

APSE Performance networks seminar 2021

Workshop D

Cemetery and Crematorium Services

Welcome

Today's facilitators and presenters are:

Andrew Bond, Wigan Council

Dave Jennings, Trafford Council,

Fiona Sutton-Wilson, Head of APSE Training

Ian Jones, APSE Associate

Peter Linsell, APSE Associate

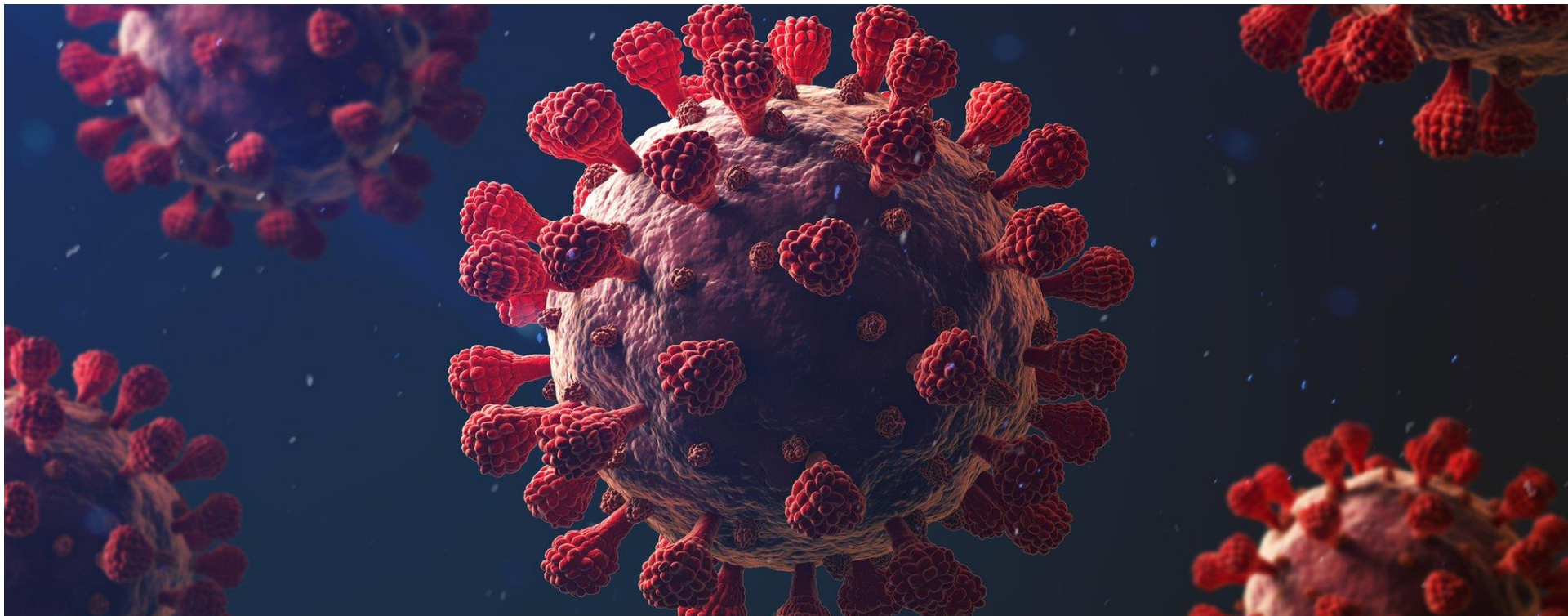
Topics covered...

