

**Section 4. Lot 1 SERVICE SPECIFICATION**

**Transportation of Bodies to Public Mortuaries**

**Lot 1 Western Boundary Namely Croydon and Sutton**

**Contract Number 664/2017 CED**

#  Statement of Purpose

1.1 To provide a discreet and dignified service for the collection of bodies within the geographical boundaries of London Boroughs of Croydon and Sutton **(Lot 1)**, on behalf of Southern District of Greater London Coroners Area, from the place of death to the Mortuaries (the "**Service**") at:

* Thornton Road, Thornton Heath, Surrey;
* St Helier Hospital, Carshalton, Surrey,
* Croydon Public Mortuary.
* Other mortuaries as required on an ad hoc basis including St Georges and Great Ormond Street Hospitals

1.2 There are approximately 600 service collections made per year during the time ranges indicated below. (These figures are indicative only).

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| --- | --- |
| **Time Ranges** | **Approximate number of collections per annum (2 boroughs) Nov 16 –Oct 17** |
| Weekday Monday – Friday 9am to 5pm | 199 |
| Weekday Nights5pm to 9am | 236 |
| Weekend Saturday – Sunday9am to 5pm | 81 |
| Weekend Nights5pm to 9am | 64 |
| Bank Holiday | 13 |

# The Service

2.1 The Service shall be made immediately available on call-out instruction from the Coroner’s Officers on a 24 (twenty four) hour basis, every day of the year, including bank holidays and public holidays. The Service Provider will provide staff; receive service requests, either by telephone, fax or e mail from the Coroner’s Office. The Service Provider must be able to supply a dedicated phone number for the Coroners Officers to contact them on.

2.2 The 24 (twenty four) hour period can be split between office hours and out of hours, as per the tender response document. In hours and out of hours calls are determined by the time the instruction is received from the Coroner’s officer.

2.3 The service cost will be based on each body removal.

2.4 The Service Provider must be familiar with the opening times of the Mortuaries.

2.5 It is proposed to allow the Service Provider to make routine body deliveries out of hours without having to call and wait for a member of the Mortuary Team to arrive.

2.6 The Service Provider will be provided with a back door key and an area of each Mortuary will be available to deliver and store the bodies safely whilst the rest of the facility will remain securely locked.

2.7 For routine out of hours deliveries the Service Provider will access the building with the keys provided, place the body in an available fridge space, recording all of the required details on a Form attached to the fridge door.

2.8 The Service Provider will then be free to clean up, leave and lock the rear door and carry on with their duties.

2.9 This means that up to nine bodies can be delivered over a given period without a member of the Mortuary Team being present.

2.10 A Mortuary Team member will be on standby and will be called should a problem or a matter requiring the attention of the Mortuary Team arise.

# Equipment and Materials

3.1 The Service Provider must provide at his own expense the following:

* Fibreglass shells or body cots or stretchers in sizes for adult removals; Ensuring that the shells, cots or stretchers used are suitable for hazardous, high risk and chemical affected bodies.
* Suitably sized fibreglass shells or body cots or stretchers for removal of the bodies of children;
* Suitable resources and equipment for the bodies of children and babies to be taken from mortuaries to Great Ormond St Hospital, St Thomas’s and or other hospitals within the London Metropolitan area for Post Mortems;
* Plastic body bags of a type which will not tear when manhandled;
* Identification tags for bodies; and
* Plastic wrapping to provide additional protection for decomposed bodies.

3.2 Bodies must be collected from the place of death within 90 minutes of call out by the Coroners Officer and taken to the relevant mortuary. The Service Provider should keep the police officer at the scene aware of timescales at all times.

3.3 In the event of a disaster, it is recognised that the contractual timescale may not be practical to adhere to, but the Service Provider must keep the Coroner or Coroner’s representative aware of the response times regularly. The Service Provider is expected to work with the Coroners service to provide additional body storage space in the event of a major incident.

# Service Provider Vehicles

4.1 The Service Provider must provide and meet all operating costs of vans or other similar suitable vehicles in sufficient number to guarantee compliance with the requirements of this specification.

4.2 The suitability of vehicles must be agreed with an Authorised Officer prior to the commencement of the contract and where a vehicle is changed during the contract.

4.3 The Service Provider shall ensure that the vehicles employed on the services comply with insurance standards in accordance with the safety and security as estimated within the Terms of the Service.

4.4 The Service Provider must ensure that the vehicles must never be left unlocked and unattended when employed in carrying out the services for the Council. The senior collection operative must take responsibility for the security and safety of the vehicle.

4.5 All details of the vehicle(s) must be supplied to an Authorised Officer prior to use.

4.6 The Service Provider must ensure that all vehicles and equipment used in connection with the performance of this Specification are maintained in a clean and tidy condition.

# Service Provider’s Staff

5.1 A minimum of two staff must be employed for each body removal.

5.2 The Service Provider’s staff must ensure that each body is placed in a plastic body bag and then in an individual shell or body cot or stretcher for transport to the Mortuary.

5.3 The Service Provider must ensure that no unnecessary bedding or clothing is transported with the body to the Mortuary and when collecting a body from a hospital any bed linen used to wrap a body is removed and left at the hospital.

5.4 The Service Provider must ensure that when staff are collecting decomposed bodies that sufficient additional plastic wrapping is used to avoid leakage of body fluids before the body is placed in a body bag.

5.5 The Service Provider’s staff must ensure that each body collected and delivered to the Mortuary is clearly identified with an identification tag tied to the toe or wrist of the body.

