

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

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Llangrallo
Pen-y-bont ar Ogwr
CF35 6AB



Coychurch Crematorium
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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 /
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Gofynnwch am / Ask for: Democratic Services

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

Date / Dyddiad: 28 August 2020

Dear Councillor,

COYCHURCH CREMATORIUM JOINT COMMITTEE

A meeting of the Coychurch Crematorium Joint Committee will be held Remotely via Skype for Business on **Friday, 4 September 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 - 8
To receive for approval the Minutes of 06/03/2020
4. Annual Review of 2019/20 Business Plan Objectives 9 - 18
5. Flower Court Facilities 19 - 22
6. Green Flag Award 23 - 32
7. Christmas Service 33 - 34
8. Covid-19 Pandemic 35 - 40
9. Annual Accounting Statement 2019-20 and Revenue Monitoring Statement 1 41 - 58
April to 30 June 20
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

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

MINUTES OF A MEETING OF THE COYCHURCH CREMATORIUM JOINT COMMITTEE
HELD IN COUNCIL CHAMBER, CIVIC OFFICES ANGEL STREET BRIDGEND CF31 4WB ON
FRIDAY, 6 MARCH 2020 AT 14:00

Present

Councillor RE Young – Chairperson

G Cox

S Edwards

G John

JC Spanswick

R Turner

E Venables

Apologies for Absence

JE Williams

Officers:

Philip Beaman

Green Spaces and Bereavement Services Manager

Mark Galvin

Senior Democratic Services Officer - Committees

Joanna Hamilton

Bereavement Services Manager and Registrar

Eilish Thomas

Finance Manager - Financial Control & Closing

65. DECLARATIONS OF INTEREST

None.

66. APPROVAL OF MINUTES

RESOLVED: That the Minutes of a meeting of the Coychurch Crematorium Joint Committee dated 13 September 2019, be approved as a true and accurate record.

67. CHAPEL COMPUTERISED MUSIC AND MEDIA SYSTEM UPGRADE

The Bereavement Services Manager and Registrar presented a report, the purpose of which, was 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.

The report gave some background information, following which, the Bereavement Services Manager and Registrar, advised that Wesley Media Ltd has developed specialist products and applications suitable for crematoria that meet the expectations of the bereaved in the 21st Century. Due to its proven reliability in this specialist area it is utilised by most UK Crematoria and all the neighbouring Crematoria, as referenced to in bullet point format in paragraph 4.1 of the report.

The Bereavement Services Manager and Registrar proceeded to confirm, that Wesley Media provides a specialist adapted hardware computer package for each chapel, loaded with operating software with access to an unlimited range of music including any commercially available contemporary, hymn and classical styles. The software is also 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 bereaved families' requirements, downloading them onto the Wesley Media chapel music computer to be played on their compatible tribute screens during the funeral service. She added that every aspect of the funeral ceremony was considered, from the

order of service to the acoustics of the individual venue, to the sensitive nature of personal ceremonies.

The Bereavement Services Manager and Registrar added, that 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.

Wesley Media were consulted in December 2019 and they undertook a review of the current music and media system at the Crematoria and their subsequent report, outlined that they could provide the Crematorium with all the modern facilities it required, as detailed in paragraph 4.5 of the report.

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. This would allow them to participate more in the funeral service.

To conclude her submission, the Bereavement Services Manager and Registrar, confirmed that due to the unique needs of the Crematorium service and the specialist nature of the digital music provision, BCBC's Contract Procedure Rules would be applied, with the application of a waiver through the Scheme of Delegation, in accordance with provision 3.2.3.

A Member asked the Officer if there was a back-up plan, should either the existing or new equipment and associated facilities fail for any reason.

The Bereavement Services Manager and Registrar confirmed that the Crematoria always had a stock of USB sticks and compact discs on site that could provide music and families were always forthcoming to supply these also. If any such new smaller provisions for this purpose was required, then this could be achieved quickly with a minimum of expense, following a quick straightforward procurement exercise.

A Member asked if the works required were due to be undertaken in this or the next financial year and how would the works affect business at the Crematoria.

The Bereavement Services Manager and Registrar advised, that the works would be undertaken in accordance with the 2020/21 Business Plan proposals and it was hoped, that the works required would, as far as possible and practicable, be scheduled around funerals/cremations. On a worse case scenario, she added that there may be the possibility that the main Chapel would be temporarily closed in order for the works to be completed on schedule, with Coity Chapel then being used in its place during this time.

RESOLVED: That the Joint Committee approved expenditure for the works outlined in the report by Wesley Media Ltd, in the sum of £41,696, in conjunction with the approval of the Business Plan.

68. **CREMATORIUM BUSINESS PLAN AND FEES**

The Bereavement Services Manager and Registrar, Bereavement Services, presented a report, seeking the Joint Committees approval of the Business Plan and expenditure programme for 2020-21, which includes a proposed increases in cremation fees.

She advised that 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.

She confirmed that 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.

The proposed Service Level Business Plan for 2020-21 was attached at Appendix 1 to the report, and this outlined the service objectives for the period. The Bereavement Services Manager and Registrar gave a resume of this for the benefit of Members by extracting some of the more important elements of this.

The Business Plan covered the following key areas following it's introduction:-

- Section 1 – Serving our Community
- Section 2 – Service Developments
- Section 3 – Revenue Budgets
- Section 4 – Business Plan Review
- Section 5 - Contacts

The Bereavement Services Manager and Registrar stated that 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 was 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 in paragraph 4.3 of the report, indicated a comparison on current (2019-20) cremation fees for adjoining crematoria.

A Member noted from the report, that cremations were free for those aged under 18 on weekdays, but not for any cremations for this age category on a Saturday.

The Bereavement Services Manager and Registrar, advised that only the standard basic service was free under the appropriate Memorandum of Understanding (MOU) on weekdays for under 18's, whereby on Saturday there was an added charge to cover the Crematorium staffing costs to support and/or administer cremation work out of normal weekday hours. There were very few cremations however on a Saturday, she added.

A Member noted with some pleasure, that the Flower Court extension was now progressing.

The Bereavement Services Manager and Registrar confirmed, that planning permission had been applied for this and that preparation works were presently ongoing. She added that the planning application for this project had taken a bit longer to prepare than had firstly been anticipated as the structure was a Listed Building.

A Member made reference to the report and Service Level Business Plan referring to issues such as, the Well-being of Future Generations (Wales) Act 2015 Assessment, Mercury Abatement and also Climate Change is something that also has to be considered moving forward, in relation to certain levels of decision making by the Authority. With all this in mind, she asked if the Crematoria had any long term plans or vision regarding global warming and emissions, etc.

The Bereavement Services Manager and Registrar advised that the way and manner in which the Crematoria operated in a considerable number of aspects of its work, was governed by legislation and in accordance with its permit the provisions of which had to be complied with. Public Health Wales also monitored Crematoria, in order to ensure that they were complying with statutory guidance relating to the protection of the environment etc, in relation to for example, Cremators and Mercury Abatement plant.

RESOLVED: That the Joint Committee:-

- (1) Approved the Service Level Business Plan 2020-21
- (2) Approved the cremation fee for 2020-21 at £696.40 and a general increase of all fees of 2.3%

69. **PROGRAMME OF MEETINGS 2020-21**

The Bereavement Services Manager and Registrar presented a report, that sought approval from Members for the proposed programme of meetings of the Joint Committee for year 2020-21.

These were as follows:-

Friday 12 June 2020 – Annual General Meeting and Site Visit;
Friday 4 September 2020;
Friday 5 March 2021.

RESOLVED: The Joint Committee approved the Programme of Meetings for 2020-21, as outlined in the Officer's Report.

70. **PROPOSED REVENUE BUDGET 2020-21**

The Finance Manager, Financial Control and Closing submitted a report, the purpose of which, was 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.

Table 1 in paragraph 4.1 of the report, showed the financial position as at 31 January 2020 and the projected outturn for 2019-20. This reflected an under spend of £652k for 2019-20.

She advised that when the budget was set, there was an anticipated deficit of £336,000. The projected outturn as at the end of January showed 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 in bullet point format in paragraph 4.2 of the report.

Table 2 in the report, then showed a breakdown of the Planned Maintenance Budget along with the Projected Outturn and Variances for 2019-20. This outlined an under

spend for the Flower Court in the sum of £272k and a similar under spend for Street Lighting of £300k.

Paragraph 4.3 of the report (Table 3) then showed the proposed Revenue Budget for 2020-21. This had been set at a deficit of £395k.