- Environmental responsibilities e.g., electric cremators, natural burials etc.
- High maintenance cemeteries – a realistic option for the future?
- Lessons learned from the pandemic
- Memorial Safety Inspection App

- Intro and key messages

The impact of COVID-19

- Averages for 2020 – 2021
- Compared with 2019 - 2020



Average expenditure on PPE and other Covid related expenditure as a % of total expenditure

6%

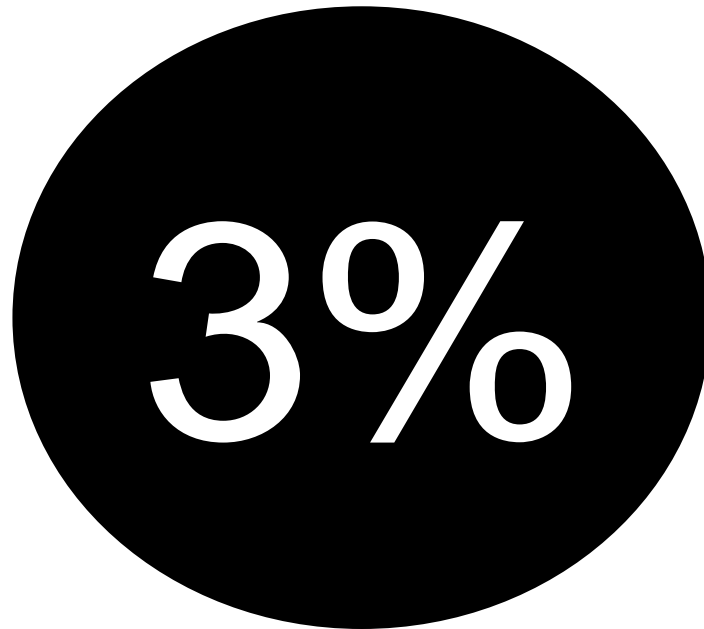
**Average days lost as a result of:
Covid positive test (self isolating) up to 10
days, Track & Trace / advisory self
isolation, quarantine, business closure**

49

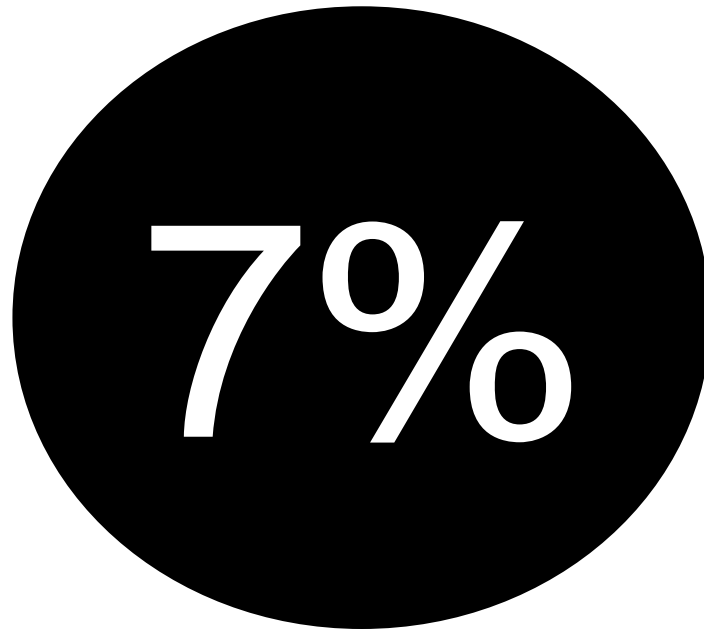
Average days lost as a result of: Advisory shielding

