

# Creating self-sufficiency in Nottingham's Bereavement Services



- Creating a financially self-sustaining service
- Generating income in a sensitive environment
- Wider service improvements & next steps

**Speaker:** Dave Stretton – Cemeteries & Crematorium Manager

# Agenda

- Background
- Scope of the service
- Sustainability
- Quality Awards
- Income Generation
- Nottingham Funeral / Public Health Funerals
- Wider Service Improvements
- Memorial safety
- Next steps

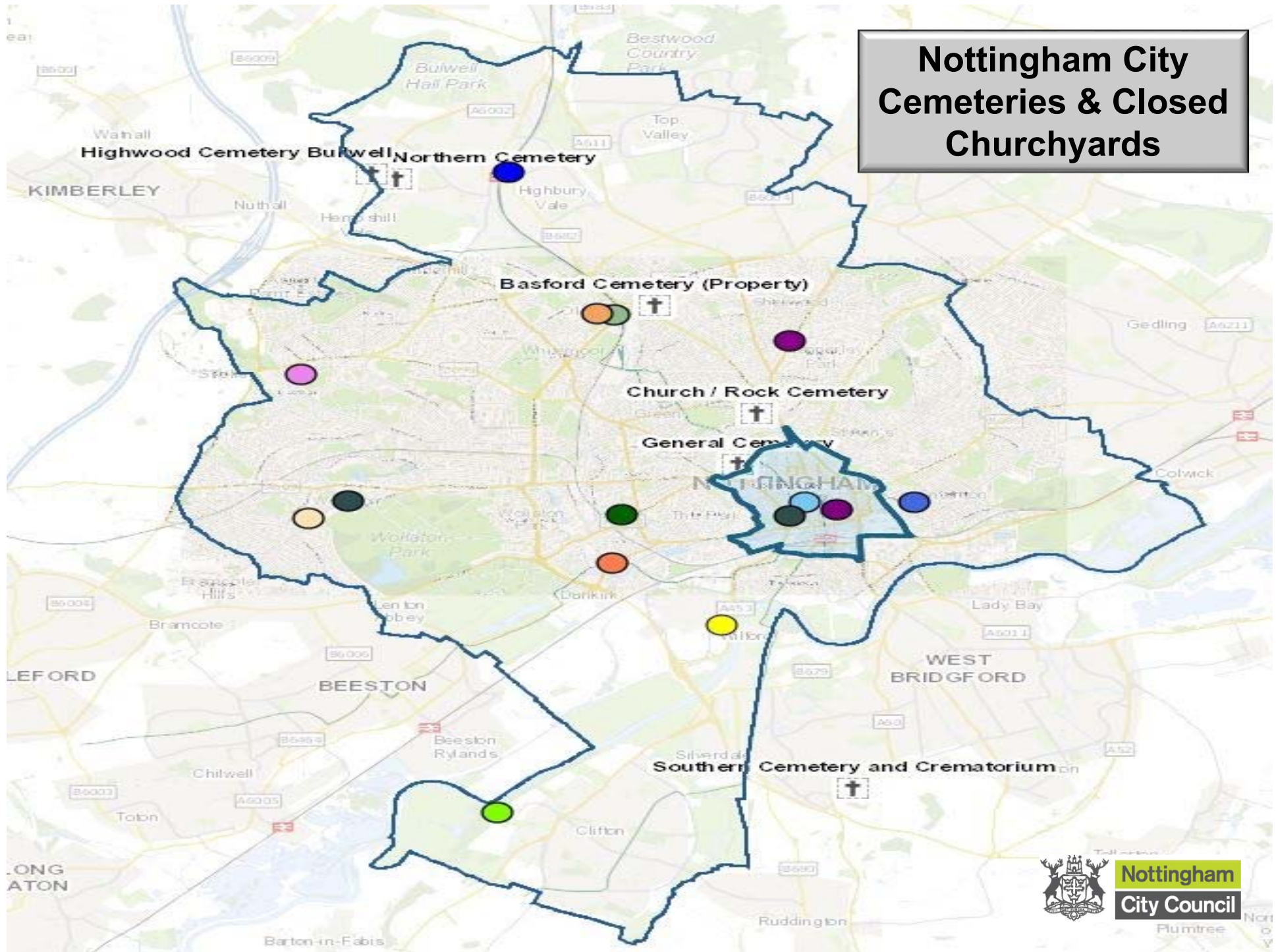
# Background

- The service was managed from two offices, grounds maintenance was part of another service area these now merged into one office and as part of one wider service area
- Working practices were fragmented with differing work cultures and priorities
- Service was subsidised to around £300k per year however the service is now self supporting and returning a surplus each year
- IT system was split into the two offices but is now amalgamated in one system Epilog Sequel (Gower)
- Mercury Abatement Fund created to pay for upgrade of systems / Environmental surcharge fund

