

BRIDGEND COUNTY BOROUGH COUNCIL

COYCHURCH CREMATORIUM JOINT COMMITTEE

11 JUNE 2021

REPORT OF THE CLERK & TECHNICAL OFFICER

ANNUAL REVIEW OF 2020/21 BUSINESS PLAN OBJECTIVES

1. Purpose of report

1.1 The purpose of this report is to advise the Joint Committee on the performance of Coychurch Crematorium during 2020/21.

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 sustainable 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 to 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 Act 2010 implications

- 6.1 The protected characteristics identified within the Equality Act, Socio-economic Duty and the impact on the use of the Welsh Language have been considered in the preparation of this report. As a public body in Wales the Council must consider the impact of strategic decisions, such as the development or the review of policies, strategies, services and functions. This is an information report, therefore it is not necessary to carry out an Equality Impact assessment in the production of this report. It is considered that there will be no significant or unacceptable equality impacts as a result of this report.

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

- 7.1 The well-being goals identified in the Act were considered in the preparation of this report. It is considered that there is no significant or unacceptable impact upon the achievement of well-being goals/objectives as a result of this report.

8. Financial Implications

- 8.1 The Revenue budget for 2021-22 was adjusted in the 2021-22 Business Plan to accommodate variations in the works programme as a result of delays in work being undertaken in 2020-21.

9. Recommendation:

9.1 The Joint Committee is recommended to note the report.

**ZAK SHELL
CLERK AND TECHNICAL OFFICER
27TH MAY 2021**

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Background Papers: Business Plan Report to the Joint Committee 6th March 2020 and
Business Plan Report to the Joint Committee 5th March 2021.

APPENDIX A

CREMATORIUM ANNUAL PERFORMANCE AND FINANCIAL REVIEW 2020/21

Number of cremations

In 2020/21, the Crematorium carried out the following cremations:

CREMATIONS (residence)	TOTALS
Borough of Bridgend	1353
Vale of Glamorgan	146
Rhondda-Cynon-Taff	512
Others	75
TOTALS	2086

Public Satisfaction

The Crematorium carries out a quarterly review of questionnaire results which feeds into an annual assessment of the quality of service. For 2020/21, 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 (RECEIVED APRIL 2020 to JUNE 2020 incl.)

Responses 51

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

	Excellent	Good	Average	Poor
The availability of service times	58.7	32.6	6.5	2.2
The arrangements on the day of the funeral	86.7	13.3		
The presentation of the cremation plot	77.4	22.6		

In dealing with staff how would you rate: -

Literature and information given	70.7	29.3		
Presentation of personnel	85.4	14.6		
General attitude of staff	83.3	16.7		

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

Chapels	91.3	8.7		
Access roads and footpaths	87.5	12.5		
Rose gardens and grounds	88.6	11.4		
Grass cutting around memorials	86.7	13.3		
Toilets	81.3	15.6	3.1	
Water stations and waste bins	75.0	25.0		

OVERALL SATISFACTION	88.00%	12.00%	-	-
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If the cremated remains of the deceased were removed from the crematorium please state why:-

- I wanted my wife at home
- For burial at Cemetery
- I want my husband's urn to stay home with me
- Held by Funeral Director
- To be buried at Limes Cemetery Cowbridge
- Jewellery pieces to be made and then ashes scattered abroad
- To be scattered
- To be scattered in rose bushes in front garden as per the deceased's wishes
- To be interred with my father.
- Interment in Trealow Cemetery
- Scattered elsewhere
- Because the two sons wanted to carry him back for interment
- To be placed in Bridgend Cemetery with husband's ashes.
- Ashes to be scattered elsewhere.
- Family have own resting place.
- For separate interment in a family cemetery plot in deceased hometown Warrington.
- To be scattered elsewhere according to the Will.
- Going to family grave in cemetery.
- To be kept until his wife passes away.