21

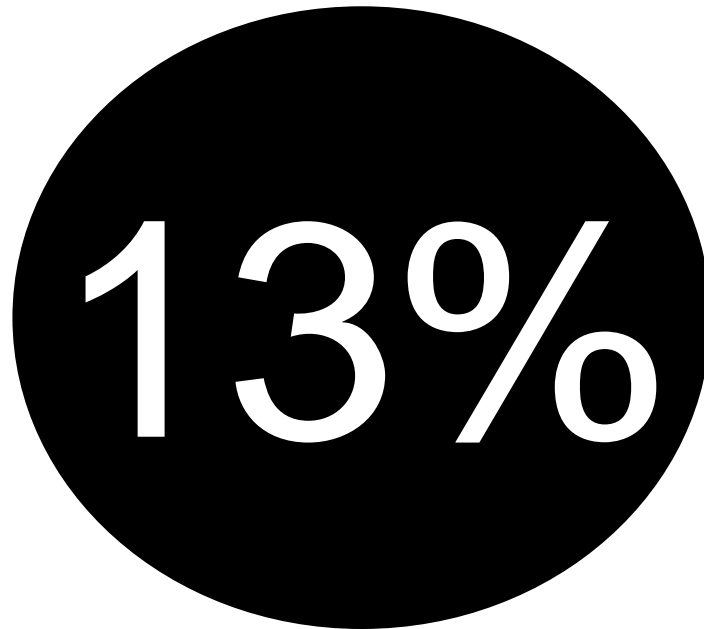
Average % change total staff



% annual change - burials



% annual change - cremations



13%

PI 40a Percentage change in witness scatterings

-6%

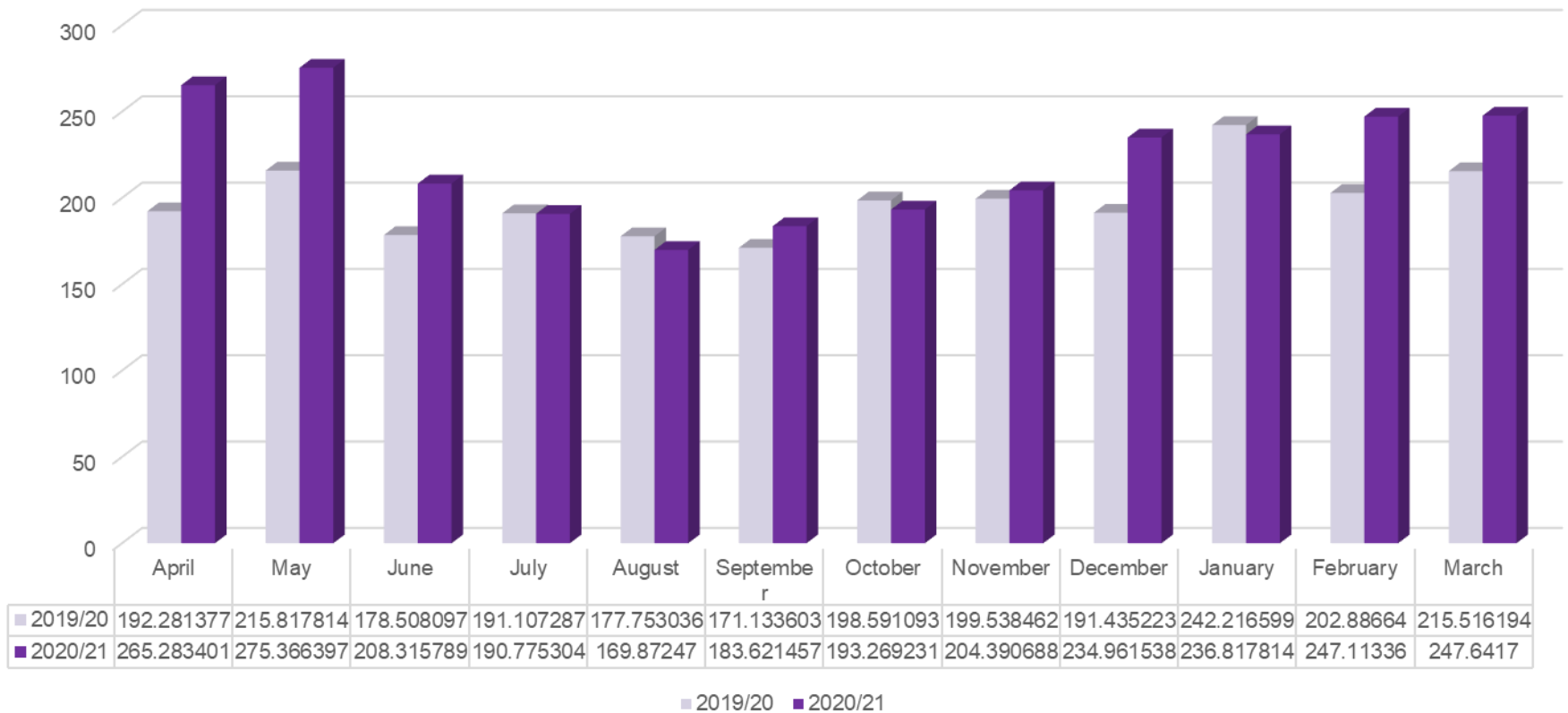
PI 41a Percentage change in witness interment of cremated remains



