

# 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.*

### **Cyfarywddiaeth y Prif Weithredwr / Chief Executive's Directorate**

Deialu uniongyrchol / Direct line /: 01656 643148 /  
643147 / 643694

Gofynnwch am / Ask for: Michael Pitman

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

**Date / Dyddiad:** Monday, 2 March 2020

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, 6 March 2020 at 14:00**.

### **AGENDA**

1. Apologies for Absence  
To receive apologies for absence from Members.
2. 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.
3. Approval of Minutes 3 - 6  
To receive for approval the Minutes of 13/09/2019
4. Chapel Computerised Music And Media System Upgrade 7 - 12
5. Crematorium Business Plan And Fees 13 - 34
6. Programme of Meetings 2020-21 35 - 36
7. Proposed Revenue Budget 2020-21 37 - 44
8. 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

**K Watson**

Chief Officer - Legal, HR & Regulatory 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

# Agenda Item 3

COYCHURCH CREMATORIUM JOINT COMMITTEE - FRIDAY, 13 SEPTEMBER 2019

MINUTES OF A MEETING OF THE COYCHURCH CREMATORIUM JOINT COMMITTEE  
HELD IN COMMITTEE ROOMS 2/3, CIVIC OFFICES ANGEL STREET BRIDGEND CF31 4WB  
ON FRIDAY, 13 SEPTEMBER 2019 AT 14:00

## Present

Councillor RE Young – Chairperson

S Edwards

G John

AA Pucella

E Venables

## Apologies for Absence

G Cox, G Hopkins, JC Spanswick, R Turner, DBF White and JE Williams

## Officers:

Philip Beaman

Green Spaces and Bereavement Services Manager

Joanna Hamilton

Bereavement Services Manager and Registrar

Arron Norman

Finance Manager - Social Services Wellbeing, Resources & LARS

Michael Pitman

Business Administrative Apprentice

## 58. APOLOGIES FOR ABSENCE

Zak Shell, Cllr J Williams, Cllr G Cox, John Spanswick.

## 59. DECLARATIONS OF INTEREST

None

## 60. APPROVAL OF MINUTES

RESOLVED: That the Minutes of the 14/06/2019 of the Coychurch Crematorium Joint Committee be approved as a true and accurate record.

## 61. GREEN FLAG AWARD

The Bereavement Services Manager and Registrar presented a report which advised the Joint Committee on Coychurch Crematorium's successful application for a Green Flag Award in 2019.

She explained that the Green Flag Award, which was first introduced in 1996, was awarded to parks and green spaces in England and Wales of the highest standards. She added that it was also a way of encouraging organisations to strive to achieve high environmental standards.

The Bereavement Services Manager and Registrar informed the Joint Committee that Coychurch Crematorium had once again received the nationally recognised award for the standards of care and maintenance of the site and grounds. She said that the award confirmed the commitment to maintaining high standards, which can be appreciated by all visitors.

She advised that on 26<sup>th</sup> July 2019, BCBC issued a press release to advise the public of the Green Flag Award successes, a copy was attached at Appendix A.

She also explained that there was a financial implication for the submission of the award for £350; however this was met from the crematoriums revenue budget.

A Member expressed his thanks to the staff at Coychurch Crematorium over the past 10 years. He described the particular crematorium as one of the best crematoriums that he had been to. He stated that the guests at the crematorium are taken back by how beautiful it is and how well it is run.

The chairperson agreed with comments while stating that he was at the age where he is in attendance at crematoriums more regularly and described Coychurch Crematorium as a 'little gem'. He said that this was down to the staff and management and asked the Bereavement Services Manager and Registrar to take the comments back to their staff.

The Bereavement Services Manager and Registrar thanked the chairperson and member for their comments and would let her staff know how appreciated their work has been.

A Member asked about the work that was due to be undertaken on the Flower Court Facilities and would this affect Coychurch Crematorium's chances of a Green Flag Award next year.

The Bereavement Services Manager and Registrar explained that there was no reason this should affect their chances as the judges would see this as a positive improvement and would understand that work is required on facilities to ensure they look and function at their best.

RESOLVED: That the Joint Committee noted the success off the Crematorium in securing the Green Flag Award for 2019.

62. CHRISTMAS SERVICE

The Bereavement Services Manager and Registrar presented a report which advised the Joint Committee on arrangements for the Christmas Service 2019.

She explained that Coychurch Crematorium holds an annual Christmas Service for visitors and bereaved. This year the services had been arranged for Thursday 19<sup>th</sup> December – 7:00pm.

The Bereavement Services Manager and Registrar added that the service this year would be led by Reverend Stephen Pare, formerly of the Church in Wales Parishes of Llansantffraid, Bettws and Aberkenfig, with musical support being provided by the Lewis Merthyr Band. She also added that refreshments would be kindly sponsored by W H Preene and Son, Independent Funeral Directors, Pontyclun.

The Bereavement Services Manager and Registrar explained that they had hoped to invite a choir for this years' service, however the pipe organ was undertaking repairs in London. She was however very happy to invite the band back. Members agreed that the Christmas service is an excellent service and were happy to see the band return.

RESOLVED: That the Joint Committee approved the contents of the report.

63. REVENUE MONITORING STATEMENT 1 APRIL TO 30 JUNE 2019

The Finance Manager - Financial Control & Closing presented a report which informed the Joint Committee of the details of income and expenditure for the first quarter of the 2019-20 financial year and gave a projection of the final outturn .

He informed members of the Crematoriums financial position for 2019-20 which was detailed in section 4 - table 1 of the report.

The Finance Manager - Financial Control & Closing explained that there was several variances with the budget and projected outturn as listed below:

- The Staffing projected outturn underspend of £20,000 is as a result of one Weekend Assistant position and one Grounds Person/ Relief Crematorium Technician position being vacant.
- The Premises projected outturn overspend of £3,000 is made up of overspends on Gas (£3,500) and Contract Cleaning (£1,000), offset by an underspend on Business Rates (£1,500).
- The Supplies, Services & Transport projected outturn underspend of £1,000 is made up of an underspend on Equipment Repairs & Maintenance (£5,000) which is offset by an overspend on Purchase of Equipment (£2,500) and Security Services (£1,500).
- The projected additional Fees & Charges income of £13,000 is made up of the Child Burial Fees Grant from Welsh Government.

The Finance Manager - Financial Control & Closing presented the Capital Financing budget breakdown of £776,000 as listed in section 4.2 – table 2 of the report.

A Member queried the figures relating to the Flower Court Facilities project as well as the site lighting. He asked why this cost was in the budget but not in the projected outturn.

The Bereavement Services Manager and Registrar explained that while the work for these would be starting this financial year, the actual figures would not appear until the next financial year, as the project would not be completed this financial year.

The Finance Manager - Financial Control & Closing explained that the Annual Return for 2018-2019 was submitted to Wales Audit Office at the end of June 2018, which showed a surplus of £497,000 for the year, and an accumulated balance of £1,755,000. Wales Audit Office has now written to confirm that the Return has been audited. This was listed in Appendix 1 and Appendix 2 of the report.

RESOLVED: That the Joint Committee noted the report.

64. URGENT ITEMS

None

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**BRIDGEND COUNTY BOROUGH COUNCIL**  
**COYCHURCH CREMATORIUM JOINT COMMITTEE**  
**REPORT OF THE CLERK & TECHNICAL OFFICER**  
**FRIDAY 6<sup>TH</sup> MARCH 2020**

## **CHAPEL COMPUTERISED MUSIC AND MEDIA SYSTEM UPGRADE**

### **1. Purpose of the Report**

- 1.1 The purpose of this report is to advise the Joint Committee on the improvements required to the computerised music and media provision systems serving Crallo Chapel and Coity Chapel at Coychurch Crematorium and to seek approval of expenditure for their replacement, in order to provide a more modern facility to bereaved service users.

### **2. Connection to Corporate Improvement Objectives/Other Corporate Priorities**

- 2.1 This report assists in the achievement of the following corporate priority:-
- **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 Electronic music has become a regular request by bereaved families and the Crematorium provides the means to play favourite songs and music in its two chapels.
- 3.2 The Crematorium provides the Wesley Media System in Crallo Chapel, which delivers electronic music downloads, audio and video recordings and webcasts. The system includes microphones in the lectern and speakers located within the chapel, the entrance cloister and outside. Just the ability to play electronic music is provided in Coity Chapel, with the addition of a lectern microphone and speakers within the chapel. The system was installed in January 2010 and was one the first to be installed in UK Crematoria.
- 3.3 Due to its age, the Crematorium's current Wesley Media system is not of a digital standard, the sound quality is no longer of a standard that modern day congregations have come to expect. There are no visual tribute screens available and the quality of video recordings and webcasts is not as good as it could be. Coity Chapel does not have the full range of media services, removing the option to use this chapel if

recordings or webcasts are required. During periods of maintenance in Crallo Chapel it is necessary to use Coity Chapel, so removing the option for service recordings and webcasts altogether.

- 3.4 Consequently, there is a need to review the equipment and facilities currently offered to ensure that Coychurch Crematorium is not at a service disadvantage.

