

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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Coychurch Crematorium
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Rhowch wybod i ni os mai Cymraeg yw eich
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We welcome correspondence in Welsh. Please
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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: Monday, 1 March 2021

Dear Councillor,

COYCHURCH CREMATORIUM JOINT COMMITTEE

A meeting of the Coychurch Crematorium Joint Committee will be held remotely via Microsoft Teams on **Friday, 5 March 2021 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 - 10
To receive for approval the Minutes of 04/09/2020
4. External Lighting 11 - 14
5. Crematorium Business Plan and Fees 15 - 38
6. Programme of Meetings 2021-22 39 - 40
7. Financial Performance 2020-21 and Proposed Revenue Budget 2021-22 41 - 48
8. Urgent Items
To consider any other item(s) of business in respect of which notice has been given in accordance with Rule 4 of the Council Procedure Rules and which the person presiding at the meeting is of the opinion should by reason of special circumstances be transacted at the meeting as a matter of urgency.

Yours faithfully

K Watson

Chief Officer - Legal, HR & Regulatory Services

Distribution:

Councillors:

G Cox

S Edwards

G Hopkins

G John

AA Pucella

JC Spanswick

R Turner

E Venables

DBF White

JE Williams

RE Young

MINUTES OF A MEETING OF THE COYCHURCH CREMATORIUM JOINT COMMITTEE
HELD IN REMOTELY VIA SKYPE FOR BUSINESS ON FRIDAY, 4 SEPTEMBER 2020 AT
14:00

Present

Councillor RE Young – Chairperson

| | | | |
|----------|------------|-------------|------------|
| G Cox | S Edwards | G John | AA Pucella |
| R Turner | E Venables | JE Williams | |

Apologies for Absence

G Hopkins, R Turner and JC Spanswick

Officers:

| | |
|-----------------|---|
| Mark Galvin | Senior Democratic Services Officer - Committees |
| Joanna Hamilton | Bereavement Services Manager and Registrar |
| Michael Pitman | Democratic Services Officer - Committees |
| Zak Shell | Head of Neighbourhood Services |
| Eilish Thomas | Finance Manager - Financial Control & Closing |

72. DECLARATIONS OF INTEREST

None.

73. APPROVAL OF MINUTES

RESOLVED: That the Minutes of a meeting of the Coychurch Crematorium Joint Committee dated 6 March 2020.

74. ANNUAL REVIEW OF 2019/20 BUSINESS PLAN OBJECTIVES

The Clerk and Technical Officer submitted a report, purpose of which, was to advise the Joint Committee on the performance of Coychurch Crematorium during 2019/20.

By way of background, he confirmed that 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.

Paragraph 4.1 of the report identified that Appendix A to the report, ie the Crematorium Annual Performance and Financial Review 2019/20 identified the performance of the Crematorium, relating to

1. The number of cremations
2. Service standards
3. Planned expenditure
4. Achievement of Business Plan objectives

Referring to some key points in Appendix A, the Clerk and Technical Officer advised that 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%. An analysis of this information was outlined in this part of the report.

In terms of an observation made by a person who had previously been involved in a cremation service, on the Crematoria providing a video display for pictures etc, the Clerk and Technical Officer advised Members that the purchase of such a video system had been delayed, but was going to be purchased in the not too distant future.

He then referred to page 17 of Appendix A and the expenditure for planned works for 2019/20, where it reflected that some works had slipped into the next financial year, relating to the Flower Court extension, External lighting to Site and Electrical Distribution Boards.

RESOLVED: That the Joint Committee noted the report.

75. FLOWER COURT FACILITIES

The Bereavement Services Manager and Registrar presented a report, the purpose of which, was to update the Joint Committee on the provision of an extension to the Flower Court facility at Coychurch Crematorium.

She advised that, 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.

The Crematorium was 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 was now proving inadequate for the functions it was required to accommodate.

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

At the meeting on 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.

The Bereavement Services Manager and Registrar advised that work on the project was progressing well on three fronts, namely:-

- Statutory Approvals
- Detailed Design
- Health and Safety/CDMA Requirements

Further information in respect of the above, was given in paragraph 4.1 of the report, while paragraph 4.2 stated that the Covid-19 Pandemic had impacted upon the timetable of the works and that it was anticipated that a further report would be submitted to Members of the Joint Committee in March 2021.

RESOLVED: That the Joint Committee noted the report.

76. GREEN FLAG AWARD

The Clerk and Technical Officer presented a report, in order to advise the Joint Committee on Coychurch Crematorium's successful application for a Green Flag Award in 2020.

He confirmed as Members were aware, that 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.

Coychurch Crematorium had 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 14 July 2020.

The Clerk and Technical Officers confirmed that 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.

Members appreciated the continued hard work that had gone into achieving this award for the 11th year running.

Plans were being made to mark the event on 14 October 2020, the Joint Committee were advised.

The Chairperson concluded debate on this item, by stating that he wished to place on record that this was a real achievement and he thanked the Bereavement Services Manager and Registrar and her staff for maintaining and improving standards at the Crematoria, in order to once more be given the Green Flag award.

RESOLVED: That the Joint Committee noted with pleasure the success of the Crematorium in securing the Green Flag Award for 2020.

77. CHRISTMAS SERVICE

The Clerk and Technical officer presented a report, in order to advise the Joint Committee on arrangements for the Coychurch Crematorium Christmas Service 2020.

He advised Members that sadly, due to the ongoing situation with the Covid-19 pandemic, it was considered necessary to cancel this year's Christmas Service, which would hopefully resume in December 2021.

The Chairperson advised that though the cancellation of this year's Service was entirely understandable, he was still sad to see that it would not go ahead, as it gave individuals who attended this an opportunity to reflect upon the last 12 months and perhaps mourn the loss of any loved ones during that period.

He acknowledged the efforts of the Bereavement Services team who had been there for members of the public during the peak of the pandemic when sadly a lot of people had lost their lives due to Covid or Covid related illnesses. From March up until recently when cases had subsided, the pressure on staff had been unrelenting.

He added that he would on behalf of the Joint Committee, as Chairperson, be sending an email to the Bereavement Services Manager and Registrar thanking both her and her staff, for their continued efforts in dealing with the high level of cremations that had taken place in the spring time.

RESOLVED: That the Joint Committee approved the cancellation of the Christmas Service for 2020.

