

# Agenda



## Greater Gwent Cremation Joint Committee

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Date: Wednesday, 24 May 2023

Time: 10.00 am

Venue: Committee Room 4 - Civic Centre

To: Councillors Y Forsey, L Lacey, Lane, Thomas, S Evans, Leadbeater, J Simmonds, J Taylor and Cross

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Item	Wards Affected
1	<u>Apologies for Absence</u>
2	<u>Declarations of Interest</u>
3	<u>Minutes of the Previous Meeting</u> (Pages 3 - 6)
4	<u>Draft Accounts Report 2022-23</u> (Pages 7 - 20)
5	<u>Facilities Management</u> To receive an oral update from the Newport Norse representative
6	<u>Funeral Director's Report</u> To consider any issues raised by local Funeral Directors
7	<u>Manager's Report</u> (Pages 21 - 46)

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Date of Issue: 18<sup>th</sup> May 2023

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# Minutes



## Gwent Cremation Joint Committee

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Date: 08 February 2023

Time: 10am

**Present:** Councillors Forsey (in the Chair), Lace (NCC), S Evans (Torfaen) Lane (Monmouthshire)

**Apologies:** Paul Dundon

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### 1. Chair Nomination

As no councillor from Blaenau Gwent had covered the rota of chair in the past year, it was suggested by the Governance Team Leader that their rota be pushed back a year.

#### **Resolved:**

Councillor Forsey, Newport City Council would Chair.

That Councillor Cross and Leadbeater of Blaenau Gwent would be invited to as nominees to chair the meetings for 2023/24 and defer their Chair for the year 2022/23

### 2. Declarations of interest

None received.

### 3. Minutes of the Previous Meeting

The Minute of the meeting which took place on 10 December 2022 were agreed as a true record.

### 4. Budget Proposals and Review of Fees for 2023/24

J Hazelwood went through the report.

To review and consider the budget proposals and fees for 2023-24.

Appendix 1 Greater Gwent (Torfaen) Pension Fund Triennial Actuarial Valuation as at 31 March 2022.

Appendix 2 Fees for consultation 2023-24.

Appendix 3 Draft budget proposals 2023-24.

Appendix 4 Distribution summary.

- Councillor S Evans referred to the heating of the
- Councillor Y Forsey asked about changing the 9.30am slot to 10am to accommodate those booking the crematorium. J Gossage advised that the 9.30am was a good back up slot, as well as for those who book a quiet meeting.

- S Tom referred to 9.30am in ??being a cheaper slot. J Gossage said that at the moment, income levels were increasing and this would not be put forward although it was discussed and could be considered.
- Councillor Forsey considered that the 2% was lower than expected.
- M Rushworth increased the volume of cremations.

**Resolved:**

That the Committee

1. Considered the options outlined for 2023-24 cremation fees and the recommendation of a 2% increase.
2. Agreed to a budgeted distribution of £450k for Councils for 2023-24 which would be kept under review as the year progresses, noting the need for 'use of reserves' to achieve this.
3. Agreed the resulting budget for 2023-24.
4. Agreed the use of updated and accurate population figures for the split of the annual distribution from 2023-24 onwards.

**5. Funeral Director's Report**

S Tom thanked Paul and the team for their help and continued support during these difficult and busy times.

**Resolved:**

**6. Manager's Report**

Joanne Gossage took the Manager's report in place of Paul Dundon. The statistics were highlighted. There was an increase in cremation figures in January, but this had tailed off due to the other cremation services locally in Langstone.

It was noted however, that more people were using the Cwmbran Crematory, with bookings well into March.

The lining of the cremators was taking place, which was an additional cost of £34,000 for cremator 3 and 4. J Gossage would report back on completion at the next meeting.

Inspection by Environmental Health officers in Torfaen was favourable and its maintained low risk status.

**Resolved:**

That the Committee noted the Manager's Report.

**Part 2 Exempt or Confidential Items**

To consider whether to exclude the Press and Public during consideration of the following item on the grounds that it will involve the likely disclosure of exempt or confidential information as defined in schedule 12A of the Local Government Act 1972 and exclusion outweighs the public interest in disclosure.

**7. Facilities Management**

K Donavon circulated papers of the tender reports with estimates.

**Resolved:**

That the Committee noted the update on proposed works outlined by the Facilities Manager and agreed to the tendered contractor.

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# Report

## Greater Gwent Crematorium Joint Committee

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### Part 1

Date: Wednesday 24<sup>th</sup> May 2023

**Subject** Draft Accounts Report 2022-23

**Purpose** To approve the draft accounts for 2022-23, prior to audit

**Author** Finance Business Partner - Systems

**Ward** General

**Summary** To provide the Committee with the draft accounts for 2022-23

Appendix:

- Appendix 1 Detailed Outturn Analysis 2022-23
- Appendix 2 Cremation Numbers
- Appendix 3 Annual Return for the Year Ended 31 March 2023

**Proposal** Members are asked to:

- receive and approve the draft accounts position
- approve the annual return
- note that a distribution of £450,000 was made to Councils as agreed, in line with budget expectations.
- agree an additional one-off distribution of £450,000

**Action by** Head of Finance

**Timetable** Draft annual return to be approved by Committee by 30 June, prior to Audit.

This report was prepared after consultation with:

- Head of Finance
- Service Manager – Environment + Leisure
- Head of People, Policy and Transformation
- Head of Law and Standards

## Signed Background

At the last Committee meeting held in February 2023, the projected out-turn was £478k surplus, prior to distribution. The draft out-turn position, has favourably improved, and is showing a surplus of £686k surplus, compared to the budgeted surplus of £236k and the variance analysis shown in Table 1 below, highlights that the reason for this was increased income levels, and reduced expenditure levels. Further analysis is shown in Appendix 1 and the cremation numbers are shown in Appendix 2

## Financial Summary

Table 1 - Outturn Summary Analysis

	<b>FY Budget 2022-23</b>	<b>Forecast as at 31 Dec 22</b>	<b>Actual Outturn 2022-23</b>	<b>Variance to Budget</b>
<b>Total INCOME</b>	<b>(1,254,360)</b>	<b>(1,434,747)</b>	<b>(1,603,218)</b>	<b>(348,858)</b>
<b>Employees</b>	317,821	318,072	313,524	(4,297)
<b>Premises</b>	350,000	333,415	306,417	(43,583)
<b>Repairs and Renewals Reserve</b>	100,000	100,000	100,000	0
<b>Transport</b>	1,010	301	301	(709)
<b>Supplies &amp; Services</b>	181,782	151,862	143,647	(38,135)
<b>Capital Financing</b>	67,722	53,161	53,161	(14,561)
<b>Total EXPENDITURE</b>	<b>1,018,335</b>	<b>956,811</b>	<b>917,049</b>	<b>(101,286)</b>
<b>(SURPLUS) / DEFICIT</b>	<b>(236,025)</b>	<b>(477,936)</b>	<b>(686,169)</b>	<b>(450,144)</b>
<b>Less Budgeted Distribution</b>	<b>450,000</b>	<b>450,000</b>	<b>450,000</b>	
<b>(Increase)/Decrease to Balances</b>	<b>213,975</b>	<b>(27,936)</b>	<b>(236,169)</b>	

### Impact on Reserves at 31<sup>st</sup> March 2023

Reserves b/f £1,046,681	<b>832,706</b>	<b>1,074,617</b>	<b>1,282,850</b>	
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## **EXPENDITURE**

**Employees** – the vacancy has been partly offset by agency costs

**Premises** - In recent years, an area of concern has been the impact of the cost of cyclical planned maintenance of the cremators, which has resulted in overspends. The repairs and renewals reserve was therefore set up, to increase the budget contribution, and to smooth the impact of these costs, over their life cycle. At this time, there is still further work to do, to establish the correct level of the reserve, and we will continue to report our findings at future meetings.

The table below details the costs incurred this financial year, and the contribution from reserve of £100k has been able to offset most of these costs.

