



Neil Simpson
Walton Estate Manager
Warrington Borough Council



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Embracing Change & Adjusting Approach to Service Delivery

- Introduction
- Once Upon a Time
- New Initiatives
- Supporting the Community
- Maintain Quality Standards during times of financial hardship



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Introduction

- Started my employment with WBC in 1987
- Area Landscape Officer in 1993
- Bereavement Services Officer in 2000
- Senior Bereavement Officer in 2004
- Bereavement Services Manager in 2008
- Walton Estate Manager in 2014



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Once Upon A Time

- A team of 5 cemetery operatives covering 4 working cemeteries completing in excess of 500 interments per year and routine cemetery tasks. The ground maintenance was delivered by what was known as the Direct Services Team
- Memorial Inspection program commenced 1999
- Inspection regime is delivered over a 5 year period
- Inherited the grounds maintenance with 3 operatives covering the 4 working cemeteries and a number of the 13 closed churchyards



New Initiatives

Time for change

- Multi Skilled Cemetery Team
- Dedicated two man memorial team
- Registered as stone masons
- Also became a training centre for BRAMM



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New Initiatives

- The multi skilled cemetery team installed our 3 unique baby gardens
- Took a similar approach to service delivery at Crematorium completing a range of additional duties



Warrington Cemetery Pilot Plot

- Working group set up (Scrutiny)
- Community consultation confirmed change was needed
- 3 month statutory consultation with all grave owners and cemetery visitors
- Secured funding for the project
- Benefits included aesthetics, public perception, accessibility, increased burial plots, and re-opening a previously closed cemetery
- Many challenges, but a worthwhile outcome



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Warrington Cemetery Pilot Plot



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Warrington Cemetery Pilot Plot



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Supporting the Community

- Friends groups
- Management surgeries
- Affordable payment scheme
- Fox Covert lawn cemetery
- Growing anger from grave owners and health and safety concerns
- Resistance in agreeing to cemetery regulations
- Update the interment form
- Memorial permits updated



Maintaining Quality Standards

- ICCM
- Charter for the Bereaved
- Green Flag
- ISO 9001 Quality Assurance



Charter for the Bereaved



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Unexpected Issues



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Thank You



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