

# Cemetery and Crematorium Services

## Performance indicators 2022-23

### Key cost 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 23a Percentage of memorials inspected per year (excluding closed churchyards)
- PI 23b Percentage of memorials requiring inspection per year (excluding closed churchyards)
- PI 23c Percentage of memorials inspected during the year which required remedial work (excluding closed churchyards)
- PI 23d Percentage of memorials which required remedial work which were subsequently made safe (excluding closed churchyards)
- PI 23e Percentage of memorials inspected per year (including closed churchyards)
- PI 23f Percentage of memorials requiring inspection per year (including closed churchyards)
- PI 23g Percentage of memorials inspected during the year which required remedial work (including closed churchyards)
- PI 23h Percentage of memorials which required remedial work which were subsequently made safe (including closed churchyards)
- PI 31a Number of burials per FTE (all staff)
- PI 31b Number of cremations per FTE (all staff)
- PI 33 Customer satisfaction
- PI 43a Percentage of burials that were natural / green burials
- PI 44a Percentage of cremations that were abated
- PI 35a Table - Month by month number of burials
- PI 36a Percentage change in burials
- PI 37a Table - Month by month number of cremations
- PI 38a Percentage change in cremations

### Staff absence performance indicators

- PI 24a Percentage staff absence - all staff
- PI 25a Percentage staff absence - all staff excluding long term
- PI 24b Staff absence days - all staff (Scotland only)
- PI 24c Percentage of staff that have no incidences of sickness absence in the year
- 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 value per disposal
- PI 10b Net value per disposal (burials)
- PI 10c Net value per disposal (cremations)
- PI 10f Total (gross) cost per disposal (burials) (excluding CEC)
- PI 10g Total (gross) cost per disposal (cremations) (excluding CEC)

## Cemetery and Crematorium Services

- 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 13b Price of exclusive right of burial for two (per year)
- PI 14b Table - Price of a cremated remains interment
- 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 27f Total (gross) value of cemeteries service per head of population (excluding CEC)
- PI 27g Total (gross) value of crematoria service per head of population (excluding CEC)
- 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 costs per cremation