

Meeting of:	COYCHURCH CREMATORIUM JOINT COMMITTEE
Date of Meeting:	9 JUNE 2023
Report Title:	ANNUAL REVIEW OF 2022-23 BUSINESS PLAN OBJECTIVES
Report Owner / Corporate Director:	REPORT OF THE CLERK & TECHNICAL OFFICER COYCHURCH CREMATORIUM JOINT COMMITTEE
Responsible Officer:	JOANNA HAMILTON BEREAVEMENT SERVICES MANAGER & REGISTRAR
Policy Framework and Procedure Rules:	There is no impact on the policy framework and procedure rules.
Executive Summary:	To advise the Joint Committee on the performance of Coychurch Crematorium during 2022-23, in relation to the number of cremations, public satisfaction, expenditure for planned works, and an assessment and review of the business plan service development 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 2022-23.

2. Background

- 2.1 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.

3. Current situation / proposal

- 3.1 **Appendix A** identifies the performance of Coychurch Crematorium relating to:

- Number of cremations
- Service standards
- Planned expenditure
- Achievement of Business Plan objectives

4. Equality implications (including Socio-economic Duty and Welsh Language)

- 4.1 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.

5. Well-being of Future Generations implications and connection to Corporate Well-being Objectives

- 5.1 The well-being goals identified in the Act were considered in the preparation of this report. As the report is for information it is considered that there will be no significant or unacceptable impacts upon the achievement of well-being goals/objectives as a result of this report.

6. Climate Change Implications

- 6.1 There are no Climate Change implications arising from this report.

7. Safeguarding and Corporate Parent Implications

- 7.1 There are no Safeguarding and Corporate Parent implications arising from this report.

8. Financial implications

- 8.1 The Revenue budget for 2023-24 was adjusted in the 2023-24 Business Plan to accommodate variations in the works programme as a result of delays in work being undertaken in 2022-23.

9. Recommendation:

- 9.1 The Joint Committee is recommended to note the report.

Background Papers: None

APPENDIX A

CREMATORIUM ANNUAL PERFORMANCE AND FINANCIAL REVIEW 2022/23

Number of cremations

In 2022/23, the Crematorium carried out the following cremations:

CREMATIONS (residence)	TOTALS
Borough of Bridgend	926
Vale of Glamorgan	124
Rhondda-Cynon-Taff	369
Others	68
TOTALS	1487

Public Satisfaction

The Crematorium carries out a quarterly review of questionnaire results which feeds into an annual assessment of the quality of service. For 2022/23, 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 2022 to JUNE 2022 incl.)**

Responses 46

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

	Excellent	Good	Average	Poor
The availability of service times	77.8	22.2		
The arrangements on the day of the funeral	93	7		
The presentation of the cremation plot	100			

In dealing with staff how would you rate: -

Literature and information given	92	8
Presentation of personnel	88.6	11.4
General attitude of staff	88.9	11.1

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

Chapels	85.1	14.9
Access roads and footpaths	88.6	11.4
Rose gardens and grounds	88.4	11.6
Grass cutting around memorials	87.8	12.2
Toilets	81.6	18.4
Water stations and waste bins	85.7	14.3

OVERALL SATISFACTION**93.50%****6.50%**

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

- I wanted ashes to be at my home.
- To be put with her husband elsewhere.
- I would like to bring his ashes home with me.
- To be scattered by the seaside.
- Taken by the undertaker until interment date is arranged.
- Being scattered with my father and brother near home.
- Burial in Llansanffraid churchyard.
- Spouse requested the ashes to be scattered in St Illtyd's church grounds.
- Father's ashes going to be with my mums in Treorchy.
- Scattering of ashes elsewhere.
- To come home.
- To be scattered was of personal choice of the deceased.
- To scatter privately.
- To be interred at Trane cemetery in Tonyrefail.
- We would like to place them near the family home.
- My husband wished to be scattered elsewhere.
- Remains of the deceased are to be taken into care by the family.
- No, they will be scattered in due course.
- We have a cremation plot at Tonyrefail, our dad will be interred with my mum.
- To go into a family plot elsewhere.
- Deceased remains went back to place of birth.
- Dad specified a childhood location he wished to scatter his remains.
- Being scattered elsewhere.
- As per my husband's wishes his ashes are to be scattered on water.
- Being interred at Trealaw cemetery in family grave.
- Scattering of ashes at chosen location.

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

- None, all excellent.
- Everything is perfect the way it is.

