

COYCHURCH CREMATORIUM

SERVICE LEVEL BUSINESS PLAN

2015/16



Mission Statement:

To provide an efficient and effective service for the bereaved that is sympathetic and caring.

COYCHURCH CREMATORIUM JOINT COMMITTEE

Introduction...

The Crematorium was opened in 1971 to satisfy the requirement for a cremation service within a 15 mile radius of Bridgend. The management of the Crematorium is overseen by a Joint Committee, comprising of elected members of Bridgend County Borough Council, the Vale of Glamorgan Council and Rhondda Cynon Taff County Borough Council.

Coychurch Crematorium was designed by the late Maxwell Fry, an architect of international acclaim. The building is regarded as being one of the most important buildings of architectural note in the county borough of Bridgend and is Grade II* listed. The Crematorium is made up of Coity Chapel, Crallo Chapel, Chapel of Remembrance, a crematory and offices. The stained glass windows were designed by internationally recognised artists with contributions from artists associated with Swansea College of Art.

Cremation is now used for more than 70% of all deaths and is accepted by most religious denominations. The procedures are controlled by the Federation of Burial and Cremation Authorities of which the Joint Committee is a member. The Federation has a Code of Cremation Practice, which it regularly reviews. All apparatus is operated and monitored in accordance with the Environmental Protection Act 1990.

The Crematorium's operations are managed by Bridgend County Borough Council's Street Works Group within the Communities Directorate, consequently, management practice is influenced by the Council's and internal policies. This Business Plan has been developed from the plan for Street Works and includes details and objectives from that plan which effect Coychurch Crematorium.

Zak Shell
Clerk and Technical Officer
for Coychurch Crematorium Joint Committee

March 2015

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COYCHURCH CREMATORIUM JOINT COMMITTEE

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COYCHURCH CREMATORIUM JOINT COMMITTEE

1: Serving our Community

Service Profile & Resources

Awards & Achievements

The crematorium has received various Awards over the years:-

- Green Flag Award 2010/11/12/13/14
- Level 5 of the Green Dragon Award for sustainability awarded in 2009/10/11/12/13/14 - the highest level of the Green Dragon Environmental Standard Award. This award is a stepped standard relevant to the specific needs of organisations. Each step contributes towards achievement of the International and European environmental standards ISO 14001. During the appraisal and audit processes for the Green Dragon Standard, there is an evaluation of costs as well as environmental performance - this means that at each stage the organisation will have an outline environmental management system that relates to its 'bottom line'
- Recognised as an attractive and well maintained crematorium which is acknowledged by user satisfaction questionnaires
- Committed, well qualified and experienced staff, focused on customer care
- Service generates sufficient income to remain self financing

