. Policy references **O1**, **O2** and **O3** under the section 'Protecting Open Land' set out what the acceptable land uses and allowable developments are within areas designated as MOL. These policy references are too lengthy to reproduce here. The policies are broadly meant to control development or alterations to existing land that would be inappropriate to MOL and has an adverse effect on the character and usage of the open space.

Policy reference **O3** of this section specifically refers to Avery Hill University Campus, which is located within the Avery Hill Park and states: - 'The University of Greenwich Avery Hill Campus, Mansion Site and Southwood Site are identified as Major Development Sites (MDS) on the Proposal Map and in the Site Proposals Schedule. Proposals for expansion are to meet the following criteria

- i. *form part of a comprehensively planned development for each site;*
- ii. *would not lead to an increase in the height of the existing development or previously approved schemes;*
- iii. *would not have an unreasonable effect on the surrounding environment and amenity of adjoining residents;*
- iv. *would not have an unacceptable effect on traffic flow or safety and includes adequate parking and access arrangements;*
- v. *would be well served by a variety of means of transport other than the private car;*
- vi. *have no greater impact than existing or previously permitted development on the open character of MOL; and*
- vii. *Not exceed 21,700 sq. (gross) of additional floor space.'*

The main reason for this development can be summarized as an identified need for additional teaching and floor space at the Avery Hill Campus.

### **Green Chain**

The CS also designates Avery Hill Park as **Green Chain**. Policy reference **O5** under the section 'Protecting Open Land' sets out what the objectives of this designation are. The objectives are as follows

- i. *To improve and encourage the provision of suitable recreational facilities, with an emphasis on those serving a wide area of South East London and/or requiring open land.*
- ii. *To safeguard the open land from built development and maintain its positive contribution in providing a visual and physical break in the built-up area of London.*
- iii. *To conserve and enhance the visual amenity and ecological aspects of the landscape.*
- iv. *To improve public access to and through the area.*
- v. *To promote an overall identity for the area in order to increase public awareness of available recreational facilities.*
- vi. *To encourage the collaboration and co-operation of the various public and private agencies, owners, organisations, clubs, etc. in the area to achieve the above objectives.*

For the extent of the Green Chain Area, refer to the CS proposals map and second draft alterations maps.

### **Green Chain Walk**

Policy O15 refers to the Green Chain Walk, which passes through Avery Hill Park.

**O15** *Existing footpaths will be safeguarded and new footpaths created to and through open spaces and places of interest, where they do not adversely affect nature conservation. The Council will endeavour to create a signposted network of continuous and circular routes. In particular the 'Green Chain Walk' footpath network will be improved and extended and new links created wherever possible.*

The CS (Section 2.4) says that the Mayor's Transport Strategy has identified the Green Chain Walk as being one of six strategic walks in London

### **Nature Conservation**

The CS identifies two parts of Avery Hill Park as being a **Site of Nature Conservation Importance** (SNCI), listed in the CS as a Site of Borough Importance Grade I (Also known as Site of Importance for Nature Conservation (SINC))

And designated as SNCI NC10. reasons given for this designation are as follows: -

*'Contains some of the oldest hedgerows in the Borough, a pond and an interesting area of wet natural grassland.'*

The CS refers to SNCI's as following: -

**O17** *A network of Sites of Nature Conservation Importance (SNCI) throughout the Borough has been identified for protection. These include Sites of Special Scientific Interest (SSSI) and sites declared as Local Nature Reserves (LNR). They are defined on the Proposals Map and listed in Table O2 as sites of Metropolitan, Borough or Local importance for nature conservation or geology. There will be a presumption against the development of these sites: the level of protection accorded to a site will be commensurate with its designation. Conservation and enhancement of important scientific features will be sought by appropriate management.*

In addition, It says: -

*Plans need to be based on adequate information about species and habitats... To achieve these goals, baseline data needs to be established where ecologically friendly management is already in place. Therefore, Ecological assessments must be undertaken in order to establish baseline data.*

For the extent of the SNCI Areas, refer to the CS proposals map and second draft alterations maps.

### **Areas of Special Character**

Also, the Greenwich CS in part 2.6 refers to Avery Hill Park as part of a larger area designated as **Special Character of Metropolitan Character**.

**D28** Within Areas of Special Character defined on the Proposals Map, special consideration will be given to the safeguarding, restoration and enhancement of character, scale and quality of open spaces and associated buildings. Skylines and distant views both to and from the Areas of Special Character will be protected.