Do you have any further observations or comments: -

- Thank you.
- Very good service by all staff, thank you.
- Very caring and considerate and well looked after as always.
- Thank you for your well-considered letter and attached information. As the funeral director took on all arrangements I had little direct contact. However, I can say that the funeral director seemed very much at ease with setting up the day and no problems were mentioned at any stage with regards to arrangements with yourselves. On arrival to Coychurch everything proceeded very smoothly, guidance being quietly given when needed. Thank you.
- Those who used the 'streamed' arrangements were very well pleased at its availability and quality.
- We have used this crematorium for all our family to date and will continue to do so, the service and environment is perfect for such a sad occasion. Thank you.
- Excellent service.
- Excellent service.
- Surroundings are always well kept and very calming during what is a stressful time for all the families, comments from visitors from outside the area are always positive.
- Top class.

SERVICE FOR THE BEREAVED – CREMATORIUM
(RECEIVED JULY 2022 to SEPTEMBER 2022 incl.)

Responses 33

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

	Excellent	Good	Average	Poor
The availability of service times	62.5	37.5		
The arrangements on the day of the funeral	80	16.7		3.3
The presentation of the cremation plot	75	25		

In dealing with staff how would you rate: -

Literature and information given	75.9	24.1		
Presentation of personnel	83.3	16.7		
General attitude of staff	83.3	16.7		

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

Chapels	93.7	6.3		
Access roads and footpaths	94	6		
Rose gardens and grounds	94	6		
Grass cutting around memorials	87.5	12.5		
Toilets	82.7	17.3		
Water stations and waste bins	75	14.3	10.7	

OVERALL SATISFACTION	87.87%	12.13%	-	-
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If the cremated remains of the deceased were removed from the crematorium please state why:-

- To scatter remains elsewhere.
- Deceased wishes.
- To be buried with wife in St Crallo Church.
- To be interred at Porthcawl cemetery with other family members.
- We are undecided what to do the remains.
- To be decided at a later date.
- To be laid in the grave of her late husband.
- Returned to the husband.
- To be interred at Llanharan parish church.
- Taken to a crypt in All Hallows roman catholic church.
- To scatter the ashes in her chosen area.
- For burial at local cemetery.
- Her wishes were that we keep them until my father dies as they want to be scattered together.

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

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Do you have any further observations or comments: -

- Always looks so beautiful.
- We had to wait 15 mins for our service for my dad, the service before ours had 5 pieces of music and 2 participants but only had one slot was booked, No thought for whoever was behind them, A very distressing time. – (Note: The minister is employed by the family but the Crematorium has raised this issue with the Funeral Director responsible for the funeral arrangements of the preceding service & provided them

with a copy of the questionnaire. They have confirmed that they will ensure they arrange extra time when booking their cremation service or curtail their service content accordingly).

- Thankyou so much for providing an excellent service at a very difficult time.
- Just wanted to say a massive thank you to all involved in producing the visual tribute to music for the deceased, It was perfect, thanks so much from the family.
- The crematorium is very clean and tidy.
- Coychurch Crematorium is a very special place, well looked after and loved, so happy that my mum's final resting place is so beautiful, thank you all!

SERVICE FOR THE BEREAVED – CREMATORIUM
(RECEIVED OCT 2022 to DEC 2022 incl.)

Responses 25

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

	Excellent	Good	Average	Poor
The availability of service times	60.9	39.1		
The arrangements on the day of the funeral	81.8	18.2		
The presentation of the cremation plot	85.7	14.3		

In dealing with staff how would you rate: -

Literature and information given	80	20		
Presentation of personnel	80	20		
General attitude of staff	75	25		

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

Chapels	66.7	33.3		
Access roads and footpaths	59	41		
Rose gardens and grounds	63.6	31.9	4.5	
Grass cutting around memorials	66.7	33.3		
Toilets	59	36.4	4.6	
Water stations and waste bins	58	42		

OVERALL SATISFACTION	72.00%	28.00%	-	-
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If the cremated remains of the deceased were removed from the crematorium please state why:-

- Having them interred in her parents plot in Bridgend Cemetery in the spring.
- To be placed in family grave in Western Cemetery.
- To be interred in a family plot at another cemetery.
- We will scatter the remains in a place he loved.
- Personal choice.
- For burial at a cemetery in family plot.

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

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Do you have any further observations or comments: -

- Everyone involved was very helpful and respectful to us all – thank you.
- Excellent service and staff, thank you.
- The chapel was nice with a pleasant atmosphere, it would be nice to see the roses in the garden dead headed. – (Note: The Crematorium has over 7500 roses)

- It is one of the nicest crematoriums and I'm glad that my mum could be cremated there.
- To be scattered with my father's ashes at Porchester crematorium.

