

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



- 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 (Burial)	Funeral Provision (Cremation)
Memorial Management (Testing)	Memorial Management (Sales/Installation)
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 (leased memorials)
General Maintenance/Horticulture (Cemetery, Grave maintenance/planting)	General Maintenance – Horticulture (Garden of Remembrance)
Dignity & Respect for a Deceased	Dignity & Respect for a Deceased



Digitalization, People and service development

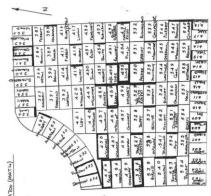
<u>Digital Transformation plan:</u>

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









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?







