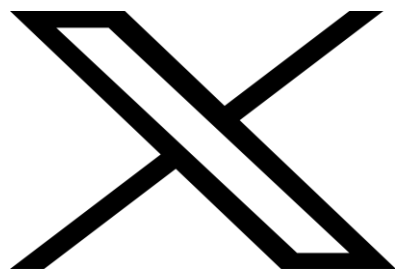


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APSE State of the Market Survey 2024



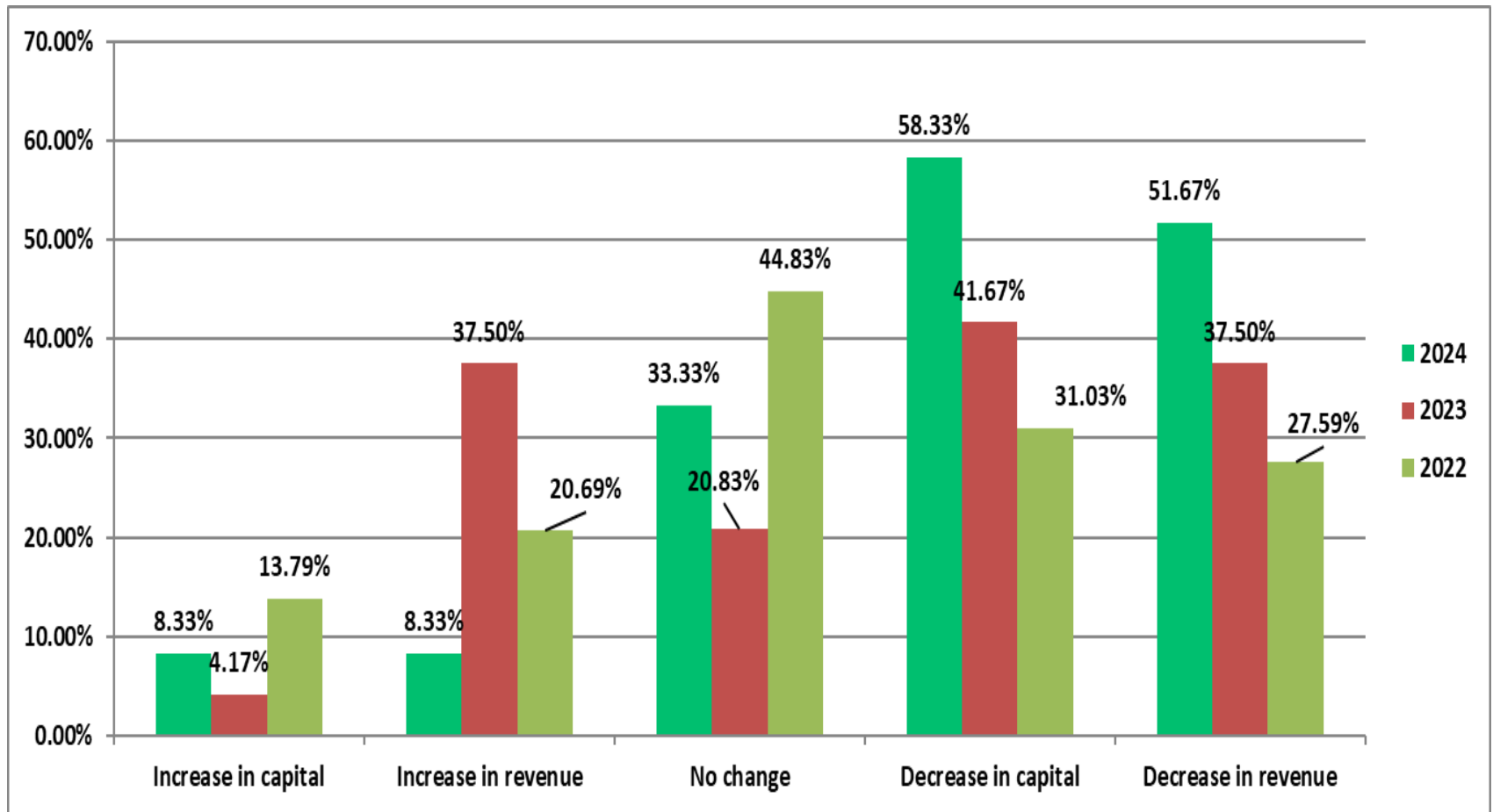
Overview

- Emerging findings
- Impact of budgets on fees and charges
- Challenges
- Conclusions

