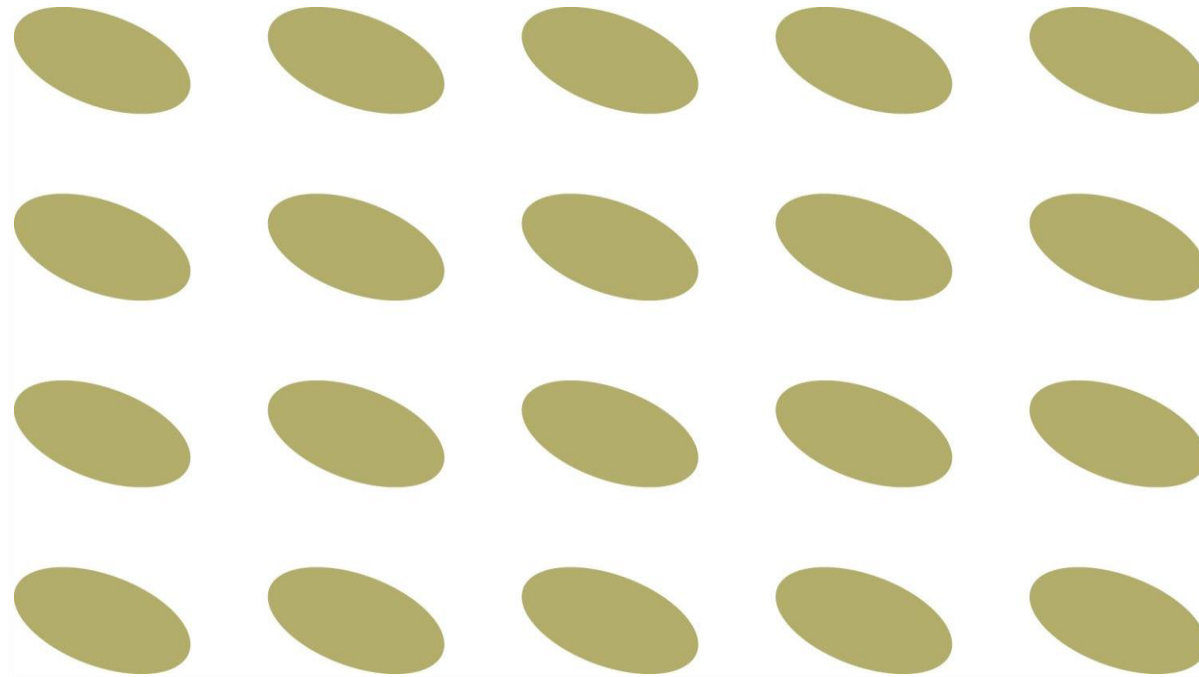


Cemeteries and Crematoria State of the Market Surveys



State of the Market Survey 2017



What are *State of the Market* Surveys?

apse

- State of the Market Surveys
- Local authority service areas
- Similar questions are asked to allow for trend comparisons
- All APSE member authorities across the UK
- Key findings of the survey are expressed
- Use full for benchmarking and performance management
- Used by National Government and in APSE research documents
- National Litter Strategy, HLF State of Parks, School Food Plan, Press and trade and national media to enhance knowledge of local government services.

HorticultureWeek



Your Opinions

Key Issues

- Reburial
- Infant cremations
- Building new cemeteries and crematoria
- End to End Funeral Services
- Income generation
- Managing the biodiversity of cemeteries
- Closed churchyards



Themes

Budgets

- Level of savings required (12months - 5 years)
- Areas subject to increasing fees and charges in next 3 years
- Areas of income generation
- Level of charges



Staffing Levels

- Areas of staff changes in next 12 months
- Staff absence levels



Training

- Increases/decreases to training budgets
- Quality of training (courses)
- Apprenticeships



Themes (cont'd)



Operational Issues

- Holding over policy
- Service times
- Weekend funerals
- Responsibility for closed churchyards` (numbers)
- Service delivery model

Social issues

- End to end funerals
- Number of municipal funerals
- Free child burials
- Payment plans
- Open days
- Friends Groups
- Volunteers (roles and responsibilities)



Themes (cont'd)