### **The Biodiversity Action Plan**

The Greenwich Biodiversity Action Plan will be the first co-ordinated approach to conserving Greenwich's biodiversity. The aim of the plan is: 'To ensure the conservation, enhancement and public appreciation of the biodiversity of the London Borough of Greenwich'.

[http://www.royalgreenwich.gov.uk/info/200105/sustainability/707/biodiversity\\_action\\_plan](http://www.royalgreenwich.gov.uk/info/200105/sustainability/707/biodiversity_action_plan)

The Biodiversity Action Plan focuses on locally important habitats and species and has actions drafted to ensure that they cover all relevant habitats and species. Initially actions may be focussed on those under the most pressure or where most advantage can be gained. However, it allows for all important habitats and species to be covered.

The Biodiversity Action Plan has been developed in partnership with local and regional groups and organisations and has been adopted by the Council.

### **Legislation**

The Parks, Estates & Open Spaces department operates within the frameworks set out by the following legislation, and therefore, the legislation may impact upon the delivery of service of the Parks and Open Spaces department both financially, through planning and human resources. This is not a comprehensive list but is indicative of key pieces of legislation relating to PE&OS.

- Alcohol Consumption in Public Places Order 2003
- Clean Neighbourhoods Act 2004
- Control of Pesticide Protection Act 1986

- Country Code 1981
- Countryside and Rights of Way Act 2000 and increments
- Countryside & Right of Way Act 2000
- Disability Discrimination Act 1998
- Health & Safety at Work Act 1974
- Litter Act 1983
- Ministry of Housing and Local Government Provisional Order Confirmation (Greater London Parks & Open Spaces Act )1967
- Occupiers Liability Act 1957
- Road Traffic Act 1988 (as amended 1991)
- The 2004 Country Code
- The Anti-social Behaviour Act 2003
- The National Parks & Access to the Countryside Act 1949
- The Weeds Act 1959
- The Wildlife & Countryside Act 1981
- Safer Neighbourhood Act 2005

In addition there are numerous bye-laws that relate to specific parks.

Change to Public Space Protection Order ....

### **Dog control**

Dog fouling has been recognised as being a problem within many of Greenwich's open spaces. The Clean Neighbourhoods and Environment Act 2005 makes it possible for local authorities to introduce Dog Control Orders. Royal Borough of Greenwich has adopted five separate Control Orders which provide a fixed penalty for non-compliance. Town Centre Wardens and the Police Community Support Officers are authorised to issue fixed penalties.

These orders make it an offence for persons in control of their dog(s) to:

- Not clean up after their dog has fouled.
- Have more than 4 dogs in their control at one time.
- Not to have their dog on a lead in designated areas
- Not to have their dog on a lead and kept on a lead when instructed to do so by an authorised officer.
- To allow their dog(s) to access designated dog exclusion areas.

### **Legislation affecting the Cemetery**

- Local Authorities Cemeteries Order (LACO) 1977
- The Local Government Act 1972
- Local Government, Planning and Land Act 1980
- Health & Safety at Work Act 1974
- The Health & Safety (Display Screen Equipment) Regulations 1992
- Control of Substances Hazardous to Health Regulations 2002
- Provision and Use of Work Equipment Regulations 1998
- Fire Precautions Act 1971



### **Legislation affecting the Crematorium**

- The Cremation Act 1902
- The Cremation Act 1952
- The Cremation (England and Wales) Regulations 2008
- The Local Government Act 1972
- Local Government, Planning and Land Act 1980
- Health & Safety at Work Act 1974
- The Health & Safety (Display Screen Equipment) Regulations 1992
- Control of Substances Hazardous to Health Regulations 2002
- Provision and Use of Work Equipment Regulations 1998
- Fire Precautions Act 1971

## APPENDIX 2

### History of Eltham Crematorium

Eltham crematorium was built between 1955-56 and formally opened by the Earl of Verulam, President of the Cremation Society on 16<sup>th</sup> July 1956.

The crematorium has been operated by the Eltham Crematorium Joint Committee since its opening. The Joint Committee comprises the Royal Borough of Greenwich, the London Borough of Bexley and Dartford Borough Council.

The first funeral service took place on 15<sup>th</sup> August 1956. In the 62 years since then we have carried out over 230,000 funerals. In 1968, the national percentage of cremations was 51.22%. In 2017 it was 77.02%.