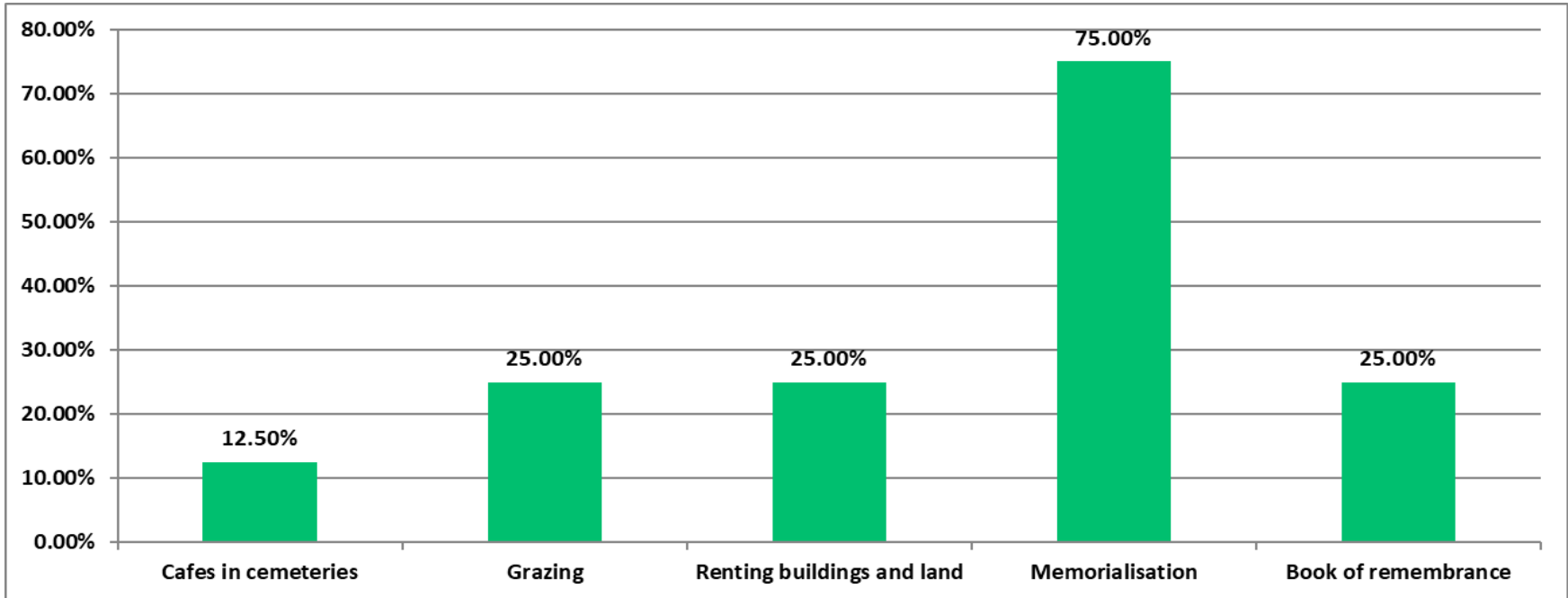
Emerging findings from the State of the Market