78. COVID-19 PANDEMIC

The Bereavement Services Manager and Registrar presented a report, in order to update the Joint Committee on the arrangements at Coychurch Crematorium during the first wave of the Covid-19 pandemic.

By way of background information, she advised Members that 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.

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.

As part of these tight restrictions, the larger chapel, Crallo, was the only chapel utilised and the chapel layout was adjusted under government social distancing rules.

The Bereavement Services Manager and Registrar added, that 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.

She proceeded, by confirming that 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. Staff at the Crematoria also socially distanced, with work stations adapted where appropriate.

The Bereavement Services Manager and Registrar, continued by advising that 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. Additional staff members were redeployed into the service to

enable additional cremator technicians to be trained to ensure resilience and business continuity, with shift patterns also put in operation out of normal working hours.

At the height 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 during this important time. Mourners continued to be provided with the option to stream the funeral service over the internet and to record the service. They were also 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 she was pleased to confirm.

The Bereavement Services Manager and Registrar at this time, 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 unfolded and progressed.

Turning more to the present position, she referred Members to paragraph 4.1 of the report and a table that provided a comparison of the number of funeral services during 2019 and for the same period in 2020. 2020 showed a significant increase to 2019 for the months shown, ie January to June, inclusive.

The Bereavement Services Manager and Registrar assured the Joint Committee, that Coychurch Crematorium continued 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.

The health and wellbeing of bereaved families, funeral directing teams, Council staff and their families, and the wider community, continued to be the Crematorium's highest priority and Welsh Government guidance was being monitored accordingly, she explained.

The Bereavement Services Manager and Registrar concluded her submission, by stating that numbers attending funerals was 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.

A Member asked if the levels of funeral services had now started to return to a normal level in terms of numbers, following the initial surge due to the Covid-19 pandemic.

The Bereavement Services Manager and Registrar advised that numbers were returning more to normal, though occasionally the Crematorium were being advised of a Covid-19 related death still. Though presently, the impact of the virus had subsided. There was a possible second wave anticipated however, but hopefully that would not materialise, she added.

The Chairperson closed debate on this item by stating that the table in the report and the figures illustrated within that, gave a sad reflection in terms of the extent the virus has had on individuals and their families.

RESOLVED: That the Joint Committee noted the report.

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

The Treasurer submitted a report, the purpose of which, was to present the audited Annual Accounting Statement for the 2019-20 financial year to the Joint Committee, following closure of the accounts, and 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.

The Finance Manager, Financial Control and Closing advised that, 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.

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.

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 to the report. The certified Annual Accounting Statement must be published by no later than 15 September 2020, the Officer explained.

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.

Table 1 in this section of the report, showed a summary of the final financial position for the Crematorium for 2019-20, as compared to the budget set out at the commencement of the financial year.

The Finance Manager, Financial Control and Closing referred Members to paragraph 4.2 of the report, where there were explanations for the more significant variances from budget.

Table 2 in the report, then gave a breakdown of the Planned Maintenance Budget, along with the Outturn and Variances for 2019-20.

She explained that 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).

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 was for information only, and is not subject to audit at year end.

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COYCHURCH CREMATORIUM JOINT COMMITTEE

5 MARCH 2021

REPORT OF THE CLERK & TECHNICAL OFFICER

EXTERNAL LIGHTING

1. Purpose of the Report

- 1.1 The purpose of this report is to advise the Joint Committee on the progress of the installation of external lighting and to request approval to award the Contract resulting from the tender process as detailed in the report.

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 sustainable 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 At the meeting on 8th March 2019 the Joint Committee approved the provision of external lighting to the grounds at Coychurch Crematorium which would improve the welcoming aspect of the Crematorium while assisting to improve safety and security within the site. It would also allow for additional service times at the end of the day in winter. The style of lighting would complement the architectural style of the building, improving the aesthetics of the grounds.
- 3.2 The lighting scheme had been assessed by the Council's electrical engineers with an estimated budget cost of £300,000 which took account of all associated fees for design works, planning applications, ecology reports, contract management and project management. The Joint Committee approved the Service Level Business Plan for 2019-20 and the Revenue Budget for 2019-20, which included these costs.
- 3.3 The Joint Committee authorised the Clerk and Technical Officer to invite tenders in respect of the works to be undertaken in accordance with Bridgend County Borough Council's Contract and Financial Procedures Rules. Construction work was planned for

2019-20. The project was slightly delayed at this time due to staffing changes in the Council's electrical engineering department. The Covid-19 pandemic has further impacted upon this timetable. Works are planned to commence in April 2021.

4. Current Situation/Proposal

- 4.1 On 23rd November 2020 Bridgend County Borough Council invited tenders (Tender No: B686) through E-Tender Wales. The returned tenders have been checked and are detailed below:

| RANK | Tender Sum (£) | Corrected Tender Sum (£) | Commercial (Price) Weighting 70% (700 Points) | Technical Quality Weighting 30% (300 Points) | Total Weighting Score |
|-------------|-----------------------|---------------------------------|--|---|------------------------------|
| 1 | £182,646.70 | No corrections | 700.00 | 300 | 1000 |
| 2 | £184,306.72 | No corrections | 693.70 | 180 | 873.70 |
| 3 | £255,630.65 | No corrections | 500.15 | 248 | 748.15 |
| 4 | £285,659.23 | No corrections | 447.57 | 240 | 687.57 |
| 5 | £295,062.00 | No corrections | 437.25 | 206 | 643.25 |
| 6 | £302,022.23 | No corrections | 432.32 | 180 | 612.32 |
| 7 | £319,085.29 | £322,085.29 | 396.95 | 185 | 581.95 |

- 4.2 The most economically advantageous tender, taking into account Quality and Price, (which also provides the lowest tender sum and highest quality submission), was submitted by South Wales Contractors Ltd in the sum of £182,646.70.

5. Effect upon Policy Framework and Procedure Rules

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

6. Equality Impact Assessment

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

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

- 7.1 This report seeks approval to award the Contract resulting from the tender process as detailed in the report. There is no requirement for a well-being statement.

8. Financial Implications

- 8.1 An amount of £250,000 for the construction works and associated fees is included in the Revenue Budget and Service Level Business Plan for 2021-22.

9. Recommendations

- 9.1 The Joint Committee is recommended to approve Tender Number 1 from South Wales Contractors Ltd in the sum of £182,646.70 and to award the Contract to this contractor.
- 9.2 The Joint Committee delegates to the Clerk and Technical Officer the power to approve the final terms of the Contract in consultation with Bridgend County Borough Council's

Chief Officer, Legal, HR and Regulatory Services, and thereafter arrange for the execution of the Contract on behalf of the Joint Committee.

