

Bringing Barnet residents back to Hendon Cemetery and Crematorium



About Hendon

Hendon Cemetery and Crematorium is a multi-faith site set in 42 acres of well maintained parkland.

We have sections dedicated to the Greek Orthodox Church, and the Japanese Residents Association. We also have areas specific for Muslim burials.

The Cemetery contains a Commonwealth War Graves Commission maintained memorial to the fallen in both world wars and has a significant number of military graves throughout the site.

We can accommodate funerals seven days a week in our two non-conformist Chapels.



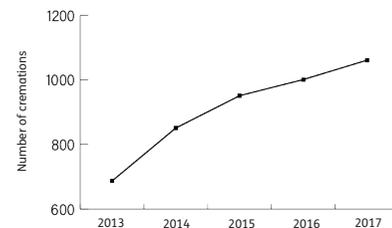
Introduction

The management of the site is under the control of Re (Regional Enterprise) Ltd, a joint venture between London Borough of Barnet and Capita plc. The Joint Venture went live in October 2013 and brings together the best of public and private sector delivery.

Residents in the London Borough of Barnet have access to five cemeteries and crematoria.

The team at Hendon Cemetery and Crematorium comprises of 15 people; made up of Office, Grounds Maintenance and Crematorium staff.

Prior to October 2013, research found residents and funeral directors were choosing other cemeteries in the borough as they were offering a more personable service and wider choices both pre and post funerals. Since taking over the management of the service Re has transformed the business and ultimately brought users back to Hendon Cemetery and Crematorium.



How have we done this?

We adopted the **Stop, Listen, Grow** approach to make the service as personable to all users as possible.

Stop

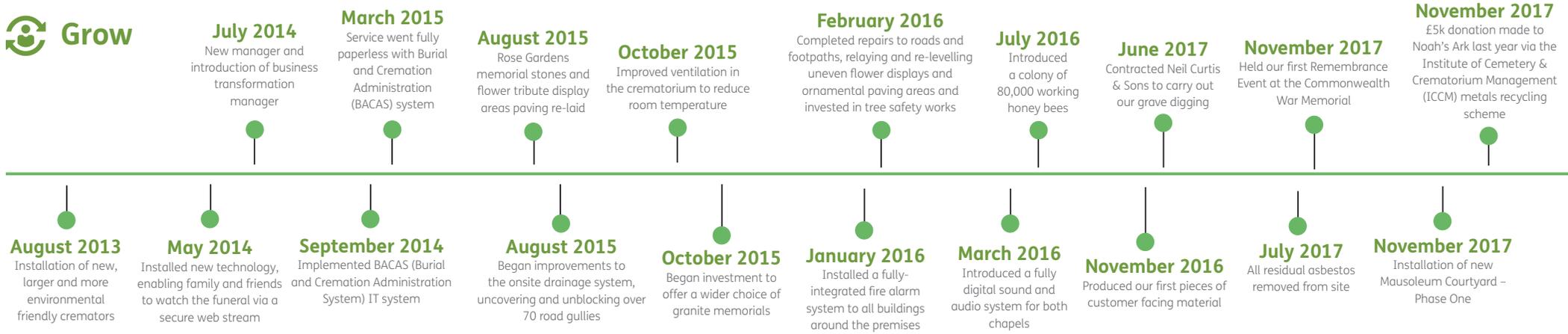
- We took a step back, we wanted to know what staff felt was needed to bring customers back to Hendon and to know what we could do to support them in the transition from public to private sector, to allow them to grow as a team and as individuals to have them fully engaged in the business.

Listen

- Consulted with the Grounds Maintenance team on new grounds maintenance equipment; re-sulting in a cost reduction of £15k p/a
- The team went on to work with Funeral Directors, listening to their requirements

- Grave diggers identified areas within the Cemetery where excess soil could be redistributed to prevent flooding rather than be taken away to landfill sites
- The Grounds Maintenance team developed a cyclical programme of grounds maintenance so that all users | customers were clear when certain key functions such as grass cutting was being undertaken. The programme is displayed in the reception area, drastically reducing the number of complaints
- Devolved day to day responsibilities to the team leaders to let them 'own' their service area





Our team

All members of the team are responsible for providing a high quality, efficient, and sympathetic service to the bereaved and all users of the grounds and facilities. Testament to our team's high level of care and our commitment to maintain and development the grounds to the highest standard is reflected in our growing list of awards and achievements.



Awards and Achievements

- April 2011** Awarded Institute of Cemetery & Crematorium Management (ICCM) Charter for the Bereaved Bronze Award
- April 2015** Awarded (ICCM) Charter for the Bereaved Silver Award
- April 2016** Awarded (ICCM) Charter for the Bereaved Gold Award
- June 2017** Awarded the Customer Choice Award at the 2017 Barnet Our Star staff awards
- April 2018** Maintained (ICCM) Charter for the Bereaved Gold Award for third consecutive year
- Ongoing** Achievement and maintenance of all KPI and PI targets, ISO 9001, 14001 and OHAS 18001 accreditations

2018 and Beyond

Onsite improvements

We are anticipating an exciting 2018 with some significant onsite improvements planned. The main gatehouse will be refurbished and subject to the necessary consent we will be introducing a café. Our two Chapels will be redecorated, along with improvements being made to the catafalque and music operation facilities; meaning the celebrant will be able to control the music and curtains directly to the lectern.

Mausoleums and Grande Burial Chambers

We will begin the installation of the next phases of our Mausoleum Courtyard, as well as introducing Grande Burial Chambers.

Digitalisation of burial and cremation records

In partnership with Ancestry.co.uk we will be looking to digitalise all burial and cremation records to make the retrieval of information simpler for those researching their family tree.

Armistice Centenary Parade and Service of Remembrance

In association with the Royal British Legion Muswell Hill and Highgate branch, we are very pleased to again be holding a service of Remembrance at our Commonwealth War Graves Memorial within the grounds of Hendon Cemetery, in the presence of the Representative Deputy Lieutenant for Barnet.

As 2018 marks the centenary of the end of the Great War, we are looking to remember all those that gave their support and lives in one of the most significant conflicts of the 20th century. We are looking to have support from as many uniformed personnel, along with representatives from as many faiths as possible, all of which will have the opportunity to pay their own tribute through a prayer and laying of a wreath. The service will again be led by Father Gwyn Clement, Rector of St Mary & Christ Church in Hendon.

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