

Public Document Pack

Coychurch Crematorium Joint Committee

C y d - B w y l l g o r A m l o s g f a L l a n g r a l l o

Amlogfa Llangrallo
Llangrallo
Pen-y-bont ar Ogwr
CF35 6AB



Coychurch Crematorium
Coychurch
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CF35 6AB

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*Rydym yn croesawu gohebiaeth yn Gymraeg.
Rhowch wybod i ni os mai Cymraeg yw eich
dewis iaith.
We welcome correspondence in Welsh. Please
let us know if your language choice is Welsh.*

Gwasanaethau Gweithredol a Phartneriaethol / Operational and Partnership Services

Deialu uniongyrchol / Direct line /: 01656 643148 /
643147

Gofynnwch am / Ask for: Michael Pitman

Ein cyf / Our ref:
Eich cyf / Your ref:

Date / Dyddiad: Friday 15 June 2018

Dear Councillor,

COYCHURCH CREMATORIUM JOINT COMMITTEE

A meeting of the Coychurch Crematorium Joint Committee will be held in Committee Rooms 2/3, Civic Offices Angel Street Bridgend CF31 4WB on **Friday, 22 June 2018 at 14:00.**

Please note that a visit of the Crematorium and its grounds will precede the meeting of the Joint Committee. Members are therefore gratefully requested to meet at the Crematorium waiting room by the lake at 12.00 noon for this purpose.

AGENDA

1. To appoint a Chairperson of the Joint Committee (from Rhondda Cynon Taf County Borough Council Members)
2. To appoint a Vice-Chairperson of the Joint Committee (from Bridgend County Borough Council Members)
3. Apologies for Absence
To receive apologies for absence from Members.
4. Declarations of Interest
To receive declarations of personal and prejudicial interest (if any) from Members/Officers in accordance with the provisions of the Members' Code of Conduct adopted by Council from 1st September 2009.
5. Approval of Minutes 3 - 6
To receive for approval the Minutes of 09/03/2018
6. Annual Accounting Statement 2017-18 7 - 22
7. Annual Review 2017/18 23 - 32
8. Flower Court Facilities 33 - 36

9. Recycling Of Metals Scheme Donations

37 - 42

10. Urgent Items

To consider any other item(s) of business in respect of which notice has been given in accordance with Rule 4 of the Council Procedure Rules and which the person presiding at the meeting is of the opinion should by reason of special circumstances be transacted at the meeting as a matter of urgency.

Yours faithfully

P A Jolley

Corporate Director Operational and Partnership Services

Distribution:

Councillors:

G Cox

S Edwards

G Hopkins

G John

AA Pucella

JC Spanswick

R Turner

E Venables

DBF White

JE Williams

RE Young

MINUTES OF A MEETING OF THE COYCHURCH CREMATORIUM JOINT COMMITTEE
HELD IN COMMITTEE ROOM 1 - CIVIC OFFICES ANGEL STREET BRIDGEND CF31 4WB
ON FRIDAY, 9 MARCH 2018 AT 14:00

Present

Councillor RE Young – Chairperson

G Cox	S Edwards	G John	AA Pucella
E Venables	JE Williams		

Apologies for Absence

G Hopkins, JC Spanswick and R Turner

Officers:

Adele Ahearn	Accountant
Joanna Hamilton	Bereavement Services Manager and Registrar
Michael Pitman	Business & Administrative Apprentice
Andrew Rees	Senior Democratic Services Officer - Committees
Zak Shell	Head of Neighbourhood Services

16. DECLARATIONS OF INTEREST

None

17. APPROVAL OF MINUTES

RESOLVED: That the minutes of the meeting of the Coychurch Crematorium Joint Committee of 15th September 2017 be approved as a true and accurate record.

18. CREMATORIUM BUSINESS PLAN AND CREMATION FEES

The Clerk and Technical Officer sought approval of the Business Plan and expenditure programme for 2018/2019 which included proposed increases in cremation fees.

He reported that the total number of cremations for 2017 was 1620, made up of 995 from Bridgend, 180 from Vale of Glamorgan and 379 from Rhondda Cynon Taff, with 66 non-residents. He stated that an agreement is in place with the Princess of Wales Hospital for the cremation of non-viable foetal remains (NVF) which has resulted in an additional 8 communal cremations. A further 11 individual NVF cremations were arranged directly with families.

The Clerk and Technical Officer also reported that the charges for the crematorium placed Coychurch Crematorium at 241 out of 284 in the national fee league table published in summer 2017 by the Cremation Society of Great Britain. He stated that the funding strategy included in previous Business Plans had recommended an increase in the cremation charge by inflation plus £25, to ensure that sufficient funding was available to support the future programme of improvements, but still retain the Crematorium's competitive position. Following a review, it was not considered necessary to implement the additional £25 fee, but, this will continue to be reviewed annually.

The Clerk and Technical Officer reported on a proposal to increase the cremation charge by inflation from £636.70 to £662.20, based on a general increase of 4% (1% plus CPI in line with the most recent CPI figures published in December 2017). He highlighted a comparison of the current cremation fees for adjoining crematoria.

RESOLVED: That the Joint Committee:

- 1) Approved the Service Level Business Plan 2018/19
- 2) Approved the cremation fees as presented for 2018/19

19. PROGRAMME OF MEETINGS 2018/19

The Bereavement Services Manager & Registrar presented a report seeking approval for the proposed programme of meetings for 2018/2019. The Memorandum of Agreement for the Coychurch Crematorium Joint Committee states that the Joint Committee will hold at least two meetings in each municipal year, one of which will be the Annual General Meeting. The first meeting of the Joint Committee after the Annual Meetings of the Councils will be the Annual General Meeting, at which the Chairman and Vice-Chairman will be elected.

There will be three meetings in the year 2018/2019 held on the dates below:

Friday 22nd June 2018 Annual General Meeting and site visit

Friday 14th September 2018

Friday 8th March 2019

RESOLVED: That the Joint Committee approved the programme of meetings for 2018/2019.

20. PROPOSED REVENUE BUDGET 2018-19

The Accountant presented a report on the projected financial performance for the Crematorium for 2017-18 and sought approval from the Joint Committee for the proposed budget and fees and charges for 2018-19.

The Accountant stated that the anticipated budget deficit would be £35,000; however actual projected outturn as at the end of January is a surplus of £44,000 which would require a transfer to earmarked reserves. She presented an explanation of the main variances between the Budget and Projected Outturn, which showed an underspend of £21,000 on employees; attributable to two vacancies for part of the year, which meant that additional Security Services had to be employed to cover these hours. An overspend of £8,000 on Premises was attributable to an overspend on Business Rates of £18,000, offset by underspends on Day to Day Maintenance of £5,000 and Gas of £5,000. A further overspend of £2,000 on Supplies, Services and transport was identified, which was made up of an overspend on Security Services of £20,000, offset by savings on Equipment Repairs of £10,000, Protective Clothing of £2,500, Purchase of Equipment £2,500 and Audit Fees of £2,100. The underspend in Administration was due to lower costs in Facilities Management compared to the previous year.

The Accountant informed the Joint Committee that included in the Capital Financing Costs is the Planned Maintenance budget of £350,000, where an underspend of £30,000 had been identified due to a delay in carrying out organ repairs of £20,000 and also attributable to an underspend on Infrastructure works of £10,000. The organ

repairs were scheduled to take place in 2018-19 and the sum of £5,000 would need to be provided in 2018-19 for the retention payment due on the Infrastructure works. The Bereavement Services Manager outlined the repairs required to the organ which had been commissioned by a distinguished company NP Mander, in 1970. She stated that the repairs which are essential had been postponed from 2017/18 in order to fully assess the repair strategy and procurement methodology, as the organ manufacturer may need to be involved in the procurement process.

The Bereavement Services Manager clarified the position in relation to the standard cremation fee, which is not applied to under 18 year olds.

The Accountant informed the Joint Committee of a breakdown of the planned maintenance budget for 2017-18 of £350,000. She stated that income is higher than budgeted by £32,000 as a result of increased cremation fees of £25,000 and income in relation to the sale of items of £7,000.

The Accountant reported on the proposed revenue budget for 2018-19 where a net surplus of £373,000 was proposed. All non-employee budgets had been reviewed and any necessary adjustments made to meet expected expenditure for 2018-19. Employee budgets had been adjusted to reflect salary increments and to include a 2% uplift for the 2018-19 pay award. She stated that the Business Plan for 2018-19 indicated a budget requirement of £75,000 to meet expenditure, which would be met from the Capital Financing Costs budget. Income budgets had been prepared assuming a general increase in fees of 4%, based on the current levels of activity of 1589 cremations.