PI 42a Percentage change in placings within niches

-25%

Overall burials and cremations



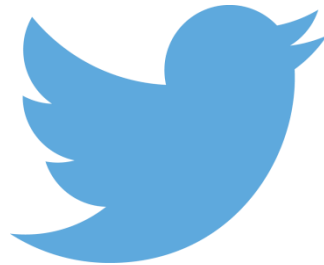
- Climate change data



- Tea/Coffee Break

- Open discussion forum

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Cemeteries and Crematoria Service - A request for support.

Ian Jones, APSE Solutions Associate

A Memorial Safety Inspection Application (MSI App)

A member authority raised our awareness to the following;

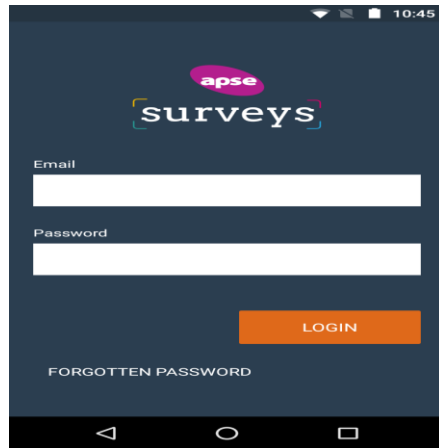
- There is an expectation that all burial authorities test all memorials over a 5-year cycle to comply with safety requirements.
- There may to be a simple way to assist the responsible authorities, which would be a simple App installed on a tablet or phone to be used in the field.

A Memorial Safety Inspection Application (MSI App) would require a simple approach to assess the safety of the memorial such as;

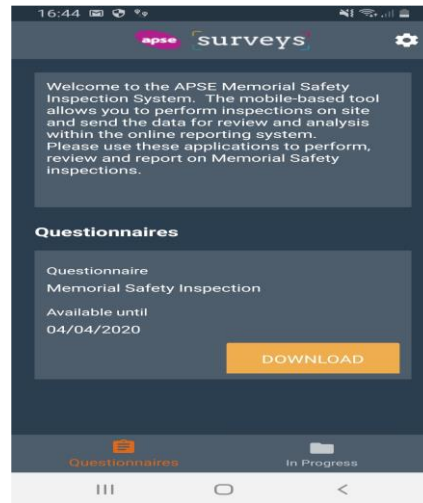
- Fulfil its duty to inspect every 5 years.
- Could plot memorials using GPS data.
- Take photos of each memorials condition - allow comments on observations.
- Have more reliable/ accessible data.
- Be able to report performance better - evidenced based approach.
- There would be a recognised national system - uniformity of inspection.
- Monitor performance through national benchmarking.
- Provide results in simple database view.
- Export data into excel for reporting.

Previous discussion with working group generated the following;

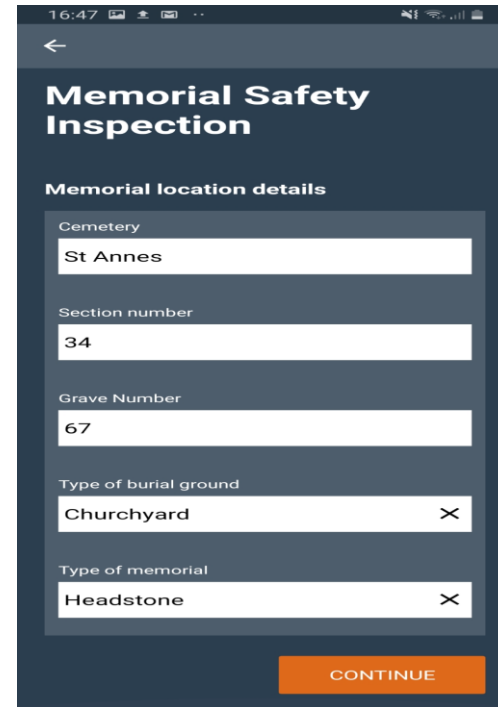
USING THE APSE MEMORIAL SAFETY INSPECTION IN THE APP



On opening the app, login with the email and password for the Memorial Safety Inspections system.