**Table 2 – Repairs and Renewals Reserve**

Replace filter bags & filter base	20,245.71	FACULTATIEVE TECHNOLOGIES
Reline Of 2 x 300/2 double ended cremators	118,808.56	FACULTATIEVE TECHNOLOGIES
	139,054.27	

**Supplies and Services** – there have been no bulk purchases of burial memorials in this financial year, and the budget has been reduced for 2023-24

**Capital Financing** – the budget for 2022-23 included financing costs for the proposed refurbishment works, but the work was not started in the financial year.

## **INCOME**

When the budget for 2022-23 was set, we were facing financial challenges with greater competition from private crematoria, and there was still an element of uncertainty over cremation numbers. We therefore based our estimates on 6 services per day, out of the maximum 7 services, as the 9.30am slot was often available.

At the last Committee meeting, where we reported forecast figures, we again predicted the last quarter of the year at 6 services per day, as the actual figures at that time supported the decision.

However, based on the latest data, it is evident that we are seeing a consistent increase in numbers, and the average services per day for 2022-23 are 6.3, with the last quarter resulting in an increased average of 6.8 services per day, and outturn surplus income of £348k.

The income budget for 2023-24 has been based on increased cremation numbers of 1,607

Appendix 2 details the cremation numbers for 2022-23, the estimated numbers for 2023-24 and a comparison against the 2017-18 cremation numbers, which was prior to the opening of Langstone Vale Crematorium.

Overall despite the uncertain start to the year, re-thinking strategies by increasing service times and freezing fees, has had a positive impact, however as cremation numbers are now near to maximum capacity, there is little scope for increased income, and therefore it will be essential to closely monitor expenditure.

## **Risks**

n/a

## **Links to Council Policies and Priorities**

The overall aim of the recommendation enables Councils to receive the expected contribution from the service in 2022-23.

## **Options Available and considered**

The out-turn position shows that after making a distribution of £450,000 the surplus will increase balances by £236,169, to a total of £1,282,850 going forward into 2023-24. The overall distribution to Councils will have been made in accordance with agreed budget expectations.

The Committee has the following options available:

- a) Agree the reserve balance of £1,282,850 going into 2023-24
- b) Agree an additional 2023-24 in-year distribution of £450k to reduce the balances of the Committee to around £850k, which was the level anticipated when the 2022-23 budget was set.

## **Preferred Option and Why**

The preferred option is for the Committee to agree to make an additional one-off distribution to reduce reserve balances, as the approved budget projected reserves of £832k at the year end.

## **Comments of Chief Financial Officer**

It is good to see the financial performance of the cremation service exceed budget, and the changes made recently to increased service times, and improvements to 'the offer' are paying off.

The additional distribution is supported, as it takes reserves down to a level they were expected and approved to be at the end of 2022-23 financial year. Cremation service management have not informed us of any extraordinary requirements to build up reserves higher, and therefore the additional distribution is justified. It will be a one-off in year 2023-24 distribution, if approved.

The analysis of the outturn suggests that the budget set for 2023-24 for cremation numbers and income is now more appropriate and that will mean that expenditure will need to be

carefully managed because it is unlikely that income will be (much) higher than already budgeted. An area of concern on expenditure is the planned maintenance reserve which currently has a budgeted contribution of £100k. At this time, the plans that sit behind this are still outstanding, and it is not possible to know if this has been set at the correct level. The cremation service management need to resolve this with finance colleagues as soon as possible, and that may impact future budgets.

## **Comments of Monitoring Officer**

There are no specific legal issues arising from the Report. The Joint Committee are required to approve the Annual Accounting Statement and the Annual Governance Statement for 2022-23, and to authorise the Chair to sign-off the statements, in accordance with the requirements of the Public Audit (Wales) Act 2004 and the Accounts and Audit (Wales) Regulations 2014. The Annual Statement confirms the income and expenditure and the budget out-turn position for 2022-23. The Joint Committee previously agreed at the last meeting in February 2023 to make a distribution of £450k, in accordance with the budgeted provision. Since then, the out-turn figures have improved, and following full distribution an additional £236,189 will be available to add to reserves. The current level of reserve balances is now £1,282,850 and the recommendation is that this level of balance is decreased to approximately £1million by making an additional distribution of up to £450,000.

## **Comments of Head of People, Policy and Transformation**

The report sets out the financial position for Gwent Crematorium and notes that a one-off distribution is to be made to the member authorities from reserve balances which will help address the challenges currently faced by other council services. There are no human resources implications arising from this report.

## **Scrutiny Committees**

n/a

## **Fairness and Equality Impact Assessment:**

- **Wellbeing of Future Generation (Wales) Act**

In preparing this report, the Wellbeing of Future Generations (Wales) Act 2015 has been considered by balancing short-term needs with the need to safeguard the ability to also meet long term needs. We are considering options to provide a service which will allow us to withstand the competitive market, and meet our future wellbeing goals and objectives, and in doing so, understand the importance of involving those with an interest in achieving them, and ensuring that those people reflect the diversity of those to whom we provide a service.

- **Equality Act 2010**

The Equality Act 2010 contains a Public Sector Equality Duty, which came into force on 06 April 2011. The Act identifies a number of 'protected characteristics', namely age; disability; gender reassignment; pregnancy and maternity; race; religion or belief; sex; sexual orientation; marriage and civil partnership. The new single duty aims to integrate consideration of equality and good relations into the regular business of public authorities. Compliance with the duty is a legal obligation and is intended to result in better-informed

decision-making and policy development and services that are more effective for users. Nothing in this report is considered to have a direct equality impact.

- **Socio-economic Duty**
- **Welsh Language (Wales) Measure 2011**

In the case of the Welsh Language, the service will continue to ensure that, wherever possible, services or information is available in the medium of Welsh.

This is a financial report and does not deal with service delivery, policy or charges at the crematorium, as such there are no direct implications for Welsh language duties / the socio-economic duty / Equality Act 2010 etc.

### **Crime and Disorder Act 1998**

n/a

### **Consultation**

n/a

### **Background Papers**

n/a

Dated:

**APPENDIX 1 – Detailed Outturn Analysis**

	<b>FY Budget 2022-23</b>	<b>Forecast as at 31 December</b>	<b>Actual Outturn 2022-23</b>	<b>Under/(Over) Budget</b>	<b>Under/(Over) Forecast</b>
Fees & Charges	(1,250,985)	(1,431,627)	(1,600,098)	<b>349,113</b>	<b>168,471</b>
Rent Income	(3,375)	(3,120)	(3,120)	<b>(255)</b>	<b>0</b>
<b>INCOME</b>	<b>(1,254,360)</b>	<b>(1,434,747)</b>	<b>(1,603,218)</b>	<b>348,858</b>	<b>168,471</b>
Pay	232,321	230,000	229,336	2,985	664
Pay-NI	22,841	25,000	24,459	(1,618)	541
Pay-Super	54,128	48,000	47,564	6,564	436
Pay-Overtime	8,531	9,612	9,480	(949)	132
Agency Staff	0	5,460	2,685	(2,685)	2,775
<b>EMPLOYEES</b>	<b>317,821</b>	<b>318,072</b>	<b>313,524</b>	<b>4,297</b>	<b>4,548</b>
Building Maint	220,908	200,511	185,447	35,461	15,064
Utilities	216,912	220,724	210,575	6,337	10,149
Cleaning	12,180	12,180	10,395	1,785	1,785
<b>PREMISES</b>	<b>450,000</b>	<b>433,415</b>	<b>406,417</b>	<b>43,583</b>	<b>26,998</b>
Petrol	1,010	301	301	709	0
<b>TRANSPORT</b>	<b>1,010</b>	<b>301</b>	<b>301</b>	<b>709</b>	<b>0</b>
Tools+Equip	3,418	3,000	2,255	1,163	745
Plants/Seeds/Shrubs	2,500	5,548	5,604	(3,104)	(56)
Purchase of Urns/Burial Memorials	54,000	15,800	14,256	39,744	1,544
Inscriptions	10,797	5,900	5,803	4,994	97
Uniforms	1,056	349	349	707	0
Stationery/Printing	2,500	1,667	1,834	666	(167)
Refuse Collection	6,671	6,671	4,992	1,679	1,679
Fees-Professional	91,810	100,000	97,727	(5,917)	2,273
Telephones/Postage	4,500	6,427	5,050	(550)	1,377
Computer Purchase	3,030	5,000	4,605	(1,575)	395
Subscriptions	1,500	1,500	1,172	328	328
<b>SUPPLIES &amp; SERVICES</b>	<b>181,782</b>	<b>151,862</b>	<b>143,647</b>	<b>38,135</b>	<b>8,215</b>
Finance Costs-Mercury Abatement Equip	67,722	53,161	53,161	14,561	0
<b>CAPITAL FINANCING</b>	<b>67,722</b>	<b>53,161</b>	<b>53,161</b>	<b>14,561</b>	<b>0</b>
<b>TOTAL EXPENDITURE</b>	<b>1,018,335</b>	<b>956,811</b>	<b>917,050</b>	<b>101,285</b>	<b>39,761</b>
<b>(SURPLUS)/DEFICIT</b>	<b>(236,025)</b>	<b>(477,936)</b>	<b>(686,168)</b>	<b>(450,140)</b>	<b>(208,232)</b>
Less Distribution	450,000	450,000	450,000		
<b>(INCREASE)/DECREASE TO BALANCES</b>	<b>(213,975)</b>	<b>(27,936)</b>	<b>(236,168)</b>		