Table 4 in paragraph 4.6 of the report, contained details of Planned Capital Maintenance Spending Requirements, with these being met from the Capital Financing Costs budget identified in Table 3 referenced above.

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

Paragraph 4.8 of the report, detailed the effect on the accumulated balance of the proposed budget for 2020-21 in Table 5. It was projected that as at 31 March 2020, there will be an accumulated balance of £1,675, 000. The balance of Reserves as at 31 March 2021 was considered a sufficient level to maintain and protect the service, in light of any unknown demands or emergencies.

Finally, the Finance Manager, Financial Control and Closing, confirmed that 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 of the report, would be directly funded from revenue contributions and the accumulated surplus from previous years.

RESOLVED: That the Joint Committee:-

- (1) Noted the projected financial performance for 2019-20.
- (2) Confirmed and approved the revenue budget to be adopted for 2020-21.
- (3) Approved the increase in fees and charges with effect from 1 April 2020, outlined in Appendix 1 to the report.

71. **URGENT ITEMS**

None.

The meeting closed at 14:55

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BRIDGEND COUNTY BOROUGH COUNCIL

COYCHURCH CREMATORIUM JOINT COMMITTEE

4 SEPTEMBER 2020

REPORT OF THE CLERK & TECHNICAL OFFICER

ANNUAL REVIEW OF 2019/20 BUSINESS PLAN OBJECTIVES

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 2019/20.

2. Connection to Corporate Well-being Objectives/Other Corporate Priorities

- 2.1 This report assists in the achievement of the following corporate well-being objectives under the **Well-being of Future Generations (Wales) Act 2015:-**

1. **Supporting a successful economy** – taking steps to make the county borough a great 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 borough.
2. **Helping people and communities to be more healthy and resilient** –taking steps to reduce or prevent people from becoming vulnerable or dependent on the Council and its services. Supporting individuals and communities to build resilience, and enable them to develop solutions to have active, healthy and independent lives.
3. **Smarter use of resources** – ensuring that all resources (financial, physical, ecological, human and technological) are used as effectively and efficiently as possible and support the creation of resources throughout the community that can help deliver the Council's well-being objectives.

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 financial 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 Implications**

7.1 This report provides the performance against the approved 2019-20 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 2020-21 was adjusted in the 2020-21 Business Plan to accommodate variations in the works programme as a result of delays in work being undertaken in 2019-20.

9. **Recommendation(s):**

9.1 The Joint Committee is recommended to note the report.

ZAK SHELL
CLERK AND TECHNICAL OFFICER
17TH AUGUST 2020

Contact Officer:

Contact Officer:

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

E-mail: joanna.hamilton@bridgend.gov.uk

Background Papers: Business Plan Report to the Joint Committee 8th March 2019 and
Business Plan Report to the Joint Committee 6th March 2020.

APPENDIX A

CREMATORIUM ANNUAL PERFORMANCE AND FINANCIAL REVIEW 2019/20

Number of cremations

In 2019/20, the Crematorium carried out the following cremations:

CREMATIONS (residence)	TOTALS
Borough of Bridgend	1038
Vale of Glamorgan	153
Rhondda-Cynon-Taff	401
Others	78
TOTALS	1670

Public Satisfaction

The Crematorium carries out a quarterly review of questionnaire results which feeds into an annual assessment of the quality of service. For 2019/20, 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 (APRIL 2019 to JUNE 2019 incl.)

Responses 43

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

	Excellent	Good	Average	Poor
The availability of service times	70%	28.00%	2.00%	
The arrangements on the day of the funeral	90%	10.00%		
The presentation of the cremation plot	44%	55.00%		

In dealing with staff how would you rate:-

	Excellent	Good	Average	Poor
Literature and information given	63%	37.00%		
Presentation of personnel	67%	33.00%		
General attitude of staff	67%	33.00%		

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

	Excellent	Good	Average	Poor
Chapels	86.00%	7.00%	7.00%	
Access roads and footpaths	84.00%	16.00%		
Rose gardens and grounds	84.00%	16.00%		

Grass cutting around memorials	86.00%	14.00%
Toilets	65.00%	35.00%
Water stations and waste bins	65.00%	35.00%
OVERALL SATISFACTION	79.00%	21.00%

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

- Interment at family grave
- By funeral director – to be buried at a later date in family grave
- Has a plot at Sarn Cemetery
- Wanted at home
- Ashes to go to Lydstep headland in Tenby – holiday home
- Being put in the family grave
- To be scattered elsewhere
- To be returned to family home
- To be laid in cemetery in Llangynwyd
- Private interment
- Wanted ashes at home
- To be with the deceased's late husband
- To give time to consider options
- To be nearer his home enabling family to visit
- To be scattered at home
- To be scattered
- To be buried with wife
- To be taken home where children live
- To be buried in family plot/grave
- To be interred at Porthcawl cemetery
- Family personal keeping
- To be placed with another family member's ashes – miles away
- They will be scattered and returned to England
- To be buried in local cemetery
- Father will be made into jewellery
- At deceased's request
- To carry out the wished of my wife
- The deceased wanted to be kept at home
- Wished to be laid under a tree un our garden
- Mother and father's ashes were interred together
- To be interred at a family plot
- Interment at Maesteg Cemetery
- Wish to deal with this ourselves

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

- All arranged with crematorium
- Cards for "ashes to Glass" or other such sites/businesses
- Availability of use for photographic/video display

Do you have any further observations or comments: -

- The organist was excellent
- Just keep doing what you are doing with perfection on a sad occasion
- Very grateful, thank you
- Excellent service, thank you
- Just to thank everyone for their help
- Very impressed with how well manicured the whole place was

- Staff were fantastic in accommodating two rehearsals in the chapel prior to the actual ceremony. James deserves a special mention. Thank you so much
- The pond and surrounding area make it a soothing place. There was sufficient parking and discreet ground staff
- We had no direct contact with staff and have no issues nor concerns
- Excellent. Thank you. A choir was accommodated and James the organist was great
- Poor acoustics in the front row of the chapel
- Lovely clean and friendly at a sad time – thank you
- We would have liked to have had in the service a show of pictures or my mother on a video display

SERVICE FOR THE BEREAVED – CREMATORIUM
(JULY to SEPTEMBER 2019 incl.)

Responses 51

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

	Excellent	Good	Average	Poor
The availability of service times	76.00%	18.00%	6.00%	
The arrangements on the day of the funeral	84.00%	16.00%		
The presentation of the cremation plot	59.00%	41.00%		

In dealing with staff how would you rate:-

	Excellent	Good	Average	Poor
Literature and information given	78.00%	22.00%		
Presentation of personnel	71.00%	29.00%		
General attitude of staff	69.00%	31.00%		

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

	Excellent	Good	Average	Poor
Chapels	88.00%	12.00%		
Access roads and footpaths	82.00%	18.00%		
Rose gardens and grounds	86.00%	14.00%		
Grass cutting around memorials	78.00%	22.00%		
Toilets	73.00%	27.00%		
Water stations and waste bins	65.00%	15.00%	10.00%	

OVERALL SATISFACTION	86.00%	14.00%		
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If the cremated remains of the deceased were removed from the crematorium please state why:-

- For personal reasons
- I'd like her home until I can decide what I'd like to do
- We wanted the ashes back home
- To be returned home
- For burial
- Interment in family grave
- Ashes to be scattered in a special place
- Wish to scatter ashes elsewhere
- Burial at cemetery
- In the bedroom with me at the moment because we will go together when time comes
- The ashes to be interred in church graveyard
- My mum and dad have a plot in cemetery with family members
- Wanted to keep them in my possession

- To be burial at Trealaw cemetery
- Remains to be placed at local cemetery
- Scattered elsewhere
- I want, when I die to be cremated same as my loving husband and then our remains to be scattered together by our daughter
- It was the wish of the deceased in his will
- A plot had already been purchased in Maesteg Cemetery in 1987
- Ashes to be scattered in garden

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

- Yet to be decided with deceased's son

Do you have any further observations or comments: -

- Coychurch was outstanding and all staff and the funeral director was outstanding very very good. I live in Swansea and I'd like to have a service at Coychurch Crematorium
- We were very pleased with all aspects of the crematorium and the service provided
- Staff were first class – thanks for your help
- The Coychurch crematorium and its entire staff were superb. My family and I cannot speak highly enough of the entire experience. Thank you so much for all that was done at an extremely difficult time
- Our heartfelt thanks to all for your service
- The funeral arrangements were handled by WA Brown in Llantwit. However, the care from Joanna was excellent. We were very impressed and would like to thank her
- We were all very pleased with the way the funeral arrangements were carried out
- Not really, have always thought Coychurch Crematorium was overall one of the most pleasant I have attended
- Beautiful spot, beautiful service – thank you

SERVICE FOR THE BEREAVED – CREMATORIUM
(OCTOBER TO DECEMBER 2019 incl.)