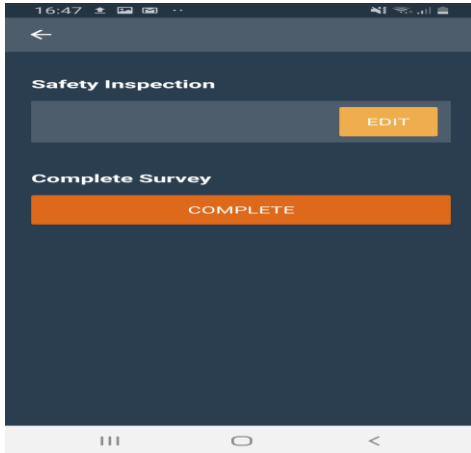
First page shows the available surveys. Select the Memorial Safety Inspection



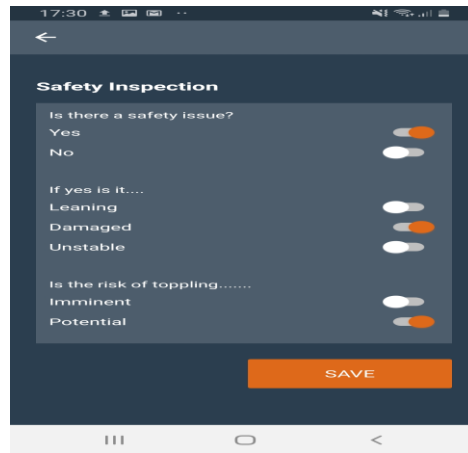
Location coordinates, time & date all captured automatically.

Address populated but can be amended if required.

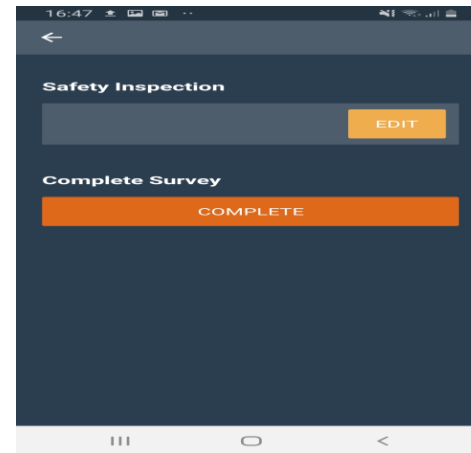
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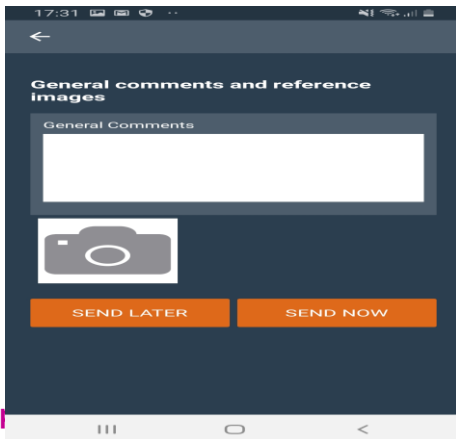
Tap edit to complete the inspection.



