

BRIDGEND COUNTY BOROUGH COUNCIL
COYCHURCH CREMATORIUM JOINT COMMITTEE

FRIDAY 30 JUNE 2017

REPORT OF THE CLERK & TECHNICAL OFFICER

ANNUAL REVIEW 2016/17

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 2016/17.

2. Connection to Corporate Improvement Plan / Other Corporate Priority

2.1 This report is prepared and takes into consideration the following Corporate Improvement Objectives as outlined in the Councils Corporate Plan: -

- Priority one – Supporting a successful economy
- Priority two – Helping people to be more self-reliant
- Priority three – Smarter use of resources

3. Background

3.1 Clause 3.2 of the Joint Authority 'Memorandum of Agreement' relating to the Coychurch Crematorium Joint Committee requires that the Joint Committee shall receive a report at the Annual General Meeting reviewing performance against the Business Plan for the preceding year.

4. Current Situation / Proposal

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

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

5. Effect upon Policy Framework and Procedure Rules

5.1 None.

6. **Equality Impact Assessment**

6.1 There are no equality implications arising from the report.

7. **Financial Implications**

7.1 The Revenue budget for 2016/17 was adjusted in the Business Plan to accommodate variations in the works programme.

8. **Recommendation:**

8.1 The Joint Committee is recommended to note the report.

ZAK SHELL
CLERK AND TECHNICAL OFFICER
11th June 2017

Contact Officer:

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Background Papers: Business Plan Report to the Joint Committee 3rd March 2017 and
Business Plan Report to the Joint Committee 4th March 2016.

CREMATORIUM ANNUAL PERFORMANCE AND FINANICAL REVIEW 2016/17

Number of cremations

In 2016, the Crematorium carried out the following cremations:

CREMATIONS (residence)	TOTALS
Borough of Bridgend	951
Vale of Glamorgan	190
Rhondda-Cynon-Taff	366
Others	83
TOTALS	1590

Public Satisfaction

The Crematorium carries out a quarterly review of questionnaire results which feeds into an annual assessment of the quality of service. For 2016/17, this showed that the overall satisfaction level, to a standard of good or excellent, remains at 100%. Where necessary, the Bereavement Services Manager & Registrar has responded to the cremation applicant. An analysis of the responses received is indicated below:

SERVICE FOR THE BEREAVED – CREMATORIUM (APR 2016 to SEPT 2016 incl.)

Responses 115

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

	Excellent	Good	Average	Poor
The availability of service times	68%	29%	2%	1%
The arrangements on the day of the funeral	84%	15%	1%	
The presentation of the cremation plot	85%	13%	2%	

In dealing with staff how would you rate:-

	Excellent	Good	Average	Poor
Literature and information given	77%	23%		
Presentation of personnel	81%	19%		
General attitude of staff	87%	13%		

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

	Excellent	Good	Average	Poor
Chapels	89%	11%		
Access roads and footpaths	79%	21%		
Rose gardens and grounds	86%	13%	1%	
Grass cutting around memorials	83%	17%		
Toilets	78%	21%	1%	
Water stations and waste bins	74%	24%	2%	

OVERALL SATISFACTION	86%	14%		
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If the cremated remains of the deceased were removed from the crematorium please state why:-

- Remains were removed due to no spaces in the rose garden
- Transfer to local church – St Illtyds
- Take on a last walk
- Wife wanted to keep them
- Interment with grandparents in cemetery
- Removed to Jubilee Cemetery, Porthcawl for ease of access
- To be buried nearer home
- The remains of the deceased are to be scattered at a place of my mum's wishes
- Wish to scatter the ashes privately at Rest Bay
- The wishes of the deceased
- For burial with her parents in West Wales
- To be buried in husband's grave
- To be placed in local cemetery in accordance with my father's wishes
- For scattering by family in selected place
- To be buried at Mawdlam Churchyard
- To be put at local churchyard
- My mother's wish was for her ashes to be scattered in the same location at Markeston Crematorium, Derby as those of my father were scattered in May 2006
- To be scattered near place of birth
- My wife had a favourite place for her ashes to be scattered
- Scattered over football field
- Interment in family plot
- Placed in local cemetery
- They wished them to be scattered
- Personal reasons
- Scattering in another location
- Plot at Maesteg Cemetery
- Burial to chapel plot at Pencoed
- For burial in Margam
- We are scattering the ashes privately
- Ashes to be scattered at Ogmere Vale cemetery at a later date
- My mum wanted her ashes to be taken 'home' to Hertfordshire
- To be buried in grave with parents
- Buried at local cemetery
- My mother's remains are to be taken to Llycoed Crem to be interred at my grand-mother's plot
- We had a plot elsewhere
- Wish to keep them
- To be scattered privately
- To be scattered
- Buried in family plot in Pontycymer
- My husband ashes are buried with our baby in a family grave
- To be buried in family grave
- Mr Evans requested his ashes to be scattered
- Plot already at Pencoed Cemetery
- Wishes of the deceased
- So that we can be buried together at a later date
- Ashes placed at Pontycymer Cemetery with wife
- Request by the deceased
- Ashes being buried in churchyard
- His remains are to be interred with his son in Boverton Cemetery
- To be buried at Pontycymer Cemetery
- To be scattered elsewhere
- Family plot
- The ashes were scattered

