

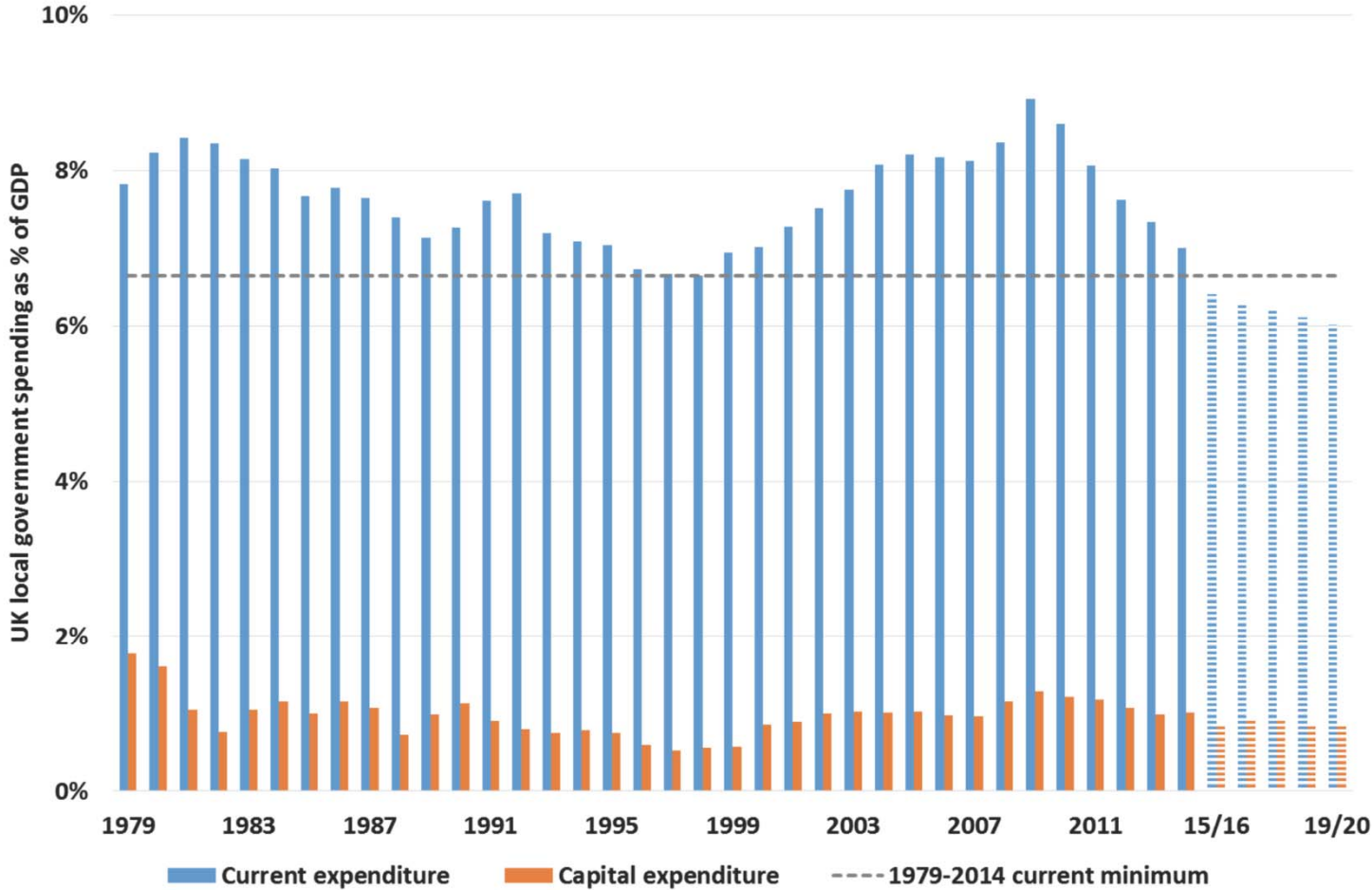
Maintaining or improving performance?



Thursday 19 April 2018

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.





Cost



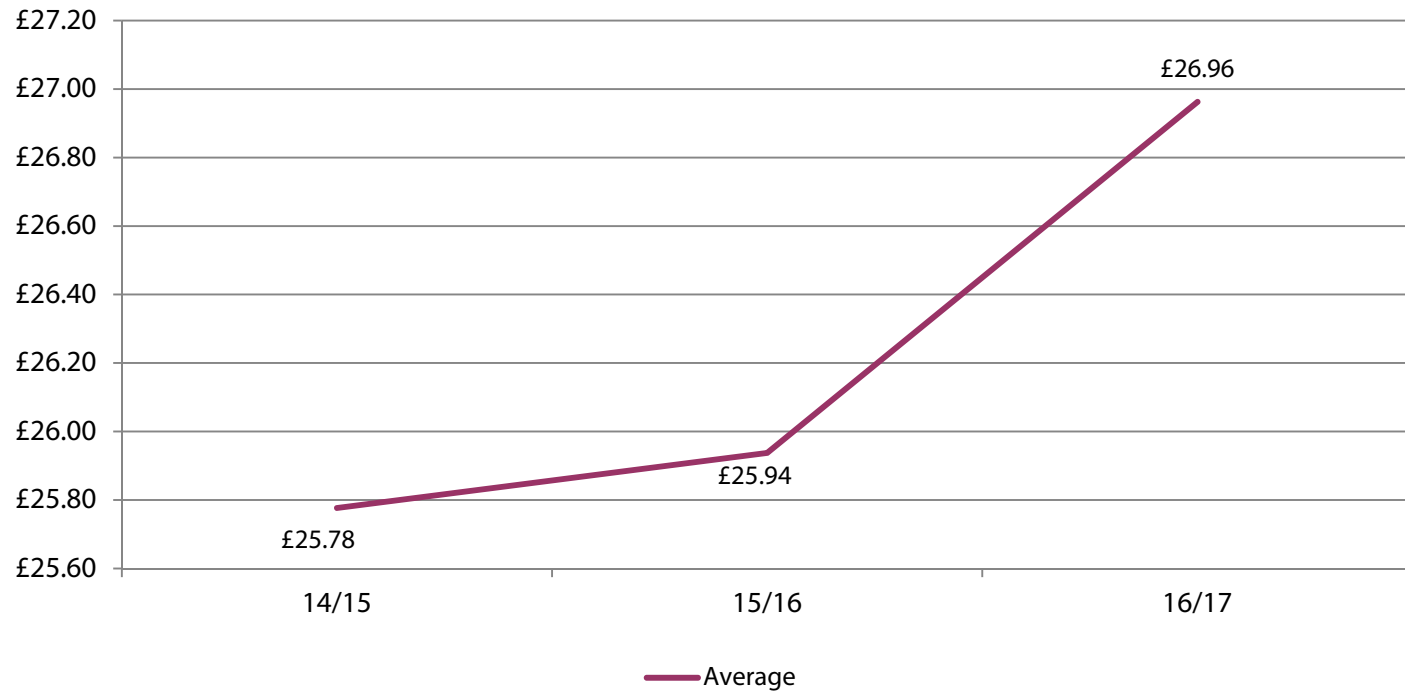
PI 26 Cost of contracted grounds maintenance service per hectare of cemeteries and crematorium land