**APPENDIX 2 - Cremation numbers**

<b>Cremation numbers:</b>	<b>2017-18</b>	<b>22-23 Budgeted Cremations</b>	<b>22-23 Actual Cremations</b>	<b>Variance to 22-23 Budget</b>	<b>Variance to 2017-18</b>	<b>23-24 Budgeted Cremations</b>
<b>April</b>	229	125	130	5	-99	132
<b>May</b>	266	125	143	18	-123	132
<b>June</b>	260	125	129	4	-131	132
<b>July</b>	219	125	122	-3	-97	132
<b>August</b>	236	131	131	0	-105	139
<b>September</b>	228	131	119	-12	-109	139
<b>October</b>	240	125	132	9	-108	132
<b>November</b>	251	131	141	10	-110	139
<b>December</b>	191	119	132	13	-59	126
<b>January</b>	246	125	142	17	-104	132
<b>February</b>	254	119	137	18	-117	126
<b>March</b>	230	137	156	19	-74	145
	<b>2,850</b>	<b>1,518</b>	<b>1,614</b>	<b>98</b>	<b>-1,236</b>	<b>1,607</b>

**APPENDIX 3**

**Minor Joint Committees in Wales  
Annual Return for the Year Ended 31 March 2023  
Accounting statements 2022-23 for:**

Name of body: GWENT CREMATION COMMITTEE

	Year ending		Notes and guidance for compilers
	31 March 2022 (£)	31 March 2023 (£)	
			<b>Please round all figures to nearest £. Do not leave any boxes blank and report £0 or nil balances. All figures must agree to the underlying financial records for the relevant year.</b>
<b>Statement of income and expenditure/receipts and payments</b>			
1. Balances brought forward	1,437,303	1,046,681	Total balances and reserves at the beginning of the year as recorded in the financial records. Must agree to line 7 of the previous year.
2. (+) Income from local taxation/levy	0	0	Total amount of income received/receivable in the year from local taxation (precept) or levy/contribution from principal bodies.
3. (+) Total other receipts	1,433,829	1,603,218	Total income or receipts recorded in the cashbook minus amounts included in line 2. Includes support, discretionary and revenue grants.
4. (-) Staff costs	313,140	313,524	Total expenditure or payments made to and on behalf of all employees. Include salaries and wages, PAYE and NI (employees and employers), pension contributions and related expenses eg termination costs.
5. (-) Loan interest/capital repayments	5,000	5,000	Total expenditure or payments of capital and interest made during the year on external borrowing (if any).
6. (-) Total other payments	1,506,311	1,048,525	Total expenditure or payments as recorded in the cashbook minus staff costs (line 4) and loan interest/capital repayments (line 5).
7. (=) Balances carried forward	1,046,681	1,282,850	Total balances and reserves at the end of the year. Must equal (1+2+3) – (4+5+6).
<b>Statement of balances</b>			
8. (+) Debtors	121,102	247,493	<b>Income and expenditure accounts only:</b> Enter the value of debts owed to the body.
9. (+) Total cash and investments	941,528	1,491,932	<b>All accounts:</b> The sum of all current and deposit bank accounts, cash holdings and investments held at 31 March. This must agree with the reconciled cashbook balance as per the bank reconciliation.
10. (-) Creditors	15,949	456,575	<b>Income and expenditure accounts only:</b> Enter the value of monies owed by the body (except borrowing) at the year-end.
11. (=) Balances carried forward	1,046,681	1,282,850	<b>Total balances should equal line 7 above:</b> Enter the total of (8+9-10).
12. Total fixed assets and long-term assets	2,307,326	2,307,326	The asset and investment register value of all fixed assets and any other long-term assets held as at 31 March.
13. Total borrowing	318,963	265,803	The outstanding capital balance as at 31 March of all loans from third parties (including PWLB).

## Annual Governance Statement

We acknowledge as the members of the Committee, our responsibility for ensuring that there is a sound system of internal control, including the preparation of the accounting statements. We confirm, to the best of our knowledge and belief, with respect to the accounting statements for the year ended 31 March 2023, that:

	Agreed?		'YES' means that the Council/Board/Committee:	PG Ref
	Yes	No*		
<p>1. We have put in place arrangements for:</p> <ul style="list-style-type: none"> <li>effective financial management during the year; and</li> <li>the preparation and approval of the accounting statements.</li> </ul>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Properly sets its budget and manages its money and prepares and approves its accounting statements as prescribed by law.	6, 12
<p>2. We have maintained an adequate system of internal control, including measures designed to prevent and detect fraud and corruption, and reviewed its effectiveness.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Made proper arrangements and accepted responsibility for safeguarding the public money and resources in its charge.	6, 7
<p>3. We have taken all reasonable steps to assure ourselves that there are no matters of actual or potential non-compliance with laws, regulations and codes of practice that could have a significant financial effect on the ability of the Committee to conduct its business or on its finances.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Has only done things that it has the legal power to do and has conformed to codes of practice and standards in the way it has done so.	6
<p>4. We have provided proper opportunity for the exercise of electors' rights in accordance with the requirements of the Accounts and Audit (Wales) Regulations 2014.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Has given all persons interested the opportunity to inspect the body's accounts as set out in the notice of audit.	6, 23
<p>5. We have carried out an assessment of the risks facing the Committee and taken appropriate steps to manage those risks, including the introduction of internal controls and/or external insurance cover where required.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Considered the financial and other risks it faces in the operation of the body and has dealt with them properly.	6, 9
<p>6. We have maintained an adequate and effective system of internal audit of the accounting records and control systems throughout the year and have received a report from the internal auditor.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Arranged for a competent person, independent of the financial controls and procedures, to give an objective view on whether these meet the needs of the body.	6, 8
<p>7. We have considered whether any litigation, liabilities or commitments, events or transactions, occurring either during or after the year-end, have a financial impact on the Committee and, where appropriate, have included them on the accounting statements.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Disclosed everything it should have about its business during the year including events taking place after the year-end if relevant.	6
<p>8. We have taken appropriate action on all matters raised in previous reports from internal and external audit.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Considered and taken appropriate action to address issues/weaknesses brought to its attention by both the internal and external auditors.	6, 8, 23

\* Please provide explanations to the external auditor on a separate sheet for each 'no' response given; and describe what action is being taken to address the weaknesses identified.



## Additional disclosure notes\*

The following information is provided to assist the reader to understand the accounting statements and/or the Annual Governance Statement

1.

2.

3.

\* Include here any additional disclosures the Council considers necessary to aid the reader's understanding of the accounting statements and/or the annual governance statement.

### Committee approval and certification

The Committee is responsible for the preparation of the accounting statements and the annual governance statement in accordance with the requirements of the Public Audit (Wales) Act 2004 (the Act) and the Accounts and Audit (Wales) Regulations 2014.