# Scope of Service

- 3 fully operational Cemeteries
- 1 Crematorium – Average 2000 Cremations per year
- 17 Closed Cemeteries / Churchyards across the city centre and wider city area
- Portfolio of buildings including 1 Crematorium, 3 Chapel's, 1 Assembly room, 1 main office and 2 Lodge Houses
- Responsibility for all Grounds Maintenance 68 hectares, Grave digging (average 800 burials per year), Exhumations, hard surface areas and boundaries
- Head stone safety policy adopted and a new inspection team now established.
- Provision of the Public Health Funeral Service
- Provision of the Nottingham Funeral

# Nottingham City Cemeteries & Closed Churchyards



# Sustainability

- Mercury Abatement
- Recycling of metals scheme (ICCM)
- Members of the CAMEO burden sharing scheme
- Energy review – gas usage
- Apprenticeship scheme
- Feasibility into battery powered grounds equipment
- Solar Panels installed on Crematorium roof



# Sustainability

- Highwood Cemetery has well established wildflower meadows on most areas not currently operational along with a historic woodland





# Quality Awards

- Charter for the Bereaved (Gold Standard)
- Three sites have Green Flag awards namely Wilford Hill (Southern Cemetery) / Northern Cemetery and Highwood Cemetery
- Two Community Green Flag awards for closed churchyards
- Cemetery & Crematorium service of the year 2016 finalist

# Income Generation

- Fees & Charges – comprehensive review of fees each year
- Land use – all areas of land reviewed to ensure best use and to maximise space available including provision of new burial systems to be sold as family plots



# Income Generation

- Public Health funerals administration – neighbouring authorities
- Extension of services at weekends
- Additional service options – Memorial Roses – Bird Boxes – Memorial seat plaques
- Efficient administration – leases – good communication of options
- Online Burial & Cremation records
- Challenge to Business rates - £40k per year saving

# Nottingham Funeral / Public Health Funerals

- New Nottingham Funeral package in place with numbers increasing from 160 in 2010 to over 300 in 2015
- Commercial approach to advertising this package, all of these funerals have to be booked with our facilities
- Public Health Funerals policy in place, up to 130 referrals per year, this service is now being offered to neighbouring authorities for Nottingham to administer

