

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT OF THE CLERK & TECHNICAL OFFICER

COYCHURCH CREMATORIUM JOINT COMMITTEE

FRIDAY 12TH JUNE 2015

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 2014/15.

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 2014/15 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.

**ZAK SHELL
CLERK AND TECHNICAL OFFICER
17th February 2015**

Contact Officer:

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Background Papers: None

CREMATORIUM ANNUAL PERFORMANCE AND FINANICAL REVIEW 2013/14

Number of cremations

In 2014, the Crematorium carried out the following cremations:

CREMATIONS (residence)	TOTALS
Borough of Bridgend	965
Vale of Glamorgan	194
Rhondda-Cynon-Taff	343
Others	151
TOTALS	1653

Public Satisfaction

The Crematorium carries out a quarterly review of questionnaire results which feeds into an annual assessment of the quality of service. For 2014/15, 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 cremation applicant. An analysis of the responses received are indicated below:

SERVICE FOR THE BEREAVED – CREMATORIUM (JULY 2014 – MARCH 2015 incl.)

Responses 113

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

	Excellent	Good	Average	Poor
The availability of service times	67	27	6	
The arrangements on the day of the funeral	87	12	1	
The presentation of the cremation plot	89	11		

In dealing with staff how would you rate:-

	Excellent	Good	Average	Poor
Literature and information given	87	13		
Presentation of personnel	83	17		
General attitude of staff	86	14		

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

	Excellent	Good	Average	Poor
Chapels	87	13		
Access roads and footpaths	85	13	1	1
Rose gardens and grounds	85	14	1	
Grass cutting around memorials	86	14		
Toilets	78	20	2	
Water stations and waste bins	77	22	1	

OVERALL SATISFACTION	88	12		
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Do you have any further observations or comments: -

- I have always found staff, conditions and general running of Coychurch Crematorium to an extremely high professional standard
- Coychurch Crematorium and grounds always appear well cared for
- The whole thing was carried out to my expectations
- One service could be photograph floral tributes for a fee as often on the day relatives are too overwhelmed but may like to see in future and could be sent out with literature
- I was completely satisfied with all aspects of the Crematorium's procedures
- Just to say I am very pleased the way the service was done – Thank you
- The whole experience was remarkable, the service was a wonderful testimony to my wife's life. The placing of chairs in the walkway was again wonderful as our one daughter and myself have mobility problems and it took 45 minutes for us to meet all those who queued to speak to us, many could not wait. Your thoughtfulness eased the pain of a traumatic day
- The overall experience at this sad time was really well handled
- The service provided was first class very happy with everything – thank you
- Everything was done with professionalism and courtesy
- Coychurch Crematorium is a very special sanctuary for us – especially as our mother's ashes will now be interred with our father's. Thank you for keeping the grounds beautiful
- It was a beautiful service, I still have an abiding memory of my father's service in 1986 – of dragonflies and your beautiful grounds and stained glass. Very special thank you
- The funeral director and staff rated the Crematorium and its arrangements for them as better than any other crematorium they use
- Very happy overall
- Very pleased
- More time for thanking people. Felt like we were moved on quickly for the next service
- Excellent and I thank you very much
- The acoustics were poor in the front rows. Please check the audibility in all areas of the building
- Understood that service times were limited due to a fire
- The staff and funeral directors made a difficult day relatively stress free
- Thank you for a peaceful place to say goodbye to loved ones
- We would like to see the rose garden made available again
- Access to main car park is sometimes blocked by funeral cars and only one way into main car park
- Service was conducted respectfully and that the grounds always look immaculate
- Paths closer to graves because it is very muddy
- Everything that the Crematorium itself was responsible for was excellent but the quality of the funeral directors was very poor and is not fit currently for viewing of the deceased
- Facility for projecting loved ones on wall or screen of chapel
- My grandmother's remains are at the Crematorium. Everything is very well kept.
Thank you

Expenditure for 2014/15

The programme of expenditure for 2014/15 is indicated below:

	2014/15	
	Proposed	Revised
	£000	£000
Construct crematory extension:		
Fees/planning/design/investigation/su pervision	20	52
Building contract	150	167
CAMEO payments	43	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

SERVICE OBJECTIVES	PLANNED ACTIONS	TARGET/DESIRED OUTCOME	RESP OFFICER	METHOD OF MEASUREMENT	Progress Report
New cremators, ancillary equipment & mercury abatement plant	<ul style="list-style-type: none"> • Construct extension • Install new cremators 	<p>March 2015</p> <p>March 2016</p>	Joanna Hamilton	<p>Completion of project</p> <p>Regular progress meetings</p>	<p>Completed, reported to meeting on 5th December 2015</p> <p>Tender awarded, installation planned to commence July 2015</p>
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>Commenced Jan. 2014</p>	Joanna Hamilton	<p>Annual report to Joint Committee</p>	<p>Completed, reported to meeting on 6th March 2015</p> <p>Completed, payments made in 2014 & 2015. Reported to meeting on 6th March 2015</p>