Complete the safety inspection (visual and hand) and save

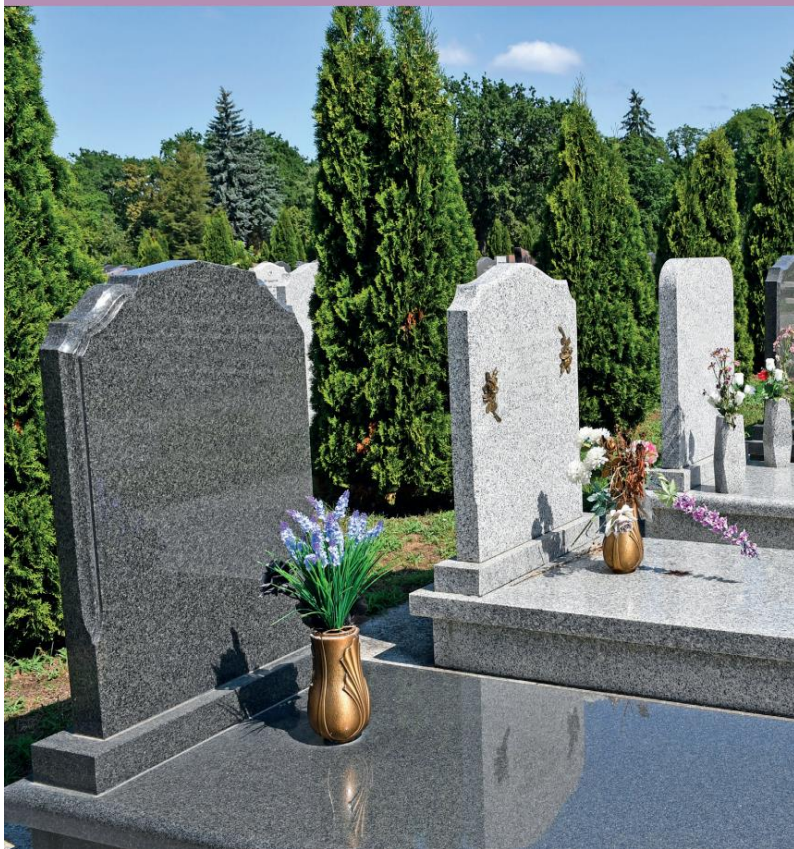


Tap complete to add images and general comments



Add any images and general comments, save to send later or send now to submit.

APSE Cemeteries and crematoria digital app
for carrying out memorial inspections



What's the cost?

£600 per year per
authority.

15 councils signed up
to date.

Must be members of
PN for Cems & Crems.

Next steps:

Our request today is around members availability to support the development of the MSI App.

To ensure the App will meet your service needs your support is required to assist with the following:

- Collate the information on what's required within the template.
- Field test the App once built.

Could you please register your interest of support with Fiona today or alternatively contact Performance Networks performance.networks@apse.org.uk

FYI:

API (Application Programming Interface)

- Throughout the life of the LAMS App, we have received a number of enquiries about the possibility of the syncing the system with the existing back-office systems currently in place at the respective authority.
- Predominantly the requests received have been around the capability to ‘sync’ the App into other back-office systems to create job sheets if an unacceptable inspection grade had been awarded (C or D) through an API.
- The API basically provides all the data you will require to import direct from the App into your existing system (the L/A will carry this out themselves from the export code we supply to you).
- This application could allow information from current in-house C&C systems on memorial safety to migrate into the MSI approach.

API (Application Programming Interface)

This option has a development cost which will be covered jointly between APSE & BBits.

Following the development, the local authority would be required to pay an annual maintenance fee based on the surveys set up and utilised.

Ranging from:

- £25 for an authority using only one individual survey
- £100 for an authority using all 4 survey types

We have great news as this development proposal has now been approved.

We are currently working with the App developer to have this function ready and available for members to use asap, this additional system feature is optional and isn't mandatory.

INTERESTED?

Could you please register your interest with Fiona today.

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NEW MUNICIPALISM

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Contact details

Debbie Johns

Head of Performance Networks

Email: djohns@apse.org.uk

Association for Public Service Excellence
3rd Floor, Trafford House, Chester Rd, Stretford,
Manchester M32 0RS
telephone: 0161 772 1810
web: www.apse.org.uk



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- Action plan

Thank you

Good luck in tonight's awards!

Keep performing!

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Fiona Sutton Wilson

Email: FSuttonWilson@apse.org.uk

Association for Public Service Excellence

2nd floor Washbrook House, Lancastrian Office Centre, Talbot Road,
Old Trafford, Manchester M32 0FP.