- Own plot elsewhere
- A plot had been arranged at Trealaw Cemetery
- To be scattered

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

- Satisfied with present arrangements
- I feel everything is covered to help whatever the bereaved chose to have for their deceased loved one
- I will discuss this with my sons
- Woodland
- None come readily to mind

Do you have any further observations or comments: -

- A larger rose garden
- Great facility to be able to relay service to grand-daughter in UAE
- We as a family booked 2 slots as not to over-run the service before left us in the car for 17 minutes
- Everything went excellent. The funeral service at St Davids Church, Bettws and minister Stephen Pare did an excellent service, as did the crematorium and Penybont funeral services (S Hitchings, A Parry and S Carpenter)
- Access roads during big, well-attended cremations are becoming more and more congested
- The crematorium is so tranquil, a feeling of peace within myself. The chapel is light and helps to celebrate life, not dowdy and depressing. People who came to the crematorium for the first time said how beautiful and peaceful the grounds, chapel were. A sense of calm at a horrible time
- The crematorium and its grounds left me with a lasting impression of peace and beauty
- We thought the premises were very atmospheric and tastefully done
- I was very satisfied and pleased with the service conducted by Mr Phillip Denyer
- The best crematorium I have been to, many visitors remarked on how well kept, serene and how good it is
- I did not have any direct contact with crematorium staff as all arrangements were made by my funeral director. However many of the guests commented on how clean and how peaceful the crematorium was
- Sound system not loud enough in the service. People near the back could not hear
- Thank you for the beautiful surroundings of the crematorium; such a beautiful, peaceful space inside the chapel; a calm, light-filled space
- Impressed as correct music was found for my dad's funeral
- The organist was excellent. The quality of the music system was very good
- Beautifully kept and maintained
- I regret that the smaller chapel is no longer in use, as this would have been more appropriate for a small group
- It is a beautiful, peaceful setting and all were very helpful on the day
- I wish to thank everyone for all they have done
- Gardens a credit. All of a high standard
- We were advised that the time limit of 30 minutes for the service were strictly enforced. Not the case as funeral prior to ours overran, we were forced to wait outside in funeral car and still expected to be out without delaying the next funeral, thereby reducing our 30 minute allocation
- This is not meant as a criticism but the acoustics in the chapel could be better
- Several guests commented that acoustics in chapel were very poor – went up rather than towards people
- There are some things I cannot comment about due to the fact I was the wife of the deceased and truly didn't notice very much
- Waiting for ashes to be returned to me at home as arranged with undertaker
- The grounds were beautiful and the chapel was lovely could not have asked for more

- Wanted mam there until husband passes
- To be interred with family
- To be buried with husband in Bridgend cemetery
- To be buried at Mawdlam Church
- Scattered elsewhere
- Family plot at Pencoed
- Ashes to be scattered elsewhere
- For burial at Treorchy cemetery
- To be placed with loved ones ashes
- To be rested in Wick chapel
- To remain at home
- To be interred in a family grave
- Preserved at home to join mam eventually on her death
- Private burial at cemetery
- To be interred at cemetery with son
- Ashes being interred in my father's grave at Maesteg
- Will be able to visit grave more often in area I reside

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

- Everything was perfect
- Everything was ok

Do you have any further observations or comments: -

- I was pleased with the overall venue and presentation
- Everything was lovely
- Nice, clean crematorium, excellent service
- Very good service from Ron Watkins
- Am awaiting arrangements with Mr James (Fonmon) regarding ashes
- Well done to all staff and who made a hard day go well – such professionalism
- The people at Coychurch have been extremely kind and considerate, please convey my sincere thanks
- The Crematorium is one of the best in this area, excellent facilities and well kept
- Many thanks for providing the music for our service – this added to an already dignified and respectful farewell to our mum and nana
- Very pleased with the service that we received
- Humanist funerals are becoming more popular. Additional windows or facilities such as screens to support these events may assist the family in the future. Many thanks for your service
- Everything was very sympathetically done
- The service was carried out by Penybont Funeral Services to the highest standard but we were delayed at the Crem for 20 minutes as the previous funeral was still being conducted and running late
- Can't really comment about the conditions and staff etc. as didn't observe on the day of the funeral. However, the services of the Funeral Director (David Evans and Sons) were second to none – excellent
- Overall the funeral service went very well

SERVICE FOR THE BEREAVED – CREMATORIUM
(JAN 2017 to MARCH 2017 incl.)