SERVICE FOR THE BEREAVED – CREMATORIUM
(RECEIVED JAN 2023 to MARCH 2023 incl.)

Responses 31

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

	Excellent	Good	Average	Poor
The availability of service times	67.8	32.2		
The arrangements on the day of the funeral	90.3	9.7		
The presentation of the cremation plot	70	30		

In dealing with staff how would you rate: -

Literature and information given	78.6	21.4		
Presentation of personnel	82.1	17.9		
General attitude of staff	82.1	17.9		

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

Chapels	80.6	19.4		
Access roads and footpaths	71	16.1	9.7	3.2
Rose gardens and grounds	75.9	24.1		
Grass cutting around memorials	82.8	13.8	3.4	
Toilets	69.2	30.8		
Water stations and waste bins	73.9	21.7	4.4	

OVERALL SATISFACTION **87.09%** **12.91%** - -

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

- Scatter ourselves.
- Repatriation.
- His wish is to be scattered on his own land.
- His remains and wreath to be scattered at sea.
- Burial plot at cemetery.
- My father's remains are going back to his hometown.
- Collected by funeral director to go into container.
- Ashes to be scattered in Talygarn Church.
- We haven't decided what to do with remains, too soon to decide.
- To be buried in a plot in his hometown.
- For interment at Coychurch.
- Being buried in Tonyrefail.
- To go to Margam with her husband.
- Going in family grave in Newton Church.
- I wanted to have them.
- To scatter ashes elsewhere.

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

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Do you have any further observations or comments: -

- Many thanks for your kind and considerate attention.
- Everyone helped to make my sons funeral memorable.
- Music and organist were excellent.

- Excellent service.
- All very professional, many thanks.
- Probably the finest crematorium you will find anywhere in the UK, thank you for the care you give.

Expenditure for Planned Works 2022/23

The programme of Business Plan expenditure for 2022/23 is indicated below:

<u>Narrative</u>	2022/23		
	Budget	Outturn	Variance
	£'000	£'000	£'000
Flower Court Extension: Construction (Delayed due to Coronavirus pandemic. Moved to 2022/23)	1270	821	449
External Lighting to Site (Retention payment paid 2022/23)	5	5	0
Additional Paths, memorial areas	100	0	100
Chapel of Remembrance, redecoration	10	0	10
Total	1,385	826	559

Business Plan Service Objectives

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

2022/23 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>March 2024</i>	<i>Joanna Hamilton</i>	<i>Report to JC. Regular progress meetings</i>	<ul style="list-style-type: none"> • <i>Reported to meeting 3rd March 2023, site construction commenced October 2022, for completion March 2024.</i>
<i>External Lighting to Site</i>	<ul style="list-style-type: none"> • <i>Install Lighting</i> • <i>Retention Payment</i> 	<i>April 2022</i>	<i>Joanna Hamilton</i>	<i>Report to JC. Regular progress meetings.</i>	<ul style="list-style-type: none"> • <i>Reported to meeting 4th March 2022, completed Jul 2021.</i> • <i>Retention payment completed 2022/23.</i>
<i>Additional Paths in Memorial Areas.</i>	<ul style="list-style-type: none"> • <i>Install</i> 	<i>March 2024</i>	<i>Joanna Hamilton</i>	<i>Report to JC. Regular progress meetings.</i>	<ul style="list-style-type: none"> • <i>Reported to meeting 3rd March 2023, for completion March 2024.</i>
<i>Chapel of Remembrance.</i>	<ul style="list-style-type: none"> • <i>Redecoration</i> 	<i>March 2024</i>	<i>Joanna Hamilton</i>	<i>Report to JC. Regular progress meetings.</i>	<ul style="list-style-type: none"> • <i>Reported to meeting 3rd March 2023, for completion March 2024.</i>
<i>Exit Junction</i>	<ul style="list-style-type: none"> • <i>Groundworks to improve sight lines</i> 	<i>March 2024</i>	<i>Joanna Hamilton</i>	<i>Report to JC. Regular progress meetings.</i>	<ul style="list-style-type: none"> • <i>Reported to meeting 3rd March 2023, for completion March 2024.</i>

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>	<p><i>Joanna Hamilton</i></p>	<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"> • <i>Completed, reported to meeting on 3rd March 2023.</i> • <i>Completed, reported to meeting on 3rd March 2023.</i> • <i>Completed, reported to meeting on 3rd March 2023.</i>
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