#### 4. **Current Situation / Proposal**

- 4.1 Wesley Media Ltd has developed specialist products and applications suitable for crematoria that meet the expectations of the bereaved in the 21<sup>st</sup> Century. Due to its proven reliability in this specialist area it is utilised by most UK Crematoria and all the neighbouring Crematoria:

- Cardiff County Council at Cardiff Crematorium
- Neath Port Talbot Council at Margam Crematorium
- Rhondda-Cynon-Taff County Council at Pontypridd Crematorium and Llwydcoed Crematorium
- Newport County Council at Greater Gwent Crematorium
- Pembrokeshire County Council at Narberth Crematorium
- Memoria Ltd at Barry Crematorium

It is able to cope at a highly professional level with the daily demands from Crematoria, Funeral Directors, Ministers and the bereaved and due to its ease of use and their familiarity with its processes, Funeral Directors, Ministers and the bereaved are able to order digital music and ancillary services directly with Wesley Media, so reducing the amount of administration required by the Crematorium staff and ensuring that they receive a funeral service tailored to their exact specifications. Wesley Media's dedicated team of specially trained personnel manage this very specialist service on behalf of Crematoria, sourcing all music and arranging all ancillary services, while dealing directly with bereaved families and Funeral Directors. This reliability and familiarity with the ease of use of the Wesley Media service creates additional important benefits to the Crematorium's service users, with each Crematorium offering the same process and procedures, ensuring that funeral services receive accurate music and media provision and removing the risk of the upset that can be caused to a funeral service if errors occur.

- 4.2 Wesley Media provides a specialist adapted hardware computer package for each chapel, loaded with Wesley Media operating software with access to an unlimited range of music including any commercially available contemporary, hymn and classical styles. The software is interfaced to ensure there is no room for error. Wesley Media also provides USB recordings of funeral services and arranges webcasts for those who are unable to attend the funeral service. Additionally it provides visual tributes that have been tailored to our bereaved families' requirements, downloading them onto the Wesley Media chapel music computer to be played on the Wesley Media compatible tribute screens during the funeral service. Every aspect of the funeral



ceremony is considered, from the order of service to the acoustics of the individual venue, to the sensitive nature of personal ceremonies.

- 4.3 Whilst organ music is still a popular accompaniment to services and all hymn singing is accompanied using the Crematorium's pipe organs, alternative types of music are frequently requested to replace or augment organ music. The Wesley Media music system also provides a reliable back-up in case the organist was suddenly unavailable, for example, due to being unwell or snow conditions. Additionally, Wesley Media manages all statutory requirements such as copyright issues and public performance licences.
- 4.4 Wesley Media was consulted in December 2019 and invited to carry out a thorough review of the current music and media system with a view to replacing it with a new digital system, to include all additional features now offered by the company in order to provide the bereaved with a fully modernised facility.
- 4.5 Their report provides the Crematorium with all the modern facilities it requires, including:
- Individual digital Wesley Media Players in both chapels.
  - HD Webcast equipment.
  - Digital mixers with easy use zone controllers for speaker volume control.
  - High power amplifiers.
  - Lectern and ambient microphones.
  - Wood finish equipment racks to meet health and safety requirements.
  - Upgrade of existing speakers.
  - Additional speakers for Crallo Chapel cloister, Crallo Chapel flower court and outside Coity Chapel.
  - Individual volume controls for speakers, where needed.
  - Tribute screens to be installed inside both Chapels (1x65" in Coity Chapel and 2x75" in Crallo Chapel).
  - Additional screens to be installed to bottom and top of Crallo Chapel cloister to auto switch between visual tributes and Chapel camera for overflow live viewing of funeral services (1x75" and 1x43").
- 4.6 The addition of Wesley Media compatible screens in the two chapels would enable the bereaved to view the visual tributes that Wesley Media has formatted to their requirements. This is a service provided by neighbouring Crematoria which installed the Wesley Media system in more recent times with the benefit of these more modern additions to the Wesley Media service. The installation of additional Wesley Media compatible screens to the top and bottom of the cloister leading to Crallo Chapel would utilise the Wesley Media chapel webcast camera which would be auto switched with the viewing of visual tributes, enabling mourners standing in this area on large gatherings to view the proceedings in the chapel rather than just listening to the speakers, allowing them to participate more in the funeral service.

4.7 The installation of a Wesley Media digital music and media system would provide enhanced sound quality and more individual control over the different zones, while providing families with superior audio and visual recordings of funeral services. New HD webcast equipment would provide enhanced viewing for those family members who are unable to attend the service and are instead watching it live on their computers at home. Coity Chapel would also provide the full range of music and media services, so ensuring that the bereaved receive the same high standards in each chapel. The replacement of some existing speakers and the provision of additional speakers will further improve sound quality, while large funerals in Coity Chapel will be assisted by the addition of outside speakers, enabling mourners standing under the outside canopy to hear the service.

4.8 Due to the unique needs of the Crematorium service and the specialist nature of the digital music provision, Bridgend County Borough Council's Contract Procedure Rules will be applied, with the application of a waiver through the scheme of delegation, in accordance with clause 3.2.3: "The works/goods/services can be provided only by a particular Tenderer. Single tender procedure shall only be permitted when a single firm or Contractor or a proprietary item or service of a special character is required and justified and is due to the needs of the service". This is to ensure that Coychurch Crematorium is not placed at a service disadvantage.

## 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 carry out improvement works. There is no requirement for a well-being statement.

## 8. **Financial Implications**

8.1 The cost of the above works is £41,696 and is covered in the Crematorium's Business Plan and revenue budget for 2020-21.

## 9. **Recommendation:**

9.1 The Joint Committee is recommended to approve expenditure for the above works by Wesley Media Ltd, in the sum of £41,696, in conjunction with the approval of the Business Plan Report.

**ZAK SHELL**

**CLERK AND TECHNICAL OFFICER**  
**27th February 2020**

**Contact Officer:**

Joanna Hamilton, Bereavement Services Manager and Registrar,  
Bereavement Services, Coychurch Crematorium, Coychurch, Bridgend, CF35 6AB.  
Telephone No. 01656 656605

E-mail: [Joanna.Hamilton@bridgend.gov.uk](mailto:Joanna.Hamilton@bridgend.gov.uk)

**Background Papers:** Business Plan Report to the Joint Committee 6<sup>th</sup> March 2020 and  
Report by Wesley Media Ltd, 5<sup>th</sup> December 2019.

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**BRIDGEND COUNTY BOROUGH COUNCIL**  
**REPORT OF THE CLERK & TECHNICAL OFFICER**  
**COYCHURCH CREMATORIUM JOINT COMMITTEE**

**FRIDAY 6<sup>TH</sup> MARCH 2020**

## **CREMATORIUM BUSINESS PLAN AND FEES**

### **1. Purpose of the Report**

- 1.1 The purpose of this report is to approve the Business Plan and expenditure programme for 2020-21, which includes proposed increases in cremation fees.

### **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 A Business Plan is presented annually to the Joint Committee for approval which includes service objectives and proposed maintenance and improvement projects to enhance and maintain the Crematorium grounds and buildings for the forthcoming period.

### **4. Current situation/proposal**

- 4.1. The total number of cremations for 2019 was 1,625, made up of 1,004 from Bridgend, 143 from Vale of Glamorgan and 400 from Rhondda Cynon Taff, with 78 non-residents. An agreement with the Princess of Wales Hospital for the cremation of non-viable foetal remains (NVF)

has resulted in an additional 11 communal cremations. A further 8 individual NVF cremations were arranged directly with families. Statistical records for the period from January to December 2018 and 2019 are included in the Business Plan for comparison.

- 4.2. The proposed Service Level Business Plan for 2020-21 is attached as **Appendix 1** which outlines the service objectives for the period.
- 4.3. The Crematorium's cremation charge was placed at 267 out of 299 cremation authorities in a national fee league table published in summer 2019 by the Cremation Society of Great Britain (where the highest cost is detailed first). It is recommended that the cremation charge is increased by inflation from £680.70 to £696.40. This is based on a general increase in fees of 2.3% (1% plus CPI at 1.3% in line with the most recent CPI figure published in December 2019). The table below indicates comparison on **current** (2019-20) cremation fees for adjoining crematoria:

| <b>Crematorium</b>        | <b>Cremation Fee 2019-20</b> |
|---------------------------|------------------------------|
| Vale of Glamorgan (Barry) | £875.00+ (excl.£47 organist) |
| Llanelli                  | £810.00                      |
| Croesyceiliog (Gwent)     | £770.00 (excl. organist)     |
| Glyntaff (Pontypridd)     | £710.00 (excl. organist)     |
| Llwydcoed (Aberdare)      | £710.00 (excl. organist)     |
| Morrison (Swansea)        | £695.00 (excl.£28 organist)  |
| Coychurch (Bridgend)      | £680.70                      |
| Thornhill (Cardiff)       | £640.00 (excl. organist)     |
| Margam                    | £617.00                      |
| Narberth                  | £595.00                      |

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

- 5.1 There is no effect on the Policy Framework and Procedure Rules.

## 6. **Equality Impact Assessment**

- 6.1 There are no equality implications arising from this report.

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

- 7.1 This report seeks approval of the Business Plan and expenditure programme for 2020-21. There is no requirement for a well-being statement.

## 8. **Financial Implications**

- 8.1 All variations to expenditure and income, as outlined in the Service Level Business Plan, have been incorporated into the Treasurer's Report.

9. **Recommendation:**

9.1 The Joint Committee is recommended to:

- Approve the Service Level Business Plan 2020-21.
- Approve the cremation fee for 2020-21 at £696.40 and a general increase in all fees of 2.3%.

