

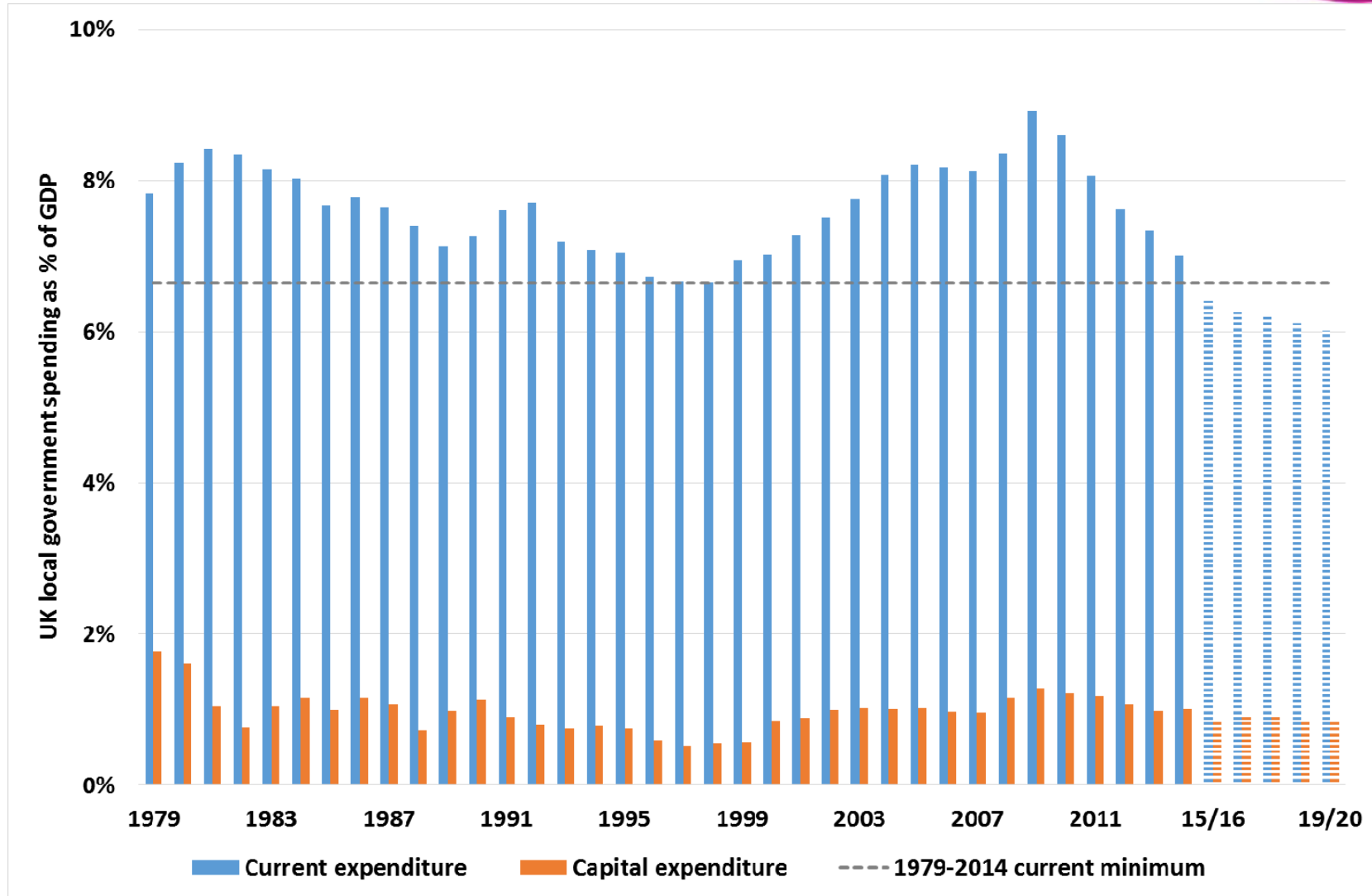
# **Demonstrating the impact of change**



Friday 3 November 2017

Debbie Johns, Head of Performance Networks

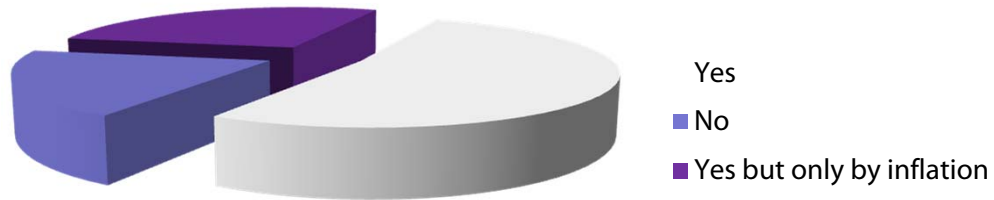
# UK local government spending as a share of GDP: current spending, already below the 1979-2014 minimum, is projected to go on falling to 2020



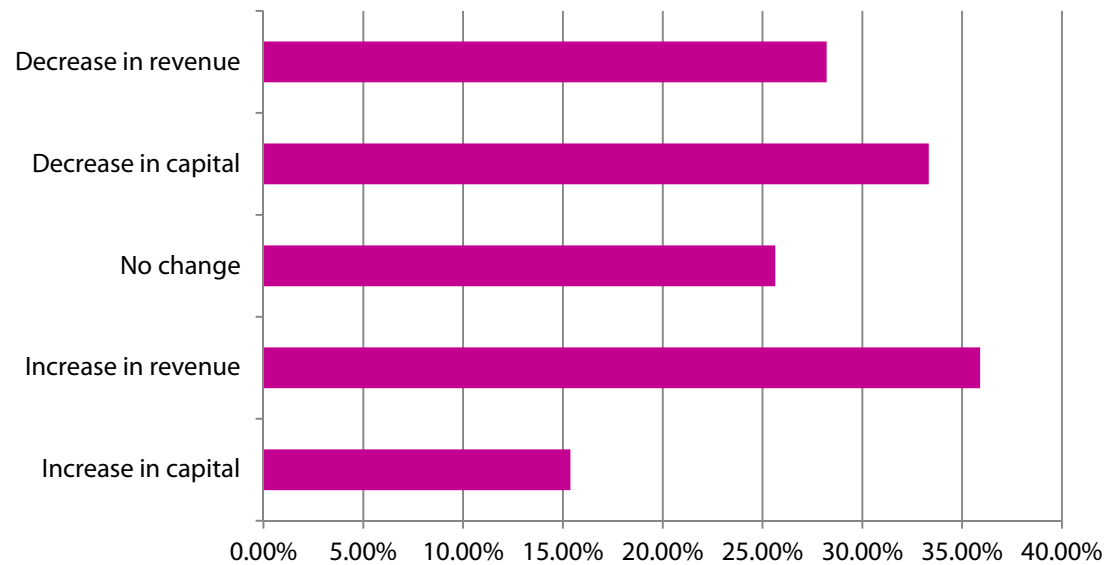


## Budgets and expenditure

Do you expect the cemeteries and crematoria budget to change over the next year?

