

Russ Howell
Health Services Manager
Public Services
Kettering Borough Council



- Introduction
- How do we:
 - Provide sensitive and financially efficient services
 - Manage our budgets in Bereavement Services
 - Innovate



Introduction

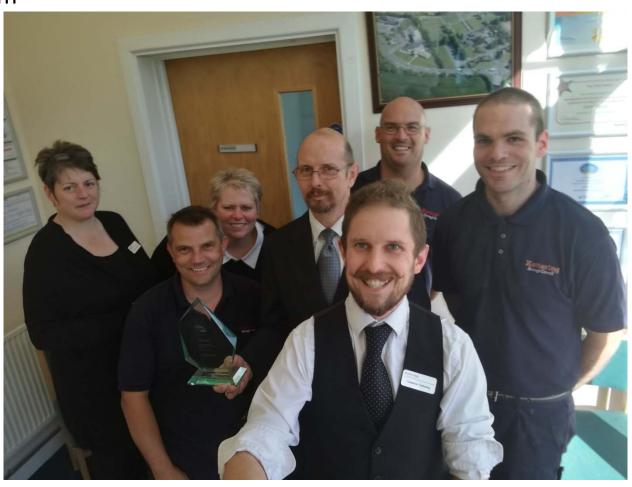
• **Kettering** – 1 Crematorium, 8 Cemeteries, 9 closed churchyards Approx 2000 cremations and 180 burials per annum.





Introduction

• The Team



Introduction

- An Award Winning Service......
- APSE Best Service Team of the Year 2017 Cemetery and Crematorium Service



Runner up Good Funeral Awards 2017



Income / LA cuts

-V-

External Threats

-V-

Funeral Poverty





- The Team's aim is to find ways of reducing costs or generating income from sources other than the bereaved wherever possible to try to keep increases to a minimum.
- No increases 2015 2016, 2016-17 & 2017-18 increase of 5% 2018 -19
- So what do we do?
- Firstly and most importantly.....

The Team

- 6 "office" staff Public Services administration are able to handle basic calls if required.
- 2 gardeners maintain crematorium grounds and cemetery + do all burials in the Borough.
- Outlying cemeteries maintained by Environmental Care grounds maintenance teams during normal area maintenance programme
- We have an ethos of identifying improvements no matter how small.



Crematorium & Cemetery improvements

- Crematorium improvements 5 years ago new crematory with new ATI cremators and abatement.
- One ceremony room was demolished and replaced with a larger more suitable facility.
- Crematorium heated from heat recovery.
- 40 % less gas used than pre improvements.
- Environment better for customers and workforce.
- Fixed maintenance price on cremators fee per cremation + RPI increase 15 year agreement.
- Cemetery Extension provided 25 30 years more burial space. Mausolea, Children's section,
 Large memorial section. Have another cemetery we can extend.

Cemetery maintenance

- Local Authority cemeteries
- Previous ERB offer 40 / 60 / 80 years moved to only 99 year ERB at 80 year price No impact on numbers + reduced administration
- Community Payback do litter picking and some general housekeeping in cemetery
- Burial income covers cost of cemetery maintenance.
- Closed churchyards listed and/or conservation areas = expensive
- Closed churchyards maintenance inspection programme and repair works to prevent deterioration and reduce costs.
- Capital programme works to deal with major issues. Closed churchyards listed and/or conservation area = v. expensive.





Other offers

- U18 cremations free
- Pre paid cremations allows preplanning to take place at known costs. Opens up a considerably larger market. Found to be extremely beneficial to independent funeral directors. Number in first year 70.
- Cemetery extension allowed space for self funding mausolea and a 6 chamber childrens vault, all designed in house.







• Other offers (cont.)

- Removing Hopcrafts (slowly)



- Hopcraft memorials no manufacturer support, falling apart, poor quality. Gardens look a mess.
- Move customers away at end of lease. Leaseholders difficult to track down signs in memorial garden, remove and store for one year in hope of encouraging contact.
- Options Customer takes away plaque or has new planter plaque or Sanctum memorial with same lease period and no extra cost to Hopcraft renewal covers Authority's cost for memorial.
- Slowly clearing garden to allow new, varied, better quality memorial provision with range of prices.

and Roses on leases!



- Roses removed at end of lease period (although some in perpetuity!).
- Tag returned to leaseholder. Replacements provided for any missing tags.
- Moving to garden memorials with Authority managing planting.

Changes led to a rebranding exercise:





New signage, website, correspondence, etc.

Weddings!

For the payment of £1500 (in Northamptonshire) you can get a wedding premises licence for 3 years.

All of the facilities required are already on site so there do not have to be any additional costs – quality room with sound system, free car parking, nice gardens for photographs.

No impact on funerals – weekends only.

Cost of licence all that needs to be covered. Staffing costs only incurred when there is a wedding so paid for from wedding income.

Any income supports other bereavement services income hopefully relieving pressure on price increases.





That's where we are so far... THANK YOU FOR LISTENING



ANY QUESTIONS?