Zak Shell
CLERK AND TECHNICAL OFFICER
12th February 2021

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 and
Business Plan Report to the Joint Committee 8th March 2019 and
Business Plan Report to the Joint Committee 6th March 2020 and
Business Plan Report to the Joint Committee 5th March 2021.

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COYCHURCH CREMATORIUM JOINT COMMITTEE

5 MARCH 2021

REPORT OF THE CLERK & TECHNICAL OFFICER

CREMATORIUM BUSINESS PLAN AND FEES

1. Purpose of the Report

- 1.1 The purpose of this report is to approve the Crematorium Business Plan and expenditure programme for 2021-22, which includes proposed increases in cremation fees.

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

4. Current situation/proposal

- 4.1. The total number of cremations for 2020 was 1,933, made up of 1,251 from Bridgend, 141 from Vale of Glamorgan and 467 from Rhondda Cynon Taff, with 74 non-residents. An agreement with the Princess of Wales Hospital for the cremation of non-viable foetal remains (NVF) has resulted in an additional 6 communal cremations. A further 12

individual NVF cremations were arranged directly with families. Statistical records for the period from January to December 2019 and 2020 are included in the Business Plan for comparison.

- 4.2. The proposed Service Level Business Plan for 2021-22 is attached as **Appendix 1** which outlines the service objectives for the period.
- 4.3. The Crematorium’s cremation charge was placed at 272 out of 308 cremation authorities in a national fee league table published in summer 2020 by the Cremation Society of Great Britain (where the highest cost is detailed first). It is recommended that the cremation charge is increased by inflation from £696.40 to £707.50. This is based on a general increase in fees of 1.6% (1% plus CPI at 0.6% in line with the most recent CPI figure published in December 2020). The table below indicates comparison on **current** (2020-21) cremation fees for adjoining crematoria:

| Crematorium | Cremation Fee 2020-21 |
|---------------------------|---------------------------------|
| Vale of Glamorgan (Barry) | £890.00+ (excl.£55 organist) |
| Llanelli | £810.00 |
| Croesyceiliog (Gwent) | £828.00 (excl. organist) |
| Morrison (Swansea) | £730.00 (excl.£28 organist) |
| Glyntaff (Pontypridd) | £721.00 (excl. organist) |
| Llwydcoed (Aberdare) | £721.00 (excl. organist) |
| Thornhill (Cardiff) | £700.00 (excl. organist) |
| Narberth | £700.00 |
| Coychurch (Bridgend) | £696.40 |
| Margam | £630.50 (excl. organist £31.50) |

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

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

6. **Equality Impact Assessment**

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

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

- 7.1 This report seeks approval of the Business Plan and expenditure programme for 2021-22. There is no requirement for a well-being statement.

8. **Financial Implications**

- 8.1 All variations to expenditure and income, as outlined in the Service Level Business Plan 2021-22, have been incorporated into the Treasurer’s Report and the Revenue Budget for 2021-22.

9. **Recommendations**

- 9.1 The Joint Committee is recommended to approve the Service Level Business Plan 2021-22.

9.2 The Joint Committee is recommended to approve the cremation fee for 2021-22 at £707.50 and a general increase in all fees of 1.6%.

Zak Shell
CLERK AND TECHNICAL OFFICER
12th February 2021

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

COYCHURCH CREMATORIUM

SERVICE LEVEL BUSINESS PLAN

2021-22



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

COYCHURCH CREMATORIUM JOINT COMMITTEE

Introduction...

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

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

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

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

| | |
|--|--|
| Name and job title of authoriser, Head of Service or Corporate Director: | ZAK SHELL – HEAD OF OPERATIONS, COMMUNITY SERVICES |
| Directorate/Department: | COMMUNITIES DIRECTORATE, BCBC - CLERK & TECHNICAL OFFICER TO COYCHURCH CREMATORIUM JOINT COMMITTEE |
| Date: | 12 TH FEBRUARY 2021 |

| | |
|-------------------------------|--|
| Name and job title of author: | JOANNA HAMILTON – BEREAVEMENT SERVICES MANAGER & REGISTRAR |
| Directorate/Department: | COMMUNITIES DIRECTORATE, BCBC - COYCHURCH CREMATORIUM JOINT COMMITTEE |
| Date: | 12 TH FEBRUARY 2021 |

COYCHURCH CREMATORIUM JOINT COMMITTEE

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COYCHURCH CREMATORIUM JOINT COMMITTEE

1: Serving our Community

Service Profile & Resources

Awards & Achievements

The crematorium has received various Awards over the years:-

- Green Flag Award 2010/11/12/13/14/15/16/17/18/19/20
- Level 5 of the Green Dragon Award for sustainability awarded in 2011 - the highest level of the Green Dragon Environmental Standard Award. This award is a stepped standard relevant to the specific needs of organisations. Each step contributes towards achievement of the International and European environmental standards ISO 14001. During the appraisal and audit processes for the Green Dragon Standard, there is an evaluation of costs as well as environmental performance - this means that at each stage the organisation will have an outline environmental management system that relates to its 'bottom line'
- Recognised as an attractive and well maintained crematorium which is acknowledged by user satisfaction questionnaires
- Committed, well qualified and experienced staff, focused on customer care
- Service generates sufficient income to remain self-financing