Financial resources / systems

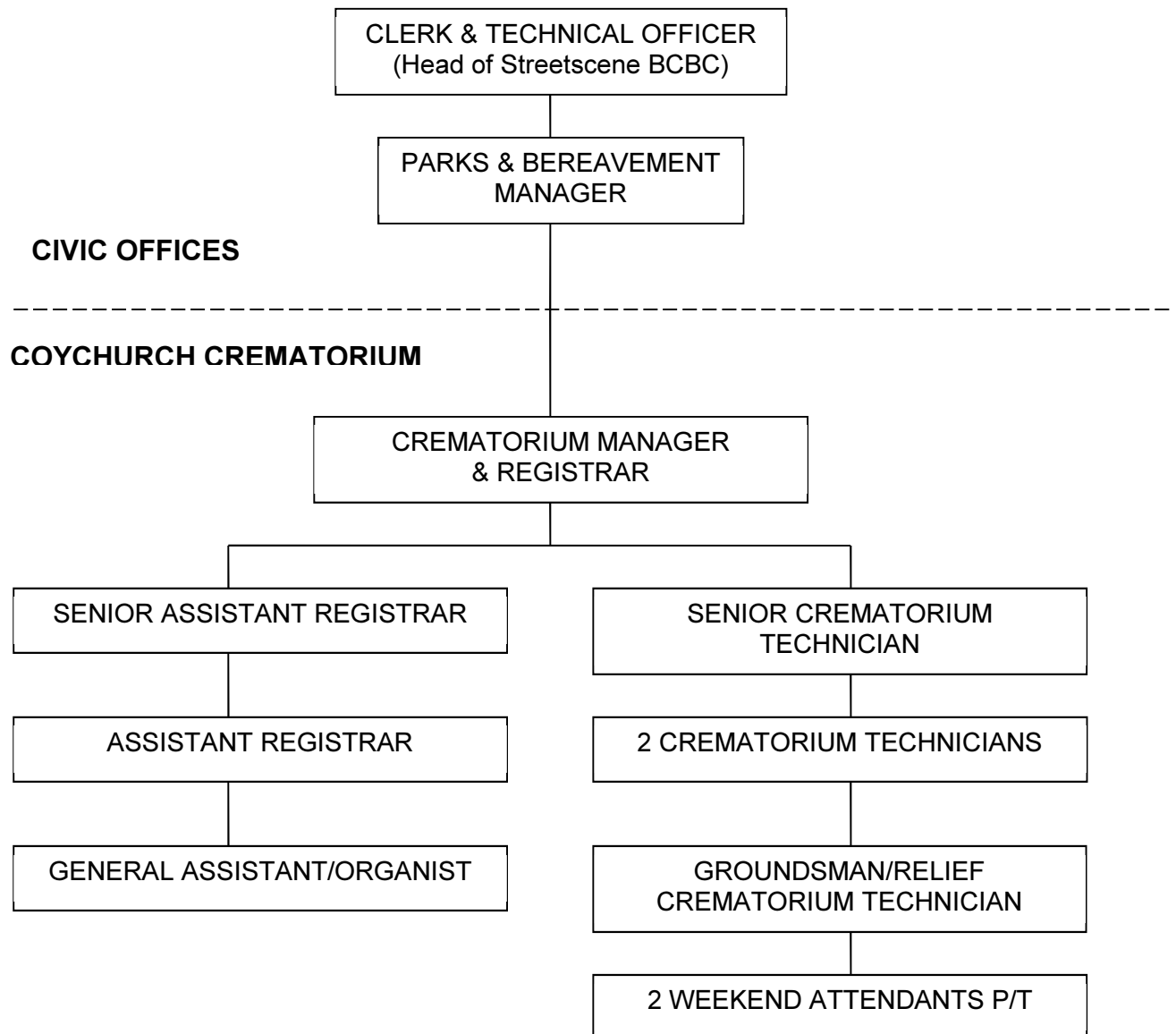
- The service has a net revenue budget of £733k for 2015/16. A breakdown of this budget by cost centre is given in **Section 4**.
- ICT systems used by the Service are:
 - Gower Sequel
 - Cedar Financials

Staffing

The Service employs 8 full time employees and 2 part time employees, working at Coychurch Crematorium. The Crematorium Clerk & Technical Officer and the Parks and Bereavement Manager support the service and are located at Bridgend County Borough Council's Civic Offices.

Bridgend County Borough Council's Parks Department assists with the maintenance of the grounds via a service level agreement. There are usually two daily attendants but numbers of staff fluctuate depending on work requirements. A cleaner is supplied through the Council's Corporate Service to take care of public waiting areas, toilets and the Office, which ensures back up support if necessary.

COYCHURCH CREMATORIUM JOINT COMMITTEE



OPENING HOURS

The Crematorium office hours of opening are:-

| | |
|--------------------|------------------------|
| Monday to Thursday | 9.00 a.m. to 5.00 p.m. |
| Friday | 9.00 a.m. to 4.00 p.m. |

The Crematorium grounds hours of opening are:-

SUMMER PERIOD - From last Sunday in March to the last Saturday in October.

| | |
|--------------------------|-------------------------|
| Monday to Friday | 9.00 a.m. to 7.00 p.m. |
| Saturday | 9.00 a.m. to 5.00 p.m. |
| Sunday and Bank Holidays | 10.30 a.m. to 5.00 p.m. |

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WINTER PERIOD - From last Sunday in October to the last Saturday in March

| | |
|--------------------------|-------------------------|
| Monday to Thursday | 9.00 a.m. to 5.00 p.m. |
| Friday & Saturday | 9.00 a.m. to 4.00 p.m. |
| Sunday and Bank Holidays | 10.30 a.m. to 4.00 p.m. |