Cost



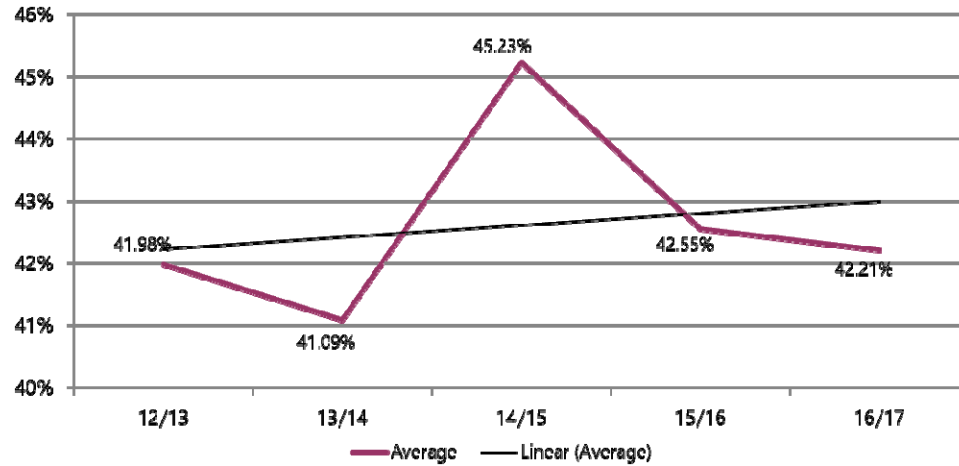
PI 32 Cremator maintenance cost per cremation



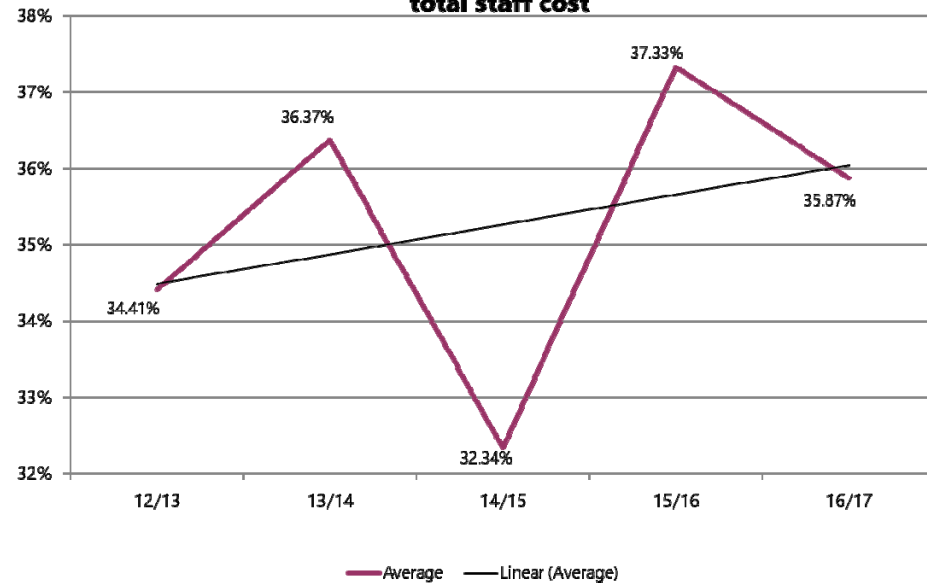
Staffing cost



PI 05 All staff costs as a percentage of total cost



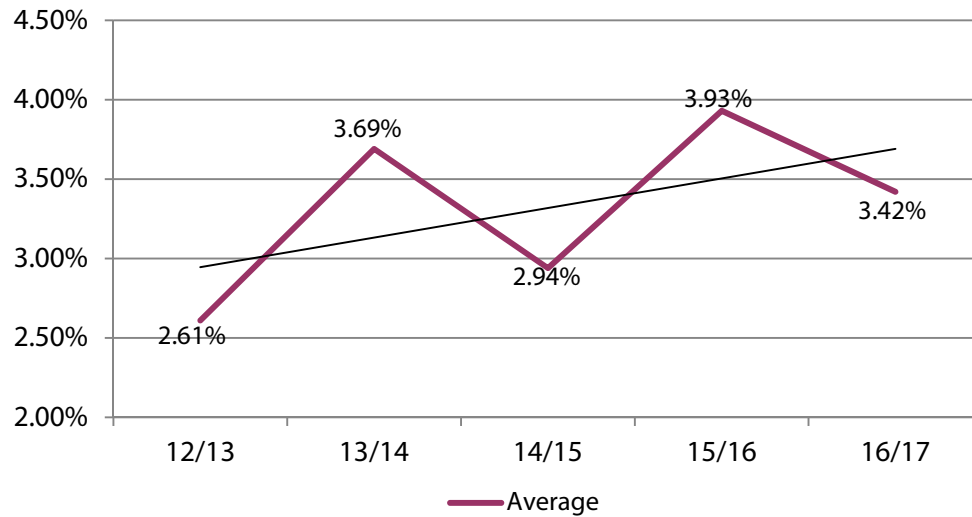
PI 06b Management and admin staff costs as a percentage of total staff cost



