

Meeting of:	COYCHURCH CREMATORIUM JOINT COMMITTEE
Date of Meeting:	3 JULY 2026
Report Title:	ANNUAL REVIEW OF 2025-26 BUSINESS PLAN OBJECTIVES
Report Owner: Responsible Chief Officer / Cabinet Member	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 2025-26, 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 2025-26.

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. 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 Act provides the basis for driving a different kind of public service in Wales, with five ways of working to guide how public services should work to deliver for people. The well-being objectives are designed to complement each other and are part of an integrated way of working to improve well-being for the people of Bridgend. The well-being goals identified in the Act were considered in the preparation of this report. 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 and Nature Implications

6.1 There are no climate change and nature 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 These are reflected in the report and detailed in the Treasurer's Annual Accounting Statement 2025-26 which is also being presented to this Committee.

9. Recommendation:

9.1 The Joint Committee is recommended to note the report.

Background Papers: None

APPENDIX A

CREMATORIUM ANNUAL PERFORMANCE AND FINANCIAL REVIEW 2025/26

Number of cremations

In 2025/26, the Crematorium carried out the following cremations:

CREMATIONS (residence)	TOTALS
Borough of Bridgend	864
Vale of Glamorgan	127
Rhondda-Cynon-Taff	403
Others	44
TOTALS	1438

Public Satisfaction

The Crematorium carries out a quarterly review of questionnaire results which feeds into an annual assessment of the quality of service. For 2025/26, this showed that the indicator for 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 to JUNE 2025 incl.)**

Responses 41

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

	Excellent	Good	Average	Poor
The availability of service times	85.5	12.5	5	
The arrangements on the day of the funeral	95	5		
The presentation of the cremation plot	96.15	3.85		

In dealing with staff how would you rate: -

Literature and information given	80.56	19.44		
Presentation of personnel	81.58	18.42		
General attitude of staff	84.6	15.4		

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

Chapels	92.7	7.3		
Access roads and footpaths	95.12	2.44	2.44	
Rose gardens and grounds	94.7	5.3		
Grass cutting around memorials	92.11	7.89		
Toilets	89.5	10.5		
Water stations and waste bins	86.11	13.89		

OVERALL SATISFACTION	92.68%	7.32%	-	-
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If the cremated remains of the deceased were removed from the crematorium please state why:-

- Remains to be scattered elsewhere.
- I will keep my husbands ashes so when I die our ashes are together.
- To be buried in St Illtyd's Churchyard.
- I wanted the ashes returned to me.
- To be scattered
- Ashes to be placed with husband
- To be scattered with family members at Crematorium in birth town (Birmingham).
- To be kept at home until a later date.
- To be kept and buried with wife
- To be scattered on mother's grave
- To be united with remains of other family members
- Being placed in the limes Cemetery, Cowbridge
- Interment at family plot
- Interred with family ashes at Cemetery
- Remains to be scattered in place requested by deceased.
- Being scattered elsewhere.
- My partner's wishes are to be scattered on the Bwlch.
- Burying remains in a family cemetery plot.
- I wish to have ashes.
- To be nearer home.
- To scatter in a place of choice.
- We wanted to bring him home.

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

- None

Do you have any further observations or comments: -

- A beautiful service of celebration and remembrance in a stunning setting.
- The service was good but not all photos were shown on the screen that were submitted.
- Very happy with the service.
- I was so pleased with everything, everyone was helpful.
- Although a sad day, I will remember it forever!! You do a professional Job!!!
- Some mourners who sat near the back found it cold because of the air conditioning unit.
- The chapel is absolutely beautiful and definitely helped us on the day. The facilities are also outstanding.
- Just to thank everyone involved with my fathers cremation, everything went really well.
- Thank you.

- All staff and service were incredible, such helpful and courteous staff and a well run day. Thank you.
- Thank you.
- It was a very good service and a lovely crematorium.
- The whole experience we had was perfect, we were grateful. Even though we were a tiny funeral party we were treated with care and kindness.

SERVICE FOR THE BEREAVED – CREMATORIUM
(RECEIVED OCT 2025 to DEC 2025 incl.)

Responses 49

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

	Excellent	Good	Average	Poor
The availability of service times	66.67	33.33		
The arrangements on the day of the funeral	88.89	11.11		
The presentation of the cremation plot	91.67	8.33		

In dealing with staff how would you rate: -

Literature and information given	90.24	9.76		
Presentation of personnel	89.5	10.5		
General attitude of staff	89.5	10.5		

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

Chapels	97.92	2.08		
Access roads and footpaths	87.5	12.5		
Rose gardens and grounds	93.33	6.67		
Grass cutting around memorials	93.33	6.67		
Toilets	90.48	9.52		
Water stations and waste bins	92.31	5.13	2.56	

OVERALL SATISFACTION	95.83%	4.17%	-	-
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If the cremated remains of the deceased were removed from the crematorium please state why:-