Originally, there was only one chapel but in 1975, due to the increasing demand for cremations, a second chapel was constructed. The original chapel became the West Chapel and the new one became the North Chapel.

Eltham Cemetery, in which the Crematorium is sited, opened in 1935. It was laid out by the Borough Engineer in a grid with lines of trees planted along the paths and conifers along the perimeter with the A2 Rochester Way to reduce

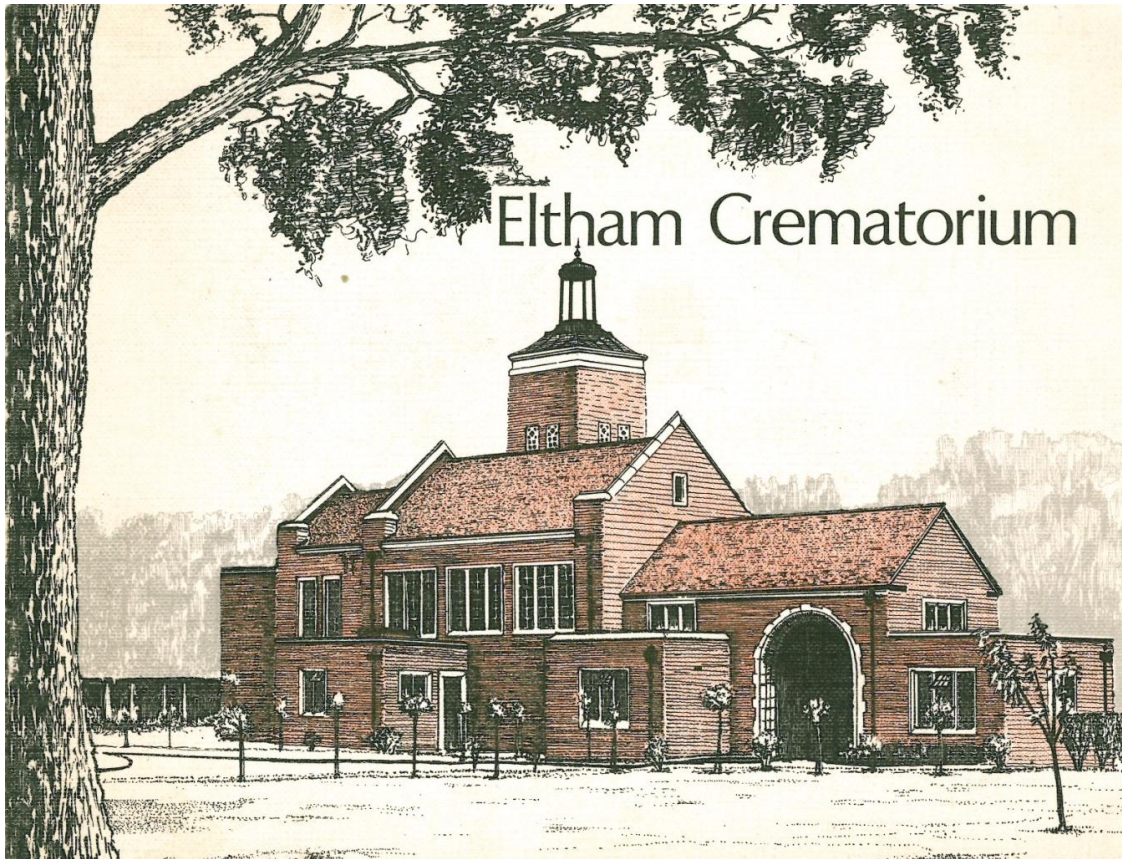
noise pollution as much as possible. Both the Cemetery and Crematorium were originally managed by the Metropolitan Borough of Woolwich. In 1965, the Metropolitan Borough of Woolwich was amalgamated with the Metropolitan Borough of Greenwich. The new authority became the London Borough of Greenwich.

To mark the Diamond Jubilee of Queen Elizabeth II, the London Borough of Greenwich became the Royal Borough of Greenwich on 3<sup>rd</sup> February 2012.

As personalised memorials are not permitted in the Garden of Remembrance the Joint Committee authorised the construction of a series of Niche and Plaque Courts. These opened on 18<sup>th</sup> June 1996 by the mayors of Bexley, Greenwich & Dartford.