## The Co-op Funeral Directors

### The Co-op Funeralcare

605 Mansfield Road

Sherwood

Nottingham

NG5 2FW

0115 962 6403

### The Co-op Funeralcare

Main Street

Bulwell

NG6 8EQ

0115 975 6437

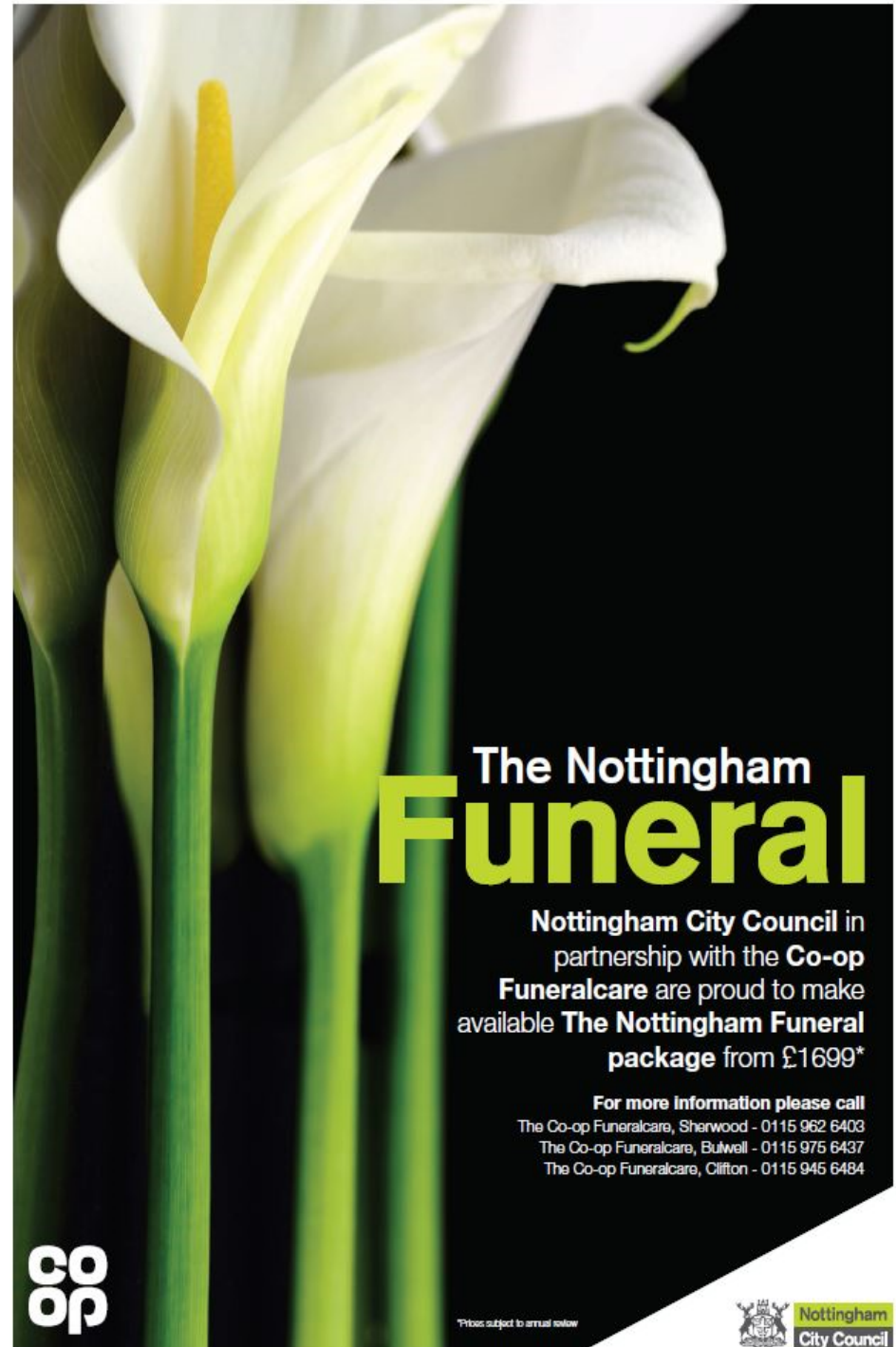
### The Co-op Funeralcare

Farnborough Road

Clifton

NG11 9DF

0115 945 6484





# The Nottingham Funeral

Nottingham City Council in partnership with the Co-op Funeralcare are proud to make available **The Nottingham Funeral package** from £1699\*

**For more information please call**  
The Co-op Funeralcare, Sherwood - 0115 962 6403  
The Co-op Funeralcare, Bulwell - 0115 975 6437  
The Co-op Funeralcare, Clifton - 0115 945 6484

\*Price subject to annual review



# Wider service improvements

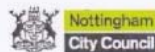
- Increased and ongoing focus on site maintenance
- Memorialisation removal programme
- Works with the Wildlife Trust
- Efficiency in dealing with complaints / enquires
- Wide ranging approach to whole service
- Cosmetic upgrade to Crematorium
- Ongoing training for all colleagues(APSE-ICCM)

# Memorial Safety

- Memorial Safety Policy produced
- Communication plan agreed for all colleagues to follow / Q&A produced
- Memorial Safety team offering a memorial repairs and cleaning service ?  
Future option

## Memorial Safety Testing

Headstone safety checks are now part of our regular ongoing maintenance at this cemetery and are mandatory under guidelines issued by the Health and Safety Executive (HSE).



## For more information

Visit:

[www.nottinghamcity.gov.uk/memorialsafety](http://www.nottinghamcity.gov.uk/memorialsafety)

Email us:

[memorialsafety@nottinghamcity.gov.uk](mailto:memorialsafety@nottinghamcity.gov.uk)

Call us:

0115 8761922



# Next steps

- New Brochure
- Heat Reuse - Crematorium
- Wind Turbine and Solar Farm options at Highwood Cemetery to be considered
- Café / Florist concession at Wilford Hill
- Review of Crematorium service
- All colleagues to complete up to date training related to the bereavement sector



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