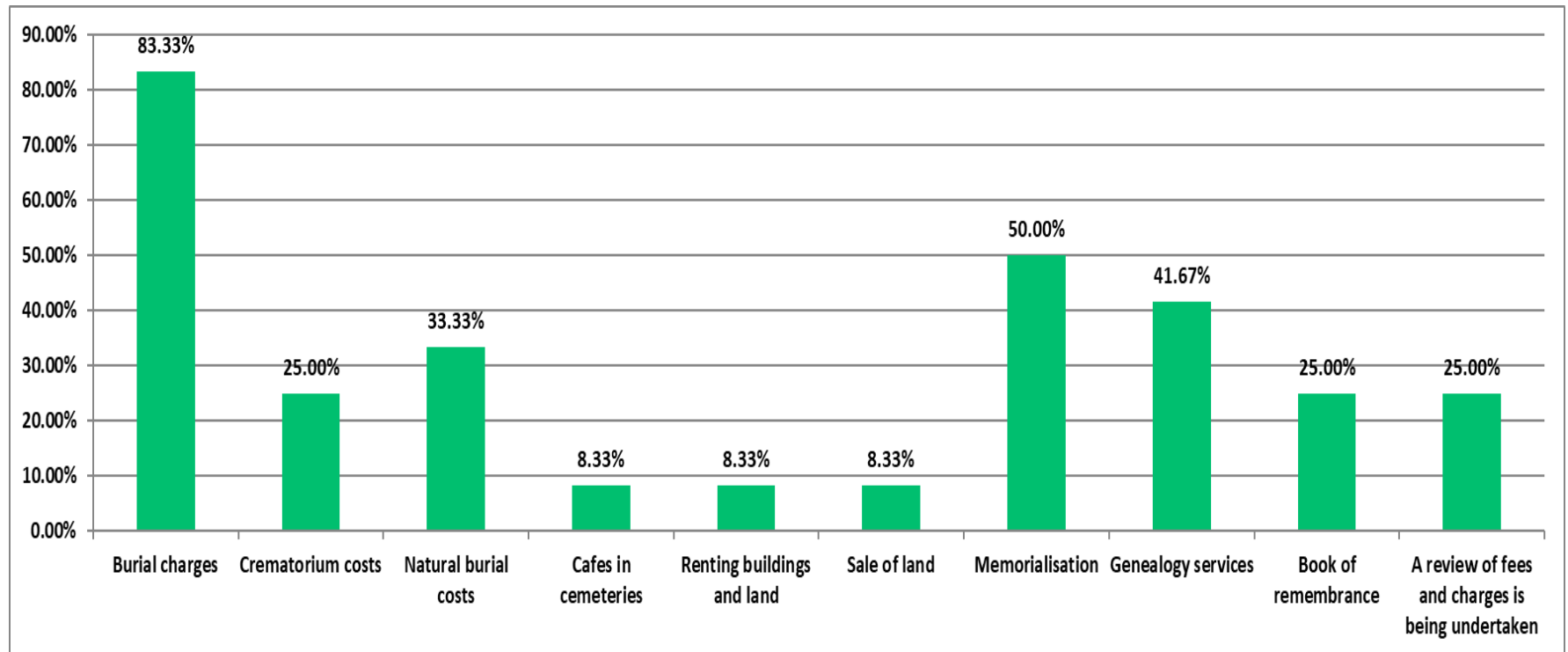
Changes in budget in the next year



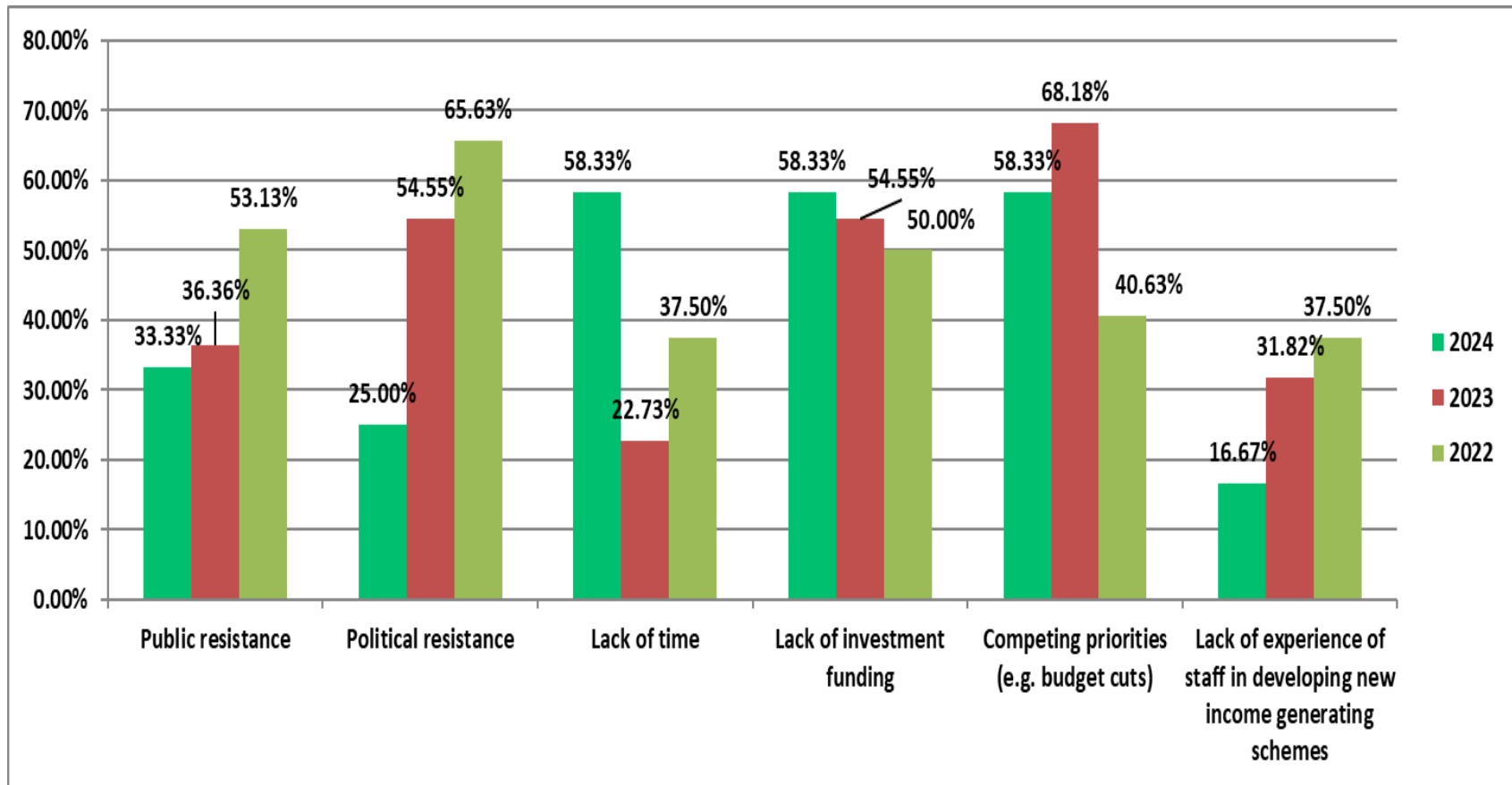
What other areas do you currently generate