

# Crematorium Manager's Report

January 2025

## STATISTICS

### MEMORIAL & TRIBUTE SALES

MONTH	Vase Blocks	Sanctum 12	Sanctum 2000	Book of Remembrance	Wesley Media
August 2024	£1132 (3 sales)	£2457 (1 sale)	£2,301 (1 sale)	£1524 (8 sales)	£6079 (113 cremations)
September 2024	£3286 (8 sales)	£3977 (3 sales)	£790 (1 sale)	£543 (5 sales)	£4791 (108 cremations)
October 2024	£4031 (9 sales)	£1520 (1 sale)	£2131 (4 sales)	£641 (5 sales)	£5400 (118 cremations)
November 2024	£1795 (5 sales)	£1727 (1 sale)	£5377 (4 sales)	£835 (6 sales)	£5836 (122 cremations)
December 2024	£360 (1 sale)	£1550 (1 sale)	0	£834 (7 sales)	£5239 (95 cremations)

## CREMATIONS

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Jan	130	142	134	241	211	233	246	268	240	262	278	220	254
Feb	143	137	129	225	197	211	254	258	243	262	254	200	268
Mar	132	156	134	148	196	204	230	299	277	287	241	267	279
April	129	116	141	111	223	178	237	229	268	245	222	268	237
May	130	102	143	93	240	195	219	266	266	230	234	274	270
Jun	131	117	129		140	150	164	260	264	241	239	218	193
Jul	116	104	122	100	91	212	186	219	211	237	257	211	175
Aug	119	117	131	121	98	165	176	236	244	187	206	183	168
Sep	114	106	119	141	149	181	173	228	228	232	204	194	158
Oct	124	104	132	123	141	206	193	240	224	225	243	234	186
Nov	127	133	141	146	186	169	190	251	239	249	222	226	176
Dec	104	106	132	139	215	197	166	191	244	266	248	200	182
	1499	1440	1586	1671	2087	2301	2434	2945	2948	2913	2848	2695	2546

Month	Full Cremation	Full Cremation 0-17 (age)	Direct Cremation	Direct Attended Cremation	Infant Cremation	TOTAL
January	125		5		5	135
February	135		8		5	148
March	124		8		4	136
April	124		5		8	137
May	122		8		11	141
June	119		12		3	134
July	109		7		4	120
August	113	0	6		5	124
September	107	1	6		5	119
October	115	3	6		9	133
November	121	0	6		2	129
December	95	1	8		4	108
<b>TOTAL</b>	1414	5(from August)	85	Not yet provided	65	1564

## OPERATIONAL MATTERS

### Review

During the last meeting I briefly discussed displaying our figures in a way that explains in more detail what we are doing at the crematorium. I feel that the new table is better able to report on the fee generating services conducted on site. Full adult cremations are currently set at £930 with direct (unattended cremations) set currently at £459, while Infant cremations along with cremations of children under the age of eighteen do not incur a fee. Below is a brief explanation of the memorialisation options in the table above:

**Vase Blocks** have space for a dedicated plaque and a small flower container, they line each of the memorial garden's pathways. A variety of options now exist ensuring every family can have the level of personalisation that they require from very traditional designs right through to elaborate and colourful. Our designs can now also incorporate photographs where families deem appropriate. Dedication of a Vase Block is generally done to memorialise a family member that has been interred within our Garden of Remembrance and can be leased for periods of 10 years.

**Sanctum 2000 and Sanctum 12** are above ground niche's which can be leased for periods of time to store remains of family members. Each individual niche provides space for two sets of remains for the specified period usually in increments of 20 years. A tablet forms part of the fee which allows a basic inscription, additional costs are applied for more bespoke designs which are now freely available.

**Book of Remembrance** entries are sold at varying prices based on the number of lines required within the book, whether an emblem is required and if an additional memorial card is required. All entries ordered with us automatically appear electronically and can be viewed online.

**Wesley Media** is the company that supply all our in-service music and tributes. Each full cremation service fee incorporates music tracks that are to be played during the service and one free photograph. The sales displayed in the table above are fees that are generated for additional tributes, service recordings and webcasts which come as optional extras.

## **Staff Updates**

Delme has recently qualified as a Cremator Technician after having passed his test with the ICCM in November, receiving very positive and complimentary feedback from the test examiner. Both new members of staff have fitted in incredibly well and are an asset to the team.

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

Explorations for potential roof repairs remain ongoing, we have recently received the survey results and Norse are using this to provide suitable options for repair. 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.

FT have serviced the cremators and conducted a survey of the FGT stream that the new cremator will utilise. We are in the process of arranging the first payment to FT so that we can move forward with the project of replacing cremators 1 & 2.

## **Administration System**

During the last meeting I mentioned the coming to an end of the software package in use at the Crematorium. We have some time before this is the case although we have now been notified by the company. We have recently been through a process of demonstrations with three of the main industry software providers those being PLOTBOX, GOWER and EDGE. Each has positive attributes however there are several items that the successful company must provide for us to be able to utilise the software fully and to benefit us in the future. We are still looking into this and on initial costings the system in its entirety will likely cost between £30k and £40k to fully install. When installed it will be able to provide the opportunity for family searches online as well as being able to determine the last resting place of a loved one who's remains have been laid to rest with us. The system will show the location on a digitised map of the site and will provide directions. We will have the ability to charge for this service and in addition Funeral Directors will be able to access diaries out of hours allowing them to make bookings digitally. This is something that has been requested by many Funeral Directors and is something our nearest competitors provide.

## **Planning**

We have been 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.

The two areas above have been planned and the initial plans are attached. The next step will be to get quotations for the ground works in these areas, as there are pathways and concrete foundations to put in place first.