

Level

Tier

Scope

Community

District, Unitary

Procurement

Respectful funeral service



Characteristic(s) / CSF(s):
Role of the Authority
Procurement and commissioning



Problem and Approach

- East Ayrshire still suffers from the effects of the closure of deep mining. It was recognised that for those struggling financially that funeral costs were unaffordable and lead to a cycle of debt and increased reliance on the council.
- The council engaged with providers of funeral services and devised a respectful but affordable funeral. The relationship was still between the resident and the funeral service provider. No formal procurement was required but procurement skills were used to influence the market.
- The redesigned service saved the customer money and reducing stress at an important time. This is an example of a successful collaboration between private and public sector involvement to drive down the average cost of funerals to alleviate the growing problem of funeral poverty.

Outcomes

- In the first year of the scheme East Ayrshire residents, who have booked a Respectful Funeral Service, have saved a total of £169,330 based on the average cost of a burial.
- This brought the average cost down from £2995 to £1773 whilst improving the service on offer. The new offer resulted in greater choice and flexibility within the funeral set up.
- Respectful funerals now account for 21% of funerals in the area
- Some providers did not initially engage. Seeing the success of the venture they have now approached the council to join the scheme.

<http://apse.org.uk/apse/assets/File/Respectful%20Funeral%20Power%20Point-%20Updated%2027th%20September%202018.pdf>

<https://www.east-ayrshire.gov.uk/news/article/east-ayrshire-council-launch-respectful-funeral-service>

<https://www.east-ayrshire.gov.uk/news/article/respectful-funeral-service-one-year-on>



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