Memorialisation and Resting Places for Cremated Remains

The following are the resting places available for cremated remains and associated memorialisation available to the service:-

- Scatter lawns
- Burial plots with memorial plinths
- Rose garden plots with Welsh slate plaques (re-openings only)
- Columbaria vaults with granite plaques
- Memorial courtyard
- Book of remembrance
- Tree dedication
- Memorial garden seat
- Wall tablets
- Vase blocks
- Glass window memorials (re-inscriptions only)

Memorialisation

An annual memorial service is arranged for Christmas and the date and time is advertised in local newspapers and on notice boards around the crematorium.

Marketing & Feedback

- Newsletter to Funeral Director/Monumental Masons (circulated twice a year)
- Information pack to applicants after cremation
- Leaflets available around chapels
- Newspaper reports
- Bereavement Guide
- Details included in brochures circulated to doctors surgeries & hospitals
- Questionnaires circulated to all Applicants
- Website and Email feedback from website
- Consult staff
- Hospital contacts/Bereavement Officers
- Press releases
- Open Day
- Daily communication with public

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Sustainability

- Level 5 of the Green Dragon Award for sustainability
- Metal Recycling by Orthometals (revenue proceeds donated to charity)
- Plastic Recycling with Agriplass
- Mulching bed materials controlled by the Forest Stewardship Council
- Separate collection of compostable waste
- Monitoring of utilities
- Borehole water feed to support pond
- Annual maintenance contract for cremators
- Collection of office waste paper for recycling
- Grass mowers fitted with grass mulching deck
- Funding by Forestry Commission for management of Coed Brynglas ancient woodland

Key Achievements over the past 3 years

- High level of public satisfaction maintained
- National recognition of architectural and landscape standards
- Green Flag Award 2010, 2011, 2012, 2013 and 2014
- Upgrade of all toilet facilities
- Extending memorialisation into adjoining land
- Refurbishment of sound system in chapels, cloisters and external speaker
- Replacement of Waiting Room seating
- Replacement of lectern and choir stalls in Crallo Chapel incorporating lit stained glass panels
- Restoration of the original slate flooring in Crallo Chapel
- Construction of an extension to the crematory to provide space for new cremators and mercury abatement plant

Local Performance Indicators

As part of Bridgend County Borough Council's performance management procedures, a local performance indicator has been identified for Coychurch Crematorium. The indicator relates to user satisfaction which is reported annually to the Joint Committee. The current targets and achievements are:-

| Actual 2011/12 | Actual 2012/13 | Actual 2013/14 | Actual 2014/15 | Target 2015/16 |
|-------------------|-------------------|-------------------|-------------------|-------------------|
| 100% | 100% | 100% | 100% | 100% |

Annual Statistics

The following tables indicate the annual usage of the crematorium for 2014. A copy of the details for 2012 and 2013 are included for comparison purposes. The total number of cremations for **2014** was **1651**, made up of **965 from Bridgend**, **194 from Vale of Glamorgan** and **342 from Rhondda Cynon Taff**, with **150 non-residents**. This is an increase of 164 from 2012 and a decrease of 71 from 2013, with 95 additional non-residents than 2012 contributing towards that number.

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Crematorium Statistics for Year Ending 31st December 2014