Environmental issues

- Provision for enhancing biodiversity
- Recycling of body parts
- Re-use of heat
- Green flag/environmental awards
- Energy saving technology
- Provision of woodland burials
- Preservation of historically important buildings/memorials



Themes (cont'd)

Future growth and/or decreases for the service

- Grounds maintenance
- Floral displays
- Capital projects
- Training
- Transfer of assets
- Community engagement
- Awards
- Inspections



APSE Cemeteries and crematoria Customer Survey



Section 1:

Please tell us how important to you each of the following things are

	Extremely important	Very Important	Important	Not very important	Not applicable
Staff and information					
Friendliness and cooperation of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Presentability of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of obtaining information/help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of reporting deficiencies or complaints	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Services Provided					
Provision of gardens of remembrance for cremated remains	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of crematorium funeral services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of cemetery burial services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of memorial options	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of office reception area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Service Standards					
Change to read as follows:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standard of litter clearance in horticultural areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standard of grave maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standard of grounds maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Feeling of personal safety in cemeteries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Open days for public	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keeping cemeteries clear of dog fouling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensuring dogs are kept under control in cems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of toilets for the public	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 2:

Please tell us how you think we are performing with regard to each of the following aspects



Staff and information	Extremely important	Very Important	Important	Not very important	Not applicable
Friendliness and cooperation of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Presentability of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of obtaining information/help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of reporting deficiencies/making complaints	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Services Provided

Provision of gardens of remembrance for cremated remains	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of crematorium funeral services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of cemetery burial services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of memorial options	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of office reception area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Keeping cemeteries clear of dog fouling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensuring dogs are kept under control in cemeteries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



APSE Cemeteries and Crematoria Performance Indicators

Cemetery and crematorium services performance indicators 2015-16

Key performance indicators

- PI 01c Percentage of bodies cremated the same day as service
- PI 01d Percentage of bodies held over for cremation on a following day
- PI 02 Human resources and people management
- PI 03 Quality assurance and consultation process score
- PI 18 Hectares of cemetery land maintained per 10,000 head of population
- PI 19 Hectares of crematoria land maintained per 100 cremations
- PI 23a Percentage of memorials inspected per year
- PI 23b Percentage of memorials requiring inspection per year
- PI 31a Number of burials per FTE (all staff)
- PI 31b Number of cremations per FTE (all staff)

- PI stacked bar chart / table
- PI 24a Percentage staff absence (all staff)
- PI 25a Percentage staff absence (all staff excluding long term)

- PI stacked bar chart / table
- PI 24b Staff absence days (all staff) – Scotland only
- PI 25b Staff absence days (all staff excluding long term) – Scotland only



Financial performance indicators

PI 05	All staff costs as a percentage of total cost
PI 06a	Front line staff costs as a percentage of total staff cost
PI 06b	Management and admin staff costs as a percentage of total staff cost
PI 07	All staff costs per disposal
PI 10a	Net cost per disposal
PI 10b	Net cost per disposal (burials)
PI 10c	Net cost per disposal (cremations)
PI 11a	Average income from all disposals
PI 11b	Average income from all disposals (burials)
PI 11c	Average income from all disposals (cremations)
PI 12a	Memorial income per disposal
PI 12b	Memorial income per disposal (burials)
PI 12c	Memorial income per disposal (cremations)
PI 13	Price of a traditional grave for 2
PI 14b	Price of a cremated remains plot
PI 15	Price of a woodland grave
PI 16	Price of an adult full body burial (6 foot)
PI 17	Price of an adult cremation
PI 26	Cost of contracted grounds maintenance service per hectare of cemeteries and crematoria land
PI 27a	Net cost of cemeteries service per head of population (including CEC)
PI 27b	Net cost of crematoria service per head of population (including CEC)
PI 27c	Net cost of total service per head of population (including CEC)
PI 28a	Net cost of cemeteries service per household (including CEC)
PI 28b	Net cost of crematoria service per household (including CEC)
PI 28c	Net cost of total service per household (including CEC)
PI 29	Central establishment charges as a percentage of total expenditure
PI 30a	Memorial income as a percentage of total income for cemeteries
PI 30b	Memorial income as a percentage of total income for crematoria
PI 32	Cremator maintenance cost per cremation



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