

Bringing Innovation to Cemetery and Crematorium Administration

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We will explore:

- The problems of having an outdated and unsupported Bereavement administration software system.
- Identifying what was needed and the challenges faced in delivering a modern digitally focused Bereavement service during a pandemic.
- The benefits achieved for partners, staff, and service users.

Who we are

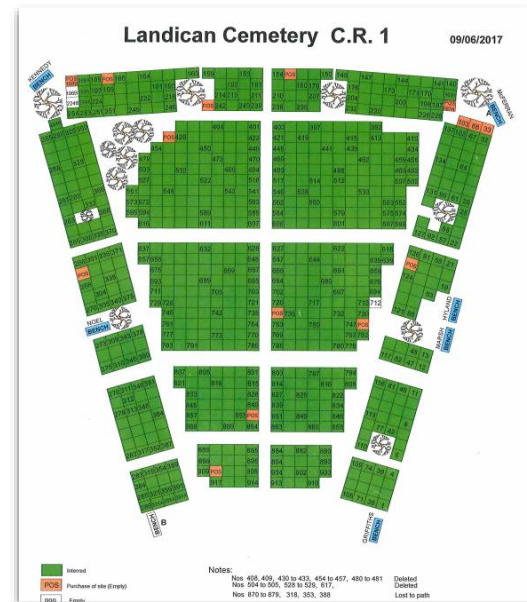
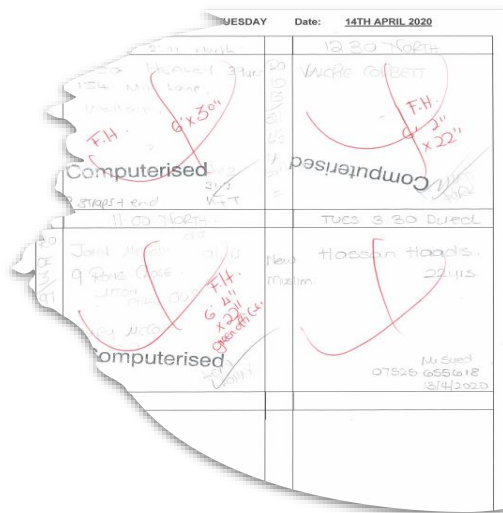
- Wirral Council Cemeteries and Crematorium Service
- In service of 320,900 residents
- 1 Crematorium
- 9 Cemeteries
- 3,000+ cremations p.a.
- 500 interments p.a.



Landican Cemetery and Crematorium

The problems of having an outdated and unsupported Bereavement administration software system.

An outdated system



An outdated system

- Paper based diary booking systems
- Staff resource intensive
- Funeral Directors burial / cremation bookings via telephone
- Fewer weekend bookings leading to early week bottlenecks