| CREMATIONS | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTALS | |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------|-----------|
| Borough of Bridgend | 127 | 102 | 84 | 73 | 69 | 55 | 78 | 67 | 66 | 82 | 71 | 91 | 965 | |
| Vale of Glamorgan | 22 | 15 | 7 | 16 | 11 | 23 | 15 | 18 | 14 | 15 | 15 | 23 | 194 | |
| Rhondda-Cynon-Taff | 24 | 34 | 32 | 32 | 27 | 25 | 36 | 22 | 24 | 32 | 15 | 39 | 342 | |
| Others | 42 | 48 | 24 | 7 | 3 | 3 | 2 | 3 | 2 | 6 | 6 | 4 | 150 | |
| TOTALS | 215 | 199 | 147 | 128 | 110 | 106 | 131 | 110 | 106 | 135 | 107 | 157 | 1651 | |
| NVF CREMATIONS (INDIVIDUAL) | | | | 2 | | 2 | | | 1 | 1 | 1 | | 7 | |
| NVF CREMATIONS (COMMUNAL) | 2 | 2 | 1 | 1 | | 1 | 1 | | | | 2 | | 10 | |
| DISPOSAL OF CREMATED REMAINS | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTALS | From Away |
| Interred in Burial Plot | 16 | 15 | 18 | 11 | 13 | 15 | 19 | 14 | 17 | 19 | 16 | 25 | 198 | 8 |
| Interred in Rose Garden | 10 | 11 | 9 | 7 | 3 | 3 | 10 | 6 | 3 | 9 | 7 | | 78 | 9 |
| Scattered in Garden of Remembrance | 16 | 8 | 7 | 10 | 4 | 7 | 8 | 14 | 4 | 7 | 15 | 8 | 108 | 16 |
| Placed in Columbarium Vault | 2 | | | | | | | | | 1 | | | 3 | |
| Taken Away by Funeral Director | 173 | 167 | 114 | 103 | 90 | 84 | 94 | 76 | 83 | 100 | 72 | 123 | 1280 | 1 |
| On Hold | | | | | | | | | | | | 1 | 1 | |
| TOTALS | 217 | 201 | 148 | 131 | 110 | 109 | 132 | 110 | 107 | 136 | 110 | 157 | 1668 | 34 |
| MEMORIALS | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTALS | |
| Plaques - Burial Plot/Rose Garden/Bench | 32 | 17 | 21 | 16 | 22 | 20 | 14 | 23 | 17 | 18 | 19 | 20 | 239 | |
| Book of Remembrance & Mini Book of Rem. | 3 | 7 | 4 | 4 | 2 | 7 | 2 | 1 | 3 | 4 | 2 | 6 | 45 | |
| Lease - Columbarium Vault (includes plaque) | 1 | 1 | | | | | | | | | | | 2 | |
| Lease - Wall Tablet/Vase Block (includes plaque) | 3 | | 2 | | 2 | 2 | 4 | 2 | | | 2 | 2 | 19 | |
| Lease - Tree Dedication/Shrub Bed (inc. plaque) | | | | | | | | | | | 1 | | 1 | |
| Lease - Vase Block Space | | | 1 | 113 | 23 | 13 | 7 | 6 | 8 | 1 | 1 | 3 | 176 | |
| Memorial Bench Lease - New/Renewal | | 1 | | 2 | | | 2 | 1 | 2 | 1 | 1 | 1 | 11 | |
| External Chapel Wall Space | | | | | | | | | | 1 | | | 1 | |
| TOTALS | 39 | 26 | 28 | 135 | 49 | 42 | 29 | 33 | 30 | 25 | 26 | 32 | 494 | |

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Crematorium Statistics for Year Ending 31st December 2013