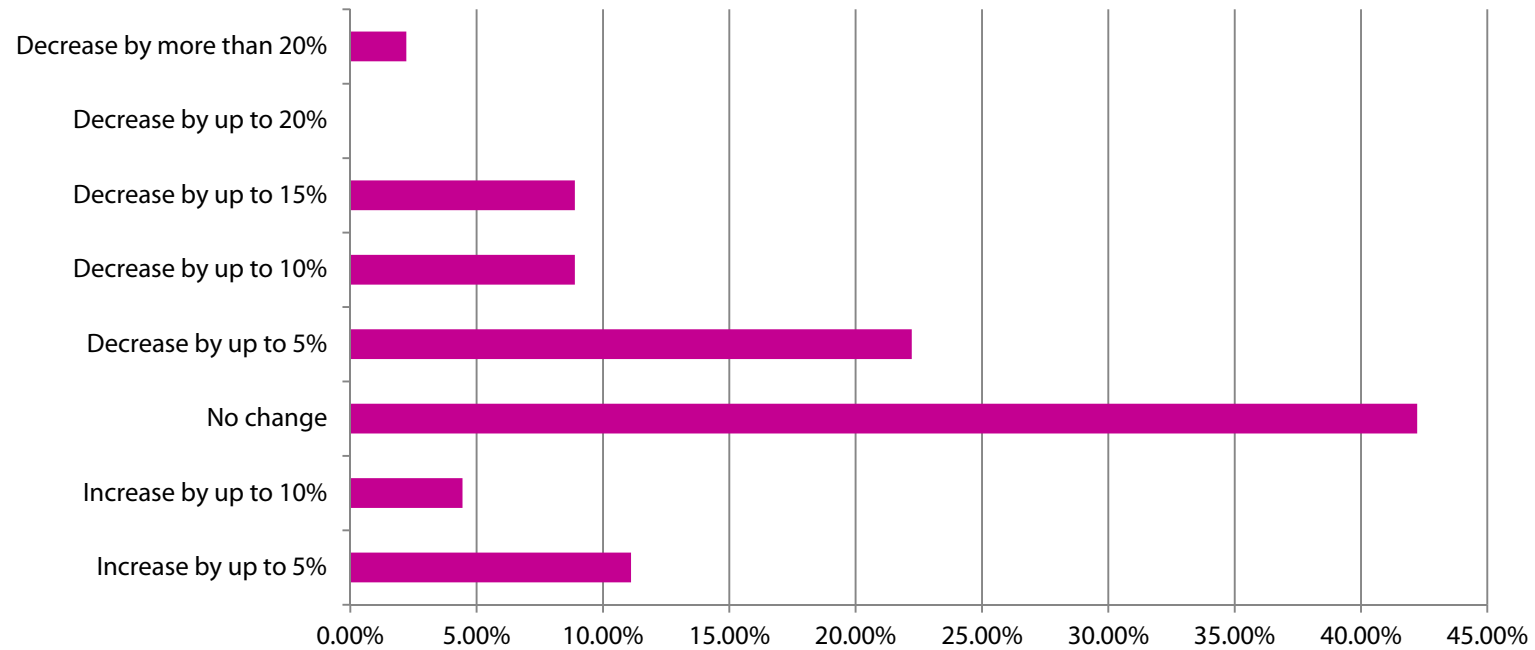


If yes, do you expect:





## What is your expectation of the level of funding in your service budget in the coming five years?



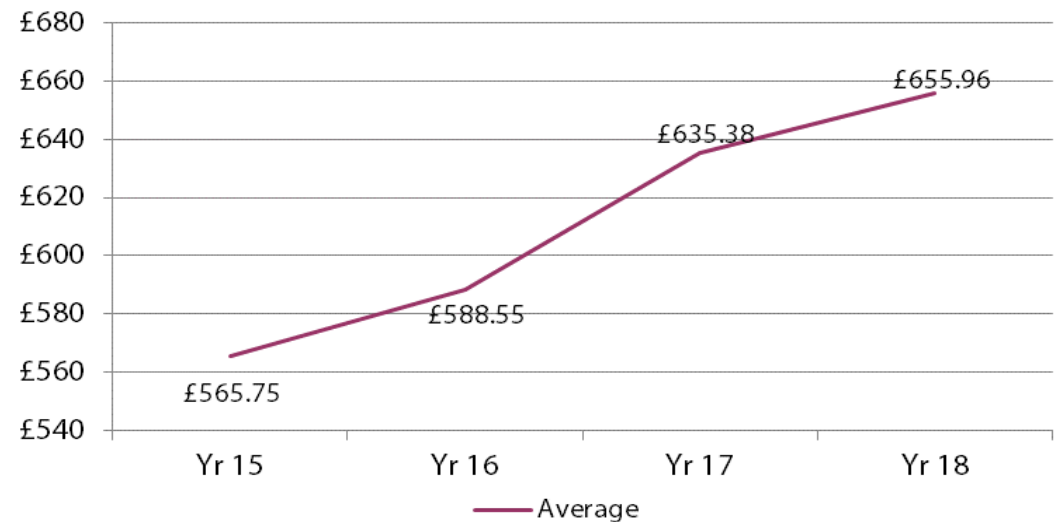
# Income



**PI 11b Average income from all disposals (burials)**

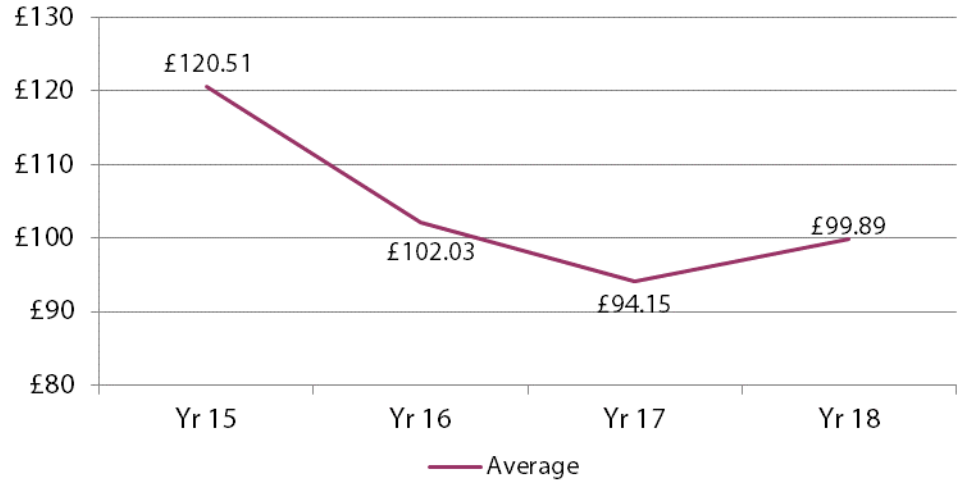


**PI 11c Average income from all disposals (cremations)**

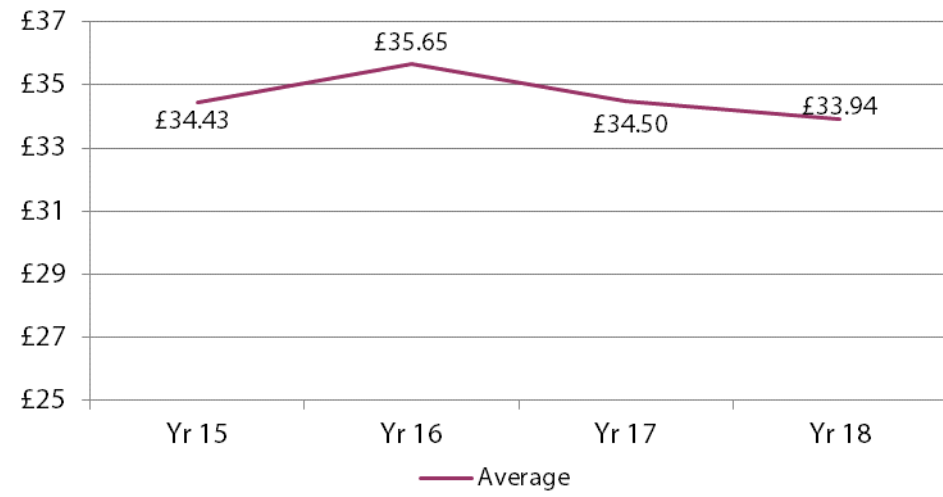




**PI 12b Memorial income per disposal (burials)**

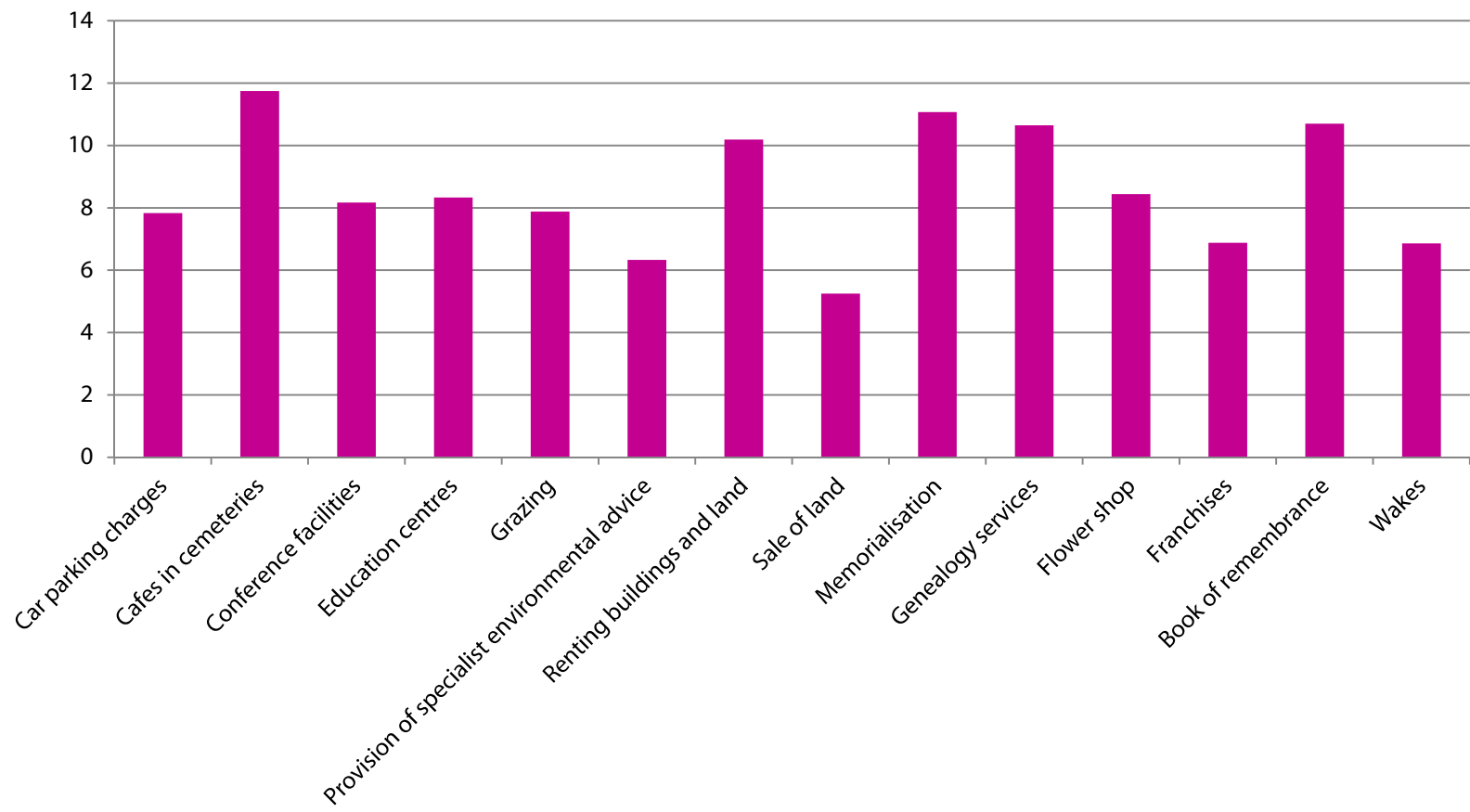


**PI 12c Memorial income per disposal (cremations)**





Apart from burial and crematorium charges, what other areas do you currently generate income in through fees and charges (either provided in-house or through a franchise)?

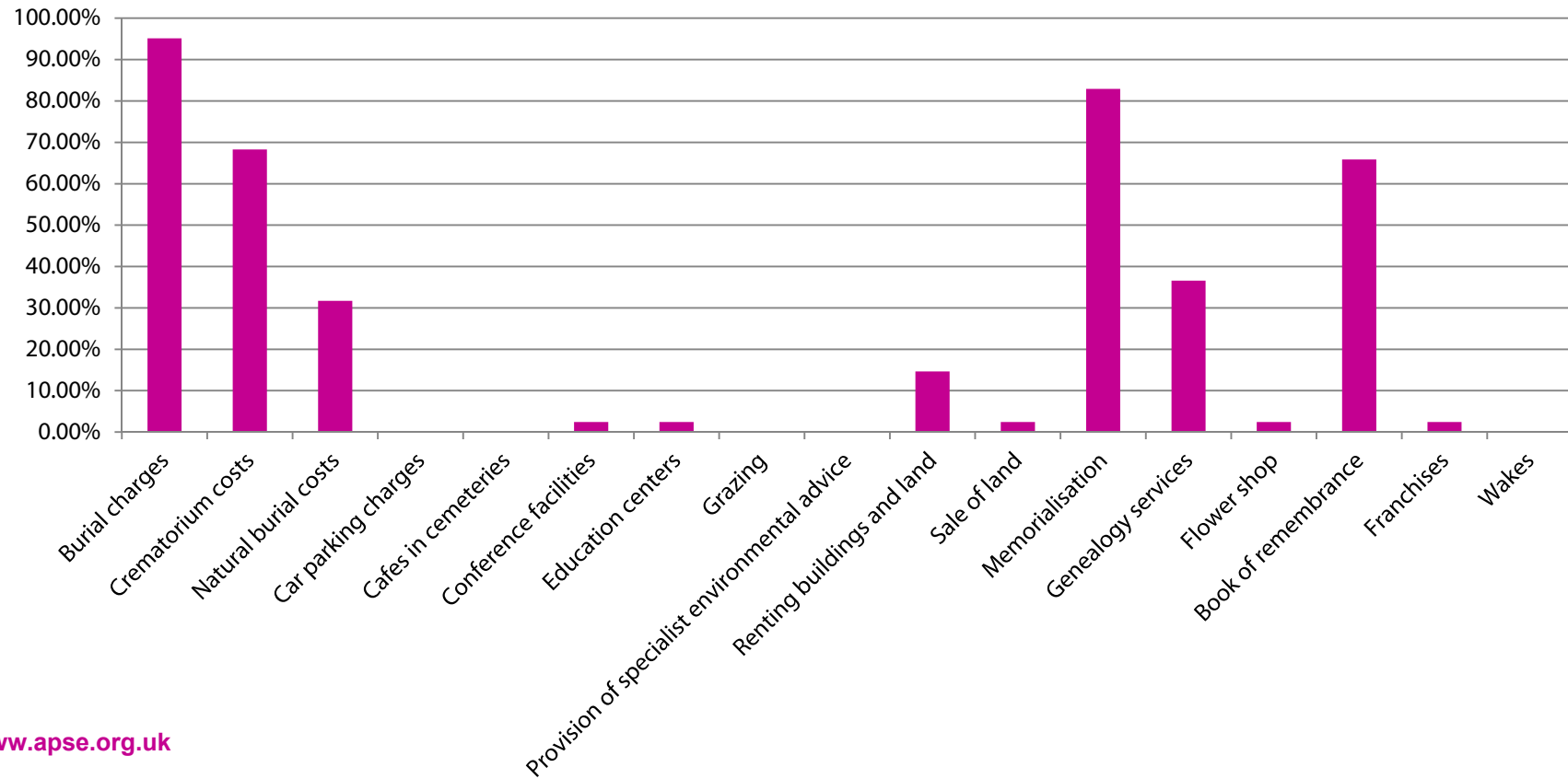




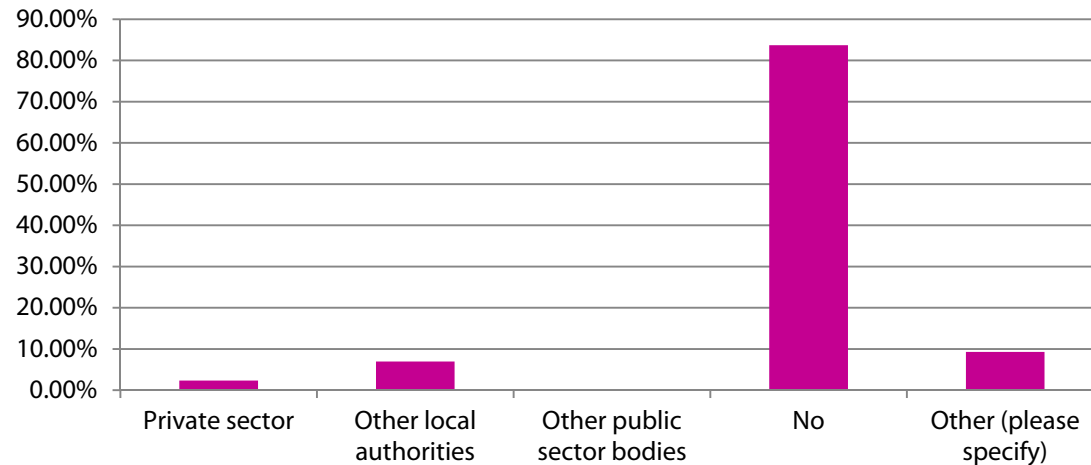


91% are intending to increase fees and charges over the next 2-3 years to meet efficiency pressures

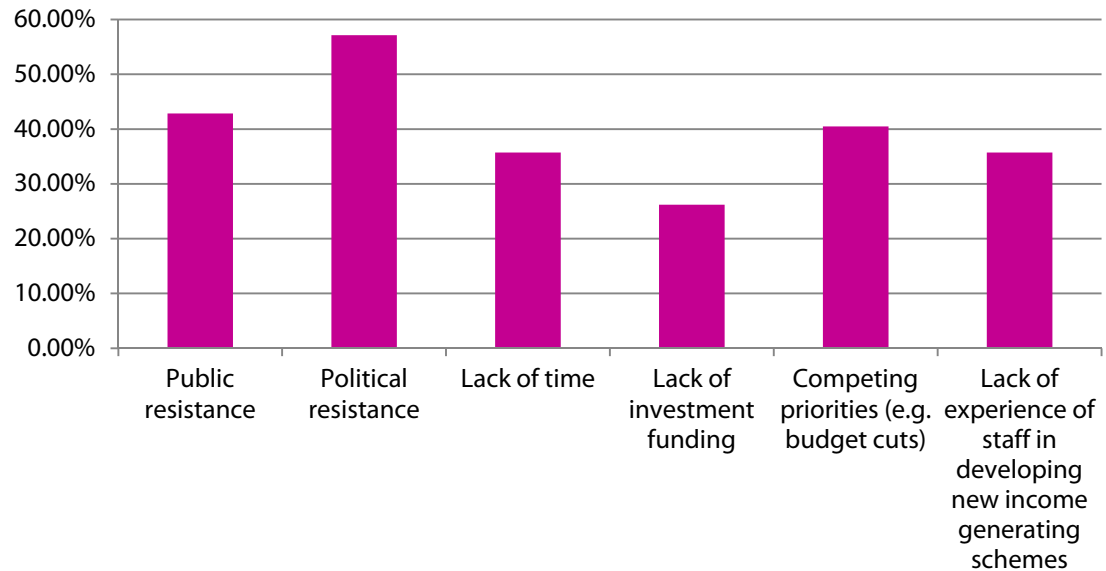
If yes, what areas do you intend to increase fees and charges in over the next 2-3 years?