The Accountant reported on the effect of the accumulated balance of the proposed budget for 2018-19, wherein an accumulated balance of £1,499,000 was projected as 31 March 2019. This was considered to be sufficient in order to maintain the service in light of unknown demands or emergencies.

The Accountant reported that capital expenditure would not require any loan or contribution from constituent authorities and items of a capital expenditure in 2018-19 would be directly funded from revenue contributions and the accumulated surplus from previous years.

RESOLVED: 1) That the Joint Committee confirmed and approved the revenue budget and capital expenditure to be adopted for 2018-2019
 2) That the Joint Committee approved the increase in fees and charges with effect from 1 April 2018 outlined in Appendix 1 of the report.

21. URGENT ITEMS

None

The meeting closed at 14:30

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BRIDGEND COUNTY BOROUGH COUNCIL
COYCHURCH CREMATORIUM JOINT COMMITTEE

FRIDAY 22 JUNE 2018

REPORT OF THE TREASURER

ANNUAL ACCOUNTING STATEMENT 2017-18

1. Purpose of the Report

- 1.1 The purpose of this report is to present the unaudited Annual Accounting Statement following closure of the accounts for the financial year 2017-18 to the Joint Committee, and to obtain approval to submit the Statement for Coychurch Crematorium to the Wales Audit Office.

2. Connection to Corporate Improvement Objectives / Other Corporate Priorities

- 2.1 None.

3. Background

- 3.1 Under Regulation 14 of the Accounts and Audit (Wales) Regulations 2014, Coychurch Crematorium is required to complete an Annual Accounting Statement as they are classed as a smaller local government body with annual income and expenditure below £2.5 million.

- 3.2 The Accounts and Audit (Wales) Regulations 2014 require that the Joint Committee must formally approve the Annual Accounting Statement by 30 June and certify that they present fairly the financial position of Coychurch Crematorium.

- 3.3 Unless the Annual Accounting Statement needs to be amended, the auditor will certify the Statement and send it back to the Joint Committee for publication with no further approval required by the Joint Committee. If however amendments are required, the auditor will send the Statement back to the Joint Committee for amendment and re-approval before the auditor can certify the Statement. The certified Annual Accounting Statement must be published by no later than the 30 September.

4. Current Situation /Proposal

- 4.1 Section 1 of the Annual Accounting Statement (**Appendix 1**) shows that in 2017-18 Coychurch Crematorium made a net surplus of £176,530 (difference between Line 1 'Balances brought forward' and Line 7 'Balances carried forward'). The surplus has been added to the accumulated reserve for the Crematorium brought forward at 31 March 2017, bringing the total of that reserve to £1,258,713 at 31 March 2018 compared to £1,082,183 in the preceding year.

4.2 The following table shows a summary of the final financial position for the Crematorium for 2017-18 as compared to the budget set at the start of the financial year.

Table 1 – Crematorium Financial Position 2017-18

Actual 2016-17 £'000		Budget 2017-18 £'000	Actual 2017-18 £'000	Variance 2017-18 £'000
	<u>Expenditure</u>			
295	Employees	311	288	(23)
269	Premises	217	224	7
107	Supplies, Services & Transport	158	163	5
109	Agency/Contractors	90	86	(4)
48	Administration	48	34	(14)
46	Capital Financing Costs	429	352	(77)
874	Gross Expenditure	1,253	1,147	(106)
	<u>Income</u>			
(1,196)	Crematorium Fees etc.	(1,190)	(1,296)	(106)
(25)	BCBC Contribution	(28)	(28)	0
(1,221)	Gross Income	(1,218)	(1,324)	(106)
(347)	(Surplus)/Deficit	35	(177)	(212)
(347)	Transfer (to)/from Reserve	35	(177)	

4.3 Explanations for the more significant variances from budget are given below:

- The underspend of £23,000 on Employees is made up of a Crematorium Technician position that was vacant for 2 months (£5,000), and the new Green Spaces and Bereavement Manager not being part of the superannuation scheme (£5,500). The balance of the underspend is due to weekend and evening attendant posts not being filled. These roles are now being covered by a Security company whose costs are reflected in Supplies and Services.
- The overspend of £7,000 on Premises is made up of overspends on Business Rates (£18,000), Maintenance of Grounds (£1,600) and Electricity (£700). These are offset by underspends on Building Maintenance (£10,000) and Gas (£2,300).
- The overspend of £5,000 on Supplies and Services expenditure is made up of Security Services (£18,000) and Equipment Repairs & Maintenance (£4,000). These are offset by underspends including Uniforms (£4,000), Medical Expenses (£2,500), Items for Resale (£1,500) and Purchase of Equipment (£1,500).
- The underspend of £4,000 on Agency/Contractors is made up of Contractor Payments/Grass Cutting (£3,000) and Waste Disposal (£1,000).
- The underspend on Administration (£14,000) is due to lower costs in respect of Facilities Management compared to the previous year. This is due to the charge now being based on the usage of the I-mail system, which the Crematorium does

not use. A breakdown of the support service charge for the current and previous year is provided in Table 2 below:

Table 2 – Support Services

2016-17 £		2017-18 £
12,045	Communities Admin	12,778
2,880	Internal Audit	-
5,610	Accountancy	4,620
1,350	Procurement	900
6,740	IT	10,460
3,180	Human Resources	3,440
14,050	Facilities Management (postal service)	-
970	Creditors	860
1,260	Committee	1,260
48,085	Total	34,318

- The underspend on Capital Financing Costs is due to some of the planned works being delayed until 2018-19, and one being cancelled.

Table 3 below shows the original budget and actual spend for each of the planned works in 2017-18.

Table 3 – Planned Works

Planned Works	Budget 2017-18 £'000	Actual 2017-18 £'000
Burial Plots - Landscaping (moved to 2018-19)	10	-
Land Ext – Phase 2 Infrastructure	270	263
Land Ext – Phase 2 Landscaping (moved to 2018-19)	10	-
Periphery Fencing	20	10
Flat Roof – Safe Access System (Cancelled)	20	-
Organ Repairs (moved to 2018-19)	20	-
Loan repayment	79	79
Total	429	352

- Additional income of £106,000 due to a higher number of cremations performed than budgeted for, and the increase in provision of cremation related products.

4.4 In addition to the Annual Accounting Statement, a supplementary Balance Sheet is provided in Table 4 below. This supplementary information provides a further breakdown of the figures recorded in the Annual Accounting Statement. This is for information only, and is not subject to audit at year end.

Table 4 – Balance Sheet for Years Ended 31 March 2017 & 2018

31 March 2017 £'000	Description	31 March 2018 £'000	Equivalent Line on Annual Return
	Property, Plant & Equipment		
3,285	- other land and buildings	3,418	
900	- Community Assets	912	
4,185	Long Term Assets	4,330	12
29	Inventories	29	8
118	Short Term Debtors	146	8
990	Cash and Cash Equivalents	1,092	9
1,137	Current Assets	1,267	
	Short Term Borrowing		
(79)	Short term Borrowing	(-)	13
(55)	Short Term Creditors	(7)	10
(134)	Current Liabilities	(7)	
(-)	Long Term Borrowing	(-)	13
(-)	Long Term Liabilities	(-)	
5,188	Net Assets	5,590	
	Usable reserves		
1,082	- Accumulated Surplus	1,259	7
	Unusable reserves		
1,349	- Revaluation Reserve	1,613	
2,757	- Capital Adjustment Account	2,717	
-	- Short-term Accumulating		
-	- Compensated Absences Account	1	
5,188	Total Reserves	5,590	

4.5 Further information to explain the balances is provided below:

- Property, Plant and Equipment of £4.330 million as recorded on Line 12 of the Annual Accounting Statement represent buildings, land and fixtures and fittings.

The increase in the value of non-current assets is due in the main to the Phase 2 Land Extension works carried out in 2017-18.

