

**BRIDGEND COUNTY BOROUGH COUNCIL**  
**COYCHURCH CREMATORIUM JOINT COMMITTEE**  
**REPORT OF THE CLERK & TECHNICAL OFFICER**  
**FRIDAY 6<sup>TH</sup> MARCH 2020**

**CHAPEL COMPUTERISED MUSIC AND MEDIA SYSTEM UPGRADE**

**1. Purpose of the Report**

1.1 The purpose of this report is to advise the Joint Committee on the improvements required to the computerised music and media provision systems serving Crallo Chapel and Coity Chapel at Coychurch Crematorium and to seek approval of expenditure for their replacement, in order to provide a more modern facility to bereaved service users.

**2. Connection to Corporate Improvement Objectives/Other Corporate Priorities**

2.1 This report assists in the achievement of the following corporate priority:-

- **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 Electronic music has become a regular request by bereaved families and the Crematorium provides the means to play favourite songs and music in its two chapels.

3.2 The Crematorium provides the Wesley Media System in Crallo Chapel, which delivers electronic music downloads, audio and video recordings and webcasts. The system includes microphones in the lectern and speakers located within the chapel, the entrance cloister and outside. Just the ability to play electronic music is provided in Coity Chapel, with the addition of a lectern microphone and speakers within the chapel. The system was installed in January 2010 and was one the first to be installed in UK Crematoria.

3.3 Due to its age, the Crematorium's current Wesley Media system is not of a digital standard, the sound quality is no longer of a standard that modern day congregations have come to expect. There are no visual tribute screens available and the quality of video recordings and webcasts is not as good as it could be. Coity Chapel does not have the full range of media services, removing the option to use this chapel if

recordings or webcasts are required. During periods of maintenance in Crallo Chapel it is necessary to use Coity Chapel, so removing the option for service recordings and webcasts altogether.

- 3.4 Consequently, there is a need to review the equipment and facilities currently offered to ensure that Coychurch Crematorium is not at a service disadvantage.

#### 4. **Current Situation / Proposal**

- 4.1 Wesley Media Ltd has developed specialist products and applications suitable for crematoria that meet the expectations of the bereaved in the 21<sup>st</sup> Century. Due to its proven reliability in this specialist area it is utilised by most UK Crematoria and all the neighbouring Crematoria:

- Cardiff County Council at Cardiff Crematorium
- Neath Port Talbot Council at Margam Crematorium
- Rhondda-Cynon-Taff County Council at Pontypridd Crematorium and Llwydcoed Crematorium
- Newport County Council at Greater Gwent Crematorium
- Pembrokeshire County Council at Narberth Crematorium
- Memoria Ltd at Barry Crematorium

It is able to cope at a highly professional level with the daily demands from Crematoria, Funeral Directors, Ministers and the bereaved and due to its ease of use and their familiarity with its processes, Funeral Directors, Ministers and the bereaved are able to order digital music and ancillary services directly with Wesley Media, so reducing the amount of administration required by the Crematorium staff and ensuring that they receive a funeral service tailored to their exact specifications. Wesley Media's dedicated team of specially trained personnel manage this very specialist service on behalf of Crematoria, sourcing all music and arranging all ancillary services, while dealing directly with bereaved families and Funeral Directors. This reliability and familiarity with the ease of use of the Wesley Media service creates additional important benefits to the Crematorium's service users, with each Crematorium offering the same process and procedures, ensuring that funeral services receive accurate music and media provision and removing the risk of the upset that can be caused to a funeral service if errors occur.

- 4.2 Wesley Media provides a specialist adapted hardware computer package for each chapel, loaded with Wesley Media operating software with access to an unlimited range of music including any commercially available contemporary, hymn and classical styles. The software is interfaced to ensure there is no room for error. Wesley Media also provides USB recordings of funeral services and arranges webcasts for those who are unable to attend the funeral service. Additionally it provides visual tributes that have been tailored to our bereaved families' requirements, downloading them onto the Wesley Media chapel music computer to be played on the Wesley Media compatible tribute screens during the funeral service. Every aspect of the funeral

ceremony is considered, from the order of service to the acoustics of the individual venue, to the sensitive nature of personal ceremonies.