## Do you sell your services other than burial and cremation to customers outside of the Local Authority?

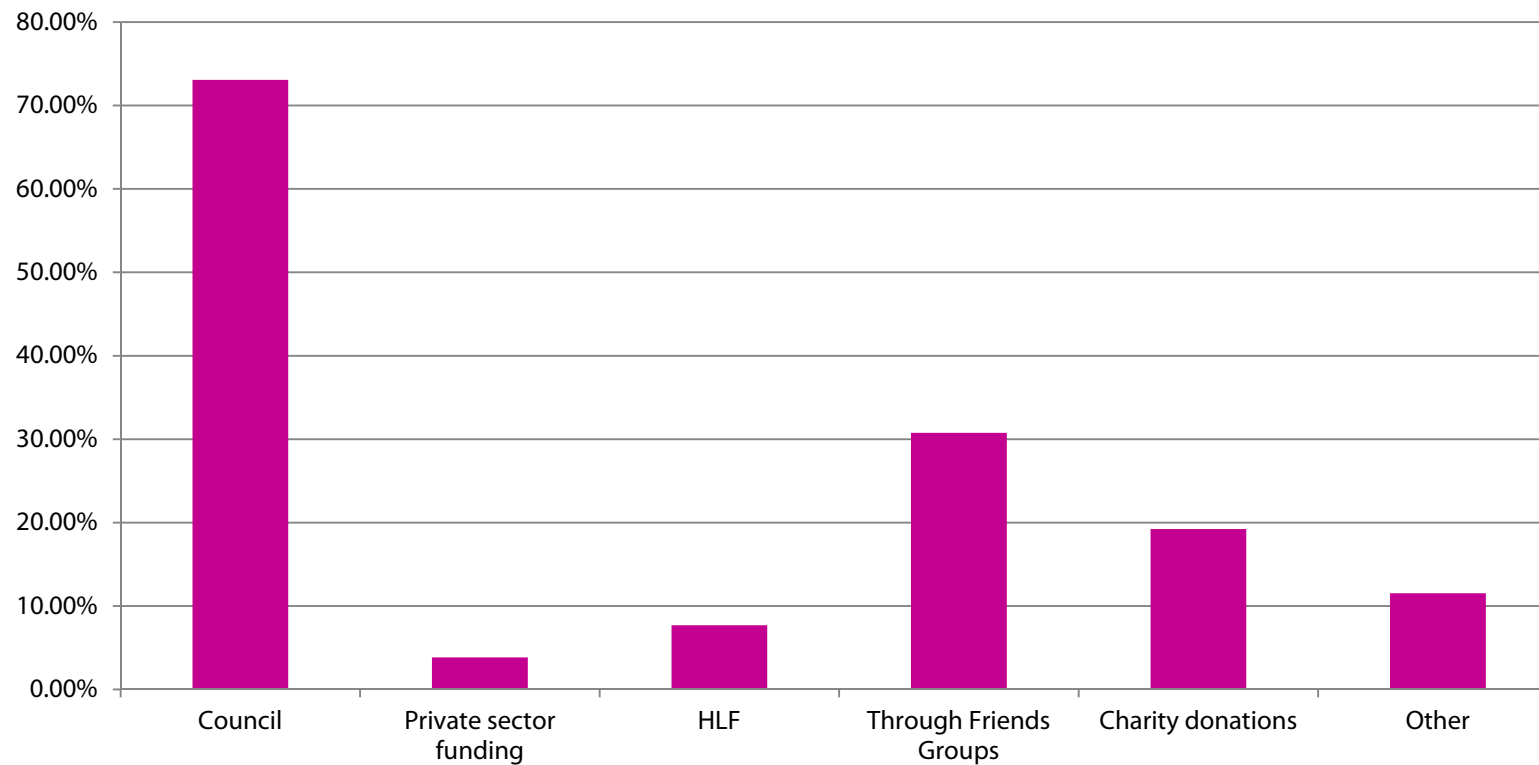


## What are the barriers to generating income?





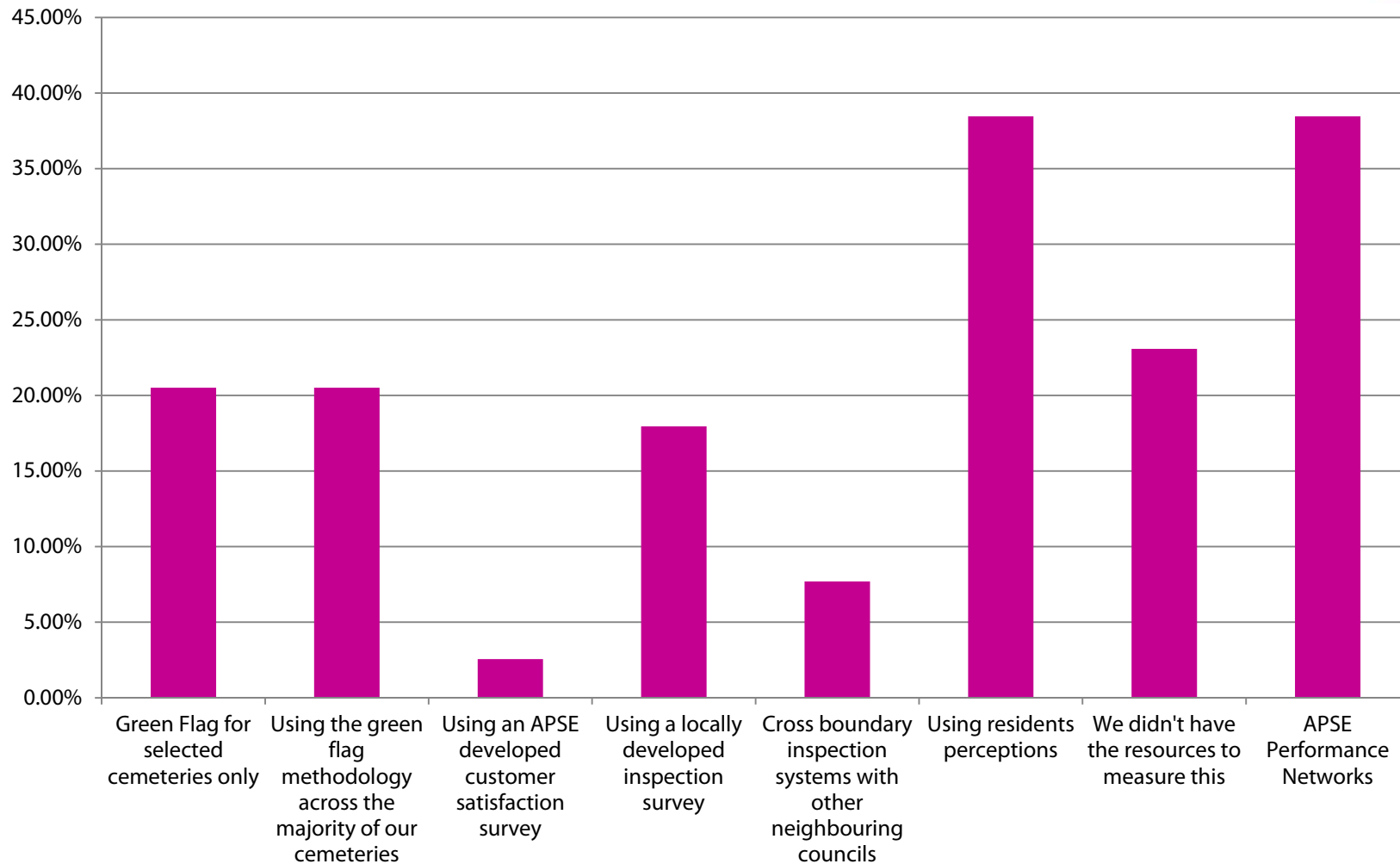
## Has your service been able to obtain additional funding from the following sources?



