

BRIDGEND COUNTY BOROUGH COUNCIL
COYCHURCH CREMATORIUM JOINT COMMITTEE

FRIDAY 14TH JUNE 2019

REPORT OF THE CLERK & TECHNICAL OFFICER

ANNUAL REVIEW 2018/19

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 2018/19.

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 2018-19 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 2018/19 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
3rd June 2019

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 8th March 2019 and
Business Plan Report to the Joint Committee 9th March 2018.

APPENDIX A

CREMATORIUM ANNUAL PERFORMANCE AND FINANCIAL REVIEW 2018/19

Number of cremations

In 2018/19, the Crematorium carried out the following cremations:

CREMATIONS (residence)	TOTALS
Borough of Bridgend	999
Vale of Glamorgan	142
Rhondda-Cynon-Taff	386
Others	61
TOTALS	1588

Public Satisfaction

The Crematorium carries out a quarterly review of questionnaire results which feeds into an annual assessment of the quality of service. For 2018/19, this showed that the overall satisfaction level, to a standard of good or excellent, remains at 100%. Where necessary, the Bereavement Services Manager & Registrar has responded to the cremation applicant. An analysis of the responses received is indicated below:

SERVICE FOR THE BEREAVED – CREMATORIUM (APRIL 2018 to JULY 2018 incl.)

Responses 62

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

	Excellent	Good	Average	Poor
The availability of service times	74.58%	20.34%	5.08%	
The arrangements on the day of the funeral	91.53%	6.78%	1.69%	
The presentation of the cremation plot	94.29%	5.71%		

In dealing with staff how would you rate:-

	Excellent	Good	Average	Poor
Literature and information given	84.62%	15.38%		
Presentation of personnel	88.46%	11.54%		
General attitude of staff	90.38%	9.62%		

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

	Excellent	Good	Average	Poor
Chapels	91.38%	8.62%		
Access roads and footpaths	93.10%	6.90%		
Rose gardens and grounds	94.44%	5.56%		

Grass cutting around memorials	92.45%	7.55%
Toilets	87.76%	12.24%
Water stations and waste bins	86%	14%

OVERALL SATISFACTION 92.73% 7.27%

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

- To be with another family member at cemetery
- Interred at family plot
- Arrangements already made with funeral directors in Kenfig Hill
- I wish to keep them at home
- Taken to Ton Cemetery
- Bringing Mum home for sentimental reasons
- Taken to local church garden of remembrance
- To meet the wishes of the deceased
- Other appropriate disposal
- For burial at local cemetery
- Personal choice – to be scattered
- Ashes to be split
- We wish to scatter mum's ashes where we scattered dad's
- He had requested where his ashes were to be scattered
- To be scattered with my dad at local cemetery
- The family wish to scatter the ashes in the garden
- In the care of funeral director until father is well enough to make a decision
- Private burial
- To be scattered in his place of choice
- Because I want them here, at home, with me
- Interment at family grave
- To be buried with wife
- Paid for own plot many years ago
- My husband had already discussed where he wanted them scattered
- To be interred at Tonyrefail cemetery
- Private ceremony to scatter

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

No comments received.

Do you have any further observations or comments: -

- Very well looked after – 10/10
- Everyone is extremely kind, patient and respectful – we thank you all from family
- Coychurch is of a far superior standard than Margam which is why you were chosen
- We are extremely pleased with the service we received. Very respectful and sensitive
- Very satisfied
- The pretty local garden of remembrance is easier for the children to visit and enjoy some contemplation
- Completely satisfied – thank you
- My daughter sang at mum's funeral in the crematorium and although it was a little difficult getting hold of Rhiannon for her to liaise with my daughter – once they spoke and realised each other's musical training and qualifications – the end result was perfection itself – mum would have been so proud and pleased that all her requests were achieved and fulfilled to such a standard. Rhiannon worked well with my daughter and the Funeral Director representative – we thank you for that opportunity at this sad time of loss

