Cemetery Records and Software Options

In 2019 the parish council agreed to purchase cemetery software from Rialtas, which the clerk has been using since April '19 to manage cemetery records of ongoing interments, grave space purchases, and memorial management.

Over the past two years, the clerk has also been working with a volunteer to transcribe and (eventually) add in the historical records to the cemetery software, and spreadsheets have now been completed for:
- Interments 1895 – 1975
- Purchased Graves 1895 – 1994

Over time, a number of issues have become apparent with the existing software:
- The software has been purchased on a single user basis, and to increase users and move to cloud based system has cost implications (needed to increase accessibility for cllrs and continuity of service when the clerk is on leave).
- There is currently no invoicing or receipting (although available at additional cost)
- There will be a cost implication to uploading data (or inputting) for historical records
- Mapping of the grave spaces is based on a grid/table system which does not make provision for the irregularities in the layout of the cemetery (particularly the old cemetery, memorial garden and some cremated remains plots

Schematic Plan	Cemetery Software

Whilst exploring the options, the clerk has become aware of another software provider, Scribe Accounts, which is able to provide:
- A web based software with read only access to councillors (this has been on the Estates Committee workplan in the current financial year)
- A more adaptable system for mapping grave spaces
- Ability to create invoices and produce receipts for payments
- Better search facilities on a wide range of criteria
- An inbuilt calendar of events (e.g. interments)
- Notices and letters which can be modified

A short video of demonstrating the attributes of the software can be viewed here: and a detailed quote is attached at Appendix A.

A summary of the comparative costs of the existing software and alternative supplier is set out below:

Rialtas (existing)		Rialtas (upgrade to cloud)		Scribe Accounts	
Single User Stand alone pc (per annum)	£275.00	Cloud Per user per year (£330)	£1650.00	Up to 5 users	£276.00
		Cemeteries Sales Ledger	£222.00	Invoicing	£180.00
		Input historic records £535 per day	£535.00	Onboarding fee (includes transfer of records)	£189.00
Total:	£275	Min cost of Upgrade	£1872 per annum plus Consultancy costs	1st Year Cost Subsequent years	£645.00 £456.00

The parish council's relevant powers are:
Local Government Act 1972, s.214(2) - to provide and maintain cemeteries in or outside the council's area; and
s.111 of the Local Government Act 1972 - to do anything that will facilitate, be conducive to or incidental to the discharge of its powers and functions.

The approved budget for cemetery software (2024-25) makes provision for £645 allowing for a move to Scribe if approved, and Scribe have confirmed that they would invoice in the next financial year (1st April 2024, with on-boarding in March '24).
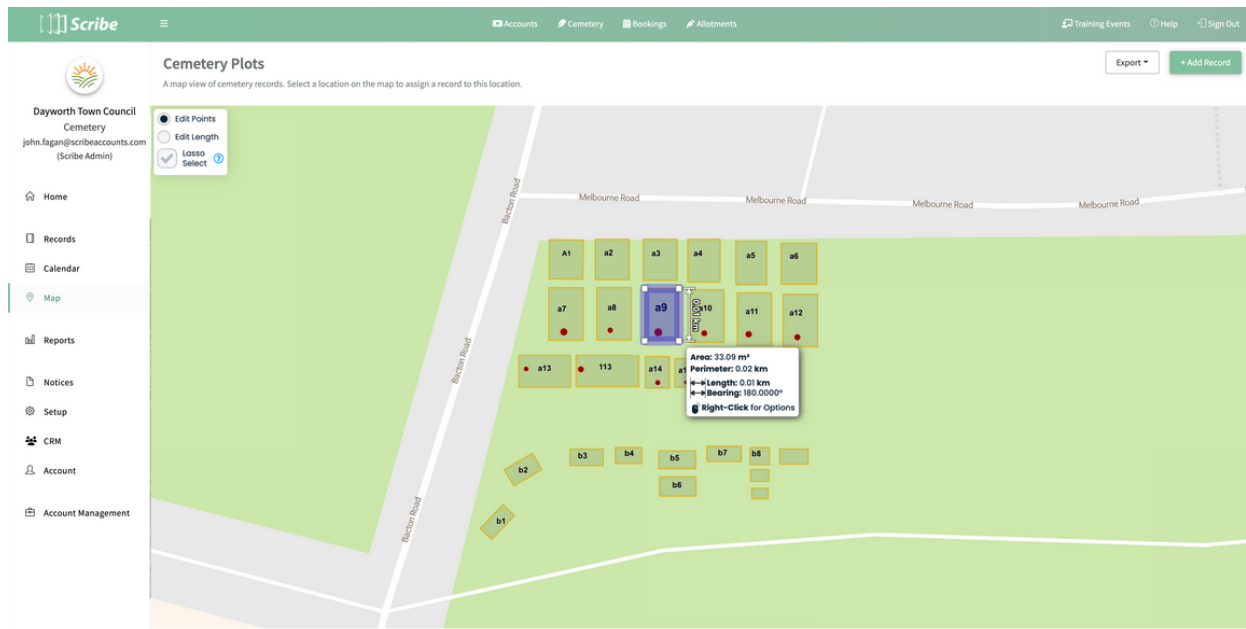

Recommendation:
The Estates Committee authorise a move to Scribe cemetery software at a cost of £645 plus VAT in the first financial year.