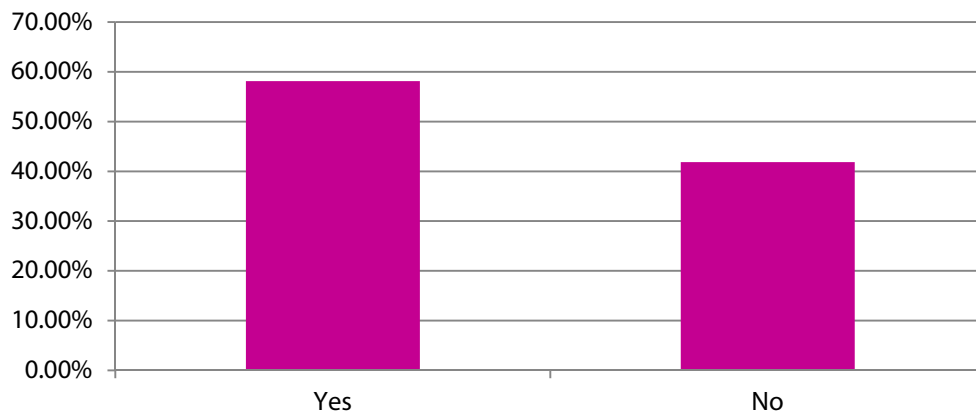
## Measuring quality



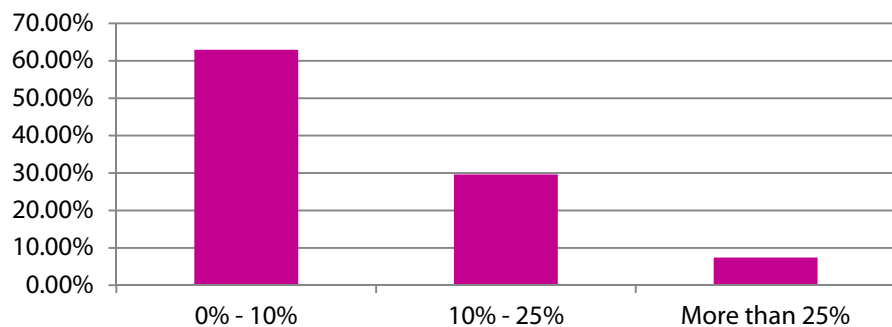
How did you measure the quality of cemeteries during 2016-17?



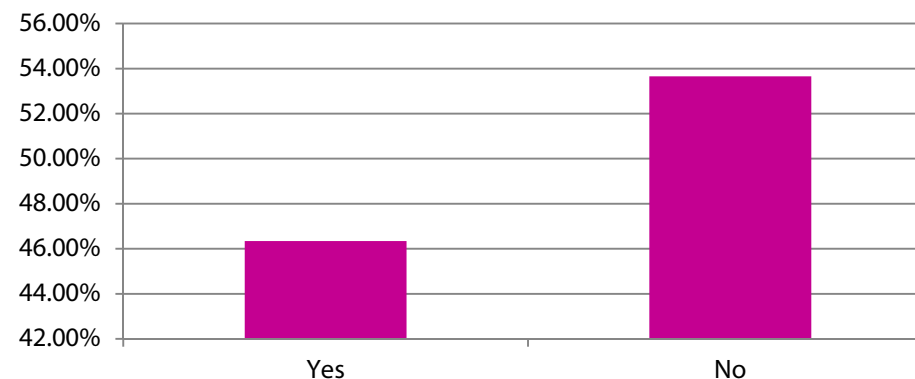
## Do you manage any of your cemetery land as wildflower areas or nature reserves?



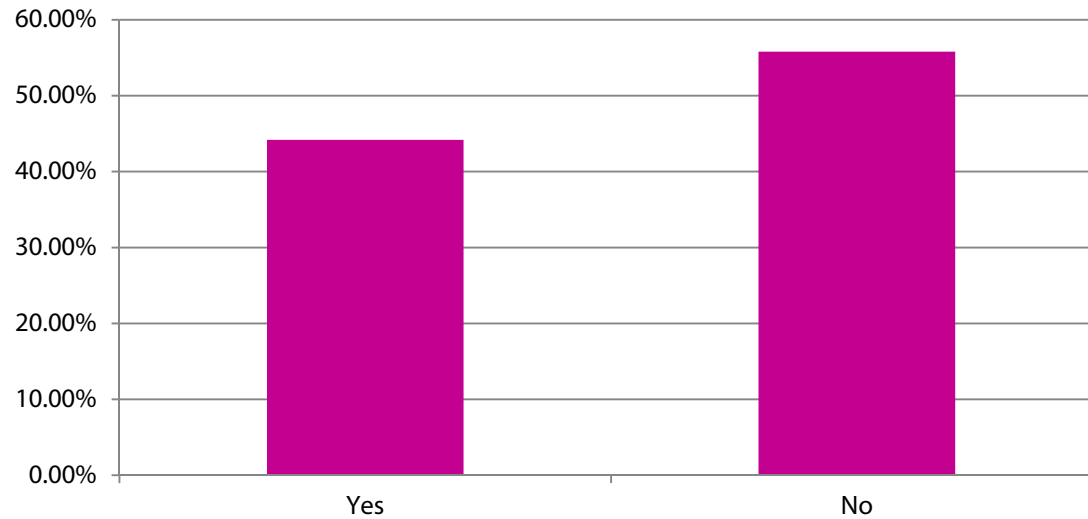
## If yes, what % of your total cemetery land is given to a more informal grounds maintenance regime



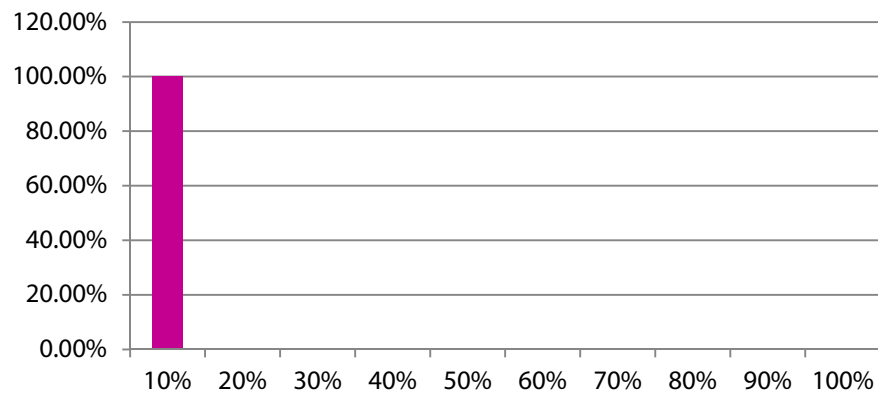
## Do you make specific provision for promoting biodiversity in cemetery grounds?



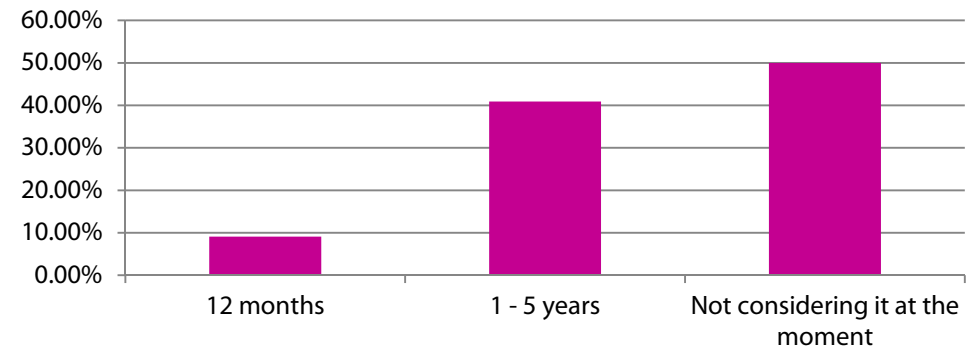
## Does your authority provide natural/woodland burial grounds?