**Zak Shell**  
**CLERK AND TECHNICAL OFFICER**  
**12<sup>th</sup> February 2020**

**Contact Officer:**

Joanna Hamilton, Bereavement Services Manager & Registrar,  
Bereavement Services, Coychurch Crematorium, Coychurch, Bridgend, CF35 6AB.  
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**Background Papers:** Equalities Impact Assessment Toolkit

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# COYCHURCH CREMATORIUM

## SERVICE LEVEL BUSINESS PLAN

2020/21



**Mission Statement:**  
*To provide an efficient and effective service for the bereaved that is sympathetic and caring.*

# COYCHURCH CREMATORIUM JOINT COMMITTEE

## Introduction...

The Crematorium was opened in 1971 to satisfy the requirement for a cremation service within a 15 mile radius of Bridgend. The management of the Crematorium is overseen by a Joint Committee, comprising of elected members of Bridgend County Borough Council, the Vale of Glamorgan Council and Rhondda Cynon Taff County Borough Council.

Coychurch Crematorium was designed by the late Maxwell Fry, an architect of international acclaim. The building is regarded as being one of the most important buildings of architectural note in the county borough of Bridgend and is Grade II\* listed. The Crematorium is made up of Coity Chapel, Crallo Chapel, Chapel of Remembrance, a crematory and offices. The stained glass windows were designed by internationally recognised artists with contributions from artists associated with Swansea College of Art.

Cremation is now used for more than 70% of all deaths and is accepted by most religious denominations. The procedures are controlled by the Federation of Burial and Cremation Authorities of which the Joint Committee is a member. The Federation has a Code of Cremation Practice, which it regularly reviews. All apparatus is operated and monitored in accordance with the Environmental Protection Act 1990.

The Crematorium's operations are managed as part of Bridgend County Borough Council's Highways and Green Spaces Group within the Communities Directorate, consequently, management practice is influenced by the Council's and internal policies. This Business Plan has been developed in accordance with the Council's policies and includes details and objectives which affect Coychurch Crematorium.

|  |  |
|--|--|
| Name and job title of authoriser, Head of Service or Corporate Director: | ZAK SHELL –<br>HEAD OF OPERATIONS, COMMUNITY SERVICES  |
| Directorate/Department:  | COMMUNITIES DIRECTORATE, BCBC -<br>CLERK & TECHNICAL OFFICER<br>TO COYCHURCH CREMATORIUM JOINT COMMITTEE |
| Date:  | 12 <sup>TH</sup> FEBRUARY 2020   |

|                               |  |
|-------------------------------|--|
| Name and job title of author: | JOANNA HAMILTON –<br>BEREAVEMENT SERVICES MANAGER & REGISTRAR            |
| Directorate/Department:       | COMMUNITIES DIRECTORATE, BCBC -<br>COYCHURCH CREMATORIUM JOINT COMMITTEE |
| Date:                         | 12 <sup>TH</sup> FEBRUARY 2020   |

# COYCHURCH CREMATORIUM JOINT COMMITTEE

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# COYCHURCH CREMATORIUM JOINT COMMITTEE

## 1: Serving our Community

### **Service Profile & Resources**

#### **Awards & Achievements**

**The crematorium has received various Awards over the years:-**

- Green Flag Award 2010/11/12/13/14/15/16/17/18/19
- Level 5 of the Green Dragon Award for sustainability awarded in 2011 - the highest level of the Green Dragon Environmental Standard Award. This award is a stepped standard relevant to the specific needs of organisations. Each step contributes towards achievement of the International and European environmental standards ISO 14001. During the appraisal and audit processes for the Green Dragon Standard, there is an evaluation of costs as well as environmental performance - this means that at each stage the organisation will have an outline environmental management system that relates to its 'bottom line'
- Recognised as an attractive and well maintained crematorium which is acknowledged by user satisfaction questionnaires
- Committed, well qualified and experienced staff, focused on customer care
- Service generates sufficient income to remain self-financing

#### **Financial resources / systems**

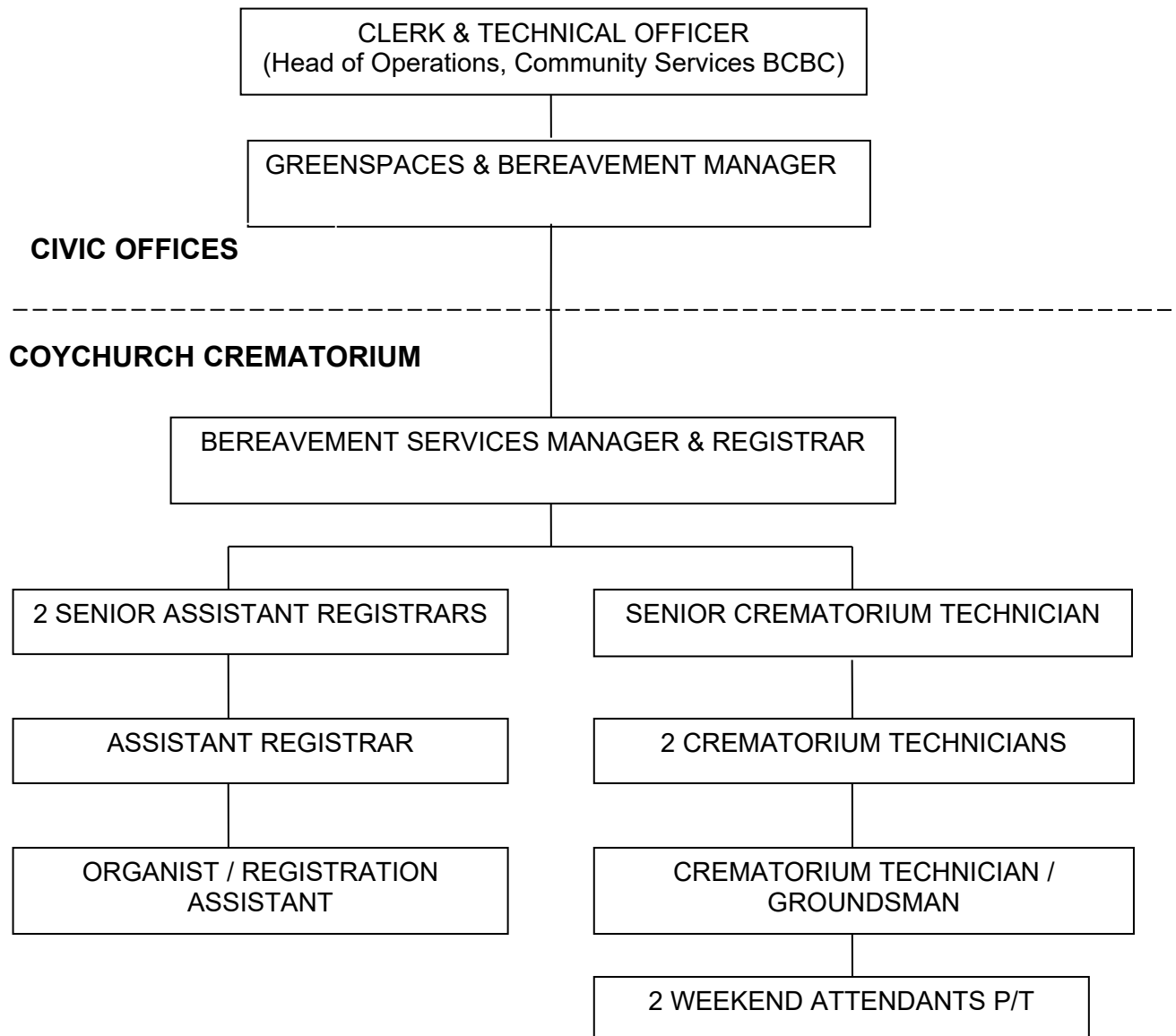
- The service has a net revenue budget of **-£395k** for 2020/21. A breakdown of this budget by expenditure type is given in **Section 3**.
- ICT systems used by the Service are:
  - Gower Sequel
  - Cedar Financials

#### **Staffing**

The Service employs 9 full time employees and 2 part time employees, working at Coychurch Crematorium. The Bereavement Services Manager & Registrar is responsible for the day to day activities on site and the overall management of the Crematorium and also has management responsibility for the strategy and administration of burials in Bridgend County Borough Council's municipal cemeteries and churchyards. The Crematorium Joint Committee's Clerk & Technical Officer and Bridgend Council's Green Spaces and Bereavement Manager support the service and are located at Bridgend County Borough Council's Civic Offices.

Bridgend County Borough Council's Greenspaces Department assists with the maintenance of the grounds via a service level agreement. There are usually two daily attendants but numbers of staff fluctuate depending on work requirements. A cleaner is supplied through the Council's Corporate Service to take care of public waiting areas, toilets and the Office, which ensures back up cleaning support if necessary.

