

BRIDGEND COUNTY BOROUGH COUNCIL
COYCHURCH CREMATORIUM JOINT COMMITTEE

4 SEPTEMBER 2020

REPORT OF THE CLERK & TECHNICAL OFFICER

ANNUAL REVIEW OF 2019/20 BUSINESS PLAN OBJECTIVES

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 2019/20.

2. Connection to Corporate Well-being Objectives/Other Corporate Priorities

2.1 This report assists in the achievement of the following corporate well-being objectives under the **Well-being of Future Generations (Wales) Act 2015:-**

1. **Supporting a successful economy** – taking steps to make the county borough a great 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 borough.

2. **Helping people and communities to be more healthy and resilient** –taking steps to reduce or prevent people from becoming vulnerable or dependent on the Council and its services. Supporting individuals and communities to build resilience, and enable them to develop solutions to have active, healthy and independent lives.

3. **Smarter use of resources** – ensuring that all resources (financial, physical, ecological, human and technological) are used as effectively and efficiently as possible and support the creation of resources throughout the community that can help deliver the Council's well-being objectives.

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 financial 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 Implications**

7.1 This report provides the performance against the approved 2019-20 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 2020-21 was adjusted in the 2020-21 Business Plan to accommodate variations in the works programme as a result of delays in work being undertaken in 2019-20.

9. **Recommendation(s):**

9.1 The Joint Committee is recommended to note the report.

ZAK SHELL
CLERK AND TECHNICAL OFFICER
17TH AUGUST 2020

Contact Officer:

Contact Officer:

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Background Papers: Business Plan Report to the Joint Committee 8th March 2019 and
Business Plan Report to the Joint Committee 6th March 2020.

APPENDIX A

CREMATORIUM ANNUAL PERFORMANCE AND FINANCIAL REVIEW 2019/20

Number of cremations

In 2019/20, the Crematorium carried out the following cremations:

CREMATIONS (residence)	TOTALS
Borough of Bridgend	1038
Vale of Glamorgan	153
Rhondda-Cynon-Taff	401
Others	78
TOTALS	1670

Public Satisfaction

The Crematorium carries out a quarterly review of questionnaire results which feeds into an annual assessment of the quality of service. For 2019/20, 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 2019 to JUNE 2019 incl.)

Responses 43

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

	Excellent	Good	Average	Poor
The availability of service times	70%	28.00%	2.00%	
The arrangements on the day of the funeral	90%	10.00%		
The presentation of the cremation plot	44%	55.00%		

In dealing with staff how would you rate:-

	Excellent	Good	Average	Poor
Literature and information given	63%	37.00%		
Presentation of personnel	67%	33.00%		
General attitude of staff	67%	33.00%		

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

	Excellent	Good	Average	Poor
Chapels	86.00%	7.00%	7.00%	
Access roads and footpaths	84.00%	16.00%		
Rose gardens and grounds	84.00%	16.00%		

Grass cutting around memorials	86.00%	14.00%
Toilets	65.00%	35.00%
Water stations and waste bins	65.00%	35.00%
OVERALL SATISFACTION	79.00%	21.00%

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

- Interment at family grave
- By funeral director – to be buried at a later date in family grave
- Has a plot at Sarn Cemetery
- Wanted at home
- Ashes to go to Lydstep headland in Tenby – holiday home
- Being put in the family grave
- To be scattered elsewhere
- To be returned to family home
- To be laid in cemetery in Llangynwyd
- Private interment
- Wanted ashes at home
- To be with the deceased's late husband
- To give time to consider options
- To be nearer his home enabling family to visit
- To be scattered at home
- To be scattered
- To be buried with wife
- To be taken home where children live
- To be buried in family plot/grave
- To be interred at Porthcawl cemetery
- Family personal keeping
- To be placed with another family member's ashes – miles away
- They will be scattered and returned to England
- To be buried in local cemetery
- Father will be made into jewellery
- At deceased's request
- To carry out the wished of my wife
- The deceased wanted to be kept at home
- Wished to be laid under a tree un our garden
- Mother and father's ashes were interred together
- To be interred at a family plot
- Interment at Maesteg Cemetery
- Wish to deal with this ourselves