Hilary Workman
January 2024

SCRIBE CEMETERY

STREAMLINE THE COMPLEXITIES OF THE CEMETERY ADMINISTRATION.

NEVER MISPLACE OR LOSE A RECORD AGAIN.

Bid farewell to cumbersome, paper-based records. Scribe Cemetery's digital platform allows you to easily manage comprehensive records for plots, burials, cremations, memorials, and exclusive rights. No more misplaced or damaged files - your data is safe and easily accessible.

- **Records:** Manage plots, burials, memorials & exclusive rights seamlessly.
- **Inspections**: Assign tasks, set due dates,& attach photos for inspections.
- **Invoicing & Payments:** Integrates with Scribe Accounts & Sage (future)
- **Mapping**: Visualise sites, plots, and memorials for efficient planning.
- **Reports**: Generate key reports for compliance and insights.
- **Grave Management**: Record grave details like size, capacity & depth easily.
- **Contact Management**: Store application, agent & deceased person data.
- **Deceased Records**: Keep accurate records for compliance.
- **Exclusive Rights**: Manage assignments, transfers, shared graves & deeds
- **Grave Digging**: Record ashes, contractors, preparations & disinterment.
- **Calendar**: Track burial dates, and events to stay organised.
- **Memorials**: Manage permits, personalisation, contractors & foundation.
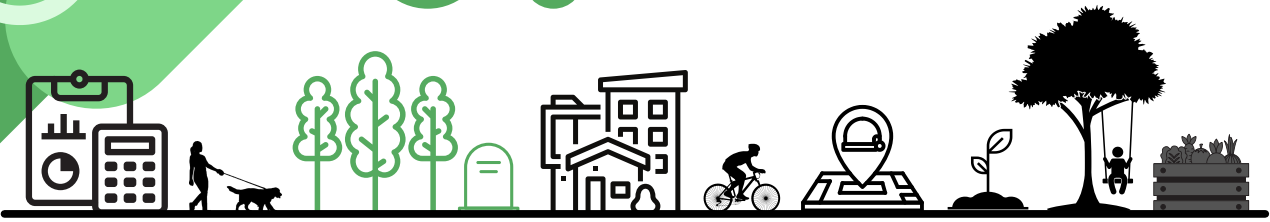
ACCOUNTS | CEMETERY | VENUE BOOKINGS | ALLOTMENTS

ADDITIONAL FEATURES

All Scribe products are fully integrated and come with additional features:

- **Unlimited Users with Role-Based Access Controls**: Increase access and collaboration whilst not compromising data integrity.
- **Attaching Files to Any Record**: Easily attach and retrieve documents related to records for full audit trail.
- **Advanced Searching & Filtering**: Easily find and view pertinent records using quick search and advanced filtering capabilities.
- **Emailing & Email Templates**: Ensure streamlined and consistent communication to suppliers and customers.
- **Centralised Contact & Data Collection Audit Trail**: Maintain a consolidated CRM database of suppliers and customers.
- **Compliance & Security**: Guard sensitive information with GDPR compliance, data encryption, backups, and two-factor authentication.

COUNT ON US, EVERY SINGLE DAY WITH UNLIMITED SUPPORT

Jane Dafforn
Chief Customer Officer

Hannah Driver (MAAT),
Senior Accountant

Jess Shackley (AATQB)
Customer Support

Tracy Russell (AATQB)
Customer Support

Jo Peters (CiLCA)
Customer Success

Training Webinars

Knowledgebase

Phone support

Email Support

Community Support

Customer Success

Hilary Workman
January 2024

Scribe
Making Local Communities Smarter

Proposal for

Wickhambrook Parish Council

Created by

India Greenwood

Prepared for

Hilary Workman

Hilary Workman
January 2024

About Scribe

Scribe is a dedicated partner to local councils in England and Wales, offering a suite of intuitive, cloud-based applications to facilitate efficient and secure management of your council's core operations. Our software - Scribe Accounts, Scribe Cemetery, Scribe Bookings, and Scribe Allotments - enables precise control over your financial accounts, cemetery records, venue bookings, and allotments.

Crafted with a user-friendly design, Scribe reduces technological complexity, freeing up your time to focus on your community. We ensure secure management of public funds, facilities, and cemeteries, enhancing transparency and reducing risks of mismanagement.