# COYCHURCH CREMATORIUM JOINT COMMITTEE



## Opening Hours

The Crematorium office hours of opening are:-

|                    |                        |
|--------------------|------------------------|
| Monday to Thursday | 9.00 a.m. to 5.00 p.m. |
| Friday             | 9.00 a.m. to 4.00 p.m. |

The Crematorium grounds hours of opening are:-

**SUMMER PERIOD** - From last Sunday in March to the last Saturday in October.

|                          |                         |
|--------------------------|-------------------------|
| Monday to Friday         | 9.00 a.m. to 7.00 p.m.  |
| Saturday                 | 9.00 a.m. to 5.00 p.m.  |
| Sunday and Bank Holidays | 10.30 a.m. to 5.00 p.m. |

# COYCHURCH CREMATORIUM JOINT COMMITTEE

**WINTER PERIOD** - From last Sunday in October to the last Saturday in March

|                          |                         |
|--------------------------|-------------------------|
| Monday to Thursday       | 9.00 a.m. to 5.00 p.m.  |
| Friday & Saturday        | 9.00 a.m. to 4.00 p.m.  |
| Sunday and Bank Holidays | 10.30 a.m. to 4.00 p.m. |

## ***Memorialisation and Resting Places for Cremated Remains***

The following are the resting places available for cremated remains and associated memorialisation available to the service:-

- Scatter lawns
- Burial plots with memorial plinths
- Rose garden plots with Welsh slate plaques (re-openings only)
- Columbaria vaults with granite plaques
- Memorial courtyard
- Book of remembrance
- Tree dedication
- Memorial garden seat
- Wall tablets
- Vase blocks
- Glass window memorials (re-inscriptions only)

## ***Memorialisation***

An annual memorial service is arranged for Christmas and the date and time is advertised in local newspapers and on notice boards around the crematorium.

## ***Marketing & Feedback***

- Newsletters to professionals
- Information pack to applicants after cremation
- Leaflets available around chapels
- Newspaper reports
- Bereavement Guide
- Details included in brochures circulated to doctors surgeries & hospitals
- Questionnaires circulated to all Applicants
- Website and Email feedback from website
- Consult staff
- Hospital contacts/Bereavement Officers
- Press releases
- Open Day
- Daily communication with public

## ***Sustainability***

- Level 5 of the Green Dragon Award for sustainability awarded in 2011
- Metal Recycling by Orthometals (revenue proceeds donated to charity)
- Plastic Recycling with Agriplass
- Mulching bed materials controlled by the Forest Stewardship Council

# COYCHURCH CREMATORIUM JOINT COMMITTEE

- Separate collection of compostable waste
- Monitoring of utilities
- Borehole water feed to support pond
- Annual service and maintenance contract for cremators
- Collection of waste for recycling
- Grass mowers fitted with grass mulching deck
- Management of Coed Brynglas ancient woodland with the Council's Ecology Officer.
- Replacement of cremators and installation of mercury abatement plant
- Installation of refrigeration to enable the cremators to be used in the most efficient and environmentally positive way and preparation for heat exchange.

## Key Achievements over the past 10 years

- High level of public satisfaction maintained
- National recognition of architectural and landscape standards
- Green Flag Award 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018 and 2019.
- Upgrade of all toilet facilities
- Refurbishment of sound system in chapels, cloisters and external speakers
- Replacement of Waiting Room seating
- Replacement of lectern and choir stalls in Crallo Chapel incorporating commissioned lit stained glass panels
- Restoration of the original slate flooring in Crallo Chapel
- Construction of an extension to the crematory to provide space for new cremators and mercury abatement plant
- Installation of new cremators and mercury abatement plant to meet highest environmental standards:

*The mercury abatement process required a larger crematory area for additional plant/equipment to 'scrub' the emissions of mercury and dioxins, before release into the atmosphere. Due to the Grade 2\* listing of the building, there were limitations on how the crematorium could be developed to satisfy planners and CADW. Planning permission was granted in early 2014 and in the autumn of 2014 the construction of a flat roof extension into the yard area was completed, beside the existing crematory. Tender invitations were issued at the end of February 2015 to reputable cremator manufacturers. The installation of new cremators and mercury abatement plant commenced in August 2015 and was completed by April 2016, in line with the cremator replacement schedule. This has ensured that the Crematorium meets the highest environmental standards, is able to cremate larger sized bodies and operates the most efficient plant in a modern building fit for the purpose. Refrigeration facilities were also installed to enable bodies to be stored hygienically, enabling the cremators to be used in the most efficient and least environmentally detrimental way.*

- Installation of refrigeration for environmentally positive cremating.
- Installation of new paths in memorial areas.
- Replacement of periphery fencing.
- Replacement of crematory roof.

## COYCHURCH CREMATORIUM JOINT COMMITTEE

- Extending memorialisation into adjoining land & further extension of infrastructure and car parking in 2017:  
*In 2009 the Committee approved the construction of an access road and additional car parking into the new land, and the layout for the extension to the memorial gardens inside the new land extension. Phase 1 of these works was carried out at that time and the new memorial gardens have been well received. At the meeting on 4<sup>th</sup> March 2016 the Joint Committee approved the Service Level Business Plan for 2016/17, which included design costs of £30,000.00 for the planning of Phase 2 infrastructure to facilitate the continuation of the access road and an additional car park. At the meeting on 2<sup>nd</sup> December 2016 the Joint Committee approved the issuing of tenders for the construction works, which were planned for 2017/18. At the meeting on 3<sup>rd</sup> March 2017 the Joint Committee approved the awarding of the contract to Alun Griffiths Contractors in the sum of £269,498.68. At the meeting on 23<sup>rd</sup> June 2017 the Joint Committee was informed that work had commenced on 24<sup>th</sup> April 2017, with a scheduled contract completion date of 8<sup>th</sup> September 2017. During this period the Crematorium remained operational with disruption minimised through the arrangement of site deliveries and intrusive works outside of normal business hours. The works completed ahead of schedule in July 2017 and within budget.*
- Landscaping of Phase 2 of the new land infrastructure 2018.
- Full electrical certification 2018.
- Refurbishment of Chapel of Remembrance 2018.
- Replacement of Waiting Room and Porte-cochere roof 2019.
- Upgrade and renovation of pipe organ, Crallo Chapel 2019/20.
- Redecoration of Crallo Chapel, 2019.
- Refurbishment crematory restroom facilities 2019.

### Local Performance Indicators

As part of Bridgend County Borough Council's performance management procedures, a local performance indicator has been identified for Coychurch Crematorium. The indicator relates to user satisfaction which is reported annually to the Joint Committee. The current targets and achievements are:-

| Actual<br>2015/16 | Actual<br>2016/17 | Actual<br>2017/18 | Actual<br>2018/19 | Actual<br>2019/20 | Target<br>2020/21 |
|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| 100%              | 100%              | 100%              | 100%              | 100%              | 100%              |

### Annual Statistics

The following table indicates the annual usage of the crematorium for 2019. A copy of the details for 2018 are also included for comparison purposes. The total number of cremations for **2019** was **1625**, made up of **1004 from Bridgend**, **143 from Vale of Glamorgan** and **400 from Rhondda Cynon Taff**, with **78 non-residents**. This is an increase of 11 cremations from the 2018 figures.



# COYCHURCH CREMATORIUM JOINT COMMITTEE

## Crematorium Statistics for Year Ending 31st December 2019

| CREMATIONS                                       | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTALS |           |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------|-----------|
| Borough of Bridgend                              | 114 | 82  | 90  | 89  | 83  | 78  | 73  | 67  | 74  | 98  | 84  | 72  | 1004   |           |
| Others   | 12  | 3   | 5   | 6   | 3   | 12  | 6   | 8   | 6   | 10  | 2   | 5   | 78     |           |
| Rhondda-Cynon-Taff                               | 33  | 52  | 35  | 37  | 31  | 32  | 28  | 43  | 16  | 36  | 27  | 30  | 400    |           |
| Vale of Glamorgan                                | 12  | 14  | 9   | 11  | 13  | 11  | 13  | 13  | 9   | 13  | 16  | 9   | 143    |           |
| TOTALS   | 171 | 151 | 139 | 143 | 130 | 133 | 120 | 131 | 105 | 157 | 129 | 116 | 1625   |           |
| NVF CREMATIONS (INDIVIDUAL)                      | 1   |     |     | 1   |     |     | 3   | 1   | 1   |     |     | 1   | 8      |           |
| NVF CREMATIONS (COMMUNAL)                        | 1   | 1   | 1   |     | 1   | 2   | 1   | 1   |     |     | 2   | 1   | 11     |           |
| DISPOSAL OF CREMATED REMAINS                     | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTALS | From Away |
| Interred in Burial Plot                          | 26  | 27  | 15  | 22  | 15  | 15  | 12  | 14  | 17  | 13  | 16  | 16  | 208    | 7         |
| Interred in Rose Garden                          | 9   | 4   | 3   | 4   | 3   | 5   | 5   | 4   | 3   | 6   | 7   | 4   | 57     | 13        |
| Scattered in Garden of Remembrance               | 10  | 8   | 6   | 3   | 10  | 13  | 4   | 5   | 9   | 11  | 3   | 8   | 90     | 4         |
| Placed in Columbarium Vault                      |     |     |     |     |     |     |     |     |     |     |     |     | 0      |           |
| Taken Away by Funeral Director                   | 128 | 113 | 116 | 115 | 103 | 102 | 103 | 110 | 77  | 127 | 105 | 90  | 1289   |           |
| On Hold  |     |     |     |     |     |     |     |     |     |     |     |     |        |           |
| TOTALS   | 173 | 152 | 140 | 144 | 131 | 135 | 124 | 133 | 106 | 157 | 131 | 118 | 1644   | 24        |
| MEMORIALS  | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTALS |           |
| Plaques - Burial Plot/Rose Garden/Bench          | 35  | 27  | 43  | 16  | 33  | 18  | 33  | 20  | 19  | 20  | 24  | 16  | 304    |           |
| Book of Remembrance & Mini Book of Rem.          | 3   | 3   | 3   | 1   | 1   | 4   | 2   | 2   | 3   | 2   | 3   | 1   | 28     |           |
| Lease - Columbarium Vault (includes plaque)      |     |     |     |     |     |     |     |     |     |     |     |     |        |           |
| Lease - Wall Tablet/Vase Block (includes plaque) |     |     |     | 2   |     |     | 1   | 2   |     |     |     |     | 5      |           |
| Lease - Tree Dedication/Shrub Bed (inc. plaque)  |     |     |     |     |     |     |     | 1   |     |     |     |     | 1      |           |
| Lease - Vase Block Space                         | 1   |     | 2   | 1   |     |     |     |     | 1   | 1   | 1   | 2   | 9      |           |
| Memorial Bench Lease - New/Renewal               | 1   |     | 2   |     |     |     |     | 1   |     | 1   |     |     | 5      |           |
| <b>External Chapel Wall Space</b>                |     |     |     |     |     |     |     |     |     |     |     |     |        |           |
| TOTALS   | 40  | 30  | 50  | 20  | 34  | 22  | 36  | 26  | 23  | 24  | 28  | 19  | 352    |           |

