



Andy Bond

Bereavement Services Manager

Wigan[♥]
Council

Welcome to

Wigan
Borough

Wigan

Believe

Wigan Athletic, Wigan Warriors and Leigh Centurions
Cup Winners 2013



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Cup Winners 2013

Covers 77 square miles with
301,415 residents (2011 Census)

Over 2/3 of the Borough is Green Space

Situated 25 miles west of Manchester

Situated 22 miles east of Liverpool

Established food industry in
Heinz, Pataks & Uncle Joe's Mint Balls

Wigan Casino the spiritual home of
Northern Soul

Home of Wigan Athletic,
Wigan Warriors, Leigh Centurions and
Orrell RUFC

Wigan Pier

Wigan Council



9 Cemeteries

3 closed to new burials

1 Crematorium

1138 Cremations (2013/14) 66%

565 Burials (2013/14) 34%

69% of registered deaths in the Borough

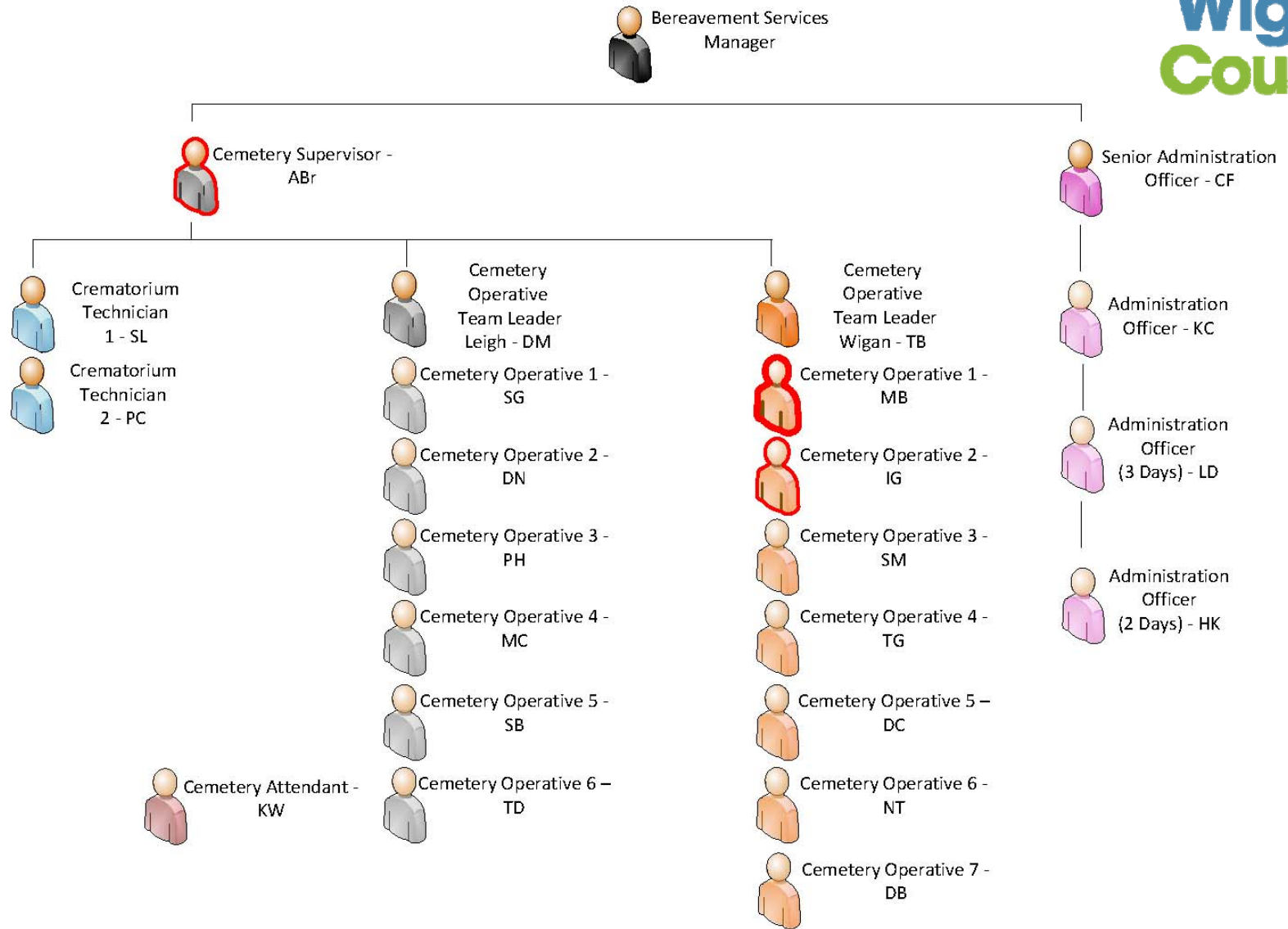
1 private Crematorium in the Borough

