

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT OF THE CLERK & TECHNICAL OFFICER

COYCHURCH CREMATORIUM JOINT COMMITTEE

FRIDAY 24TH JUNE 2016

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 2015/16.

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 2015/16 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
13th June 2016

Contact Officer:

Joanna Hamilton, Bereavement Services Manager and Registrar

Telephone No. 01656 656605

E-mail: Joanna.Hamilton@bridgend.gov.uk

Background Papers: None

CREMATORIUM ANNUAL PERFORMANCE AND FINANICAL REVIEW 2015/16

Number of cremations

In 2015, the Crematorium carried out the following cremations:

CREMATIONS (residence)	TOTALS
Borough of Bridgend	933
Vale of Glamorgan	199
Rhondda-Cynon-Taff	375
Others	74
TOTALS	1581

Public Satisfaction

The Crematorium carries out a quarterly review of questionnaire results which feeds into an annual assessment of the quality of service. For 2015/16, 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 (APRIL 2015 – JUNE 2015 incl.)

Responses 41

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

	Excellent	Good	Average	Poor
The availability of service times	73	22	5	
The arrangements on the day of the funeral	91	9		
The presentation of the cremation plot	88	12		

In dealing with staff how would you rate:-

	Excellent	Good	Average	Poor
Literature and information given	84	16		
Presentation of personnel	88	12		
General attitude of staff	85	15		

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

	Excellent	Good	Average	Poor
Chapels	97	3		
Access roads and footpaths	87	13		
Rose gardens and grounds	89	11		
Grass cutting around memorials	91	9		
Toilets	80	20		
Water stations and waste bins	81	19		

OVERALL SATISFACTION	91	9		
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If the cremated remains of the deceased were removed from the crematorium please state why:-

- Family grave at Newton church
- Kept remains at home
- The family are taking them back to the Midlands
- Private scattering
- My mother has a plot reserved at Glyntaff
- We wish to have the ashes put into a sun dial in our own garden
- To be buried in Maesteg
- Going into the crypt at her church
- For keeping at the moment
- Buried at Cowbridge cemetery
- To be scattered at Southerndown Bay
- Reburial elsewhere
- My father wished to keep them at home
- We wish to inter them closer to home
- To be buried with late mother
- Family members buried at another cemetery
- Deceased did not wish to be at the crematorium
- Other arrangements
- Ashes removed and buried in Trealaw Cemetery
- Wanted at place of birth
- Wish for the remains to be taken to another area

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

- Everything is great
- We were satisfied with what we received

Do you have any further observations or comments: -

- The gardens and grounds are so beautifully kept
- Beautifully kept, pleasant and helpful staff
- Not really. Just a thank you for helping to make the ceremony run so smoothly
- Keep up the good work
- The whole procedure was excellent - my heartfelt thanks go to all the staff
- It was a very good service and the setting was civilised and appropriate
- Thank you for providing the music recording we specified – this was very important to a family of musicians
- We all (the family) were pleased with the whole service given at the crematorium and were grateful to whoever thought to put the single daffodil on the coffin for the service, it was lovely gesture. Thanks to all staff and organist – well done
- Coychurch has to be one of the most beautiful and grounds for the people to attend

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

Responses 89

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

	Excellent	Good	Average	Poor
The availability of service times	74	24	2	
The arrangements on the day of the funeral	91	9		
The presentation of the cremation plot	89	11		

In dealing with staff how would you rate:-

	Excellent	Good	Average	Poor
Literature and information given	84	16		
Presentation of personnel	84	16		
General attitude of staff	88	12		

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

	Excellent	Good	Average	Poor
Chapels	92	8		
Access roads and footpaths	88	12		
Rose gardens and grounds	88	12		
Grass cutting around memorials	88	12		
Toilets	82	18		
Water stations and waste bins	70	30		

OVERALL SATISFACTION 89 11

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

- To be kept at home
- Taken by the undertaker
- To be interred in his mother's grave at Sarn
- To be rested elsewhere
- To be put in family plot
- Arrangements are being made for ashes to be picked up
- Went to Ogmores graveyard
- To scatter at a special family place
- To be interred in Treallaw Cemetery
- To be buried in his father's grave
- Deceased wished to have ashes scattered in favourite place
- Taken to be scattered as per wishes of deceased
- Private scattering
- Deceased request to be scattered on a beautiful beach in West Wales where we spent many happy family times
- Keeping the remains
- Wanted to be buried with his wife
- My mother's ashes will be interred in due course in my late father's grave
- To be interred in church garden of remembrance
- To be scattered
- Buried with husband in cemetery
- To go to Sarn for burial
- To be buried in a family plot
- To be interred at cemetery near home
- To be interred in my parents' grave at Pencoed Cemetery
- To be buried with family
- My wife's remains were put into my parents' grave at Tonyrefail
- My husband wanted his ashes taken to his favourite place
- To be interred at Cefn Parc, Llantrissant
- Ashes to be scattered
- Keeping at home
- The cremated remains are coming home
- Wished to be scattered
- Wish to be scatter where her husbands were scattered
- Ashes to be scattered in Morrison crematorium
- To be placed in a cemetery plot
- Arrangements made for ashes to be scattered elsewhere
- Deceased stipulated scattering elsewhere

- They will be put with his brother and mother at Cefn Parc Cemetery
- To spread with my mother
- To be buried with our daughter
- To be scattered in home area
- To be scattered elsewhere

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

- No – everything to a very high standard
- More benches at different locations for people with disabilities