<p><b>Certification by the RFO</b></p> <p>I certify that the accounting statements contained in this Annual Return present fairly the financial position of the Committee, and its income and expenditure, or properly present receipts and payments, as the case may be, for the year ended 31 March 2023.</p>	<p><b>Approval by the Council/Board/Committee</b></p> <p>I confirm that these accounting statements and Annual Governance Statement were approved by the Committee under minute reference:</p>
<p><b>RFO signature:</b></p>	<p><b>Minute ref:</b></p>
<p><b>Name:</b> Meirion Rushworth</p>	<p><b>Chair of meeting signature:</b></p>
<p><b>Date:</b></p>	<p><b>Name:</b></p>
<p><b>Date:</b></p>	<p><b>Date:</b></p>

**Annual internal audit report to:**

**Name of body:** GWENT CREMATION COMMITTEE

The Committee's internal audit, acting independently and on the basis of an assessment of risk, has included carrying out a selective assessment of compliance with relevant procedures and controls expected to be in operation during the financial year ending 31 March 2023.

The internal audit has been carried out in accordance with the Committee's needs and planned coverage. On the basis of the findings in the areas examined, the internal audit conclusions are summarised in this table. Set out below are the objectives of internal control and the internal audit conclusions on whether, in all significant respects, the following control objectives were being achieved throughout the financial year to a standard adequate to meet the needs of the Committee.

	Agreed?				Outline of work undertaken as part of the internal audit (NB not required if detailed internal audit report presented to body)
	Yes	No*	N/A	Not covered*	
1. Appropriate books of account have been properly kept throughout the year.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Detailed Internal Audit report issued 23 <sup>rd</sup> December 2022.
2. Financial regulations have been met, payments were supported by invoices, expenditure was approved and VAT was appropriately accounted for.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Detailed Internal Audit report issued 23 <sup>rd</sup> December 2022.
3. The body assessed the significant risks to achieving its objectives and reviewed the adequacy of arrangements to manage these.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not covered in last audit 2022/23.
4. The annual precept/levy/resource demand requirement resulted from an adequate budgetary process, progress against the budget was regularly monitored, and reserves were appropriate.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The annual resource demand and reserves were not examined as part of the 2022/23 Internal Audit review. Budget monitoring was covered – budget not reviewed for first 6mths of year. Action taken: Budget forecasts entered and monitored.
5. Expected income was fully received, based on correct prices, properly recorded and promptly banked, and VAT was appropriately accounted for.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Detailed Internal Audit report issued 23 <sup>rd</sup> December 2022.
6. Petty cash payments were properly supported by receipts, expenditure was approved and VAT appropriately accounted for.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not covered in 2022/23 Internal Audit due to the low value of transactions.
7. Salaries to employees and allowances to members were paid in accordance with minuted approvals, and PAYE and NI requirements were properly applied.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Detailed Internal Audit report issued 23 <sup>rd</sup> December 2022.
8. Asset and investment registers were complete, accurate, and properly maintained.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Detailed Internal Audit report issued 23 <sup>rd</sup> December 2022. Values or contents of the Chapel not included in inventory. Action taken: Inventory record updated.

	Agreed?				Outline of work undertaken as part of the internal audit (NB not required if detailed internal audit report presented to body)
	Yes	No*	N/A	Not covered**	
9. Periodic and year-end bank account reconciliations were properly carried out.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not covered in 2022/23 Internal Audit.
10. Accounting statements prepared during the year were prepared on the correct accounting basis (receipts and payments/income and expenditure), agreed with the cashbook, were supported by an adequate audit trail from underlying records, and where appropriate, debtors and creditors were properly recorded.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The accounting statements were not examined as part of the Internal Audit 2022/23. Detailed Internal Audit report issued 23 <sup>rd</sup> December 2022 supports that an adequate audit trail existed in relation to income & expenditure recorded in the Authority's main accounting system from which the statements were prepared.

For any risk areas identified by the Council/Board/Committee (list any other risk areas below or on separate sheets if needed) adequate controls existed:					
	Agreed?				Outline of work undertaken as part of the internal audit (NB not required if detailed internal audit report presented to body)
	Yes	No*	N/A	Not covered**	
11. Insert risk area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
12. Insert risk area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
13. Insert risk area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

\* If the response is 'no', please state the implications and action being taken to address any weakness in control identified

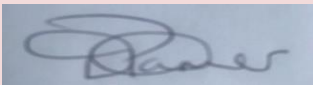
(add separate sheets if needed).

\*\* If the response is 'not covered', please state when the most recent internal audit work was done in this area and when it is next planned, or if coverage is not required, internal audit must explain why not.

[The detailed findings and recommendations which I draw to the attention of the Committee are included in the detailed internal audit report dated 22nd December 2022.]

### Internal audit confirmation

I confirm that as the Committee's internal auditor, I have not been involved in a management or administrative role within the body (including preparation of the accounts) or as a member of the body during the financial years 2021-22 and 2022-23. I also confirm that there are no conflicts of interest surrounding my appointment.

Name of person who carried out the internal audit: DONA PALMER	
Signature of person who carried out the internal audit:	
Date: 16.05.23	



## Manager's Report

### STATISTICS

#### MEMORIAL SALES

MONTH	VASE BLOCKS	SANCTUM VAULTS	LEASE RENEWALS vase blocks	LEASE RENEWALS vaults
November	5	3	3	
December	3		4	1
January 2023	2	1	10	2
February	2	3	5	3
March	4	4	13	
April	5	3	6	

#### CREMATIONS

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	2011
Jan	142	134	241	211	233	246	268	240	262	278	220	254	278
Feb	137	129	225	197	211	254	258	243	262	254	200	268	256
Mar	156	134	148	196	204	230	299	277	287	241	267	279	249
April	116	141	111	223	178	237	229	268	245	222	268	237	193
May	103	143	93	240	195	219	266	266	230	234	274	270	232
Jun		129		140	150	164	260	264	241	239	218	193	232
Jul		122	100	91	212	186	219	211	237	257	211	175	204
Au		131	121	98	165	176	236	244	187	206	183	168	241
Sep		119	141	149	181	173	228	228	232	204	194	158	
Oct		132	123	141	206	193	240	224	225	243	234	186	233
Nov		141	146	186	169	190	251	239	249	222	226	176	220
Dec		132	139	215	197	166	191	244	266	248	200	182	234
	654	1586	1671	2087	2301	2434	2945	2948	2913	2848	2695	2546*	2793

#### OPERATIONAL MATTERS

##### INSPECTIONS

To better ensure standards of quality are maintained by crematoria, the Federation of Burial and Cremation Authorities (FBCA) have created a new inspection scheme. The purpose of the scheme is to provide the operator of the crematorium with confidence that it meets the national standards laid down by the Federation through its Code of Cremation Practice. The area of compliance that they look at are:

1. *The Cremation Regulations 2009 in England and Wales and the Burial and Cremation (Scotland) Act 2016 in Scotland, relating to statutory documentation;*
2. *The Defra/SEPA Process Guidance notes 5/12, relating to cremation;*
3. *The Code of Cremation Practice, relating to all aspects of the service*

The Gwent Crematorium received the inspectors on 6<sup>th</sup> of March and following the inspection, confirmation on 24<sup>th</sup> April that we were fully compliant in all areas. They also commented on the excellent level of service and did not see the need to make any recommendations.