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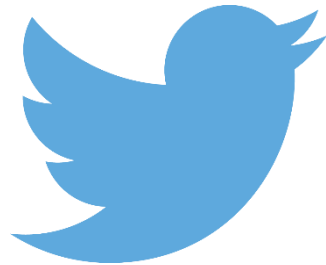


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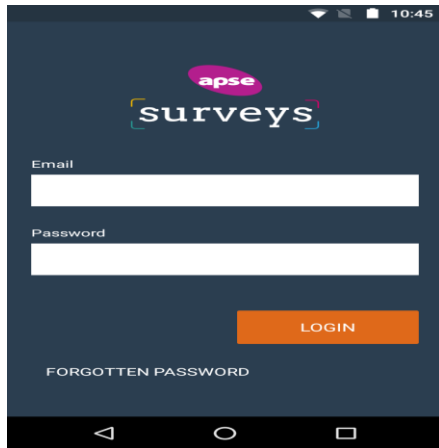
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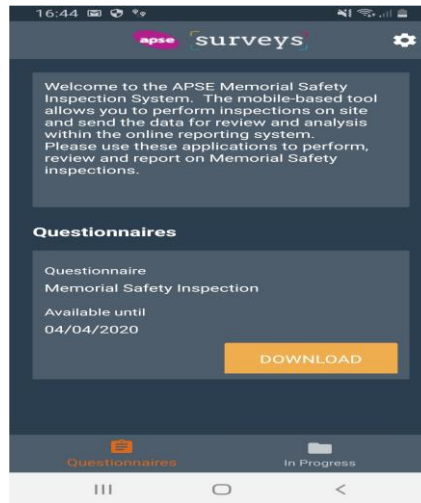
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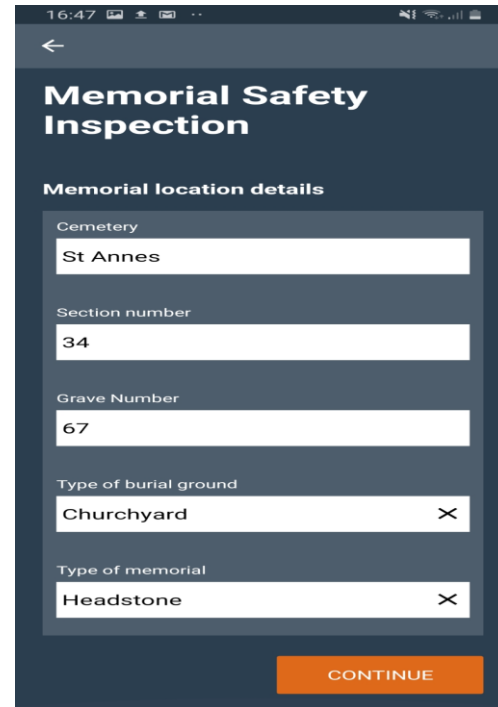
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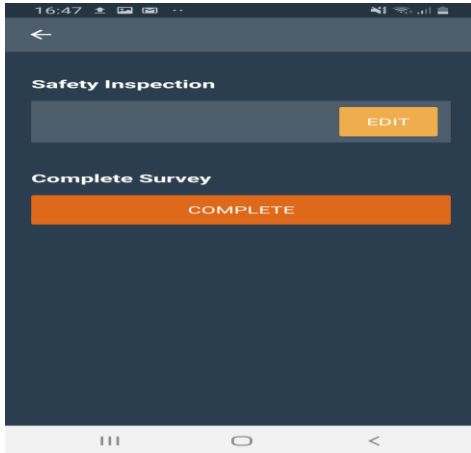