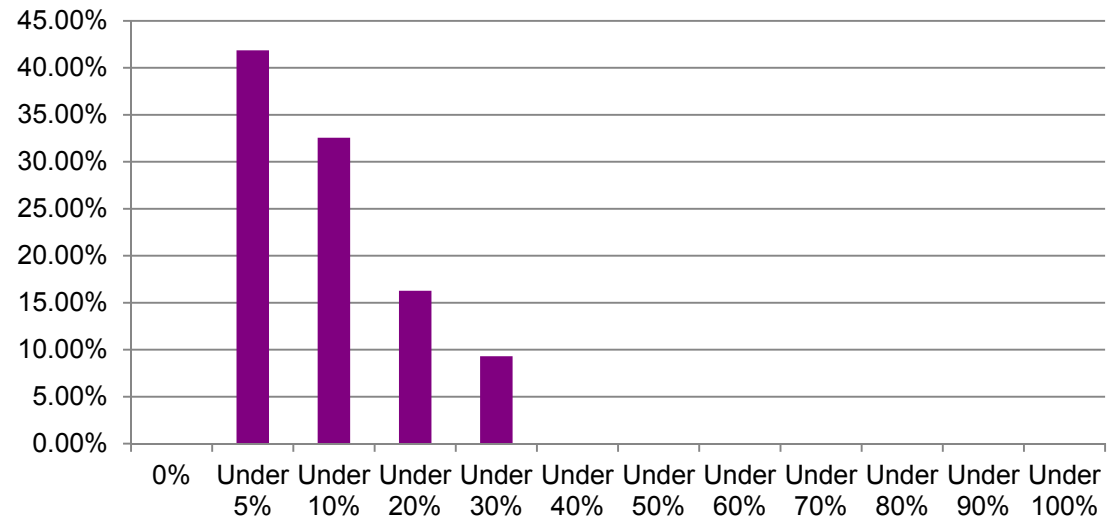
Staff absence, training and apprentices



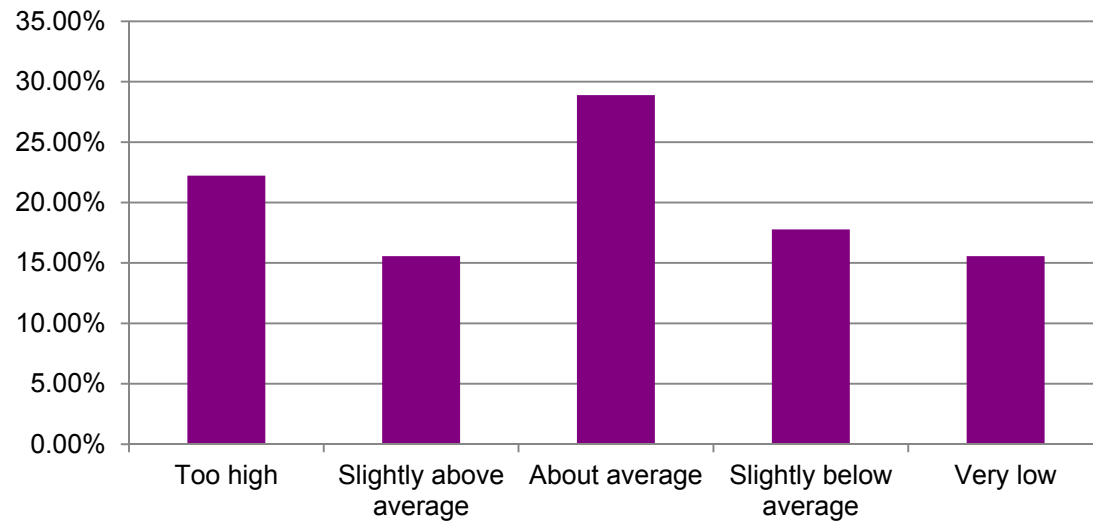
PI 24a Staff absence (all staff)



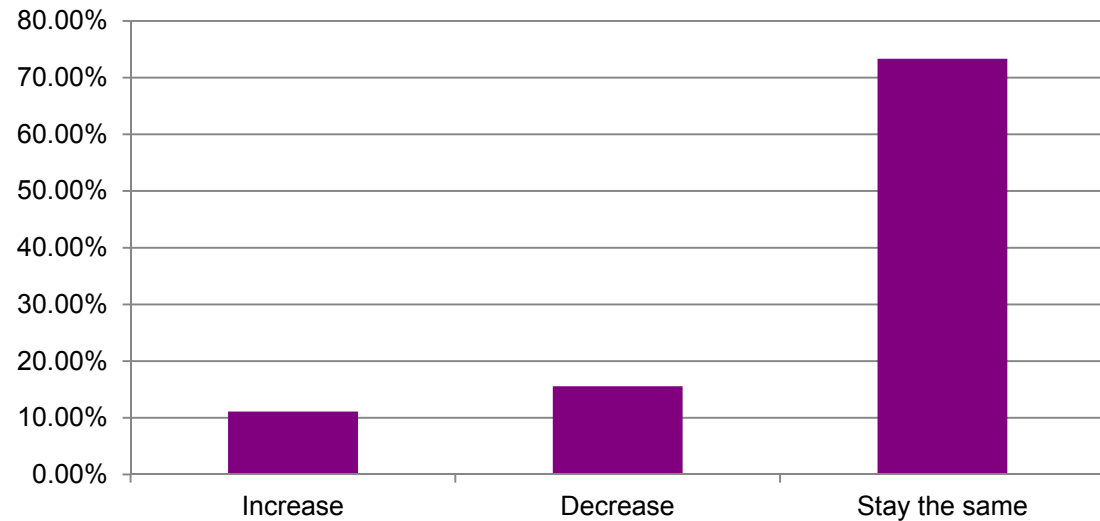
What are your estimated staff absence levels?



Are staff absence levels at an acceptable level?