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

- Memorial book (*Note: Further info on the Book of Remembrance has since been issued*).
- More rose bushes

Do you have any further observations or comments: -

- There were only 5 mourners but the service was very enlightening thank you. (*Note 5 mourners was the family's choice & not due to restrictions*).
- The staff were good in the situation, of only having 10 at the service.
- My husband was cremated on 31/03/20 during the restrictions due to Covid but was still given a dignified service.
- Thank you for doing what you can at this very difficult time. Glass of water for readers/eulogy would have been useful (*Note: water glasses had to be withdrawn due to pandemic restrictions but FD's notified that disposable cups and mineral water dispensers still available if required*).
- Just to thank everyone for what they are doing during difficult times and circumstances. We as a family were very pleased with your service.
- During difficult time during a coronavirus lockdown I applaud the staff for doing their best.
- I'm sure an expert may find faults, we cannot, excellent on every point.
- Everything was excellent.
- The service in these difficult times was respectful and well organised.
- We interred dad's ashes yesterday (18.05/20). We just wanted to say how wonderful we enjoyed the service, it was exactly as he wanted it, we provided our own poems and prayer and we played a song quietly, but what we wanted to say was that your staff's contribution is definitely worth writing about. The worker with the wheelbarrow, so respectful to us, and the lady walking with dad's ashes on the cushion, her manner also so respectful. Their gestures, although many would say only doing their jobs, meant the world to us. Many thanks.
- Due to Covid restrictions we are arranging a separate event of memorial in the future. Coychurch was an excellent choice for our needs.
- The quality of the sound from the vicar's microphone was slightly distorted. Covid19 precautions were good.

- During the current difficult circumstances, as a family we'd like to thank you for a lovely service.
- Disappointed that two members of the family were not allowed to come into the crematorium considering the amount of space inside. Ten members only seems small as it's a large area. *(Note: The Crematorium was at the height of the first wave of the pandemic with the country in full lock down, mourner numbers were restricted to 10 and Funeral Directors informed of all restrictions).*
- Under the present restrictions it went well, thank you.
- Would be a better experience if there was time after the service for people to leave without a rush. There needs to be a space between services *(Note: The Crematorium was at the height of the first wave of the pandemic, services were restricted to 30 minutes in order to provide 14 services per day and Funeral Directors informed of all restrictions).*
- The care and respect of all your staff was exceptional and professional. Please will you thank all your staff. Myself and my family very much appreciated their care and compassion.
- Very clean and tidy and peaceful. Feels like a safe and well-maintained Crematorium.

SERVICE FOR THE BEREAVED – CREMATORIUM
(RECEIVED JULY 2020 to SEPT 2020 incl.)

Responses 44

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

	Excellent	Good	Average	Poor
The availability of service times	85.4	12.2	2.4	
The arrangements on the day of the funeral	85.4	14.6		
The presentation of the cremation plot	95.8	4.2		

In dealing with staff how would you rate: -

Literature and information given	91.4	8.6		
Presentation of personnel	92.1	7.9		
General attitude of staff	92.1	7.9		

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

Chapels	94.9	5.1		
Access roads and footpaths	97.7	2.3		
Rose gardens and grounds	92.3	7.7		
Grass cutting around memorials	94.7	5.3		
Toilets	75.0	25.0		
Water stations and waste bins	83.3	12.5	4.2	

OVERALL SATISFACTION	95.5%	4.5%	-	-
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If the cremated remains of the deceased were removed from the crematorium please state why:-

- We are scattering them
- Remains being laid to rest at St John's Church
- Own arrangement
- Being scattered
- Ashes to glass
- Interment at Maudlam Church
- To be buried with my father in Cardiff
- My husband wanted his ashes taken back to where he grew up and scattered there.
- Family cemetery plot.
- To be interred in Bridgend Cemetery cremation plot.
- Interment at Porthcawl Cemetery.

- I will be retaining the cremated remains of my husband as his remains will be combined with my own and then scattered as per our Will.
- Interred at family plot.
- Mother's and father's remains scattered privately.
- Interred in family burial plot in local cemetery.
- Interred with parents
- Taking them home.
- To be scattered in our garden.
- We are keeping mum at home for the moment.
- To be scattered by the sea.