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

- All arranged with crematorium
- Cards for "ashes to Glass" or other such sites/businesses
- Availability of use for photographic/video display

Do you have any further observations or comments: -

- The organist was excellent
- Just keep doing what you are doing with perfection on a sad occasion
- Very grateful, thank you
- Excellent service, thank you
- Just to thank everyone for their help
- Very impressed with how well manicured the whole place was

- Staff were fantastic in accommodating two rehearsals in the chapel prior to the actual ceremony. James deserves a special mention. Thank you so much
- The pond and surrounding area make it a soothing place. There was sufficient parking and discreet ground staff
- We had no direct contact with staff and have no issues nor concerns
- Excellent. Thank you. A choir was accommodated and James the organist was great
- Poor acoustics in the front row of the chapel
- Lovely clean and friendly at a sad time – thank you
- We would have liked to have had in the service a show of pictures or my mother on a video display

SERVICE FOR THE BEREAVED – CREMATORIUM
(JULY to SEPTEMBER 2019 incl.)

Responses 51

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

	Excellent	Good	Average	Poor
The availability of service times	76.00%	18.00%	6.00%	
The arrangements on the day of the funeral	84.00%	16.00%		
The presentation of the cremation plot	59.00%	41.00%		

In dealing with staff how would you rate:-

	Excellent	Good	Average	Poor
Literature and information given	78.00%	22.00%		
Presentation of personnel	71.00%	29.00%		
General attitude of staff	69.00%	31.00%		

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

	Excellent	Good	Average	Poor
Chapels	88.00%	12.00%		
Access roads and footpaths	82.00%	18.00%		
Rose gardens and grounds	86.00%	14.00%		
Grass cutting around memorials	78.00%	22.00%		
Toilets	73.00%	27.00%		
Water stations and waste bins	65.00%	15.00%	10.00%	

OVERALL SATISFACTION	86.00%	14.00%		
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If the cremated remains of the deceased were removed from the crematorium please state why:-

- For personal reasons
- I'd like her home until I can decide what I'd like to do
- We wanted the ashes back home
- To be returned home
- For burial
- Interment in family grave
- Ashes to be scattered in a special place
- Wish to scatter ashes elsewhere
- Burial at cemetery
- In the bedroom with me at the moment because we will go together when time comes
- The ashes to be interred in church graveyard
- My mum and dad have a plot in cemetery with family members
- Wanted to keep them in my possession

- To be burial at Trealaw cemetery
- Remains to be placed at local cemetery
- Scattered elsewhere
- I want, when I die to be cremated same as my loving husband and then our remains to be scattered together by our daughter
- It was the wish of the deceased in his will
- A plot had already been purchased in Maesteg Cemetery in 1987
- Ashes to be scattered in garden

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

- Yet to be decided with deceased's son

Do you have any further observations or comments: -

- Coychurch was outstanding and all staff and the funeral director was outstanding very very good. I live in Swansea and I'd like to have a service at Coychurch Crematorium
- We were very pleased with all aspects of the crematorium and the service provided
- Staff were first class – thanks for your help
- The Coychurch crematorium and its entire staff were superb. My family and I cannot speak highly enough of the entire experience. Thank you so much for all that was done at an extremely difficult time
- Our heartfelt thanks to all for your service
- The funeral arrangements were handled by WA Brown in Llantwit. However, the care from Joanna was excellent. We were very impressed and would like to thank her
- We were all very pleased with the way the funeral arrangements were carried out
- Not really, have always thought Coychurch Crematorium was overall one of the most pleasant I have attended
- Beautiful spot, beautiful service – thank you

SERVICE FOR THE BEREAVED – CREMATORIUM
(OCTOBER TO DECEMBER 2019 incl.)