# COYCHURCH CREMATORIUM JOINT COMMITTEE

## Crematorium Statistics for Year Ending 31st December 2018

| <b>CREMATIONS</b>                                | Jan        | Feb        | Mar        | Apr        | May        | Jun        | Jul        | Aug        | Sep        | Oct        | Nov        | Dec        | TOTALS      |           |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------|-----------|
| Borough of Bridgend                              | 98         | 85         | 92         | 90         | 102        | 75         | 84         | 66         | 71         | 74         | 85         | 66         | 988         |           |
| Others   | 5          | 11         | 9          | 6          | 4          | 4          | 1          | 6          | 5          | 7          | 5          | 3          | 66          |           |
| Rhondda-Cynon-Taff                               | 56         | 48         | 45         | 36         | 27         | 23         | 27         | 26         | 31         | 37         | 29         | 30         | 415         |           |
| Vale of Glamorgan                                | 11         | 14         | 13         | 19         | 12         | 8          | 10         | 11         | 10         | 13         | 16         | 8          | 145         |           |
| <b>TOTALS</b>                                    | <b>170</b> | <b>158</b> | <b>159</b> | <b>151</b> | <b>145</b> | <b>110</b> | <b>122</b> | <b>109</b> | <b>117</b> | <b>131</b> | <b>135</b> | <b>107</b> | <b>1614</b> |           |
| <b>NVF CREMATIONS (INDIVIDUAL)</b>               |            | 1          |            |            | 2          | 2          | 1          | 2          | 1          |            |            |            | <b>9</b>    |           |
| <b>NVF CREMATIONS (COMMUNAL)</b>                 |            | 2          | 1          |            | 2          | 2          | 1          | 1          | 1          | 1          | 1          |            | <b>12</b>   |           |
| <b>DISPOSAL OF CREMATED REMAINS</b>              | Jan        | Feb        | Mar        | Apr        | May        | Jun        | Jul        | Aug        | Sep        | Oct        | Nov        | Dec        | TOTALS      | From Away |
| Interred in Burial Plot                          | 22         | 12         | 21         | 20         | 23         | 10         | 14         | 13         | 9          | 15         | 17         | 9          | 185         | 10        |
| Interred in Rose Garden                          | 10         | 5          | 5          | 4          | 6          | 3          | 9          | 7          | 8          | 8          | 7          | 3          | 75          | 11        |
| Scattered in Garden of Remembrance               | 13         | 8          | 10         | 13         | 10         | 8          | 7          | 7          | 5          | 8          | 7          | 4          | 100         | 10        |
| Placed in Columbarium Vault                      |            |            |            |            |            |            |            | 1          |            |            |            |            | 1           |           |
| Taken Away by Funeral Director                   | 125        | 136        | 124        | 114        | 110        | 93         | 94         | 84         | 97         | 101        | 105        | 91         | 1274        |           |
| On Hold  |            |            |            |            |            |            |            |            |            |            |            |            |             |           |
| <b>TOTALS</b>                                    | <b>170</b> | <b>161</b> | <b>160</b> | <b>151</b> | <b>149</b> | <b>114</b> | <b>124</b> | <b>112</b> | <b>119</b> | <b>132</b> | <b>136</b> | <b>107</b> | <b>1635</b> | <b>31</b> |
| <b>MEMORIALS</b>                                 | Jan        | Feb        | Mar        | Apr        | May        | Jun        | Jul        | Aug        | Sep        | Oct        | Nov        | Dec        | TOTALS      |           |
| Plaques - Burial Plot/Rose Garden/Bench          | 26         | 25         | 20         | 25         | 23         | 28         | 27         | 29         | 20         | 24         | 22         | 13         | 282         |           |
| Book of Remembrance & Mini Book of Rem.          | 5          | 6          | 9          | 5          |            | 5          | 2          | 2          | 3          | 1          | 3          | 1          | 42          |           |
| Lease - Columbarium Vault (includes plaque)      |            |            |            |            |            |            |            |            |            |            |            |            |             |           |
| Lease - Wall Tablet/Vase Block (includes plaque) |            | 3          | 1          |            | 1          |            |            | 1          | 1          |            | 1          | 1          | 9           |           |
| Lease - Tree Dedication/Shrub Bed (inc. plaque)  |            |            |            |            |            |            |            |            |            | 1          |            |            | 1           |           |
| Lease - Vase Block Space                         | 1          | 2          | 1          | 2          | 1          |            |            |            |            |            |            |            | 7           |           |
| Memorial Bench Lease - New/Renewal               |            |            |            |            |            |            |            |            |            | 2          |            |            | 2           |           |
| <b>External Chapel Wall Space</b>                |            |            |            |            |            |            |            |            |            |            |            |            |             |           |
| <b>TOTALS</b>                                    | <b>32</b>  | <b>36</b>  | <b>31</b>  | <b>32</b>  | <b>25</b>  | <b>33</b>  | <b>29</b>  | <b>32</b>  | <b>24</b>  | <b>28</b>  | <b>26</b>  | <b>15</b>  | <b>343</b>  |           |

# COYCHURCH CREMATORIUM JOINT COMMITTEE

## 2: Service Developments

### REVIEW OF 2019/20 AGREED WORKS:

#### Upgrade/Repairs to Organ

The Crematorium is an important work by a British architect of international reputation (Maxwell Fry) and is Grade 2\* listed. The pipe organ located in Crallo Chapel (the larger chapel) was assembled during the construction of the Crematorium in 1970 and was built by the distinguished company N P Mander (of St Peters Square, London). Other than remedial work and the addition of pipes, the instrument remained as built. As such the electro-mechanical switching sited in the rear of the console was failing and causing additional costs during tuning visits. Future reliability was only possible if the failing components were replaced with modern Solid State. The chests would have to be removed to allow for rewiring which would also provide the opportunity to fit supports under the passage board to improve safety when accessing the Great organ during tuning. The pipe organ is now approaching its 50<sup>th</sup> birthday and is used at least as frequently as the cathedral sized organs in the care of N P Mander. The organ was considered to be worthy of preservation and on 8<sup>th</sup> March 2019 the Coychurch Crematorium Joint Committee approved extensive renovation and upgrade works in the sum of £96,400. This work, carried out by Manders Organs, provided a trustworthy means of rendering the pipe organ mechanically reliable for the future while preserving its authenticity. The organ, having been dismantled in October 2019 and taken to Manders Organs workshop in London, was re-installed in Crallo Chapel in December 2019 having received a full renovation and upgrade, to include the addition of an oboe and flute and enhanced volume. The work has been completed to an exceptional standard. The second chapel was utilised for funeral services to facilitate these works, and to make good use of the closure of the larger chapel a full redecoration was also carried out.

#### Roof repairs

The flat roof above the Waiting Room and porte-cochère had been leaking for a period of time. An inspection by a specialist company confirmed that the roof surface required replacement. Bridgend County Borough Council's Facilities Department investigated the most efficient and cost effective methods available and advised that, due to the close proximity of the works to the chapel entrance the works should proceed at the quietest time of the year, which would also coincide with the warmer weather. Consequently the repairs were postponed from 2018/19 to 2019/20 and the £30,000.00 allocated within the 2018/19 budget was moved to the 2019/20 budget. The works were completed in July 2019.

#### Crematory Restroom Refurbishment

The construction of the crematory extension took place in 2014. This was followed by the installation of the new cremators and mercury abatement plant in 2015/16. During this period the crematory restroom was utilised by contractors for welfare facilities as well as continuing to provide the Crematorium's technical team with their restroom facilities. It subsequently required substantial refurbishment in order to ensure that it remained fit for purpose and this was approved by the Joint Committee in March 2019. The works were completed in November 2019.

# COYCHURCH CREMATORIUM JOINT COMMITTEE

## Mercury Abatement (CAMEO)

In 2005 the Department of Environment, Food and Rural Affairs (DEFRA) announced its plan to reduce mercury emissions from UK crematoria by 50%, effective from 31<sup>st</sup> December 2012. This was later revised and eventually commenced in January 2013.