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

- -

Do you have any further observations or comments: -

- No other than the Crematorium always looks beautiful and is kept immaculate.
- My mother-in-law had a wonderful service. It went the way we wanted. All
- To scatter at sea. Staff professional. No issues.
- Office staff always helpful.
- Only to say that dad and I visited mums plot several times a year since 1987 and every time we were so impressed with Coychurch Crematorium. Immaculate.
- Someone had placed artificial flowers in my dad's flower holder. Not sure there's much you can do other than point out that people should not do this.
- Could have done with slightly more volume during service. Other than that, not one single negative comment. Many thanks.
- Upon my recent visit it was noticed that the rose bush at my dad, mam and brother's plot is not doing well. Would it be possible to get this replaced please? *(Note: rose bushes are replaced free of charge upon request, on a weekly basis from spring to autumn).*
- Organ accompaniment to hymns was excellent.
- Always well-kept grounds.
- Due to restricted numbers at present, people who were specifically invited to attend were asked to leave due to others (who knew they shouldn't be there) thinking they could "gate-crash". Perhaps before asking anyone to leave, the family should be approached regarding this so they can decide who shouldn't be there. *(Note: Referred to Funeral Director. The Crematorium was operating under pandemic regulations, mourner numbers were restricted to 30 and Funeral Directors informed of all restrictions. Funeral Director manages additional attendees as they have been provided with the list of invitees and have been requested to manage attendance/seating arrangements accordingly).*
- Although my mother lived most of her life in Cardiff, Coychurch Crematorium is so beautiful there was no contest as to where the service took place.
- Excellent presentation overall.
- The acoustics in the chapel could be improved.
- Entering the Crematorium grounds under such sad circumstances gives a feeling of peace, the same for entry into the chapel. Thank you.
- The service was just heavenly for me and I will choose Coychurch for when I pass away.
- The location is easy to find. The setting is picturesque. It is a beautiful Crematorium. Well maintained. It was very comforting sitting by the pond with lillies, fish and terrapins and knowing they were being cremated in such a lovely place.
- Lovely grounds.

SERVICE FOR THE BEREAVED – CREMATORIUM
(RECEIVED OCT 2020 to DEC 2020 incl.)

Responses 55

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

	Excellent	Good	Average	Poor
The availability of service times	72.7	27.3		
The arrangements on the day of the funeral	83.0	17.0		
The presentation of the cremation plot	90.0	10.0		

In dealing with staff how would you rate: -

Literature and information given	84.0	16.0		
Presentation of personnel	84.0	16.0		
General attitude of staff	83.7	16.3		

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

Chapels	86.5	13.5		
Access roads and footpaths	85.2	13.0	1.8	
Rose gardens and grounds	86.0	14.0		
Grass cutting around memorials	87.2	12.8		
Toilets	84.6	10.3	5.1	
Water stations and waste bins	79.5	15.4	5.1	

OVERALL SATISFACTION	87%	13%	-	-
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If the cremated remains of the deceased were removed from the crematorium please state why:-

- We are scattering them
- To be scattered elsewhere.
- Convenience for visiting at the village cemetery.
- To be scattered.
- For burial at sea by Royal Navy.
- Mum will be having a joint scattering.
- Want to keep until mam passes away to keep together.
- Ashes to be buried at Pontycymer cemetery.
- Laid to rest at local cemetery.
- To be buried in village cemetery.
- Some of the ashes were needed for jewellery.
- To keep at home.
- To be scattered elsewhere.
- To be scattered in Cumbria.
- For scattering at deceased's request.
- To be scattered.
- Laid to rest Llangrallo church.
- To be buried with her husband in Tonyrefail.
- Personal location for family memories.
- Family wanted to keep them.
- We are scattering them elsewhere.

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

- Extremely satisfied, no other option needed.

