

## Manager's Report

### Statistics

#### Website

In the past 28 days to date, there have been approximately 21000 views of the crematorium web pages.

#### MEMORIAL SALES

MONTH	VASE BLOCKS	SANCTUM VAULTS	LEASE RENEWALS – vase blocks	LEASE RENEWALS - vaults
NOVEMBER	1	2	4	3
DECEMBER	0	2	3	1
JANUARY	5	1	5	0
FEBRUARY	0	1	13	0
MARCH	2	0	5	1
APRIL	0	0	3	0
MAY	1	2	3	4
JUNE	3	1	16	0
JULY	3	2	6	0
AUGUST	4	3	7	0
SEPTEMBER	3	1	8	0

#### CREMATIONS

	2020	2019	2018	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008
Jan	211	233	246	268	240	262	278	220*	254	278	254	283	298
Feb	197	211	254	258	243	262	254	200*	268	256	226	262	227
Mar	196	204	230	299	277	287	241	267	279	249	235	253	218
Apr	223	178	237	229	268	245	222	268	237	193	229	222	246
May	240	195	219	266	266	230	234	274	270	232	198	204	236
Jun	140	150	164	260	264	241	239	218	193*	232	235	206	201
Jul	91	212	186	219	211	237	257	211	175*	204	208	205	206
Aug	98	165	176	236	244	187	206	183	168*	241	198	191	223
Sep	149	181	173	228	228	232	204	194	158*	221	218	204	210
Oct		206	193	240	224	225	243	234	186*	233	232	225	251
Nov		169	190	251	239	249	222	226	176*	220	219	212	200
Dec		197	166	191	244	266	248	200	182*	234	227	238	234
		<b>2301</b>	<b>2434</b>	<b>2945</b>	<b>2948</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>

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

## **INTERMENT OF CREMATED REMAINS**

A request has been made by a user to re-consider the arrangements for the interment of cremated remains.

### Current situation

The interment of cremated remains is done on a fortnightly basis, with all the remains from that period being interred communally in the lawned garden of remembrance. Prior to a committee decision on 24 January 2018, this was done weekly. The change was designed to use less land for interments, to help ensure the long term future of the gardens, and in line with the Cremation Society motto "Save the Land for the Living".

### Historical situation

Before 2001, there was a no cost option for families to be present during the interment of remains by appointment. Following a report by the Acting Superintendent on 23 March 2001, this option was removed. The context was that each attended interment was taking as much available burial space as a normal week's unattended interment, and that it was taking up valuable staff resources.

The current complaint was the first received since 2001. It is noted that the complainant has subsequently brought the remains to the crematorium for an unattended interment.

### Recommendation

It is recommended that the current arrangements for the interment of cremated remains stay unchanged.

## **DIRECT CREMATIONS**

Direct cremations are unattended funerals which generally take place at the beginning or end of the day, at a significantly reduced cost. The demand for these services has been increasing across the country for a number of years and there has been a surge of interest during the current pandemic.

Our nearest competitor offers this service at a cost of £450. Funeral directors have told me that potential clients are using our competitors based on price, although many would rather the cremation takes place at Gwent Crematorium.

It is anticipated that the Competition and Marketing Authority report into the funeral industry will recommend or mandate cremation authorities to offer direct cremations in the near future.

### Recommendation

It is recommended that direct cremations are offered at Gwent Crematorium at a cost which price matches our competitors.