- To scatter in a favourite place.
- To be placed in local cemetery
- Possible interment in family grave, Bridgend Cemetery.
- To be scattered with family in time.
- To be scattered with mum in the rose garden at Mansfield Crematorium.
- To be scattered with his wife.
- Have a plot at local cemetery.
- Family keeping them.
- To scatter privately.
- For scattering by family.
- To be interred at Pendoylan Churchyard.
- I wish to keep them at home.
- Being placed in a family plot at local church.
- Dad wished for his ashes to be buried next to his partner in a graveyard near to his home.
- Ashes to be scattered in France.
- Her ashes are to be buried in Iran.
- To be buried at Bridgend Cemetery
- To scatter deceased's ashes in favourite spot.
- Ashes to be interred with other family in remembrance garden St Illtyd's Church, Llantwit Major.
- Interred in Glyntaff.
- To be placed in a pre-arranged plot.

- Own a plot in a cemetery.
- It was the wish of the deceased to be buried with late wife in Tredegar.

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

- None

Do you have any further observations or comments: -

- Beautifully maintained grounds.
- Everything ran smoothly and was very respectful.
- Excellent service all round. Thank you.
- Best kept Crematorium in Wales. It is beautiful. Many thanks to Joanna Hamilton! Kind and professional at all times.
- The grounds are lovely and well kept. The canopy as you come out of the crematorium is well thought out. The car parks were a little confusing on the day.
- I have attended many cremations here and its level of service is highly commendable.
- Felt like a long wait on arrival to getting out of family car.
- All staff were very polite, professional and showed empathy. Thank you
- Your staff and surroundings made a very difficult time a little easier to bear the pain.
- Excellent service at Coychurch on 03/12/25.
- Changes to the outside of the big chapel make it now much better and are excellent for the meeting and greeting after the funeral service.
- A very peaceful and relaxing area, very well kept.
- I would like to thank you, on behalf of my extended family, for all your help and support in arranging for my late father's ashes to be buried with his parents and sister. It meant a lot to us to achieve this and your help and support at a difficult time was very much appreciated.
- Really good experience – your staff were exemplary in every way! 14/12/25
- All went well
- The service was more than I expected, in every way. Thank you.
- Thank you. We were very pleased with how everyone dealt with our sad loss.
- Staff were brilliant, I couldn't fault a thing.

SERVICE FOR THE BEREAVED – CREMATORIUM
(RECEIVED JAN 2026 to MARCH 2026 incl.)

Responses 40

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

	Excellent	Good	Average	Poor
The availability of service times	80.49	12.20	2.44	4.88
The arrangements on the day of the funeral	90	10		
The presentation of the cremation plot	87.5	12.5		

In dealing with staff how would you rate: -

Literature and information given	84.21	15.79		
Presentation of personnel	86.11	13.89		
General attitude of staff	88.9	11.1		

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

Chapels	90	10		
Access roads and footpaths	82.05	17.95		
Rose gardens and grounds	86.11	13.89		
Grass cutting around memorials	82.86	17.14		
Toilets	77.78	19.44	2.78	
Water stations and waste bins	76.47	20.59	2.94	

OVERALL SATISFACTION	87.5%	12.5%	-	-
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If the cremated remains of the deceased were removed from the crematorium please state why:-

- To stay at home with husband.
- To be interred with wife at cemetery.
- For scattering where my husband chose.
- To keep some ashes for memorial jewellery.
- To be scattered elsewhere.
- To be scattered with his grandparents.
- To be scattered at deceased's chosen place.
- Deceased had cremation plot in Laleston Cemetery.
- Ashes going to family in Bristol.
- To be reunited with husband elsewhere.
- To be scattered in favourite places.
- We wanted to keep them with the family.
- Remains to be held until husband passes away then scattered together.
- To be interred in Pontycymer Cemetery in a family plot.
- Interment at local cemetery.
- Interment with family member at Cemetery.
- To be scattered in Scotland.
- Independent burial.
- We will scatter ashes ourselves privately.

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

- None

Do you have any further observations or comments: -

- The funeral service held on 30/1/26 for my mother went without any issues – my thanks to all involved in making a sad occasion into a dignified and respectful service.
- Thank you for giving our dad a lovely send off. Everyone commented on how pleasant the location is.
- The acoustics in the chapel were rather reverberant.
- Parking was difficult due to a larger service after ours.
- I always feel an overwhelming sense of peace as soon as entering the gates to Coychurch Crematorium. The building and grounds are beautiful.
- We felt very supported by staff.
- Beautiful grounds and lovely chapel.
- All good.
- Thank you for your service during this stressful time – very helpful and professional, and with dignity.

Expenditure for Planned Works 2025/26

The Capital Works expenditure for 2025/26 is itemised below:

Narrative	Budget 2025-26 £'000	Outturn £'000	Variance £'000
Groundworks – Paths to memorial areas	30	34	4
Total	30	34	4

The overspend on Groundworks - Paths is due to additional improvement works on site. This is outlined in the annual Accounting Statement 2025-26.