Financial resources / systems

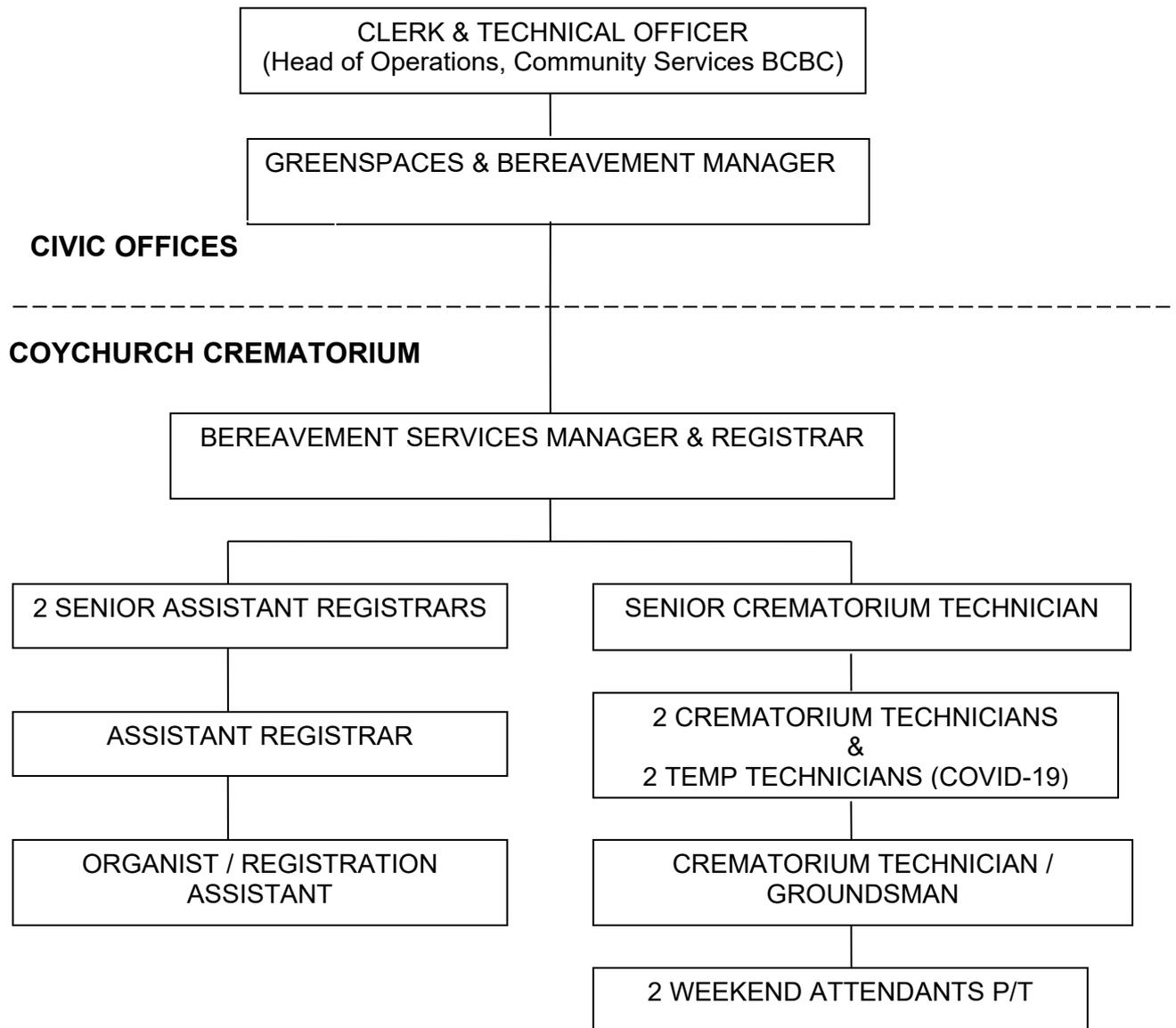
- The service has a net revenue budget of **-£451k** for 2021-22. A breakdown of this budget by expenditure type is given in **Section 3**.
- ICT systems used by the Service are:
 - Gower Sequel
 - Cedar Financials

Staffing

The Service employs 9 full time employees and 2 part time employees, working at Coychurch Crematorium. An additional 2 temporary Crematorium Technicians were employed May 2020 to provide resilience during the Covid-19 pandemic. The Bereavement Services Manager & Registrar is responsible for the day to day activities on site and the overall policy and management of the Crematorium and also has management responsibility for the strategy and administration of burials in Bridgend County Borough Council's municipal cemeteries and churchyards. The Crematorium Joint Committee's Clerk & Technical Officer and Bridgend Council's Green Spaces and Bereavement Manager support the service and are located at Bridgend County Borough Council's Civic Offices.

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

COYCHURCH CREMATORIUM JOINT COMMITTEE



Opening Hours

The Crematorium office hours of opening are:-

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

The Crematorium grounds hours of opening are:-

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

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

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

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

Memorialisation and Resting Places for Cremated Remains

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

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

Memorialisation

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

Marketing & Feedback

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

Sustainability

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

COYCHURCH CREMATORIUM JOINT COMMITTEE

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

Key Achievements over the past 10 years

- High level of public satisfaction maintained
- National recognition of architectural and landscape standards
- Green Flag Award 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019 and 2020.
- Upgrade of all toilet facilities
- Refurbishment of sound system in chapels, cloisters and external speakers
- Replacement of Waiting Room seating
- Replacement of lectern and choir stalls in Crallo Chapel incorporating commissioned lit stained glass panels
- Restoration of the original slate flooring in Crallo Chapel
- Construction of an extension to the crematory to provide space for new cremators and mercury abatement plant
- Installation of new cremators and mercury abatement plant to meet highest environmental standards:

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

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

COYCHURCH CREMATORIUM JOINT COMMITTEE

- Extending memorialisation into adjoining land & further extension of infrastructure and car parking in 2017:
In 2009 the Committee approved the construction of an access road and additional car parking into the new land, and the layout for the extension to the memorial gardens inside the new land extension. Phase 1 of these works was carried out at that time and the new memorial gardens have been well received. At the meeting on 4th March 2016 the Joint Committee approved the Service Level Business Plan for 2016-17, which included design costs of £30,000.00 for the planning of Phase 2 infrastructure to facilitate the continuation of the access road and an additional car park. At the meeting on 2nd December 2016 the Joint Committee approved the issuing of tenders for the construction works, which were planned for 2017-18. At the meeting on 3rd March 2017 the Joint Committee approved the awarding of the contract to Alun Griffiths Contractors in the sum of £269,498.68. At the meeting on 23rd June 2017 the Joint Committee was informed that work had commenced on 24th April 2017, with a scheduled contract completion date of 8th September 2017. During this period the Crematorium remained operational with disruption minimised through the arrangement of site deliveries and intrusive works outside of normal business hours. The works completed ahead of schedule in July 2017 and within budget.
- Landscaping of Phase 2 of the new land infrastructure 2018.
- Full electrical certification 2018.
- Refurbishment of Chapel of Remembrance 2018.
- Replacement of Waiting Room and Porte-cochere roof 2019.
- Upgrade and renovation of pipe organ, Crallo Chapel 2019-20.
- Redecoration of Crallo Chapel, 2019.
- Refurbishment crematory restroom facilities 2019.
- Installation of air conditioning to crematory and office 2020.
- Renewal of main electrical distribution boards for the site 2020.
- Installation of external lighting to grounds – planned for 2021.
- Renewal of chapel digital music facilities & installation of visual tribute screens – planned 2021-22.
- Structural extension to Flower Court/Chapel Exit – planned for 2021-22.