LANDICAN CREMATION DIARY *fri 6th MARCH*

	FD	DECEASED	AGE	CLERGY	ASHES	Cremation No.	
9:00 C	<i>KIT</i>	<i>DORCEY BEOTE</i> <i>2011-12-10</i>	<i>90</i>	<i>CE</i>	<i>F</i>	<i>C 196565</i>	<input checked="" type="checkbox"/>
9:30 S	<i>CS</i>	<i>WILLIAM RICHARDSON</i> <i>2011-12-10</i>	<i>89</i>	<i>CE</i>	<i>CO</i>	<i>C 196566</i>	<input checked="" type="checkbox"/>
9:30 C	<i>FIRKS</i>	<i>STANLEY GOODRIDGE</i> <i>2011-12-10</i>	<i>86</i>	<i>CE</i>	<i>F</i>	<i>S 196567</i>	<input checked="" type="checkbox"/>
9:30 S	<i>COOL</i>	<i>MARIE PURFORD</i> <i>2011-12-10</i>	<i>91</i>	<i>HOM</i>	<i>F</i>	<i>C 196568</i>	<input checked="" type="checkbox"/>
10:00 C	<i>CS</i>	<i>AUDREY SMITH</i> <i>2011-12-10</i>	<i>90</i>	<i>CE</i>	<i>F</i>	<i>C 196569</i>	<input checked="" type="checkbox"/>
10:30 S	<i>KEVIN LOHBY</i>	<i>WILLIAM MARSHALL</i> <i>2011-12-10</i>	<i>83</i>	<i>CE</i>	<i>F</i>	<i>C 196570</i>	<input checked="" type="checkbox"/>
11:00 C	<i>KEVIN LOHBY</i>	<i>WILLIAM MILLWARD</i> <i>2011-12-10</i>	<i>71</i>	<i>NONE</i>	<i>F</i>	<i>C 196571</i>	<input checked="" type="checkbox"/>
11:00 S	<i>ROB QUINN</i>	<i>RICHARD ECCLES</i> <i>2011-12-10</i>	<i>89</i>	<i>NONE</i>	<i>F</i>	<i>C 196572</i>	<input checked="" type="checkbox"/>
12:00 C	<i>CS</i>	<i>JOYCE DODD</i> <i>2011-12-10</i>	<i>88</i>	<i>HUM</i>	<i>F</i>	<i>C 196573</i>	<input checked="" type="checkbox"/>
12:30 S	<i>CS</i>	<i>JOYCE DANIELS</i> <i>2011-12-10</i>	<i>81</i>	<i>CE</i>	<i>CO</i>	<i>C 196574</i>	<input checked="" type="checkbox"/>
1:00 C	<i>COOL</i>	<i>CHARLES GLOVER</i> <i>2011-12-10</i>	<i>88</i>	<i>NONE</i>	<i>F</i>	<i>C 196575</i>	<input checked="" type="checkbox"/>
1:30 S	<i>S. BORG</i>	<i>VICKIE C. MARSHALL</i> <i>2011-12-10</i>	<i>87</i>	<i>CE</i>	<i>CO</i>	<i>C 196576</i>	<input checked="" type="checkbox"/>
2:00 C	<i>S. BORG</i>	<i>AUDREY JOSEPH</i> <i>2011-12-10</i>	<i>89</i>	<i>CE</i>	<i>F</i>	<i>S 196577</i>	<input checked="" type="checkbox"/>
2:30 S	<i>FIRKS</i>	<i>GEORGE TOPPING</i> <i>2011-12-10</i>	<i>80</i>	<i>RC</i>	<i>CO</i>	<i>C 196578</i>	<input checked="" type="checkbox"/>
3:00 C	<i>CS</i>	<i>JAMES MCKENZIE</i> <i>2011-12-10</i>	<i>81</i>	<i>NONE</i>	<i>F</i>	<i>C 196579</i>	<input checked="" type="checkbox"/>
3:30 S	<i>COOL</i>	<i>ALAN LAWRENCE</i> <i>2011-12-10</i>	<i>94</i>	<i>NONE</i>	<i>F</i>	<i>C 196580</i>	<input checked="" type="checkbox"/>

Partnership



Initial Rollout



Identifying what was needed and the challenges faced in delivering a modern digitally focused Bereavement service during a pandemic.

A new challenge

 **UK Prime Minister** ✓
@10DowningStreet
United Kingdom government organization

PM [@BorisJohnson](#) gives an important update on [#coronavirus](#) [#StayHomeSaveLives](#)



8.1M views 0:02 / 6:16

A video player showing a clip of Boris Johnson, the UK Prime Minister, speaking. He is wearing a dark suit and a red tie, sitting at a desk with a Union Jack flag visible in the background. The video player interface includes a play button, view count (8.1M views), and a progress bar showing 0:02 / 6:16.

MICROSOFT TECH

Microsoft Teams usage jumps 50 percent to 115 million daily active users

The pandemic is driving people towards Microsoft's services

By Tom Warren | @tomwarren | Oct 27, 2020, 6:04pm EDT

[f](#) [t](#) [SHARE](#)

A news article snippet from Microsoft Tech. The headline reads "Microsoft Teams usage jumps 50 percent to 115 million daily active users". Below the headline is a sub-headline "The pandemic is driving people towards Microsoft's services" and the author information "By Tom Warren | @tomwarren | Oct 27, 2020, 6:04pm EDT". At the bottom, there are social media sharing icons for Facebook and Twitter, and a "SHARE" button.

A new challenge

57%

increased
cremations

58%

increased
burials

A new approach



CRAWL



WALK



RUN

A Modular Rollout

Cremation module

- Integrated management of cremations within a single system
- Scheduling and management of cremation activities, stored remains logging and reminder letters, disposals, reporting
- **Create and monitor remains from a range of reports in structured and accessible way**

Funeral Director Portal

- 24/7 online bookings
- Paperwork and docs submitted online
- Enabled social distancing and remote working
- Reduced / Eliminated FD calls
- **Freed up staff to focus on other tasks**
- **Improved customer experience**

Funeral Director Engagement

- Funeral Directors fully engaged to encourage buy in
- Feeling of progression / exclusivity within local FD circle
- Phased process to manage and minimise risks
- Tailored training inspiring confidence and competence



The benefits achieved for partners,
staff, and service users.