Responses 40

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

	Excellent	Good	Average	Poor
The availability of service times	75.00%	20.00%		
The arrangements on the day of the funeral	92.00%	18.00%		
The presentation of the cremation plot	55.00%	45.00%		

In dealing with staff how would you rate:-

	Excellent	Good	Average	Poor
Literature and information given	75.00%	25.00%		
Presentation of personnel	72.50%	27.50%		
General attitude of staff	75.00%	25.00%		

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

	Excellent	Good	Average	Poor
Chapels	90.00%	10.00%		
Access roads and footpaths	85.00%	15.00%		
Rose gardens and grounds	80.00%	20.00%		
Grass cutting around memorials	80.00%	20.00%		
Toilets	75.00%	25.00%		
Water stations and waste bins	75.00%	25.00%		

OVERALL SATISFACTION

90.00% 10.00%

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

- Ashes to be spread on mountain
- Interment with wife at Trealaw Cemetery
- To stay at home with me
- To bury elsewhere
- To be scattered at sea
- To be scattered together with my mother
- The deceased had his favourite place when walking
- Half of the Ashes to Ogmore Cemetery and half to Thornhill
- Did not want a resting place
- Personal choice
- To be placed in family grave
- Cremated remains will be collected by the funeral director when ready. We will be disposing of them at a later date
- Collection by Porthcawl funeral services
- The family wishes to spread them in a place she loved to be
- Preference for a private family scattering in chosen location
-

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

- Those provided are adequate
- Continuation of rose gardens

Do you have any further observations or comments: -

- None at all, everything was done with care so I would just like to thank you
- Beautiful surroundings and are a credit to all concerned
- Lovely service
- The crematorium always looks its best, staff are always pleasant and helpful – cannot fault
- Your crematorium is very well kept, which brings comfort to relatives of the deceased
- Thank you for providing such a peaceful and reflective space, this allowed us to have the service and memorial that did our dad justice
- I do not recall seeing staff, however, the funeral directors and vicar were excellent
- As all of the arrangements were made by the funeral director we used, I cannot comment on most of these question
- Funeral director made all arrangements with your staff. The Crematorium is kept in excellent condition and was a great comfort at a sad time
- The family felt our experience exceeded our expectations

SERVICE FOR THE BEREAVED – CREMATORIUM
(JAN 2020 to MARCH 2020 incl.)

Responses 54

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

Excellent Good Average Poor

The availability of service times	53%	34.00%	6.00%	7.00%
The arrangements on the day of the funeral	70%	28.00%	2.00%	
The presentation of the cremation plot	74%	26.00%		

In dealing with staff how would you rate:-

	Excellent	Good	Average	Poor
Literature and information given	70%	28.00%	2.00%	
Presentation of personnel	69%	31.00%		
General attitude of staff	71%	29.00%		

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

	Excellent	Good	Average	Poor
Chapels	83.00%	17.00%		
Access roads and footpaths	77.00%	21.00%	2.00%	
Rose gardens and grounds	84.00%	16.00%		
Grass cutting around memorials	85.00%	13.00%	2.00%	
Toilets	83.00%	15.00%	2.00%	
Water stations and waste bins	78.00%	20.00%	2.00%	

OVERALL SATISFACTION 78.00% 22.00%

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

- A sample of the ashes kept at home for memories
- Want to scatter them elsewhere
- To be placed where the deceased would wish them to be
- Wish to scatter remains in the sea
- To be placed with deceased parents in Talygarn
- Private interment at Laleston Cemetery 16/03/20
- To rest at home
- Because I wanted them at home
- Deceased wishes to be scattered on Caerau mountain
- To scatter
- To scatter elsewhere
- The remains will be going to Northumberland with myself
- We're making arrangements to take dad to Liverpool as he's originally from there
- To be put in a plot with her husband at local cemetery
- Returned home
- To be interred in her husband's grave
- Being kept by family
- To be interred at Glyntaff Crematorium
- To be put with my mother's ashes
- To be kept in the area which I plan to move to in the near future
- He wished to have them scattered
- For family to scatter where deceased wanted
- They will be scattered with my mother's ashes in Margam Crematorium
- Ashes being interred in grave
- Ashes of my wife are kept by me at home
- They are to be kept at home address
-

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

- I cannot think of any other
- None, everything to a high standard
- Everything covered

Do you have any further observations or comments: -

- Very happy with everything on the day
- The grounds, etc, are always looking very nice. Buildings, etc, are clean, well presented
- No, during a stressful, sad time, everything ran smoothly and perfectly
- Too long a wait from date of death (*Note: BSM&R confirmed funeral times available much sooner but FD chose not to utilise them*)
- Thank you for making a difficult experience straightforward
- No all good
- Many thanks, my best wishes to everyone
- I didn't have any dealings with the staff directly, however, the venue and surroundings are beautiful
- A number of people were unable to hear the minister making me wonder if there was a problem with your sound system (*Note: Funeral 29/01/20, deceased 101 yrs old*)
- Wonderful crematorium, first class, keep up the excellent work
- Everyone does a good job – thanks. The wait until 13/01/20 was too long (*Note: Dod 23/12/19*)
- Coychurch Crematorium is a very tranquil place. It is extremely well kept (all around)

Expenditure for Planned Works 2019/20

The programme of Business Plan expenditure for 2019/20 is indicated below:

<u>Narrative</u>	2019/20	
	Proposed	Revised
	£000	£000
Organ Upgrade/Repairs	96	101
Crematory Restroom refurbishment	30	18
Flat roof repairs Waiting Room & Porte-cochère	30	33
Flower Court Extension: Design consultants fees & Construction (<i>moved to 2020/21</i>)	300	55
External Lighting to Site (<i>moved to 2020/21</i>)	300	0
Electrical Distribution Boards (<i>moved to 2020/21</i>)	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.

2019/20 BUSINESS PLAN ASSESSMENT & REVIEW

Page 1

SERVICE OBJECTIVES	PLANNED ACTIONS	TARGET/DESIRED OUTCOME	RESP OFFICER	METHOD OF MEASUREMENT	PROGRESS REPORT
Organ Maintenance	<ul style="list-style-type: none"> Organ upgrade/repairs 	April 2020	Joanna Hamilton	Regular progress meetings	<ul style="list-style-type: none"> Completed Jan 2020.
Crematory Restroom	<ul style="list-style-type: none"> Refurbishment 	April 2020	Joanna Hamilton	Regular progress meetings	<ul style="list-style-type: none"> Completed December 2019.
Flat roof repairs	<ul style="list-style-type: none"> Replace Waiting Room & porte-cochère surface 	June 2019	Joanna Hamilton	Regular progress meetings	<ul style="list-style-type: none"> Completed June 2019.
Flower Court Extension	<ul style="list-style-type: none"> Construction 	Dec 2020	Joanna Hamilton	Report to JC. Regular progress meetings	<ul style="list-style-type: none"> Reported to meeting 6th March 2020, for completion April 2021.
External Lighting to Site	<ul style="list-style-type: none"> Install Lighting 	Dec 2020	Joanna Hamilton	Report to JC. Regular progress meetings.	<ul style="list-style-type: none"> Reported to meeting 6th March 2020, for completion Dec 2020.
Electrical Distribution Boards	<ul style="list-style-type: none"> Replace 	April 2020	Joanna Hamilton	Regular progress meetings.	<ul style="list-style-type: none"> Reported to meeting 6th March 2020, for completion Dec 2020.
Budget Strategy	<ul style="list-style-type: none"> Annually review & revise service charges Review works programme CAMEO payments 	<p>Annually</p> <p>Annually</p> <p>Annually (Commenced Jan. 2014)</p>	Joanna Hamilton	<p>Annual report to Joint Committee</p> <p>Annual report to Joint Committee</p> <p>Annual report to Joint Committee</p>	<ul style="list-style-type: none"> Completed, reported to meeting on 6th March 2020. Completed, reported to meeting on 6th March 2020. Completed, reported to meeting on 6th March 2020.