- Inventories of £29,000 relates to stock included in the Balance Sheet at the lower of cost and net realisable value and relate to memorials purchased for future use in the Garden of Remembrance.
- Short term debtors of £146,000 represent the monies owed to the Coychurch Crematorium Joint Committee by trade debtors such as Funeral Directors.
- Cash and cash equivalents of £1.092 million represents cash held by Bridgend County Borough Council, the financial services provider as part of its general bank account. No separate bank account exists for Coychurch Crematorium.
- Short term creditors of £8,000 represent monies owed by the Coychurch Crematorium Joint Committee for goods/services received in 2017-18 and includes a balance for annual leave not yet taken by staff.
- The outstanding loan of £79,000 was repaid in full in 2017-18, as agreed by the Joint Committee at the meeting on 3 March 2017.
- Reserves are reported in two categories. Usable reserves can be used by the Committee to provide services subject to the need to maintain a prudent level of reserves. The second category, Unusable Reserves, are not available to provide services. This includes a reserve that holds the timing differences between the annual leave entitlement for staff and actual annual leave taken at the 31 March 2018 and revaluation of assets and capital adjustments.
- The accumulated surplus of £1.258 million as recorded in Line 11 of the Annual Accounting Statement reflects the surplus for the current year and the balance of any previous year's surpluses/deficits held to fund any future capital works. The accumulated surplus will be the subject of a future report considering its use for proposed improvements and the possible repayment to the Partner Authorities.
- The Capital Adjustment Account absorbs the timing differences arising from the different arrangements for accounting for the consumption of non-current assets and for financing the acquisition, construction or enhancement of those assets under statutory provisions.
- The Accumulated Absences Account absorbs the differences that would otherwise arise on the Accumulated Surplus Fund Balance from accruing for compensated absences earned but not taken in the year, e.g. annual leave entitlement carried forward at 31 March. Statutory arrangements require that the impact on the Accumulated Surplus Balance is neutralised by transfers to or from the Account. The Account balance was £813 as at 31 March 2018 (2017 £299).

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

5.1 None.

6. **Equalities Impact Assessment**

6.1 There is no impact on specific equality groups and disability duties.

7 **Well-being of Future Generations (Wales) Act 2015 Assessment**

7.1 This report provides the financial performance against the approved 2017-18 budget. As this is retrospective in nature, there is no requirement for a well-being statement.

8. **Financial Implications**

8.1 None.

9. **Recommendation:**

9.1 It is recommended that the Joint Committee approves the Annual Accounting Statement for Coychurch Crematorium for 2017-18 and to submit the Accounting Statement for Coychurch Crematorium to the Wales Audit Office.

GILL LEWIS

INTERIM HEAD OF FINANCE AND S151 OFFICER

BRIDGEND COUNTY BOROUGH COUNCIL

TREASURER TO THE COYCHURCH CREMATORIUM JOINT COMMITTEE

22 June 2018

Contact Officer: Adele Ahearn Tel No (01656) 643358
Accountant, Financial Control and Closing, BCBC
Adele.Ahearn@bridgend.gov.uk

Background Papers: Report of the Treasurer
Coychurch Crematorium Joint Committee
March 2 2018

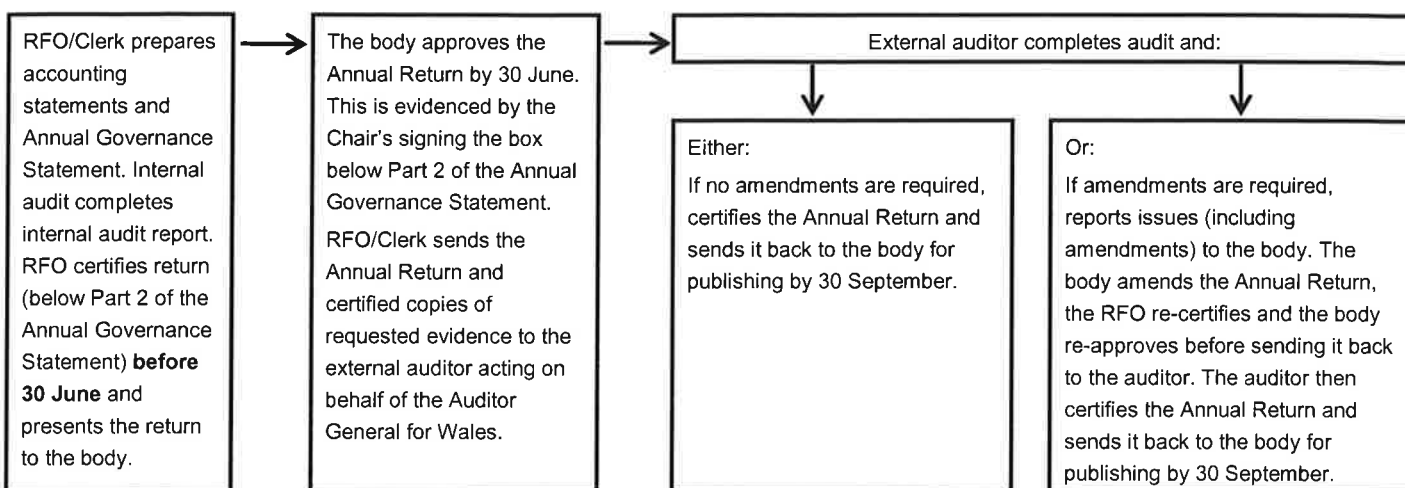


Smaller local government bodies in Wales Annual Return for the Year Ended 31 March 2018

Smaller local government bodies in Wales must prepare annual accounts following proper practices as set out in the One Voice Wales/SLCC publication **Governance and accountability for local councils in Wales – A Practitioners' Guide** (the Practitioners' Guide). The Practitioners' Guide states that bodies may prepare their accounts in the form of an annual return prepared by the Wales Audit Office.

The accounts and audit process

The accounts and audit arrangements follow the process as set out below.



Please read the guidance on completing this Annual Return and complete all sections highlighted in red including both sections of the Annual Governance Statement.

PLEASE PRINT THIS DOCUMENT FOR SIGNATURE AND SEND IT TO YOUR AUDITOR

Incomplete or incorrect returns may require additional external audit work and incur additional costs. Send the **original** Annual Return, together with all additional information requested, to the external auditor acting on behalf of the Auditor General for Wales. Unless requested, please **do not** send any original financial or other records to the external auditor.

Audited and certified returns are sent back to the body for publication or display of the accounting statements, Annual Governance Statement and the Auditor General for Wales' certificate and report.

Completion checklist

'No' answers mean that you may not have met requirements		Done?	
		Yes	No
Initial submission to the external auditor			
Accounts	Has the RFO certified the accounting statements and the body approved the Annual Return (as evidenced by the relevant signatures), no later than 30 June 2018?	<input type="checkbox"/>	<input type="checkbox"/>
	Do the accounts add up and does the balance carried forward from last year equal the opening balance this year?	<input type="checkbox"/>	<input type="checkbox"/>
	Do the papers to be sent to the external auditor include an explanation of significant variations, including a quantified analysis of the changes from last year to this year?	<input type="checkbox"/>	<input type="checkbox"/>
	Does the bank reconciliation as at 31 March 2018 agree to line 9?	<input type="checkbox"/>	<input type="checkbox"/>
All sections	Have all red boxes been completed and explanations provided where needed?	<input type="checkbox"/>	<input type="checkbox"/>
Evidence	Has all the information requested by the external auditor been included?	<input type="checkbox"/>	<input type="checkbox"/>

Accounting statements 2017-18 for:

Name of body: COYCHURCH CREMATORIUM

	Year ending		Notes and guidance for compilers
	31 March 2017 (£)	31 March 2018 (£)	

Please round all figures to nearest £.
Do not leave any boxes blank and report £0 or nil balances.
All figures must agree to the underlying financial records for the relevant year.

Statement of income and expenditure/receipts and payments

1. Balances brought forward	734,814	1,082,183	Total balances and reserves at the beginning of the year as recorded in the financial records. Must agree to line 7 of the previous year.
2. (+) Income from local taxation/levy	0	0	Total amount of income received/receivable in the year from local taxation (precept) or levy/contribution from principal bodies.
3. (+) Total other receipts	1,220,303	1,323,730	Total income or receipts recorded in the cashbook minus amounts included in line 2. Includes support, discretionary and revenue grants.
4. (-) Staff costs	(294,799)	(288,082)	Total expenditure or payments made to and on behalf of all employees. Include salaries and wages, PAYE and NI (employees and employers), pension contributions and related expenses eg termination costs.
5. (-) Loan interest/capital repayments	(50,000)	(78,784)	Total expenditure or payments of capital and interest made during the year on external borrowing (if any).
6. (-) Total other payments	(528,135)	(780,334)	Total expenditure or payments as recorded in the cashbook minus staff costs (line 4) and loan interest/capital repayments (line 5).
7. (=) Balances carried forward	1,082,183	1,258,713	Total balances and reserves at the end of the year. Must equal (1+2+3) – (4+5+6).

