

# Agenda



## Greater Gwent Cremation Joint Committee

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Date: Wednesday, 7 December 2016

Time: 2.00 pm

Venue: Committee Room 4 - Civic Centre

To: Councillors Brookes, V Delahaye, P Huntley, Dally, Jones, Williams, Simmonds, Taylor and McCarthy

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Item	Wards Affected
a <u>Agenda - CYM</u> (Pages 3 - 4)	
2 <u>Apologies for Absence</u>	
3 <u>Declarations of Interest</u>	
4 <u>Minutes of the Meeting Held on 15 June 2016</u> (Pages 5 - 6)	
5 <u>Gwent Crematorium Final Accounts 2015/16</u> Papers to be distributed at the meeting.	
6 <u>Facilities Management</u> Oral update.	
7 <u>Funeral Directors Report</u> To consider any issues raised by the local Funeral Directors.	
8 <u>Manager's Report</u> (Pages 7 - 8)	
9 <u>Meeting Dates for 2017</u> To agree the following dates for 2017:  2pm Wednesday 15 March, Committee Room 4 2pm Wednesday 14 June, Committee Room 4 2pm Wednesday 13 September, Committee Room 4 2pm Wednesday 6 December, Committee Room 4	

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# Agenda

## Cyd-bwyllgor Amlosgi Gwent Fwyaf

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Dyddiad: 07 Rhagfyr 2016

Amser: 2.00pm

Lleoliad: Ystafell Bwyllgor 4, Y Ganolfan Ddinesig, Casnewydd

At: Holl Aelodau Cyd-bwyllgor Amlosgi Gwent Fwyaf

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**Eitem  
Effeithir Arnynt**

**Wardiau yr**

### Rhan 1

- 1 Ymddiheuriadau
- 2 Datgan Buddiannau
- 3 Cofnodion y cyfarfod a gynhaliwyd ar 15 Mehefin 2016
- 4 Cyfrifon Terfynol Amlosgfa Gwent 2015/16
- 5 Rheoli Cyfleusterau  
Y Diweddaraf ar Lafar
- 6 Adroddiad y Cyfarwyddwr Angladdau  
Ystyried unrhyw faterion a godwyd gan y Cyfarwyddwyr Angladdau lleol
- 7 Adroddiad y Rheolwr
- 8 Cwrdd Dyddiadau 2017  
  
2pm Dydd Mercher 15 Mawrth, Ystafell 4  
2pm Dydd Mercher 14 Mehefin, Ystafell 4  
2pm Dydd Mercher 13 Medi, Ystafell 4  
2pm Dydd Mercher 6 Rhagfyr, Ystafell 4

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# Minutes



## Greater Gwent Cremation Joint Committee

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Date: 15 June 2016  
Time: 2.00 pm  
Present: Councillors Jones (in the Chair), V Delahaye, Jones and Simmonds  
Apologies: Councillors P Huntley, Williams and Taylor

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### 1 Apologies for Absence

Councillors Taylor, Brookes, Williams and Huntley.

### 2 Declarations of Interest

None received.

### 3 Minutes of the meeting held on 20 January 2016

The Minutes of the meeting of 20 January 2016 were recorded as a true record.

### 4 Gwent Crematorium Draft Accounts 2015/16

The draft account figures were prepared in the same format as previous meetings however Wales Audit did not require this format anymore, only an annual return although the original format was still used for purposes of consistency. The Assistant Accountant had received communications from some of the local authorities on their balances. These accounts would be approved subject to Wales Audit.

#### **Resolved**

That the Gwent Crematorium Draft Accounts were noted by the Committee and signed-off by the Chair.

### 5 Facilities Management (Oral Update)

The committee was informed that the damp patch on the ceiling, which was raised at the last meeting. K Donovan met with the Superintendent Radiographer recently and would be submitting a cost sheet. The work was expected to be completed within three weeks. A cherry picker would be used and times of maintenance work would be undertaken during evenings and weekends, using a low-odour paint. Other work to be carried out included the exterior of the building, again a cherry picker would be used and not scaffolding, which would spoil the exterior of the building. Re-rendering would be carried out to the front face of the building and the cloister area and a general touch-up of the outside of the building, with some minor repairs.

### 6 Funeral Director's Report

S Tom advised the Committee that the only issue was time keeping of Ministers who were providing a service and running over the 20 minute time slot, which they felt was too short.

Some of the members who work regularly in the Cardiff and Gwent areas were accustomed to regular stakeholders meetings. S Tom considered that this did not need to be put into practice at the Crematorium as he and the Superintendent Registrar met often and were able to deal with any issues on a regular basis. S Tom's only other concern was membership; 95% were part of the National Association of Funeral Directors (NAFD), however the 5% did not have a voice.