BRIDGEND COUNTY BOROUGH COUNCIL

COYCHURCH CREMATORIUM JOINT COMMITTEE

4 SEPTEMBER 2020

REPORT OF THE CLERK & TECHNICAL OFFICER

FLOWER COURT FACILITIES

1. Purpose of the Report

- 1.1 The purpose of this report is to update the Joint Committee on the provision of an extension to the Flower Court facility at Coychurch Crematorium.

2. Connection to Corporate Well-being Objectives/Other Corporate Priorities

- 2.1 This report assists in the achievement of the following corporate well-being objectives under the **Well-being of Future Generations (Wales) Act 2015:-**

1. **Supporting a successful economy** – taking steps to make the county borough a great 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 borough.
2. **Helping people and communities to be more healthy and resilient** –taking steps to reduce or prevent people from becoming vulnerable or dependent on the Council and its services. Supporting individuals and communities to build resilience, and enable them to develop solutions to have active, healthy and independent lives.
3. **Smarter use of resources** – ensuring that all resources (financial, physical, ecological, human and technological) are used as effectively and efficiently as possible and support the creation of resources throughout the community that can help deliver the Council's well-being objectives.

3. Background

- 3.1 The buildings of the Crematorium are carefully designed to provide for the ceremonial and sacred aspects of the cremation service and to complement the landscape in which they sit. The Crematorium 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 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.
- 3.3 At the meeting on 15th 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.
- 3.4 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.
- 3.5 At the meeting on 14th 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.
- 3.6 The programme would involve:
 - Preparation of detailed drawings.
 - Planning submission/listed building consent.
 - Tender and report back to the Joint Committee for approval.
 - Construction of extension with a view to commencing works within the 2019/20 financial year.
- 3.7 At the meeting on 6th March 2020 the Joint Committee approved the Service Level Business Plan for 2020/21, moving £520,000 of the estimated amount for the project that was included in the 2019/20 budget to the 2020/21 budget.

4. **Current Situation / Proposal**

4.1 Work on the project is progressing well on two fronts:

- 1) **Statutory Approvals:** A full listed building planning application along with a detailed Heritage Impact Statement was submitted in February 2020. Planning Approval, Sustainable Urban Drainage Approval and Building Regulations Approval was provided by BCBC in July 2020. Listed Building Consent is awaited from Welsh Government.
- 2) **Detailed Design:** Architect, Jonathan Adams, is currently 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.
- 3) **Health and Safety/CDMA Requirements:** Pre-construction health and safety / design risk information has been reviewed - Capita has agreed the format of the Health and Safety File with the Client and included these in the pre-construction information pack. Capita has assessed the relevant skills, knowledge and experience levels of the Design Team.

4.2 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. In the meeting of 6th March 2020 the Joint Committee was advised that it was anticipated that a further report would be presented to the Joint Committee in June 2020 to seek final approval of tenders for the construction phase of the project. The Covid-19 pandemic has impacted upon this timetable and it is anticipated that this report will be presented to the Joint Committee in March 2021.

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 Implications**

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

8. **Financial Implications**

8.1 The estimated budget cost of £520,000 for the design/project management works and construction was included in the

Crematorium's Business Plan for 2020/21 and accommodated in the 2020/21 revenue budget.

9. Recommendation(s):

9.1 The Joint Committee is recommended to note the report.

**ZAK SHELL
CLERK AND TECHNICAL OFFICER
17th August 2020**

Contact Officer:

Joanna Hamilton, Bereavement Services Manager & Registrar,
Bereavement Services, Coychurch Crematorium, Coychurch, Bridgend, CF35 6AB.
Telephone No. 01656 656605
E-mail: joanna.hamilton@bridgend.gov.uk

Background Papers:

Flower Court Facilities Report to the Joint Committee 15th June 2018; and
Business Plan Report to the Joint Committee 8th March 2019; and
Flower Court Facilities Report to the Joint Committee 14th June 2019; and
Business Plan Report to the Joint Committee 6th March 2020.

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

4 SEPTEMBER 2020

GREEN FLAG AWARD

1. Purpose of the Report

- 1.1 The purpose of this report is to advise the Joint Committee on Coychurch Crematorium's successful application for a Green Flag Award in 2020.

2. Connection to Corporate Well-being Objectives/Other Corporate Priorities

- 2.1 This report assists in the achievement of the following corporate well-being objectives under the **Well-being of Future Generations (Wales) Act 2015:-**

1. **Supporting a successful economy** – taking steps to make the county borough a great 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 borough.
2. **Helping people and communities to be more healthy and resilient** –taking steps to reduce or prevent people from becoming vulnerable or dependent on the Council and its services. Supporting individuals and communities to build resilience, and enable them to develop solutions to have active, healthy and independent lives.
3. **Smarter use of resources** – ensuring that all resources (financial, physical, ecological, human and technological) are used as effectively and efficiently as possible and support the creation of resources throughout the community that can help deliver the Council's well-being objectives.

3. Background

- 3.1 The Green Flag Award is the benchmark national standard for parks and green spaces in England and Wales. It was launched in 1996 to recognise and reward the best green spaces in the country. The first national award was introduced in 1997 and it continues to identify the high standards against which our parks and green spaces are measured. It is also seen as a way of encouraging organisations to achieve high environmental standards, setting a benchmark of

excellence in recreational green areas. All green spaces are different and diversity is encouraged with each site being judged on its merits.

- 3.2 Coychurch Crematorium received its first award in 2010 and annually thereafter. A re-submission for the Green Flag Award was made in January 2020 and awards were announced on 14th July 2020.

4. Current Situation/Proposal

- 4.1 The Crematorium has once again been successful in securing this nationally recognised award for the standards of care and maintenance of the site and grounds. The award confirms the commitment to maintaining high standards, which can be appreciated by all visitors.
- 4.2 Coychurch is flying its Green Flag for the eleventh year in succession.
- 4.3 The Chairperson of the Coychurch Crematorium Joint Committee and the Bereavement Services Manager and Registrar normally collect the Green Flag Award at a ceremony held in July but the Green Flag Award organisers did not hold an award ceremony this year. Instead the Green Flag and certificate have been delivered directly to Coychurch Crematorium.
- 4.4 Bridgend County Borough Council would normally issue a press release to advise the public of the Green Flag Award successes, but due to the current Covid-19 Pandemic, Keep Wales Tidy, the Green Flag organiser, has requested that no promotion/press/social media should be done at this time and has instead advised that there are plans to mark the event on 14th October, subject to further update.
- 4.5 The award requires an annual application and a further submission will be made in January 2021.

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 Implications

- 7.1 The report advises the Committee on the success of the Crematorium in securing the Green Flag Award for 2020. There is no requirement for a well-being statement.

8. Financial Implications

- 8.1 The submission for the award costs £350 and is met from the revenue budget.

9. **Recommendation(s):**

- 9.1 The Joint Committee is recommended to note the success of the Crematorium in securing the Green Flag Award for 2020.

ZAK SHELL
CLERK AND TECHNICAL OFFICER
17th August 2020

Contact Officer:

Joanna Hamilton, Bereavement Services Manager & Registrar,
Bereavement Services, Coychurch Crematorium, Coychurch, Bridgend, CF35 6AB.
Telephone No. 01656 656605
E-mail: joanna.hamilton@bridgend.gov.uk

Background Papers: None

PART A - SCREENING FOR EQUALITY IMPACT

Name of policy	
GREEN FLAG AWARD	
Name of lead officer	ZAK SHELL
Directorate/Department	CLERK AND TECHNICAL OFFICER TO COYCHURCH CREMATORIUM JOINT COMMITTEE
<i>What is the main purpose of this policy? (give a brief description)</i>	
The purpose of this report is to advise the Joint Committee on Coychurch Crematorium's successful application for a Green Flag Award in 2020.	
<i>What are the main activities covered by this policy? (give a summary)</i>	

Note the success of the Crematorium in securing the Green Flag Award for 2020.