Statement of balances

8. (+) Debtors and stock balances	147,018	175,269	Income and expenditure accounts only: Enter the value of debts owed to the body and stock balances held at the year-end.
9. (+) Total cash and investments	990,299	1,091,807	All accounts: The sum of all current and deposit bank accounts, cash holdings and investments held at 31 March. This must agree with the reconciled cashbook balance as per the bank reconciliation.
10. (-) Creditors	(55,134)	(8,363)	Income and expenditure accounts only: Enter the value of monies owed by the body (except borrowing) at the year-end.
11. (=) Balances carried forward	1,082,183	1,258,713	Total balances should equal line 7 above: Enter the total of (8+9-10).
12. Total fixed assets and long-term assets	4,185,338	4,330,305	The original asset and investment register value of all fixed assets and any other long-term assets held as at 31 March.
13. Total borrowing	79,784	0	The outstanding capital balance as at 31 March of all loans from third parties (including PWLB).

14. Trust funds disclosure note	Yes	No	N/A	Yes	No	N/A	The body acts as sole trustee for and is responsible for managing (a) trust fund(s)/assets (readers should note that the figures above do not include any trust transactions).
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Annual Governance Statement (Part 1)

We acknowledge as the members of the Committee, our responsibility for ensuring that there is a sound system of internal control, including the preparation of the accounting statements. We confirm, to the best of our knowledge and belief, with respect to the accounting statements for the year ended 31 March 2018, that:

	Agreed?		'YES' means that the Committee:	PG Ref	
	Yes	No*			
<p>1. We have put in place arrangements for:</p> <ul style="list-style-type: none"> effective financial management during the year; and the preparation and approval of the accounting statements. 	<input checked="" type="radio"/>	<input type="radio"/>	Properly sets its budget and manages its money and prepares and approves its accounting statements as prescribed by law.	6, 12	
<p>2. We have maintained an adequate system of internal control, including measures designed to prevent and detect fraud and corruption, and reviewed its effectiveness.</p>	<input checked="" type="radio"/>	<input type="radio"/>	Made proper arrangements and accepted responsibility for safeguarding the public money and resources in its charge.	6, 7	
<p>3. We have taken all reasonable steps to assure ourselves that there are no matters of actual or potential non-compliance with laws, regulations and codes of practice that could have a significant financial effect on the ability of the Committee to conduct its business or on its finances.</p>	<input checked="" type="radio"/>	<input type="radio"/>	Has only done things that it has the legal power to do and has conformed to codes of practice and standards in the way it has done so.	6	
<p>4. We have provided proper opportunity for the exercise of electors' rights in accordance with the requirements of the Accounts and Audit (Wales) Regulations 2014.</p>	<input checked="" type="radio"/>	<input type="radio"/>	Has given all persons interested the opportunity to inspect and to ask questions about the body's accounts.	6, 23	
<p>5. We have carried out an assessment of the risks facing the Committee and taken appropriate steps to manage those risks, including the introduction of internal controls and/or external insurance cover where required.</p>	<input checked="" type="radio"/>	<input type="radio"/>	Considered the financial and other risks it faces in the operation of the body and has dealt with them properly.	6, 9	
<p>6. We have maintained an adequate and effective system of internal audit of the accounting records and control systems throughout the year and have received a report from the internal auditor.</p>	<input checked="" type="radio"/>	<input type="radio"/>	Arranged for a competent person, independent of the financial controls and procedures, to give an objective view on whether these meet the needs of the body.	6, 8	
<p>7. We have considered whether any litigation, liabilities or commitments, events or transactions, occurring either during or after the year-end, have a financial impact on the Committee and, where appropriate, have included them on the accounting statements.</p>	<input checked="" type="radio"/>	<input type="radio"/>	Disclosed everything it should have about its business during the year including events taking place after the year-end if relevant.	6	
<p>8. We have taken appropriate action on all matters raised in previous reports from internal and external audit.</p>	<input checked="" type="radio"/>	<input type="radio"/>	Considered and taken appropriate action to address issues/weaknesses brought to its attention by both the internal and external auditors.	6, 8, 23	
<p>9. Trust funds – in our capacity as trustee, we have:</p> <ul style="list-style-type: none"> discharged our responsibility in relation to the accountability for the fund(s) including financial reporting and, if required, independent examination or audit. 	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Has met all of its responsibilities where it is a sole managing trustee of a local trust or trusts.	3, 6

* Please provide explanations to the external auditor on a separate sheet for each 'no' response given; and describe what action is being taken to address the weaknesses identified.

Annual Governance Statement (Part 2)

	Agreed?		'YES' means that the Committee:
	Yes	No*	
1. We have considered the adequacy of reserves held by the body in setting the budget for 2017-18 and 2018-19 and have appropriate plans in place for the use of these reserves.	<input checked="" type="radio"/>	<input type="radio"/>	Has met the requirements of the Local Government Finance Act 1989 in setting the budget requirement and precept for the financial years.
2. When awarding grants under section 137 of the Local Government Act 1972, we have kept a separate account of such grants and considered whether or not the benefits arising from such payments are commensurate with the sums paid.	<input checked="" type="radio"/>	<input type="radio"/>	Has kept and appropriate record of grants awarded and ensured that the expenditure is commensurate with the benefit to the community.
3. The council has ensured that it has a lawful obligation to pay a service gratuity to employees* or The council has no obligation or intention to pay a gratuity to employees.*	<input checked="" type="radio"/>	<input type="radio"/>	Has ensured that where it has an arrangement to provide a gratuity to staff, it has ensured that there is a legal obligation to provide the gratuity.

* Please delete as appropriate.

Committee approval and certification

The Committee is responsible for the preparation of the accounting statements in accordance with the requirements of the Accounts and Audit (Wales) Regulations 2014 and for the preparation of the Annual Governance Statement.

<p>Certification by the RFO</p> <p>I certify that the accounting statements contained in this Annual Return presents fairly the financial position of the Committee, and its income and expenditure, or properly presents receipts and payments, as the case may be, for the year ended 31 March 2018.</p>	<p>Approval by the Committee</p> <p>I confirm that these accounting statements and Annual Governance Statement were approved by the Committee under minute reference:</p>
RFO signature:	Chair signature:
Name:	Name:
Date:	Date:
 Gill Lewis	
30th May 2018	

Committee re-approval and re-certification (only required if the annual return has been amended at audit)

<p>Certification by the RFO</p> <p>I certify that the accounting statements contained in this Annual Return presents fairly the financial position of the Committee, and its income and expenditure, or properly presents receipts and payments, as the case may be, for the year ended 31 March 2018.</p>	<p>Approval by the Committee</p> <p>I confirm that these accounting statements and Annual Governance Statement were approved by the Committee under minute reference:</p>
RFO signature:	Chair signature:
Name:	Name:
Date:	Date:

Auditor General for Wales' Audit Certificate and report

The external auditor conducts the audit on behalf of, and in accordance with, guidance issued by the Auditor General for Wales. On the basis of their review of the Annual Return and supporting information, they report whether any matters that come to their attention give cause for concern that relevant legislation and regulatory requirements have not been met.

We certify that we have completed the audit of the Annual Return for the year ended 31 March 2018 of:

--

External auditor's report

[Except for the matters reported below]* On the basis of our review, in our opinion, the information contained in the Annual Return is in accordance with proper practices and no matters have come to our attention giving cause for concern that relevant legislation and regulatory requirements have not been met.

[[These matters along with]* Other matters not affecting our opinion which we draw to the attention of the body and our recommendations for improvement are included in our report to the body dated _____.]

Other matters and recommendations

On the basis of our review, we draw the body's attention to the following matters and recommendations which do not affect our audit opinion but should be addressed by the body.

(Continue on a separate sheet if required.)

External auditor's name:

External auditor's signature:

Date:

For and on behalf of the Auditor General for Wales

* Delete as appropriate.

Annual internal audit report to:

Name of body: **COYCHURCH CREMATORIUM**

The Committee's internal audit, acting independently and on the basis of an assessment of risk, has included carrying out a selective assessment of compliance with relevant procedures and controls expected to be in operation during the financial year ending 31 March 2018.

The internal audit has been carried out in accordance with the Committee's needs and planned coverage. On the basis of the findings in the areas examined, the internal audit conclusions are summarised in this table. Set out below are the objectives of internal control and the internal audit conclusions on whether, in all significant respects, the following control objectives were being achieved throughout the financial year to a standard adequate to meet the needs of the Committee.