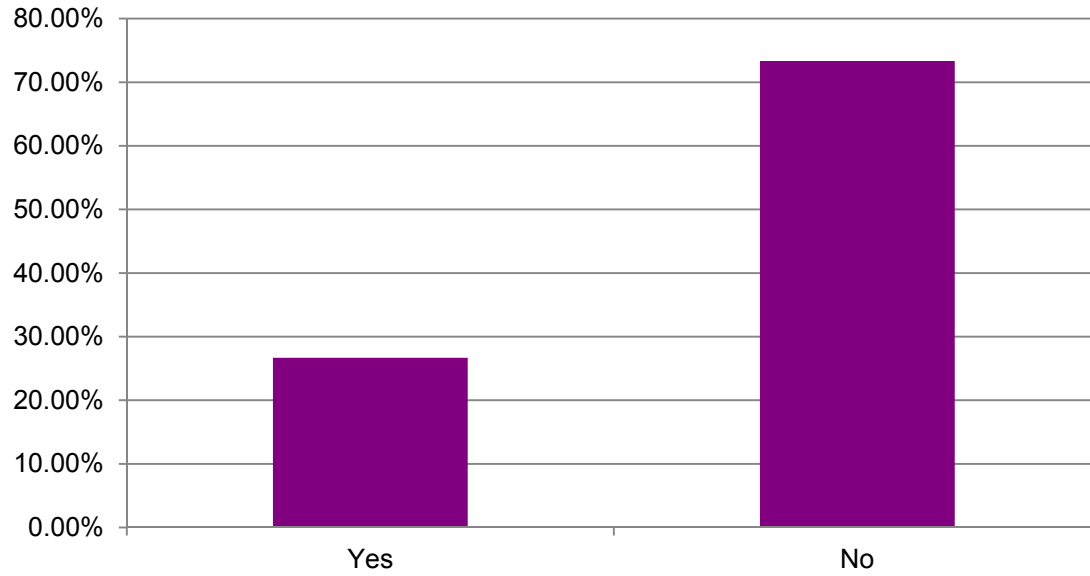


Is the training budget over the next 12 months going to:

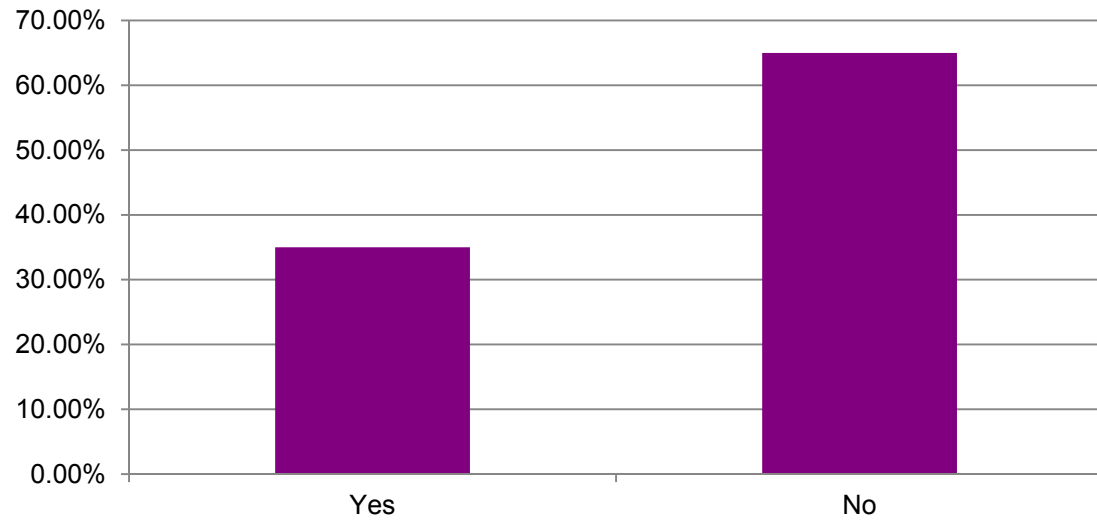




Do you have apprentices?



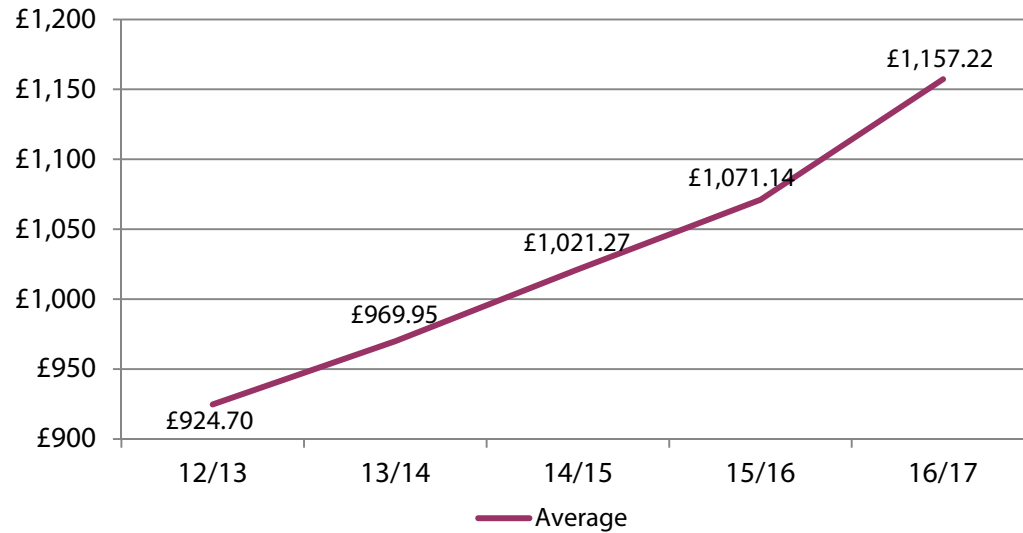
Are you going to be recruiting apprentices in 2017-18?