A new Book of Remembrance Chapel was built in the 1970's which was designed as a small replica of the Liverpool Metropolitan Cathedral. Originally, the Book of Remembrance was displayed in the small room at the side of the main entrance to the West Chapel, now used as the Music/chapel attendant's room.





*A sketch, used on an early brochure, of the original Crematorium and chapel buildings*



*The newly built crematorium in 1956*

## APPENDIX 3

### Annual Maintenance Schedule

#### General Maintenance

Public toilets inspected & cleaned	Daily
Sweep and clear all pathways & car park	Weekly
Pathways/paving cleaned with pressure jet	Every 1-2 years
Empty 'Green' & 'Recycle' rubbish bins	Weekly
Grit roads and pathways in cold icy conditions	As required
Arboricultural inspection & maintenance	Annually
Planned work program for Health & Safety, Responsive Repairs and Repair/Maintenance on road/car park areas, garden paths/paving and all access routes	Annually
Site inspections undertake by Manager/Supervisor/H&S Rep	Monthly

#### Garden of Remembrance

Lawn areas are cut throughout the growing season	1-2x per week
Pick up flowers placed in the Garden of Remembrance	Thursday morning - weekly
Rose heads removed after each flush of bloom	Every two weeks
Roses pruned	Twice a year
Treat/spray roses	As required
Roses mulched and fertilized before the growing season	Once a year
Flower, rose and shrub beds edged & weeded	Every two weeks
Flower & shrub beds watered in the summer	As required
Pathways edged	As required
Pathways/roads/paving treated for weeds and moss/algae	Twice a year
Shrubs & trees replaced	As required in Autumn
Shrubs pruned in accordance to their seasonal requirements	As required
Shrubs fertilized before the growing season	Once a year
Climbers & trailing plants pruned and secured	As required
Hedges cut	Twice a year
Trees pruned/lifted	As required
Daffodils cut back after flowering	Once a year (June/July)
Leaf clearance	6-8 weeks in Autumn
Pond filter maintenance	Monthly
Pond leaf clearance	Twice a year

#### Memorial Court

Sweep and clear pathways	Daily
Remove wilted floral tributes	As required
Remove unauthorised memorabilia and place in pavilion	As required
Maintain/weed beds, pathways and hard surfaces	Every 6 weeks
Pathways/paving treated for weeds and moss/algae	Twice a year

**Chapel of Remembrance & Flower Pavilion**

Clean and sweep Chapel of Remembrance	Daily
Clear Flower Pavilion of wilted flowers	Daily
Maintain and weed beds	Every 2 weeks
Pathways/paving treated for weeds and moss/algae	Twice a year

**North Chapel courtyard**

Area weeded	Every 8 weeks
Shrubs & ferns pruned	Twice a year
Shrubs & ferns fertilized	Twice a year

**Cloisters**

Sweep & clean area	Daily – Monday to Friday
North Chapel - remove floral tributes for Monday, Tuesday & Wednesday funerals	Following Monday
North Chapel - remove floral tributes for Thursday & Friday funerals	Following Wednesday
West Chapel - remove floral tributes for Monday, Tuesday & Wednesday funerals	Following Monday
West Chapel - remove floral tributes for Thursday & Friday funerals	Following Wednesday
Pathways/paving treated for weeds and moss/algae	Twice a year

