

Crematorium Manager's Report

STATISTICS

MEMORIAL SALES

MONTH	VASE BLOCKS	SANCTUM VAULTS	LEASE RENEWALS vase blocks	LEASE RENEWALS vaults
April	5	3	6	
May				
June	1	3	5	
July	8	5	11	
August	8	6	6	
September	8	6	7	

CREMATATIONS

	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	121	129		140	150	164	260	264	241	239	218	193	232
Jul	110	122	100	91	212	186	219	211	237	257	211	175	204
Au	120	131	121	98	165	176	236	244	187	206	183	168	241
Sep	111	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

Due to the ongoing refurbishments works reduced number of time slots means the team are currently booking into mid-November with very few available slots

OPERATIONAL MATTERS

STAFFING MATTERS

There a number of staff changes which need to be advised

- 1 The crematorium manager Paul Dundon stepped down from his post in early August. He had been with the service for many years. His knowledge and commitment to the service will be greatly missed. We reported to the committee at the last meeting that Karen Sansom was planning to retire at the end of June 2023 after being in post for 18 years. As deputy manager she had been acting up in the role of Crematorium Manager since February this year. Latterly Carolyn Tucker, an admin officer for 27 years also retired at the end of September. She will also be greatly missed.
- 2 I would urge the committee to thank those three members of staff who have been dedicated, professional and fantastic colleagues. We will always be grateful to them for their exemplary service especially during the challenging times of the Coronavirus pandemic in 2020/21, when they helped to keep the crematorium open and operating throughout all of the lockdowns. We do wish them well in their respective new ventures and retirements.
- 3 New starters in the team are a Deputy Manager who is Jill Martin-Edmunds, formerly the admin officer. Jill has come from a bereavement services background working for both local authority and private sector funeral directors. Jill is also a qualified celebrant. Our new Cremator operator is Delme Love who has joined us from a local funeral company. We are currently in the process of recruiting to the admin officer roles, one full time and a part time post. The closing date for these posts is the 19th October 2023.
- 4 Provision of managerial services is still being supplied an external company 'Lee Snashfold Crematoria Management and Consultancy Ltd.' Their representative James has been with us since June and will remain until we recruit to the post. We anticipate that the post for the Bereavement Service Manager may be filled by the end of December and we will continue to review the interim manager arrangement monthly.
- 5 The Bereavement Services manager Job description had an advisory role for the Newport cemetery team. Due to service pressures we are intending to formalise this role to cover direct management of the cemetery service as requires specialist knowledge and expertise to provide the best service delivery.

INFRASTRUCTURE

Refurbishment of waiting room and toilets

Refurbishment: construction work commenced on 24th April. The new toilets, flower room etc. have been completed and the enlarged waiting room, should be complete in next couple of weeks.

To accommodate the work without impacting on services we now still 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.

The main funeral director entrance pillar and pedestrian gate were knocked down on Tue 26th September, with an estimated repair cost of nearly £9,000, this is going through Mobility Insurance. Only one vehicle was involved and fortunately no-one was injured.

On Tuesday 3rd October, an HGV driver undertaking a 3-point turn knocked down the exit gate pillar for the public car park. Although this was observed happening, by the time staff had reached the area the vehicle had left and we were not able to take a registration number. No CCTV was covering this area from either the crematorium or adjacent businesses.

Gate pier repair work commenced on 09/10/2023, by Davlan who are completing the refurbishment work currently on site.

Service schedule and related works

Servicing booked for Cremators 3 & 4 on Mon 16th – Weds 18th. The crematorium will have to be closed for these two days as the work is noisy and could be potentially disruptive to services.

Currently reviewing Christmas working & schedule for staff in consultation with funeral directors. It is likely that the site will close for services on the three days between Christmas and New Year. Confirmation of this will be provided shortly and the web site will be updated.

Equipment Work

Immediate works – advising the committee

Repairs to the cremators 1&2 for bag filter & ID Fan, is yet to have a date confirmed. This will enable 1 & 2 to provide back up while we review and potentially install a new larger cremator. Also needs to be carried out to ensure compliance with the emissions legislation