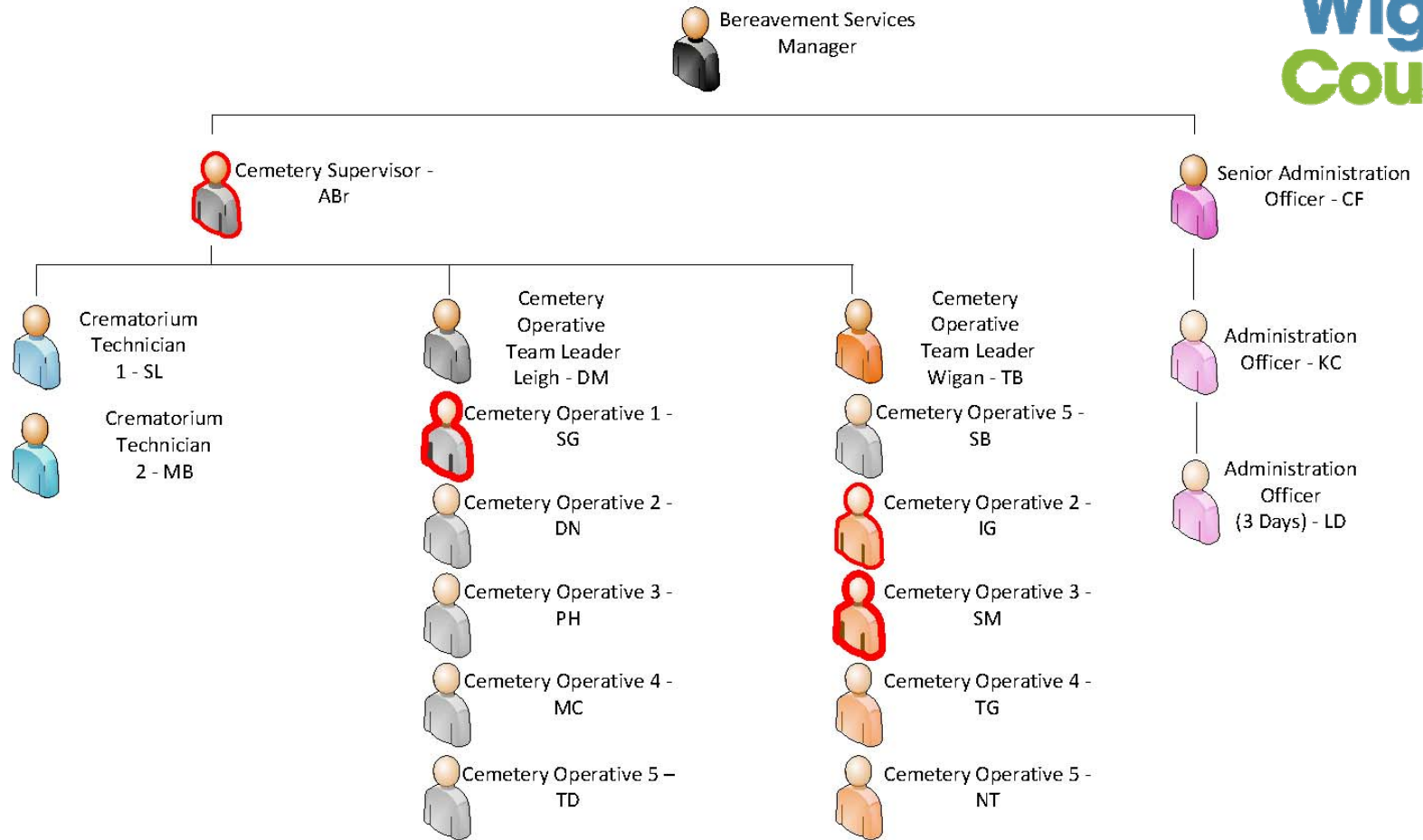
£2.4million budget

Continuous improvement
our approach.

Wigan Council







Bereavement Services Staff Session Issues Raised

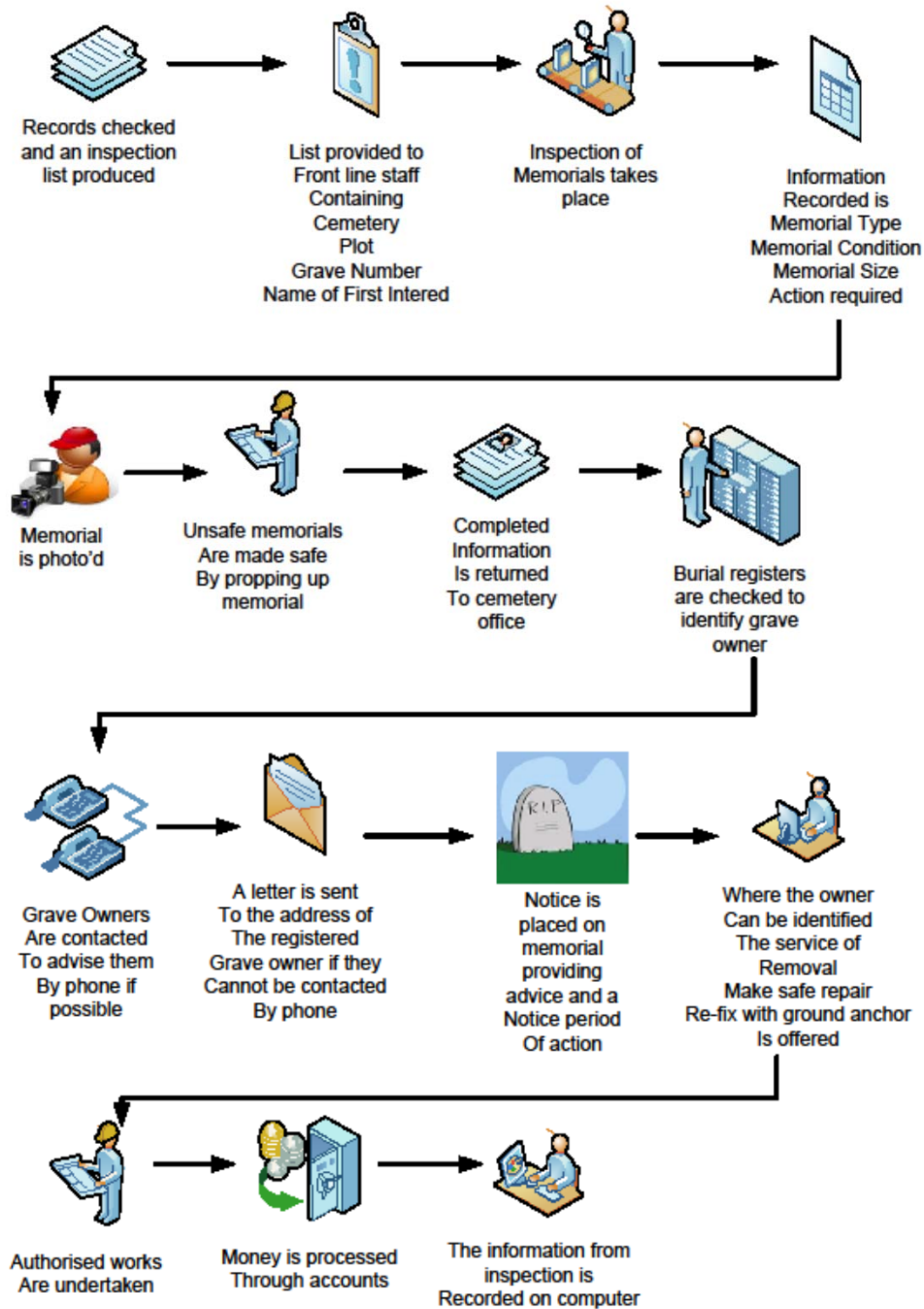
- Wrong Vehicles and Trailers
- No supplies when requested
- No training
- No enforcement of Rules & Regulations
- Wrong or no paperwork
- Paper chasing
- Lack of investment
- Limited Service Offer
- No promotion of Service