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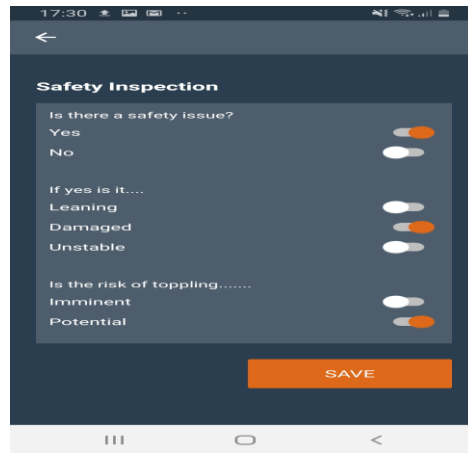
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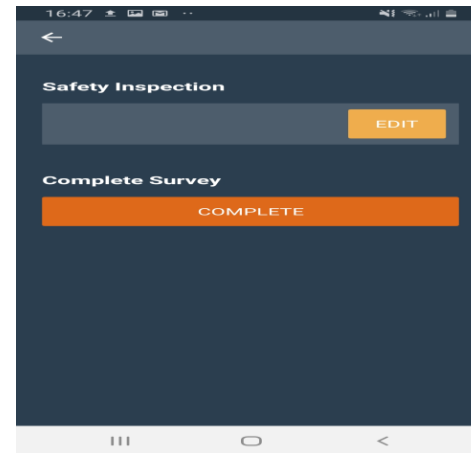
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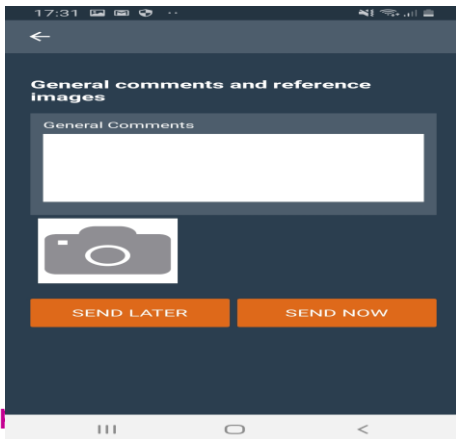
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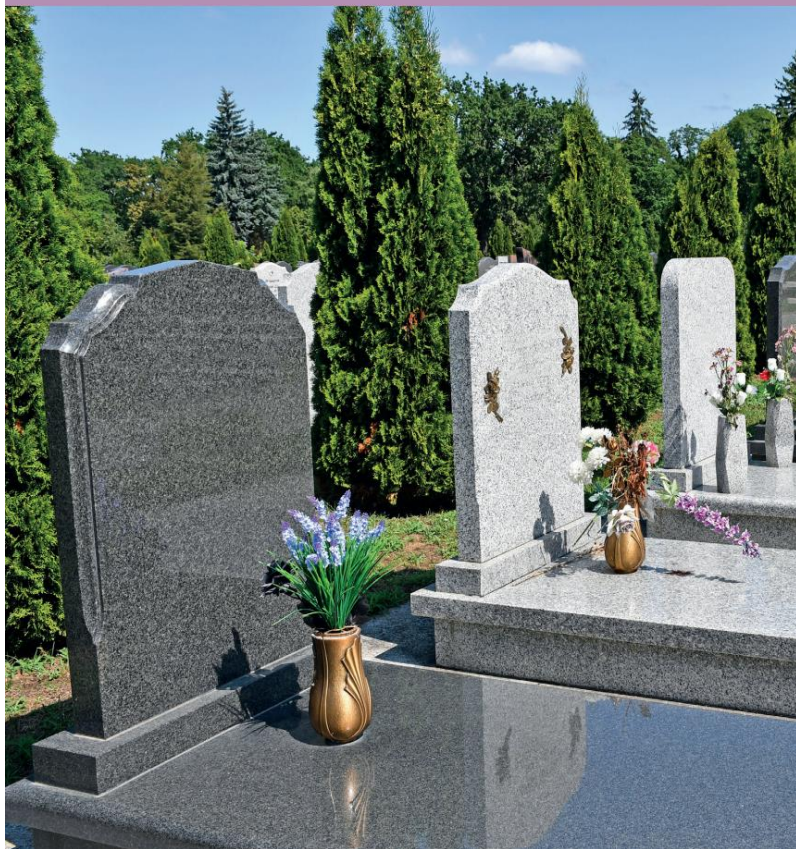


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