Compliant with UK and EU data protection regulations, we provide comprehensive data protection with AWS London hosting. Our software prioritises clear, accurate reporting, bolstered by advanced record searching, filtering, and centralised CRM.

As the fastest-growing software and training provider in the local government sector, Scribe offers robust customer support, including free, unlimited training from the Scribe Academy. Our impressive 4.9-star rating on Trustpilot, coupled with our 'No Lock-in' contracts, underscores our commitment to customer satisfaction.

Join Scribe, the trusted community of over 1000 customers, and work smarter to enhance your council's effectiveness, transparency, and public trust.

About Wickhambrook Parish Council

Executive Summary

Central to this conversation is the management of cemetery records, highlighting issues with the current system being clunky and inefficient. In the meeting, the clerk and India from Scribe discussed the difficulties in updating fees and the overall usability of their existing system, signalling a need for a more streamlined and user-friendly solution.

Challenge: Managing Cemetery Records

Difficulty in managing cemetery records due to a clunky system with multiple folders and an outdated layout.

Risk - Inefficient record-keeping can result in errors or mismanagement of cemetery operations, due to poor user interface and navigation within the software.

Solution - Implementing a streamlined, cloud-based system like Scribe for cemetery management, offering an easy-to-use interface and efficient record-keeping.

Challenge: Updating Fees and System Usability

Difficulty in updating fees within the current system and general usability concerns.

Risk - Challenges in fee management can lead to financial discrepancies and administrative burdens.

Solution - Utilizing Scribe's user-friendly interface and comprehensive financial management features to simplify fee updates and improve overall system usability.

Implementing these solutions can greatly improve operational efficiency and user satisfaction.

Hilary Workman
January 2024

Plan details & pricing

Navigating a council's administrative responsibilities often feels overwhelming with outdated systems and paperwork. Now, overcome these challenges effortlessly. Join over 1,000 councils using Scribe's products, which are specifically designed to streamline council management and improve operational efficiency.

Name	Price	Quantity	Subtotal
Monthly Subscription			
Cemetery subscription fee per month (billed annually)	£23	12 months	£276
Invoicing in Accounts subscription fee per month (billed annually)	£15	12 months	£180
Onboarding			
One-off onboarding fee	£189	1	£189
Additional Services			
Support via phone and email	FREE	Unlimited	£0
Access to training via Scribe Academy™	FREE	Unlimited	£0
Additional Users	FREE	Unlimited	£0
Data Back-ups	FREE	Daily	£0
Accounting support	FREE	Unlimited	£0
Integrations (MTD, Stripe etc..)	FREE	Unlimited	£0
TOTAL (excl VAT)			**£645**

This proposal is valid until 01/03/2024

Hilary Workman
January 2024

Joining Scribe

Onboarding

- Day 1 - Upon joining us, you will receive a call from our customer support team, who will provide your account access, and advise on the steps you can take to add your data, so you can get started immediately.
- Day 30 - You will join our exclusive training academy for Scribe customers. Holding weekly training events to get you familiar with our software and principles and practices.
- Day 60 - After you have completed your 30-day onboarding, you will be assigned a dedicated Customer Success Manager to ensure your happiness and success forever.

Count on us, every single day with unlimited support

Included in your subscription is access to our support team, which are qualified and part-qualified accountants, expert trainers and problem solvers. All our calls, emails and messages are responded to within minutes.

Jane Dafforn
Chief Customer Officer

Hannah Driver (MAAT),
Senior Accountant

Jess Shackley (AATQB)
Customer Support

Tracy Russell (AATQB)
Customer Support

Jo Peters (CiLCA)
Customer Success

Training Webinars

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Phone support

Email Support

Community Support

Customer Success

Hilary Workman
January 2024

Free Training - Webinars and Toolkits

Free webinars and conferences

Scribe Academy™ - Free Training for Council Clerks and Councillors

Scribefest - Free Conference for Parish, Town and Community Councils.

Free Community Support

The Clerks` Corner - 1,700 members

The Councillor's Corner - 600 members

Free Toolkits and Guides

Free Code Of Conduct Guide For Councillors

The Ultimate Marketing Checklist For Village & Town Halls

A-Z Of Grant Funding For Town And Parish Councils

Free Parish & Town Council Budgeting Spreadsheet

Free Parish & Town Council Year-End Checklist

Council Accounting Whitepaper

What our customers say

"Scribe saved me so much time, I have managed to secure £50,000 in grants"

Sally Ferguson, Clerk at North Petherton Town Council, Loxton and Lympsham Parish Council

"Scribe is easy & intuitive. My quarterly budget report used to take 3-4 days, now it takes 1 hour" -> watch here

Nicola Gray - Corfe Mullen Town Council

"Scribe listened and upgraded the bookings system based on my suggestions" -> watch here

Wendy Alcock - Eye Town Council