

## Manager's Report

### Statistics

#### 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
JANUARY	2	3	12	1
FEBRUARY	7	2	6	0
MARCH	6	0	12	3
APRIL	3	2	4	3

#### CREMATIONS

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	2011	2010	2009
Jan	241	211	233	246	268	240	262	278	220*	254	278	254	283
Feb	225	197	211	254	258	243	262	254	200*	268	256	226	262
Mar	148	196	204	230	299	277	287	241	267	279	249	235	253
Apr	111	223	178	237	229	268	245	222	268	237	193	229	222
May		240	195	219	266	266	230	234	274	270	232	198	204
Jun		140	150	164	260	264	241	239	218	193*	232	235	206
Jul		91	212	186	219	211	237	257	211	175*	204	208	205
Aug		98	165	176	236	244	187	206	183	168*	241	198	191
Sep		149	181	173	228	228	232	204	194	158*	221	218	204
Oct		141	206	193	240	224	225	243	234	186*	233	232	225
Nov		186	169	190	251	239	249	222	226	176*	220	219	212
Dec		215	197	166	191	244	266	248	200	182*	234	227	238
	<b>725</b>	<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>

Website

In the past 28 days to date, there have been approximately 14000 views of the crematorium web pages.

### **Maintenance Issues**

One of the emissions abatement streams is currently out of action due to a major internal water leak in the heat exchanger. Following advice the heat exchanger is being replaced in its entirety. This is due to be started on 26<sup>th</sup> June. Unfortunately, because of the need for heavy lifting gear on site, and the anticipated noise levels during the works, no services will be available on 28<sup>th</sup> and 29<sup>th</sup> June.

### **Installation of Audio-Visual Equipment**

The installation of equipment to allow visual tributes during services has been arranged. This will be combined with a full upgrade of the sound system, giving a better experience for families in the chapel, and improving the sound levels for any people gathered outside the chapel. A second microphone will also be introduced, so that there will be no need for people giving eulogies to share a lectern with celebrants.

Dates for installation have not yet been finalised, due to supply issues with some of the specialist equipment required.

### **Service Times**

Because of issues with demand, it has not been possible until now to offer service times longer than 20 minutes without creating a backlog of services, to the detriment of families. However, since the provision of crematoria in the area has increased and demand has decreased.

When the crematorium first opened, the normal procedure was that a funeral service would take place in church or chapel, and then the crematorium was used as only a place for committal of the body. The increased secularisation of society has changed this practice and far more funeral services are held solely at the crematorium. The content of funeral services has also become more diverse and complex, and twenty minutes is simply not adequate.

It is proposed that the service times should initially be changed to 45 minutes within each hour. This will also give additional time to enable thorough cleaning of the chapel and preparation for the next service. However, there needs to be some flexibility in the initial arrangements to allow for unforeseen operational issues.