

# Crematorium Manager's Report

Aug 2024

## STATISTICS MEMORIAL SALES

MONTH	VASE BLOCKS	SANCTUM VAULTS	LEASE RENEWALS vase blocks	LEASE RENEWALS vaults
March 2024	6	8	4	
April 2024	12	10	6	
May 2024	7	5	6	
June 2024	8	11	5	
July 2024	8	6	4	
Aug 2024	3	14	6	

## CREMATIONS

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Jan	135	142	134	241	211	233	246	268	240	262	278	220	254
Feb	148	137	129	225	197	211	254	258	243	262	254	200	268
Mar	136	156	134	148	196	204	230	299	277	287	241	267	279
April	137	116	141	111	223	178	237	229	268	245	222	268	237
May	139	103	143	93	240	195	219	266	266	230	234	274	270
Jun	134	121	129		140	150	164	260	264	241	239	218	193
Jul	121	110	122	100	91	212	186	219	211	237	257	211	175
Aug	124	120	131	121	98	165	176	236	244	187	206	183	168
Sep		111	119	141	149	181	173	228	228	232	204	194	158
Oct		102	132	123	141	206	193	240	224	225	243	234	186
Nov		132	141	146	186	169	190	251	239	249	222	226	176
Dec		105	132	139	215	197	166	191	244	266	248	200	182
		1225	1586	1671	2087	2301	2434	2945	2948	2913	2848	2695	2546

## **OPERATIONAL MATTERS**

### **Introduction and Review**

Firstly, I would like to briefly introduce myself, my name is Ceri Pritchard I joined Newport City Council as The Bereavement Team Leader on the 12<sup>th</sup> of July. I have worked within Bereavement Services for a period of 30 years, starting at Cynon Valley Borough Council in 1994 and then Rhondda Cynon Taff from 1996. Through this period, I have worked in many roles both operationally and administratively across both Cemeteries and Crematoria. Prior to joining Newport my most recent post was Bereavement Services Operations Manager where I was responsible for the operations of the authorities fourteen cemeteries and two crematoria.

Secondly, and more importantly we can see from the cremation figures there is a level of consistency in them with much less fluctuation apparent. Given this we are currently well ahead of the same time last year in terms of cremations undertaken at site.

The new 16:00 time has been a part of the schedule now since the start of August and we are seeing a slow uptake of this slot. I feel that we would require more time to see if this time will prove popular, although it may be the case that the change to on the hour slots will benefit the Funeral Directors as well throughout the day. Initial feedback from stakeholders has been positive and we will continue to monitor this moving forward.

To better represent the numbers of cremations I would propose altering the table of information that is provided in the manager's report in time for the next meeting. I believe it would be of benefit to see how many Full Cremations take place per month in comparison to Direct Cremations and Infant Cremations.

### **New Legislation**

On Monday the 9<sup>th</sup> of September the Statutory Medical Examiners system became live. Staff have participated in several on-line events held by the Ministry of Justice to assist in implementing the change. We have prepared our paperwork and have also sent information to all key stakeholders ensuring they are all informed of the changes and their requirements under the new system.

Essentially the main changes are that for deaths registered on or after the 9<sup>th</sup> of September Cremation Form 4 will no longer be required to cremate. Changes will be made to Cremation Form 1 along with The Registrar's Green certificate and a New Coroner Form 6 will be in place. In addition, for a transitional period yet undetermined, the Medical Referee will still be required to sign a Cremation Form 10 which has also been revised to allow cremation to take place.

### **Green Flag Award**

The Crematorium has successfully retained its Green Flag Award for the eighth year in a row and is testament to the quality of work that the staff on site carry out. The flag raising ceremony is planned to take place on Friday the 20<sup>th</sup> of September at 09:00 outside the front entrance.

We would like to extend an invite to all committee members and officers to this event, if you are available to attend, please could you advise us in advance.

## **ICCM Recycling of Metals Scheme**

We have received details of this year's surplus donation from the above scheme of which the crematorium is a member. This year a sum of £11600 has been donated on behalf of the Crematorium to Macmillan. Another charity in this sector will need to be identified in preparation for next year's donation. This may be something that members would like to discuss.

## **Staff Updates**

There are a few staff updates:

Logan Thomas started with us on the 24/06/24 to fill the vacancy left by the retirement of long-standing member of staff Phil Long. Logan has settled in well and has just begun his CTTS training.

Our other recent addition Delme Love has completed and submitted his CTTS coursework and is now awaiting a date for his Practical Assessment.

On Friday 13<sup>th</sup> September James Webster left us after over a year of covering the management of the crematorium. James has proved very popular with staff and stakeholders and will be sadly missed by all. He goes with our very best wishes and sincere gratitude for all his efforts during a difficult period.

## **Service, Schedule and related works**

The new 16:00 time has been a part of the schedule now since the start of August and we are seeing a slow uptake of this slot. I feel that we would require more time to see if this time will prove popular, although it may be the case that the change to on the hour slots has helped the steady increase in usage by the Funeral Directors. Initial feedback from stakeholders has been positive.

The tender for new Cremator has been agreed and accepted via procurement, we are currently awaiting dates for a pre-commencement meeting. After this meeting we will be able to further advise the committee on the commencement, disruption and proposed duration of these works.

Explorations for potential roof repairs are still ongoing, and we are currently awaiting further survey work to better understand the scope of the works that are necessary. The Bat survey has now been completed and we are awaiting the report. Repair of the ladder providing access to the roof space has been completed, which was necessary for the progress of the associated works. This process will then lead to the fitting of the Solar Panels when all parties are satisfied that the roof is in the appropriate condition.

We have a service scheduled for the cremators on site from the 14<sup>th</sup> of October through to the 16<sup>th</sup> of October. This is a full service and is necessary to take part prior to the cremation work beginning to ensure reliability of what will be the two remaining Evans cremators.

## **Planning**

We are currently looking into opportunities to enhance the garden spaces at the site. Currently the focus is on two sections:

1. The furthest memorial garden where the book of remembrance room is situated requires additional planting and additional Sanctum spaces. There may be options to further enhance the memorialisation opportunities in this space.
2. The creation of an infant memorial garden at the crematorium is something we feel is incredibly important, and currently an area where we have a lack of provision. This area will ideally be away from the other areas and will provide a place of quiet reflection for parents and families dealing with the loss of infants and young children.

When we have more information on these proposals, we will update the committee in full.

## **Administration**

The crematorium currently uses an Administration Software package for its administration called Epilog Classic. This package is run by Gower Consultants who provide updates and support to their users. The system at the crematorium has all records of disposal and cremation from 1990 to the present day, there is another separate database which contains the information from 1960 to 1990. Gower have informed us that they are about to announce an end to support for their Classic system as this system is now very old and is proving more difficult to update and support as technologies advance.

Given the above, we have started looking at newer systems in particular Gowers newest system and also that of Plotbox who have just set up a new system at the cemeteries of Newport. We are continuing to investigate both with a view to a best fit for the crematorium to ensure all of its administrative needs are met and that future improvements can be met within the specifications of the software.