**A copy of the FBCA report is attached for member's information**

## **STAFFING MATTERS**

There a number of staffing matters for the committee to consider

- 1 We are currently advertising for an admin support officer which is a post that is being covered by an agency worker. This is an internal advert and is open now.
- 2 We are also about to advertise for cremator operator which has been vacant for several months and is needed to build resilience into the team.  
We are intending to advertise for this post as soon as possible
- 3 At present we have received the resignation of Karen Sansom the Deputy Manager who has been with the team for 18 years. We wish her well in her retirement and her last working day will be 30<sup>th</sup> June 2023.  
We are intending to advertise for this post as soon as possible
- 4 At present the Crematorium manager Paul Dundon is on long term sickness absence. Karen Sansom has been acting up in the role of Crematorium Manager since February however given her impending retirement we are faced with a critical staff shortage. To cover this potential managerial staff shortage, until such time as we know when Paul Dundon will return, and until we can recruit a new deputy manager, we are proposing the following interim measure:

*Provision of managerial services to be supplied by a suitably qualified external crematorium manager for a period of approximately six months. This will be an interim arrangement which will be reviewed monthly. As there is limited time to recruit we have approached the Westerly Group Ltd who have confirmed that they could provide this service and also will provide us with a cost*

*This cost will be partially offset by the wage saving from the loss of the crematorium Deputy Manager and partially by a manpower saving on the reduction in wage of the crematorium manager.*

**Request Committee Approval to proceed with recruitment and utilise an external service provider undertake management cover to ensure legal compliance.**

## **INFRASTRUCTURE**

### **Refurbishment of waiting room and toilets**

Refurbishment: construction work commenced on 24<sup>th</sup> April for approx. 8 - 12 weeks. To accommodate the work without impacting on services we now provide the first service at 11.30am to allow for noisy works to be undertaken daily in mornings. We are however still offering 8.30am direct cremations & 9am NVF's in addition to any late afternoon slots.

All working well and no complaints have been received

### **Service schedule and related works**

Re-lining of cremators 3&4 is complete. Both are fully operational now.

Cremator system Servicing has taken place 4<sup>th</sup> and 5<sup>th</sup> May 2023. A number of matters were raised by the servicing engineer and will require resolution. These are as follows:

#### **Immediate works – Time Critical**

Works that need doing immediately include the replacement of the extractor fan in the basement.

Filtration system for cremators 1 and 2. All the bags need to be replaced. This needs to be carried out to ensure compliance with the emissions legislation

#### **Request Committee Approval to undertake immediate works**

#### **Major works – require resolution**

Major works that have been identified through the latest service include:

- Cremator 1 needs relining
- Cremator 2 will need relining next year at the earliest
- Boiler for the cremators 1 and 2 will need replacement in the next year as this is starting to go and condensation is building on the inside  
Replacement of the boiler will allow ten years further use

Works could be in excess of 250K

#### **Recommendations from the operative**

Suggestion from the engineer is that we replace cremator 1 and 2 with a brand new machine which is called the FT3 the benefits of this change will be:

- allow larger coffins and caskets up to 40”;

- No need for additional equipment as has its own integral boiler;
- environmental benefit as has two burners instead of three which means less gas required to get the required temperature.
- The cremators are lined with blocks instead of bricks which hold the heat better and take shorter time to fire up to the required temperature;
- emission output is reduced by 80 % as can use a product called de nox which has the effect of reducing emissions;
- new tech operating system with readily available replacement parts
- use parts from 1 and 2 consol as vital parts which will keep to serve 3 and 4.

**Request Committee Approval to undertake fact find on major works and present an options paper on renewal versus replacement at the next committee**



# THE FEDERATION OF BURIAL AND CREMATION AUTHORITIES

Britannia House, Caerphilly, CF83 3GG

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Secretary & Executive Officer: Brendan J. Day



Gwent Crematorium  
Treherbert Road,  
Croesyceiliog,  
Cwmbran,  
NP44 2BZ

Date: 24<sup>th</sup> April 2023

Ref: Inspection

Dear Chief Executive,

## **Crematorium Inspection – Final Report Inspection Date – 6<sup>th</sup> March 2023**

Reference my previous letter requesting permission for a programmed inspection of Gwent Crematorium.

The inspection took place on 6<sup>th</sup> March 2023 and was undertaken by Mr Paul Rayson. It involved scrutinising 6 separate key areas of service delivery, through discussion and review of more than 80 points of interest. I should like to take this opportunity to thank the crematorium team for their cooperation.

I am pleased to be able to confirm that the inspection found the facility to be operating in accordance with the 3 key areas of compliance:

1. The Cremation Regulations 2009, relating to statutory documentation;
2. The Defra Process Guidance notes 5/12, relating to cremation;
3. The Code of Cremation Practice, relating to all aspects of the service.

In addition, the Crematorium Inspector found an excellent level of service provision and did not feel it necessary to make any recommendations.

As part of the Federations response to the climate emergency that society is now facing, the National Executive Committee have introduced the Environmental Awareness Report which was undertaken at the time of the inspection.

The purpose of the report is to highlight a range of environmental measures which crematoria are currently adopting across the UK and advise the Cremation Authority of how many they have introduced. It is an advisory report and does not constitute part of the compliance inspection. However, I hope you will find this helpful in developing your own response to the climate emergency.

I have attached the Final Report, and should you need any assistance with this, please do not hesitate to contact us.

The next scheduled visit will be in 3 years. If you should require an earlier inspection or would like to arrange a further visit for advice or information, we will be happy to discuss your requirements along with any costs which may be incurred.

Yours sincerely

A handwritten signature in black ink, appearing to read 'M Birkinshaw', with a long horizontal flourish extending to the right.

Michael Birkinshaw AICCM  
**President**



# Crematorium Compliance Scheme Report

Created for	Gwent Crematorium
Inspected on	Mar 6, 2023
Inspected by	Paul Rayson

Compliance Score	
Your Score	409
Maximum Score	460
Compliance %	88.9 %

Environmental Audit Summary	
Total Indicators:	13
Green indicators:	6
Amber indicators:	5
Red indicators:	2

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## Explanatory Notes

The attached report is set out in five columns:

### 1. Indicator

The indicator describes what is being inspected.

### 2. Answer

The answer as to whether the indicator is met is either 'yes' or 'no'.

### 3. Evidence

The evidence demonstrated to support the answer.

### 4. Results

Provides an indication of what is in place.

### 5. Comments

The final column is for any comments the Inspector wishes to make.

If an indicator is not met, it is highlighted in red.

Each indicator met receives a score which is weighted, added together they provide the total score applicable to the crematorium inspected. This is shown on the final page of the report against both the total available score and the current national average.

## 1. Cremation Administration

Indicator ▲	Answer	Evidence	Result	Comments
a. A process is in place to ensure that statutory forms are received a minimum of 48 hours prior to the cremation.	Yes	Funeral directors are aware statutory forms must be received 48hours prior to cremation service, they are logged in when received and checked. There is a process to manage late forms.	A process is in place.	
b. A process is in place to ensure that the statutory forms are seen by the Medical Referee prior to the cremation.	Yes	A process is in place whereby the Medical Referee is presented with the statutory forms, either as hard copies or electronically, prior to the cremation.	Process in place.	Medical referee visits the crematorium. There are two Medical Referee's
c. When the Medical Referee identifies any discrepancies with the paperwork, a process is in place to address this before the cremation.	Yes	A process is in place for staff to contact doctors, Funeral Directors, etc. re any discrepancies, which are recorded along with any amendments and passed to the Medical Referee for final approval.	Process is in place.	MR will phone to resolve problems
d. The inspection of 10 sets of randomly selected cremation forms, both statutory and non-statutory, indicates that administration is being carried out correctly. The cremation numbers of the forms inspected are listed in the comments.	Yes	10 sets of forms are checked and found to be completed correctly, signatures completed, all questions are answered fully, full sets of appropriate forms, numbered and filed.	All forms fully/accurately completed.	
e. Maintaining a record of ashes received for disposal from elsewhere, along with final disposition is recognised as best practice by the Federation	Yes	A Register of ashes from elsewhere is in place and is completed.	A Register of ashes from elsewhere is in place and is completed.	
f. Chapel staff are made aware of the running order of the day.	Yes	Information on the services for the day is provided to the chapel staff, either as a hard copy or electronically.	There is a process in place for providing information.	
g. Memorial locations are recorded on maps/plans of Gardens of Remembrance.	Yes	There is a process in place to record the location of ashes within the gardens of remembrance, which is then cross referenced with a plan.	There is a process in place.	
h. The scattering/interment locations of ashes interred or placed in memorials are recorded on maps/plans of the facility.	Yes	A process is in place to record the storage of ashes, they are stored in a secure location which unauthorised persons cannot access.	There is a process in place.	