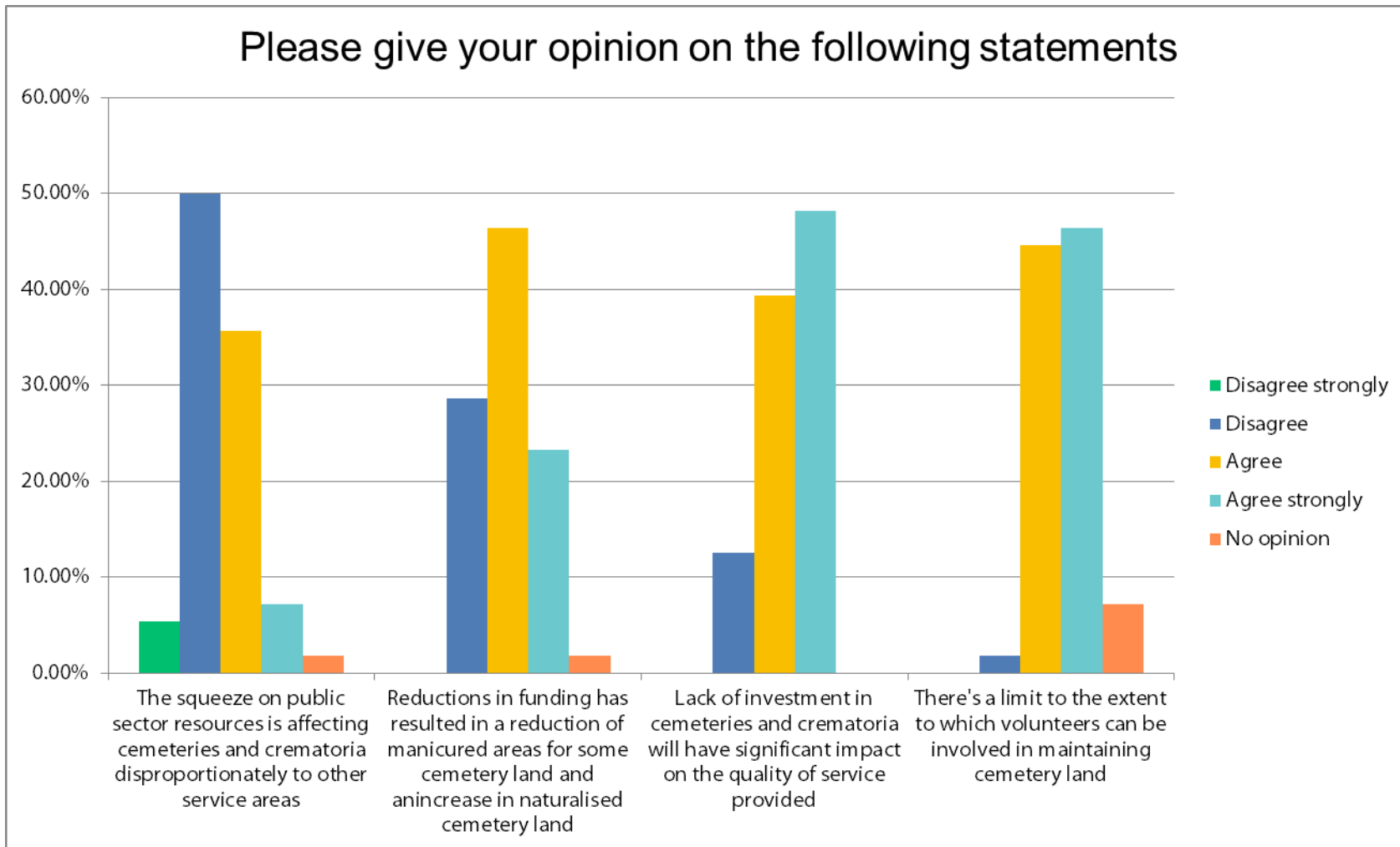
## If yes, what % of burials in your authority use natural burial as the preferred method/



## If you do not provide natural burial will you be introducing it in the future?



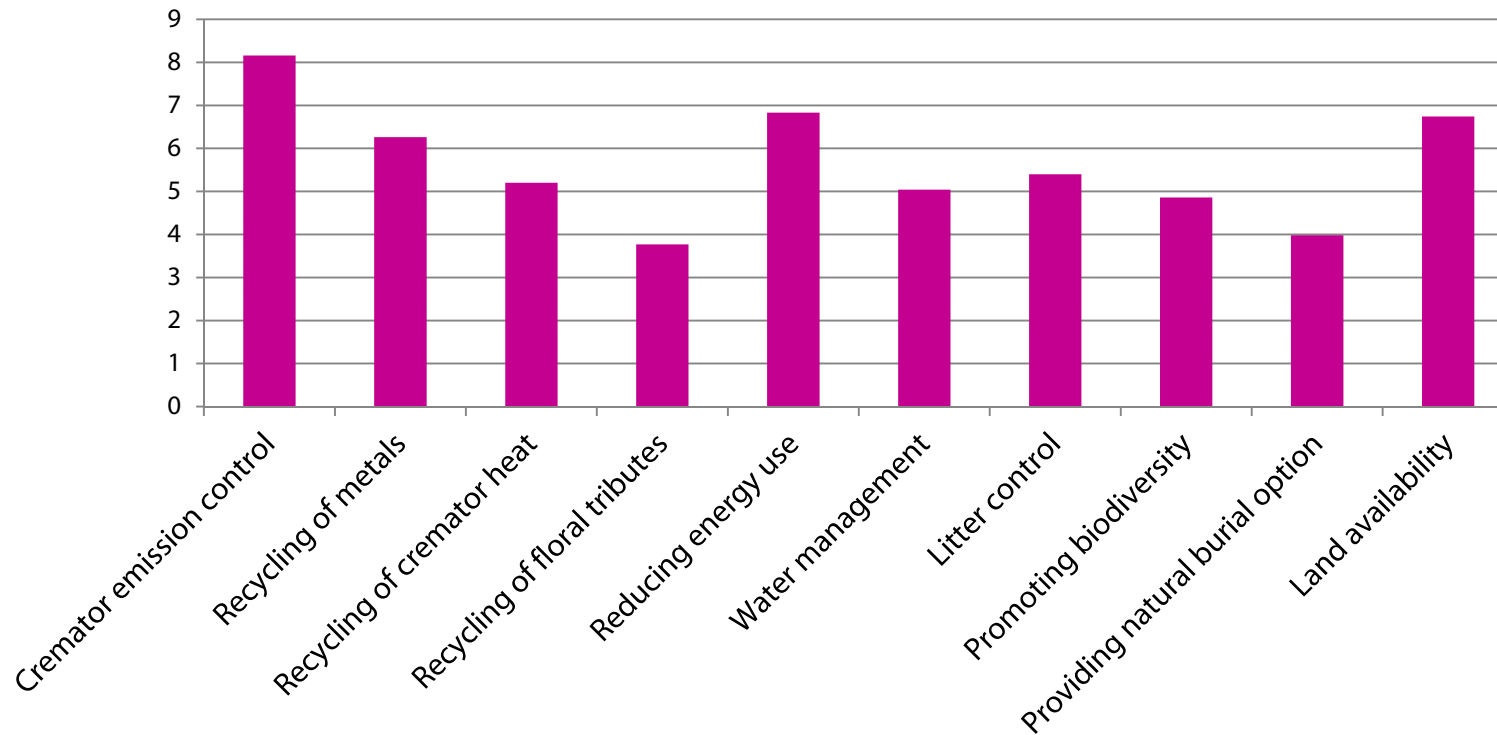
# Opinions



## The environment



What environmental issues are a priority for your cemeteries and crematoria?

