



A Whole System Approach to Modernising Bereavement Services

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Our Service

- Crematorium and 5 Cemeteries
- Large and diverse population
- Sites with different histories and needs
- High expectations from families



The Challenge

Increasing expectations from families

Growing cultural and faith requirements

Limited resources

Need for consistency across all sites





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Our Approach

- Customer experience
- Inclusion and community engagement
- Balanced digitisation
- Environmental approach





Customer Experience

Clearer communication

Consistent standards across sites

Improved support for families

Digital access alongside in-person services





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Inclusion and Multi-Faith

Same day burials where possible

Coffined and uncoffined burials

Support for Sikh and Hindu practices

Flexible chapel arrangements



Community and Support



- Grief cafes
- Memorial events
- Partnership working with local charities
- Support beyond the funeral



Environmental Approach

Maintaining historic sites

Working within funding constraints

Practical improvements

Exploring future standards

Leadership and Delivery



- Strong leadership
- Consistent service model
- Skilled and compassionate staff
- Embedded across all sites





Outcomes

Improves accessibility and choice

Better support for bereaved families

Stronger community engagement

Consistent standards across all sites

Ongoing investment and modernisation



Closing

- Improving the bereavement journey for every family we support