| CREMATIONS | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTALS | |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------|--------------|
| Borough of Bridgend | 92 | 71 | 72 | 104 | 80 | 63 | 76 | 92 | 79 | 101 | 82 | 93 | 1005 | |
| Vale of Glamorgan | 20 | 16 | 19 | 23 | 12 | 17 | 17 | 7 | 18 | 14 | 15 | 12 | 190 | |
| Rhondda-Cynon-Taff | 23 | 35 | 30 | 19 | 32 | 20 | 23 | 19 | 28 | 32 | 19 | 20 | 300 | |
| Others | 11 | 6 | 5 | 5 | 1 | 3 | 27 | 34 | 33 | 31 | 33 | 38 | 227 | |
| TOTALS | 146 | 128 | 126 | 151 | 125 | 103 | 143 | 152 | 158 | 178 | 149 | 163 | 1722 | |
| NVF CREMATIONS (INDIVIDUAL) | 1 | | | | | | 1 | | 3 | 1 | | 1 | 7 | |
| NVF CREMATIONS (COMMUNAL) | 3 | | 2 | 1 | 2 | 2 | 1 | 3 | 3 | | 1 | | 18 | |
| DISPOSAL OF CREMATED REMAINS | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTALS | From Away |
| Interred in Burial Plot | 15 | 11 | 17 | 16 | 23 | 21 | 14 | 11 | 19 | 16 | 11 | 10 | 184 | 10 |
| Interred in Rose Garden | 11 | 11 | 8 | 15 | 6 | 4 | 10 | 5 | 5 | 7 | 9 | 8 | 99 | 9 |
| Scattered in Garden of Remembrance | 14 | 12 | 10 | 10 | 9 | 9 | 6 | 8 | 15 | 10 | 9 | 11 | 123 | 12 |
| Placed in Columbarium Vault | | | | | | | | 1 | | | | | 1 | |
| Taken Away by Funeral Director | 110 | 94 | 93 | 111 | 89 | 71 | 115 | 130 | 125 | 146 | 121 | 135 | 1340 | |
| On Hold | | | | | | | | | | | | | 0 | |
| TOTALS | 150 | 128 | 128 | 152 | 127 | 105 | 145 | 155 | 164 | 179 | 150 | 164 | 1747 | 31 |
| MEMORIALS | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTALS | |
| Plaques - Burial Plot/Rose Garden/Bench | 29 | 27 | 27 | 28 | 34 | 22 | 24 | 27 | 17 | 21 | 16 | 12 | 284 | |
| Book of Remembrance & Mini Book of Rem. | 7 | 4 | 5 | 3 | 5 | 3 | 5 | 3 | 3 | 6 | 8 | | 52 | |
| Lease - Columbarium Vault (includes plaque) | | | | | | | | | 1 | | | | 1 | |
| Lease - Wall Tablet/Vase Block (includes plaque) | 1 | 3 | 2 | 1 | 2 | | 2 | | | 1 | 1 | 1 | 14 | |
| Lease - Tree Dedication/Shrub Bed (inc. plaque) | | | | | | | | | | | | | | |
| Lease - Vase Block Space | 1 | | 2 | | | | | | 1 | 2 | | | 6 | |
| Memorial Bench Lease - New/Renewal | | | 1 | | | 1 | 1 | | | 1 | | | 4 | |
| External Chapel Wall Space | | | | | | | | | | | | | | |
| TOTALS | 38 | 34 | 37 | 32 | 41 | 26 | 32 | 30 | 22 | 31 | 25 | 13 | 361 | |

COYCHURCH CREMATORIUM JOINT COMMITTEE

Crematorium Statistics for Year Ending 31st December 2012

| CREMATIONS | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTALS |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------|
| Borough of Bridgend | 93 | 75 | 82 | 69 | 75 | 56 | 74 | 72 | 64 | 76 | 82 | 73 | 891 |
| Vale of Glamorgan | 21 | 25 | 20 | 14 | 21 | 13 | 22 | 13 | 14 | 24 | 18 | 9 | 214 |
| Rhondda-Cynon-Taff | 27 | 20 | 28 | 27 | 38 | 30 | 33 | 24 | 21 | 25 | 26 | 28 | 327 |
| Others | 2 | 3 | 7 | 6 | 5 | 3 | 5 | 5 | 5 | 9 | 1 | 4 | 55 |
| TOTALS | 143 | 123 | 137 | 116 | 139 | 102 | 134 | 114 | 104 | 134 | 127 | 114 | 1487 |
| NVF CREMATIONS (INDIVIDUAL) | | | | | 2 | 2 | | 3 | 1 | | 2 | 1 | 10 |
| NVF CREMATIONS (COMMUNAL) | 2 | 2 | 1 | | 3 | 3 | | 2 | 2 | | 3 | | 18 |
| DISPOSAL OF CREMATED REMAINS | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTALS |
| Interred in Burial Plot | 20 | 18 | 23 | 23 | 18 | 16 | 16 | 17 | 17 | 17 | 18 | 17 | 220 |
| Interred in Rose Garden | 8 | 11 | 7 | 6 | 5 | 8 | 6 | 5 | 8 | 8 | 6 | 3 | 81 |
| Scattered in Garden of Remembrance | 19 | 9 | 8 | 9 | 11 | 5 | 5 | 8 | 6 | 13 | 9 | 9 | 111 |
| Placed in Columbarium Vault | 1 | | | | | | | | | | | | 1 |
| Taken Away by Funeral Director | 95 | 85 | 99 | 78 | 105 | 73 | 107 | 84 | 73 | 96 | 94 | 85 | 1074 |
| On Hold | | | | | | | | | | | | | 0 |
| TOTALS | 143 | 123 | 137 | 116 | 139 | 102 | 134 | 114 | 104 | 134 | 127 | 114 | 1487 |
| MEMORIALS | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTALS |
| Plaques - Burial Plot/Rose Garden | 30 | 23 | 51 | 28 | 23 | 19 | 25 | 28 | 23 | 40 | 28 | 17 | 335 |
| Book of Remembrance & Mini Book of Rem. | 1 | 5 | 7 | 2 | 3 | 6 | 4 | 2 | | 7 | 3 | 2 | 42 |
| Lease - Columbarium Vault (includes plaque) | | | | | | | | | | 1 | | | 1 |
| Lease - Wall Tablet/Vase Block (includes plaque) | 3 | 2 | 5 | 1 | 2 | | 3 | 4 | | 2 | | 1 | 23 |
| Lease - Tree Dedication/Shrub Bed (inc. plaque) | | | | | | | | | | | | | |
| Lease – Vase Block Space | 1 | 1 | | 1 | | | | | | | | | 3 |
| Wooden Memorial Bench Lease Renewal | | | | | | | | | | | | | |
| External Chapel Wall Space | | | | 1 | | | | | | | | | 1 |
| TOTALS | 35 | 31 | 63 | 33 | 28 | 25 | 32 | 34 | 23 | 50 | 31 | 20 | 405 |