Local Performance Indicators

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

| Actual 2016/17 | Actual 2017/18 | Actual 2018/19 | Actual 2019/20 | Actual 2020/21 | Target 2021/22 |
|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| 100% | 100% | 100% | 100% | 100% | 100% |

COYCHURCH CREMATORIUM JOINT COMMITTEE

Annual Statistics

The following table indicates the annual usage of the Crematorium for 2020. A copy of the details for 2019 are also included for comparison purposes. The total number of cremations for **2020** was **1933**, made up of **1251 from Bridgend**, **141 from Vale of Glamorgan** and **467 from Rhondda Cynon Taff**, with **74 non-residents**. This is an increase of 308 cremations from the 2019 figures.

COYCHURCH CREMATORIUM JOINT COMMITTEE

Crematorium Statistics for Year Ending 31st December 2020

| CREMATIONS | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTALS | |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------|-----------|
| Borough of Bridgend | 111 | 103 | 106 | 138 | 98 | 92 | 85 | 80 | 84 | 96 | 123 | 135 | 1251 | |
| Others | 4 | 9 | 7 | 5 | 7 | 2 | 3 | 7 | 9 | 2 | 9 | 10 | 74 | |
| Rhondda-Cynon-Taff | 37 | 43 | 41 | 50 | 45 | 31 | 31 | 23 | 35 | 40 | 36 | 55 | 467 | |
| Vale of Glamorgan | 19 | 17 | 9 | 14 | 15 | 12 | 10 | 7 | 6 | 11 | 10 | 11 | 141 | |
| TOTALS | 171 | 172 | 163 | 207 | 165 | 137 | 129 | 117 | 134 | 149 | 178 | 211 | 1933 | |
| NVF CREMATIONS (INDIVIDUAL) | 1 | 1 | 2 | 1 | | 1 | 2 | 1 | | 2 | | 1 | 12 | |
| NVF CREMATIONS (COMMUNAL) | 1 | | 1 | 1 | | 2 | | | 1 | | | | 6 | |
| DISPOSAL OF CREMATED REMAINS | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTALS | From Away |
| Interred in Burial Plot | 34 | 9 | 23 | 28 | 24 | 27 | 14 | 30 | 16 | 12 | 25 | 16 | 258 | 8 |
| Interred in Rose Garden | 7 | 5 | 5 | 6 | 7 | 8 | 1 | 5 | 5 | 7 | 5 | 9 | 70 | 7 |
| Scattered in Garden of Remembrance | 8 | 9 | 9 | 8 | 6 | 6 | 6 | 2 | 6 | 4 | 8 | 8 | 80 | 9 |
| Placed in Columbarium Vault | | 1 | 1 | | | | | | | | | | 2 | |
| Taken Away by Funeral Director | 124 | 149 | 128 | 167 | 128 | 99 | 110 | 81 | 108 | 128 | 140 | 178 | 1540 | |
| On Hold | | | | | | | | | | | | | | |
| TOTALS | 172 | 173 | 165 | 208 | 165 | 138 | 131 | 118 | 134 | 151 | 178 | 212 | 1951 | 24 |
| MEMORIALS | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTALS | |
| Plaques - Burial Plot/Rose Garden/Bench | 37 | 17 | 27 | 12 | 32 | 31 | 26 | 27 | 31 | 29 | 32 | 24 | 325 | |
| Book of Remembrance & Mini Book of Rem. | 4 | 1 | 4 | 1 | 4 | 7 | 2 | 2 | 3 | 2 | 3 | 1 | 34 | |
| Lease - Columbarium Vault (includes plaque) | | | 1 | | | | | | | | | | 1 | |
| Lease - Wall Tablet/Vase Block (includes plaque) | 1 | 2 | 2 | | 1 | | 1 | | | 2 | 2 | 1 | 12 | |
| Lease - Tree Dedication/Shrub Bed (inc. plaque) | | | | | | | | | | | | | | |
| Lease - Vase Block Space | | | 1 | | 84 | 24 | 7 | 4 | 3 | 4 | | 2 | 129 | |
| Memorial Bench Lease - New/Renewal | | | | | | 1 | | 3 | 3 | | 1 | | 8 | |
| External Chapel Wall Space | | | | | | | | | | | | | | |
| TOTALS | 42 | 20 | 35 | 13 | 121 | 63 | 36 | 36 | 40 | 37 | 38 | 28 | 509 | |

COYCHURCH CREMATORIUM JOINT COMMITTEE

Crematorium Statistics for Year Ending 31st December 2019

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

COYCHURCH CREMATORIUM JOINT COMMITTEE

2: Service Developments

2020-21 AGREED WORKS:

Replacement of Electrical Distribution Boards

The electrical distribution boards were installed when the Crematorium opened in 1971. In order to meet current standards they required replacement, and approval was given by the Joint Committee in the Business Plan 2019-20. The project was slightly delayed due to staffing changes in the Council's electrical engineering department but installation was expected to take place in the summer 2020. An estimated amount of £20,000, which was included in the Crematorium's Business Plan and budget for 2019-20, was moved into the 2020-21 budget. The works were completed in September 2020.

Chapel Computerised Music and Media Systems

At the meeting on 6th March 2020 the Joint Committee was advised of the improvements required to the computerised music and media provision systems serving Crallo Chapel and Coity Chapel at Coychurch Crematorium and approval of expenditure was sought for their replacement, in order to provide a more modern facility to bereaved service users. The Joint Committee approved expenditure for the works by Wesley Media Ltd, in the sum of £41,696, which was included in the Crematorium's Business Plan and revenue budget for 2020-21.

The project has been delayed due to the Covid-19 pandemic, with installation now expected to take place in the 2021-22 financial year. An estimated amount of £45,000, is included in the Crematorium's Business Plan and revenue budget for 2021-22.

Mercury Abatement (CAMEO)

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

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

COYCHURCH CREMATORIUM JOINT COMMITTEE

of income for 2016-17, £6415.92 of income for 2017-18, £6297.16 of income for 2018-19, £5830.86 of income for 2019-20 and is awaiting confirmation of the potential amount of income it can expect to generate for 2020-21.

