

Performance Networks 2020



Cemeteries and Crematoria Advisory Group
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Considering the use of a digital application for
carrying out memorial inspections.

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Developing a Memorial Inspection APP – Progress to date.

- Why develop an app?
- What needs to be included?
- Progress to date and the next stages.



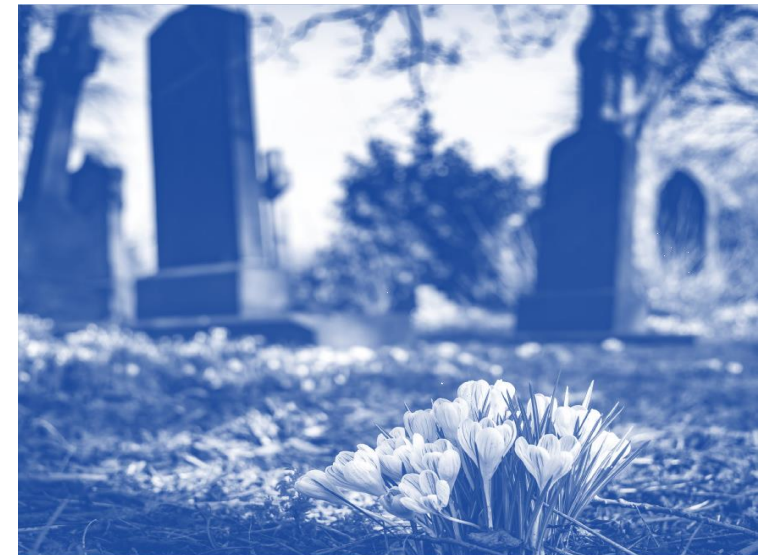
Land Audit Management System (LAMS)

- In 2015 APSE introduced LAMS: a consistent quality audit approach, measuring the level of service delivery for grounds parks and streets.
- Collects data source for comparative Performance Indicators at national level (real time & annual).
- Contributes to annual performance awards.
- Available to all PN members for relevant services.



Cemeteries & Crematoria Module

- Increased interest from Cemeteries & Crematoria services led us to develop a specific template for the service.
- The template and guidance notes introduced 2018.
- ***Constantly looking to improve the system
- further developments proposed!***



What LAMS monitors



	Grounds maintenance	Street cleansing	Cemetery and crematorium services
Grounds maintenance	✓		✓
Grass cutting	✓		✓
Shrub bed maintenance	✓		✓
Flower bed maintenance	✓		✓
Surface weeds	✓	✓	✓
Litter	✓	✓	✓
Detritus		✓	
Fly tipping	✓	✓	✓
Fly posting	✓	✓	
Dog fouling	✓	✓	✓
Bins over flowing	✓	✓	✓
Bin structure	✓	✓	✓
Bin cleanliness	✓	✓	✓
Vandalism/ damage			✓
Graffiti		✓	
Staining/ gum		✓	



“Constantly looking to improve the system - further developments proposed!”

The following suggestions have been provided by a service practitioner.....

- There is an expectation that all burial authorities test all memorials over a 5 year cycle to comply with safety requirements.
- There may to be a simple way to assist the responsible authorities.



Which is;

- A Memorial Safety Inspection Application (MSI App), which would be a simple App installed on a tablet or phone in the field.
- This suggestion has been proposed at previous advisory groups, Cem/Crems Annual Seminar and PN Seminar and received a great deal of interest.
- It would require selection from simple pre-determined questions to assess the safety of the memorial.
- These questions will all require agreement/development from the working group.



Suggested Approach

- The inspections would be completed on a stand-alone template.
- Differing burial ground types would need to be selected in the template E.G. churchyard, closed churchyard, cemetery etc.
- Different types of a 'Memorial' E.G. Monuments, Headstones and Kerbed Memorials etc. would need to be selected in the template.
- It would require selection from simple pre-determined questions to assess the safety of the memorial.



Suggested Approach

- If a defect is recorded then maybe a categorisation on the priority of the defect
E.G. Red, Amber or Green, plus reason for failure.
- If 'Red' is registered then a list of recommendations to make the Memorial safe
E.G. where urgent works for health and safety purposes will need to proceed immediately.
- Identify the completion time and date of the repair.



Suggested Approach

- A comments box would be required to allow notes to be made on other issues not listed in the pre-determined questions.
- Time, date, location (GPS), cemetery, section number, grave number plus photographs of each memorial condition may all be required.
- Be able to plot completed memorial inspections using co-ordinate data.
- View results in simple database view and export data into excel for reporting purposes.



Suggested Approach

- Consideration should be taken as this proposal could provide data to the APSE suite of performance indicators for Cemetery and Cremation services.
- So the following points should be considered when reports are designed;

Suggested Approach



<u>Memorials</u>	
Number of memorials (excluding closed churchyards)	NMECC
Number of memorials requiring inspection	NMRQI
Number of memorials inspected per annum (excluding closed churchyards)	NIECC
Number of above memorials inspected requiring remedial work	NMRRM
Number of above memorials requiring remedial work which were made safe	NMEMS



Benefits of the app;

The app would;

- Allow comments on observations.
- Take photo of each memorial's condition.
- Enable data to be sent and stored.
- Hosted externally (cloud based).