Do you have any further observations or comments: -

- No other than the Crematorium always looks beautiful and is kept immaculate.

- The gardens are really beautiful and my mum and dad could not be laid to rest in a more peaceful and beautiful spot. Thank you.
- A good service.
- Respectful and dignified. Thank you.
- The live streaming of the service was excellent for our relatives unable to travel due to Covid.
- Thought only right to bring him back to his place of birth.
- A well-kept resting place, lovely memorial.
- Excellent experience from start to finish. Thank you.
- I am very satisfied with the way I was informed of everything. Well done Coychurch Crematorium.
- It would be nice to have a speaker outside in the flower courtyard for any “overflow” attendees. *(Note: While additional attendees are prohibited by Welsh Government during the pandemic regulations, a flower court speaker has been provided for in the music system upgrade to enable mourners leaving the chapel to continue to hear exit music).*
- Upon arrival we were informed that there were more than 30 people present and that only 30 could enter the chapel. There were in fact 30 people invited along with a bystander. We felt this could have been dealt with differently to eliminate stress for the family *(Note: Referred to Funeral Director. The Crematorium was operating under pandemic regulations, mourner numbers were restricted to 30 and Funeral Directors informed of all restrictions. Funeral Director manages additional attendees as they have been provided with the list of invitees and have been requested to manage attendance/seating arrangements accordingly).*
- None, as everything of the highest standard.
- I would like to thank you and all your staff for the dignified and caring way the ceremony was conducted.
- Everything was excellent, thank you.
- All good keep up the good work. Helpful staff. The grounds are very well maintained.
- No, we were very satisfied with everything. Thank you.
- The webcast was excellent which meant relatives in Australia, Canada, as well as those who were not allowed to travel from within the UK could feel part of the service.
- Thank you for all the kindness shown to my family.

SERVICE FOR THE BEREAVED – CREMATORIUM
(RECEIVED JAN 2021 to MARCH 2021 incl.)

Responses 73

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

	Excellent	Good	Average	Poor
The availability of service times	65.2	29.0	5.8	
The arrangements on the day of the funeral	90.6	9.4		
The presentation of the cremation plot	81.8	18.2		

In dealing with staff how would you rate: -

Literature and information given	82.3	16.1	1.6	
Presentation of personnel	83.9	14.3	1.8	
General attitude of staff	83.6	16.4		

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

Chapels	98.6	1.4		
Access roads and footpaths	91.7	8.3		
Rose gardens and grounds	94.9	5.1		
Grass cutting around memorials	93.0	7.0		
Toilets	84.6	15.4		
Water stations and waste bins	76.2	21.4	2.4	

OVERALL SATISFACTION	89%	11%	-	-
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If the cremated remains of the deceased were removed from the crematorium please state why:-

- Ashes to be scattered, private location.
- His partner wanted them with her.
- Ashes were split.
- Part of the cremated remains were kept to be scattered elsewhere.
- To be returned to his hometown Salisbury.
- To scatter at a place of memories.
- Family to take to his favourite place.
- To be interred at Treorchy Cemetery.
- Father wished them to be scattered.
- To be scattered privately.
- To be interred in cemetery with husband.
- To be interred at local cemetery.
- To be interred in church grounds.
- To take to Portugal as requested.
- Wanted deceased to be at home.
- To be scattered in hometown.
- To be kept at home.
- Family plot in nearby cemetery.
- To be interred in family grave in North England.
- Taken to a place the deceased loved.
- I wanted my husband's ashes at home with me.
- To be taken home before scattering at a later date.
- To be taken to Narberth for interment.
- The family wish to have them at home.
- Personal request from mum within her Will.
- To be kept at home until I decide where to scatter.
- To be scattered.
- To be interred at Laleston Cemetery.

