



My Ref: FOI/6324
Enquiries to: Information Requests
E-Mail: informationrequests@barnsley.gov.uk

Dear Requester,

Re: Request for Information – Freedom of Information Act 2000

I wish to confirm that the council has completed its search for the information which you requested.

The information requested and our findings are as follows: -

1. Is the Obitus system used?

Yes

2. The crematorium location

Barnsley Crematorium, Doncaster Road, Ardsley, Barnsley.

3. Services used

The following services are used from Obitus:

- Webcast/Streaming services (various)
- Visual Tribute services (various)
- Music Ordering

All services available are listed on our website price list here: [Burials, cremations and memorials price list](#)

4. Contract/installation date

The council has used Obitus since the 2019/20 financial year.

5. Contract or purchase order documents, annual costs, income, policies, complaints/incidents and related data protection documentation

The annual subscription for Obitus for the current financial year is £10,052.76 + vat.

Income from the services they provide is not recorded separately. The council receives monthly invoices from Obitus and in turn issues monthly invoices to funeral directors covering all services they have utilised that month. As such these invoices include both cremation costs and additional services provided by Obitus.

No complaints/incidents are recorded.

6. If Obitus is not used, the alternative provider or system used.

N/A

If you have any queries about this letter, please contact Information Requests Via email.

Please remember to quote the reference number above in any future communications.

If you are unhappy with the way the Directorate has handled your request, you may ask for an internal review. Please clearly mark your correspondence 'Complaint' and address it to:

Barnsley MBC
Information Requests Team
PO Box 634
Barnsley
S70 9GG
email: informationrequests@barnsley.gov.uk

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: -

Customer Services Team
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Email: <http://www.ico.org.uk/foicomplaints>

Kind regards,

Information Requests Team, Barnsley MBC

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