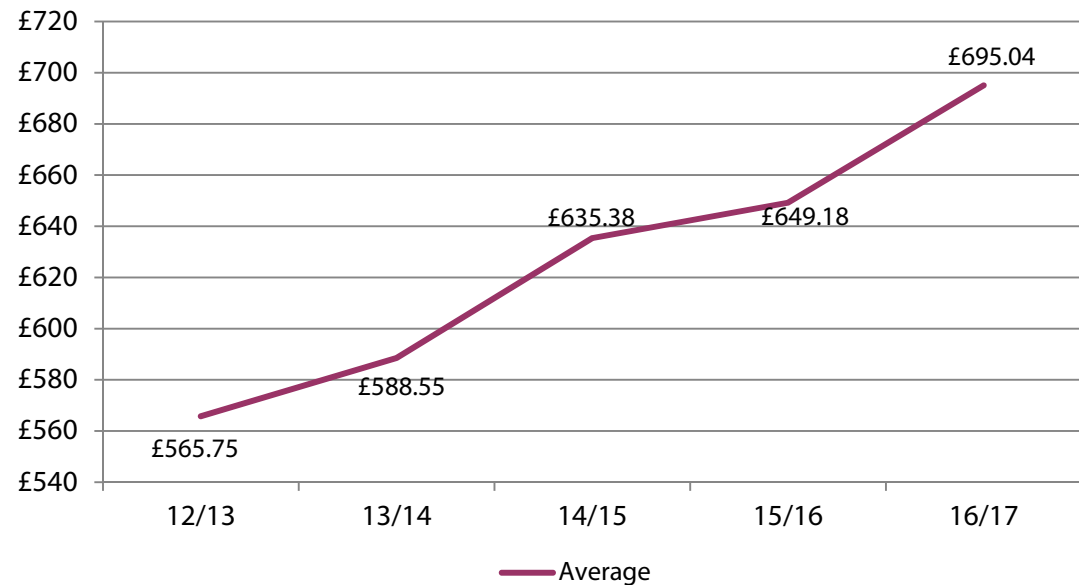
Income



PI 11b Average income from all disposals (burials)



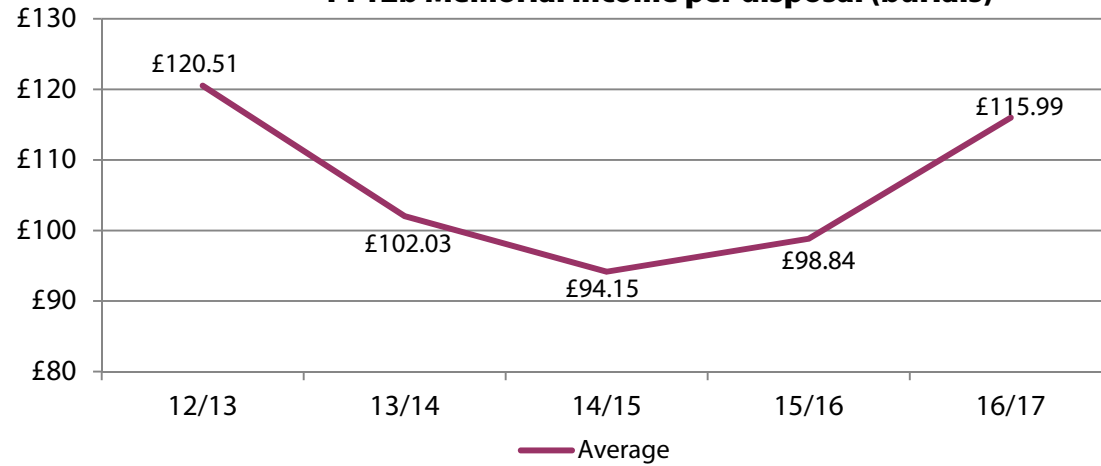
PI 11c Average income from all disposals (cremations)



Income



PI 12b Memorial income per disposal (burials)



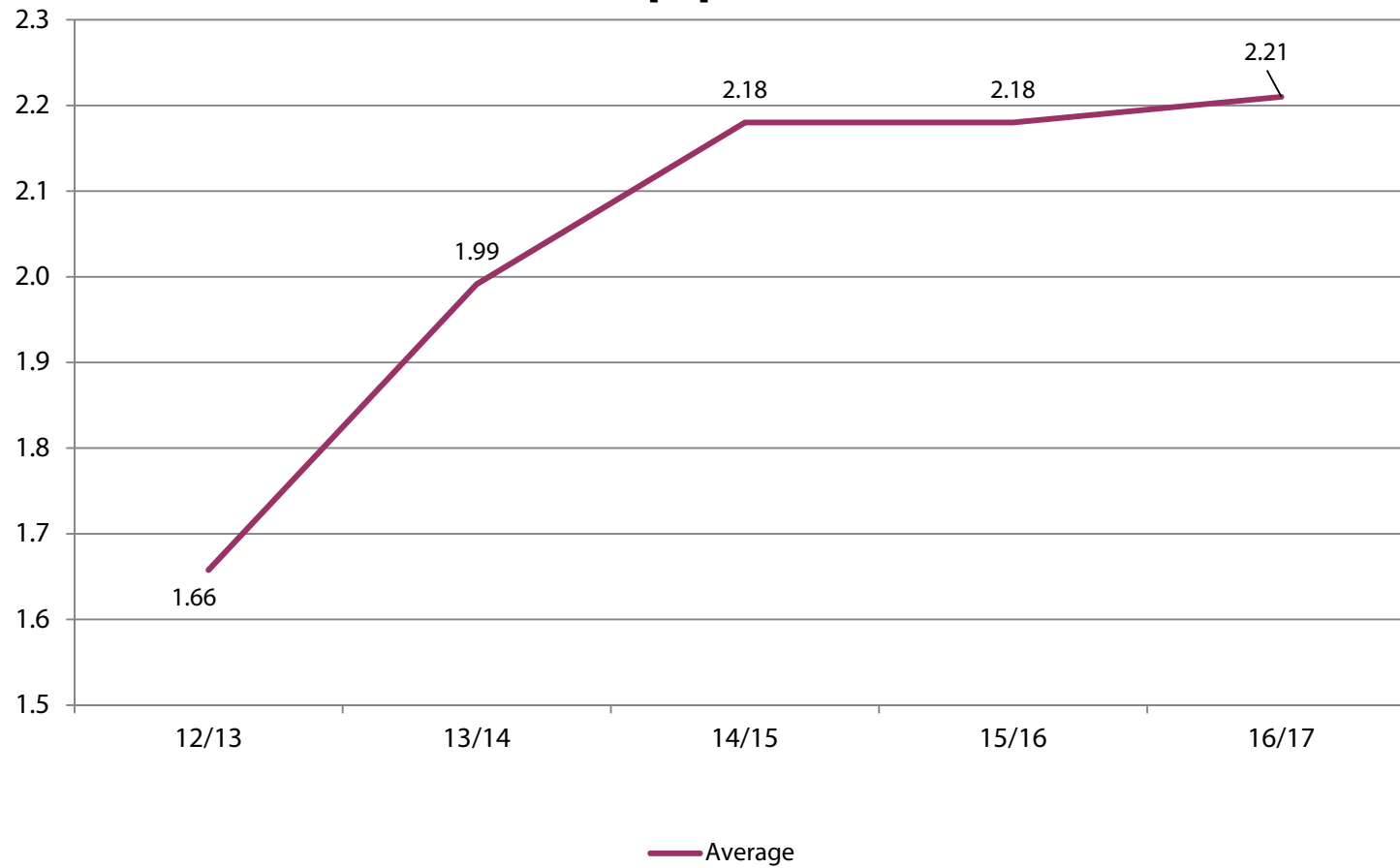
PI 12c Memorial income per disposal (cremations)