COYCHURCH CREMATORIUM JOINT COMMITTEE

2: Service Developments

Closure of Margam Crematorium

Margam Crematorium encountered damage during a fire in July 2013 and re-opened in April 2014 causing local Funeral Directors to utilise Coychurch and Swansea as an alternative crematorium during that nine month period. The statistics show an increase of 235 cremations in 2013 compared with 2012. 180 additional non-residents contribute towards that number. The statistics show an increase of 164 cremations in 2014 compared to 2012, with 95 additional non-residents contributing towards that number. This represents a total decrease of 71 cremations compared with 2013, with 77 less non-residents contributing towards this decrease.

In October 2011, the crematorium experienced a reduction in bookings after the Vale of Glamorgan Crematorium was opened. The 2012 figures are therefore more representative of the booking levels expected for 2015.

Mercury Abatement (CAMEO)

In 2005 the Department of Environment, Food and Rural Affairs (DEFRA) announced its plan to reduce mercury emissions from UK crematoria by 50%, effective from 31st December 2012. This was later revised and eventually commenced in January 2013.

The Federation of British Cremation Authorities (FBCA) and the Cremation Society formulated a proposal to offset the costs for those crematoria that installed abatement plant to reduce mercury emissions by contributions from those that did not. This proposal was overseen by the Crematoria Abatement of Mercury Emissions Organisation (CAMEO) and was accepted by DEFRA. Coychurch Cremation opted to burden share the costs until such time as their cremators were replaced. The charge for 2014/15 relates to the total number of cremations in 2014 and equates to £43k for that period.

Cremators

The mercury abatement process requires a larger crematory area for additional plant/equipment to 'scrub' the emissions of mercury and dioxins, before release into the atmosphere. Due to the Grade 2* listing of the building, there are limitations on how the crematorium can be developed to satisfy planners and CADW. Planning permission was granted in early 2014 and in the autumn of 2014 the construction of a flat roof extension into the yard area was completed, beside the existing crematory. As well as incorporating two new cremators with wider internal dimensions, there will be a new coffin storage area and a hydraulically operated platform access.

Tender invitations were issued at the end of February 2015 to reputable cremator manufacturers. It is anticipated that the installation of new cremators and mercury abatement plant should commence this summer.