98%

bookings via
FD portal

Service Improvement

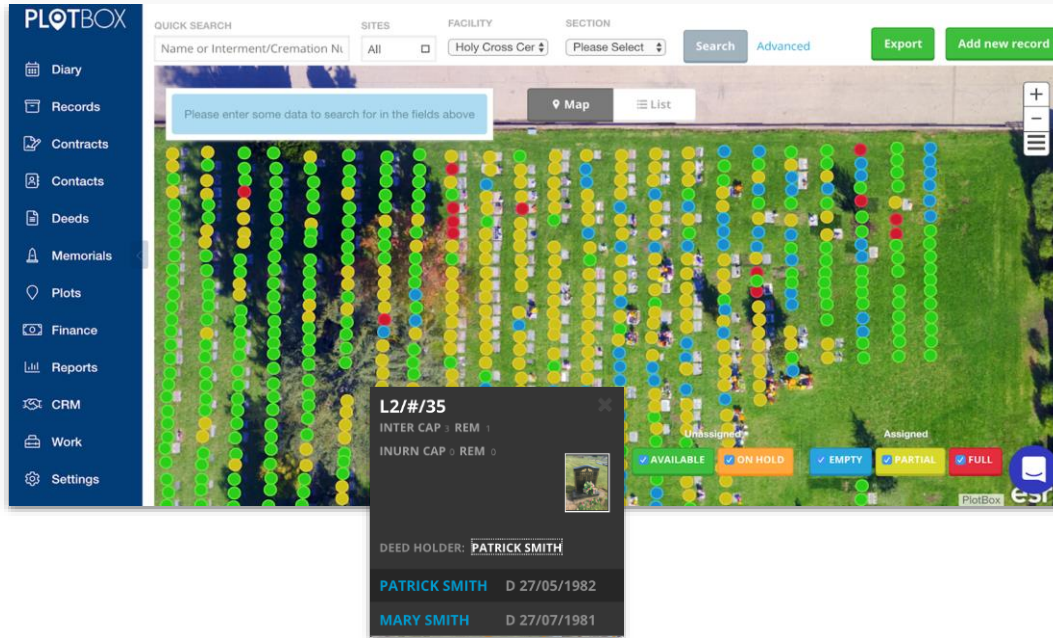


The Funeral Director portal has been invaluable in providing a more seamless service to the families we support.

Having access to the cremation diary 24/7 means we can be fully present in their time of need - no longer having to leave to make phone calls, or wait until the office to open.

It has also been very easy to use, allowing us to view clearly all of our bookings at the click of a button.

On Site Verification



11
Additional
plots found

Benefits

- Improved service levels for bereaved families
- Operational efficiencies and streamlined processes
- Accurate GIS mapping of grave sites
- Enabled social distancing and remote working
- Rejuvenated process, people and systems
- Minimised risk through modular roll out and phased approach
- Increased FD engagement and positive feedback

What's next?

Operations Management

- Burial and Cremation Bookings
- Diary and Scheduling
- Document Management
- GIS Mapping incl. iPad app
- Risk Assessments
- Invoicing, payments, receipts
- Deeds
- Reporting
- Memorial Management
- Permits
- Work orders

CRM

- Manage Contacts
- Record activities
- Set tasks
- Produce quotations
- Report on performance

Customer Access

- Funeral Director Bookings
- Permit requests
- Online payments

Integrations

- Finance Integration
- API Library

Public Access

- Genealogy searches
- Flower orders
- Grave cleaning
- Memory box



Public Access

The screenshot displays the Everafter website interface. At the top, there are navigation links for "Home", "Search", and "Cemeteries", along with a "Become a Member" link and social media icons for Facebook and Twitter. The main header features the Everafter logo and a navigation menu.

The main content area has a background image of a person standing in a field at sunset. Text on the page reads: "Let's stay connected. Everafter connects you to the locations of our deceased family and friends to enable the best physical and online memorials ever after. We're a boutique genealogy website offering the most comprehensive data from the cemeteries we partner with. Search a name today! Learn how you can get flowers delivered to a grave →".

Overlaid on the right side of the page is a "Quick Search Deceased Records" window. It contains a search form with fields for "First Name" and "Last Name". Below the form, there are search results for three individuals:

Name	Date of Death	Age	Plot	Location	Action
Amirase Tom Tanjoko	21 OCT 2017	Age: 65	Plot : 109 Memorial Lane, Zone G7H192	AJ / NBT / Memorial Cemetery	View the profile
Anastasio (Tom) Anastasio	6 DEC 1995	Age: 90	Plot : Eastern Orthodox & Eth_Zone G1H1592	AJ / NBT / Memorial Cemetery	View the profile
Anastasio (Tom) Tsombis	11 JUL 1986				View the profile

At the bottom of the search results, there is a pagination control showing "1 - 10 of 220".

Overlaid on the bottom right of the search results is a map showing a cemetery layout with numerous blue location pins. The map includes labels for "REMEMBERANCE PATH", "NICE WALLS", and "SUNAR CORPUS WALLS". A "PLOTBOX" logo is visible in the bottom right corner of the map area.

Thank you.
