

**BRIDGEND COUNTY BOROUGH COUNCIL**

**REPORT OF THE CLERK & TECHNICAL OFFICER**

**COYCHURCH CREMATORIUM JOINT COMMITTEE**

**FRIDAY 29<sup>TH</sup> JUNE 2012**

**ANNUAL REVIEW**

**1. Purpose of the Report**

- 1.1 The purpose of this report is to advise the Joint Committee on the performance and operation of Coychurch Crematorium during 2011/12.

**2. Background**

- 2.1 Clause 3.2 of the Joint Authority 'Memorandum of Agreement' relating to the Coychurch Crematorium Joint Committee requires that the Joint Committee shall receive a report at the Annual General Meeting reviewing performance against the Business Plan for the preceding year.

**3. Proposal**

- 3.1 Appendix A identifies the performance of Coychurch Crematorium relating to:

- Number of cremations
- Service standards
- Planned expenditure
- Achievement of Business Plan objectives

Where any works were postponed, these have been accommodated in the budget for 2012/13.

**4. Effect upon Policy Framework and Procedure Rules**

- 4.1 There is none.

**5. Equality Impact Assessment**

- 5.1 The Council's Equalities Impact Assessment Toolkit has been utilised, which indicates that the Annual Review will have no impact on equality groups and disabilities duties.

**6. Financial Implications**

6.1 The Revenue budget for 2012/13 was adjusted in the Business Plan to accommodate variations in the works programme.

7. **Recommendation:**

7.1 The Joint Committee is recommended to note the report.

**CHRIS HOWELL**  
**CLERK AND TECHNICAL OFFICER**  
**18<sup>th</sup> June 2012**

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**Background Papers:** Equalities Impact Assessment Toolkit

## CREMATORIUM ANNUAL REVIEW 2011/12

### *Number of Cremations*

In 2011, the number of cremations undertaken from the member authorities' areas was as follows:-

CREMATIONS	TOTALS
Borough of Bridgend	786
Vale of Glamorgan	499
Rhondda-Cynon-Taff	302
Others	79
<b>TOTALS</b>	<b>1666</b>

This total number reduced by 139 cremations from 2010, due to the opening of a private crematorium in the Vale of Glamorgan. The full effect of the new crematorium will be detailed in a report in December, following a full year's assessment of the impact on Coychurch Crematorium.

### *Performance Management*

The Crematorium carries out a quarterly review of questionnaire results which feed into an annual assessment of the quality of service. For 2011/12, this showed that the overall satisfaction level, to a standard of "good" or "excellent", remains at 100%. Typical examples of the responses received are indicated below:

- it was the best possible experience under the circumstances.
- Peaceful setting-thank you. More car parking would be useful at larger funerals.
- I much prefer Coychurch because your waiting rooms are welcoming and the walk up to the chapel is warm and pleasant.
- I am always very proud with this crematorium of the way it is managed and very well kept.
- I thought the arrangements were excellent, could not fault them.
- Many thanks, most grateful.
- My first time to Coychurch and the approach vista and premises lifted me on an awful day. Thank you so much.
- Everything was perfect.
- Rose garden- are rose bushes that have died replaced automatically or is there an option for the family to do this if they wish? (letter sent)
- Everything was done tastefully and with dignity.
- The crematorium and grounds a very peaceful haven.
- A beautiful place to end your days.
- All staff helpful kind and considerate.

Out of **336** questionnaire responses there were only 8 adverse comments. Where necessary, the Crematorium Manager and Registrar responded to the complainants:

- There was a long delay from the time of death to the day of the funeral which the family accepts was due to current demand
- There appeared to be a mix up somewhere because the service at Penarth finished at Penarth at 12.10 p.m. but the crematorium was booked for 1.15 p.m.. People who drove straight had a long wait. As did the people in the hearse who had a slow tortuous drive
- We were extremely upset and disappointed with the music arrangements. Two out of three selections were WRONG and caused great distress. I would appreciate an explanation (letter sent confirming that music played was as submitted by the funeral director – music request form attached)
- Several people have commented that during the singing of the hymn the organ was too loud and unsympathetic to the words
- Limited car parking as very large funeral
- Telephoned with query. Lady not very compassionate or empathetic in attitude. Gentlemen very courteous.
- A larger covered area to protect funeral guests in times of bad weather.
- Lack of car parking when busy

### ***Planned Expenditure for 2011/12***

The proposed programme of expenditure for 2011/12 and 2012/13 is indicated below:

	<b>2011/12</b>		<b>2012/13</b>	
	Proposed	Revised	Proposed	Revised
	£000	£000	£000	£000
Crallo Chapel Improvements	15	0	20	-
Refurbish Coity Chapel Toilets	34	33		
Vestry Improvements	10	10		
Replace Hymn Books	2	0	2	
Coity Chapel Flooding Repairs	2	6		
Maintenance of Crematorium Lodge	20	20	20	
Garden of Remembrance Footpaths	30	0	24	
Car Park Marking			5	
Yard Gate Replacement			10	
Footpath to new memorial garden			5	
Footpath into Crallo Chapel			5	
Redecorate Chapel of Remembrance			5	
CAMEO Payments			20	

### ***Business Plan Service Objectives***

A progress report on the service objectives and planned actions is summarised on the following Business Plan Assessment and Review.