Flower Court Extension

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.

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

At the meeting on 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.

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.

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.

At the meeting on 4th September 2020 the Joint Committee was provided with a further update on the project.

COYCHURCH CREMATORIUM JOINT COMMITTEE

Work on the project is progressing well:

- 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 June 2020. Listed Building Consent was granted by Welsh Government on 25th August 2020.
- 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.

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 4th September 2020 the Joint Committee was advised that it was anticipated that a further report would be presented to the Joint Committee in March 2021 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 September 2021.

The estimated budget cost of £550,000 for the design/project management works and construction is included in the Crematorium's Business Plan for 2021-22 and accommodated in the 2021-22 revenue budget.

External Lighting

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

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

The Joint Committee authorised the Clerk and Technical Officer to invite tenders in respect of the works to be undertaken with a view to commencing works within the 2019-20 financial year. The project was slightly delayed at this time due to staffing changes in the Council's electrical engineering department

COYCHURCH CREMATORIUM JOINT COMMITTEE

It was anticipated that a further report would be presented to the Joint Committee in June 2020 to confirm tenders for the installation phase of the project, which was planned for late summer 2020. The Covid-19 pandemic has impacted upon this timetable but the project has now made good progress and the report seeking the Joint Committee's approval of tenders for the installation phase of the project is attached as a separate report. Works are planned to commence in April 2021. The estimated amount of £300,000, which was included in the 2020-21 budget, has been reduced to £250,000 and included in the 2021-22 budget. *A separate report has been submitted to the Joint Committee which details this proposal.*

PROPOSED NEW WORKS:

Property Contingency

An allowance is made for the general maintenance and upkeep of buildings to cover minor unplanned works. This allowance has been increased slightly for 2021-22 to allow for building redecoration works as required.

Surplus Fund – General Reserve

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

COYCHURCH CREMATORIUM JOINT COMMITTEE

3: Revenue Budgets

Planned works

| Narrative | Budget | |
|--|------------|------------|
| | 2020/21 | 2021/22 |
| | £000 | £000 |
| Flower Court Extension: Construction / Design consultants costs (Moved from 20/21 to 21/22) | 520 | 550 |
| External Lighting to site (Moved from 20/21 to 21/22) | 300 | 250 |
| Electrical Distribution Boards Replacement (Moved from 19/20 to 20/21) | 20 | |
| Upgrade Chapel Music and Media Systems (Moved from 20/21 to 21/22) | 42 | 45 |
| TOTAL PLANNED WORKS | 882 | 845 |

COYCHURCH CREMATORIUM JOINT COMMITTEE

Proposed Budget 2021/22

| Narrative | 2020/21 | 2021/22 |
|---------------------------------------|-------------|-------------|
| | Budget | Budget |
| | £000 | £000 |
| Employees | 324 | 326 |
| Premises | 314 | 424 |
| Supplies, Services and Transportation | 144 | 199 |
| Agency/Contractors | 104 | 112 |
| Administration | 36 | 36 |
| Capital Financing | 882 | 845 |
| Gross Expenditure | 1804 | 1942 |
| Fees and Charges | (1409) | (1491) |
| Surplus(-)/Deficit | 395 | 451 |
| Transfer to/from (-) Reserve | (395) | (451) |
| Total | 0 | 0 |

COYCHURCH CREMATORIUM JOINT COMMITTEE

4. BUSINESS PLAN REVIEW

| SERVICE OBJECTIVES | PLANNED ACTIONS | TARGET/DESIRED OUTCOME | RESP OFFICER | METHOD OF MEASUREMENT | Resource Implications £k 20/21 21/22 | |
|---|--|---|-----------------|---|--|-----|
| <i>Budget Strategy</i> | <ul style="list-style-type: none"> • <i>Exercise service charge</i> • <i>Review works programme</i> • <i>CAMEO income</i> | <i>Annually Annually March 2022</i> | Joanna Hamilton | <i>Annual report to Joint Committee</i> | (6) | (6) |
| <i>Electrical Distribution Boards</i> | <ul style="list-style-type: none"> • <i>Replace</i> | <i>Dec 2020</i> | Joanna Hamilton | <i>Regular progress meetings.</i> | 20 | |
| <i>External Lighting to Site</i> | <ul style="list-style-type: none"> • <i>Install Lighting</i> | <i>Dec 2021</i> | Joanna Hamilton | <i>Report to JC. Regular progress meetings.</i> | (300) | 250 |
| <i>Flower Court Extension</i> | <ul style="list-style-type: none"> • <i>Feasibility Study</i> • <i>Construction / Design Consultants Fees</i> | <i>June 2019 March 2022</i> | Joanna Hamilton | <i>Report to JC. Regular progress meetings</i> | (520) | 550 |
| <i>Chapel Music & Media Systems</i> | <ul style="list-style-type: none"> • <i>Replace</i> | <i>March 2022</i> | Joanna Hamilton | <i>Regular progress meetings.</i> | 42 | 45 |

COYCHURCH CREMATORIUM JOINT COMMITTEE

5: Contact Points for Crematorium Service

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

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

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

Bereavement Services Manager & Registrar
for Coychurch Crematorium

- Joanna Hamilton (tel: 01656 656605 /email:
Joanna.Hamilton@bridgend.gov.uk

Finance Officer for Coychurch Crematorium

- Eilish Thomas (tel: 01656 643359 / email:
Eilish.Thomas@bridgend.gov.uk

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BRIDGEND COUNTY BOROUGH COUNCIL
COYCHURCH CREMATORIUM JOINT COMMITTEE
5 MARCH 2021
REPORT OF THE CLERK & TECHNICAL OFFICER

PROGRAMME OF MEETINGS 2021-22

1. Purpose of the Report

- 1.1 The purpose of this report is to seek approval for the proposed programme of meetings for 2021-22.

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

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

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

4. Current situation/proposal

4.1 The following programme of meetings is now proposed:-

Friday 11th June 2021 - Annual General Meeting

Friday 3rd September 2021

Friday 4th March 2022

5. Effect upon Policy Framework and Procedure Rules

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

6. Equality Impact Assessment

6.1 There are no equality implications arising from this report.

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

7.1 The report advises the Committee on the proposed programme of meetings for 2021-22. There is no requirement for a well-being statement.

