

## Moving Forward: Middlesbrough Council Bereavement Services

- Dealing with a pandemic & developing a transformation programme
- Creating and Delivering a list of service areas for improvement
- The importance of people in delivering the changes
- Future Improvements

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# Middlesbrough Council

## Bereavement Services Overview

- **Teesside Crematorium**
  - *2000-3000 Cremations per year*
  - *2 Chapel facilities for services*
  - *Memorial sales*
- **6 Cemeteries:**
  - Acklam Cemetery
  - Linthorpe Cemetery & Nature Reserve
  - St Josephs Cemetery
  - North Ormesby Cemetery
  - Thorntree Roman Catholic Cemetery
  - Thorntree (Protestant) Cemetery
    - *250-350 Burials per year*



# Dealing with a Pandemic – Bereavement Services

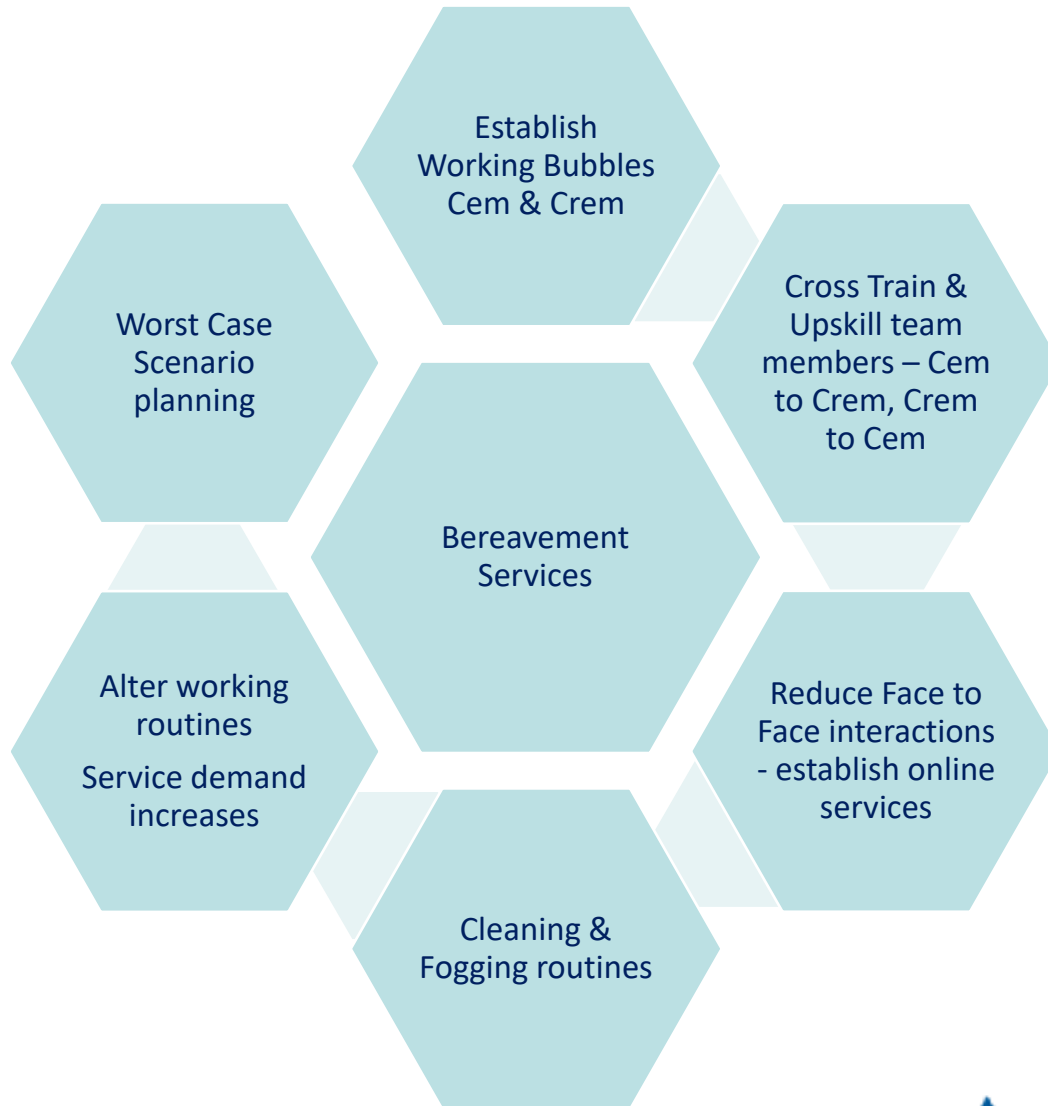
## Public

- Funeral attendance limits
- Social Distancing in chapels
- Restrictions – singing, face coverings etc.

