

CONFIDENTIAL

LOCATION:	Coychurch Crematorium
DATE OF VISIT:	3 rd July 2018
FEDERATION REPRESENTATIVES:	Secretary, Brendan Day, Technical Officer, Michael Day
REPRESENTATIVE FROM THE MINISTRY OF JUSTICE:	Not applicable
REPRESENTATIVES OF THE CREMATION AUTHORITY:	Joanna Hamilton, Bereavement Services Manager and Registrar.
The following report is based on information given to the Federation representatives and observations made during the visit.	
STAFF AT CREMATORIUM:	Coychurch Crematorium employs sufficient staff to fulfil the requirements of the Cremation (England and Wales) Regulations 2008, Section 4. The appearance of the staff was excellent, and their enthusiasm and commitment were a credit to them and the authority.
CREMATORIUM BUILDINGS:	The buildings were found to be in excellent condition and repair, with standards of maintenance in the public areas judged to be very good. The facilities in the 2 chapel's included provision for the playing of organ and digital music. There is also a Loop system for people with hearing difficulties. The toilet facilities were in excellent condition with provision for disabled visitors.
CREMATORIUM GROUNDS:	The site is maintained to an excellent standard by the grounds maintenance team. It is a credit to all the staff involved, and the Joint Board. Cremated remains can be strewn in the Gardens of Remembrance. Alternatively, cremated remains can be placed with a range of memorial options. Metal residue from the cremations is disposed of through the ICCM recycling scheme. There is a variety of memorialisation available to the public on site.
CREMATORS:	<p>The crematorium is equipped with 2 Facultatieve Technologies Cremators. Routine maintenance is carried out by staff, along with a maintenance agreement.</p> <p>The standard of housekeeping in the crematory was excellent, and a credit to the team.</p> <p>The area used for the storage of cremated remains awaiting disposal is secure and off limits to the public and funeral directors.</p> <p>Secure process is in place for the release of cremated remains to Funeral Directors, who are required to sign for receipt.</p>

CODE OF CREMATION PRACTICE:	The Code of Cremation Practice was on display. The Federation strongly recommends that the Code of Practice issued in 2017 should be displayed in all public areas to reassure the public of the standards that are expected within the crematorium. Suitable copies can be obtained from the Federation office.
ENVIRONMENTAL PERMITTING REGULATIONS (ENGLAND AND WALES) 2010:	The Crematorium Authority has the necessary authorisation under the Environmental Permitting Regulations (England and Wales) 2010 and maintains a log book of cremations carried out in accordance with normal authorisation. Annual emission testing has been carried out and the resultant report has been sent to the responsible Environmental Health Officer of the authorising local authority. A suitable number of cremator operators employed by the Cremation Authority are certificated in accordance with the requirements of the Secretary of State's Guidance PG5/2(12).
OPERATIONAL:	The system for acceptance of the coffin at the chapel and subsequent system for retaining identity of cremated remains were acceptable and secure. The coffin name plate is checked upon arrival, the coffin is placed on the catafalque prior to the service and then moved to the transfer room once mourners have left the chapel. Service times are 30 minutes and longer on request.
INFANTS AND FETAL REMAINS	<p>The authority has adopted the guidelines drawn up jointly by the FBCA, ICCM, Cremation Society and APCC for the cremation of Infants and Fetal Remains.</p> <p>The crematorium has a tray for the cremation of Infants and Fetal Remains.</p>
ADMINISTRATION:	<p>Administration is carried out at the crematorium office where the statutory forms are received and checked. The Medical Referee checks the forms several days in advance of the service and his completed Cremation Form 10 is seen by the Registrar prior to the issuing of the Authority to Cremate to the crematorium staff. Statutory forms are filed and retained for a minimum of 15 years and there are secure facilities for this. A process for scanning documents has been introduced which will enable the retention of paper copies to be phased out. The register of cremations is kept in accordance with requirements. A separate Register is kept of the cremation of body parts and fetal remains.</p> <p>An inspection of 12 sets of cremation forms confirmed that these did comply with statutory requirements set out in the Cremation (England and Wales) Regulations 2008. It was noted that there is an appropriate corporate complaints procedure which the public can use if things go wrong.</p>
HEALTH AND SAFETY:	The Cremation Authority clearly satisfies its duties under Health and Safety legislation and appropriate risk assessments have been carried out for the main areas of work within the crematory and crematorium grounds. The statutory Health & Safety Policy was displayed in the workplace. The Senior Crematorium Technician is fully trained in first aid, with other staff about to be trained in emergency first aid.
SUMMARY:	<p>The crematorium appears to operate exceptionally well, adheres to statutory requirements in respect of the cremation regulations along with the code of Cremation Practice.</p> <p>The visitors were impressed with the presentation of the service at the crematorium and felt the staff should be congratulated for providing a high-quality service to the bereaved.</p>