## 1. Cremation Administration (cont)

Indicator ▲	Answer	Evidence	Result	Comments
i. There is a process in place to effectively manage ashes left at the Crematorium following the cremation.	Yes	A process is in place to record the storage of ashes, they are stored in a secure location which unauthorised persons cannot access.	There is a process in place.	
k. In accordance with the requirements of the Competition and Markets Authority, the Cremation Authority publish their fees online and complete a quarterly income return	Yes	Fees appear on Cremation Authority website and an example of the quarterly return	The Cremation Authority complies with the requirements of the CMA	
l. The public have access to partial digital records on line to be able to locate final resting place and limited details.	No		No access is available on line.	Book of Memory is online
m. A digital system is in place for cremation bookings, registration, documentation, cremation instructions and associated records.	No		A computer based administration system is not place.	Not available for funeral directors to make bookings
n. The website is transparent and provides sufficiently detailed information.	Yes	Amongst the information on the website there is contact details, pricing, location of crematorium, services provided and electronic payment.	The website is transparent and provides sufficient detailed information.	

## 2. Ceremony Facilities

Indicator ▲	Answer	Evidence	Result	Comments
a. The lists of the days funerals are clearly displayed.	Yes	A daily service sheet, either electronic or hard copy is on display so visitors can see the location and time of the service.	A list is in place.	
b. Crematorium staff are available to check identity of deceased.	Yes	Staff are always present at entrance and within chapel to check I.D. on the coffin with documentation and assist mourners.	Staff are available.	
c. External speakers/screens are provided for particularly well attended services so that all the mourners can participate in the service.	Yes	External speakers/screens are mounted in the waiting are, beneath porte cochere or on external walls to enable gathered mourners to participate in service.	External speakers/screens are available.	There appear to be adequate screens and speakers.
d. The chapel is welcoming to visitors.	Yes	The entrance door is open, member of staff is visible, music is playing.	The chapel is welcoming.	
e. The flow of mourners through the chapel and ground is designed and managed to prevent conveyer-belt feeling.	Yes	There is a separate entrance and exit to chapel and/or mourners do not mix with other services through the use of suitable screening.	The layout prevents conveyor belt feeling.	
f. The coffin is received through an appropriate entrance, in accordance with the Code of Cremation Practice (2019) and the associated guidance.	Yes		The coffin is received through an appropriate entrance.	
g. The chapel is clean, tidy and comfortable for mourners in terms of lighting and temperature.	Yes	The chapel is clean and tidy with no litter present. Surfaces free of dust, carpets free from stains/marks, no visible wear, committal curtains clean and not faded. Chapel comfortable, not cold or hot, lighting at a level to read service books (Inspector must spend some time sitting in chapel to ascertain temperature and lighting).	Chapel is clean, tidy and comfortable for mourners.	
h. Mourners are able to clearly hear the officiant.	Yes	A dedicated PA system is installed in the chapel, with microphone available for officiants and speakers available throughout the chapel. Inspector to sit in service and ask mourners whether they can hear, if appropriate, is induction loop working?	Mourners can clearly hear the officiant.	
i. There is provision for playing music at the service.	Yes	Online musical system, digital input from mobile device, CD player and/or organist.	A variety of options are available for mourners to play music.	
j. There is provision for displaying visual tributes at the service.	Yes	Screens are available to display digital media content and/or a table is available for family photos/tributes to be placed and viewed during the ceremony.	A variety of options are available for families to display visual tributes.	

## 2. Ceremony Facilities (cont)

Indicator ▲	Answer	Evidence	Result	Comments
k. Alternative forms of service are allowed/encouraged, for example local choir, musicians, actors, themed service etc.	Yes	Alternative forms of service are allowed, including musicians, choirs, music and performing arts etc. The crematorium makes facilities available, room to change, and actively participate in coordinating the event.	Alternative forms of services are allowed/encouraged.	
l. The service can be viewed remotely via the internet.	Yes	Webcasting facilities are available to enable the service to be broadcast over the net to mourners who are unable to attend the event.	Webcasting facilities are available.	
m. The crematorium is equipped to deal with large congregations.	Yes	There is an identified overflow area, waiting room and port cochere may be used, areas have audio connection to chapel to enable mourners to take part in the service, staff have an agreed plan to manage large numbers of mourners, including parking.	An overflow area is identified.	
n. Interested groups/individuals are actively encouraged to visit and look around the facilities e.g. health workers, FDs, etc.	Yes	Events are held such as open days; carol concerts and groups/individuals are given escorted tours of crematorium.	Interested groups are facilitated to visit the crematorium.	
o. The chapel is cleaned/tidied after each service.	Yes	Staff are required to tidy chapel after every service, place service books ready for use, any litter removed, and carpet cleaned if necessary.	Chapel tidied following each service.	
p. Religious symbols in the chapel are removable on request.	Yes		Religious symbols can not be removed or obscured when requested.	The cross at the front of the chapel can be removed, The cross at the rear of the chapel cannot be removed as it is large, but it is not clearly visible.
q. A wheelchair user can be accommodated within the chapel to take part in the event.	Yes	Chapel seating or pews are arranged in such a manner to allow wheelchairs at the end of the row, allowing user to be integral to the event.	Wheelchair can be accommodated	



### 3. Cremation Facilities

Indicator ▲	Answer	Evidence	Result	Comments
a. The crematory is clean, tidy and walkways are unobstructed.	Yes	The overall general appearance of the crematory area is clean and tidy, no trip hazards, obstructions or clutter to ensure safe, ease of access.	The crematory is clean, tidy and walkways are not obstructed.	The crematory is large and on more than one floor
b. The general maintenance of crematory walls, floors and ceiling is in good order.	Yes	A high standard of cleanliness and maintenance of the internal walls and floors is observed.	There is a high standard of cleanliness.	The decor is tired.
c. A maintenance contract/agreement in place for the cremation equipment.	Yes	There is a contract in place for the regular maintenance and repair of cremators and ancillary equipment.	There is a maintenance contract in place.	
d. A contingency plan is in place for cremator breakdowns	Yes	A contingency plan exists, with formalised arrangements ? for example mutual aid agreements with neighbouring crematoria. It is in written or digital format and is regularly updated. Key staff are aware of the plan and where it can be accessed. plan exists which includes advising funeral directors, cremations taking place at neighbouring facilities, repairs being carried out in an expedient manner etc.	A contingency plan exists.	There is an arrangement with Cardiff Crematorium
e. There is a cremator log detailing maintenance and any adverse operating events.	Yes	There is a cremator log, which is up to date and includes adverse operating incidents.	There is a cremator log which is up to date.	
f. The crematorium has an Environmental permit issued by the Local Authority (or SEPA in Scotland) in place and there is a clear understanding of this by the staff involved.	Yes	An up to date permit is available for inspection during the visit. Staff, when questioned, are aware of the of its key requirements.	A permit exists, and staff understand its key requirements.	
g. The crematorium made a report to its environmental regulator of its emissions testing within the previous 12 months.	Yes	A copy of the report is available for the inspector to see during the visit.	A copy of the report was available for inspection.	
h. The emissions testing report show all measured parameters are within the prescribed emission limit values.	Yes	A copy of the report is available and it confirms all emissions are within prescribed limits.	A copy of the report is available and it confirms all emissions are within prescribed limits.	
i. The process to maintain identity of deceased is in place and adhered to, and all staff involved are aware of the importance of the process, how and why it is implemented.	Yes	Documentation exists to identify the deceased and this follows the process through cremation, reduction and storage. Discussions with staff demonstrates they understand the importance of ensuring the identification is maintained throughout the process.	A process of identification exists and staff understand its importance.	
j. The current Code of Cremation Practice is displayed, and staff are aware of its importance.	No		The current Code of Cremation Practice is not on display and/or the staff do not understand the importance of its requirements.	The staff replaced an old version after I pointed out that it was a very old copy on display