8. Financial Implications

8.1 None.

9. Recommendation:

9.1 The Joint Committee is recommended to approve the programme of meetings for 2021-22.

**ZAK SHELL
CLERK AND TECHNICAL OFFICER
12th February 2021**

Contact Officer:

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Background Papers: Equality Impact Assessment Toolkit

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT OF THE TREASURER

COYCHURCH CREMATORIUM JOINT COMMITTEE

5 MARCH 2021

FINANCIAL PERFORMANCE 2020-21 AND PROPOSED REVENUE BUDGET 2021-22

1. Purpose of the Report

- 1.1 The purpose of this report is to inform the Joint Committee of the projected financial performance for the Crematorium for 2020-21, and to obtain approval from the Joint Committee for the Proposed Budget and Fees and Charges for 2021-22.

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**:-

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 to deliver the Council's well-being objectives.

3. Background

- 3.1 The 2020-21 Revenue Budget was approved by the Committee at its meeting on 6 March 2020. The current budget position and projected outturn for 2020-21 is outlined below, together with the proposed budget for 2021-22.

4. Current Situation / Proposal

Estimated Revenue Outturn 2020-21

- 4.1 Table 1 below shows the financial position as at 31 January 2021 and the projected outturn for 2020-21.

Table 1- Comparison of Budget against Projected Spend as at 31 January 2021.

| Budget | Category | Adjusted Actual | Projected Outturn | Projected Over (Under) Spend |
|--------------|--------------------------------|----------------------|-------------------|------------------------------|
| 2020-21 | | 01/04/20 to 31/01/21 | 2020-21 | 2020-21 |
| £'000 | | £'000 | £'000 | £'000 |
| 324 | Employees | 277 | 360 | 36 |
| 314 | Premises | 239 | 303 | (11) |
| 144 | Supplies, Services & Transport | 151 | 195 | 51 |
| 104 | Agency / Contractors | 82 | 108 | 4 |
| 36 | Administration | 27 | 36 | 0 |
| 882 | Capital Financing Costs | 37 | 50 | (832) |
| 1,804 | Gross Expenditure | 813 | 1,052 | (752) |
| (1,380) | Fees & Charges | (1,114) | (1,485) | (105) |
| 0 | WG Grants | (25) | (55) | (55) |
| (29) | BCBC Contribution | (22) | (29) | 0 |
| 395 | (Surplus)/Deficit | (348) | (517) | (912) |
| (395) | Transfer to/(from) Reserve | 348 | 517 | 912 |

4.2 When the budget was set there was an anticipated budget deficit of £395,000. The projected outturn as at the end of January is a surplus of £517,000 which will require a transfer to the Crematorium's Accumulated Surplus.

An explanation of the main variances between the budget and projected outturn is detailed below:

- The over spend of £36,000 on Employees is due to two additional Crematorium Technicians being employed from June 20, offset by an under spend of £8,000 on other employee costs. The two posts will be funded from the Welsh Government COVID-19 Hardship Fund, and is shown in the increased income for 2020-21.
- The under spend of £11,000 on Premises is made up of under spends on day to day maintenance (£8,000), grounds maintenance (£4,000) and business rates (£2,000). This is offset by an over spend on Electricity (£3,000).
- The over spend of £51,000 on Supplies, Services & Transport is made up of over spends on items for resale (£60,000) and cleaning materials (£2,000), being offset by under spends on purchase of equipment (£4,000), advertising & promotion (£2,000), printing (£2,000) security services (£2,000) and conference fees (£1,000).

- Table 2 below shows a breakdown of the Planned Capital Maintenance budget along with the projected outturn and variances for 2020-21.

Table 2 – Planned Capital Maintenance 2020-21

| 2020-21 | Budget 2020-21 £'000 | Projected Outturn £'000 | Projected Variance £'000 |
|---------------------------------|-------------------------------------|--|---|
| Flower Court Extension | 520 | 12 | 508 |
| Site Lighting | 300 | 12 | 288 |
| Electricity Distribution Boards | 20 | 20 | 0 |
| Chapel Sound System | 42 | 6 | 36 |
| Total | 882 | 50 | 832 |

- The under spends on the Flower Court Extension, Site Lighting and Chapel Sound System are due to the projects being delayed as a result of the Coronavirus pandemic. All three of the delayed projects are included in the Capital Budget for 2021-22 (see Table 4).
- Income is higher than budgeted by £160,000, resulting from an increased number of cremations and receipt of the Welsh Government COVID-19 Hardship Fund as noted above.

2021-22 Proposed Budget

- 4.3 Table 3 below shows the proposed revenue budget for 2021-22.

Table 3 – Proposed Budget 2021-22

| Category | Budget 2021-22 £'000 |
|------------------------------------|-------------------------------------|
| <u>Expenditure</u> | |
| Employees | 326 |
| Premises | 424 |
| Supplies, Services & Transport | 199 |
| Agency / Contractors | 112 |
| Administration | 36 |
| Capital Financing Costs | 845 |
| Gross Expenditure | 1,942 |
| <u>Income</u> | |
| Fees & Charges | (1,446) |
| Grants | (15) |
| Contribution from BCBC | (30) |
| Total Income | (1,491) |
| Net (Surplus)/Deficit | 451 |
| Transfer to/(from) Reserves | (451) |

- 4.4 All 2020-21 non-employee budgets have been reviewed, and any necessary adjustments have been made to meet expected expenditure for 2021-22.
- 4.5 Employee budgets have been adjusted to reflect salary increments where applicable, although no allowance has been made for a pay award in 2021-22.
- 4.6 The Business Plan for 2021-22 includes a budget requirement of £845,000 to meet Planned Maintenance expenditure itemised in the table below:

Table 4 – Planned Capital Maintenance Spending Requirements

| 2021-22 | £'000 |
|------------------------|--------------|
| Flower Court Extension | 550 |
| Site Lighting | 250 |
| Chapel Sound System | 45 |
| Total | 845 |

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

- 4.7 The income budgets have been prepared assuming a general increase in fees of 1.6% (1% plus CPI at 0.6%), and are based on the usual levels of activity. The 2021-22 proposed Fees Table is attached at **Appendix 1**.