Do you have any further observations or comments: -

- We are very pleased overall with Coychurch – the grounds are always immaculate and although it can be very sad to visit it's also very peaceful and a good place to reflect on memories and get your thoughts together
- So very impressed with the whole area of the crematorium. The grounds are magnificent and so peaceful
- Would recommend the crematorium
- Very pleased
- The site is well maintained. The staff are brilliant and my dealings have been treated in a caring and sensitive manner
- Crematorium kept to beautiful standard. All staff very respectful and comforting to all our family at such a hard time
- I think you all do a great job down there
- I have to use a wheelchair – I was pleased by ease of access, etc. at chapel, also the lady that played the organ made eye contact and smiled – I appreciated that
- Highly recommended this beautiful setting to everyone I know
- Very pleasant environment – well done
- An excellent service given by all, especially at such a difficult time. The overall impression was one of respect and peace
- The calm atmosphere in the main chapel area was enhanced by the beautiful music I requested played so competently by the organist Rhiannon. A dignified farewell to my dear wife
- The access to the new plot area from the car park is incredibly soft in wet/recent rain difficult to walk and causes damage to clothing
- Beautiful surroundings
- Thanks to the lady organist for playing so well
- A very soothing environment, a lovely service
- It is a well-kept and beautiful crematorium

SERVICE FOR THE BEREAVED – CREMATORIUM
(JAN 2016 to MAR 2016 incl.)

Responses 54

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

	Excellent	Good	Average	Poor
The availability of service times	65%	30%	5%	
The arrangements on the day of the funeral	92%	8%		
The presentation of the cremation plot	72%	28%		

In dealing with staff how would you rate:-

	Excellent	Good	Average	Poor
Literature and information given	85%	15%		
Presentation of personnel	83%	17%		
General attitude of staff	85%	15%		

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

	Excellent	Good	Average	Poor
Chapels	92%	8%		
Access roads and footpaths	83%	17%		
Rose gardens and grounds	85%	15%		
Grass cutting around memorials	80%	20%		
Toilets	66%	34%		
Water stations and waste bins	79%	13%	8%	
OVERALL SATISFACTION	81%	19%		

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

- Interred in family grave with deceased wife
- Requested by the deceased
- Went back to funeral directors then home
- To be buried with his father at the cemetery
- To family plot in Ewenny
- Casket returned home to be buried with husband when time comes
- Personal request to be scattered elsewhere
- Remains being buried at Sarn Cemetery by Penybont Funeral Directors
- Private place for scattering of ashes
- To be scattered elsewhere
- To be buried in local cemetery with husband/son
- Desire to be interred in local cemetery
- Removed by funeral director for personal disposal
- Fathers remains to be scattered in his home village
- Being put in Laleston
- We are scattering the ashes in back garden following deceased's wishes
- To place ashes with her husband in another location
- We wanted our nan's remains to be at home
- To be interred within family plot at Pencoed cemetery

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

- None – I think the windows and plaques are lovely
- More rose bushes

Do you have any further observations or comments: -

- Overall, very pleased with the arrangements for my father's funeral and cremation
- A lovely calm place, light and airy – lovely flowers as we walked into the chapel
- Grass walkways in front of granite plinth rather wet and muddy – an observation not a criticism
- No – everything was to our satisfaction
- Would rate Coychurch Crematorium very highly
- Beautiful chapel and surroundings – much nicer than anywhere else I have been. I have only put average for the availability of service times as we were unable to have preferred days due to maintenance which is completely understandable
- Accessible area with acoustics for elegies to be delivered without the need to climb steps to 'pulpit', otherwise all excellent
- Peaceful setting for mourners, like the water fountains and ante rooms well done to all concerned
- Coychurch Crematorium is an excellent facility. It is attractively designed, perfectly maintained and always dignified in the approach of its staff to the bereaved
- All staff were very professional and the level of service provided was excellent

- First return to Coychurch since my father's commitment 19 years ago. Still impressed. Special thanks to the organist who seemed surprised and pleased with our signing!
- Parking was the only issue when services overlap
- The Crematorium was beautiful and we as a family couldn't ask for any more. Just like to say thank you for making a difficult time memorable
- No very happy, a day we will never forget, it was perfect.

Expenditure for 2015/16

The programme of Business Plan expenditure for 2015/16 is indicated below:

<u>Narrative</u>	2015/16	
	Proposed	Revised
	£000	£000
New Cremators: Fees/planning/design/investigation/supervision	40	35
Cremator installation	850	797
CAMEO payments	43	41
Organ Repairs (moved to 2016/17)	20	0

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
<i>New cremators, ancillary equipment & mercury abatement plant</i>	<ul style="list-style-type: none"> • <i>Install new cremators and associated plant</i> 	<i>July 2016</i>	Joanna Hamilton	<i>Completion of project</i> <i>Regular progress meetings</i>	Completed February 2016
<i>Budget Strategy</i>	<ul style="list-style-type: none"> • <i>Annually review & revise service charges</i> • <i>Review works programme</i> • <i>CAMEO payments</i> 	<i>Annually</i> <i>Annually</i> <i>Annually (Commenced Jan. 2014)</i>	Joanna Hamilton	<i>Annual report to Joint Committee</i> <i>Annual report to Joint Committee</i> <i>Annual report to Joint Committee</i>	Completed, reported to meeting on 4 th March 2016 Completed, reported to meeting on 4 th March 2016. Completed, payments made in 2014, 2015 and 2016. Reported to meeting on 4 th March 2016
<i>Organ maintenance</i>	<i>Organ Repairs</i>	<i>April 2016</i>	Joanna Hamilton	<i>Regular progress meetings</i>	Moved to 2016/17