### 3. Cremation Facilities (cont)

Indicator ▲	Answer	Evidence	Result	Comments
k. A process is in place for ensuring that two people may be available for the charging of coffins when required.	Yes	A risk assessment and method statement are in place setting out the situations when two staff are required for charging, discussions with staff confirms the two-man process is in place and it is followed.	A process is in place for two staff to be available for charging when required.	
l. Metals are recovered after cremation for re-cycling.	Yes	The applicant is given the option to have metals returned to them, if not the metal is collected and is disposed of through a metal recycling scheme.	Cremation form advises applicant of the option to have metal returned or recycled. The crematorium is a member of a recycling scheme.	
m. All Crematorium Technicians are qualified to cremate.	Yes	Discussion with staff confirms that technicians are qualified, either through the FBCA or ICCM.	Technicians are qualified.	
n. Certificates of Proficiency of Crematorium Technicians are displayed.	Yes	Copies of certificates issued by the ICCM or FBCA observed in the crematory.	Certificates on display.	
o. When questioned, the Crematorium Technicians provide appropriate answers to Inspectors service-related questions.	Yes	In discussion with Cremator Technicians they were able to display a sound understanding of the cremation process and equipment.	Cremator Technicians demonstrated a sound knowledge of the cremation process and equipment.	
p. Crematorium Technicians have received specific training regarding infant cremations.	Yes	Attendance on a specific course relating to the cremation of babies, provided by the FBCA, ICCM, manufacturer or charity.	The Technicians have undertaken additional training relating to the cremation of babies	
q. Access to the crematory is restricted to prevent general access by the public.	Yes	Cremation and the storage of ashes is a sensitive process and general access by the public must be restricted. Discussions with staff and observations confirm access is restricted to staff or individuals with permission through the use of door locks, keypad entrance, signing in etc.	Access is restricted.	
r. Staff working within the crematory are appropriately dressed.	Yes	Staff were observed wearing smart cloths and PPE (For example non-flammable overalls, gloves, visor, safety shoes).	Staff are appropriately dressed.	

### 3. Cremation Facilities (cont)

Indicator ▲	Answer	Evidence	Result	Comments
s. Cremated remains are stored securely.	Yes	Cremated remains are observed to be stored separately, clearly labelled and in a secure room or cabinet.	Cremated remains are securely stored.	
t. When inspected there is evidence of complete combustion within cremated remains.	Yes	Cremated remains should be observed, if they are white/grey it may be assumed that combustion has been complete. If they contain black carbon particles, this suggests incomplete combustion.	Observations indicated complete combustion.	
u. A system is in place to indicate which remains are to stay, to strew, to inter or to return to applicant.	Yes	Observations of the area where cremated remains are stored to indicate if cremated remains are grouped according to final disposal, which will be confirmed by the identification papers kept with each set of remains. Discussion with staff will further confirm a process is in place.	A process in place to identify the final resting place of cremated remains.	
v. Records are made and retained when cremated remains are released from storage.	Yes	Observation of the process for releasing cremated remains confirms that the removal of the ashes is recorded, dated and signed for either by the applicant or the person acting on behalf of the applicant.	There is a process and documentation in place.	
w. Staff are aware of the definition of cremated remains.	Yes	In discussion with the staff they can confirm that the definition of cremated remains means all the material left in the cremator after a cremation, following the removal of any metal, and any subsequent grinding or other process which is applied to the material.	The staff were aware of the definition of ashes.	
x. There is a process in place when the initial decision for the final disposal of cremated remains is changed.	Yes	Changes always made in writing and confirmed by office, only instructions from office staff accepted. Technician to amend authority to cremate and identification label then amend log and initial changes.	A process exists for recording change of release instructions.	
y. Crematorium Technicians, where necessary reduce the ash from infant cremations by hand, rather than use mechanical means.	No		A mortar and pestle or sieve and brush are not used.	Infant cremations are processed through the cremulator
z. Moving away from manual charging is considered best practice. An automated charging device should be used.	Yes	An automated charger is installed/used.	An automated charger is available.	
za. Where carrying over is available bodies must be stored in a dignified and secure manner, either in a refrigerator or cold room.	Yes	A secure refrigerator or cold room is available on site.	A secure refrigerator or cold room is available.	

## 4. Premises and Facilities

Indicator ▲	Answer	Evidence	Result	Comments
a. The toilets are inspected and cleaned throughout the day as necessary and recorded.	No		No process for regular cleaning was in place and/or the toilets were not clean, tidy and well stocked.	The toilets were clean but no formal recording process is in place
b. A wheelchair is available on request.	Yes	A wheelchair is available to assist elderly and/or disabled visitors.	A wheelchair is available.	
c. Fire exits are marked, and an evacuation plan is in place.	Yes	Fire escape signs are erected over exit doors, assembly points are identified, and staff have regular evacuation drills.	Exit signs are clear, assembly points are identified, and evacuation drills are regularly undertaken.	
d. A defibrillator is available on site.	No		No defibrillator is available.	A defibrillator is available at the neighbouring golf club
e. A private interview room is available on site.	Yes	A private interview room is available on site where visitors can meet with crematorium staff in private. It should be suitably furnished.	A private interview room is available.	
f. The interiors of public buildings are well maintained.	Yes	The interior of the building is well presented, high standards of maintenance throughout, regularly decorated, all lights working, clean carpets and curtains.	The interior of the building is well presented.	Some areas are tired but maintenance is programmed
g. The exterior of all buildings are well maintained.	Yes	All buildings are in good condition, regularly maintained and decorated.	The external part of buildings is well maintained.	Some areas are tired but maintenance is programmed
h. Baby changing facilities are provided.	Yes	Baby changing facilities are provided.	Baby changing facilities are provided.	
i. On entry, signage for key facilities in the crematorium is highly visible and easy to follow.	Yes	Signage to the car park/office/chapel/toilets key facilities within the crematorium is highly visible and easy for visitors to follow.	Signage for key facilities is highly visible and easy to follow	
j. There is adequate parking.	Yes	There is a minimum of 30 car parking spaces with an overspill area available if required.	There is sufficient parking.	

#### 4. Premises and Facilities (cont)

Indicator ▲	Answer	Evidence	Result	Comments
k. Easy access car parking bays are available.	Yes	Easy access car parking bays are available for disabled visitors to the crematorium.	Easy access car parking bays are available.	
l. A waiting room is available.	Yes	A waiting room is available for visitors who arrive before the service commences.	A waiting room is available.	
m. The funeral flower area is adequate for the volume of cremations.	Yes	The space available is sufficient to accommodate all the floral tributes arising from the number of services per day and per week.	There is sufficient space.	
n. There is a sign informing families how long flowers will remain following the service.	Yes	There are signs informing the bereaved how long floral tributes will remain in position following the service, in order that they may know how long they have to view/remove them.	There is/are sign/s in place.	
o. There is a process to ensure that advice is received on DDA issues.	Yes	A process exists for receiving advice on DDA issues, either internally or from a specialist external company.	A process to obtain DDA advice is in place.	Managed by the Local Authority
p. There is a process to ensure that Health and Safety issues are managed?	Yes	A process exists for receiving advice on Health and Safety issues, either internally or from a specialist external company.	A process to obtain Health and Safety advice is in place.	managed by the Local Authority
q. A memorial inspection programme is in place.	No		No memorial inspection programme is in place.	staff inspect but no formal process

## 5. Grounds and Memorialisation

Indicator ▲	Answer	Evidence	Result	Comments
a. The crematorium grounds and cemetery/cemeteries (where applicable) are well maintained.	Yes	A good standard of maintenance exists throughout the grounds, lawns are regularly cut, beds are regularly weeded, trees and shrubs are pruned, and litter is removed.	A good standard of maintenance exists.	
b. Enough suitably located taps are available.	Yes	Taps are available throughout the grounds and are in working order.	Enough working taps are available.	
c. There are enough litter bins available and well-maintained.	Yes	There are enough litter bins.	There are enough litter bins.	
e. Applicants for cremation are provided with information on the range of memorials available/permitted.	Yes	Applicants are provided with detailed and transparent information on the range, cost and conditions relating to memorials available/permitted. Information is also available online.	Information on the range of memorials available/permitted is provided to applicants.	
f. There are a variety of locations for the laying to rest.	Yes	There are a variety of locations for the scattering/interment of ashes. For example, gardens of remembrance, graves, columbaria etc.	There are a variety of locations for scattering/interment of ashes.	
g. There is an area specifically dedicated for memorials for babies and children.	No		A dedicated area does not exist.	
h. A policy exists for the management of floral tributes arising from services, advising families when they will be removed.	Yes	Information notices in the flower display area indicating length of time tributes will remain, details contained when writing to the family and/or funeral directors advised.	A policy exists for the management of floral tributes.	