Responses 40

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

	Excellent	Good	Average	Poor
The availability of service times	75.00%	20.00%		
The arrangements on the day of the funeral	92.00%	18.00%		
The presentation of the cremation plot	55.00%	45.00%		

In dealing with staff how would you rate:-

	Excellent	Good	Average	Poor
Literature and information given	75.00%	25.00%		
Presentation of personnel	72.50%	27.50%		
General attitude of staff	75.00%	25.00%		

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

	Excellent	Good	Average	Poor
Chapels	90.00%	10.00%		
Access roads and footpaths	85.00%	15.00%		
Rose gardens and grounds	80.00%	20.00%		
Grass cutting around memorials	80.00%	20.00%		
Toilets	75.00%	25.00%		
Water stations and waste bins	75.00%	25.00%		

OVERALL SATISFACTION

90.00% 10.00%

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

- Ashes to be spread on mountain
- Interment with wife at Trealaw Cemetery
- To stay at home with me
- To bury elsewhere
- To be scattered at sea
- To be scattered together with my mother
- The deceased had his favourite place when walking
- Half of the Ashes to Ogmore Cemetery and half to Thornhill
- Did not want a resting place
- Personal choice
- To be placed in family grave
- Cremated remains will be collected by the funeral director when ready. We will be disposing of them at a later date
- Collection by Porthcawl funeral services
- The family wishes to spread them in a place she loved to be
- Preference for a private family scattering in chosen location
-

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

- Those provided are adequate
- Continuation of rose gardens

Do you have any further observations or comments: -

- None at all, everything was done with care so I would just like to thank you
- Beautiful surroundings and are a credit to all concerned
- Lovely service
- The crematorium always looks its best, staff are always pleasant and helpful – cannot fault
- Your crematorium is very well kept, which brings comfort to relatives of the deceased
- Thank you for providing such a peaceful and reflective space, this allowed us to have the service and memorial that did our dad justice
- I do not recall seeing staff, however, the funeral directors and vicar were excellent
- As all of the arrangements were made by the funeral director we used, I cannot comment on most of these question
- Funeral director made all arrangements with your staff. The Crematorium is kept in excellent condition and was a great comfort at a sad time
- The family felt our experience exceeded our expectations

SERVICE FOR THE BEREAVED – CREMATORIUM
(JAN 2020 to MARCH 2020 incl.)

Responses 54

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

Excellent Good Average Poor

The availability of service times	53%	34.00%	6.00%	7.00%
The arrangements on the day of the funeral	70%	28.00%	2.00%	
The presentation of the cremation plot	74%	26.00%		

In dealing with staff how would you rate:-

	Excellent	Good	Average	Poor
Literature and information given	70%	28.00%	2.00%	
Presentation of personnel	69%	31.00%		
General attitude of staff	71%	29.00%		

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

	Excellent	Good	Average	Poor
Chapels	83.00%	17.00%		
Access roads and footpaths	77.00%	21.00%	2.00%	
Rose gardens and grounds	84.00%	16.00%		
Grass cutting around memorials	85.00%	13.00%	2.00%	
Toilets	83.00%	15.00%	2.00%	
Water stations and waste bins	78.00%	20.00%	2.00%	

OVERALL SATISFACTION 78.00% 22.00%

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

- A sample of the ashes kept at home for memories
- Want to scatter them elsewhere
- To be placed where the deceased would wish them to be
- Wish to scatter remains in the sea
- To be placed with deceased parents in Talygarn
- Private interment at Laleston Cemetery 16/03/20
- To rest at home
- Because I wanted them at home
- Deceased wishes to be scattered on Caerau mountain
- To scatter
- To scatter elsewhere
- The remains will be going to Northumberland with myself
- We're making arrangements to take dad to Liverpool as he's originally from there
- To be put in a plot with her husband at local cemetery
- Returned home
- To be interred in her husband's grave
- Being kept by family
- To be interred at Glyntaff Crematorium
- To be put with my mother's ashes
- To be kept in the area which I plan to move to in the near future
- He wished to have them scattered
- For family to scatter where deceased wanted
- They will be scattered with my mother's ashes in Margam Crematorium
- Ashes being interred in grave
- Ashes of my wife are kept by me at home
- They are to be kept at home address
-