Productivity



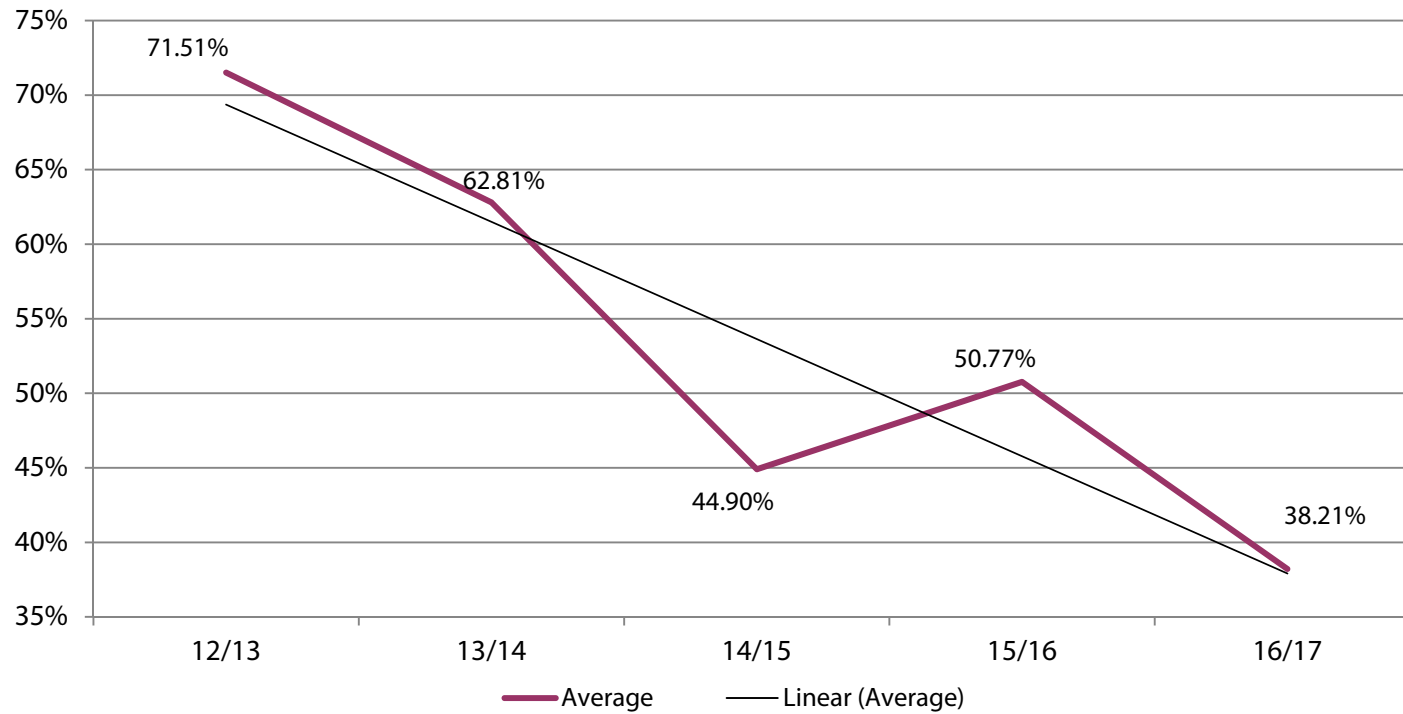
PI 18 Hectares of cemetery land maintained per 10,000 population