Key transformation and
changes undertaken.

Bereavement Services Staff Session Solutions Implemented or Achieved

- Complete Transport Review
- Complete Supplier Review
- Development of a Training Plan
- New processes to provide clarity and consistency.
- Changed forms and new instruction processes implemented.
- IT infrastructure plan.
- Business Case for development and expansion.
- Review of current offer and expansion of service offer.
- Commissioned Bereavement Guide and developing Branding and Marketing Plan.

- Fundamental review of staffing
- Negotiated Flexible Contracts
- Skill Development and Training





The Sanctuary 2000

a memorial for the placing of cremated remains

The Sanctum 2000 a is an individual columbarium in which cremated remains can be placed.

Each individual vault can hold two sets of cremated remains in caskets, urns or polytainers.

The memorial is made from polished granite and is located in areas of Garden of Remembrance at various cemeteries.

Each vault is sealed with a memorial plaque, and includes a gold effect flower container. The cost includes the first 80 letters of an inscription with additional letters, designs, photo plaques or bespoke artwork available for an additional cost.

Vaults are available for purchase on a lease period starting at 10 years with options for 20, 30 and 50 years,

At the expiry of this lease period the vaults can be surrendered or extended by the payment of a lease renewal fee.



10 Years
equivalent to
£ 86.50
per year

20 Years
equivalent to
£ 49.50
per year

30 Years
equivalent to
£ 41.66
per year

50 Years
equivalent to
£ 37.10
per year

The Sanctum Panorama

a memorial for the placing of cremated remains

The Sanctum Panorama is a columbarium of 32 individual niches in which cremated remains can be placed.

Each individual niche can hold two sets of cremated remains in caskets, urns or polytainers.

The memorial is made from polished granite and is located in the Four Seasons Garden of Remembrance at Wigan Crematorium.

Each memorial plaque has ornate bevelled corners and includes 80 letters within the cost for an inscription of your choice. Additional letters, designs, photo plaques, bespoke artwork and a posy vase can be added for an additional cost.

Niches are available for purchase on a lease period starting at 10 years with options for 20, 30 and 50 years,

At the expiry of this lease period the niche can be surrendered or extended by the payment of a lease renewal fee.

10 Years
equivalent to
£ 50.00
per year

20 Years
equivalent to
£ 30.00
per year

30 Years
equivalent to
£ 23.33
per year

50 Years
equivalent to
£ 16.00
per year



The Barbican

a memorial for scatter areas

The Barbican is a stylish memorial that offers a number of individual plaques on an area designed for the scattering of remains.

This polished granite memorial towers are located in prominent positions within some of our cemetery grounds.

Each memorial tablet has ornate bevelled corners and includes 80 letters within the cost for an inscription of your choice. Additional letters, designs and photo plaques can be added for an additional cost.

Memorial plaques are available for purchase on a lease period starting at 10 years with options for 20, 30 and 50 years,

At the expiry of this lease period the tablet can be surrendered or extended by the payment of a lease renewal fee.



10 Years
equivalent to
£ 27.00
per year

20 Years
equivalent to
£ 22.50
per year

30 Years
equivalent to
£ 17.33
per year

50 Years
equivalent to
£ 14.00
per year





Develop the Business

Retain Service Values

Manage Cost

Increase customer choice

Continue to development and train staff



Thank you