Who will be directly affected by the delivery of this policy and who is supposed to benefit from it? (e.g. staff, general public, target community, specific equality group)

General Public

Indicate the likely impact of the policy on the public, employees and community relations. (please tick below as applicable)		Yes	No
Is this policy likely to impact on the way services are delivered to the general public?			X
Is this policy likely to impact on the way employees are treated in the workplace?			X
Are people protected by the equality duties likely to have different access needs in relation to this policy?			X
Is this policy likely to impact on relations between different communities or groups of people protected by the equality duties?			X
Is this policy delivered along with other public sector partner organisations or contractors?			X
Indicate the potential impact on specific equality groups			
Is this policy likely to have a differential impact on the following groups of people protected by the equality duties? (please tick below as applicable)			
Women?	NO		Men?
Disabled people?	NO		Different age groups?
Different racial groups?	NO		Different religion or belief?
Lesbian, gay, bi sexual or transsexual people?	NO		Transgender people?
Indicate the relevance to specific public duties			
Is this policy relevant to any of the following duties? (please tick below as applicable)		Yes	No
Promote equality of opportunity?			X
Eliminate unlawful discrimination?			X
Foster good relations between people from different backgrounds?			X
Eliminate harassment or victimisation?			X
Promote positive attitudes towards disabled people?			X
Encourage participation of disabled people in public life?			X

Consider treating disabled people more favourably than others?		X
Protect and promote human rights?		X
Ensure the equal treatment of English and Welsh languages?		X

Use the space below to briefly set out what evidence has been considered as part of the screening.		
Likely differential impact on specific equality groups (positive or negative):		
Improved service for all		
Likely relevance to the following equality duties:		
Not applicable		
Likely relevance to the following human rights:		
Not applicable		
Equal treatment of English and Welsh languages:		
Not applicable		
Indicate what impact the policy will have on equality groups and its relevance to duties: (please tick below as applicable)		
High	Highly likely to have an impact on groups and highly relevant to duties	
Medium	Likely to have an impact on most groups and relevant to most duties	
Low	Likely to impact on some groups and relevant to some duties	
None	Unlikely to have an impact and not relevant to the duties	X

SIGN OFF ON SCREENING FOR EQUALITY IMPACT

Name and job title of lead officer:	JOANNA HAMILTON – BEREAVEMENT SERVICES MANAGER & REGISTRAR
Directorate/Department:	COMMUNITIES DIRECTORATE
Date:	21st AUGUST 2020

Checked by:	ZAK SHELL
Directorate/Department:	COMMUNITIES DIRECTORATE
Date:	21st AUGUST 2020

Name and job title of Head of Service or Corporate Director:	ZAK SHELL
Directorate/Department:	CLERK & TECHNICAL OFFICER TO COYCHURCH CREMATORIUM JOINT COMMITTEE
Date:	21st AUGUST 2020

PART B - ASSESSING FOR EQUALITY IMPACT

1. Involvement of customers, employees and partner organisations

Briefly describe what consultation / involvement has been carried out that is relevant to the equality groups and the duties:

NOT RELEVANT

Briefly describe what consultation / involvement will be undertaken that is relevant to the equality groups and the duties:

NOT RELEVANT

2. Data collection and monitoring for equality

Briefly describe what data and information has been collected that is relevant to the equality groups and the duties:

NOT RELEVANT

Briefly describe what data and information will be collected and how it will be used that is relevant to the equality groups and the duties:

NOT RELEVANT

3. Delivery to customers – *Access issues*

Briefly describe what action has been taken to meet customer access issues that is relevant to the equality groups and the duties:

NOT RELEVANT

Briefly describe what action will be taken to meet customer access issues that is relevant to the equality groups and the duties:

NOT RELEVANT

4. Employment issues

Briefly describe what action has been taken to meet employer access issues that is relevant to the equality groups and the duties:

NOT RELEVANT

Briefly describe what action will be taken to meet employer access issues that is relevant to the equality groups and the duties:

NOT RELEVANT

5. Delivery – *Partnerships and contractors*

Briefly describe what evidence there is that equality and human rights are considered in partnership working and contracts (i.e. tendering documents, contract clauses, performance measurements).

NOT RELEVANT

6. Harassment, community relations and human rights

If relevant to the policy, briefly describe what evidence there is about harassment, relations between different equality groups and human rights.

NOT RELEVANT

Part C – Summary of assessment, action planning and monitoring progress

Use the table below to analyse the findings from Part A and Part B and set out what options will help the Council to mitigate any risk of unlawful discrimination, promote equality, good community relations, Welsh language and human rights. This may include actions on involvement and consultation; data collection and further research; physical access to information or services; training or procurement. These actions should be included in the relevant policy and inform relevant strategic or service plans. Set out arrangements for reviewing the actions to measure whether the intended outcome has been achieved. The summary should be included in any formal corporate reports on the policy and retained by the service area for the statutory period of six years.

Name of policy : GREEN FLAG AWARD		Date : 21st AUGUST 2020	
Summary of assessment: (expand as required) NO IMPACT ON SPECIFIC EQUALITY GROUPS OR DISABILITY DUTIES			
Action to be undertaken (expand as required)	Lead officer	Target date	Expected equality outcome
NONE REQUIRED			

SIGN OFF ON EQUALITY IMPACT ASSESSMENT

Name and job title of lead officer:	JOANNA HAMILTON – BEREAVEMENT SERVICES MANAGER & REGISTRAR
Directorate/Department:	COMMUNITIES DIRECTORATE
Date:	21st AUGUST 2020

Checked by:	ZAK SHELL
Directorate/Department:	COMMUNITIES DIRECTORATE
Date:	21st AUGUST 2020

Name and job title of Head of Service or Corporate Director:	ZAK SHELL
Directorate/Department:	CLERK & TECHNICAL OFFICER TO COYCHURCH CREMATORIUM JOINT COMMITTEE
Date:	21st AUGUST 2020

Retain a copy in your service area.

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

4 SEPTEMBER 2020

CHRISTMAS SERVICE

1. Purpose of the Report

1.1 The purpose of the report is to advise the Joint Committee on arrangements for the Christmas Service 2020.

2. Connection to Corporate Well-being Objectives/Other Corporate Priorities

2.1 This report assists in the achievement of the following corporate well-being objectives under the **Well-being of Future Generations (Wales) Act 2015:-**

1. **Supporting a successful economy** – taking steps to make the county borough a great 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 borough.

2. **Helping people and communities to be more healthy and resilient** –taking steps to reduce or prevent people from becoming vulnerable or dependent on the Council and its services. Supporting individuals and communities to build resilience, and enable them to develop solutions to have active, healthy and independent lives.

3. **Smarter use of resources** – ensuring that all resources (financial, physical, ecological, human and technological) are used as effectively and efficiently as possible and support the creation of resources throughout the community that can help deliver the Council's well-being objectives.

3. Background

3.1 Coychurch Crematorium holds an annual Christmas Service for visitors and bereaved.

4. Proposal

4.1 Due to the current Covid-19 pandemic it is considered necessary to cancel this year's Christmas Service. The service will resume in December 2021.

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 Implications**

7.1 The report advises the Committee on the arrangements for the Christmas Service 2020. There is no requirement for a well-being statement.

8. **Financial Implications**

8.1 None.

9. **Recommendation(s)**

9.1 The Joint Committee is recommended to approve the cancellation of the Christmas Service 2020.

Zak Shell
CLERK AND TECHNICAL OFFICER
17th August 2020

Contact Officer:

Joanna Hamilton, Bereavement Services Manager & Registrar,
Bereavement Services, Coychurch Crematorium, Coychurch, Bridgend, CF35 6AB.

Telephone No. 01656 656605

E-mail: joanna.hamilton@bridgend.gov.uk

Background Papers: Equalities Impact Assessment Toolkit

BRIDGEND COUNTY BOROUGH COUNCIL

COYCHURCH CREMATORIUM JOINT COMMITTEE

4 SEPTEMBER 2020

REPORT OF THE CLERK & TECHNICAL OFFICER

COVID-19 PANDEMIC

1. Purpose of the Report

- 1.1 The purpose of this report is to update the Joint Committee on the arrangements at Coychurch Crematorium during the first wave of the Covid-19 pandemic.

2. Connection to Corporate Well-being Objectives/Other Corporate Priorities

- 2.1 This report assists in the achievement of the following corporate well-being objectives under the **Well-being of Future Generations (Wales) Act 2015:-**

1. **Supporting a successful economy** – taking steps to make the county borough a great 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 borough.
2. **Helping people and communities to be more healthy and resilient** –taking steps to reduce or prevent people from becoming vulnerable or dependent on the Council and its services. Supporting individuals and communities to build resilience, and enable them to develop solutions to have active, healthy and independent lives.
3. **Smarter use of resources** – ensuring that all resources (financial, physical, ecological, human and technological) are used as effectively and efficiently as possible and support the creation of resources throughout the community that can help deliver the Council's well-being objectives.