- I would really like to thank them all for all the excellent service they gave to me and my family and most importantly my mum on that very sad day. Excellent service by all the staff that take care of this
- Wonderful organist
- Thank you for all your help at this very sad time for us
- We visited today Friday 13th and thought how lovely the grounds looked – well done
- I think that Coychurch Crematorium is the nicest in the area – pleasant setting and immaculate presentation
- Thank you for being so helpful
- Just to say thank you so much for all the care and dignity shown to my husband
- A neighbour who had never been to Coychurch Crematorium before thought it was a beautiful setting
- Friends complained about the mike system – could not hear at the back
- Delay in entering – held outside for 20 minutes – we arrived on time
- Overall – very happy

SERVICE FOR THE BEREAVED – CREMATORIUM
(AUGUST to DECEMBER 2018 incl.)

Responses 66

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

	Excellent	Good	Average	Poor
The availability of service times	75%	21.88%	3.12%	
The arrangements on the day of the funeral	88.71%	11.29%		
The presentation of the cremation plot	91.67%	5.56%	2.77%	

In dealing with staff how would you rate:-

	Excellent	Good	Average	Poor
Literature and information given	80.36%	19.64%		
Presentation of personnel	85.95%	14.05%		
General attitude of staff	84.21%	15.79%		

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

	Excellent	Good	Average	Poor
Chapels	89.23%	10.77%		
Access roads and footpaths	89.23%	10.77%		
Rose gardens and grounds	89.83%	10.17%		
Grass cutting around memorials	89.66%	10.34%		
Toilets	83.33%	16.67%		
Water stations and waste bins	76.92%	23.08%		

OVERALL SATISFACTION	84.36%	15.64%		
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If the cremated remains of the deceased were removed from the crematorium please state why:-

- To scatter ashes
- To be laid to rest with brother
- The deceased wished to have ashes scattered in Devon
- For family to decide what to do with them
- Requested by deceased
- Coming home to join my dad

- I wish to scatter the remains privately
- Returned closer to home
- Prefer to bury ourselves
- Buried with a family member
- To be buried elsewhere
- Private interment plot
- Will be scattered with family
- Laid to rest at other location
- To be scattered
- To be scattered at a meaningful place in her childhood
- To be buried with husband in different cemetery
- Burial at St David's Church, Laleston
- Brought home until I die – ashes to be mixed and scattered together
- Burial in family grave
- Arranged with funeral director to bring home
- To scatter to special areas
- To fulfil final wish – to be scattered
- Family scattering in particular place
- To be scattered by family in accordance with deceased wishes
- To be scattered on daughter's grave
- We wish to plant a tree in the garden and scatter ashes
- I wanted my husband's remains at home with me
- To be placed in family plot in Sunderland
- Just to be near for a while
- Ashes to be scattered where he was born
- My wife's remains were removed from the Crematorium because she wanted to be buried with myself when the time comes
- Funeral directors have been advised of my wife's wishes to be buried in a family plot at Kingsbridge cemetery, Gorseinon, Gower as soon as this can be arranged with Swansea authorities
- Wishes of deceased to be scattered near place of birth
- To be with husband at cemetery
- Undecided what to do with ashes currently
- Maesteg cemetery
- Removed for private scattering
- No decision yet made as to disposal of remains

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

- Photo screen

Do you have any further observations or comments: -

- Everywhere clean and tidy and pleasant site
- Very satisfied on the day of the funeral and lovely comments from all who attended the Crematorium
- Family came from Aberdare and all commented how nice Bridgend Crematorium and grounds were
- Excellent surroundings
- Could have done with 1 hour slot for the service
- The music was all-important for us and the sound quality was excellent
- Coychurch Crematorium is always a peaceful, pleasant atmosphere
- At a later date I may arrange for a plot to be purchased
- An excellent service in beautiful surroundings
- Very dignified and excellent service
- What a beautiful, peaceful crematorium, gorgeous presentation inside and within the grounds. A lovely place to say a final goodbye. Also appreciate the help and support to accommodate our needs/wishes for details within the service

SERVICE FOR THE BEREAVED – CREMATORIUM
(JANUARY TO MARCH 2019 incl.)