**BUSINESS PLAN ASSESSMENT & REVIEW**

<b>SERVICE OBJECTIVES</b>	<b>PLANNED ACTIONS</b>	<b>TARGET/DESIRED OUTCOME</b>	<b>RESP OFFICER</b>	<b>METHOD OF MEASUREMENT</b>	<b>Progress Report</b>
<b>Grounds Maintenance</b>	<ul style="list-style-type: none"> <li>• <b>Footpaths</b></li> </ul>	<b>April 2013</b>	Sian Hooper, Joanna Hamilton	<b>Completion of project</b>	<p>The Garden of Remembrance's top layer of the new footpath remained incomplete due to poor weather conditions. It is now finished but the contract cost was carried over into the current financial period.</p> <p>There is also a need for footpaths alongside the Crallo Chapel entrance and to connect the old memorialisation area to the new section. Funding has been allocated in 2012/13.</p>
	<ul style="list-style-type: none"> <li>• <b>Car Park Marking</b></li> </ul>	<b>October 2012</b>	Sian Hooper, Joanna Hamilton	<b>Completion of project</b>	<p>Road marking is required to the office car park for which provision will be made for disabled parking bays. Additional signage will be added within the grounds to identify the new car park.</p>
<b>Chapel Improvements</b>	<ul style="list-style-type: none"> <li>• <b>Ministers stand &amp; Catafalque</b></li> </ul>	<b>October 2012</b>	Sian Hooper, Joanna Hamilton	<b>Completion of project</b>	<p>This work has been delayed from 2011/12. The improvement works to the front of the chapel have been commissioned and it is anticipated that designs will be available for approval in the summer.</p>
	<ul style="list-style-type: none"> <li>• <b>Hymn Books</b></li> </ul>	<b>September 2012</b>		<b>Completion of project</b>	<p>A specialist contractor has been appointed and the final proofs have been provided.</p>

<p><b>Building Maintenance</b></p>	<ul style="list-style-type: none"> <li>• <b>Refurbish Coity Chapel Toilets</b></li>   <li>• <b>Vestry Improvements</b></li>   <li>• <b>Crematory Flooding</b></li>   <li>• <b>Crematorium Lodge</b></li>   <li>• <b>Redecorate Chapel of Remembrance</b></li> </ul>	<p><b>Completed</b></p> <p><b>Completed</b></p> <p><b>Completed</b></p> <p><b>Ongoing</b></p>	<p>Sian Hooper, Joanna Hamilton</p>	<p><b>Completion of project</b></p>	<p>These works were delayed due to extensive consultation with CADW. The works are now complete. The tender sum was £53,100.20 and was spread over two financial years</p> <p>The vestry was available to ministers to prepare themselves before a service. The facilities have now been rearranged and improved to make more efficient use of this space for storage. A small robing room is provided for ministers.</p> <p>The crematory suffered a flood from burst pipes during the adverse weather in Winter 2010. The smaller Coity Chapel suffered damage to the floor and carpet. The chapel was used as additional storage for materials during the toilet refurbishment contract. Following the completion of this contract, the damage was repaired and the carpet replaced.</p> <p>The Lodge requires regular maintenance to ensure that it is retained to a high standard.</p> <p>The walls are showing signs of damp penetration and require re-decoration to maintain standards. Funding has been allocated in 2012/13.</p>
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	<ul style="list-style-type: none"> <li>• <b>Yard Gate Replacement</b></li> </ul>	<b>December 2012</b>			The yard gate provides security for the back access to the crematorium and emergency generator facilities. It has regularly been repaired and is now in need of replacement. Funding has been allocated in 2012/13.
<b>New/Rebuild cremators</b>	<ul style="list-style-type: none"> <li>• <b>Preparation Works</b></li> <li>• <b>New cremators</b></li> </ul>	<b>2011 onwards Date to be confirmed</b>	Sian Hooper, Joanna Hamilton	<b>Regular progress meetings</b>	<p>The existing cremator manufacturer has met with the crematorium service and has agreed that the existing cremators are able to continue in use after the maintenance contract terminates in 2012. This allows a longer period to investigate suitable replacement cremators.</p> <p>Detailed drawings of the crematory and external yard are prepared and informal discussions with manufacturers have commenced.</p>
<b>Budget Strategy</b>	<ul style="list-style-type: none"> <li>• <b>Annually review and revision of service charges</b></li> </ul>	<b>March 2012</b>	Sian Hooper, Joanna Hamilton	<b>Annual report to Joint Committee</b>	Completed, reported to meeting on 2nd March 2012.