**Refuse Collection**

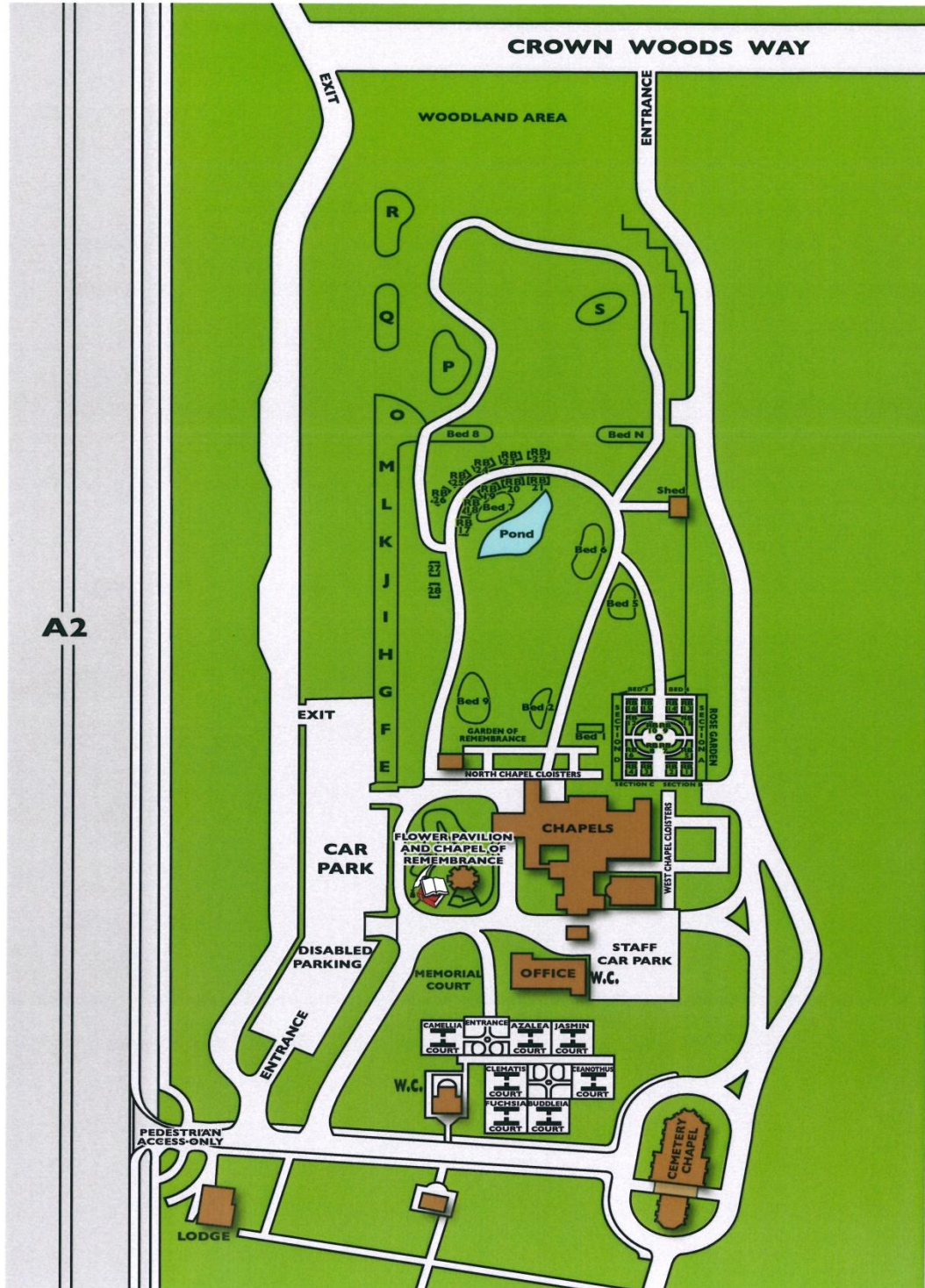
Refuse collection	Monday & Wednesday
'Green' & 'Recycle' collection	Wednesday
Tractor Trailer emptying	As required



# APPENDIX 4

## Gardens map

### Eltham Crematorium Map



## APPENDIX 5

### Rose Varieties

Bed	New Variety	Colour	No.	Bed	New Variety	Colour	No.
Rose Bed 1	Loving Memory	Red	8	Rose Bed 21	Velvet Fragrance-HT	Red	13
Rose Bed 2	Loving Memory	Red	8	Rose Bed 22	Dawn Chorus	Orange	14
Rose Bed 3	Loving Memory	Red	8	Rose Bed 23	Alexander-HT	Red	14
Rose Bed 4	Loving Memory	Red	8	Rose Bed 24	Korresia-F	Yellow	16
Rose Bed 5	Arthur Bell	Yellow	15	Rose Bed 25	Polar Star	White	11
Rose Bed 6	Arthur Bell	Yellow	15	Rose Bed 26	Korresia-F	Yellow	11
Rose Bed 7	Polar Star	White	8	Rose Bed 27	Silver Jubilee-HT	Pink	13
Rose Bed 8	Polar Star	White	8	Rose Bed 28	Cheshire Life-HT	Red	14
Rose Bed 9	Polar Star	White	8	Section A	Queen Elizabeth-F	Pink	60
Rose Bed 10	Polar Star	White	8	Section B	Queen Elizabeth-F	Pink	12
Rose Bed 11	Arthur Bell	Yellow	15	Section C	Queen Elizabeth-F	Pink	29
Rose Bed 12	Arthur Bell	Yellow	15	Section D	Queen Elizabeth-F	Pink	50
Rose Bed 13	Loving Memory	Red	8	Bed 1	Cheshire Life-HT	Red	29
Rose Bed 14	Loving Memory	Red	8	Bed 2	Cheshire Life-HT	Red	33
Rose Bed 15	Loving Memory	Red	8	Bed 3	Mixed	Mixed	39
Rose Bed 16	Loving Memory	Red	8	Bed 4	Mixed	Mixed	37
Rose Bed 17	Dawn Chorus	Orange	10	Bed 5	Velvet Fragrance-HT	Red	83
Rose Bed 18	Alexander-HT	Red	11	Bed 8	Lovely Lady	Pink	20
Rose Bed 19	Iceberg-F	White	13	Bed N	Queen Elizabeth-F	Pink	105
Rose Bed 20	Cheshire Life-HT	Red	13				