Benefits of the app;

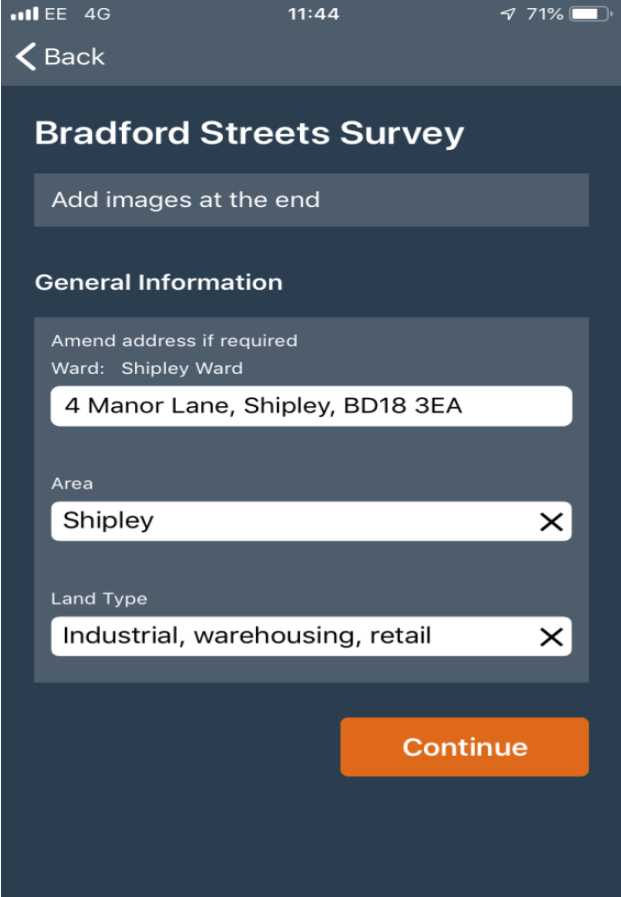
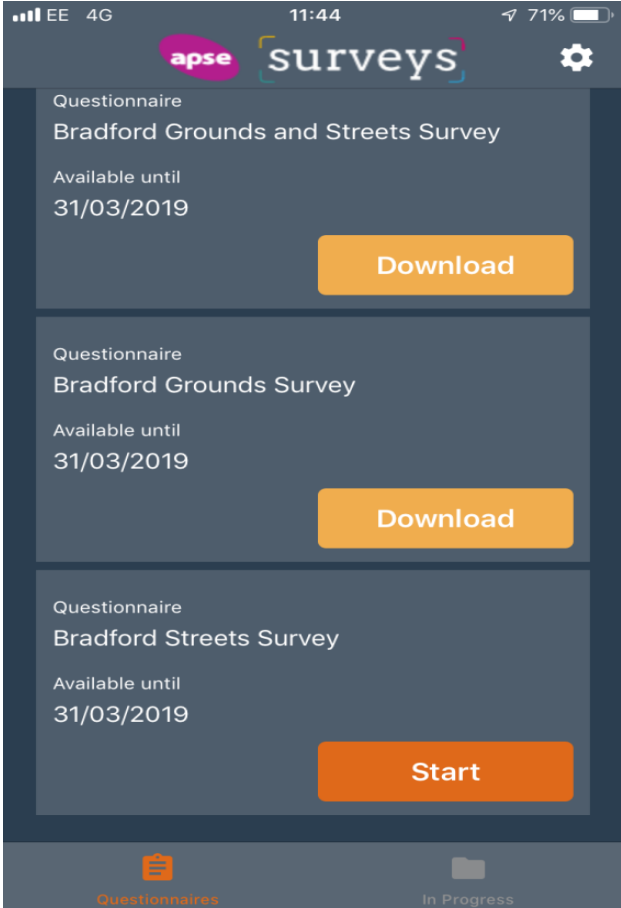
The app would;

- Be a stand-alone template
- Provide results in simple database view.
- Export data into excel for reporting.





LAMS App Surveys – similar format





LAMS App Surveys – similar format

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Grading - Streets

Hard surface weeds grade
A - No weed growth X

Litter grade
B - Acceptable standard X

Detritus grade
B - Mainly detritus-free X

Fly tipping grade
A - Free from fly-tipping X

Dog fouling grade
C - Significant presence of fouling X

Bins overflowing?
Yes
No
N/A



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Comments and Reference Images

Comments
Only if you want to type

Is the inspection cross authority?
Yes
No

 X 

Send Later Send Now



Benefits of the app;

The Authority would:

- Save time and money on inspections.
- Fulfil its duty to inspect every 5 years.
- Could plot memorials using GPS data.
- Have more reliable/ accessible data.
- Be able to report performance better.



Benefits of the app;

Nationally:

- There would be a recognised national system.
- Uniformity of inspection.
- Monitor performance, evidenced based approach.
- Allow national benchmarking.



Way Forward;

- This is something which may benefit the industry and the LAMS App is the basis to make this work with little effort.
- The MSI App could be used by all member authorities with cemeteries and closed church yards.
- It is something that both APSE and the Institute of Cemetery and Crematorium Managers (ICCM) could promote and embed.



Next Steps;

- A brief has been provided to the App developer.
- Need to establish a working group to 'field test' once first build has been completed.
- Clearer cost projection after first build.
- The LAMS quality audit will remain a separate function and cost.



Q's



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