- 4.3 Whilst organ music is still a popular accompaniment to services and all hymn singing is accompanied using the Crematorium's pipe organs, alternative types of music are frequently requested to replace or augment organ music. The Wesley Media music system also provides a reliable back-up in case the organist was suddenly unavailable, for example, due to being unwell or snow conditions. Additionally, Wesley Media manages all statutory requirements such as copyright issues and public performance licences.
- 4.4 Wesley Media was consulted in December 2019 and invited to carry out a thorough review of the current music and media system with a view to replacing it with a new digital system, to include all additional features now offered by the company in order to provide the bereaved with a fully modernised facility.
- 4.5 Their report provides the Crematorium with all the modern facilities it requires, including:
- Individual digital Wesley Media Players in both chapels.
  - HD Webcast equipment.
  - Digital mixers with easy use zone controllers for speaker volume control.
  - High power amplifiers.
  - Lectern and ambient microphones.
  - Wood finish equipment racks to meet health and safety requirements.
  - Upgrade of existing speakers.
  - Additional speakers for Crallo Chapel cloister, Crallo Chapel flower court and outside Coity Chapel.
  - Individual volume controls for speakers, where needed.
  - Tribute screens to be installed inside both Chapels (1x65" in Coity Chapel and 2x75" in Crallo Chapel).
  - Additional screens to be installed to bottom and top of Crallo Chapel cloister to auto switch between visual tributes and Chapel camera for overflow live viewing of funeral services (1x75" and 1x43").
- 4.6 The addition of Wesley Media compatible screens in the two chapels would enable the bereaved to view the visual tributes that Wesley Media has formatted to their requirements. This is a service provided by neighbouring Crematoria which installed the Wesley Media system in more recent times with the benefit of these more modern additions to the Wesley Media service. The installation of additional Wesley Media compatible screens to the top and bottom of the cloister leading to Crallo Chapel would utilise the Wesley Media chapel webcast camera which would be auto switched with the viewing of visual tributes, enabling mourners standing in this area on large gatherings to view the proceedings in the chapel rather than just listening to the speakers, allowing them to participate more in the funeral service.

4.7 The installation of a Wesley Media digital music and media system would provide enhanced sound quality and more individual control over the different zones, while providing families with superior audio and visual recordings of funeral services. New HD webcast equipment would provide enhanced viewing for those family members who are unable to attend the service and are instead watching it live on their computers at home. Coity Chapel would also provide the full range of music and media services, so ensuring that the bereaved receive the same high standards in each chapel. The replacement of some existing speakers and the provision of additional speakers will further improve sound quality, while large funerals in Coity Chapel will be assisted by the addition of outside speakers, enabling mourners standing under the outside canopy to hear the service.

4.8 Due to the unique needs of the Crematorium service and the specialist nature of the digital music provision, Bridgend County Borough Council's Contract Procedure Rules will be applied, with the application of a waiver through the scheme of delegation, in accordance with clause 3.2.3: "The works/goods/services can be provided only by a particular Tenderer. Single tender procedure shall only be permitted when a single firm or Contractor or a proprietary item or service of a special character is required and justified and is due to the needs of the service". This is to ensure that Coychurch Crematorium is not placed at a service disadvantage.

## **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 seeks approval to carry out improvement works. There is no requirement for a well-being statement.

## **8. Financial Implications**

8.1 The cost of the above works is £41,696 and is covered in the Crematorium's Business Plan and revenue budget for 2020-21.

## **9. Recommendation:**

9.1 The Joint Committee is recommended to approve expenditure for the above works by Wesley Media Ltd, in the sum of £41,696, in conjunction with the approval of the Business Plan Report.

**ZAK SHELL**

**CLERK AND TECHNICAL OFFICER**  
**27th February 2020**

**Contact Officer:**

Joanna Hamilton, Bereavement Services Manager and Registrar,  
Bereavement Services, Coychurch Crematorium, Coychurch, Bridgend, CF35 6AB.  
Telephone No. 01656 656605

E-mail: [Joanna.Hamilton@bridgend.gov.uk](mailto:Joanna.Hamilton@bridgend.gov.uk)

**Background Papers:** Business Plan Report to the Joint Committee 6<sup>th</sup> March 2020 and  
Report by Wesley Media Ltd, 5<sup>th</sup> December 2019.