	Agreed?				Outline of work undertaken as part of the internal audit (NB not required if detailed internal audit report presented to body)
	Yes	No*	N/A	Not covered**	
1. Appropriate books of account have been properly kept throughout the year.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Annual audit of main accounting system undertaken. No relevant issues identified.
2. Financial regulations have been met, payments were supported by invoices, expenditure was approved and VAT was appropriately accounted for.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Substantial assurance achieved in recent audits along with central monitoring by Finance.
3. The body assessed the significant risks to achieving its objectives and reviewed the adequacy of arrangements to manage these.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Corporate risk assessment process in place. Details of current risk assessments specific to the service are available on the Council's intranet.
4. The annual precept/levy/resource demand requirement resulted from an adequate budgetary process, progress against the budget was regularly monitored, and reserves were appropriate.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	No precept received. Reserves monitored centrally by Finance and reported to Crematorium Joint Committee.
5. Expected income was fully received, based on correct prices, properly recorded and promptly banked, and VAT was appropriately accounted for.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Percentage of reserve debtors in line with average income for March 2018. Sample check on expenditure: VAT accurate.
6. Petty cash payments were properly supported by receipts, expenditure was approved and VAT appropriately accounted for.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	No petty cash expenditure for 2017/18.
7. Salaries to employees and allowances to members were paid in accordance with minuted approvals, and PAYE and NI requirements were properly applied.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Annual centralised payroll audit undertaken. No relevant issues identified.
8. Asset and investment registers were complete, accurate, and properly maintained.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Centralised corporate asset register.

	Agreed?				Outline of work undertaken as part of the internal audit (NB not required if detailed internal audit report presented to body)
	Yes	No*	N/A	Not covered**	
9. Periodic and year-end bank account reconciliations were properly carried out.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Authority-wide bank reconciliation performed. Review incorporated into 17/18 audit of banking process. No relevant issues identified.
10. Accounting statements prepared during the year were prepared on the correct accounting basis (receipts and payments/income and expenditure), agreed with the cashbook, were supported by an adequate audit trail from underlying records, and where appropriate, debtors and creditors were properly recorded.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Annual audit of main accounting system undertaken. No relevant issues identified.
11. Trust funds (including charitable trusts). The Council/Board/Committee has met its responsibilities as a trustee.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	None.

For any risk areas identified by the Council/Board/Committee (list any other risk areas below or on separate sheets if needed) adequate controls existed:					
	Agreed?				Outline of work undertaken as part of the internal audit (NB not required if detailed internal audit report presented to body)
	Yes	No*	N/A	Not covered**	
12. Insert risk area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Insert text
13. Insert risk area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Insert text
14. Insert risk area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Insert text

* If the response is 'no', please state the implications and action being taken to address any weakness in control identified (add separate sheets if needed).

** If the response is 'not covered', please state when the most recent internal audit work was done in this area and when it is next planned, or if coverage is not required, internal audit must explain why not.

[My detailed findings and recommendations which I draw to the attention of the Committee are included in my detailed report to the Committee dated _____.] * Delete if no report prepared.

Internal audit confirmation

I confirm that as the Council's internal auditor, I have not been involved in a management or administrative role within the body or as a member of the body during the financial years 2016-17 and 2017-18. I also confirm that there are no conflicts of interest surrounding my appointment.

Name of person who carried out the internal audit: Joan Davies

Signature of person who carried out the internal audit:

J. Davies

Date: 30/05/18

Guidance notes on completing the Annual Return

1. You must apply proper practices when preparing this annual return. For guidance, please read the Practitioners' Guide (**Governance and accountability for local councils: A Practitioners' Guide (Wales)**) – available from One Voice Wales and SLCC. It contains everything you need for the financial year-end and the statutory audit.
2. The Wales Audit Office Good Practice Exchange (www.audit.wales/good-practice/finance/community-council-money) provides further information on the accounts and audit process along with guidance on governance matters.
3. Make sure that the Annual Return is fully completed ie, no empty red boxes. Please avoid making any amendments to the completed return. If this is unavoidable, cross out the incorrect entries, make sure the amendments are drawn to the attention of the body, properly initialled and an explanation for them is provided to the external auditor. **Please do not use correction fluid.** Annual returns that are incomplete or contain unapproved and/or unexplained amendments or correction fluid will be returned unaudited and may incur additional costs.
4. **There are now two boxes for certification and approval by the body. The second box is only required if the annual return has to be amended as a result of the audit. You should only complete the top box before sending the form to the auditor.**
5. Use a second pair of eyes, perhaps the Chair or a member, to review your Annual Return for completeness before sending the original form to the auditor.
6. Make sure that your accounting statements add up, that the balance carried forward from the previous year (line 7 of 2017) equals the balance brought forward in the current year (line 1 of 2018). Explain any differences between the 2017 figures on this annual return and the amounts recorded in last year's annual return.
7. Explain fully any significant variances in the accounting statements. Do not just send in a copy of your detailed accounting records instead of this explanation. The external auditor wants to know that you understand the reasons for all variances. Include a detailed analysis to support your explanation and be specific about the values of individual elements making up the variances.
8. Make sure that the copy of the bank reconciliation you send to your auditor with the Annual Return covers **all** your bank accounts and cash balances. If there are no reconciling items, please state this and provide evidence of the bank balances. If your Council holds any short-term investments, please note their value on the bank reconciliation. The auditor should also be able to agree your bank reconciliation to line 9 in the accounting statements. More help on bank reconciliation is available in the Practitioners' Guide*.
9. **Every** small body is now required to send to the external auditor, information to support the assertions made in the Annual Governance Statement. Your auditor will tell you what information you need to provide. Please read the audit notice carefully to ensure you include all the information the auditor has asked for. You should send **copies** of the original records (certified by the Clerk and Chair as accurate copies) to the external auditor and not the original documents themselves.
10. Please do not send the auditor any information that you are not specifically asked for. Doing so is not helpful.
11. If the auditor has to review unsolicited information, repeat a request for information, receives an incomplete bank reconciliation or explanation of variances or receives original documents that must be returned, the auditor will incur additional costs for which they are entitled to charge additional fees.
12. **Do not complete the Auditor General for Wales' Audit Certificate and report.** The external auditor completes this on behalf of the Auditor General for Wales on completion of the audit.
13. **Please deal with all correspondence with the external auditor promptly.** This will help you to meet your statutory obligations and will minimise the cost of the audit.
14. **Please note that if completing the electronic form, you must print the form for it to be certified by the RFO and signed by the Chair before it is sent to the auditor.**

BRIDGEND COUNTY BOROUGH COUNCIL

COYCHURCH CREMATORIUM JOINT COMMITTEE

FRIDAY 22 JUNE 2018

REPORT OF THE CLERK & TECHNICAL OFFICER

ANNUAL REVIEW 2017/18

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 2017/18.

2. Connection to Corporate Improvement Objectives/Other Corporate Priorities

2.1 This report assists in the achievement of the following corporate priorities:-

1. **Supporting a successful economy** – taking steps to make the county a good place to do business, for people to live, work, study and visit, and to ensure that our schools are focused on raising the skills, qualifications and ambitions of all people in the county.
2. **Helping people to be more self-reliant** – taking early steps to reduce or prevent people from becoming vulnerable or dependent on the Council and its services.
3. **Smarter use of resources** – ensuring that all its resources (financial, physical, human and technological) are used as effectively and efficiently as possible and support the development of resources throughout the community that can help deliver the Council's priorities.

3. Background

3.1 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.

4. Current Situation / Proposal

4.1 **Appendix A** identifies the performance of Coychurch Crematorium relating to:

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

5. Effect upon Policy Framework and Procedure Rules

5.1 None.

6. Equality Impact Assessment

6.1 There are no equality implications arising from the report.

7 Well-being of Future Generations (Wales) Act 2015 Assessment

7.1 This report provides the performance against the approved 2017-18 business plan. As this is retrospective in nature, there is no requirement for a well-being statement.

8. Financial Implications

8.1 The Revenue budget for 2017/18 was adjusted in the Business Plan to accommodate variations in the works programme.

9. Recommendation:

9.1 The Joint Committee is recommended to note the report.

**ZAK SHELL
CLERK AND TECHNICAL OFFICER
7th June 2018**

Contact Officer:

Joanna Hamilton, Bereavement Services Manager and Registrar

Telephone No. 01656 656605

E-mail: Joanna.Hamilton@bridgend.gov.uk

Background Papers: Business Plan Report to the Joint Committee 2nd March 2018 and
Business Plan Report to the Joint Committee 3rd March 2017.