## 6. Service and Staff

Indicator ▲	Answer	Evidence	Result	Comments
a. Staff are identifiable/smarty presented.	Yes	It is important that staff give a professional first impression, all staff must be smartly dressed. Staff must be approachable and be welcoming.	Staff were identifiable and smartly presented.	
b. Refreshment facilities are available for visitors.	No		No hot and/or cold drinks were available.	
c. Chapel times are routinely a minimum of 40 minutes.	Yes	Chapel times are routinely a minimum of 40 minutes to provide sufficient time for the family to have a service in an unhurried manner without clashing with other funerals.	Service times are routinely in excess of 40 minutes.	The service time is 45 minutes
d. A longer service time is available on request.	No		Longer service times not available.	
e. The bereaved family can choose a scattering location.	Yes	The applicant is advised of the scattering locations available and can chose a specific location.	A specific location can be chosen for the scattering of cremated remains.	Three different areas are offered
f. The family can witness the scattering of cremated remains.	No		The family cannot witness the scattering of cremated remains.	
g. If necessary, the family can collect cremated remains on the day of the cremation.	Yes	If the family, through their funeral director, advise the crematorium of their desire to collect cremated remains on the day of cremation, this can be arranged.	Arrangements can be made for cremated remains to be removed on the day of the cremation.	
h. A process is in place to ensure religious/cultural requirements can be accommodated.	Yes	A process is in place to ensure religious/cultural requirements can be accommodated, for example Hindu/Sikh communities' requirement for short-notice cremations can be accommodated.	A process is in place to accommodate cultural/religious requirements.	

## 6. Service and Staff (Cont)

Indicator ▲	Answer	Evidence	Result	Comments
i. There is a process in place for dealing with customer/client feedback and complaints.	Yes	Feedback from service users, both positive and negative, is an important tool for ensuring the service reflect the needs of users. Feedback must be dealt with in a sympathetic and timely manner.	Aprocess is in place for dealing with feedback and complaints.	Managed by the Local Authority
j. The cremation service generates a surplus and receives regular investment.	Yes	The service generates a surplus on its annual budget, a portion of which is used to reinvest in the crematorium and service.	The crematorium benefits from regular investment.	



Scores by Section				
Section	Your Score	Max Score	Your Score %	Industry Average %
1. Cremation Administration	59	65	100	98
2. Ceremony Facilities	80	85	94	97
3. Cremation Facilities	125	135	93	94
4. Premises and Facilities	74	85	87	95
5. Grounds and Memorialisation	32	40	80	95
6. Service and Staff	39	50	78	95
Your Scores	409	460	88.9	95

Non Compliances by Section			12	out of	92
Section ① ▲	Indicator ② ▲	Result	Comments		
1. Cremation Administration	l. The public have access to partial digital records on line to be able to locate final resting place and limited details.	No access is available on line.	Book of Memory is online		
1. Cremation Administration	m. A digital system is in place for cremation bookings, registration, documentation, cremation instructions and associated records.	A computer based administration system is not place.	Not available for funeral directors to make bookings		
3. Cremation Facilities	j. The current Code of Cremation Practice is displayed, and staff are aware of its importance.	The current Code of Cremation Practice is not on display and/or the staff do not understand the importance of its requirements.	The staff replaced an old version after I pointed out that it was a very old copy on display		
3. Cremation Facilities	y. Crematorium Technicians, where necessary reduce the ash from infant cremations by hand, rather than use mechanical means.	A mortar and pestle or sieve and brush are not used.	Infant cremations are processed through the cremulstor		
4. Premises and Facilities	a. The toilets are inspected and cleaned throughout the day as necessary and recorded.	No process for regular cleaning was in place and/or the toilets were not clean, tidy and well stocked.	The toilets were clean but no formal recording process is in place		
4. Premises and Facilities	d. A defibrillator is available on site.	No defibrillator is available.	A defibrillator is available at the neighbouring golf club		
4. Premises and Facilities	q. A memorial inspection programme is in place.	No memorial inspection programme is in place.	staff inspect but no formal process		
5. Grounds and Memorialisation	g. There is an area specifically dedicated for memorials for babies and children.	A dedicated area does not exist.			
6. Service and Staff	b. Refreshment facilities are available for visitors.	No hot and/or cold drinks were available.			
6. Service and Staff	d. A longer service time is available on request.	Longer service times not available.			
6. Service and Staff	f. The family can witness the scattering of cremated remains.	The family cannot witness the scattering of cremated remains.			

## 7.1 Environmental - Cremator Operation

Section...	Indicator ② ^	Ans...	Evidence	Result	Comments	Score
7.1 Environmental - Cremator Operation	a. Is the cremator fitted with mercury arrestment as described in Process Guidance Note PG5/2 (12)	Yes		Filtration Technology is to be installed		1
7.1 Environmental - Cremator Operation	b. Is the cremator fitted with NOx abatement equipment	No		NOx abatement is not in place		0
7.1 Environmental - Cremator Operation	c. Cremators are operated in an environmentally aware manner	Yes	Raising the temperature of cremators to operating levels uses considerable amounts of energy, whilst producing CO2. This negative impact can be mitigated by carrying out several cremations once the cremator is at operating temperature. A policy of holding over, in accordance with the Code of Cremation Practice facilitates this	A process is in place to allow holding over		2
7.1 Environmental - Cremator Operation	d. Encouraging the use of non - Particle Board coffins eg MDF and Chipboard	Yes		The crematorium permits limited choice, chipboard, wood and cardboard		1
7.1 Environmental - Cremator Operation	e. Energy is recovered	Yes	A considerable amount of energy is used or generated in the cremation process, the vast majority of which exits direct to atmosphere. The installation of new technologies, including heat exchangers, enables some of this energy to be recovered to heat the facility. Thus, reducing the negative impact on the environment through the reduction in energy required to heat the building	Heat energy is recovered		2

## 7.2 Environmental - Grounds related environmental initiatives

Section...	Indicator ② ▲	Ans...	Evidence	Result	Comments	Score
7.2 Environmental - Grounds related environmental initiatives	a. Electric vehicle recharging points are provided	No		Charging points are not available		0
7.2 Environmental - Grounds related environmental initiatives	c. The organisation encourages the adoption of sustainable and recyclable memorials	Yes		The Cremation Authority provides limited sustainable alternatives e.g metal		1
7.2 Environmental - Grounds related environmental initiatives	d. Welcoming wildlife	Yes		There is limited areas e.g areas out of sight growing wild		1
7.2 Environmental - Grounds related environmental initiatives	f. Does the facility demonstrate effective recycling activities	No		No direct evidence of a targeted approach to recycling		0

### 7.3 Environmental - Organisational Culture

Section...	Indicator ② ▲	Ans...	Evidence	Result	Comments	Score
7.3 Environmental - Organisational Culture	a. The culture of the organisation encourages the adoption of environmentally aware initiatives	Yes		The culture of the organisation permits change but does not encourage		1
7.3 Environmental - Organisational Culture	b. Does the facility have an Environmental Policy	Yes		No formal policy available	managed by the Local Authority	0

### 7.4 Environmental - Energy Usage

Section...	Indicator ② ▲	Ans...	Evidence	Result	Comments	Score
7.4 Environmental - Energy Usage	a. Energy Performance Certificate (EPC) of the facilities	No		The facility does not have current certification or exemption		0
7.4 Environmental - Energy Usage	b. Has the facility switched to a Renewable Energy Supplier	No		The facility is yet to use a renewable energy source		0

## Environmental Audit Summary

Total Indicators:	13
Green Indicators:	6
Amber Indicators:	5
Red Indicators:	2