

**BRIDGEND COUNTY BOROUGH COUNCIL**

**REPORT OF THE CLERK & TECHNICAL OFFICER**

**COYCHURCH CREMATORIUM JOINT COMMITTEE**

**FRIDAY 13<sup>TH</sup> JUNE 2014**

**ANNUAL REVIEW**

**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 2013/14.

**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 year.

**3. 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. Effect upon Policy Framework and Procedure Rules**

- 4.1 There is none.

**5. Equality Impact Assessment**

- 5.1 There is none.

**6. Financial Implications**

- 6.1 The Revenue budget for 2013/14 was adjusted in the Business Plan to accommodate variations in the works programme.

**7. Recommendation:**

7.1 The Joint Committee is recommended to note the report.

**ANDREW HOBBS**  
**ACTING CLERK AND TECHNICAL OFFICER**  
**30<sup>th</sup> May 2014**

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# CREMATORIUM ANNUAL PERFORMANCE AND FINANCIAL REVIEW 2013/14

## *Number of cremations*

In 2013, the Crematorium carried out the following cremations:

<b>CREMATIONS (residence)</b>	<b>TOTALS</b>
Borough of Bridgend	1005
Vale of Glamorgan	190
Rhondda-Cynon-Taff	300
Others	227
<b>TOTALS</b>	<b>1722</b>

## *Public Satisfaction*

The Crematorium carries out a quarterly review of questionnaire results which feeds into an annual assessment of the quality of service. For 2013/14, this showed that the overall satisfaction level, to a standard of good or excellent, remains at 100%. Where necessary, the Crematorium Manager and Registrar has responded to the complainant. Typical examples of the responses received are indicated below:

- Everything was perfect
- Beautifully kept inside and out, very peaceful
- A lovely spot and a lovely crematorium (spoken as a minister myself)
- Don't change a thing I have cremated both my parents down there and it was a pleasure. The place is bright and clean and such a wonderful place
- Unfortunate – fairly long wait for deceased's family to enter the crematorium for the service
- The very sad day went satisfactory
- As soon as you enter the gates you are aware of the wonderfully cared for feeling of the grounds and chapel. A wonderful peaceful place. Thank you
- Very relaxed and pleasant atmosphere on a day that was filled with sadness
- Many thanks for all the excellent service and staff
- It is very distressful for the family when there is a long delay between death and cremation (letter sent)
- Very happy with everything
- We met with a member of staff who was burying ashes and he was very polite and helpful, it made our sadness more bearable at that time
- I have visited this crematorium for quite a few years and have always admired the care taken of the grounds, chapels and also help of the caring staff at all times
- Thank you for your assistance and for arranging the replacement of the rose
- Everything went very well – pleased with all services
- Everything you did for us was excellent – thank you
- The grounds are always beautifully maintained – the whole area is one of peace and tranquillity, a credit to all the staff concerned
- The general area of the crematorium and grounds is excellent and beautiful
- The dignity and respect felt on the day of the funeral was much appreciated

- Excellent professional service when scattering of ashes
- All aspects of service went well – family and friends very pleased
- All good – the place is peaceful – thank you
- Beautiful place – gardens are stunning – makes you feel as though your loved one is going to a beautiful place
- The dignity of the occasion was excellent and maintained by precision coming from the competency of the staff in the way they handled all aspects and the quality of the facilities and music. This was observed and commented on by all present – thank you
- Small criticism, the organist played the bass very loudly many complained the hymn tunes were lost with the vibration
- The funeral was just as I wished it to be it was very satisfactory
- Your information pack was helpful and informative
- Nice to see music system sorted out – excellent service from all concerned
- Coychurch Crematorium is beautifully maintained. Such a special place – thank you
- We have had occasion to visit the office. Gentleman who also plays organ is outstandingly professional. He is an asset to you
- Lovely crematorium
- The crematorium is situated in a beautiful spot and is excellently maintained
- Easy access, beautiful looking gardens well organised clean venue plenty of room

### ***Expenditure for 2013/14***

The programme of expenditure for 2013/14 is indicated below:

	<b>2013/14</b>	
	Proposed	Revised
	£000	£000
Refurbish Lodge	20	0
CAMEO payments	42	43

## **Business Plan Service Objectives**

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

### **BUSINESS PLAN ASSESSMENT & REVIEW**

<b>SERVICE OBJECTIVES</b>	<b>PLANNED ACTIONS</b>	<b>TARGET/DESIRED OUTCOME</b>	<b>RESP OFFICER</b>	<b>METHOD OF MEASUREMENT</b>	<b>Progress Report</b>
<b>Chapel Improvements</b>	<ul style="list-style-type: none"> <li>• <b>Ministers stand &amp; Catafalque – Crallo Chapel</b></li> </ul>	<b>Originally 2008/09</b>	Sian Hooper, Joanna Hamilton	<b>Completion of project</b>	Completed
<b>Building Maintenance</b>	<ul style="list-style-type: none"> <li>• <b>Yard Gate Replacement</b></li> <li>• <b>Footpaths</b></li> </ul>	<b>June 2013</b>  <b>June 2013</b>	Sian Hooper, Joanna Hamilton	<b>Completion of project</b>	Completed  Completed
<b>New/Rebuild cremators</b>	<ul style="list-style-type: none"> <li>• <b>Preparation Works</b></li> </ul>	<b>March 2014</b>	Sian Hooper, Joanna Hamilton	<b>Regular progress meetings</b>	Planning submission approved and tender prepared.
<b>Budget Strategy</b>	<ul style="list-style-type: none"> <li>• <b>Annually review and revise service charge</b></li> </ul>	<b>March 2014</b>	Sian Hooper, Joanna Hamilton	<b>Annual report to Joint Committee</b>	Completed, reported to meeting on 7th March 2014.