Responses 46

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

	Excellent	Good	Average	Poor
The availability of service times	60%	22.22%	13.33%	4.44%
The arrangements on the day of the funeral	81.82%	15.18%		
The presentation of the cremation plot	82.14%	17.86%		

In dealing with staff how would you rate:-

	Excellent	Good	Average	Poor
Literature and information given	77.78%	22.22%		
Presentation of personnel	76.92%	23.08%		
General attitude of staff	74.36%	23.08%	2.56%	

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

	Excellent	Good	Average	Poor
Chapels	92.30%	8.70%		
Access roads and footpaths	89.13%	8.70%	2.17%	
Rose gardens and grounds	86.05%	11.63%	2.32%	
Grass cutting around memorials	85%	12.50%	2.50%	
Toilets	78.57%	19.05%	2.38%	
Water stations and waste bins	76.32%	21.05%	2.63%	

OVERALL SATISFACTION	85.71%	14.29%		
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If the cremated remains of the deceased were removed from the crematorium please state why:-

- Interment in Trane Cemetery, Tonyrefail
- Burial closer to home
- Plan to combine on decease of spouse before final arrangement
- Private arrangement
- To be placed with husband
- Family wanted them
- She wanted to be scattered on her mother's grave
- Plot elsewhere
- To be buried alongside his mum/dad at church in Coychurch which I attend
- For the family to scatter
- To be taken to her home in Yorkshire
- Removed by funeral director for me to keep
- Interment at Maesteg Cemetery
- Deceased wished to rest in favourite place
- Burial in churchyard
- My husband came from Port Talbot/Neath so wanted to return there
- To be scattered as per wishes of the deceased
- To be buried in Sarn Cemetery
- Removed by funeral director for burial in cemetery in North Cornelly
- The undertakers have collected the cremated remains for interment at Cowbridge cemetery
- To be scattered locally
- To be placed with her husband in Cwmbran

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

- A plaque for my wife and later on for myself

Do you have any further observations or comments: -

- Thank you to all staff for help and guidance at a difficult time
- One of the nicest crematoriums I have visited
- I would like to thank your staff as everything went well at the crematorium
- My thanks to everyone for wonderful service
- Beautiful setting
- A professional service - no complaints
- Thank you for looking after my grandparents and parents
- The grounds within the crematorium are beautifully maintained and it is a calm oasis. I've rarely been in a better kept crematorium

Expenditure for Planned Works 2018/19

The programme of Business Plan expenditure for 2018/19 is indicated below:

<u>Narrative</u>	2018/19	
	Proposed	Revised
	£000	£000
Land extension: Phase 2 Retention	5	5
Chapel of Remembrance repairs	20	5
Flat roof repairs Waiting Room & Porte-cochère (Moved to 2019/20)	30	0
Organ Repairs (moved to 2019/20)	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.

2018/19 BUSINESS PLAN ASSESSMENT & REVIEW

SERVICE OBJECTIVES	PLANNED ACTIONS	TARGET/DESIRED OUTCOME	RESP OFFICER	METHOD OF MEASUREMENT	PROGRESS REPORT
Organ Maintenance	<ul style="list-style-type: none"> • Organ repairs 	April 2019	Joanna Hamilton	Regular progress meetings	<ul style="list-style-type: none"> • Reported to meeting on 8th March 2019 – approval for amended project, for completion April 2020
Land Extension Phase 2	<ul style="list-style-type: none"> • Infrastructure retention • Landscaping 	April 2018 April 2019	Joanna Hamilton	Regular progress meetings	<ul style="list-style-type: none"> • Completed April 2018 • Completed Nov 2018
Flat roof repairs	<ul style="list-style-type: none"> • Replace Waiting Room & porte-cochère surface 	April 2019	Joanna Hamilton	Regular progress meetings	<ul style="list-style-type: none"> • Delayed to June 2019
Chapel of Remembrance	<ul style="list-style-type: none"> • Building repairs 	April 2019	Joanna Hamilton	Regular progress meetings	<ul style="list-style-type: none"> • Completed November 2018
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 8th March 2019. • Completed, reported to meeting on 8th March 2019. • Completed, reported to meeting on 8th March 2019.