3. Background

- 3.1 In March 2020, "The Health Protection (Coronavirus Restrictions) (Wales) Regulations 2020", imposed restrictions for crematoria. This included allowing them to hold funeral services only if social distancing measures were introduced, ensuring a distance of 2 metres between all individuals on the premises (unless they were from the same

household). The regulations allowed only immediate family and close friends to attend the funeral service as long as it did not involve extensive travel and that those attending were:

- The person organising the funeral;
- Invited by the person organising the funeral;
- The carer of a person invited to attend the funeral.

The numbers attending were to be restricted in accordance with local amenities and risk assessments.

- 3.2. Initially the regulations stated that the Crematorium grounds should remain shut to the public with only those officially attending funerals allowed access to the site. This resulted in the Crematorium grounds being closed for a short period which included the two-week Palm Sunday and Easter period. The regulations were quickly amended by Welsh Government allowing the Crematorium grounds to re-open for those invited to attend a funeral and to enable members of the public to lay flowers at a graveside.
- 3.3 Welsh Government pandemic regulations were observed and appropriate signage was erected around the Crematorium site to advise mourners of the restrictions in place and the need for social distancing. The larger chapel, Crallo, was the only chapel utilised and the chapel layout was adjusted to promote social distancing. The one way directional passage of mourners throughout the building was strictly enforced. Sanitisation and ventilation were carried out in between services. Procedures were adapted in order to protect the safety of chapel staff and appropriate Personal Protective Equipment (PPE) was utilised. The Chapel of Remembrance remained open in order for members of the public to access the Book of Remembrance and the toilet facilities in the Waiting Room, Flower Court and at Coity chapel remained open to ensure that mourners and visitors to the grounds had access to hand washing facilities as they passed through the site. These were subject to an intense daily cleaning and sanitisation regime.
- 3.4 All staff worked at the facility throughout the pandemic with relevant PPE and social distancing measures in place. Risk assessments were carried out and regularly reviewed, and procedures adapted to enable the service to continue its normal duties.
- 3.5 The administration office remained fully operational but was closed to the visiting public with all assistance provided over the telephone and via e-mail/postal correspondence. Funeral Directors were provided with access to the office via an intercom service in order to deliver forms and deliver/collect urns and were additionally allowed to deliver forms electronically. They were provided entry to the office via the use of screens and additionally hand sanitizer was provided. The Medical Referee was accommodated for a daily visit and a private room made available with hand sanitizer provided. Staff socially distanced within the offices and work stations were adapted accordingly. Intensive daily

cleaning measures were adopted. All elements of the service continued to function.

- 3.6 Interments and scatters of cremated remains continued within the Crematorium's grounds with family present, utilising social distancing measures.
- 3.7 Extra measures were implemented to ensure the Crematorium did not become overwhelmed during the pandemic. Funeral service times were restricted to thirty minutes and additional service times were introduced to increase the daily capacity from a maximum of ten funerals to fourteen, to ensure that the bereaved did not have a long wait for a service to take place. Two additional staff members were redeployed into the service to enable additional cremator technicians to be trained to ensure resilience and business continuity. Shift patterns were operated into the nights.
- 3.8 During the peak of the pandemic funeral attendance numbers were restricted to ten and then relaxed to twenty when it became safer to do so, to try to protect staff and mourners from infection. Risk assessments were carried out and regularly reviewed and social distancing maintained. Mourners continued to be provided with the option to stream the funeral service over the internet and to record the service. Mourners were reminded of the option to hold a memorial service at a later date. While the Crematorium was placed under pressure during the Covid-19 pandemic it was never close to being overwhelmed.
- 3.9 Regular mass fatality meetings took place between the Bereavement Services Manager and Registrar and BCBC's Emergency Management Team to maintain communication with Welsh Government and Local Health Boards and additionally to ensure that local Funerals Directors were provided with the required PPE/body bags and that the procurement of temporary mortuary facilities was secured.
- 3.10 The Bereavement Services Manager and Registrar held regular briefings and communications with Funeral Directors to ensure that Welsh Government pandemic regulations were observed and that all Crematorium procedures and strategies were fully understood as the pandemic progressed.

4. **Current Situation / Proposal**

- 4.1 The following table provides a comparison of the number of funeral services during 2019 and 2020:

	Jan	Feb	March	April	May	June	Total
2019	171	151	139	143	130	133	867
2020	171	172	163	207	165	137	1015
Difference	0	21	24	64	35	4	148

- 4.2 The Bereavement Services Manager and Registrar is analysing the processes and procedures adopted during the first wave of the Covid-19 pandemic and reviewing the Pandemic Plan.
- 4.3 Coychurch Crematorium continues to operate under pandemic regulations. In order to adhere to Welsh Government legislation and that of Public Health Wales regarding social distancing, local measures remain in place restricting funeral attendance, selected by prior invitation.
- 4.4 Funeral Directors continue to receive updates as required.
- 4.5 The health and wellbeing of bereaved families, funeral directing teams, Council staff and their families, and the wider community, continues to be the Crematorium's highest priority and Welsh Government guidance is being monitored accordingly.
- 4.6 The numbers attending funerals is under constant review in accordance with Welsh Government guidance. The Crematorium service remains appreciative of how difficult this pandemic period is for bereaved families and their friends as it continues to manage the service safely.
- 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 Implications**
- 7.1 The wellbeing goals identified in the Act were considered in the preparation of this report. It is considered that there will be no significant or unacceptable impacts upon the achievement of wellbeing goals/objectives as a result of this report.
- 8. Financial Implications**
- 8.1 Additional expenditure for PPE, cleaning equipment and staff training is met from the revenue budget and detailed in the attached Treasurer's Report.
- 9. Recommendation(s):**
- 9.1 The Joint Committee is recommended to note the report.

**ZAK SHELL
CLERK AND TECHNICAL OFFICER
17th August 2020**

Contact Officer:

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Bereavement Services, Coychurch Crematorium, Coychurch, Bridgend, CF35 6AB.

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Background Papers: None

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BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO COYCHURCH CREMATORIUM JOINT COMMITTEE

4 SEPTEMBER 2020

REPORT OF THE TREASURER

ANNUAL ACCOUNTING STATEMENT 2019-20 AND REVENUE MONITORING STATEMENT 1 APRIL TO 30 JUNE 20

1. Purpose of report

1.1 The purpose of this report is to:-

- present the audited Annual Accounting Statement for the 2019-20 financial year to the Joint Committee, following closure of the accounts.
- to inform the Joint Committee of details of income and expenditure for the first quarter of the 2020-21 financial year, and provide a projection of the final outturn position.

2. Connection to corporate well-being objectives / other corporate priorities

2.1 There are no connections to the corporate well-being objectives in this report.

3. Background

3.1 Under Regulation 14 of the Accounts and Audit (Wales) Regulations 2014, Coychurch Crematorium Joint Committee 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 2018 require that the Joint Committee must formally approve the Annual Accounting Statement by 15 June and certify that they present fairly the financial position of Coychurch Crematorium. Due to the Covid-19 pandemic, the Joint Committee were unable to approve the statement by this date. It has been agreed with Audit Wales to accept the Annual Accounting Statement being certified at the meeting on the 4th September.

3.3 Due to Covid-19 the auditor has already undertaken their audit and as a result has identified that no amendments are required, as outlined in their Audit letter in **Appendix 1**. The certified Annual Accounting Statement must be published by no later than 15 September 2020.

3.4 Revenue Estimates for 2020-21 were approved by the Joint Committee at its meeting on 6 March 2020 and the projected position as at 30 June 2020 is shown in paragraph 4.5.

4. Current situation/proposal

- 4.1 Section 1 of the Annual Accounting Statement (**Appendix 2**) shows that in 2019-20 Coychurch Crematorium made a net surplus of £298,201 (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 2019, bringing the total of that reserve to £2,053,652 at 31 March 2020 compared to £1,755,451 in the preceding year.

The following table shows a summary of the final financial position for the Crematorium for 2019-20 as compared to the budget set at the start of the financial year.

Table 1 – Crematorium Financial Position 2019-20

Actual 2018-19 £'000		Budget 2019-20 £'000	Actual 2019-20 £'000	Variance 2019-20 £'000
	<u>Expenditure</u>			
310	Employees	329	315	(14)
248	Premises	248	249	1
158	Supplies, Services & Transport	178	155	(23)
94	Agency/Contractors	102	99	(3)
35	Administration	36	32	(4)
4	Capital Financing Costs	776	207	(569)
849	Gross Expenditure	1,669	1,057	(612)
	<u>Income</u>			
(1,299)	Crematorium Fees etc.	(1,303)	(1,312)	(9)
(18)	Welsh Government Grant	0	(13)	(13)
(29)	BCBC Contribution	(30)	(30)	0
(1,346)	Gross Income	(1,333)	(1,355)	(22)
(497)	(Surplus)/Deficit	336	(298)	(634)
(497)	Transfer (to)/from Reserve	336	(298)	

- 4.2 Explanations for the more significant variances from budget are given 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 underspend of £23,000 on Supplies, Services & Transport is made up of underspends on Items for Resale (£8,300), Equipment Repairs (£7,800), Uniforms/Protective Clothing (£3,000), Printing (£1,900) and Security Services (£2,000).
- Table 2 below shows a breakdown of the Planned Maintenance Budget along with the Outturn and Variances for 2019-20.