APPENDIX A

CREMATORIUM ANNUAL PERFORMANCE AND FINANCIAL REVIEW 2017/18

Number of cremations

In 2017, the Crematorium carried out the following cremations:

CREMATIONS (residence)	TOTALS
Borough of Bridgend	995
Vale of Glamorgan	180
Rhondda-Cynon-Taff	379
Others	66
TOTALS	1620

Public Satisfaction

The Crematorium carries out a quarterly review of questionnaire results which feeds into an annual assessment of the quality of service. For 2017/18, this showed that the overall satisfaction level, to a standard of good or excellent, remains at 100%. Where necessary, the Bereavement Services Manager & Registrar has responded to the cremation applicant. An analysis of the responses received is indicated below:

SERVICE FOR THE BEREAVED – CREMATORIUM (APR 2017 to JULY 2017 incl.)

Responses 70

During the implementation of your funeral requirements, how would you rate:

	Excellent	Good	Average	Poor
The availability of service times	75%	23%	1%	1%
The arrangements on the day of the funeral	90%	10%		
The presentation of the cremation plot	83%	17%		

In dealing with staff how would you rate:-

	Excellent	Good	Average	Poor
Literature and information given	78%	22%		
Presentation of personnel	84%	16%		
General attitude of staff	84%	14%	2%	

How would you rate the following conditions within cemeteries/crematorium:-

	Excellent	Good	Average	Poor
Chapels	85%	15%		
Access roads and footpaths	84%	16%		
Rose gardens and grounds	83%	17%		
Grass cutting around memorials	84%	14%	2%	
Toilets	77%	21%	2%	

Water stations and waste bins 68% 30% 2%

OVERALL SATISFACTION 79% 21%

If the cremated remains of the deceased were removed from the crematorium please state why:-

- To be buried at Maesteg Cemetery
- To give the family time to decide
- For family to scatter ashes
- To be interred with family in Bridgend
- Personal decision
- The deceased requested scattering of ashes in a place personally important to them
- Removed by funeral director
- I asked the funeral director to keep them until I reach a decision
- With the funeral director – to Trealaw Cemetery
- To be interred with husband at a later date
- For burial in local churchyard (St Bride's)
- Ashes to be scattered in a favourite place
- To be buried with her husband
- Remains to be buried with our dad in Bettws church
- Burial in family plot, Salem, Pencoed
- To be buried with his mum and dad at Treharne Cemetery in Tonyrefail
- Requested for scattering
- To be buried with parents
- To be buried in a family used churchyard
- Wishes of deceased
- My brother is being interred with my mum and dad in Cardiff
- Wants to go to Treorchy where family are buried
- Removed to Cymmer Cemetery for being interred in vault in Avon Valley
- Wishes to be followed by deceased, scattering them elsewhere
- Burial in existing grave with husband
- Personal reasons
- We decided to scatter the ashes at sea as these were Tony's wishes
- To scatter where the deceased wished
- To be interred at Pencoed Cemetery
- The remains are to be scattered at the top of Snowdon
- Will eventually scatter ourselves
- Burial in cemetery
- By request to scatter at a later date
- Remains to be interred in Nolton Church graveyard
- The deceased wishes are being adhered to Daniel wanted to return home
- Funeral director is arranging to collect remains on my behalf which I am keeping myself
- She had already bought a plot in Nantymoel Cemetery
- Plot at Pricetown Cemetery – pre-purchase

What other form of memorialisation would you like to see: -

- Childrens memorial garden/book
- I am arranging a plaque to be placed on Plot 1857

Do you have any further observations or comments: -

- We didn't see staff members. Overall though we were very impressed at the beauty and calmness – well done
- Family who had not previously visited were very impressed with the serenity, facilities and presentation of the site
- Excellent service from staff – thank you all
- Thank you for your service – we shall bury the ashes and arrange a headstone

- Funeral director has been notified
- One of the best kept crematoriums in Wales
- Well kept
- Excellent – very pleased with all aspects
- Everything was lovely
- Coychurch is the most beautiful, peaceful and dignified crematorium I've ever been to
- Overall fantastic service
- Everything was tastefully and efficiently arranged
- Thank you for your excellent service at this sad time
- We think the crematorium is beautiful and enjoy visiting
- The efficiency was much appreciate at a very difficult emotional time

SERVICE FOR THE BEREAVED – CREMATORIUM
(AUG 2017 to NOV 2017 incl.)

Responses 59

During the implementation of your funeral requirements, how would you rate:

	Excellent	Good	Average	Poor
The availability of service times	67.86%	32.14%		%
The arrangements on the day of the funeral	88.88%	11.12%		
The presentation of the cremation plot	83.87%	16.13%		

In dealing with staff how would you rate:-

	Excellent	Good	Average	Poor
Literature and information given	86.54%	13.46%		
Presentation of personnel	93.75%	6.25%		
General attitude of staff	95.92%	4.08%		

How would you rate the following conditions within cemeteries/crematorium:-

	Excellent	Good	Average	Poor
Chapels	96.36%	3.64%		
Access roads and footpaths	90.91%	9.09%		
Rose gardens and grounds	92.73%	7.17%		
Grass cutting around memorials	92.45%	7.55%		
Toilets	81.63%	16.33%	2.04%	
Water stations and waste bins	78.72%	19.15%	2.13%	

OVERALL SATISFACTION	90.91%	9.09%		
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If the cremated remains of the deceased were removed from the crematorium please state why:-

- Being buried with late husband
- To be buried in Merthyr Mawr churchyard
- Taken to Pontycymer Cemetery
- Burial elsewhere
- Ashes taken to be put with late husband in home town plot
- Closer to family
- Want my husband's remains in a plot in Thornhill Crematorium
- To funeral home to await interment
- To be interred at Trealaw cemetery
- To be scattered at deceased's chosen place
- For interment at family plot
- To be scattered at sea
- My mother's ashes will be interred in my father's plot in Trealaw cemetery
- Have own plot in Sarn cemetery

- To retain at home and scatter some in Spain
- Previously chosen final resting place
- To be interred in a family plot in Newton, Porthcawl
- To be buried at sea
- To be scattered at a later date
- To be placed with her deceased husband in Llanblethian Church
- Scattering ashes at favourite fishing spot
- It was dad's wish to be scattered at sea
- To be scattered elsewhere

Do you have any further observations or comments: -

- All arrangements have been made with the funeral directors
- No negative observations at all – all mum's wishes carried out professionally
- I didn't notice good or bad quality with any of these questions asked as I was at the front of the crematorium with other family members
- Excellent help and advice
- Have been a regular visitor to the crematorium since my father died 34 years ago. The grounds are always immaculate and it is a beautiful place to come and remember your loved ones
- Many of the mourners who attended the funeral have commented on how beautiful the surroundings are at your crematorium
- Every effort was made to make a difficult day more bearable – excellent organist
- We had no need for any contact with Coychurch Crematorium as the funeral director handled everything. The crematorium is a lovely setting for the funeral service
- Well designed – maybe more car parking but otherwise excellent
- The Crematorium grounds are wonderfully kept
- Very well kept crematorium. Always looks nice – driving through it or passed it
- My brother from Shrewsbury said Coychurch was far superior to the crematorium there – which is a pleasant position, South-east of the town centre. Having been to both I agree with his opinion. It is also better than the one in Worcester
- A very good service
- Arrangements made by funeral director but service at Crematorium was excellent

SERVICE FOR THE BEREAVED – CREMATORIUM
(DEC 2017 to MAR 2018 incl.)

Responses 62

During the implementation of your funeral requirements, how would you rate:

	Excellent	Good	Average	Poor
The availability of service times	62.30%	27.87%	9.88%	
The arrangements on the day of the funeral	90%	8.33%	1.67%	
The presentation of the cremation plot	78.13%	21.87%		

In dealing with staff how would you rate:-

	Excellent	Good	Average	Poor
Literature and information given	82.35%	17.65%		
Presentation of personnel	78.85%	21.15%		
General attitude of staff	78.85%	21.15%		

How would you rate the following conditions within cemeteries/crematorium:-

	Excellent	Good	Average	Poor
Chapels	88.91%	11.29%		
Access roads and footpaths	90.32%	9.68%		
Rose gardens and grounds	87.72%	12.28%		
Grass cutting around memorials	88.89%	11.11%		

Toilets	86.96%	13.04%	
Water stations and waste bins	87.80%	9.76%	2.44%

OVERALL SATISFACTION 96% 4%

If the cremated remains of the deceased were removed from the crematorium please state why:-

