

Manager's Report

Statistics

Website

In the past 28 days to date, there have been approximately 13000 views of the crematorium web pages.

MEMORIAL SALES

MONTH	VASE BLOCKS	SANCTUM 12	LEASE RENEWALS
Dec 2018	0	0	1
Jan 2019	3	2	2
Feb 2019	3	2	8
Mar 2019	5	5	6
Apr 2019	6	1	3
May 2019	3	3	3

CREMATIONS

	2019	2018	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007
Jan	233	246	268	240	262	278	220*	254	278	254	283	298	279
Feb	211	254	258	243	262	254	200*	268	256	226	262	227	239
Mar	204	230	299	277	287	241	267	279	249	235	253	218	250
Apr	178	237	229	268	245	222	268	237	193	229	222	246	227
May	195	219	266	266	230	234	274	270	232	198	204	236	224
Jun		164	260	264	241	239	218	193*	232	235	206	201	224
Jul		186	219	211	237	257	211	175*	204	208	205	206	247
Aug		176	236	244	187	206	183	168*	241	198	191	223	220
Sep		173	228	228	232	204	194	158*	221	218	204	210	211
Oct		193	240	224	225	243	234	186*	233	232	225	251	241
Nov		190	251	239	249	222	226	176*	220	219	212	200	225
Dec		166	191	244	266	248	200	182*	234	227	238	234	207
	1021	2434	2945	2948	2913	2848	2695	2546*	2793	2679	2705	2750	2794

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

The cremation totals for the first 5 months of the calendar year are 165 lower than in 2018. Whilst there are clear revenue implications, the lead-in time for funerals is considerably lower, which has positive effects on the public perception of the service.

MAINTAINANCE

Works are taking place to replace the external flues from the cremators and to renew lagging on the flues. This is major work, which necessitates taking two cremators at a time out of use. The work has been planned at a time which should create minimal disruption to services. The works are scheduled to be complete by 28th June. Until then, the crematorium will be operating on reduced capacity.

EASTER OPENING HOURS

Following adverse comments from one of the crematorium's users, I would ask the committee to consider the weekend opening hours of the crematorium.

Current opening hours

Grounds: 24 hours a day, every day of the year.

Office, chapel, book room: Monday-Friday 9.30am-4.30pm

Saturday, Sunday & National Holidays 1.30pm - 4.30pm

Mothers' Day, Fathers' Day & Palm Sunday (Flowering Sunday) 9.30am-4.30pm

These times are displayed within the crematorium grounds, on the website, and on the Google information page for the facility.

The client was upset that the buildings were not open in the mornings over the Easter and Christmas periods. He had arranged a family gathering to view the book of remembrance, but was unable to see the book due to the opening hours.

The times of opening in current use reflect demand, and no other request has been made to alter the opening hours in the past fifteen years or so.

At Christmas time, the peak in visitor numbers comes in the fortnight prior to Christmas day, when visitors bring wreaths. Because the grounds are open 24 hours a day, this does not require any changes in our normal operation.

The peak in visitor numbers at Easter comes on Palm Sunday, which is commonly referred to locally as "flowering Sunday", when it is customary to visit family graves. On Palm Sunday, the opening hours are already extended.

Recommendation

That the current opening hours are left unchanged.