income in through fees and charges



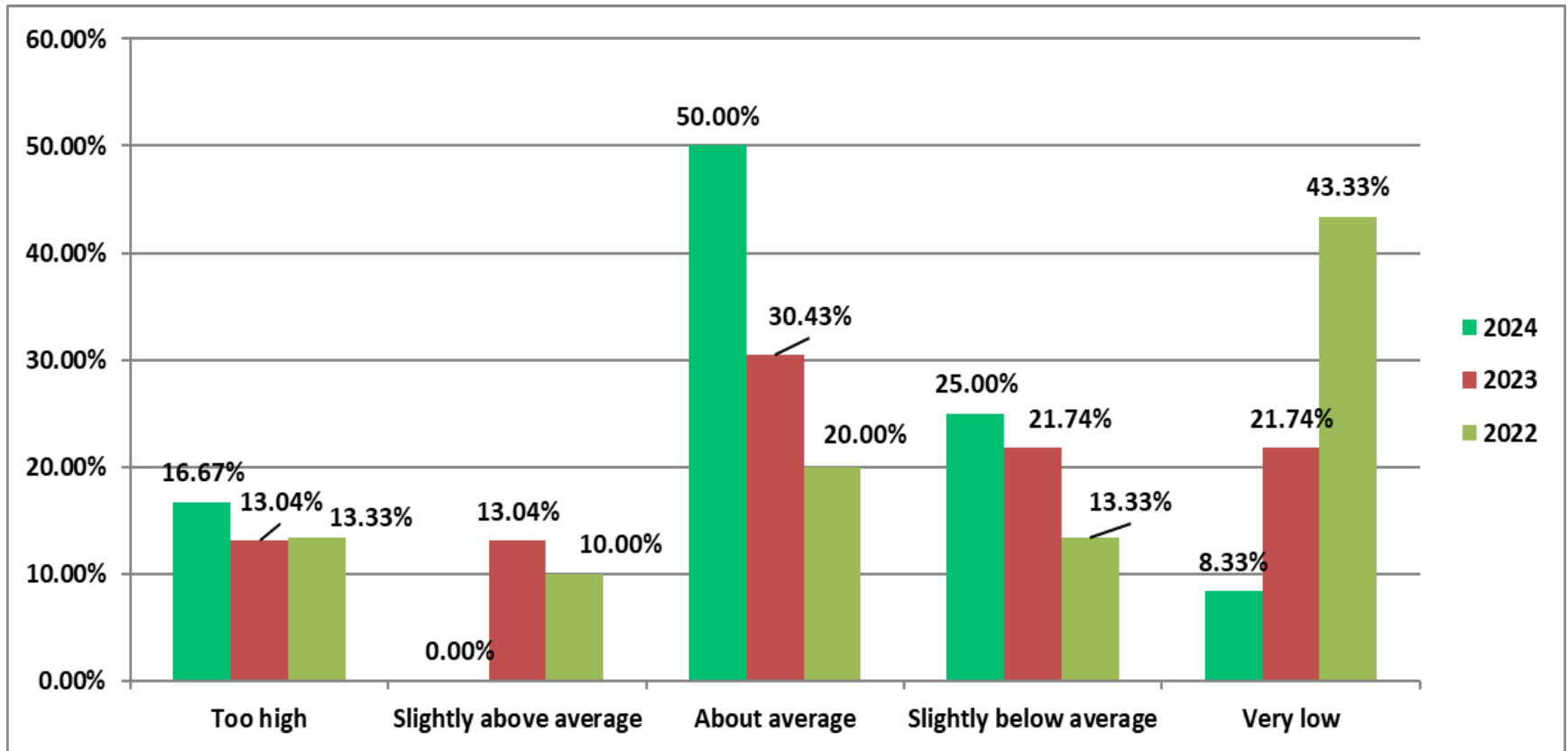
What areas do you intend to increase fees and charges over the next 2-3 years?