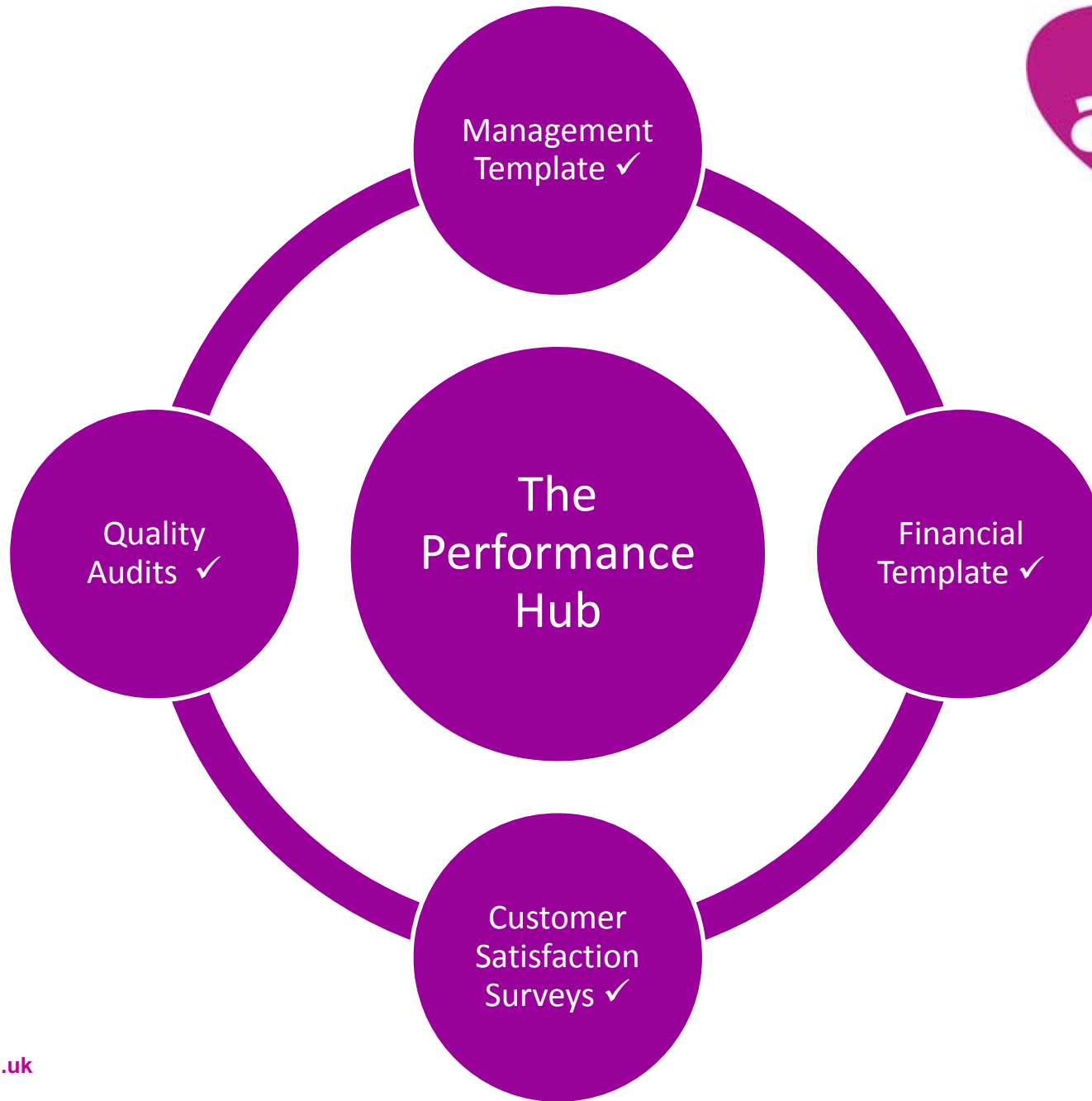


Quality



PI 23b Percentage of memorials requiring inspection per year







Cemeteries and Crematoria Customer satisfaction survey



For each questions, please place a cross (X) within the box that best represents what you think.

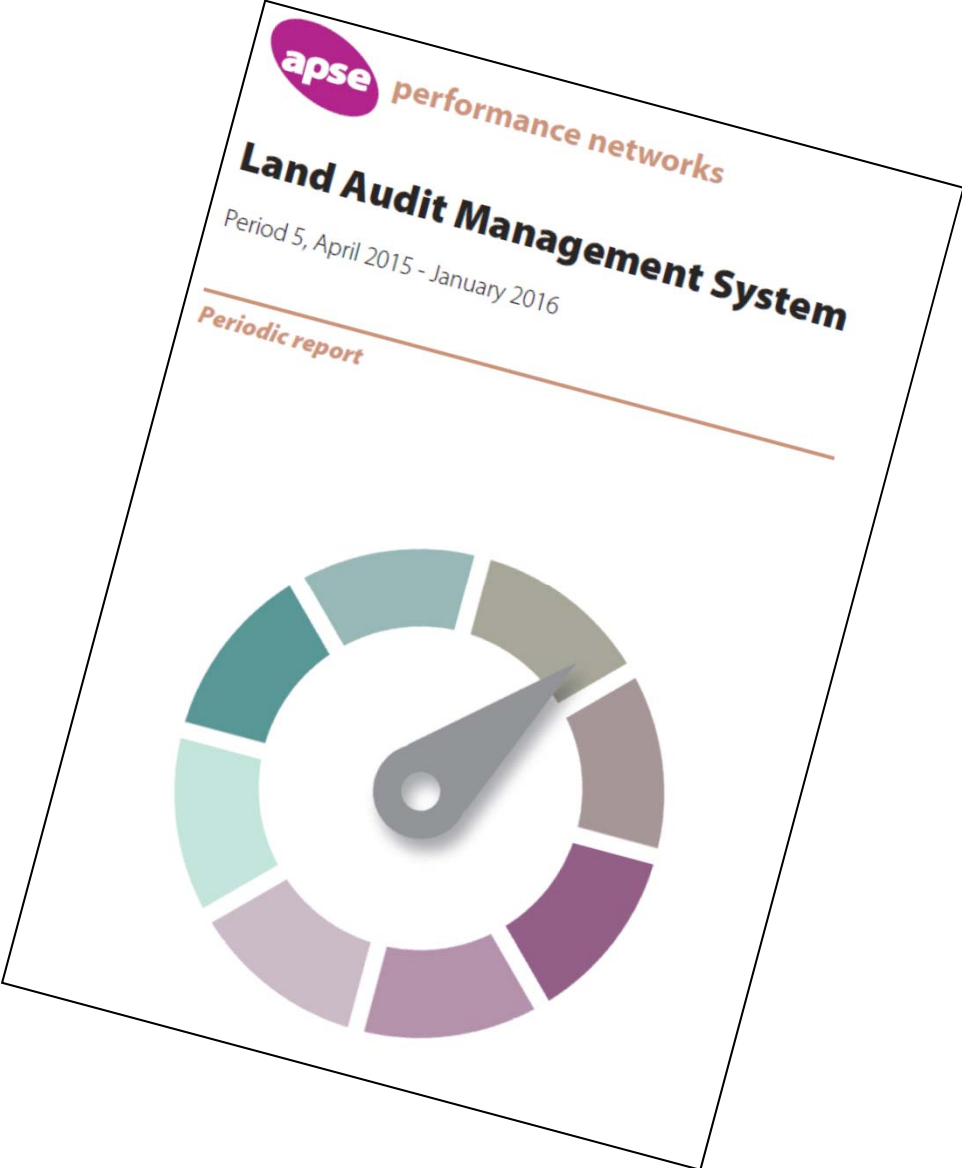
Section 1: What is important?

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					
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 cemeteries	<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: How are we doing?