The Federation of British Cremation Authorities (FBCA) and the Cremation Society formulated a proposal to offset the costs for those crematoria that installed abatement plant to reduce mercury emissions by contributions from those that did not. This proposal was overseen by the Crematoria Abatement of Mercury Emissions Organisation (CAMEO) and was accepted by DEFRA. Coychurch Crematorium opted to burden share the costs until such time as the cremators were replaced. The charge that Coychurch Crematorium paid to CAMEO for 2015/16 related to the total number of unabated cremations in 2015 and equated to £41k for that period. The installation of full abatement plant, which was completed to schedule by April 2016, reduced this charge to CAMEO to zero for 2016/17. Those crematoria that have abated more than 50% of their cremations can sell the excess mercury abated cremations to those which have abated less than the target, via CAMEO. Those who have abated derive an income, and those who have not share the financial burden. Consequently, Coychurch Crematorium generated £5950.10 of income for 2016/17, £6415.92 of income for 2017/18, £6297.16 of income for 2018/19 and is awaiting confirmation of the potential amount of income it can expect to generate for 2019/20.

## Flower Court Extension

At the meeting on 15<sup>th</sup> June 2018 the Joint Committee approved, in principle, the provision of an extension to the Flower Court facility by extending the rear of the Crematorium building onto the current grassed area outside the exit doors of Crallo Chapel, in order to address 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. The Joint Committee authorised the submission of a feasibility report to be presented to the Joint Committee at its meeting in June 2019.

Architect Mr Jonathan Adams (Capita) was placed in charge of the design works. Mr Adams is a Welsh architect particularly known for his landmark buildings in Cardiff and was previously President of the Royal Society of Architects in Wales (RSAW) from 2005 to 2007. His notable projects include the prestigious Millennium Centre in Cardiff Bay, the new headquarters building for the Welsh Joint Education Committee (WJEC) in Llandaff and the Sherman Theatre refurbishment in Cardiff.

At the meeting on 14<sup>th</sup> June 2019, the Joint Committee approved the proposed design of the extension to the Flower Court facility and authorised the application for planning permission and invitation of tenders in respect of the works to be undertaken, subject to further approval. The provision of further funding for the project would be accommodated in the Crematorium's accumulated reserve funds and an estimated amount of £540,000 was included in the 2019/20 budget to accommodate the funding of the construction phase of the project and consultants fees, subject to further approval by the Joint Committee.

# COYCHURCH CREMATORIUM JOINT COMMITTEE

Work on the project is progressing well on two fronts:

- 1) **Statutory Approvals:** Planning, Listed Building Consent, Sustainable Urban Drainage Approval and Building Regulations Approval.
- 2) **Detailed Design:** concentrating on the special structural elements, in order to minimise construction risk and to provide the highest possible level of cost certainty before commencement of the contract.

Capita and architect Jonathan Adams have made good progress with procuring the roof structure within the target budget price and are actively progressing the procurement phase. A full listed building planning application along with a detailed Heritage Impact Statement was submitted in February 2020 and it is anticipated that a further report will be presented to the Joint Committee in June 2020 to seek final approval for the construction phase of the project. £520,000 of the estimated amount which was included in the 2019/20 budget, will be moved into the 2020/21 budget.

## External Lighting

At the meeting on 8<sup>th</sup> March 2019 the Joint Committee approved the provision of external lighting to the grounds at Coychurch Crematorium which would improve the welcoming aspect of the Crematorium while assisting to improve safety and security within the site. It would also allow for additional service times at the end of the day in winter. The style of lighting would complement the architectural style of the building, improving the aesthetics of the grounds.

The lighting scheme had been assessed by the Council's electrical engineers and an estimated budget cost of £300,000 was calculated which took account of all associated fees for design works, planning applications, ecology reports, contract management and project management and this amount was covered in the Crematorium's Business Plan for 2019/20.

The Joint Committee authorised the Clerk and Technical Officer to invite tenders in respect of the works to be undertaken and report back to the Joint Committee with a view to commencing works within the 2019/20 financial year.

The project has been slightly delayed due to staffing changes in the Council's electrical engineering department. The project is now making good progress and it is anticipated that a further report will be presented to the Joint Committee in June 2020 to seek approval of tenders for the installation phase of the project which is planned for late summer 2020. The estimated amount of £300,000, which was included in the 2019/20 budget, will be moved into the 2020/21 budget.

## Replacement of Electrical Distribution Boards

The electrical distribution boards were installed when the Crematorium opened in 1971. In order to meet current standards they require replacement and approval was given by the Joint Committee in the Business Plan 2019/20. Again, the project has been slightly delayed due to staffing changes in the Council's electrical engineering department but is now making good progress, with installation expected to take place in the summer 2020. An estimated amount of £20,000, which was included in the Crematorium's Business Plan and budget for 2019/20, will be moved into the 2020/21 budget.

# COYCHURCH CREMATORIUM JOINT COMMITTEE

## PROPOSED NEW WORKS:

### Chapel Computerised Music and Media Systems

The sound systems in both chapels require upgrading in order to improve sound performance and to provide a more modern facility to bereaved service users. *A separate report has been submitted to the Joint Committee which details this proposal.*

### Property Contingency

An allowance is made for the general maintenance and upkeep of buildings to cover minor unplanned works.

### Surplus Fund – General Reserve

The surplus fund is designed to build up reserves for the future replacement of the cremators and ancillary plant along with future service improvements. Maintaining this reserve will ensure the Crematorium has sufficient long term funds to finance the replacement project, to fund any unforeseen eventualities and future planned works.



## COYCHURCH CREMATORIUM JOINT COMMITTEE

### Proposed Budget 2020/21

| Narrative                             | 2019/20 | 2020/21 |
|---------------------------------------|---------|---------|
|                                       | Budget  | Budget  |
|                                       | £000    | £000    |
| Employees                             | 329     | 324     |
| Premises                              | 248     | 314     |
| Supplies, Services and Transportation | 178     | 144     |
| Agency/Contractors                    | 102     | 104     |
| Administration                        | 36      | 36      |
| Capital Financing                     | 776     | 882     |
| Gross Expenditure                     | 1669    | 1804    |
| Fees and Charges                      | (1333)  | (1409)  |
| Surplus(-)/Deficit                    | 336     | 395     |
| Transfer to/from (-) Reserve          | (336)   | (395)   |
| Total                                 | 0       | 0       |



## COYCHURCH CREMATORIUM JOINT COMMITTEE

### 4. BUSINESS PLAN REVIEW

| SERVICE OBJECTIVES                      | PLANNED ACTIONS  | TARGET/DESIRED OUTCOME              | RESP OFFICER    | METHOD OF MEASUREMENT                           | Resource Implications £k<br>19/20      20/21 |                  |
|---|--|-------------------------------------|-----------------|---|--|------------------|
| <i>Organ Maintenance</i>                | <ul style="list-style-type: none"> <li>• <i>Organ repairs</i></li> </ul>   | <i>April 2020</i>                   | Joanna Hamilton | <i>Regular progress meetings</i>                | 96   |                  |
| <i>Flat roof repairs</i>                | <ul style="list-style-type: none"> <li>• <i>Replace Waiting Room &amp; porte-cochère surface</i></li> </ul>  | <i>April 2020</i>                   | Joanna Hamilton | <i>Regular progress meetings</i>                | 30   |                  |
| <i>Budget Strategy</i>                  | <ul style="list-style-type: none"> <li>• <i>Exercise service charge</i></li> <li>• <i>Review works programme</i></li> <li>• <i>CAMEO income</i></li> </ul> | <i>Annually Annually April.2021</i> | Joanna Hamilton | <i>Annual report to Joint Committee</i>         | (6)  | (6)              |
| <i>Flower Court Extension</i>           | <ul style="list-style-type: none"> <li>• <i>Feasibility Study</i></li> <li>• <i>Construction</i></li> <li>• <i>Design Consultants Fees</i></li> </ul>      | <i>June 2019 April 2021</i>         | Joanna Hamilton | <i>Report to JC. Regular progress meetings</i>  | (300)<br>20                                  | 300<br>175<br>55 |
| <i>External Lighting to Site</i>        | <ul style="list-style-type: none"> <li>• <i>Install Lighting</i></li> </ul>  | <i>Dec 2020</i>                     | Joanna Hamilton | <i>Report to JC. Regular progress meetings.</i> | (300)  | 300              |
| <i>Crematory Restroom</i>               | <ul style="list-style-type: none"> <li>• <i>Refurbish</i></li> </ul>   | <i>April 2020</i>                   | Joanna Hamilton | <i>Regular progress meetings.</i>               | 30   |                  |
| <i>Electrical Distribution Boards</i>   | <ul style="list-style-type: none"> <li>• <i>Replace</i></li> </ul>   | <i>Dec 2020</i>                     | Joanna Hamilton | <i>Regular progress meetings.</i>               | (20)   | 20               |
| <i>Chapel Music &amp; Media Systems</i> | <ul style="list-style-type: none"> <li>• <i>Replace</i></li> </ul>   | <i>April 2021</i>                   | Joanna Hamilton | <i>Regular progress meetings.</i>               |  | 42               |

# COYCHURCH CREMATORIUM JOINT COMMITTEE

## 5: Contact Points for Crematorium Service

If you require further information about the services – please contact:

Clerk and Technical Officer for Coychurch Crematorium  
(Head of Operations – Community Services)

- Zak Shell (tel: 01656 643151) / email:  
[Zak.Shell@bridgend.gov.uk](mailto:Zak.Shell@bridgend.gov.uk)

Bereavement Services Manager & Registrar  
(for Coychurch Crematorium)

- Joanna Hamilton (tel: 01656 656605 /email:  
[Joanna.Hamilton@bridgend.gov.uk](mailto:Joanna.Hamilton@bridgend.gov.uk)

Finance Officer for Coychurch Crematorium

- Eilish Thomas (tel: 01656 643359 / email:  
[Eilish.Thomas@bridgend.gov.uk](mailto:Eilish.Thomas@bridgend.gov.uk)

**BRIDGEND COUNTY BOROUGH COUNCIL**  
**REPORT OF THE CLERK & TECHNICAL OFFICER**  
**COYCHURCH CREMATORIUM JOINT COMMITTEE**

**FRIDAY 6<sup>th</sup> MARCH 2020**

## **PROGRAMME OF MEETINGS 2020-21**

### **1. Purpose of the Report**

- 1.1 The purpose of this report is to seek approval for the proposed programme of meetings for 2020-21.