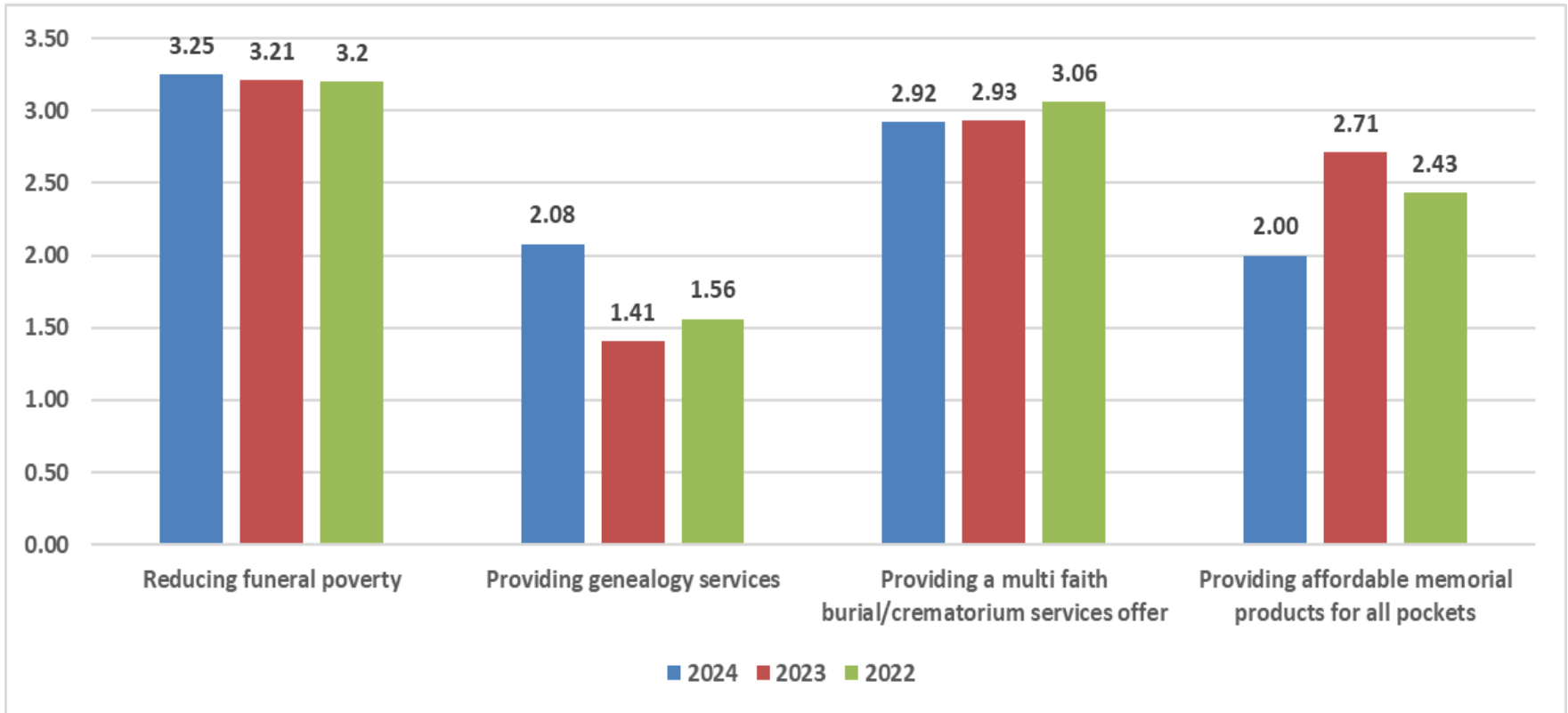
Barriers to generating income?