Land Audit Management System (LAMS)



Land Audit Management System (LAMS)

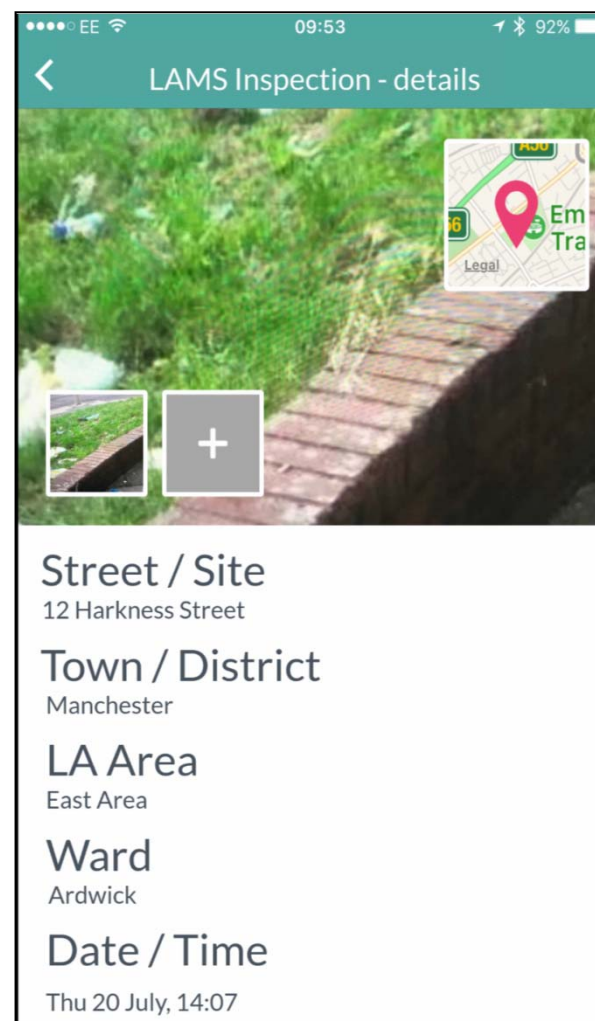


- ✓ A consistent quality audit of measuring the quality of grounds maintenance within cemeteries and crematoria
- ✓ Trigger for immediate intervention at local level
- ✓ Data source for comparative Performance Indicators at national level (real time & annual)
- ✓ Simple to undertake & administer 'What the public would see' rather than requiring a technical inspection.
- ✓ Will contribute to annual performance awards
- ✓ Available free of charge to all members

Cemeteries & Crematoria Module



- ✓ Previous templates were based around Grounds and Street cleansing.
- ✓ Increased interest from Cemeteries & Crematoria services led us to develop a specific template for the service.
- ✓ The template and guidance notes have now been designed.
- ✓ New app option – to be launched on 24 May!





What does LAMS monitor?

Cemeteries / crematoriums:

- Ground maintenance standards (A - Excellent standard, B – Acceptable standard, C – Unacceptable standard, D – Poor standard)
- Presence of weeds
- Litter levels
- Fly-tipping presence
- Dog fouling presence
- Bins overflowing
- Bin conditions (structural and cleanliness)
- Vandalism / damage

Land Audit Management System (LAMS) Important dates



Inspections completed for	Results to APSE by	Report back to authorities by
April & May	08 June 2018	15 June 2018
June & July	10 August 2018	17 August 2018
August & September	05 October 2018	12 October 2018
October & November	14 December 2018	21 December 2018
December & January	08 February 2019	15 February 2019
February & March	05 April 2019	12 April 2019

Register your interest!



apse performance networks

LAMS – Cemeteries and crematoria

I am a member of APSE performance networks for Cemetery and crematorium services and I would like to register my interest for LAMS

I am not a member of APSE performance networks please send me further membership information

Name

Authority

Position

Email

Telephone

Please fax this form back to Darja Scukina on 0161 772 1811 or email dscukina@apse.org.uk

****HELP US KEEP OUR RECORDS UP-TO-DATE****

Persons contact details have changed, please amend as indicated

Person has left the organisation (if so please complete the details below for the replacement)

PLEASE PRINT DETAILS

Title First Name Surname

Job Title Authority

Department

Address

Post Code

Telephone Fax Email

apse performance networks

Membership application form – 2018/19 (year 20)

Email: performance.networks@apse.org.uk

We wish to become members of APSE performance networks

Name of authority: APSE region:

Name of officer: Position:

Signature: Date:

Hectareage, population and households

Please provide the following figures: Authority hectareage:

Authority population: Number of households:

Fees

We understand that membership involves the payment of an annual subscription based on the following: (please tick as appropriate to your application)

Fees structure		APSE member (£)	Non APSE member (£)
Large authority*	All services	7,902 <input type="checkbox"/>	11,502 <input type="checkbox"/>
Large authority*	Single service	2,324 <input type="checkbox"/>	3,408 <input type="checkbox"/>
Small authority	All services	4,010 <input type="checkbox"/>	6,158 <input type="checkbox"/>
Small authority	Single service	1,242 <input type="checkbox"/>	1,920 <input type="checkbox"/>
		Fee due £ <input type="text"/>	
		+ VAT @ 20% £ <input type="text"/>	
		Total £ <input type="text"/>	

*A large authority is defined as having a population in excess of 200,000
Please refer to terms & conditions of membership by [clicking here](#).

Invoicing

Please nominate who you would like us to invoice for performance networks subscription fees

Name:

Position:

Department:

Address:

Postcode: Email:

Telephone: Mob:

Your contact details will be used for the purposes of the performance networks service including the facilitation of networking, the sharing of performance data amongst members of Performance networks and inclusion in the contacts pages in the performance reports.

If you do not wish to reveal your PIN to other performance networks members (which will prevent the identification of the PIN's of other members in performance reports which you are included in) please tick the relevant box under the following service area(s).



Contact details

Debbie Johns, Head of Performance Networks

Email: 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



INVESTOR IN PEOPLE



ISO 14001
REGISTERED FIRM

GB 11409



ISO 9001
REGISTERED FIRM

GB 11132



ISO 27001
REGISTERED FIRM

GB 14074