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

- I cannot think of any other
- None, everything to a high standard
- Everything covered

Do you have any further observations or comments: -

- Very happy with everything on the day
- The grounds, etc, are always looking very nice. Buildings, etc, are clean, well presented
- No, during a stressful, sad time, everything ran smoothly and perfectly
- Too long a wait from date of death (*Note: BSM&R confirmed funeral times available much sooner but FD chose not to utilise them*)
- Thank you for making a difficult experience straightforward
- No all good
- Many thanks, my best wishes to everyone
- I didn't have any dealings with the staff directly, however, the venue and surroundings are beautiful
- A number of people were unable to hear the minister making me wonder if there was a problem with your sound system (*Note: Funeral 29/01/20, deceased 101 yrs old*)
- Wonderful crematorium, first class, keep up the excellent work
- Everyone does a good job – thanks. The wait until 13/01/20 was too long (*Note: Dod 23/12/19*)
- Coychurch Crematorium is a very tranquil place. It is extremely well kept (all around)

Expenditure for Planned Works 2019/20

The programme of Business Plan expenditure for 2019/20 is indicated below:

<u>Narrative</u>	2019/20	
	Proposed	Revised
	£000	£000
Organ Upgrade/Repairs	96	101
Crematory Restroom refurbishment	30	18
Flat roof repairs Waiting Room & Porte-cochère	30	33
Flower Court Extension: Design consultants fees & Construction (<i>moved to 2020/21</i>)	300	55
External Lighting to Site (<i>moved to 2020/21</i>)	300	0
Electrical Distribution Boards (<i>moved to 2020/21</i>)	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.

2019/20 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 upgrade/repairs 	April 2020	Joanna Hamilton	Regular progress meetings	<ul style="list-style-type: none"> Completed Jan 2020.
Crematory Restroom	<ul style="list-style-type: none"> Refurbishment 	April 2020	Joanna Hamilton	Regular progress meetings	<ul style="list-style-type: none"> Completed December 2019.
Flat roof repairs	<ul style="list-style-type: none"> Replace Waiting Room & porte-cochère surface 	June 2019	Joanna Hamilton	Regular progress meetings	<ul style="list-style-type: none"> Completed June 2019.
Flower Court Extension	<ul style="list-style-type: none"> Construction 	Dec 2020	Joanna Hamilton	Report to JC. Regular progress meetings	<ul style="list-style-type: none"> Reported to meeting 6th March 2020, for completion April 2021.
External Lighting to Site	<ul style="list-style-type: none"> Install Lighting 	Dec 2020	Joanna Hamilton	Report to JC. Regular progress meetings.	<ul style="list-style-type: none"> Reported to meeting 6th March 2020, for completion Dec 2020.
Electrical Distribution Boards	<ul style="list-style-type: none"> Replace 	April 2020	Joanna Hamilton	Regular progress meetings.	<ul style="list-style-type: none"> Reported to meeting 6th March 2020, for completion Dec 2020.
Budget Strategy	<ul style="list-style-type: none"> Annually review & revise service charges Review works programme CAMEO payments 	<p>Annually</p> <p>Annually</p> <p>Annually (Commenced Jan. 2014)</p>	Joanna Hamilton	<p>Annual report to Joint Committee</p> <p>Annual report to Joint Committee</p> <p>Annual report to Joint Committee</p>	<ul style="list-style-type: none"> Completed, reported to meeting on 6th March 2020. Completed, reported to meeting on 6th March 2020. Completed, reported to meeting on 6th March 2020.