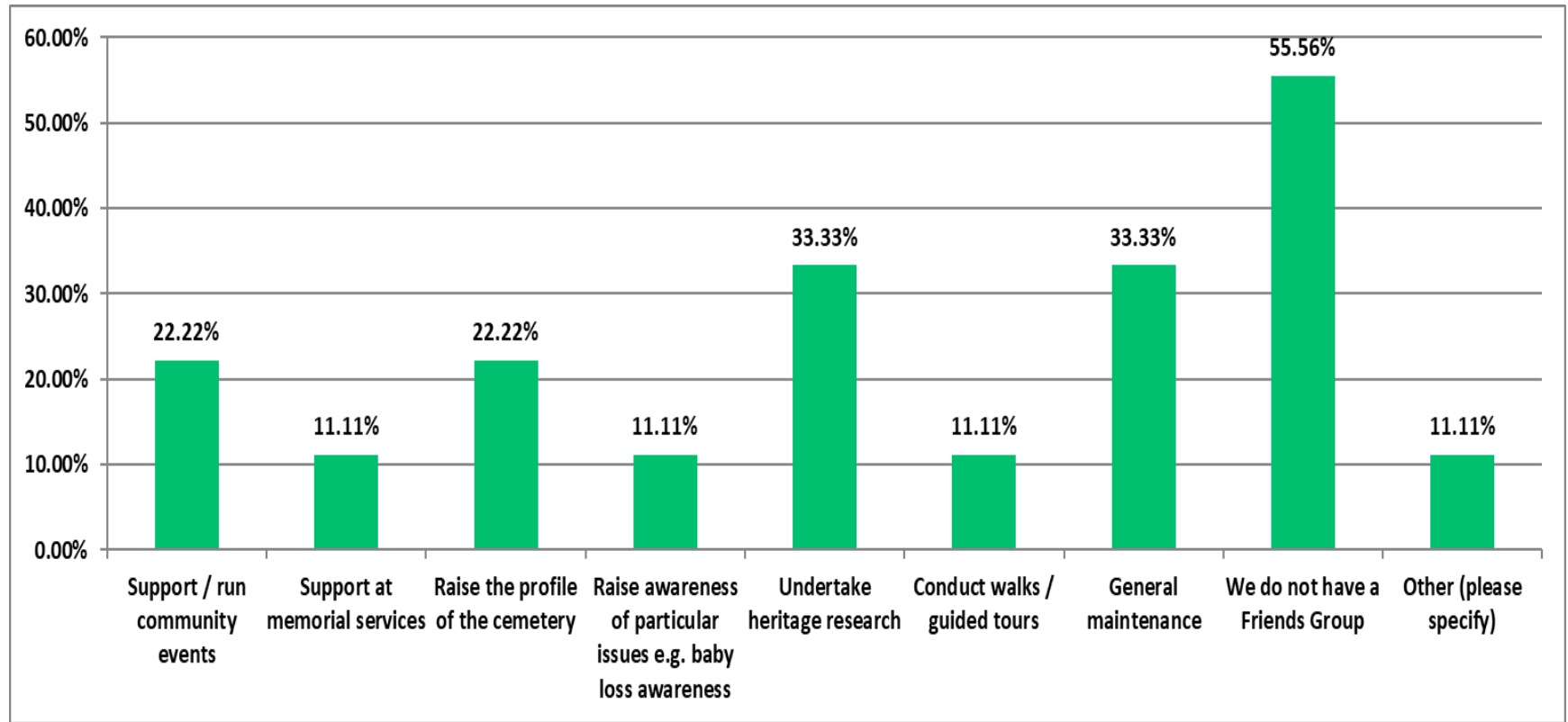
Perception of staff absence levels



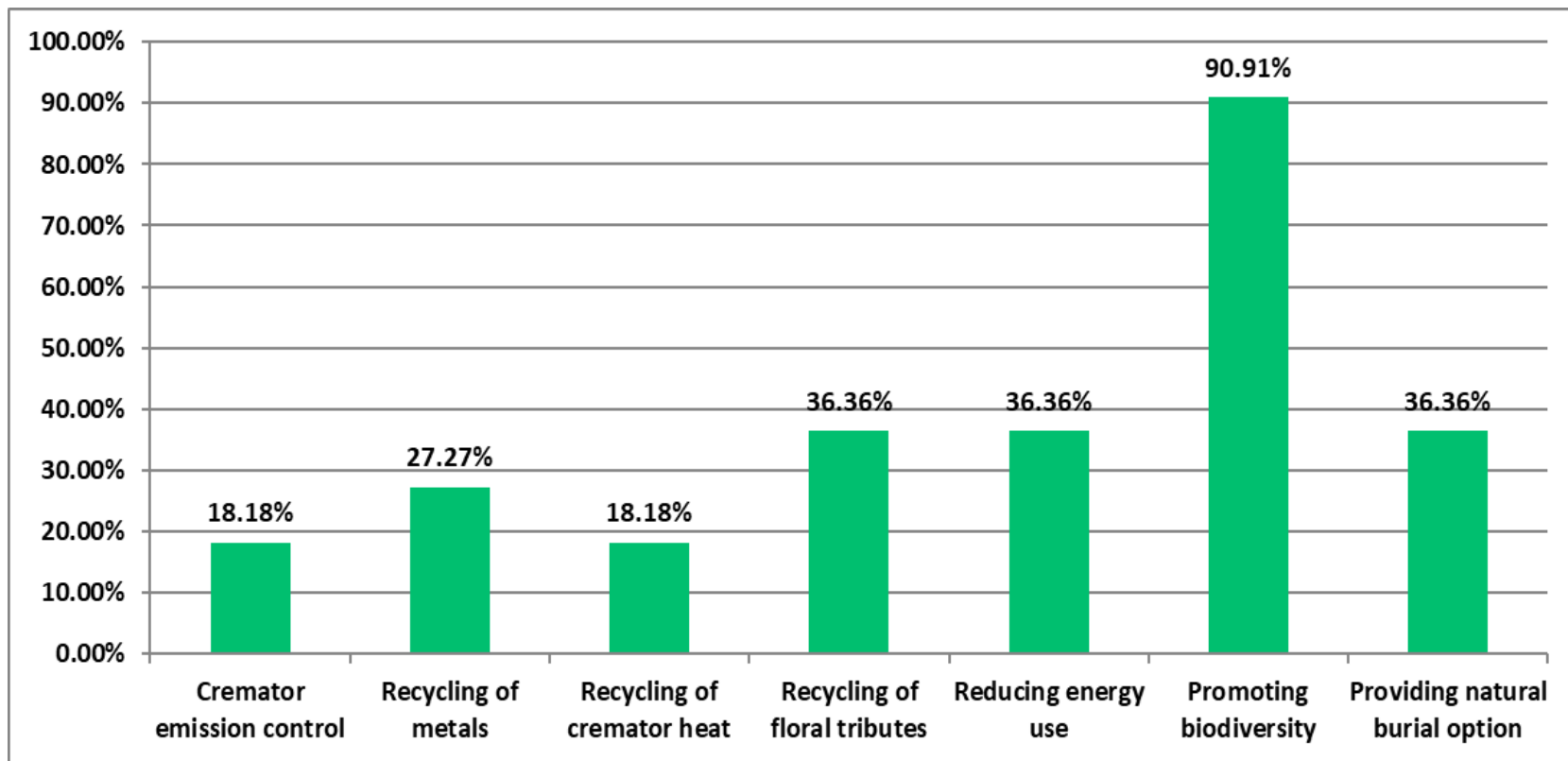
What social issues are a priority?



