

## Middlesbrough Council – APSE Innovation Award

### 1 Team for Cemeteries & Crematorium

## Middlesbrough Council - Bereavement Services Overview:

- **Teesside Crematorium**
  - 2000-3000 Cremations per year
  - 2 Chapel facilities for services
  - Garden of Remembrance
  - Chapel of Remembrance (Books of Remembrance)
  - Memorialisation (Sanctums, Plaques, Rose beds etc.)
- **6 Cemeteries:**
  - Acklam Cemetery
  - Linthorpe Cemetery & Nature Reserve
  - St Josephs Cemetery
  - North Ormesby Cemetery
  - Thorntree Roman Catholic Cemetery
  - Thorntree (Protestant) Cemetery
  - *250-350 Burials per year*



## Cemetery or Crematorium

Cemetery	Crematorium
Funeral Provision ( <i>Burial</i> )	Funeral Provision ( <i>Cremation</i> )
Memorial Management ( <i>Testing</i> )	Memorial Management ( <i>Sales/Installation</i> )
Follow Industry Guidance & Standards – ICCM, FBCA, Local Authorities Cemeteries Order	Follow Industry Guidance & Standards – ICCM, FBCA, Cremation Regulations
Supporting & Dealing with Bereaved Families & members of the public	Supporting & Dealing with Bereaved Families & members of the public
Supporting & Dealing with Funeral Directors & Memorial Masons	Supporting & Dealing with Funeral Directors & Memorial Masons ( <i>leased memorials</i> )
General Maintenance/Horticulture ( <i>Cemetery, Grave maintenance/planting</i> )	General Maintenance – Horticulture ( <i>Garden of Remembrance</i> )
Dignity & Respect for a Deceased	Dignity & Respect for a Deceased

## Becoming 1 Team: Cemetery & Crematorium

- Service Review & Consultation – work with staff, Trade Unions, understand any concerns.
- Training and Development plans for staff across both areas of work
- Principles & Practices are the same
- Responding to changes in circumstances (Neighbouring crematorium opened – Stockton & Kirkleatham, Covid19, Financial pressures of the council)
- Transferring of grave digging staff from Area Care into Bereavement Services

## Benefits of being 1 Team

- Resilience through Covid19 & beyond (incl. 40% burial demand increase)
- Overcome challenges in competition - no redundancies for essential on the ground staff ,no impact to public service & provision, skills utilised and enhanced elsewhere
- Able to commit and ensure same day/faith based burial needs.
- Cross Skilled & Upskilled staff, with further development (NAMM/BRAMM, Arbor etc.)
- 1 point of contact, professional & knowledgeable of bereavement sector (regulations, funerals, registrations etc.) in order to provide advice and support to public, funeral directors and others
- Staff feel valued (training and development)
- Service Development Plan based upon People, Digitisation & Service Offerings/Development (valuing our people, working smart and doing things better)
- National Award & Recognition: APSE performance, APSE service, AGFD Gravedigger of the year, Crematorium of the year and others.

**“A jack of all trades is a master of  
none**

**...but oftentimes better than a  
master of one”**