## Council/Corporate

- PPE
- Risk Assessments
- Staffing Resilience & Shielding
- Emergency Planning
- Mental Wellbeing
- Systems and Process

# Dealing with a Pandemic – Bereavement Services



Strategic Planning

Senior Command Levels

Daily Reporting

PPE & Team priority

## Dealing with a Pandemic – Key Achievements

3x Cemetery Staff qualified in Crematorium Technician

2x Crematorium Staff qualified in JCB & Cemetery Training

24% Service demand increase fulfilled

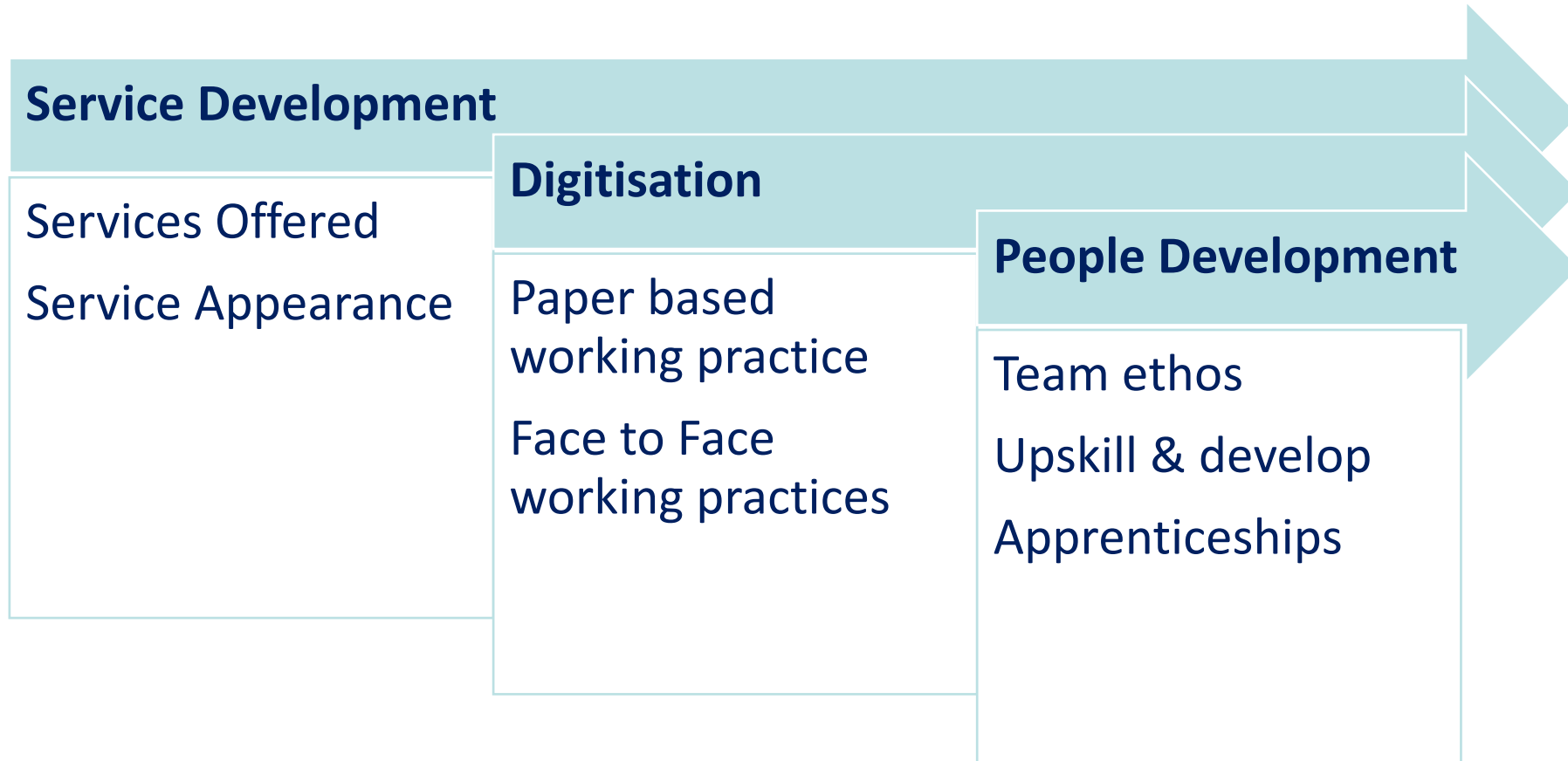
Cremation, Interment, Headstone Application forms transferred to online