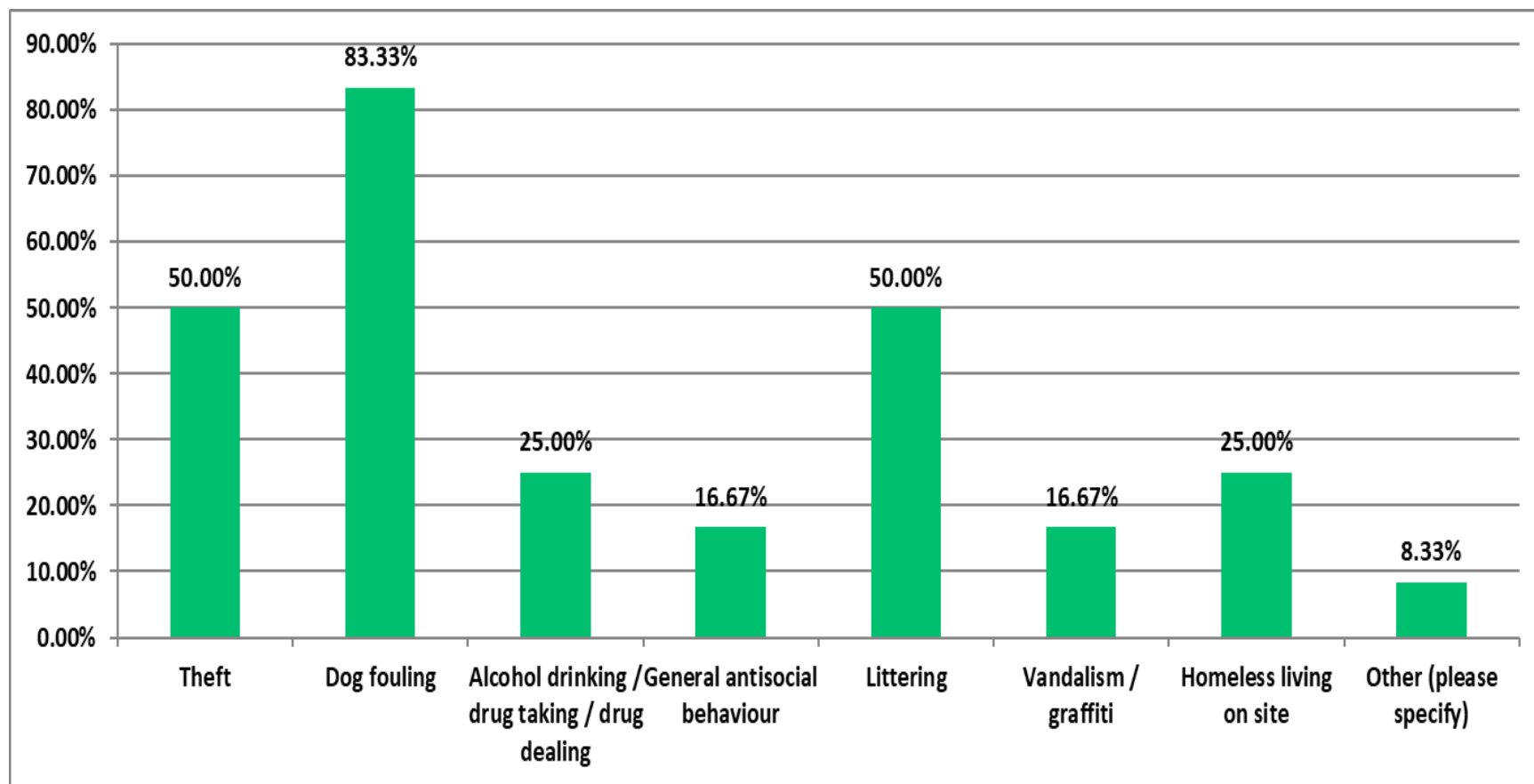
Activities of Friends Groups



Environmental priorities



Anti-Social behaviour



Impact on fees and charges

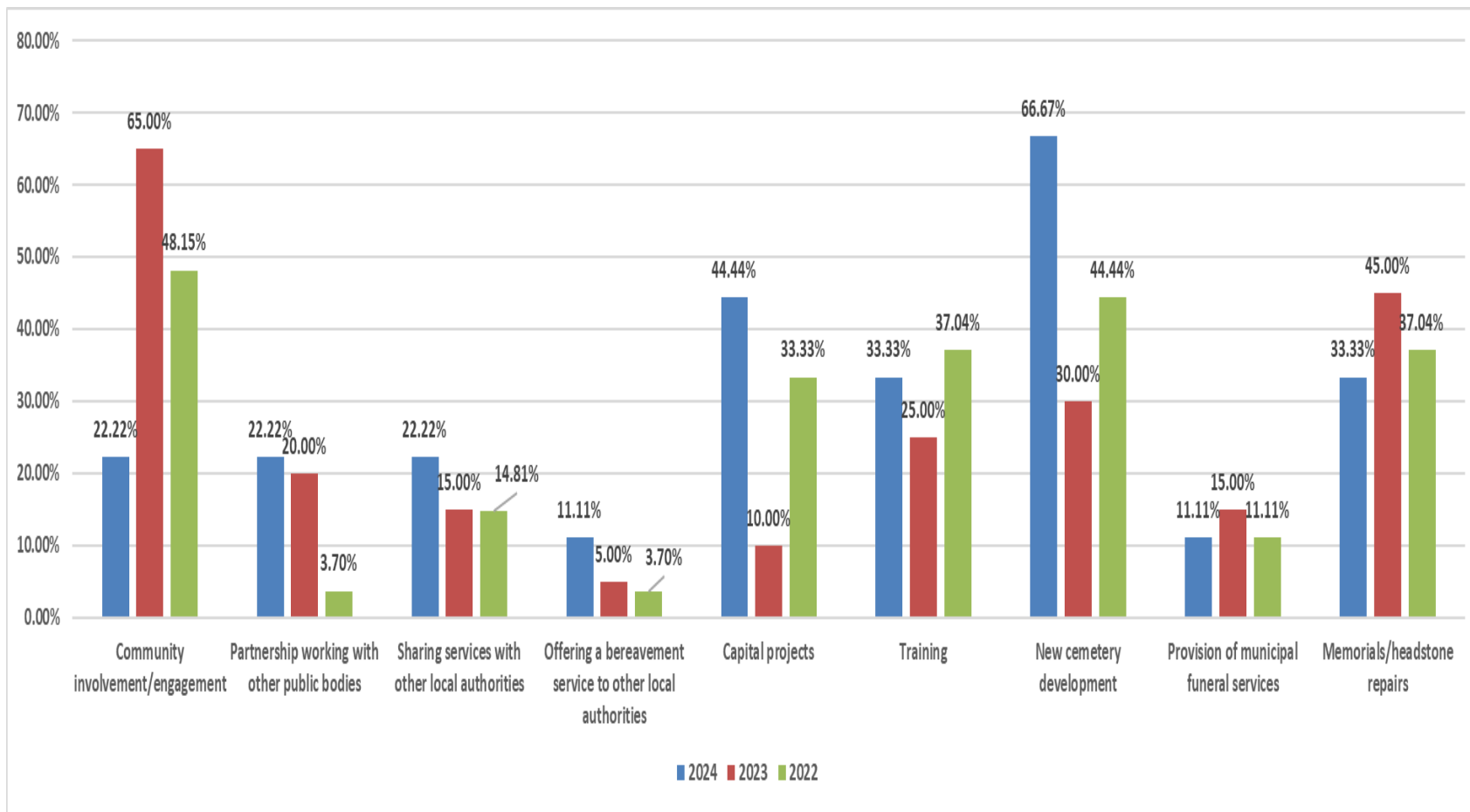
Issues

- Costs of running the service have significantly increased
- Budgets are reducing
- Fees and charges are rising across the board
- Targets for income generation are now unrealistic
- Income generated is not being reinvested in the service / infrastructure

