

BRIDGEND COUNTY BOROUGH COUNCIL
COYCHURCH CREMATORIUM JOINT COMMITTEE

FRIDAY 6TH FEBRUARY 2009

REPORT OF THE CLERK AND TECHNICAL OFFICER

1. CREMATORIUM SERVICE LEVEL BUSINESS PLAN

- 1.1 The draft Service Level Business Plan for 2009 to 2013 is attached at **Appendix 1** and refers to proposed maintenance and improvements projects to enhance the Crematorium grounds and buildings over the period.
- 1.2 With the need to respond to the theft of the roofing material and improved CCTV surveillance during 2008, some of the projects have had to be put back in the programme. The Finance Officer has been involved in developing the Business Plan and has incorporated the details into his financial report.
- 1.3 The cremation charge was increased to £350.00 from 1st April 2008 to support adopted projects and to be more compatible with the national average. The Joint Committee agreed in last year's Business Plan to a change for 2009/10 of £375 plus inflation. This equates to £386.25 and covers large increases in gas and electricity costs.

1.4 Recommendation

The Joint Committee is recommended to:

- a) Approve the Service Level Business Plan 2009 to 2013
- b) Confirm the cremation charge for 2009/10 at £386.25

2. CREMATORIUM PROCEDURES, RULES AND GUIDANCE DOCUMENT

- 2.1 The existing Policy and Strategy document for Coychurch Crematorium was adopted in 1998 and identifies the aims and objectives of the Joint Committee and sets minimum levels of service. Since that time a Service Level Business Plan has been introduced (see item 1) which includes much of the information contained in the Policy and Strategy document.

2.2 It is considered, however, that a document is still required to provide information relating to procedures, rules and information on levels of service. The "Procedures, Rules and Guidance" document is attached at **Appendix 2** and is meant to assist the bereaved, visitors and professionals in understanding how the Crematorium operates and what services are available.

2.3 The new document will be available on the Crematorium's web site and Funeral Directors will be notified of its availability.

2.4 **Recommendation**

The Joint Committee is recommended to approve the Procedures, Rules and Guidance document.

3. **ACCESS ROAD TO GROUNDS EXTENSION CONTRACT**

3.1 In 2006, land was purchased adjacent to the Crematorium to extend the grounds for future memorialisation. Design costs were set aside for 2008/09, with the construction work programmed for 2009/10.

3.2 In order to start the project early in the next financial year, tender documents were prepared and issued to five contractors. The returned tenders have been checked and are detailed below:

Tender No.	Tender sum (corrected)
1.	£168,505.74
2.	£165,124.80
3.	£252,094.70
4.	£182,662.00
5.	£156,512.35

3.3 The lowest tender was submitted by South Wales Contractors Limited in the sum of £156,512.35. It is proposed that construction work commences in April 2009.

3.3 **Recommendation**

The Joint Committee is requested to approve Tender No. 5 from South Wales Contractors Limited in the sum of £156,512.35.

4. **STATISTICS**

4.1 Statistical records for the period January to December 2008 are shown at **Appendix 3**. Also shown for comparison are the records for the previous year.

4.2 In summary, the total number of cremations to the end of December 2008 was 1767 made up of 745 from Bridgend, 680 from Vale of Glamorgan, 279 from Rhondda Cynon Taff, and 63 non-residents. An agreement with the Princess of Wales Hospital for the cremation of non-viable foetal remains has resulted in an additional 26 communal cremations and 24 individual cremations.

4.3 **Recommendation:**

The Joint Committee is recommended to note the report.

5. **PERFORMANCE MANAGEMENT**

5.1 As part of Bridgend County Borough Council's performance management, there is ongoing monitoring of customer satisfaction levels in relation to the Crematorium.

5.2 As was reported to the last meeting, there is ongoing monitoring of the level of service at Coychurch Crematorium. Questionnaires are forwarded to the applicants for cremations together with information on the types of memorialisation available.

5.3 Attached at **Appendix 4** are the questionnaire survey results for the third quarter, October to December 2008. I am pleased to report that the overall satisfaction level, to a standard of good or excellent, remains at 100%.

5.4 **Recommendation**

The Joint Committee is recommended to note the report.

**RICHARD FLETCHER
CLERK AND TECHNICAL OFFICER**

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Background Papers:

1. No background papers
2. Policy and Strategy for Coychurch Crematorium 1998
3. No background papers
4. No background papers
5. File of Questionnaires October to December 2008

APPENDIX 1

Draft Service Level Business Plan 2009-2013

**To be read in conjunction with Item 1 of
The Report of the Clerk and Technical Officer
To the Coychurch Crematorium Joint Committee
To be held on Friday 6th February 2009**

APPENDIX 2

Procedures, Rules and Guidance

**To be read in conjunction with Item 2 of
The Report of the Clerk and Technical Officer
To the Coychurch Crematorium Joint Committee
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APPENDIX 3

Statistical Records

**To be read in conjunction with Item 4 of
The Report of the Clerk and Technical Officer
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APPENDIX 4

Questionnaire Survey Results

**To be read in conjunction with Item 5 of
The Report of the Clerk and Technical Officer
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