Accumulated Balance

- 4.8 The effect on the accumulated balance of the proposed budget for 2021-22 is shown in Table 5 below:

Table 5 – Impact on Accumulated Balance of Proposed Budget 2021-22

| Accumulated Balance | £000 |
|--|----------------|
| Balance as at 31 March 2020 | (2,054) |
| Projected Transfer to Reserves | (517) |
| Projected Balance as at 31 March 2021 | (2,571) |
| Projected Transfer from Reserves 2021-22 | 451 |
| Projected Balance as at 31 March 2022 | (2,120) |

- 4.9 It is projected that as at 31 March 2022, there will be an accumulated balance of £2.120 million. The balance of reserves as at 31 March 2021 is considered a sufficient level to maintain and protect the service in light of unknown demands or emergencies.

Capital Expenditure 2021-22

- 4.10 Capital expenditure will not require any loan charge or contribution from constituent authorities in 2021-22. Items of a capital nature for 2021-22 in Table 4, paragraph 4.6, will be directly funded from revenue contributions and the accumulated surplus from previous years.

5. Effect upon Policy Framework and Procedure Rules

- 5.1 None.

6. Equality Impact Assessments

- 6.1 There are no equality implications attached to this report.

7. Wellbeing of Future Generations (Wales) Act 2015 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:

9.1 The Joint Committee is recommended to

(a) Note the projected financial performance for 2020-21.

(b) Confirm and approve the revenue budget to be adopted for 2021-22.

(c) Approve the increase in fees and charges with effect from 1 April 2021 outlined in Appendix 1.

**GILL LEWIS
INTERIM CHIEF OFFICER FINANCE, PERFORMANCE, AND CHANGE
BRIDGEND COUNTY BOROUGH COUNCIL
TREASURER TO THE COYCHURCH CREMATORIUM JOINT COMMITTEE
5 MARCH 2021**

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

APPENDIX 1

| <u>FEEs</u> | <u>2020/21</u> | <u>2021/22</u> |
|---|-----------------------|-----------------------|
| | £ p | £ p |
| <u>CREMATION FEES</u> | | |
| Under 18 years (Weekday) | Free | Free |
| Under 18 years (Saturday) | 355.70 | 361.40 |
| Over 18 years (Weekday) | 696.40 | 707.50 |
| Over 18 years (Saturday) | 990.80 | 1006.70 |
| Retained Organs (Cremated at establishment) | 106.90 | 108.60 |
| Retained Organs (not previously cremated at establishment) | 173.80 | 176.60 |
| Memorial Service/additional 30 min chapel time - Weekday | 76.70 | 77.90 |
| Memorial Service/additional 30 min chapel time - Saturday | 145.70 | 148.00 |
| Recording of funeral service | 57.60 | 58.50 |
| Videoing of funeral service | 70.40 | 71.50 |
| Webcasting of funeral service | 76.70 | 77.90 |
| <u>BURIAL PLOTS</u> | | |
| Concrete plinth burial plot - purchase fee (double if cremated elsewhere) | 264.70 | 268.90 |
| Granite plinth burial plot - purchase fee 75 yrs (double if cremated elsewhere) | 423.10 | 429.90 |
| <u>SLATE PLAQUES</u> | | |
| Standard plaque for concrete plinth burial plot/rose beds/trees | 231.80 | 235.50 |
| Double plaque for plot/rose beds/trees | 344.90 | 350.40 |
| Small photograph | 114.20 | 116.00 |
| Large Photograph | 170.64 | 173.40 |
| Standard slate plaque - blank | 36.10 | 36.70 |
| Refurbishment of standard plaque lettering (double for double plaque) | 36.10 | 36.70 |
| <u>GRANITE PLAQUES</u> | | |
| Standard plaque for granite plinth burial plot | 299.70 | 304.50 |
| Standard plaque for granite bench | 299.70 | 304.50 |
| <u>BENCHES</u> | | |
| Wooden bench - purchase fee with 10yr maintenance agreement | 1036.30 | 1052.90 |
| Wooden bench - renewal of 10yr maintenance agreement | 405.20 | 411.70 |
| Granite bench - 10yr lease on shared bench | 202.50 | 205.70 |
| <u>LEASED MEMORIALS</u> (15 year lease unless otherwise stated) | | |
| Columbaria units - from | 540.20 | 548.80 |
| Vase blocks lease with plaque - from | 358.80 | 364.50 |
| Wall plaques and lease (GoR) - from | 358.80 | 364.50 |
| Tree dedication lease | 314.80 | 319.80 |
| Shrub bed dedication lease | 178.70 | 181.60 |
| Vase space lease - Cloisters (3 years) | 51.80 | 52.60 |
| <u>INTERMENT RELATED FEES</u> | | |
| Interment in rose beds (double if cremated elsewhere) | 128.50 | 130.60 |
| Interment in burial plot (double if cremated elsewhere) | 128.50 | 130.60 |
| Exhumation | 128.50 | 130.60 |
| Placement in columbaria unit | 46.80 | 47.50 |
| Scattering of cremated remains (double if cremated elsewhere) | 23.50 | 23.90 |
| Witness of interment/scatter of cremated remains | 31.10 | 31.60 |
| Cremation Certificate/ Extract from Register | 15.80 | 16.10 |
| <u>URNS</u> | | |
| Aluminium urn - adult/child | 36.10 | 36.70 |
| Wooden casket | 43.90 | 44.60 |
| Biodegradable Scatter Tube | 26.29 | 26.70 |
| Polytainer urn | 17.20 | 17.50 |

| <u>FEES</u> | <u>2020/21</u> | <u>2021/22</u> |
|--|-----------------------|-----------------------|
| | £ p | £ p |
| <u>OTHER</u> | | |
| External chapel Wall Space (for granite plaque) | 327.30 | 331.60 |
| Silver coloured flower vase for plots/columbaria units | 7.80 | 7.90 |
| Lids for flower vase | 3.20 | 3.30 |
| Service book | 29.50 | 30.00 |
| <u>BOOK OF REMEMBRANCE</u> | | |
| Reservation in Book 2 Lines | 18.92 | 19.20 |
| Reservation in Book 5 Lines | 37.50 | 38.10 |
| Reservation in Book 8 Lines | 56.40 | 57.30 |
| Entry 2 Lines | 53.00 | 53.80 |
| Entry 5 Lines | 107.90 | 109.60 |
| Entry 8 Lines | 139.20 | 141.40 |
| Special Entry | 208.20 | 211.50 |
| Floral Emblem | 56.40 | 57.30 |
| Coat of Arms | 71.90 | 73.10 |
| Purchase of Miniature Book | 52.10 | 52.90 |

* All fees rounded to the nearest 10p.