- I would like them in a grave with myself at a later date
- Taken by C-op because deceased was from London and his family would like him there
- For interment in family grave at Trealaw
- To be taken home for a period of time before being moved to the grounds of St Mary's Church, Coity
- To be cast in the sea
- To be buried in Maesteg
- For interment in church plot
- Arranged with funeral home
- To be scattered on Gilfach mountain
- To be scattered in Scotland
- Private arrangement – scattered at sea
- Buried elsewhere
- To be scattered with wife
- Family decision to keep remains at home
- To be buried at a later date
- Ashes to be kept at home
- To be scattered somewhere personal
- To be interred at local cemetery
- To be scattered in garden
- To be interred in mother's grave
- To be scattered with mother
- To be interred at Maesteg cemetery with mother and father
- To be buried in family plot
- Cremation plot already held at Sarn cemetery
- Have our own burial plot
- To be buried in church plot
- Put to rest at Sarn cemetery
- To be scattered elsewhere
- To scatter ashes at some important spot so I can visit without going to crematorium
- To be scattered at a special location
- Ashes to be scattered at sea

What other form of memorialisation would you like to see: -

- None really – all very nice
- Family will set up their own personal memorial

Do you have any further observations or comments: -

- Outstanding service
- Everything went great
- A private funeral – very dignified
- This is by far the best crematorium we have attended
- Thank you to the organist she was excellent and it was so nice to have live music rather than taped
- A lovely place – a credit to all the staff
- We decided last minute not to go ahead with a balloon arch for the service at the crematorium. We had organised a balloon arch for the church service. Although a unique request we would like to thank Joanna for allowing us the option to set it up if we wished.
- The member of staff dealt with to sort arrangements out was brilliant
- Thank you for everything
- A very tranquil setting
- Very sympathetic service

- Thank you for the availability of a wheelchair
- Just to say a big thank you for allowing a slot of 11.30 to 12.30 for the service. I know you don't normally offer 12.00 to 12.30 but your willingness to do so meant it was made easier for family members to attend from around the UK

Expenditure for Planned Works 2017/18

The programme of Business Plan expenditure for 2017/18 is indicated below:

<u>Narrative</u>	2017/18	
	Proposed	Revised
	£000	£000
Burial plots: Landscaping (moved to 2018/19)	10	0
Land extension: Phase 2 Infrastructure	270	263
Landscaping (moved to 2018/19)	10	0
Periphery fencing	20	10
Flat roof - safe access system (Project cancelled)	20	0
Organ Repairs (moved to 2018/19)	20	0

Business Plan Service Objectives

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

2017/18 BUSINESS PLAN ASSESSMENT & REVIEW

SERVICE OBJECTIVES	PLANNED ACTIONS	TARGET/DESIRED OUTCOME	RESP OFFICER	METHOD OF MEASUREMENT	PROGRESS REPORT
Organ Maintenance	<ul style="list-style-type: none"> Organ repairs 	April 2018	Joanna Hamilton	Regular progress meetings	<ul style="list-style-type: none"> Moved to 2018/19
Burial plots	<ul style="list-style-type: none"> Upgrade landscaping 	April 2018	Joanna Hamilton	Regular progress meetings	<ul style="list-style-type: none"> Moved to 2018/19
Land Extension	<ul style="list-style-type: none"> Phase 2 design works Install infrastructure Landscaping 	April 2017 April 2018 April 2018	Joanna Hamilton	Regular progress meetings	<ul style="list-style-type: none"> Completed Feb 2017 Completed July 2017 Moved to 2018/19
Periphery Fencing	<ul style="list-style-type: none"> Repair/Replace 	April 2018	Joanna Hamilton	Regular progress meetings	<ul style="list-style-type: none"> Completed Feb 2018
Flat roof repairs	<ul style="list-style-type: none"> Install safe access system 	April 2018	Joanna Hamilton	Regular progress meetings	<ul style="list-style-type: none"> Project Cancelled
Budget Strategy	<ul style="list-style-type: none"> Annually review & revise service charges Review works programme CAMEO payments 	Annually Annually Annually (Commenced Jan. 2014)	Joanna Hamilton	Annual report to Joint Committee Annual report to Joint Committee Annual report to Joint Committee	<ul style="list-style-type: none"> Completed, reported to meeting on 2nd March 2018. Completed, reported to meeting on 2nd March 2018. Completed, reported to meeting on 2nd March 2018.

BRIDGEND COUNTY BOROUGH COUNCIL

COYCHURCH CREMATORIUM JOINT COMMITTEE

FRIDAY 22 JUNE 2018

REPORT OF THE CLERK & TECHNICAL OFFICER

FLOWER COURT FACILITIES

1. Purpose of the Report

- 1.1 The purpose of this report is to advise the Joint Committee on the Flower Court facilities at Coychurch Crematorium and to seek approval for further investigation into improvement works.

2. Connection to Corporate Improvement Objectives/Other Corporate Priorities

- 2.1 This report assists in the achievement of the following corporate priorities:-

1. **Supporting a successful economy** – taking steps to make the county a good place to do business, for people to live, work, study and visit, and to ensure that our schools are focused on raising the skills, qualifications and ambitions of all people in the county.
2. **Helping people to be more self-reliant** – taking early steps to reduce or prevent people from becoming vulnerable or dependent on the Council and its services.
3. **Smarter use of resources** – ensuring that all its resources (financial, physical, human and technological) are used as effectively and efficiently as possible and support the development of resources throughout the community that can help deliver the Council's priorities.

3. Background

- 3.1 The buildings of the Crematorium are carefully composed to relate closely to the ceremonial and sacred aspects of the cremation service and to the landscape in which they sit. It is an important work by a British architect of international reputation (Maxwell Fry) and is Grade 2* listed. As such, any proposed changes to the scheme must be carefully considered.
- 3.2 At the site visit to the Crematorium, in advance of this meeting, Members were shown the Flower Court facilities to the rear of the Crematorium building where the bereaved families greet their congregation and view their floral tributes following the funeral service in the Crallo Chapel. The Flower Court is accessed via a set of doors at the front of the chapel and comprises of a narrow corridor with toilet facilities on one side and the raised flower display to the other. An open section at the far end of the corridor leads to the waiting funeral cars and main car park.

3.3. An explanation was provided of the bottleneck that is created when large congregations file through one set of doors and into the limited space of the Flower Court. Additionally, the delay that can be caused to the following funeral service as a result of the slow movement of the congregation through this area.

4. Current Situation / Proposal

4.1 The Crematorium is regularly complemented by service users for the high standard of facilities provided and this is evident on the returned service questionnaires. The Flower Court facility, however, is an area that lends itself to improvement due to its compact layout. It is proving inadequate for the functions it is required to accommodate.

4.2 An area of open grass immediately joins the Flower Court area and provides additional space that could facilitate the construction of a purpose made extension to join the existing facility, to create one much larger flower display and dispersal area.

5. Effect upon Policy Framework and Procedure Rules

5.1 None.

6. Equality Impact Assessment

6.1 There are no equality implications arising from the report.

7 Well-being of Future Generations (Wales) Act 2015 Assessment

7.1 This report seeks approval to investigate the feasibility of carrying out improvement works. At this stage there is no requirement for a well-being statement.

8. Financial Implications

8.1 The costs for initial consultation and design works are estimated at £30,000 and can be accommodated in the 2018/19 budget. The provision of further funding for the project would need to be considered in future reports but there is currently provision in the Crematorium's accumulated reserve funds.

9. Recommendation:

9.1 The Joint Committee is recommended to approve, in principle, the provision of an extension to the Flower Court facility by extending the rear of the Crematorium building.

9.2 The Joint Committee is recommended to authorise the Clerk and Technical Officer to submit a further report on the feasibility of extending the Flower Court facility.

ZAK SHELL
CLERK AND TECHNICAL OFFICER
7th June 2018

Contact Officer:

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Background Papers: Business Plan Report to the Joint Committee 2nd March 2018 and
Business Plan Report to the Joint Committee 3rd March 2017.

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BRIDGEND COUNTY BOROUGH COUNCIL

COYCHURCH CREMATORIUM JOINT COMMITTEE

FRIDAY 22 JUNE 2018

REPORT OF THE CLERK & TECHNICAL OFFICER

RECYCLING OF METALS SCHEME DONATIONS

1. Purpose of the Report

1.1 The purpose of the report is to obtain the Joint Committee's nominations and approval of organisations to receive charitable funding from the Institute of Cemetery and Crematorium Management (ICCM) scheme for the recovery of metals arising from cremations and to update the Joint Committee on charity donations made by Coychurch Crematorium.

2. Connection to Corporate Improvement Objectives/Other Corporate Priorities

2.1 This report assists in the achievement of the following corporate priorities:-

1. **Supporting a successful economy** – taking steps to make the county a good place to do business, for people to live, work, study and visit, and to ensure that our schools are focused on raising the skills, qualifications and ambitions of all people in the county.
2. **Helping people to be more self-reliant** – taking early steps to reduce or prevent people from becoming vulnerable or dependent on the Council and its services.
3. **Smarter use of resources** – ensuring that all its resources (financial, physical, human and technological) are used as effectively and efficiently as possible and support the development of resources throughout the community that can help deliver the Council's priorities.