COYCHURCH CREMATORIUM JOINT COMMITTEE

3: Revenue Budgets

RESERVES ESTIMATE 2015/16 to 2016/17

| Narrative | Expenditure | | |
|---|----------------|----------------|--------------|
| | 2014/15 | 2015/16 | 2016/17 |
| | £000 | £000 | £000 |
| CAMEO payments | 43 | 43 | 43 |
| Organ Repairs | | 20 | |
| New Cremators: Fees/planning/design/investigation/supervision | 20 | 40 | |
| Building contract | 150 | | |
| Cremator installation | | 850 | |
| TOTAL PLANNED WORKS | 213 | 953 | 43 |
| Estimate Usable Reserve Balance 1st April | (1,019) | (1,131) | (398) |
| Costs of planned works | 213 | 953 | 43 |
| Available from current budget to meet planned works (1) | (213) | (953) | (213) |
| (Surplus)/Deficit Planned Works Funding | 0 | 0 | (170) |
| Annual Operating Surplus (Original Estimate) | | (112) | |
| Temporary increase in Premises budget to fund planned works | | 740 | |
| Increase in operating costs including Pay & Price inflation | | 40 | |
| Adjustment to original income budget to reflect cremation activity | | 102 | |
| Additional Revenue from increase in cremation fees to reserve | | (37) | (37) |
| Estimated (surplus)/ Deficit at year end (including additional revenue above) | (112) | 733 | (207) |
| Closing Estimate Reserve Balance 31st March | (1,131) | (398) | (605) |

1) Temporary increase in planned works budget in 2015-16 (funded by a transfer from reserves)

This financial profile is to be reviewed on an annual basis

COYCHURCH CREMATORIUM JOINT COMMITTEE

PROPOSED BUDGET 2015/16

| Narrative | 2014/15 | 2015/16 |
|---------------------------------------|----------------|----------------|
| | Budget | Budget |
| | £000 | £000 |
| Employees | 247 | 261 |
| Premises | 389 | 1,130 |
| Supplies, Services and Transportation | 140 | 168 |
| Agency/Contractors | 90 | 89 |
| Administration | 43 | 41 |
| Capital Financing | 50 | 50 |
| Gross Expenditure | 959 | 1,739 |
| Fees and Charges | (1,071) | (1,006) |
| Surplus(-)/Deficit | (112) | 733 |
| Transfer to/from (-) Reserve | 112 | 733 |
| Total | 0 | 0 |

COYCHURCH CREMATORIUM JOINT COMMITTEE

4. BUSINESS PLAN REVIEW

| SERVICE OBJECTIVES | PLANNED ACTIONS | TARGET/DESIRED OUTCOME | RESP OFFICER | METHOD OF MEASUREMENT | Resource Implications £k | | |
|------------------------------|--|--|-----------------|---|--------------------------|------------|-----------|
| | | | | | 14/15 | 15/16 | 16/17 |
| <i>New/Rebuild cremators</i> | <ul style="list-style-type: none"> • <i>Install new cremators</i> | <i>July 2016</i> | Joanna Hamilton | <i>Regular progress meetings</i> | <i>170</i> | <i>890</i> | |
| <i>Organ Maintenance</i> | <ul style="list-style-type: none"> • <i>Organ repairs</i> | <i>April 2016</i> | Joanna Hamilton | <i>Regular progress meetings</i> | | <i>20</i> | |
| <i>Budget Strategy</i> | <ul style="list-style-type: none"> • <i>Exercise service charge</i> • <i>Review works programme</i> • <i>CAMEO payments</i> | <i>Annually Annually Jan. 2015</i> | Joanna Hamilton | <i>Annual report to Joint Committee</i> | <i>43</i> | <i>43</i> | <i>43</i> |

COYCHURCH CREMATORIUM JOINT COMMITTEE

5: Contact Points for Crematorium Service

If you require further information about the services – please contact:

Group Manager - Street Works

- Andrew Hobbs (tel: 01656 643416) / email:
Andrew.Hobbs@bridgend.gov.uk

Parks and Bereavement Manager

- Gareth Evans (tel: 01656 642720 / email:
Gareth.Evans@bridgend.gov.uk

Crematorium Manager & Registrar

- Joanna Hamilton (tel: 01656 656605 /email:
Joanna.Hamilton@bridgend.gov.uk

Finance Officer for Coychurch Crematorium

- Frances Mantle (tel: 01656 643286 / email:
Frances.Mantle@bridgend.gov.uk