Memorial Plaques & Sanctums forms transferred to online

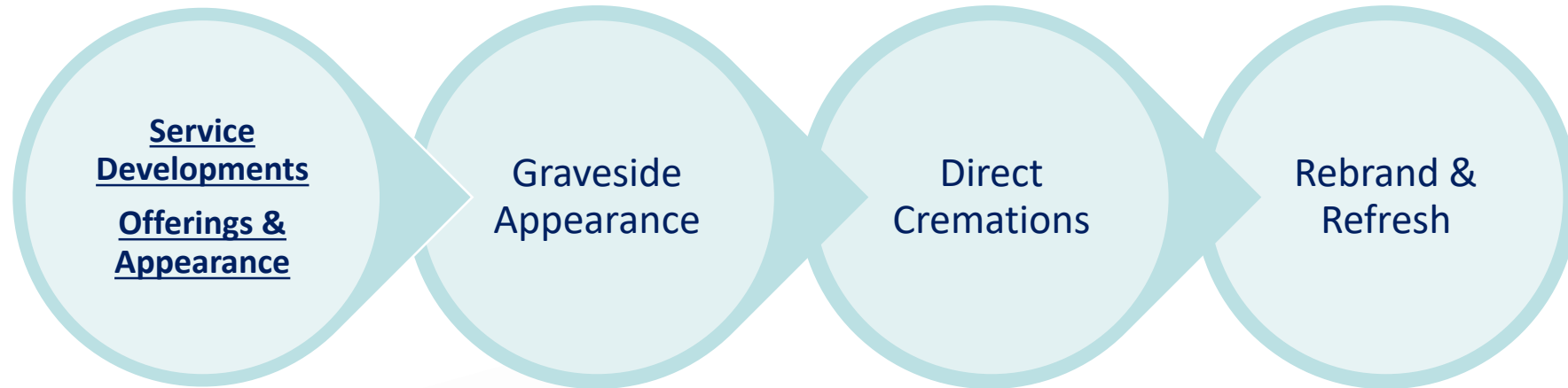
Direct Cremations offered and provided

1 Team ethos – break silo working

# Creating & Delivering a list of service areas for improvement

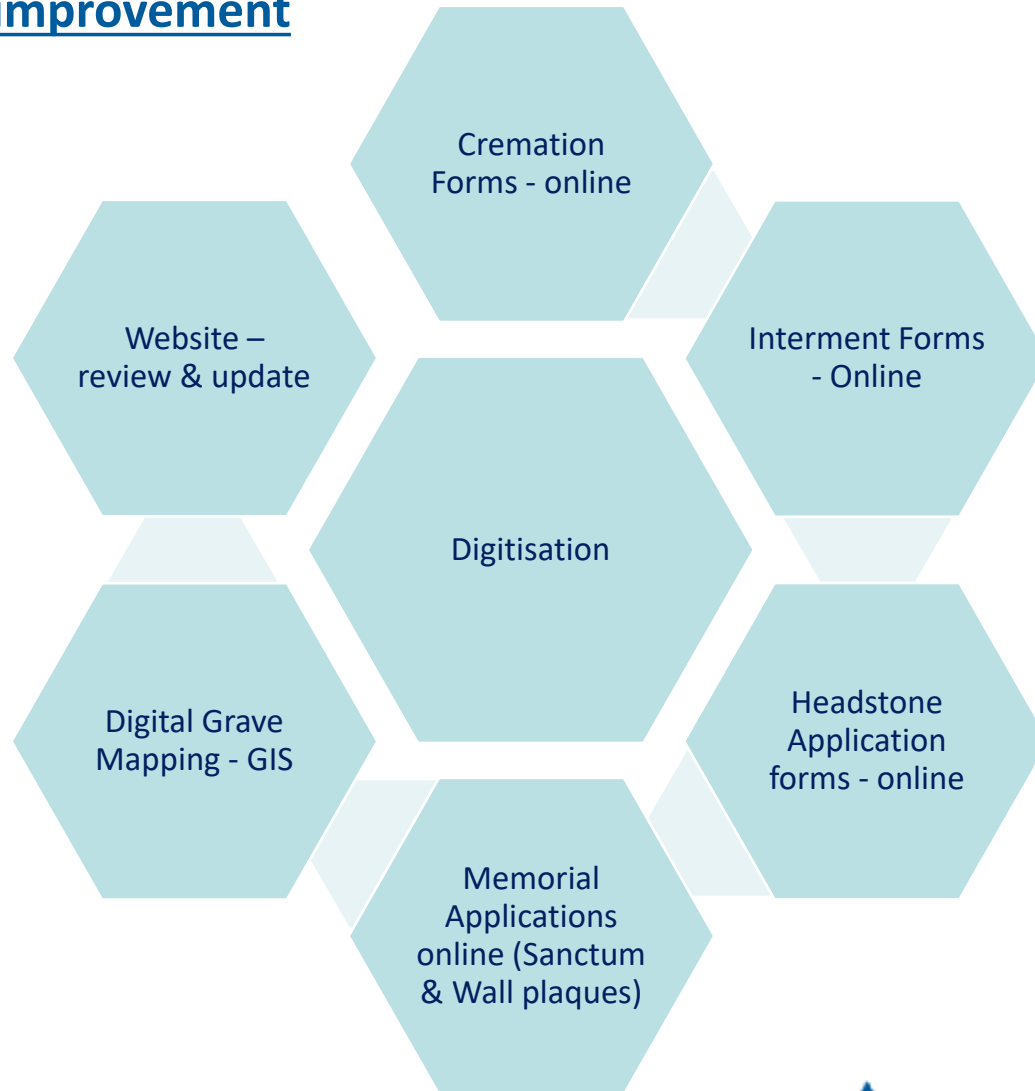


## Creating & Delivering a list of service areas for improvement



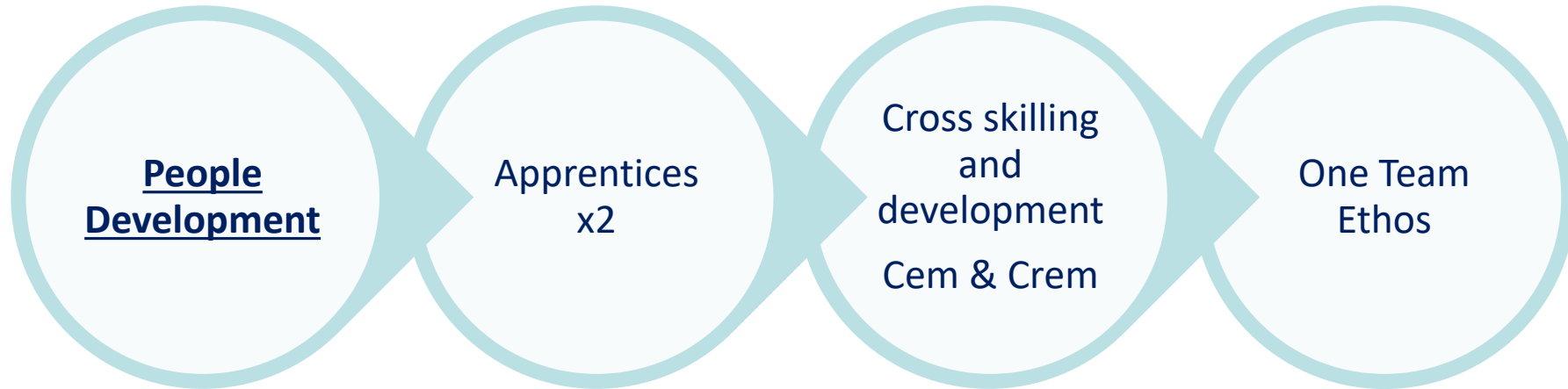


# Creating & Delivering a list of service areas for improvement





Creating & Delivering a list of service areas for improvement