**APPENDIX 6****Eltham Crematorium Tree Trail**

No.	Common name	Latin name	Description
1.	Common Oak	Quercus robur	Deciduous, native to Europe and extremely long lived, possibly up to 800 years or more. Valuable for timber, especially in the past when Britain was covered in oak forests.
2.	Norway Maple	Acer platanoides 'Crimson King'	Native to Europe from Norway southwards, but not to Britain. Grows to about 60-70ft.
3.	Tulip Tree	Liriodendron tulipifera	Deciduous tree, native to eastern N. America. The timber, called 'white wood' is used in N. America for house interiors, and a heart stimulant has been extracted from the bark.
4.	Magnolia	Magnolia x soulangeana	A hybrid between Yulan (M. denudate) and a shrubby magnolia (M. lilifora). Popular in all sizes of garden in Europe. Flower with white petals open in late April.
5.	Cherry Plum	Prunus cerasifera 'Niga'	Deciduous tree, native to the Balkans, cultivated in central Europe for its fruits. Flowers in early March and fruits ripen in late summer.
6.	Sugar Maple	Acer saccharinum	Native to eastern N. America. Cultivated as an ornamental or shade tree, but perhaps best known as the major source of maple sugar in N. America. The autumn colours are considered the most spectacular of all American maples, turning crimson, orange and yellow.
7.	Young's Weeping Birch	Betula Pendula 'Youngii'	Native to Europe and planted in gardens. Graceful, pendulous form with Catkins opening in late March - April
8.	Deodar	Cedrus 'Deodara'	Native of the Himalayas and is planted for ornament in parks, gardens and church yards of Europe and North America. It grows to a height of 250ft. Small branches hang down and young twigs are downy.
9.	Weeping Willow	Salix babylonica	Native to China planted in gardens and parks by lakes and rivers in Europe. Height 33ft.
10.	Japanese Cherry	Prunus 'Kanzan'	A small deciduous tree with arching branches. Very attractive in Spring when wreathed with deep pink double flowers.
11.	Indian Bean Tree	Catalpa bignonioides	Native to southern-eastern United States, and cultivated in parks and gardens. It reaches a height of 25 – 50 ft. The leaves are downy underneath and may be shallowly lobed.
12.	Corkscrew Willow	Salix matunduna 'Tortousa'	A cultivated variety of the Perkin Willow which is a rare Chinese species. Height 40ft. Twigs and leaves are curiously twisted and curled.
13.	Maple	Acer pseudoplatanus 'Billiantissimum'	Native to central and southern Europe cultivated as a shelter tree in town streets and parks. Its timber is used to make small items from violins to wooden spoons and as a veneer. Height 100ft.
14.	Swedish Whitebeam	Sorbus intermedia	Native to Scandinavia. Planted in northern Europe in streets and parks, particularly useful in cities and towns as it withstands atmospheric pollution. Height 33ft.
15.	Swamp Cypress	Taxodium distichum	Deciduous conifer, native to swamps of southern eastern United States. When near water their roots form 'knees' which stick up above the water level. Height 150ft.
16.	European Beech	Fagus sylvatica 'Dissectifolia'	Native to Europe. Much cultivated throughout Europe for timber, ornament and shade. Height 100ft. The edible nuts are a source of oil and may be made into a kind of margarine.