### **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 Memorandum of Agreement for the Coychurch Crematorium Joint Committee states that:-

- The Joint Committee shall hold two meetings at least in each municipal year (one of which is to be the Annual General Meeting mentioned in the next sub-clause) for the transaction of general business and may hold such other meetings at such intervals as they find necessary or convenient.
- The first meeting of the Joint Committee after the annual meetings of the Councils shall be the Joint Committee's Annual General Meeting. At that meeting the Joint Committee shall elect a Chairman and Vice Chairman for the ensuing year. The Joint

Committee shall also receive a report reviewing performance against the Business Plan for the preceding year.

**4. Current situation/proposal**

4.1 The following programme of meetings is now proposed:-

Friday 12<sup>th</sup> June 2020 - Annual General Meeting & Site Visit

Friday 4<sup>th</sup> September 2020

Friday 5<sup>th</sup> March 2021

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

5.1 There is no effect upon the Policy Framework and Procedure Rules.

**6. Equality Impact Assessment**

6.1 There are no equality implications arising from this report.

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

7.1 The report advises the Committee on the proposed programme of meetings for 2020-21. There is no requirement for a well-being statement.

**8. Financial Implications**

8.1 None.

**9. Recommendation:**

9.1 The Joint Committee is recommended to approve the programme of meetings for 2020-21.

**ZAK SHELL  
CLERK AND TECHNICAL OFFICER  
12<sup>th</sup> February 2020**

**Contact Officer:**

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Bereavement Services, Coychurch Crematorium, Coychurch, Bridgend, CF35 6AB.  
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**Background documents** : Programme of Meetings 2020/21

**BRIDGEND COUNTY BOROUGH COUNCIL**  
**REPORT OF THE TREASURER**  
**COYCHURCH CREMATORIUM JOINT COMMITTEE**

**6th MARCH 2020**

**PROPOSED REVENUE BUDGET 2020-21**

**1. Purpose of the Report**

- 1.1 The purpose of this report is to inform the Joint Committee of the projected financial performance for the Crematorium for 2019-20, and to obtain approval from the Joint Committee for the Proposed Budget and Fees and Charges for 2020-21.

**2. Connection to Corporate Improvement Objectives/Other Corporate Priorities**

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

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 2019-20 Revenue Budget was approved by the Committee at its meeting on 8 March 2019. The current budget position and projected outturn for 2019-20 is outlined below, together with the proposed budget for 2020-21.

**4. Current Situation / Proposal**

**Estimated Revenue Outturn 2019-20**

- 4.1 Table 1 below shows the financial position as at 31 January 2020 and the projected outturn for 2019-20.

**Table 1- Comparison of budget against projected spend as at 31 January 2020.**

| Budget       | Category                       | Adjusted Actual   | Projected Outturn | Projected Over (Under) Spend |
|--------------|--------------------------------|-------------------|-------------------|------------------------------|
| 2019-20      |                                | 1/4/19 to 31/1/20 | 2019-20           | 2019-20                      |
| £'000        |                                | £'000             | £'000             | £'000                        |
| 329          | Employees                      | 241               | 315               | (14)                         |
| 248          | Premises                       | 220               | 264               | 16                           |
| 178          | Supplies, Services & Transport | 121               | 168               | (10)                         |
| 102          | Agency / Contractors           | 78                | 105               | 3                            |
| 36           | Administration                 | 27                | 36                | 0                            |
| 776          | Capital Financing Costs        | 165               | 179               | (597)                        |
| <b>1,669</b> | <b>Gross Expenditure</b>       | <b>852</b>        | <b>1067</b>       | <b>(602)</b>                 |
| (1,303)      | Fees & Charges                 | (920)             | (1,353)           | (50)                         |
| (30)         | BCBC Contribution              | (22)              | (30)              | 0                            |
| <b>336</b>   | <b>(Surplus)/Deficit</b>       | <b>(90)</b>       | <b>(316)</b>      | <b>(652)</b>                 |
| (336)        | Transfer to/(from) Reserve     | 90                | 316               | 652                          |

4.2 When the budget was set there was an anticipated budget deficit of £336,000. The projected outturn as at the end of January is a surplus of £316,000, which will require a transfer to the Crematorium's Accumulated Surplus.

An explanation of the main variances between the Budget and Projected Outturn is detailed below:

- The underspend of £14,000 on Employees is made up of a part year vacancy of the Groundsperson/Relief Crematorium Technician post, and full year vacancy of the Weekend Attendant post .
- The overspend of £16,000 on Premises is made up of overspends in Planned Maintenance (£10,000), Gas (£3,000), Electricity (£4,000) and Grounds Maintenance (£2,000), which is offset by underspends on Property Insurance (£2,000) and Business Rates (£1,000).
- The underspend of £10,000 on Supplies, Services & Transport is made up of an overspend on Purchase of Equipment (£2,500), being offset by underspends made on Equipment Repairs (£5,000), Uniforms/Protective Clothing (£3,000), Printing (£2,000) Security Services (£1,500) and Conference Fees (£1,000).
- Table 2 below shows a breakdown of the Planned Maintenance Budget along with the Projected Outturn and Variances for 2019-20.

**Table 2 – Planned Capital Maintenance 2019-20**

| <b>2019-20</b>                   | <b>Budget<br/>2019-20<br/>£'000</b> | <b>Projected<br/>Outturn<br/>£'000</b> | <b>Projected<br/>Variance<br/>£'000</b> |
|----------------------------------|-------------------------------------|--|---|
| Organ upgrade                    | 96                                  | 101                                    | 5                                       |
| Flower Court Extension           | 300                                 | 28                                     | (272)                                   |
| Site Lighting                    | 300                                 | 0                                      | (300)                                   |
| Flat Roof Repairs - Waiting Room | 30                                  | 32                                     | 2                                       |
| Mess Room Refurbishment          | 30                                  | 18                                     | (12)                                    |
| Electricity Distribution Boards  | 20                                  | 0                                      | (20)                                    |
| <b>Total</b>                     | <b>776</b>                          | <b>179</b>                             | <b>597</b>                              |

- The underspend on the Flower Court Extension is due to only surveys being paid for in 2019-20. The balance of £272,000 and £300,000 for Site Lighting will be carried forward and form part of the 2020-21 Planned Capital Maintenance budget.
- Income is higher than budgeted by £50,000, resulting from increased cremation fees.

**2020-21 Proposed Budget**

4.3 The following table shows the proposed revenue budget for 2020-21:-

**Table 3 – Proposed Budget 2020-21**

| <b>Category</b>                | <b>Budget<br/>2020-21<br/>£'000</b> |
|--------------------------------|-------------------------------------|
| <b><u>Expenditure</u></b>      |                                     |
| Employees                      | 324                                 |
| Premises                       | 314                                 |
| Supplies, Services & Transport | 144                                 |
| Agency / Contractors           | 104                                 |
| Administration                 | 36                                  |
| Capital Financing Costs        | 882                                 |
| <b>Gross Expenditure</b>       | <b>1,804</b>                        |
| <b><u>Income</u></b>           |                                     |
| Fees & Charges                 | (1,380)                             |
| Contribution from BCBC         | (29)                                |
| <b>Total Income</b>            | <b>(1,409)</b>                      |
| Net (Surplus)/Deficit          |                                     |

|                                    |              |
|------------------------------------|--------------|
| <b>Transfer to/(from Reserves)</b> | <b>(395)</b> |
|------------------------------------|--------------|

- 4.4 All 2019-20 non-employee budgets have been reviewed, and any necessary adjustments have been made to meet expected expenditure for 2020-21.
- 4.5 Employee budgets have been adjusted to reflect salary increments where applicable and include an estimated 2% uplift for the 2020-21 pay award.
- 4.6 The Business Plan for 2020-21 includes a budget requirement of £882,000 to meet Planned Maintenance expenditure itemised in the table below:

**Table 4 – Planned Capital Maintenance Spending Requirements**

| <b>2020-21</b>                  | <b>£'000</b> |
|---------------------------------|--------------|
| Flower Court Extension          | 520          |
| Site Lighting                   | 300          |
| Electricity Distribution Boards | 20           |
| Chapel Sound System             | 42           |
| <b>Total</b>                    | <b>882</b>   |

These costs will be met from the Capital Financing Costs budget identified in Table 3 above.

