

Bereavement Services Scrutiny Panel

20th July 2022

Bereavement Service – Broad service overview

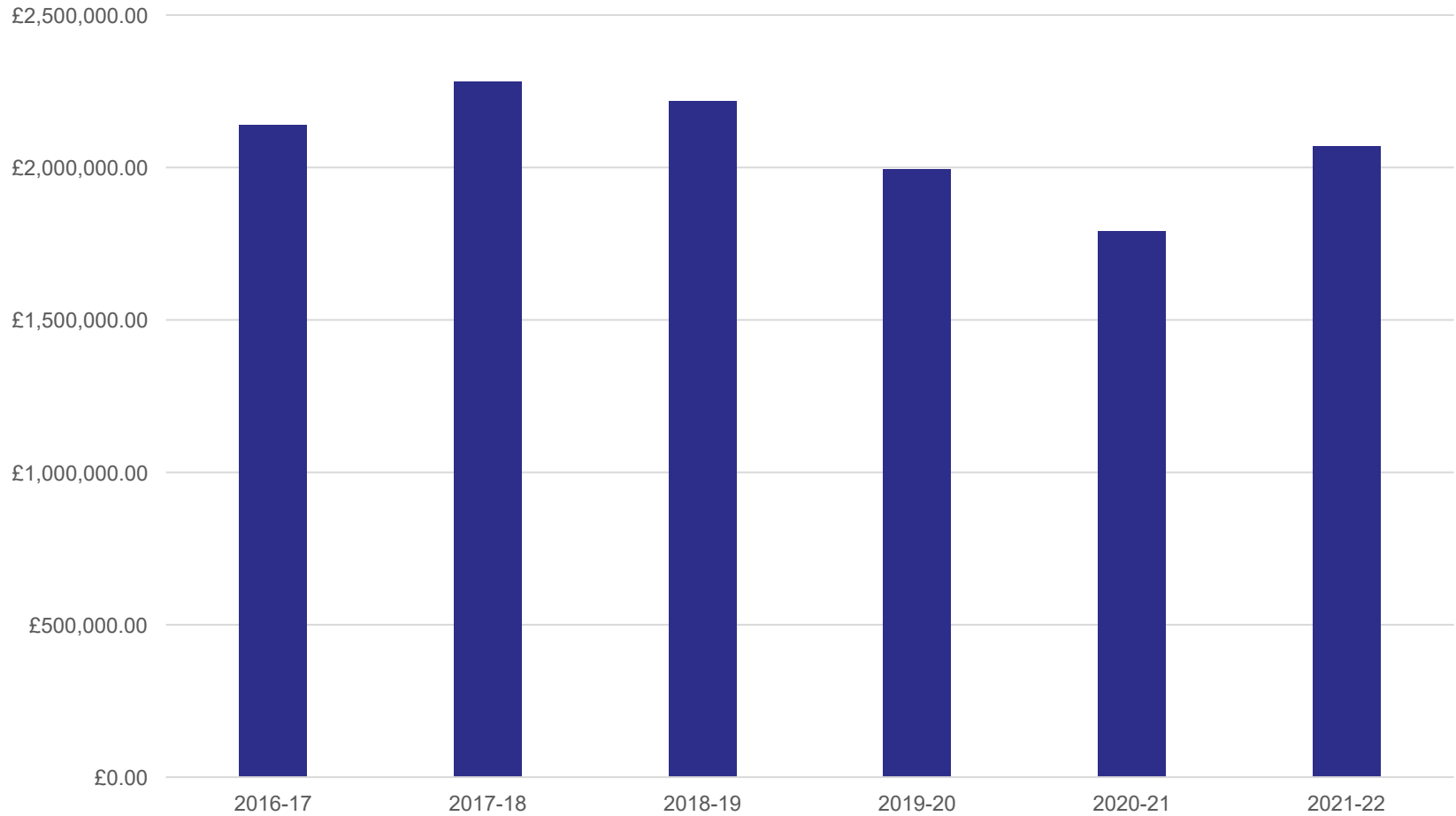
- Cremation & Burial Services
- Teesside Crematorium – Crematory & 2 chapels for funeral and memorial services
- 6 Cemeteries:
 - Acklam Cemetery
 - Thorntree (Protestant) Cemetery
 - Thorntree Roman Catholic Cemetery
 - Linthorpe Cemetery & Nature Reserve
 - St Josephs Cemetery
 - North Ormesby Cemetery
- Burial and Cremation record management and compliance
- Memorialisation
- Supplementary Maintenance (Memorial areas, grave maintenance)
- Customer Service – Public enquiries, bereavement support
- Headstone safety testing (*statutory requirement*)

Recent Improvements

- New Media/Tribute system installed (*Obitus*)
- Committal buttons installed to lectern devices
- New footpaths installed in Acklam Cemetery
- Footpath repair works scheduled for Acklam Cemetery
- Digitisation – Online forms for memorial purchases
- Improved Burial appearance (*soil taken away from graveside*)
- Training & Development – Industry standard training (*Institute of Cemetery Management & Compliance*)
 - *x5 additional members of staff recently qualified to ICCM CTTS qualification (Cremation Technician)*
 - *Exhumation training, Cemetery Management Training, CRUSE Bereavement Training and others*
 - *ICCM Cemetery & Crematorium management diploma – 1 ongoing*
- APSE Performance Network Award: Best Performing Cemetery & Crematorium Service 2021
- 2022 Metal Recycling award: Friends of Linthorpe Cemetery & Nature Reserve and The Friends of Thorntree Cemetery



Financial Summary



Recommendations

- Provide update report to scrutiny annually
- Review pricing model annually
- Further digitisation (*Plotbox and Digital Grave mapping 2023 onwards, subject to financial approval*)
- Develop and review service offers

Thank You

Questions