

## Manager's Report

### Statistics

#### Website

In the past 28 days to date, there have been approximately 12500 views of the crematorium web pages.

#### MEMORIAL SALES

MONTH	VASE BLOCKS	SANCTUM VAULTS	LEASE RENEWALS – vase blocks	LEASE RENEWALS - vaults
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
OCTOBER	2	1	4	0
NOVEMBER	0	1	3	3
DECEMBER	2	3	1	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	141	206	193	240	224	225	243	234	186*	233	232	225	251
Nov	186	169	190	251	239	249	222	226	176*	220	219	212	200
Dec	215	197	166	191	244	266	248	200	182*	234	227	238	234
	<b>2087</b>	<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.*

### **Charter for the Bereaved**

The crematorium has retained its Gold Standard in the Institute of Crematorium and Cemeteries Management's national benchmarking scheme.

### **Annual Emissions Test**

As well as having continuous emissions monitoring, the crematorium is obliged to arrange an annual independent emissions test. The results have been received, and confirm our compliance with our operating permit.

### **Annual Compliance Inspection**

The annual inspection by Torfaen's Senior Environmental Health Office to ensure compliance with our operating permit took place on 8<sup>th</sup> December. Although I am yet to receive a full report, no issues were flagged on the day, and I anticipate that full compliance will be confirmed in due course.