- 4.7 The income budgets have been prepared assuming a general increase in fees of 2.3% (1% plus CPI at 1.3%), and is based on current levels of activity. The 2020-21 proposed Fees Table is attached at Appendix 1.

**Accumulated Balance**

- 4.8 The effect on the accumulated balance of the proposed budget for 2020-21 is shown in the Table below:

**Table 5 – Impact on accumulated balance of proposed budget 2020-21**

| <b>Accumulated Balance</b>                   | <b>£000</b>    |
|--|----------------|
| Balance as at 31 March 2019                  | (1,755)        |
| Projected Transfer to Reserves               | (315)          |
| <b>Projected Balance as at 31 March 2020</b> | <b>(2,070)</b> |
| Projected Transfer from Reserves 2020-21     | 395            |
| <b>Projected Balance as at 31 March 2021</b> | <b>(1,675)</b> |

- 4.9 It is projected that as at 31 March 2021, there will be an accumulated balance of £1,675,000. The balance of Reserves as at 31 March 2021 is



considered a sufficient level to maintain and protect the service in light of unknown demands or emergencies.

### **Capital Expenditure 2020-21**

4.10 Capital expenditure will not require any loan charge or contribution from constituent authorities in 2020-21. Items of a capital nature for 2020-21 in Table 4, paragraph 4.6, will be directly funded from revenue contributions and the accumulated surplus from previous years.

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

5.1 None.

### **6. Equality Impact Assessments**

6.1 There are no equality implications attached to this report.

### **7. Wellbeing of Future Generations (Wales) Act 2015**

7.1 The well-being goals identified in the Act have been considered in the preparation of this report. It is considered that there will be no significant or unacceptable impacts upon the achievement of well-being goals/objectives as a result of this report

### **8. Financial Implications**

8.1 These are reflected within the report.

### **9. Recommendation:**

9.1 The Joint Committee is recommended to

(a) Note the projected financial performance for 2019-20.

(b) Confirm and approve the revenue budget to be adopted for 2020-21.

(c) Approve the increase in fees and charges with effect from 1 April 2020 outlined in Appendix 1.

GILL LEWIS  
INTERIM HEAD OF FINANCE AND S151 OFFICER  
BRIDGEND COUNTY BOROUGH COUNCIL  
TREASURER TO THE COYCHURCH CREMATORIUM JOINT COMMITTEE  
6 MARCH 2020

Contact Officer: Eilish Thomas Tel No (01656) 643359  
Finance Manager, Financial Control and Closing, BCBC  
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**Background Papers:** Report of the Treasurer  
Revenue Estimates 2019-20

Coychurch Crematorium Joint Committee  
8 March 2019

| <b><u>FEES</u></b>   | <b><u>2019/20</u></b> | <b><u>2.3%<br/>Increase</u></b> | <b><u>2020/21</u></b> |
|--|-----------------------|---------------------------------|-----------------------|
|  | £                     | £                               | £                     |
| <b><u>CREMATION FEES</u></b>   |                       |                                 |                       |
| Under 18 years (Weekday)   | Free                  | Free                            | Free                  |
| Under 18 years (Saturday)  | 347.70                | 325.52                          | 355.70                |
| Over 18 years (Weekday)  | 680.70                | 637.33                          | 696.40                |
| Over 18 years (Saturday)   | 968.50                | 906.79                          | 990.80                |
| Retained Organs (Cremated at establishment)                            | 104.50                | 97.90                           | 106.90                |
| Retained Organs (not previously cremated at establishment)             | 169.90                | 159.08                          | 173.80                |
| Memorial Service/additional 30 min chapel time - Weekday               | 75.00                 | 70.28                           | 76.70                 |
| Memorial Service/additional 30 min chapel time - Saturday              | 142.40                | 133.30                          | 145.70                |
| Recording of funeral service   | 56.30                 | 52.79                           | 57.60                 |
| Videoring of funeral service   | 68.80                 | 64.35                           | 70.40                 |
| Webcasting of funeral service  | 75.00                 | 70.28                           | 76.70                 |
| <b><u>BURIAL PLOTS</u></b>   |                       |                                 |                       |
| Concrete plinth burial plot - purchase fee                             | 258.70                | 242.25                          | 264.70                |
| Granite plinth burial plot - purchase fee 75 yrs                       | 413.60                | 387.21                          | 423.10                |
| <b><u>SLATE PLAQUES</u></b>  |                       |                                 |                       |
| Standard plaque for concrete plinth burial plot/rose beds/trees        | 226.60                | 212.07                          | 231.80                |
| Double plaque for plot/rose beds/trees                                 | 337.10                | 315.60                          | 344.90                |
| Small photograph   | 111.60                | 104.55                          | 114.20                |
| Large Photograph   | 116.80                | 156.21                          | 119.50                |
| Standard slate plaque - blank  | 35.30                 | 33.04                           | 36.10                 |
| Refurbishment of standard plaque lettering                             | 35.30                 | 33.04                           | 36.10                 |
| <b><u>GRANITE PLAQUES</u></b>  |                       |                                 |                       |
| Standard plaque for granite plinth burial plot                         | 293.00                | 274.27                          | 299.70                |
| Standard plaque for granite bench                                      | 293.00                | 274.27                          | 299.70                |
| <b><u>BENCHES</u></b>  |                       |                                 |                       |
| Wooden bench - purchase fee with 10yr maintenance agreement            | 1013.00               | 948.42                          | 1036.30               |
| Wooden bench - renewal of 10yr maintenance agreement                   | 396.10                | 370.84                          | 405.20                |
| Granite bench - 10yr lease on shared bench                             | 197.90                | 185.27                          | 202.50                |
| <b><u>LEASED MEMORIALS</u></b> (15 year lease unless otherwise stated) |                       |                                 |                       |
| Columbaria units - from  | 528.10                | 494.42                          | 540.20                |
| Vase blocks lease with plaque - from                                   | 350.70                | 328.28                          | 358.80                |
| Wall plaques and lease (GoR) - from                                    | 350.70                | 328.28                          | 358.80                |
| Tree dedication lease  | 307.70                | 288.08                          | 314.80                |
| Shrub bed dedication lease   | 174.70                | 163.58                          | 178.70                |
| Vase space lease - Cloisters (3 years)                                 | 50.60                 | 47.36                           | 51.80                 |
| <b><u>INTERMENT RELATED FEES</u></b>                                   |                       |                                 |                       |
| Interment in rose beds (double if cremated elsewhere)                  | 125.60                | 117.65                          | 128.50                |
| Interment in burial plot (double if cremated elsewhere)                | 125.60                | 117.65                          | 128.50                |
| Exhumation   | 125.60                | 117.65                          | 128.50                |
| Placement in columbaria unit   | 45.70                 | 42.86                           | 46.80                 |
| Scattering of cremated remains (double if cremated elsewhere)          | 23.00                 | 21.48                           | 23.50                 |
| Witness of interment/scatter of cremated remains                       | 30.40                 | 28.54                           | 31.10                 |
| Cremation Certificate/ Extract from Register                           | 15.40                 | 14.42                           | 15.80                 |
| <b><u>URNS</u></b>   |                       |                                 |                       |
| Aluminium urn - adult/child  | 35.30                 | 33.04                           | 36.10                 |
| Wooden casket  | 42.90                 | 40.10                           | 43.90                 |
| Polytainer urn   | 16.80                 | 15.75                           | 17.20                 |

| <b><u>FEES</u></b>                                     | <b><u>2019/20</u></b> | <b><u>2.3%</u></b>     | <b><u>2020/21</u></b> |
|--|-----------------------|------------------------|-----------------------|
|  | £                     | <b><u>Increase</u></b> | £                     |
| <b><u>OTHER</u></b>                                    |                       |                        |                       |
| External chapel Wall Space (for granite plaque)        | 319.90                | 299.53                 | 327.30                |
| Silver coloured flower vase for plots/columbaria units | 7.60                  | 7.06                   | 7.80                  |
| Lids for flower vase                                   | 3.10                  | 2.86                   | 3.20                  |
| Service book   | 28.80                 | 27.01                  | 29.50                 |
| <b><u>BOOK OF REMEMBRANCE</u></b>                      |                       |                        |                       |
| Reservation in Book 2 Lines                            | 18.50                 | 17.29                  | 18.92                 |
| Reservation in Book 5 Lines                            | 36.70                 | 34.37                  | 37.50                 |
| Reservation in Book 8 Lines                            | 55.10                 | 51.56                  | 56.40                 |
| Entry 2 Lines  | 51.80                 | 48.59                  | 53.00                 |
| Entry 5 Lines  | 105.50                | 98.82                  | 107.90                |
| Entry 8 Lines  | 136.10                | 127.47                 | 139.20                |
| Special Entry  | 203.50                | 190.58                 | 208.20                |
| Floral Emblem  | 55.10                 | 51.56                  | 56.40                 |
| Coat of Arms   | 70.30                 | 65.88                  | 71.90                 |
| Purchase of Miniature Book                             | 50.90                 | 47.67                  | 52.10                 |

\* All fees rounded to the nearest 10p.