

Best Service Awards 2016 Cemeteries and Crematoria



Award Winner of Best Service 2016

Cardiff City Council

- 4500 burials /cremations p.a.
- 98% satisfaction rate
- Ongoing retention of gold award for Charter for the Bereaved
- 2 Green Flag Cemeteries
- Currently at Break even from £500k deficit
- Second 10 Year Bereavement Strategy with targets and objectives
 - Economic development, job creation
 - Integrating the work and help of the Bereavement Services to the wider community to help and protect the vulnerable and educate the public to ensure they make informed choices.



Innovations

- **Cardiff City Funeral Service** – co-operation with local funeral Director to provide fixed price funerals which deliver quality and low cost addressing funeral poverty
 - Collection and transportation of the deceased.
 - Preparation of the body and viewing in the chapel of rest.
 - A hearse and limousine
 - All funeral directors professional fees.
- Pictorial-led application to help bereaved families with funeral process
- Out of Hours funeral service to meet cultural needs.
- Grave –digging service for neighbouring authority
- Responsibility for war memorials and statues
- Flower shop on site
- Promote educational value of cemeteries – Friends Groups , Local History Groups, school events etc.



Crowd-funding

- 2 Chapels in Cathay Victorian Cemetery fallen into disuse.
- Crowd-funding raised nearly £40,000 to restore one of chapels
- Being used for burials , concerts, events, weddings
- Income being used to develop second chapel to create a visitors centre
- Pod casts and Apps to highlight history of people buried.



Performance Management and Operational Improvements

- “Data provided by APSE Performance Networks has shaped the direction of the service delivery for the past three years. The evidence of our standings within Performance Networks has, and continues to inform our decisions on staffing function, pricing, training and product development”.
- Installation of a new **administration system** - automating genealogy searches, computerised cemetery mapping and Headstone Testing,
- **Departmental restructure**, which has allowed Bereavement Services access to an increased pool of trained multi-skilled staff, who are able to multi-function and has enabled an increased flexibility to meet the demands of our service users,
- **Bereavement Forum** which allow Bereavement Service staff to engage with Funeral Directors, Clergy and local Members.
- Improving communication with **stakeholders** by proactively seeking feedback to services

Income Generation

- Bereavement Services website and brochure, detailing the services offered and other useful information for customers delivered in a sensitive and professional manner.
- Pet Funeral Services
- Cheaper memorial option to help support families that may not have the money to pay for larger memorials
- Creating a purpose built, modern venue on site, where families could gather after their funeral service, without the need to travel.
- Digitisation of the Book of Remembrance, so that it can be viewed at any time and from anywhere in the world.
- Introduction of dedicated Woodland, Muslim, Jewish and Children's burial plots in various cemeteries countywide over the last 10 years to meet the diverse expectations of all service users.
- Cafes and flower shops

Infrastructure and environment

- Improved facilities for visitors to the cemetery e.g. covered walkways
- Children's burial areas
- Dedicated memorial plots/floral tribute areas
- Better land utilisation to increase available burial space
- Creation of wild life areas
- Protection of woodlands
- Green Flag



Stakeholder involvement

- Friends Groups
- Local History Groups
- Schools and colleges
- Community Payback teams
- Environmental community projects – woodland restoration
- Preservation Societies
- War Graves Commission
- Genealogy Groups