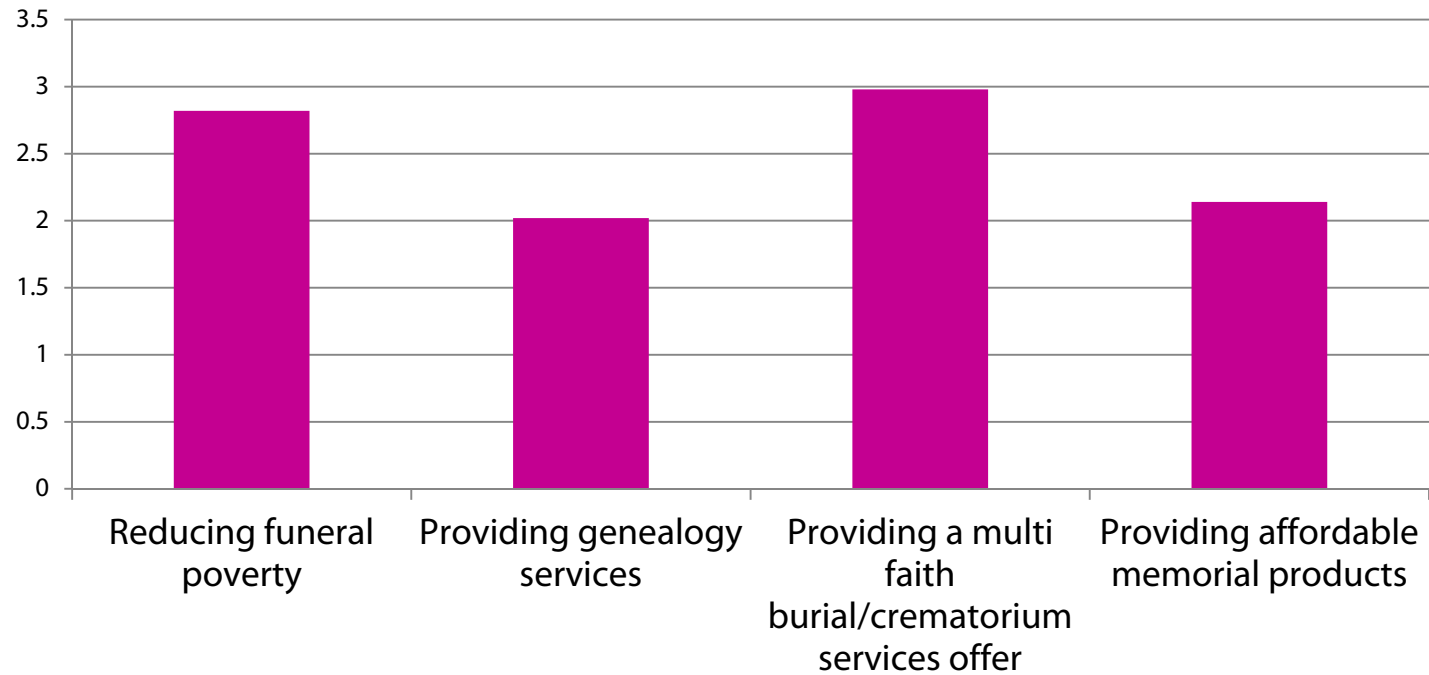




## Social issues



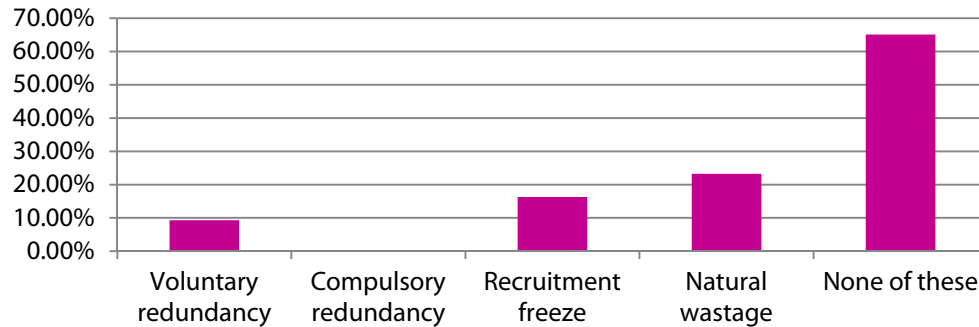
What social issues are a priority for your cemeteries and crematoria service?



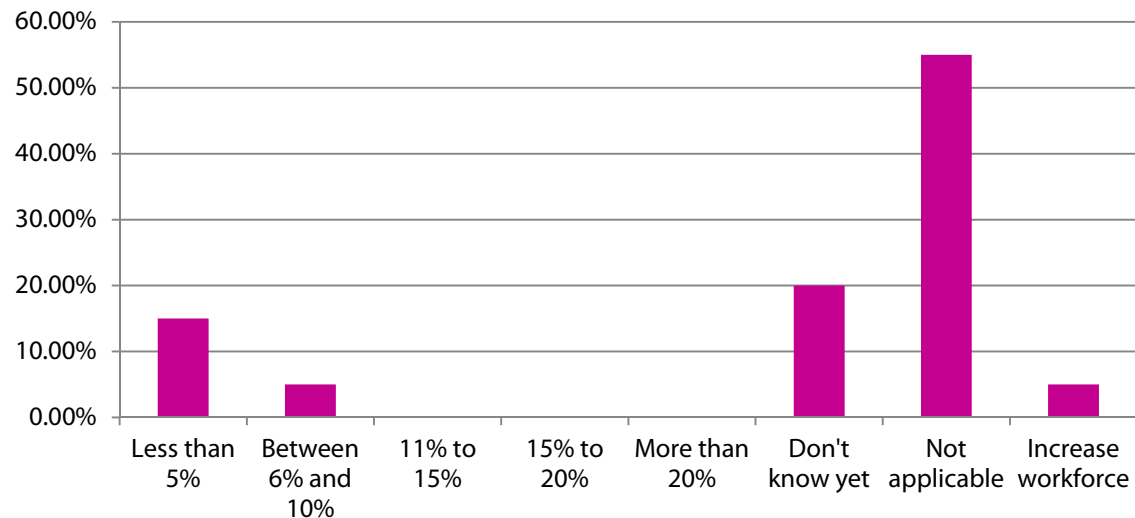
## Workforce issues



Has or does your service intend to implement any of the following within the next 12 months:



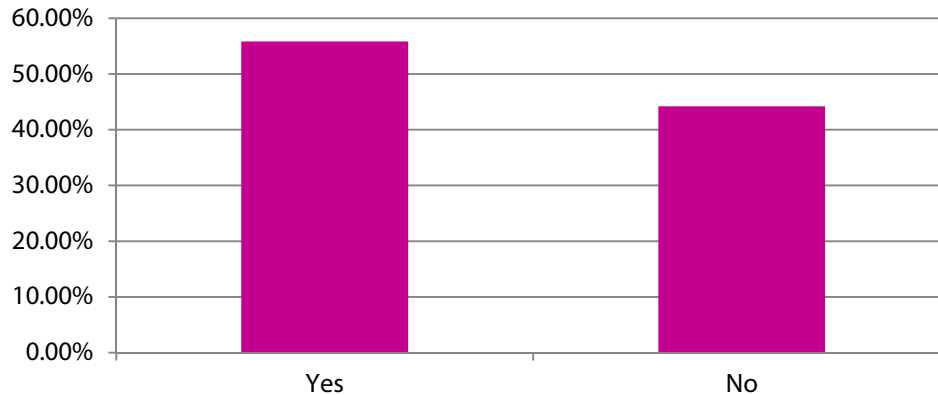
If your service area is subject to workforce reductions, what percentage of staff do you expect to lose from the service?



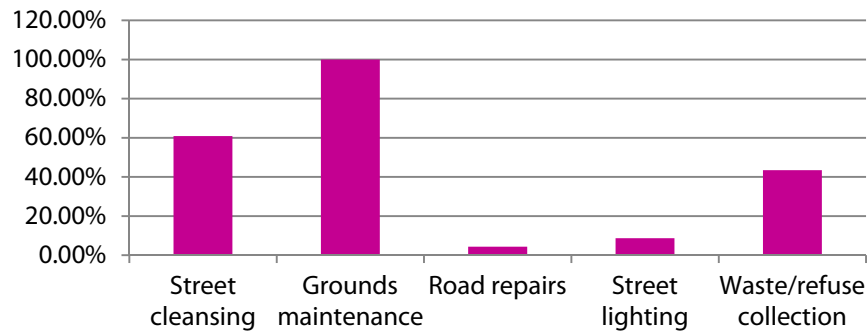
## Structural arrangements



Are you already part of an integrated service?

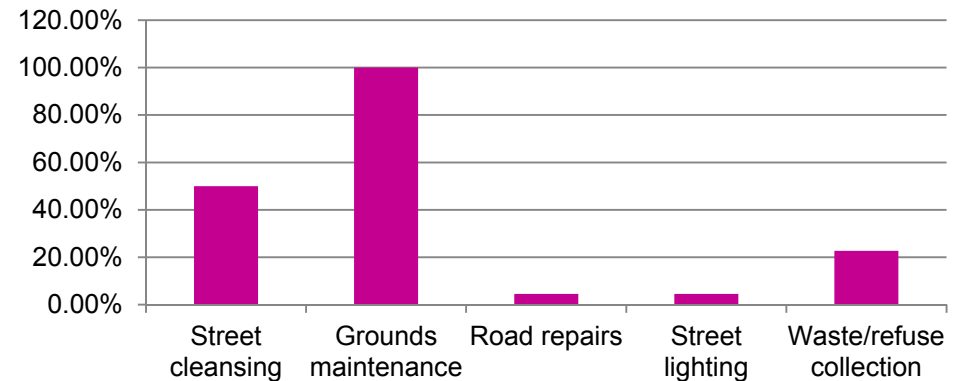


If yes, which services are jointly **MANAGED** within the integrated service?