The Chair asked were Funeral Directors receiving a lot of complaints about service times. In response, the Cremation was popular choice for the people of Gwent but the issue seemed to be easing off.

The Superintendent Radiographer also mentioned that publishing the availability on the website had improved the issues surrounding time.

## **7 Manager's Report**

The Superintendent informed those present that a new gardener had been appointed; Justin Norman from Belle Vue Park. Since his employment, the gardens had improved and there had been a lot of comments on how beautiful they looked.

The Crematorium was assessed for Green Flag status this month and nearly all parks in Newport were Green Flag Accredited. A Management plan was put together and all paperwork and records were inspected on site. A further inspection of the gardens was then carried out with questions to staff. The Superintendent felt that the outcome would be positive, considering the short period in which they had time to prepare.

There had been a significant decrease on viewers/users for the online book of condolence. This was probably due to a specific browser being used that did not record people viewing the site, confirmation from web host would resolve this.

The cremation figures were lower than the previous year. Last year the Crematorium was extremely busy, however this was tapering off.

Interviews for the Deputy Manager were due to take place next week.

## **8 Date of Next Meeting**

2pm Wednesday 14 September 2016, Committee Room 4.

## Greater Gwent Cremation Joint Committee

### Manager's Report

#### STATISTICS

##### Website

In the past 30 days, there have been 5040 views of the crematorium website, with 616 users getting mapping information directly from the site.

##### Memorial Sales

MONTH	VASE BLOCKS	SANCTUM 12	LEASE RENEWALS
June 2016	3	2	6
July 2016	7	5	5
August 2016	3	0	6
September 2016	5	2	3
October 2016	5	1	4
November 2016	3	2	3

A further set of 4 Sanctum 12 units (a total of 48 vaults) were installed in September.

##### Cremations

	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006
<b>Jan</b>	240	262	278	220*	254	278	254	283	298	279	263
<b>Feb</b>	243	262	254	200*	268	256	226	262	227	239	225
<b>Mar</b>	277	287	241	267	279	249	235	253	218	250	241
<b>Apr</b>	268	245	222	268	237	193	229	222	246	227	227
<b>May</b>	266	230	234	274	270	232	198	204	236	224	226
<b>Jun</b>	264	241	239	218	193*	232	235	206	201	224	202
<b>Jul</b>	211	237	257	211	175*	204	208	205	206	247	202
<b>Aug</b>	244	187	206	183	168*	241	198	191	223	220	215
<b>Sep</b>	228	232	204	194	158*	221	218	204	210	211	211
<b>Oct</b>	224	225	243	234	186*	233	232	225	251	241	210
<b>Nov</b>	239	249	222	226	176*	220	219	212	200	225	217
<b>Dec</b>		266	248	200	182*	234	227	238	234	207	186
<b>TOTAL</b>	<b>2704</b>	<b>2913</b>	<b>2848</b>	<b>2695</b>	<b>2546*</b>	<b>2793</b>	<b>2679</b>	<b>2705</b>	<b>2750</b>	<b>2794</b>	<b>2625</b>

*\* Figures marked with an asterisk are at times with reduced service provision due to the installation of mercury abatement plant.*

Cremation figures for Jan – November are 57 higher than for the same period last year, and 2016 seems likely to have the crematorium's highest ever number of cremations.

Monthly cremation figures for both June and August were record highs for that month.

Keeping the crematorium website updated with details of service availability seems to have paid off, with considerably higher take-up of early morning cremation times having a positive impact on the lead-in time for funeral bookings.

### **Book of Remembrance Online**

The user statistics are currently unreliable, because the tracker is not correctly recording hits from Windows 10.

### **GREEN FLAG AWARDS**

2016 was the first time that Gwent Crematorium has been assessed for the nationally recognised Green Flag Award. With assistance from officers in Newport City Council's Streetscene and City Services section, we were successful in meeting the benchmark targets. The flag was raised on 9<sup>th</sup> August.

### **CHARTER FOR THE BEREAVED**

The crematorium was successful in achieving the Silver Award in the ICCM Charter for the Bereaved benchmarking scheme for the sixth consecutive year.

### **GOOD FUNERAL AWARDS – CREMATORIUM OF THE YEAR**

The crematorium was a finalist for the Crematorium of the Year. Unfortunately, we failed to secure the first prize, but were awarded a runner-up's "Commended" certificate.

### **STAFFING**

#### **Deputy Manager**

We have internally promoted KC to be the crematorium's Deputy Manager from 1<sup>st</sup> July. She has twelve years' experience in crematorium administration at Gwent, and holds the ICCM Certificate in Crematorium Management.

#### **Administrative Assistant**

We are pleased to welcome a new member of staff, CP, as Administrative Assistant, who will be starting from 12<sup>th</sup> September.

She has six years' experience in Newport City Council's Cemeteries section, so has many transferable skills which we will build on.