3. Background

3.1 Coychurch Crematorium participates in a national scheme for the Recycling of Metals, which are derived from the cremation process. Any surplus monies after deduction of costs from the sale of metals are distributed to charities associated with bereavement services, via the ICCM.

3.2 The charities that receive support from the ICCM are nominated by member authorities of the Institute. The Joint Committee has previously supported charitable donations to:

- Cruse Bereavement Care (Morgannwg) in August 2012 in the sum of £4000.00;
- Bridgend Samaritans in May 2014 in the sum of £4412.00;
- Eye to Eye (RCT) in May 2015 in the sum of £4487.00;

- Macmillan Cancer Support (Wales) in October 2015 in the sum of £4321.00;
- Make a Wish UK (South West and South Wales).in April 2016 in the sum of £4444.00.
- 2 Wish Upon A Star in October 2016 in the sum of £4336.00;
- Ty-Hafan in May 2017 in the sum of £5000.00
- Tenovus in October 2017 in the sum of £5000.00
- Marie Curie in April 2018 in the sum of £5000.00
- Stroke Association nominated in May 2018

4. **Current Situation/Proposal**

- 4.1 The nomination of charities to benefit from funding accrued from the sale of metals is presented periodically to the Joint Committee for consideration to ensure even distribution of the funding. The Crematorium receives a request from the ICCM to nominate a charity approximately every four months
- 4.2 At its meeting on 30th June 2017 the Joint Committee agreed to consider a list of organisations that it wished to support in order to achieve a proactive and efficient approach to nominating funding for local charities and to rotate these on a cyclical basis. In order to ensure that a wide range of local charities receive funding an updated list of organisations is listed below for the Joint Committees consideration. These charities have approached the Crematorium for funding. Only one charity can be nominated each time.

SANDS (Stillbirth And Neonatal Death Charity) Welsh Network – helping support parents and hospitals by running support groups, providing memory boxes to hospitals, funding special bereavement suites in hospitals, funding special equipment, funding training for midwives and hospital staff to improve the quality of care and services offered to bereaved families and contributing funding to research and prevention to reduce the number of babies who die.

WELSH HEARTS – dedicated to improving heart health in Wales and since 2013 has reported to have supplied over 900 public access defibrillators, trained over 35,000 people in defibrillator use and CPR and screened over 1400 young hearts for abnormalities.

ALZHEIMER'S RESEARCH UK (Wales) – reported to be the leading dementia and Alzheimer's disease research charity raising funds towards medical research for the fight against dementia. Founded in 1992 as the Alzheimer's Research Trust, the charity's mission was to defeat dementia through research. The focus shifted to funding scientists in universities to ensure that as much money as possible went directly into research. The charity reportedly now has a network of 15 centres of research excellence across the UK supporting hundreds of scientists and was a founding funder of the UK Dementia Research Institute, a landmark £250m investment in dementia research.

CLIC (Cancer and Leukaemia in Childhood) **SARGENT** (South and Mid Wales) – a leading cancer charity for children, young people and their families with care teams providing specialist support across the UK. The charity arranges grants, helps young people and families get the benefits they are entitled to, coordinates care so that some medical procedures can happen at home,

arranges free accommodation in a CLIC Sargent Home from Home and helps young cancer patients and families keep in touch with school, college or work to keep life as normal as possible. The charity also fights for young lives with cancer by taking what they tell them about the impact of cancer on their lives to the government, service providers and policy makers to improve things and make real change happen.

CRUSE Bereavement Care (Morgannwg) - offering counselling for the bereaved. Cruse promotes the well-being of bereaved people and enables anyone bereaved to understand their grief and cope with their loss. As well as providing free care to all bereaved people, the charity also offers information, support and training services. Cruse is a leading bereavement charity in the UK. Cruse Morgannwg counsels adults and children and last year supported 174 bereaved people in the Bridgend area. They provide support through targeted information and advice, one to one sessions with trained counsellors, a support group and via a friendship group which meets twice monthly to provide ongoing social support to those left isolated following the loss of a loved one.

BRIDGEND SAMARITANS - helps children and adults through difficult times, in person at the Bridgend branch and at the Princess of Wales Hospital, answering callers by telephone, email, text and also participating in the pastoral care scheme in Bridgend Centre on Saturday nights. The branch trains listeners in Parc Prison so they can provide support to fellow prisoners. The organisation's emotional support programme allows general discussion in schools, colleges, training centres and doctors surgeries. The branch attends events and shows throughout the region and has been part of the multi-disciplinary team tackling the level of teenage suicides in the past few years.

MACMILLAN CANCER SUPPORT (Wales Office) - offering local support for cancer patients and their families. The charity reports that last year their cash grant scheme supported 140 patients in Bridgend County Borough Council with grants totalling £42,713 and in Rhondda Cynon Taff Borough Council, 246 people were assisted with a total grant of £80,978. These grants are utilised for helping with the hidden cost of cancer i.e. heating, extra food, clothing and improving the quality of people's lives.

MAKE-A-WISH UK (South West and South Wales) – grants wishes to children and young people fighting life-threatening conditions. It gives a desperately ill child and their family time away from the daily struggles of living with a serious condition. Make-A-Wish receives no government funding and relies on donations to assist the hundreds of seriously ill children who turn to them each year.

TY-HAFAN - Tŷ Hafan is one of the UK's leading paediatric palliative care charities and offers care to children and support for their families, throughout Wales. Tŷ Hafan offers comfort, care and support to life-limited children, young people and their families in the hospice, in the community and in their home so they can make the most of the time they have left together. They allow parents and carers to relax and recharge their batteries and they make sure the needs of brothers and sisters are never forgotten. Tŷ Hafan uses the term life-limited to describe a child not expected to live beyond 18 years of age. They report to have supported nearly 600 children since they opened in 1999. Importantly, they are also a family's safe haven when their child is close to the end of life, providing expert comfort and support in

their darkest hours and beyond. Every year Tŷ Hafan reports to raise £3.7 million to provide its free services to families in Wales.

TENOVUS – helping cancer patients and their families in the local community cope and offering hope through vital research. Tenovus offers a range of services, such as a support line open every day, mobile support units bringing chemotherapy or lymphoedema treatment closer to home, a counselling team, choirs to lift spirits and unite people suffering with cancer, cancer support advisors and research.

MARIE CURIE (Bridgend) – The local Marie Curie Nurses work night and day in people’s homes across Bridgend, providing hands-on care and support to local people living with a terminal illness and their families, helping them make the most of the time they have together by delivering expert care, emotional support, research and guidance. Last year in Bridgend, the 6 Marie Curie Nurses are reported to have provided over 3500 hours of care and support to more than 100 local people and their families.

STROKE ASSOCIATION (Bridgend) - Bridgend Stroke Recovery Service provides high quality information, practical advice and emotional support following a stroke. Whether a stroke survivor, carer or family member, they will begin working with them after a stroke. They will continue to provide the support they need, both at home and in the wider community. Bridgend Stroke Recovery Service is one of the leading groups in Wales. The service offers support throughout the stroke journey, providing home visits, leaflets, factsheets and information about Life after Stroke Grants and benefits, help with returning to work, assistance accessing local leisure and social activities, support for carers and links to other organisations and networks.

4.3 The charities will be nominated by the Crematorium upon request from the ICCM and in the order in which they are listed in the report.

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

5.1 None.

6. **Equalities Impact Assessment**

6.1 Bridgend Council’s Equalities Impact Toolkit has been utilised, which indicates that the nomination proposed will have no impact on specific equality groups and disability duties.

7 **Well-being of Future Generations (Wales) Act 2015 Assessment**

7.1 The report seeks approval for the distribution of charitable funds provided by the ICCM. There is no requirement for a well-being statement.

8. **Financial Implications**

8.1 The cost of any donation is funded from the ICCM and therefore has no impact on the revenue budget of Coychurch Crematorium

9. **Recommendation**

- 9.1 The Joint Committee is recommended to note the charitable donations made by Coychurch Crematorium.
- 9.2 The Joint Committee is recommended to nominate and support the list of suitable charities, for submission for funding from the National Recycling of Metals Scheme.

ZAK SHELL
CLERK AND TECHNICAL OFFICER
7th June 2018

Contact Officer:

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Background Papers: Equalities Impact Assessment Toolkit;
Coychurch Crematorium Joint Committee Report, 24th June 2016, "Recycling of
Meta Scheme Donations".

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