17.	Fernleaf Beech	<i>Fagus sylvatica</i> 'Laciniata'	Often call 'Heterophylla' the leaves are deeply cut, though may occasionally revert to simple entire leaves.
18.	Blue Atlas Cedar	<i>Cedrus atlantica</i> 'Glauca'	Native to Atlas Mountains of Algeria and Morocco. Height 120ft. Blue form cultivated for ornament in parks and gardens.
19.	Judas Tree	<i>Ceris</i> <i>siliquastrum</i>	Deciduous tree, native to east Mediterranean and south Europe. Height 40ft. Flowers open in May and fruit may be 4 inches long and often bright rosy purple in summer.
20.	Scots Pine	<i>Pinus sylvestris</i>	This pine tree is native to western and northern Europe and Russia, once it was more widespread through central Europe. Much planted for timber and ornament, it can grow to a height of 120ft.
21.	Whitebeam	<i>Sorbus aria</i>	Native to central and southern Europe, growing on chalk and limestone. Height to 80ft. They colour yellow and brown in the autumn.
22.	Falsa Acacia	<i>Robinia</i> <i>psuedoacacia</i>	A deciduous tree native to Eastern and Mid-Western United States. Cultivated for ornament throughout Europe, common in streets and parks. This tree grows to a height of 80ft and flower clusters open in June and have a sweet fragrance.
23.	Maidenhair Tree	<i>Ginjko biloba</i>	The only representative of a type of plant which was widespread in prehistoric times, this tree is native to China but cultivated in gardens, streets and parks. A deciduous tree growing to 100ft, its flowers are produced on separate trees.
24.	Copper Beech	<i>Fagus sylvatica</i> 'Purpurea'	Purple Beech has dark purple leaves. Flowers and fruit also have a pinkish brown tint.
25.	Holm Oak	<i>Quercus ilex</i>	Evergreen, native to the Mediterranean region. The tree is as wide as it is tall with a dense dark appearance due to the abundance of its foliage. The wood is hard and durable, used in joinery; vine props and makes good charcoal.
26.	Hornbeam	<i>Carpunus betulus</i>	Native to Japan. Grows to 50ft in Japan but hardly reaches more than 33ft elsewhere. Leaves turn rich shades of brown and yellow in autumn.
27.	Field Maple	<i>Acer campestre</i>	Native to Europe. Often found in hedges and the timber is used for turning and carving since it is usually in short lengths. Height 15-30ft. Leaves turn golden yellow to red in autumn
28.	Ash	<i>Fraxinus</i> <i>excelsior</i>	Native to Europe. Common Ash is an important timber tree, its light coloured wood being strong and hard-wearing, and useful for furniture, house interiors and many wooden implements.
29.	Nootka Cypress	<i>Chamaecyparis</i> 'Nootkatensis'	A native to western North America, from Alaska to Oregon, yielding a valuable fragrant timber. Height 120ft. When crushed the leaves have a pungent catty smell.
30.	Noble Fir	<i>Abies procera</i>	Native to Washington and Oregon and cultivated elsewhere for its timber which is close grained and useful in building. Growth is rapid reaching 200ft in its native environment, though rather less in cultivation.
31.	Norway Spruce	<i>Picea abies</i>	Native to mountains from Scandinavia to north-west Russia. The timber, known as white wood, or deal, has many uses, including roofing, house interiors and paper pulp. Turpentine is extracted from the stem and bark is still used for tanning in Germany, but the Norway Spruce is perhaps best known in Britain as the Christmas tree.
32.	Katsura	<i>Cercidiphyllum</i> <i>japonicum</i>	A deciduous tree, native to Japan and China, where it yields a valuable light timber. Grown for ornament throughout Europe but is sensitive to late spring frost. Leaves are bright red at first, green through summer, then yellow, orange, red and purple in October.

## **APPENDIX 7**

### Floral tribute collection notice

# ELTHAM CREMATORIUM ~ Cloisters

Floral tribute stands that have a **green** card will be collected every **Monday**. The last day to view these tributes will be on a Sunday.

Floral tribute stands that have a **white** card will be collected every **Wednesday**. The last day to view these tributes will be on a Tuesday.

### Gardens of Remembrance

Floral tributes that have been placed in the Gardens of Remembrance will be collected every **Thursday**.

The last day to view these tributes will be on a Wednesday.

Floral tributes in the Gardens of Remembrance will not be collected during the week prior to Mother's Day, Father's Day, Remembrance Sunday or the Christmas Period.



## APPENDIX 8

### Organisation Structure Chart