5.6 The Service Provider must ensure that their staff secure their personal belongings / valuables before attending a location to collect a body. The Service Provider must ensure that staff do not smoke where they attend the collection of a body or at the mortuary.

5.7 The Service Provider must ensure that staff carry out the Service with consideration and due respect and that they deal sympathetically with bereaved relatives and friends of the deceased.

5.8 The Service Provider shall ensure that their staff are appropriately dressed at all times and that protective clothing or footwear is provided and worn when necessary in the provision of the Service.

5.9 At all times the Service Provider and all the Service Provider’s staff will observe appropriate industry standards concerning confidentiality, data protection and right to privacy in relation to the discharge of this contract.

6. **Notices of Transfer**

6.1 In all cases of removal from a place of residence the Service Provider should leave behind a **NOTICE OF TRANSFER**. This document, will act as a receipt for the body and also provide essential information. The collector should retain a copy of the document. It should contain the following information:

* Name, age of deceased
* Address of place of collection
* Name of funeral firm, name of collector
* Contact details of funeral firm
* Statement that the funeral firm is appointed by the coroner for the purpose of transfer to the mortuary
* Address of mortuary
* Name of coroner, contact details
* Statement that the coroner will release the body for burial or cremation as soon as is reasonably practicable
* Statement that you may choose whichever funeral director you wish for the purposes of funeral and other arrangements
* Signed and dated by collector

6.2 The Service Provider may not solicit for future business or put pressure upon families in any way, either at the time of removal or afterwards. To do so would be a clear contractual breach.

# Record of Work Completed

7.1 The Service Provider shall submit to the Coroner at the Coroner’s Court, a monthly statement of work carried out under the contract giving precise details of:

* + - Name of deceased
		- Date of collection
		- Time call-out instruction received
		- Address of collection point
		- Time of arrival to collect the body
		- Time of delivery to public mortuary; and
		- Details of the amount claimed per body collected and delivered to the mortuary

7.2 These details should be produced up to and including the last day of the month.

7.3 The Service Provider shall not be relieved of his / her obligation to carry out the services because of traffic congestion, parking, inconsiderate parking, obstruction of the Highway, road closure or any other traffic-related reason unless agreed to by the Authorised Officers.

7.4 The Service Provider shall not be entitled to any payment for any non-performance or partial performance of any service due to parking, traffic congestion or road closures at any time, at any place whether inside or outside the Borough.

# Invoicing

8.1 It is important that the Council’s Contract Manager(s) or other Contract Manager(s) are advised of the monthly invoice amount so that the invoice can be loaded onto our electronic procurement system and goods receipted so that they can be paid.

8.2 Invoices must be submitted every calendar month, with a breakdown of work completed for that month, as specified in section 7.

8.3 Invoices must be submitted directly to accounts payable (with the contract monitoring officer cc’d on submission). A suitable invoice template must be provided by the service provider which conforms to current London Borough of Croydon invoice protocols and processes The Council intends to introduce a complete e-invoicing portal that the service provider must accept as the only route to submit invoices for payment.

# Performance Monitoring

9.1 The Service Provider will submit a report at the end of each month with details of the services provided and any other information relating to the Service as directed by the Coroner.

9.2 The Contract Manager(s) will continuously monitor Service Standards in the following areas:

a) Quality of Service

b) Adherence to Specification and Conditions

c) Value for Money

9.3 There will be regular meetings with the Contract Manager(s) frequency to be agreed unless there are issues with the contractor’s performance.

9.4 The Service Provider will undertake to provide the Council’s Contract Manager(s) with a monthly record of all activities as specified in record of work completed.

9.5 The Service Provider expects that where the Contract Manager(s) requires any further information or documentation, the Service Provider will provide it as soon as possible but no later than 5 working days after the initial request.

9.6 Without prejudice to any other enforcement provision set out in the Agreement or specification, if the Council is of the opinion that the Service Provider performance is not satisfactory, under the Agreement it may choose to deal with the issue in accordance with the following procedure:

9.7 Minor Problems:

a) The Council will advise the Service Provider, who shall submit a proposal detailing how the problem will be resolved. The Council will monitor the actions taken to resolve the problem through progress meetings.

b) If the Service Provider rectifies the problem, the Council will sign off the issue at the next Contract Meeting.

c) If the Service Provider fails to rectify the problem, the Council will escalate the matter as detailed below.

* 1. Major Problems:

a) If the Service Provider has failed to perform the services to the standard set out in this Specification, or where minor problems are not rectified or recur the Council may use the Reserve Service Provider to continue the services and charge any extra costs to the Service Provider. In the event of continued failure of Service the Council may terminate the Service.

b) If the Council suspects that the Service Provider and or any member of their staff is/are carrying out illegal practices on the performance of this Service, the Council will immediately inform the relevant authorities without notice to the Service Provider.

# Complaints Procedures

10.1 The Service Provider shall have a written complaint procedure and the Service Provider shall explain the procedure to staff/Service Users or their representatives to enable them to proceed with a formal complaint if they wish to do so.

10.2 In the event of a complaint being made by a service user or a service user’s representative, the Service Provider shall immediately attempt to find a solution through informal discussions with the service user or their representative.

10.3 If the complaint cannot be resolved by the Service Provider, the Service User, relative or representative shall have the right to complain to HM Coroner at Croydon.

10.4 The Service Provider complaints procedure should incorporate arrangements which encourage and enable staff to raise issues about the Service and assist Service Users to complain and without fear of inappropriate disciplinary action or reprisal against such staff.

# Personnel Records

11.1 The Service Provider shall provide to the Council on request any records or information held relating to the provision of the Service, Staff or Service Users, including staff planned / worked rotas and training.