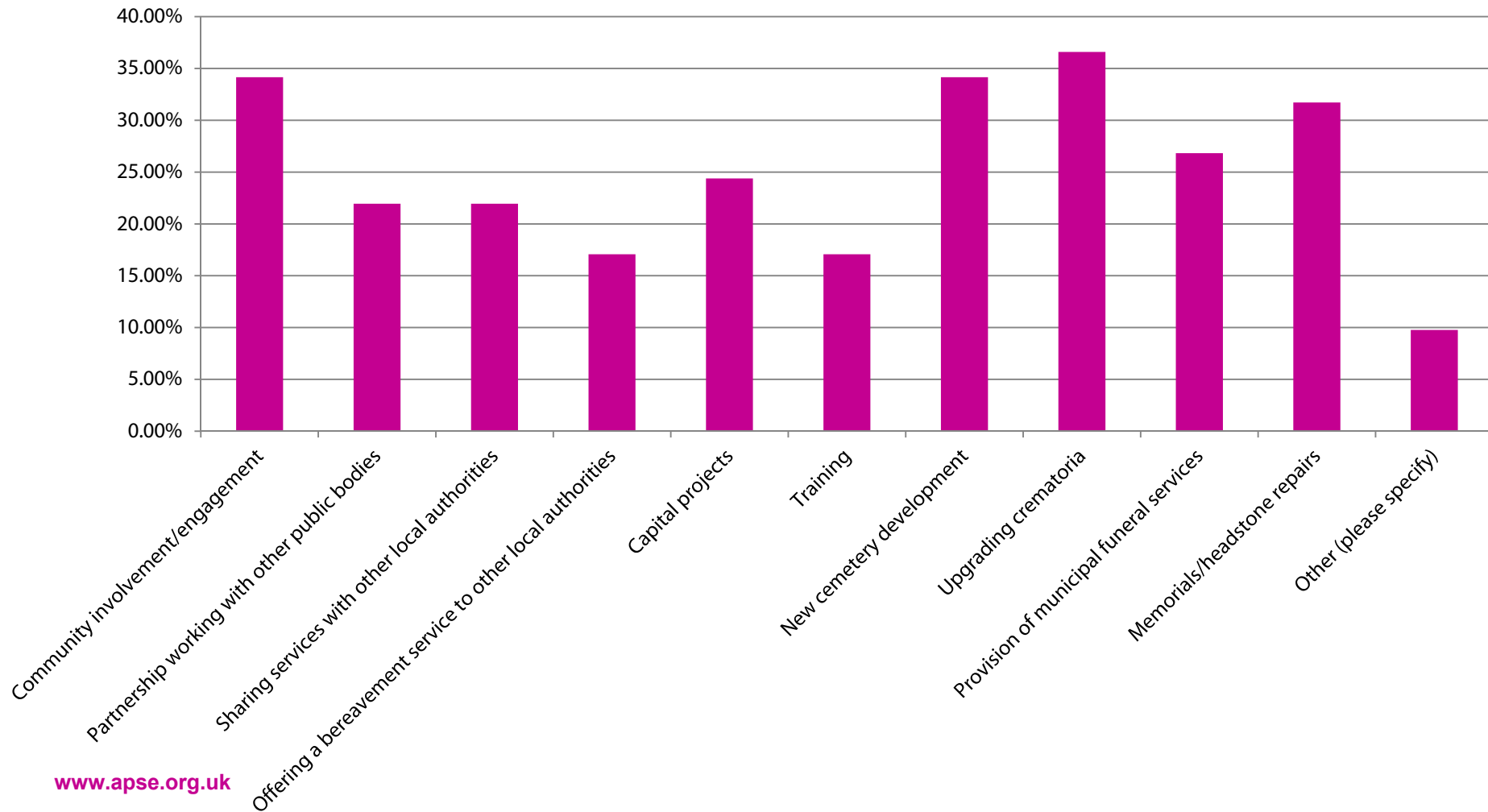
[www.apse.org.uk](http://www.apse.org.uk)

If yes, which services are jointly **DELIVERED** by staff within your integrated service?



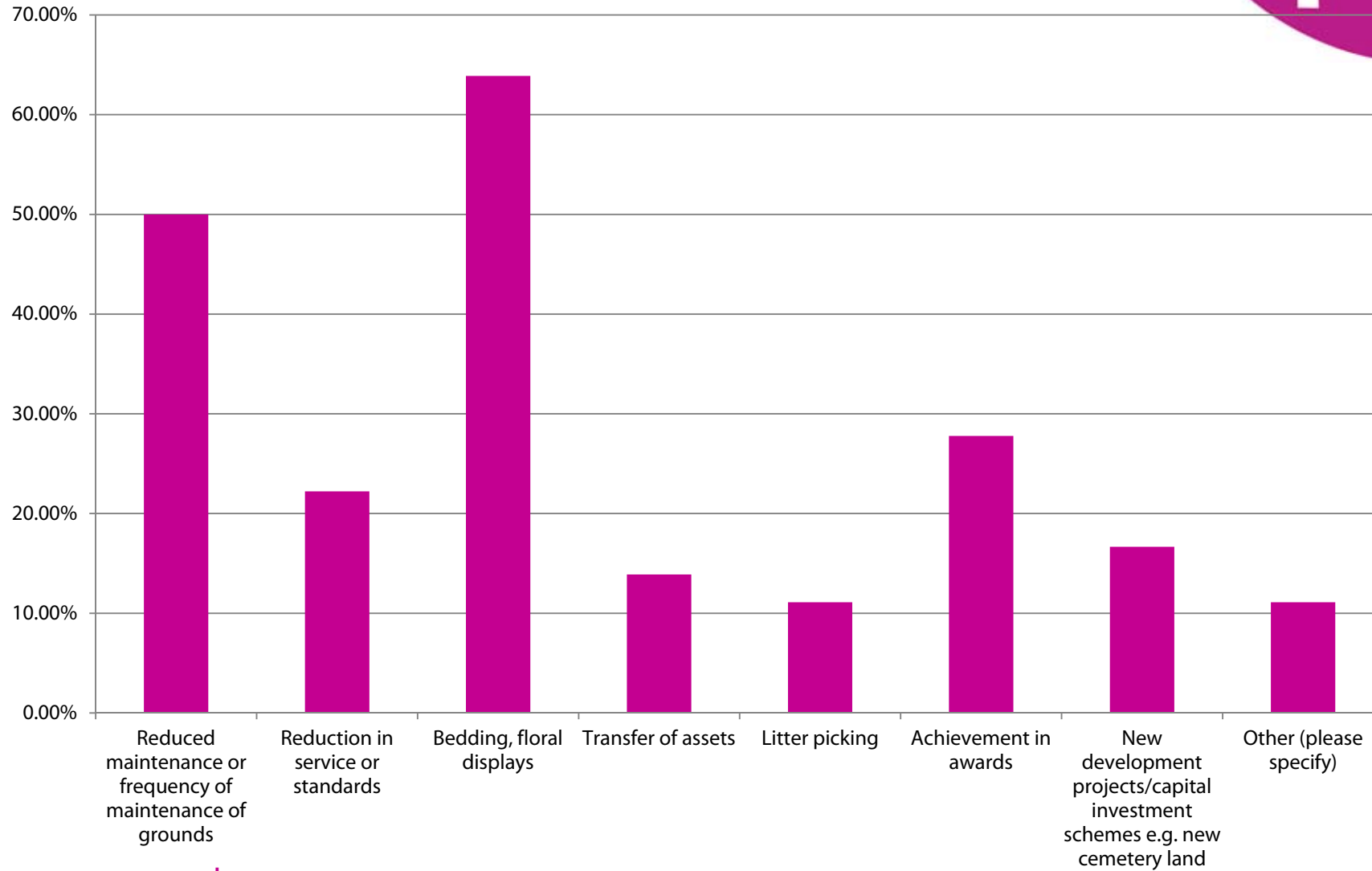


## Where do you see growth for the service over the next 12 months?





## Where do you see future decreases in work for the service?



# Land Audit Management System (LAMS)





## Contact details

**Debbie Johns, Head of Performance Networks**

**Email: [djohns@apse.org.uk](mailto:djohns@apse.org.uk)**

**Mobile: 07834 334193**

**Association for Public Service Excellence**

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

**telephone: 0161 772 1810**

**fax: 0161 772 1811**

**web: [www.apse.org.uk](http://www.apse.org.uk)**



INVESTOR IN PEOPLE



ISO 14001  
REGISTERED FIRM

GB 11409



ISO 9001  
REGISTERED FIRM

GB 11132



ISO 27001  
REGISTERED FIRM

GB 14074