

BRIDGEND COUNTY BOROUGH COUNCIL

COYCHURCH CREMATORIUM JOINT COMMITTEE

FRIDAY 22ND JUNE 2018

REPORT OF THE CLERK & TECHNICAL OFFICER

ANNUAL REVIEW 2017/18

1. Purpose of the Report

- 1.1 The purpose of this report is to advise the Joint Committee on the performance of Coychurch Crematorium during 2017/18.

2. Connection to Corporate Improvement Objectives/Other Corporate Priorities

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

3. Background

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

4. Current Situation / Proposal

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

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

5. Effect upon Policy Framework and Procedure Rules

5.1 None.

6. Equality Impact Assessment

6.1 There are no equality implications arising from the report.

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

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

8. Financial Implications

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

9. Recommendation:

9.1 The Joint Committee is recommended to note the report.

ZAK SHELL
CLERK AND TECHNICAL OFFICER
7th June 2018

Contact Officer:

Joanna Hamilton, Bereavement Services Manager and Registrar

Telephone No. 01656 656605

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

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

APPENDIX A

CREMATORIUM ANNUAL PERFORMANCE AND FINANCIAL REVIEW 2017/18

Number of cremations

In 2017, the Crematorium carried out the following cremations:

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

Public Satisfaction

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

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

Responses 70

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

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

In dealing with staff how would you rate:-

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

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

| | Excellent | Good | Average | Poor |
|--------------------------------|-----------|------|---------|------|
| Chapels | 85% | 15% | | |
| Access roads and footpaths | 84% | 16% | | |
| Rose gardens and grounds | 83% | 17% | | |
| Grass cutting around memorials | 84% | 14% | 2% | |
| Toilets | 77% | 21% | 2% | |
| Water stations and waste bins | 68% | 30% | 2% | |

OVERALL SATISFACTION

79%

21%

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

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

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

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

Do you have any further observations or comments: -

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

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

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

Responses 59

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

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

In dealing with staff how would you rate:-

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

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

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

| | | | | |
|-----------------------------|--------|-------|--|--|
| OVERALL SATISFACTION | 90.91% | 9.09% | | |
|-----------------------------|--------|-------|--|--|

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

- Being buried with late husband
- To be buried in Merthyr Mawr churchyard
- Taken to Pontcymmer Cemetery
- Burial elsewhere
- Ashes taken to be put with late husband in home town plot
- Closer to family
- Want my husband's remains in a plot in Thornhill Crematorium
- To funeral home to await interment
- To be interred at Treallaw cemetery
- To be scattered at deceased's chosen place
- For interment at family plot
- To be scattered at sea

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

Do you have any further observations or comments: -

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

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

Responses 62

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

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

In dealing with staff how would you rate:-

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

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

| | Excellent | Good | Average | Poor |
|---------|------------------|-------------|----------------|-------------|
| Chapels | 88.91% | 11.29% | | |

| | | | |
|--------------------------------|--------|--------|-------|
| Access roads and footpaths | 90.32% | 9.68% | |
| Rose gardens and grounds | 87.72% | 12.28% | |
| Grass cutting around memorials | 88.89% | 11.11% | |
| Toilets | 86.96% | 13.04% | |
| Water stations and waste bins | 87.80% | 9.76% | 2.44% |

OVERALL SATISFACTION 96% 4%

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

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

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

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

Do you have any further observations or comments: -

- Outstanding service
- Everything went great
- A private funeral – very dignified
- This is by far the best crematorium we have attended
- Thank you to the organist she was excellent and it was so nice to have live music rather than taped
- A lovely place – a credit to all the staff

- We decided last minute not to go ahead with a balloon arch for the service at the crematorium. We had organised a balloon arch for the church service. Although a unique request we would like to thank Joanna for allowing us the option to set it up if we wished.
- The member of staff dealt with to sort arrangements out was brilliant
- Thank you for everything
- A very tranquil setting
- Very sympathetic service
- Thank you for the availability of a wheelchair
- Just to say a big thank you for allowing a slot of 11.30 to 12.30 for the service. I know you don't normally offer 12.00 to 12.30 but your willingness to do so meant it was made easier for family members to attend from around the UK

Expenditure for Planned Works 2017/18

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

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

Business Plan Service Objectives

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

2017/18 BUSINESS PLAN ASSESSMENT & REVIEW

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