Table 2 – Planned Capital Maintenance 2019-20

2019-20	Budget £'000	Outturn £'000	Variance £'000
Organ upgrade	96	101	5
Flower Court Extension	300	55	(245)
Site Lighting	300	0	(300)
Flat Roof Repairs - Waiting Room	30	33	3
Mess Room Refurbishment	30	18	(12)
Electricity Distribution Boards	20	0	(20)
Total	776	207	(569)

- The underspend on the Flower Court Extension is due to only surveys and consultancy work being paid for in 2019-20. The balance of £245,000 on the flower court extension, £300,000 for Site Lighting and £20,000 for Electricity Distribution Boards have all been carried forward and form part of the 2020-21 Planned Capital Maintenance budget.
 - Income is higher than budgeted by £22,000 due to the Child Burial Fees Grant (£13,000) and Cremation Fees (£9,000).
- 4.3 In addition to the Annual Accounting Statement, a supplementary Balance Sheet is provided in Table 3 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 3 – Balance Sheet for Years Ended 31 March 2019 & 2020

31 March 2019 £'000	Description	31 March 2020 £'000
	Property, Plant & Equipment	
3,302	- Other Land and Buildings	3,611
912	- Community Assets	1,100
4,214	Non-Current Assets	4,711
	Current Assets	
29	Inventories	29
150	Short Term Debtors	153
1,595	Cash and Cash Equivalents	1,882
1,774	Current Assets	2,064
	Short Term Borrowing	
(16)	Short Term Creditors	(7)
(16)	Current Liabilities	(7)
5,972	Net Assets	6,768
	Usable reserves	
1,755	- Accumulated Surplus	2,054
	Unusable reserves	
1,613	- Revaluation Reserve	1,820
2,601	- Capital Adjustment Account	2,892
3	- Short-term Accumulating	
	- Compensated Absences Account	2
5,972	Total Reserves	6,768

4.4 Further information to explain the balances is provided below:

- Property, Plant and Equipment of £4.711 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 to the net effect of the revaluation/enhancement of assets less depreciation charges.
- 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 £153,000 represent the monies owed to the Coychurch Crematorium Joint Committee by trade debtors such as Funeral Directors.

- Cash and cash equivalents of £1.882 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 £7,000 represent monies owed by the Coychurch Crematorium Joint Committee for goods/services received in 2019-20 and includes a balance for annual leave not yet taken by staff.
 - 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 31 March 2020 and revaluation of assets and capital adjustments.
 - The accumulated surplus of £2.054 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 £2,300 as at 31 March 2020 (£3,083 - 31 March 2019).
- 4.5 Table 4 below shows detail of income and expenditure for April to June 2020 together with the projected outturn for the financial year of an underspend of £23,000.

Table 4 – Crematorium Financial Position 2020-21

Actual Spend 2019-20 £'000		Budget 2020-21 £'000	* Adjusted Actual 01/04/2020 to 30/06/2020 £'000	Projected Outturn 2020-21 £'000	Projected Over/ (Under) Spend £'000
	<u>Expenditure</u>				
315	Employees	324	82	349	25
249	Premises	314	65	311	(3)
155	Supplies, Services & Transport	144	33	146	2
99	Agency / Contractors	104	21	104	0
32	Administration	36	9	36	0
207	Capital Financing	882	5	882	0
1,057	Gross Expenditure	1,804	215	1,828	24
	<u>Income</u>				
(1,312)	Fees And Charges	(1,380)	(255)	(1,385)	(5)
(13)	Welsh Government Grant	0	(0)	(42)	(42)
(30)	BCBC Contribution	(29)	(29)	(29)	0
(1,355)	Gross Income	(1,409)	(284)	(1,456)	(47)
(298)	(Surplus)/Deficit	395	(69)	372	(23)
(298)	Transfer (to)/from Reserve	395	(69)	372	

*Adjusted to include pro-rata commitments during the year

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

- The overspend of £25,000 on Employees is due to two Temporary Crematorium Technician's being employed in June 20, offset by an underspend of £17,000 on other salary costs. The two temporary posts will be funded from the Welsh Government Covid 19 Hardship Fund and the corresponding income is shown in the table under Welsh Government Grant.
- The underspend of £3,000 on premises is due to a saving against budget on Non Domestic Rates.
- The overspend of £2,000 on Supplies, Services and Transport is due to an overspend on cleaning materials.

- The additional income is made up of £42,000 from the Welsh Government Covid 19 Hardship Fund in respect of the two temporary technicians and £5,000 additional cremation fees.

4.6 The Capital Financing budget of £882,000 is broken down in the table below.

Table 5 – Capital Works Budget 2020-21

2019-20	Budget 2019-20 £ 000	Spend to 30 June £ 000	Projected Outturn 2019-20 £ 000
Flower Court Extension	520	0	520
Site Lighting	300	1	300
Chapel Sound System	42	4	42
Electricity Distribution Boards	20	0	20
Total	882	5	882

These costs will be met from the Capital Financing Costs budget identified in Table 4 above, which includes the underspends identified in 4.2.

5. Effect upon policy framework and procedure rules

5.1 There is no impact 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 implications

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(s)

9.1 The Joint Committee is recommended to

(a) Approve the Annual Accounting Statement for Coychurch Crematorium for 2019-20 (**Appendix 2**), and request that the Chair of the Joint Committee signs the Annual Accounting Statement.

(b) Note the projected financial performance of Coychurch Crematorium for 2020-21.

**GILL LEWIS
INTERIM CHIEF OFFICER - FINANCE, PERFORMANCE & CHANGE
BRIDGEND COUNTY BOROUGH COUNCIL
TREASURER TO THE COYCHURCH CREMATORIUM JOINT COMMITTEE
4 SEPTEMBER 2020**

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Background documents: Report of the Treasurer
Revenue Estimates 2020-21
Coychurch Crematorium Joint Committee
6 March 2020

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www.audit.wales / www.archwilio.cymru

Reference: 2005A2020-21
Date issued: 25 August 2020

Dear Committee Members

Coychurch Crematorium Committee Annual Return for the year ended 31 March 2020

The auditor is responsible for providing an opinion:

- on whether the information contained in the Committee's Annual Return for the year ended 31 March 2020 is in accordance with the Auditor General for Wales's requirements; and
- if any matters have come to the Auditor General for Wales's attention giving cause for concern that relevant legislation and regulatory requirements have not been met.

We received the draft Annual Return for the financial year ended 31 March 2020 in line with the agreed deadline. We have completed our audit work and we are reporting to you the issues arising from our work.

Audit certificate and opinion

It is our intention to issue an unqualified certificate and report for the year ended 31 March 2020 and there are no matters in respect of the opinion which we wish to draw to your attention.

Qualification issues

There are no qualification issues to report.

Misstatements in the Statement of Accounts

There are no misstatements to report.

Other matters not affecting our opinion

There are no other matters to report.

Yours sincerely

A handwritten signature in blue ink, consisting of the letters 'MJ' followed by a horizontal line.