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

-

Do you have any further observations or comments: -

- Very pleased with the proceedings and the Crematorium – much nicer than others I've been to.
- No. All excellently done.
- None. All Covid restrictions were followed and adhered to with good instructions.
- Unobtrusive caring during these sad, strange times. Music perfect, as was the arrangement of pews. Thank you.
- None apart from the ability for family and friends to view the service at Coychurch online was invaluable, due to Covid restrictions at this present time.
- No. Service and grounds excellent.
- Could not wish to have a better place to have a service. Thank you.
- Well maintained premises as usual and very pleasant venue for this type of service and cremation. Thank you.
- A few benches around the chapel would be nice. The Crematorium is absolutely beautiful – pristine and clean.
- No – everything to an excellent standard.
- Best send off during current restrictions. Very grateful of streaming option.
- Having had the funeral services of both of my parents and now my husband, I can honestly say Coychurch Crematorium is the best I've been to and we, as a family, are grateful for your service.

- It was extremely well run. Felt taken care of and confident everything was being done in an extremely professional and caring manner.
- No. All satisfactory considering the Covid situation and limitations.
- Perfect.
- A comforting environment has been created at Coychurch. Staff have respectful, calm manner which makes a difficult time slightly easier.
- I continue to be impressed with the general upkeep of the grounds and buildings.

Expenditure for Planned Works 2020/21

The programme of Business Plan expenditure for 2020/21 is indicated below:

<u>Narrative</u>	2020/21		
	Budget	Outturn	Variance
	£'000	£'000	£'000
Flower Court Extension: Design consultants costs & Construction (Delayed due to Coronavirus pandemic. Moved to 2021/22)	520	11	509
External Lighting to Site (Delayed due to Coronavirus pandemic. Moved to 2021/22)	300	8	292
Electrical Distribution Boards Replacement	20	17	3
Upgrade Chapel Music and Media Systems (Delayed due to Coronavirus pandemic. Moved to 2021/22)	42	4	38

Business Plan Service Objectives

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

2020/21 BUSINESS PLAN ASSESSMENT & REVIEW

SERVICE OBJECTIVES	PLANNED ACTIONS	TARGET/DESIRED OUTCOME	RESP OFFICER	METHOD OF MEASUREMENT	PROGRESS REPORT
<i>Flower Court Extension</i>	<ul style="list-style-type: none"> • <i>Construction</i> 	<i>April 2021</i>	Joanna Hamilton	<i>Report to JC. Regular progress meetings</i>	<ul style="list-style-type: none"> • Reported to meeting 5th March 2021, for completion March 2022.
<i>External Lighting to Site</i>	<ul style="list-style-type: none"> • <i>Install Lighting</i> 	<i>Dec 2020</i>	Joanna Hamilton	<i>Report to JC. Regular progress meetings.</i>	<ul style="list-style-type: none"> • Reported to meeting 5th March 2021, for completion Dec 2021.
<i>Chapel Music and Media Systems</i>	<ul style="list-style-type: none"> • <i>Replace</i> 	<i>March 2021</i>	Joanna Hamilton	<i>Report to JC. Regular progress meetings.</i>	<ul style="list-style-type: none"> • Reported to meeting 5th March 2021, for completion March 2022.
<i>Electrical Distribution Boards</i>	<ul style="list-style-type: none"> • <i>Replace</i> 	<i>Dec 2020</i>	Joanna Hamilton	<i>Regular progress meetings.</i>	<ul style="list-style-type: none"> • Completed Sep 2020.
<i>Budget Strategy</i>	<ul style="list-style-type: none"> • <i>Annually review & revise service charges</i> • <i>Review works programme</i> • <i>CAMEO payments</i> 	<p><i>Annually</i></p> <p><i>Annually</i></p> <p><i>Annually (Commenced Jan. 2014)</i></p>	Joanna Hamilton	<p><i>Annual report to Joint Committee</i></p> <p><i>Annual report to Joint Committee</i></p> <p><i>Annual report to Joint Committee</i></p>	<ul style="list-style-type: none"> • Completed, reported to meeting on 5th March 2021. • Completed, reported to meeting on 5th March 2021. • Completed, reported to meeting on 5th March 2021.