Business Plan Service Objectives

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

2025/26 BUSINESS PLAN ASSESSMENT & REVIEW

SERVICE OBJECTIVES	PLANNED ACTIONS	TARGET/DESIRED OUTCOME	RESP OFFICER	METHOD OF MEASUREMENT	PROGRESS REPORT
Flower Court Extension	<ul style="list-style-type: none"> • Feasibility Study • Construction / Design Consultants Fees • Retention payment 	<p>June 2019 March 2024</p> <p>March 2025</p>	Joanna Hamilton	<p>Report to JC. Regular progress meetings</p>	<ul style="list-style-type: none"> • Reported to meeting 7th March 2025, site construction commenced October 2022 and completed October 2023. • Retention payment released March 2024 and detailed in the 2025-26 Treasurer's Report.
Additional Paths in Memorial Areas to improve safety and pedestrian access.	<ul style="list-style-type: none"> • Install Rose Garden • Install old burial plot section • Install new memorial areas • Install new pavement along exit road adjoining rose garden 	<p>March 2024 & 2025 March 2025</p> <p>March 2025 & 2026 2026</p>	Joanna Hamilton	<p>Report to JC. Regular progress meetings</p>	<ul style="list-style-type: none"> • Reported to meeting 7th March 2025, new pathways installed in rose garden Jan 2024, accommodated in 2023-24 capital budget. • Additional works programmed into capital budget for 2024-25. New pathways installed in new memorialisation area in new land extension Apr 2024. New pathways installed in older burial plot areas Dec 2024. Alterations to drainage and installation of new pathways in new land extension Feb 2025 to prepare new section for future use. • Additional works programmed into works schedule and capital budget for 2025-26 to continue to improve safety and pedestrian access. Reported to meeting 6th March 2026, new pavement installed along exit road adjoining rose garden, incorporating safety bollards. • Additional works programmed into works schedule and capital budget for 2026-27 to continue to improve safety and pedestrian access.

<p>Courtyard, Garden of Remembrance</p>	<ul style="list-style-type: none"> • Professional cleaning of stone memorial walls. • Replace coping stones to memorial walls. • Professional cleaning of tall periphery stone memorial walls & replace wooden pergola. 	<p>March 2025 March 2025 March 2026</p>	<p>Joanna Hamilton</p>	<p>Regular progress meetings.</p>	<ul style="list-style-type: none"> • Reported to meeting 7th March 2025. Additional works added in 2024-25, accommodated in 2024-25 revenue budget. Completed Jan 2025. • Reported to meeting 6th March 2026. Tall walls cleaned & pergola replaced, accommodated in 2025/26 revenue budget. • Additional works programmed into works schedule and revenue budget for 2026-27 to replace Yorkstone style benches.
<p>External stonework to main buildings</p>	<ul style="list-style-type: none"> • Professional cleaning of stone walls throughout site. 	<p>March 2025 March 2026</p>	<p>Joanna Hamilton</p>	<p>Regular progress meetings.</p>	<ul style="list-style-type: none"> • Reported to meeting 7th March 2025. Additional works added in 2024-25, accommodated in 2024-25 revenue budget. Stone niches to cloister and vestry opposite lake, wall surrounding lake, walls adjoining new flower court, chapel of remembrance, funerary stone and entrance walls at road entrance, completed Feb 2025. • Additional works planned for 2025-26 and accommodated from 2025-26 revenue budget. Reported to the meeting 6th March 2026, exterior of Waiting Room, Memorial walls to rear of both chapels completed. • Additional works programmed into works schedule and revenue budget for 2026-27 to clean chimney stack.
<p>Installation of new tree lined avenues</p>	<ul style="list-style-type: none"> • New trees and granite benches to be installed in older burial plot section and rose garden, either side of footpaths, creating new memorialisation to match that already installed in new land extension area. 	<p>March 2026</p>	<p>Joanna Hamilton</p>	<p>Regular progress meetings.</p>	<ul style="list-style-type: none"> • Reported to meeting 7th March 2025, to be accommodated in 2025-26 revenue budget. Reported to meeting 6th March 2026, completed Feb 2026 • Additional works programmed into works schedule and revenue budget for 2026-27 for the older sections of the rose garden.
<p>Exit Junction</p>	<ul style="list-style-type: none"> • Groundworks to improve sight lines 	<p>March 2026</p>	<p>Joanna Hamilton</p>	<p>Report to JC. Regular progress meetings.</p>	<ul style="list-style-type: none"> • Reported to meeting 7th March 2025, delayed due to flower court extension, reprogrammed for 25/26. • Reported to meeting 6th March 2026, ecologists reports and vegetation

					clearance completed February 2026. Involvement from BCBC's engineers required and installation works programmed into works schedule and revenue budget for 2026-27
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 2026. • Completed, reported to meeting on 6th March 2026. • Completed, reported to meeting on 6th March 2026.