**Mark Jones on behalf of Derwyn Owen
Engagement Director**

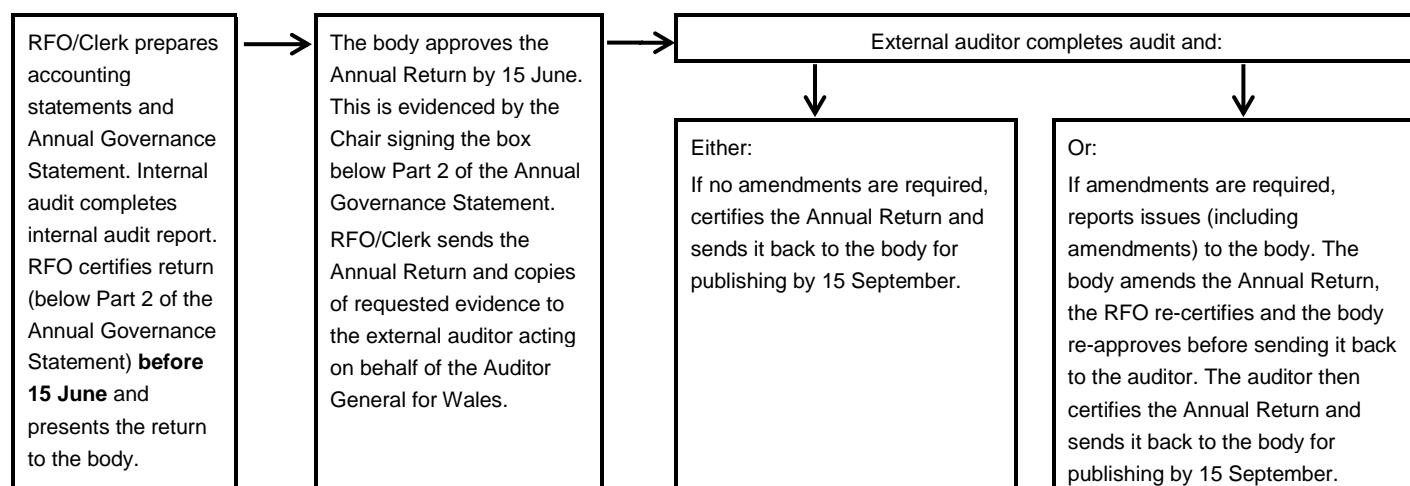
Smaller relevant local government bodies in Wales Annual Return for the Year Ended 31 March 2020

THE ACCOUNTS AND AUDIT PROCESS

Section 12 of the Public Audit (Wales) Act 2004 requires local government bodies in Wales to make up their accounts each year to 31 March and to have those accounts audited by the Auditor General for Wales. Regulation 14 of the Accounts and Audit (Wales) Regulations 2014 states that smaller local government bodies i.e. those with annual income and expenditure below £2.5 million must prepare their accounts in accordance with proper practices.

For minor joint committees with income and expenditure below £2.5 million, proper practices are set out in the One Voice Wales/Society of Local Council Clerks publication 'Governance and accountability for local councils in Wales – A Practitioners' Guide' (the Practitioners' Guide). The Practitioners' Guide requires that they prepare their accounts in the form of an annual return. This annual return meets the requirements of the Practitioners' Guide.

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 the Annual Governance Statement.

APPROVING THE ANNUAL RETURN

There are 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.

The committee must approve the annual return BEFORE the accounts and supporting documents are made available for public inspection under section 30 of the Public Audit (Wales) Act 2004.

The Auditor General for Wales' Audit Certificate and report is to be completed by the auditor acting on behalf of the Auditor General. It MUST NOT be completed by the Clerk/RFO, the Chair or the internal auditor.

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

Accounting statements 2019-20 for:

Name of body: COYCHURCH CREMATORIUM

	Year ending		Notes and guidance for compilers
	31 March 2019 (£)	31 March 2020 (£)	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	1,258,713	1,755,451	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	1,345,488	1,355,293	Total income or receipts recorded in the cashbook minus amounts included in line 2. Includes support, discretionary and revenue grants.
4. (-) Staff costs	(309,843)	(315,092)	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	0	0	Total expenditure or payments of capital and interest made during the year on external borrowing (if any).
6. (-) Total other payments	(538,907)	(742,000)	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	1,755,451	2,053,652	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	179,179	181,223	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	1,595,477	1,882,193	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	(19,205)	(9,764)	Income and expenditure accounts only: Enter the value of monies owed by the body (except borrowing) at the year-end.
11. (=) Balances carried forward	1,755,451	2,053,652	Total balances should equal line 7 above: Enter the total of (8+9-10).
12. Total fixed assets and long-term assets	4,214,263	4,711,470	The asset and investment register value of all fixed assets and any other long-term assets held as at 31 March.
13. Total borrowing	0	0	The outstanding capital balance as at 31 March of all loans from third parties (including PWLB).

Annual Governance Statement

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 2020, 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="checkbox"/>	<input checked="" type="checkbox"/>	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="checkbox"/>	<input checked="" type="checkbox"/>	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="checkbox"/>	<input checked="" type="checkbox"/>	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="checkbox"/>	<input checked="" type="checkbox"/>	Has given all persons interested the opportunity to inspect the body's accounts as set out in the notice of audit.	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="checkbox"/>	<input checked="" type="checkbox"/>	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="checkbox"/>	<input checked="" type="checkbox"/>	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="checkbox"/>	<input checked="" type="checkbox"/>	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="checkbox"/>	<input checked="" type="checkbox"/>	Considered and taken appropriate action to address issues/weaknesses brought to its attention by both the internal and external auditors.	6, 8, 23

* 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.

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 2020.</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>
	Insert minute reference and date of meeting
RFO signature:	Chair of meeting signature:
Name:	Name:
Date:	Date:

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 2020.</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>
	Insert minute reference and date of meeting
RFO signature: signature required	Chair of meeting signature: signature required
Name: name required	Name: name required
Date: dd/mm/yyyy	Date: dd/mm/yyyy

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 2020 of:

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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 2020.

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="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	All payments are made through the Council's bank account and ledger system.
2. Financial regulations have been met, payments were supported by invoices, expenditure was approved and VAT was appropriately accounted for.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	All payments through the Council's financial system. Sample testing of different suppliers confirmed payments and VAT have been accounted for correctly.
3. The body assessed the significant risks to achieving its objectives and reviewed the adequacy of arrangements to manage these.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Corporate Risk Management Policy and a Corporate risk assessment is in place. Risk Assessment procedure guidance for risks available to all Council departments.
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="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No precept. Budget and reserves are monitored centrally and reported to the 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="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Charges for the Crematorium were agreed by the Committee and income is recorded on Council's central system.
6. Petty cash payments were properly supported by receipts, expenditure was approved and VAT appropriately accounted for.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No petty cash.
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="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Staff paid on NJC paycales via central payroll system. Download for 2019/2020 shows all staff paid on crematorium cost code were employed in roles that are related to the Crematorium.
8. Asset and investment registers were complete, accurate, and properly maintained.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Crematorium is included on central 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="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Crematorium use main Council bank account. Previous audits have confirmed the controls are robust.
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="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Centralised main accounting audit performed annually and no relevant issues identified.

For any risk areas identified by the 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**	
11. Insert risk area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Insert text
12. Insert risk area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Insert text
13. Insert risk area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	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/we confirm that as the Committee's internal auditor, I/we have not been involved in a management or administrative role within the body (including preparation of the accounts) or as a member of the body during the financial years 2018-19 and 2019-20. 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: 
Date: 19/06/2020

Guidance notes on completing the Annual Return

1. You must apply proper practices when preparing this annual return. Proper practices are set out in the Practitioners' Guide.
2. 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. Ask your auditor for an electronic copy of the form if required.
3. 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.
4. Make sure that your accounting statements add up, that the balance carried forward from the previous year (line 7 of 2019) equals the balance brought forward in the current year (line 1 of 2020). Explain any differences between the 2019 figures on this annual return and the amounts recorded in last year's annual return.
5. 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.
6. 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 Committee 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 reconciliations is available in the Practitioners' Guide.
7. **Every committee must send to the external auditor, information to support the assertions made in the Annual Governance Statement even if you have not done so before.** 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.
8. Please do not send the auditor any information that you are not specifically asked for. Doing so is not helpful.
9. 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.
10. **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.
11. **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.**

Completion checklist – 'No' answers mean that you may not have met requirements		Done?	
Initial submission to the external auditor		Yes	No
Accounts	Do the papers to be sent to the external auditor include an explanation of significant variations from last year to this year?		
	Does the bank reconciliation as at 31 March 2020 agree to Line 9?		
Approval	Has the RFO certified the accounting statements and Annual Governance Statement (Regulation 15 (1)) no later than 15 June 2020?		
	Has the body approved the accounting statements before 15 June 2020 and has Section 3 been signed and dated by the person presiding at the meeting at which approval was given?		
All sections	Have all pink boxes in the accounting statements and Annual Governance Statement been completed and explanations provided where needed?		
	Has all the information requested by the external auditor been sent with this Annual Return? Please refer to your notice of audit and any additional schedules provided by your external auditor.		

If accounts are amended after receipt of the Auditor General's report on matters arising		Yes	No
Accounts	Have the amended accounting statements been approved and Section 3 re-signed and re-dated as evidence of the Committee's approval of the amendments before re-submission to the auditor?		