# The importance of People in Delivering Change

## Our Values



Passion



Integrity



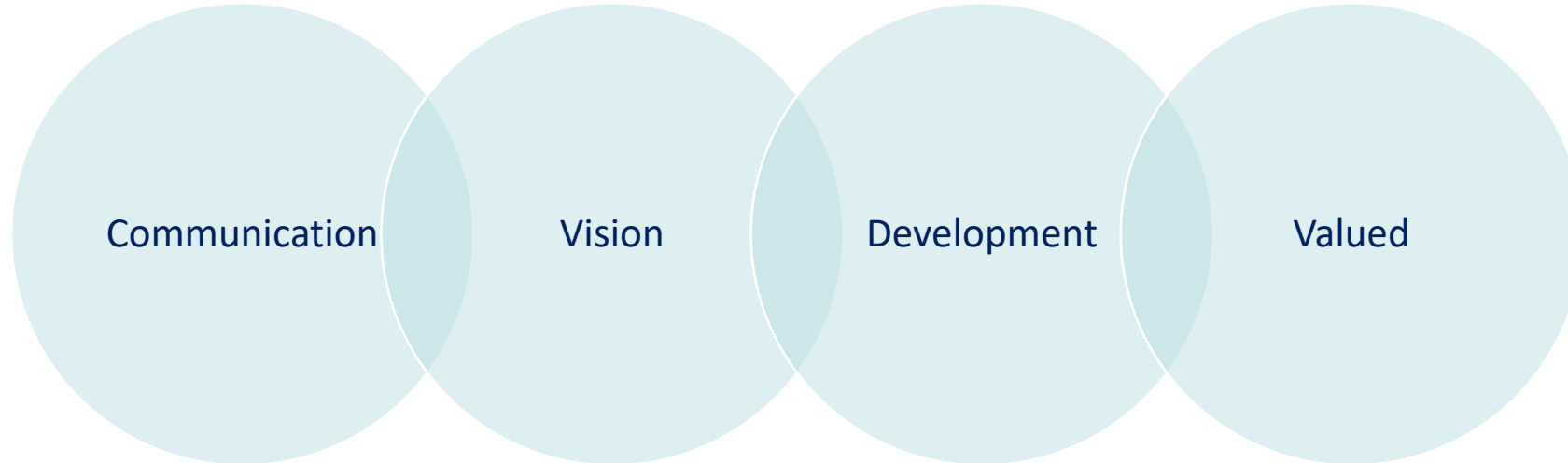
Creativity



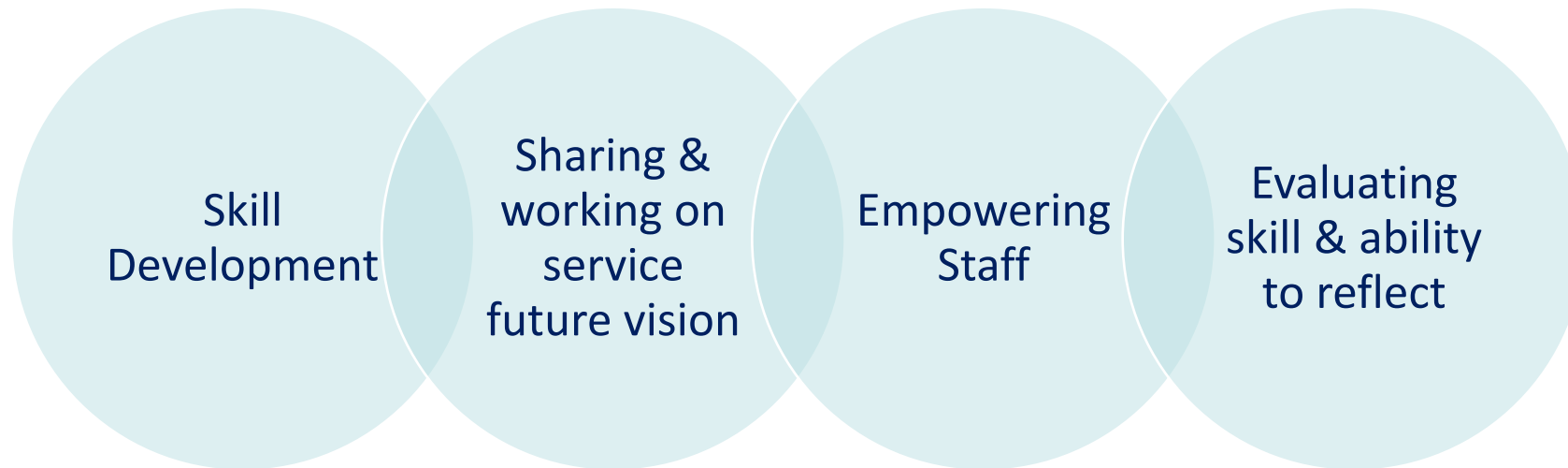
Collaboration



Focus



# The importance of People in Delivering Change



## Future Improvements

- Continue digital grave mapping across all 6 cemeteries
- Review system provider to more modern, user friendly & self serving
- Continue to develop more online memorial forms
- New and alternative services/memorial products – cremated remains sections etc,
- Continue rebrand/refresh – signage, literature, ashes boxes
- Cemetery Investment & Extensions
- Develop new business cases/service offerings
- Develop people: additional apprenticeship & cross skilling in wider sector skills
- Pricing Restructure
- Biodiversity – nature reserve, wild/meadow flower

Thank You