

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 6th of March and following the inspection, confirmation on 24th 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 30th 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 24th 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 4th and 5th 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