

Middlesbrough Council Bereavement Services Improving Performance in the Cemetery and Crematorium Service

- Background to the award winning service in Middlesbrough
- Digitalization, People and service development
- Future Goals and aspirations for the service

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Middlesbrough Council - Bereavement Services Overview

- **Teesside Crematorium**
 - 2000+ Cremations per year
 - 2 Chapel facilities for services
 - Garden of Remembrance
 - Chapel of Remembrance (Books of Remembrance)
 - Memorialisation (Sanctums, Plaques, Rose beds etc.)
- **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



Background to the award winning service:

- Previously the only crematorium in the Teesside area
- Private Crematorium in Kirkleatham (Redcar and Cleveland area) opened 2014
- Local Authority Crematorium (Stockton-on-Tees) opened 2019
- Local Authority service pressures – staffing, resource, budgets
- Covid19 – impact, resilience

- Response:

- Respond to “market competition”
- New ways of working – “work smarter, not harder”
- Develop and value our people



Background to the award winning service:

- Service Development Plan
- 1 Team service/staffing review
- Training plan for staff



| Cemetery | Crematorium |
|---|---|
| Funeral Provision (<i>Burial</i>) | Funeral Provision (<i>Cremation</i>) |
| Memorial Management (<i>Testing</i>) | Memorial Management (<i>Sales/Installation</i>) |
| Follow Industry Guidance & Standards – ICCM, FBCA, Local Authorities Cemeteries Order | Follow Industry Guidance & Standards – ICCM, FBCA, Cremation Regulations |
| Supporting & Dealing with Bereaved Families & members of the public | Supporting & Dealing with Bereaved Families & members of the public |
| Supporting & Dealing with Funeral Directors & Memorial Masons | Supporting & Dealing with Funeral Directors & Memorial Masons (<i>leased memorials</i>) |
| General Maintenance/Horticulture (<i>Cemetery, Grave maintenance/planting</i>) | General Maintenance – Horticulture (<i>Garden of Remembrance</i>) |
| Dignity & Respect for a Deceased | Dignity & Respect for a Deceased |

Digitalization, People and service development

Digital Transformation plan:

Situation:

- Paper based way of working – records, plot maps, cremation forms, memorial sales.
- Problems: Security of records, inefficient, timely, errors.

Changes:

- Online memorial sales & application forms
- Online Interment & Cremation Forms
- Digital Grave records
- New System provider (*Plotbox to the rescue!*)
- Benefits: Safer, Securer Records, Efficiency, home working, accuracy

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| 1961 | 1962 | 1963 | 1964 | 1965 | 1966 | 1967 | 1968 | 1969 | 1970 |
| 1971 | 1972 | 1973 | 1974 | 1975 | 1976 | 1977 | 1978 | 1979 | 1980 |
| 1981 | 1982 | 1983 | 1984 | 1985 | 1986 | 1987 | 1988 | 1989 | 1990 |
| 1991 | 1992 | 1993 | 1994 | 1995 | 1996 | 1997 | 1998 | 1999 | 2000 |



PlotBox

Digitalization, People and service development

People Development:

- Cross skilled and up-skilled operatives –Cem & Crem
- CTTS & COTS qualified
- Horticultural, Memorial & Maintenance Qualifications

Service Development:

- Rebranding of materials
- Graveside Appearance
- Obitus & Tribute service
- New ways of working
- New Memorial products and services
- Promote Biodiversity
- Direct Cremations



“A jack of all trades is a master of none

...but oftentimes better than a master of one”



Future Goals and aspirations for the service

Digital:

- Bereavement Management System – Plotbox
- Digital Grave Mapping – Plotbox

People:

- Apprenticeship Programme
- Staff Training – NAMM/BRAMM Registration
- NAFD – Qualifications

Service:

- Service Offerings & Pricing Structure
- Commercial Contracts – Direct cremations
- Equipment & Carbon Footprint
- Cemetery Development Extensions



Thank You

Any Questions?