Responses 60

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

	Excellent	Good	Average	Poor
The availability of service times	61%	36%	3%	
The arrangements on the day of the funeral	78%	22%		
The presentation of the cremation plot	74%	26%		

In dealing with staff how would you rate:-

	Excellent	Good	Average	Poor
Literature and information given	73%	27%		
Presentation of personnel	76%	24%		
General attitude of staff	80%	20%		

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

	Excellent	Good	Average	Poor
Chapels	80%	20%		
Access roads and footpaths	82%	18%		
Rose gardens and grounds	79%	19%	2%	
Grass cutting around memorials	74%	26%		
Toilets	71%	27%		2%
Water stations and waste bins	69%	27%	2%	2%

OVERALL SATISFACTION	73%	27%		
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If the cremated remains of the deceased were removed from the crematorium please state why:-

- My mum was buried with my dad
- Private plot in Pencoed Cemetery
- I wish to scatter my husband's ashes at a place he loved at a later date
- To be put at home
- To be scattered with the ashes of his wife and family at Glyntaff Crematorium in Pontypridd
- To be scattered at favourite place
- In order to scatter them in a named place
- Deceased's wishes
- To be placed in a special plot in Chapel grounds where mother and aunt are buried
- Interred in family plot in cemetery
- Personal preference
- We wish to scatter them in an area personal to the family
- To be scattered
- To place in a plot with wife at Maesteg cemetery
- Resting place in Bridgend
- To be interred in St Teilo's, Merthyr Mawr
- Wanted to take mum back home
- Family grave
- Some to be scattered, some to be interred
- Family requested ashes to be removed to another town (previous address)
- With undertaker before returning for burial
- My mum had other wishes
- She is coming home with her family

- Put in burial plot
- To be placed in grave in cemetery with husband
- Scattering the ashes at Bryngarw Park
- The cremated remains will be collected by the undertaker for scattering
- Deceased wish for ashes to be scattered at a favourite place

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

- Plaques
- You have covered most peoples requirements I would think

Do you have any further observations or comments: -

- Excellent attitude and sympathy shown by all staff
- Excellent organist
- The gardens always looks well cared for and driving in, seeing the beautiful grounds is a positive experience
- Thank you for your excellent service at such a sad time
- Service is very comprehensive and a credit to the crematorium
- Excellent service
- Beautiful grounds and a special entrance into the cloister. Stained glass windows gave a beautiful light
- I thought my mum's music could have been played louder as requested
- Satisfied with the way things are being done, etc
- The ground is always well presented and a pleasure to visit
- A few guests and myself were disappointed and upset that during my father's service we could hear loud laughing and talking right outside the chapel. There should be time for guests to leave a funeral (including outside areas) before the next funeral starts. It felt rushed to fit as many funerals in a day as possible
- Everything about the day was perfect
- Could not hear the minister very well in the front of crematorium. Mourners from north, west, south of England praised the beauty and efficiency of Coychurch. Maybe we take it for granted as it is our local one.

Expenditure for Planned Works 2016/17

The programme of Business Plan expenditure for 2016/17 is indicated below:

<u>Narrative</u>	2016/17	
	Proposed	Revised
	£000	£000
Burial plots: Pathway installation,	10	8
Landscaping (moved to 2017/18)	10	0
Land extension: Phase 2 design works	30	18
CAMEO payments	10	0
Periphery fencing	20	10
Flat roof repairs	50	43
Organ Repairs (moved to 2017/18)	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.

BUSINESS PLAN ASSESSMENT & REVIEW

SERVICE OBJECTIVES	PLANNED ACTIONS	TARGET/DESIRED OUTCOME	RESP OFFICER	METHOD OF MEASUREMENT	Progress Report
New cremators, ancillary equipment & mercury abatement plant	<ul style="list-style-type: none"> Install new cremators and associated plant 	July 2016	Joanna Hamilton	Completion of project Regular progress meetings	<ul style="list-style-type: none"> Completed February 2016
Budget Strategy	<ul style="list-style-type: none"> Annually review & revise service charges Review works programme CAMEO payments 	Annually Annually Annually (Commenced Jan. 2014)	Joanna Hamilton	Annual report to Joint Committee Annual report to Joint Committee Annual report to Joint Committee	<ul style="list-style-type: none"> Completed, reported to meeting on 3rd March 2017. Completed, reported to meeting on 3rd March 2017. Completed, reported to meeting on 3rd March 2017.
Organ maintenance	Organ Repairs	April 2017	Joanna Hamilton	Regular progress meetings	<ul style="list-style-type: none"> Moved to 2017/18
Burial plots	<ul style="list-style-type: none"> Install pathway Upgrade landscaping 	April 2017	Joanna Hamilton	Regular progress meetings	<ul style="list-style-type: none"> Completed August 2016 Moved to 2017/18
Land Extension	<ul style="list-style-type: none"> Phase 2 design works Install infrastructure 	April 2017 April 2018	Joanna Hamilton	Regular progress meetings	<ul style="list-style-type: none"> Completed Feb 2017 Commenced May 2017
Periphery Fencing	<ul style="list-style-type: none"> Repair/Replace 	April 2017	Joanna Hamilton	Regular progress meetings	<ul style="list-style-type: none"> Completed October 2016
Flat roof repairs	<ul style="list-style-type: none"> Replace crematory roof surface 	April 2017	Joanna Hamilton	Regular progress meetings	<ul style="list-style-type: none"> Completed September 2016