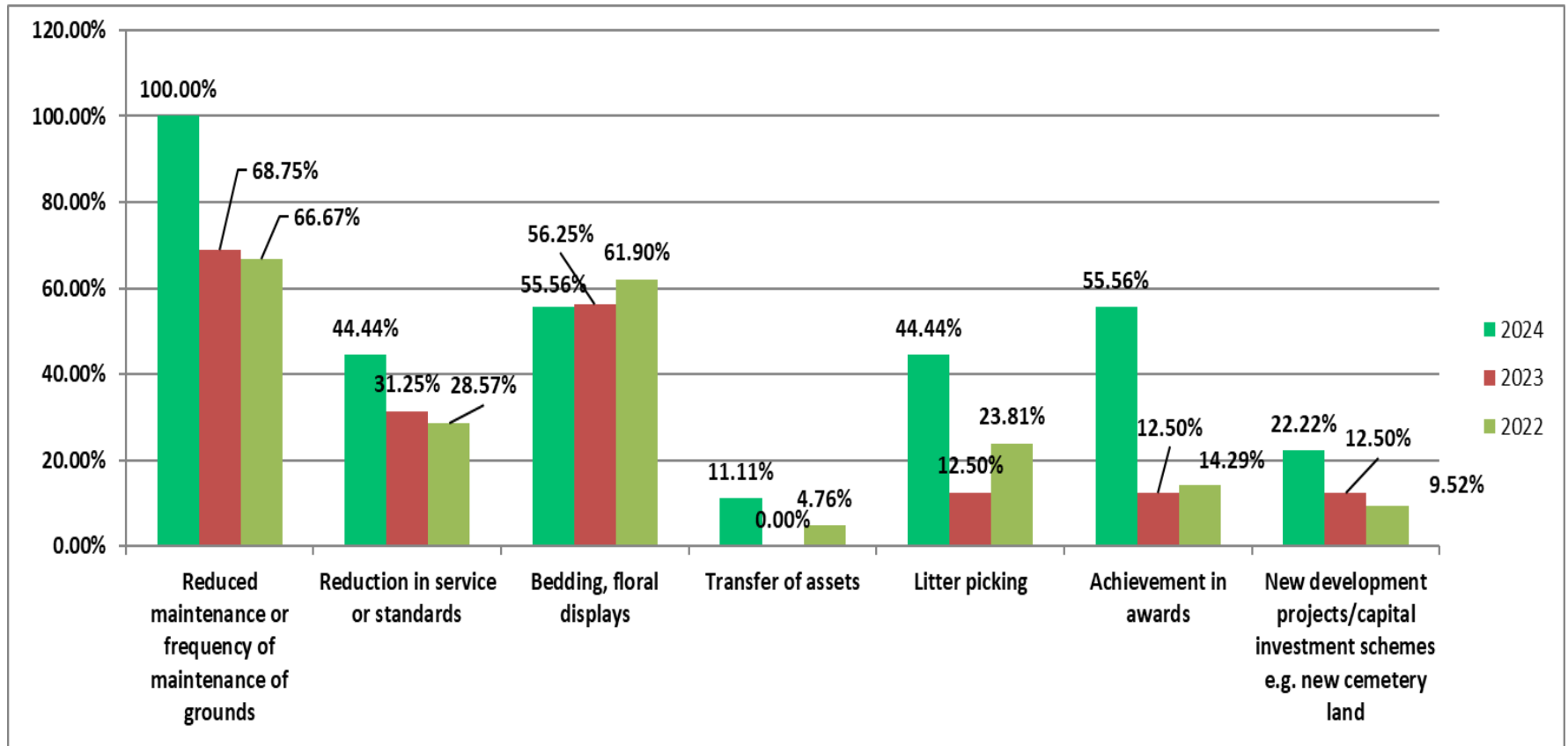
Actions

- Raising the profile of the service in the council
- Looking at other options for income generation
- Improving the service
- Reviewing the length and the time of services
- Building capacity in-house

Areas of growth



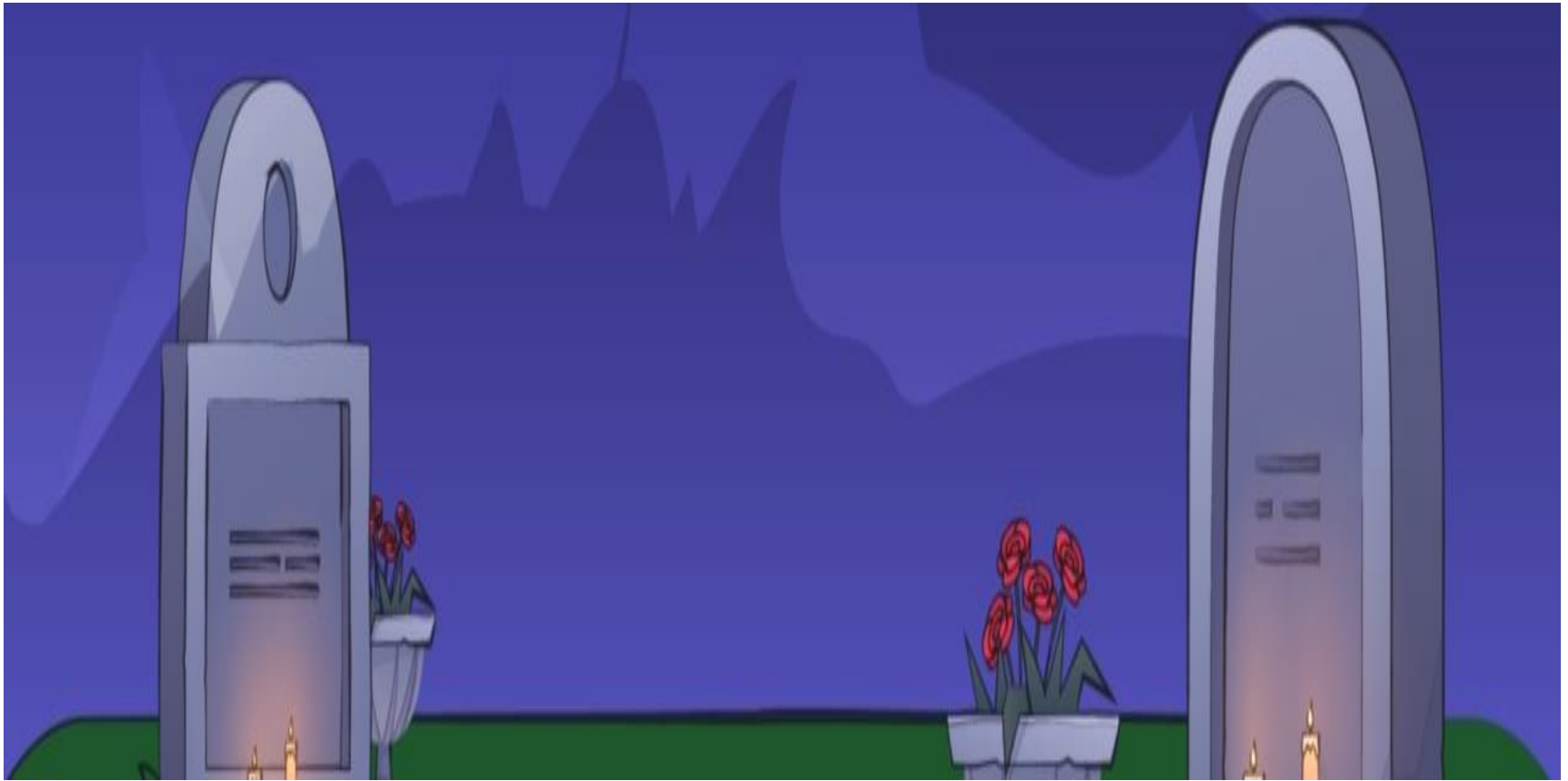
Areas of decrease



Conclusions

- Strong focus on delivering a compassionate and professional service for the community
- Public and political sensitives to income generation continues to reduce
- Environmental / social and cultural considerations are important but represent challenges
- The impact of climate change is being experienced in burial grounds
- Burial space is set to become a major issue in the next 5-8 years
- The future workforce is a concern

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