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Bereavement Services Managers appointed to the role following LGR and becoming a Unitary Authority are immediately expected to know all aspects of the 1977 Local Authorities Cemeteries Order (LACO) and the Code of Cremation Practice.



APSE Solutions

APSE have a bank of experienced cemetery and crematorium managers at their disposal who can provide a range of assistance from carrying out a complete review of your current operation and making recommendations going forward, providing training for a new manager following LGR or can provide interim assistance to a new manager who can shadow the APSE provided manager until sufficiently competent to go it alone.



So, what should a unitary authority be looking at day 1?

I would strongly suggest a service review of their existing operation across the new authority which must consider:

- What is the level of experience for the new Bereavement Services Manager and how can the authority support them in order to deliver client service excellence.
- An assessment must be made of the current bereavement services position
- An understanding of the capacity and capability of the service
- The resources available to the service
- The current performance of the service
- How the service offered compares to competing bereavement services



Opportunities going forward:

- Improve the service
- Establish the right delivery model
- Enhance revenue
- Provide environmental benefits
- Increase the client experience across the authority



The other great problem bereavement services has is holding onto the profits it generates. All too often, only bereavement services and car parking are returning a profit, yet our service is suffering from a lack of investment in buildings, grounds and staff while the profits are taken to prop up other services within the authority.