

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT OF THE CLERK & TECHNICAL OFFICER

COYCHURCH CREMATORIUM JOINT COMMITTEE

FRIDAY 7TH JUNE 2013

ANNUAL REVIEW

1. Purpose of the Report

- 1.1 The purpose of this report is to advise the Joint Committee on the performance of Coychurch Crematorium during 2012/13.

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 2013/14.

4. Effect upon Policy Framework and Procedure Rules

- 4.1 There is none.

5. Equality Impact Assessment

- 5.1 There is none.

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
31st May 2013

Contact Officer:

Sian Hooper, Bereavement Services Manager, Telephone No. 01656 643469

E-mail: Sian.Hooper@bridgend.gov.uk

Background Papers:

Equalities Impact Assessment Toolkit

APPENDIX A CREMATORIUM ANNUAL PERFORMANCE AND FINANCIAL REVIEW 2012/13

Number of cremations

In 2012, the Crematorium carried out the following cremations:

CREMATIONS	TOTALS
Borough of Bridgend	891
Vale of Glamorgan	214
Rhondda-Cynon-Taff	327
Others	55
TOTALS	1487

Public Satisfaction

The Crematorium carries out a quarterly review of questionnaire results which feeds into an annual assessment of the quality of service. For 2012/13, 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:

- First class
- A very tranquil and well maintained place for a loved one's final resting place. Thank you
- I would like to thank the organist for his professionalism and sensitivity the day that I interred my husband's ashes
- A really pure and tidy place. First visit for a large number of people and everybody was praising it.
- The grounds are always beautifully maintained – the whole area is one of peace and tranquillity, a credit to all the staff concerned
- Beautiful place – gardens are stunning – makes you feel as though your loved one is going to a beautiful place
- The dignity of the occasion was excellent and maintained by precision coming from the competency of the staff in the way they handled all aspects and the quality of the facilities and music. This was observed and commented on by all present – thank you
- Nice to see music system sorted out – excellent service from all concerned
- Beautiful gardens – keep the good work up. Very helpful when I phoned up to inquire about book of remembrance entries
- As a family we were delighted with the funeral service for our mother and appreciate the efforts of the crematorium staff on the day and with all the relevant correspondence – thank you
- I have never been to a service at the small chapel and it was beautiful – my mam would have loved it – thank you
- Pleased with all aspects of dealings with crematorium, very peaceful surroundings and beautiful walk into chapel

Out of 193 questionnaire responses there were only 4 adverse comments. Where necessary, the Crematorium Manager and Registrar has responded to the complainant:

- As of last week, I thought the rose bush was of a poor quality and small on my sister's grave (Letter sent and rose bush replaced)
- On a busy day, parking seems to be a problem, new car park meant a long walk for those perhaps already distressed.
- Small criticism, the organist played the bass very loudly many complained the hymn tunes were lost with the vibration
- Right song at end of service but wrong singer. Should have been Russell Watson – not Bocelli

Expenditure for 2012/13

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

	2011/12		2012/13	
	Proposed	Revised	Proposed	Revised
	£000	£000	£000	£000
Crallo Chapel Improvements	15	--	20	--
Refurbish Coity Chapel Toilets	40	20		
Vestry Improvements	10	10		
Replace Hymn Books	2	--	2	5
Coity Chapel Flooding Repairs	2	2		
Refurbish Lodge	20	20		
Surface Footpaths	30	30		
Car Park Marking			5	5
Yard Gate Replacement			10	--
Footpath to new memorial garden			5	5
Footpath into Crallo Chapel			5	5
Redecorate Chapel of Remembrance			5	5
CAMEO payments			20	--
Coity Chapel Roof replacement (Emergency repair of criminal damage)			--	25

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

SERVICE OBJECTIVES	PLANNED ACTIONS	TARGET/DESIRED OUTCOME	RESP OFFICER	METHOD OF MEASUREMENT	Progress Report
Chapel Improvements	<ul style="list-style-type: none"> • Ministers stand & Catafalque – Crallo Chapel • Hymn Books 	<p>Originally 2008/09</p> <p>March 2012</p>	Bereavement Services Manager, Crematorium Manager and Registrar	Regular progress meetings	<p>Continual delays caused by specialist contractors. Glass samples and designs have been approved and awaiting manufacture and installation of new pulpit and glass panels</p> <p>Completed</p>
Building Maintenance	<ul style="list-style-type: none"> • Car Park Marking • Yard Gate Replacement • Footpaths • Re-decorate Chapel of Remembrance • Coity Chapel Roof Replacement 	<p>March 2012</p> <p>March 2012</p> <p>March 2012</p> <p>December 2011</p> <p>December 2011</p>	Bereavement Services Manager, Crematorium Manager and Registrar	Completion of projects	<p>Completed</p> <p>Design approved, awaiting installation</p> <p>The top surface on Garden of Remembrance's footpath was completed. Other footpaths were introduced to link the car park to the main chapel and the memorial areas.</p> <p>Completed</p> <p>Emergency works required to replace roofing material</p>

<i>New/Rebuild cremators</i>	<ul style="list-style-type: none"> • <i>Preparation Works</i> • <i>New cremators</i> 	<i>2011 onwards</i>	Bereavement Services Manager, Crematorium Manager and Registrar	<i>Regular progress meetings</i>	Detailed drawings of the crematory and external yard are prepared and informal discussions with manufacturers are complete. Replacement works programme agreed.
<i>Budget Strategy</i>	<ul style="list-style-type: none"> • <i>Annually review and revise service charge</i> 	<i>March 2012</i>	Bereavement Services Manager, Crematorium Manager and Registrar	<i>Annual report to Joint Committee</i>	Completed, reported to meeting on 1 st March 2012.