

Greater Gwent Cremation Joint Committee

Manager's Report

STATISTICS

Website

In the past 30 days, there have been 5040 views of the crematorium website, with 616 users getting mapping information directly from the site.

Memorial Sales

MONTH	VASE BLOCKS	SANCTUM 12	LEASE RENEWALS
June 2016	3	2	6
July 2016	7	5	5
August 2016	3	0	6
September 2016	5	2	3
October 2016	5	1	4
November 2016	3	2	3

A further set of 4 Sanctum 12 units (a total of 48 vaults) were installed in September.

Cremations

	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006
Jan	240	262	278	220*	254	278	254	283	298	279	263
Feb	243	262	254	200*	268	256	226	262	227	239	225
Mar	277	287	241	267	279	249	235	253	218	250	241
Apr	268	245	222	268	237	193	229	222	246	227	227
May	266	230	234	274	270	232	198	204	236	224	226
Jun	264	241	239	218	193*	232	235	206	201	224	202
Jul	211	237	257	211	175*	204	208	205	206	247	202
Aug	244	187	206	183	168*	241	198	191	223	220	215
Sep	228	232	204	194	158*	221	218	204	210	211	211
Oct	224	225	243	234	186*	233	232	225	251	241	210
Nov	239	249	222	226	176*	220	219	212	200	225	217
Dec		266	248	200	182*	234	227	238	234	207	186
TOTAL	2704	2913	2848	2695	2546*	2793	2679	2705	2750	2794	2625

** Figures marked with an asterisk are at times with reduced service provision due to the installation of mercury abatement plant.*

Cremation figures for Jan – November are 57 higher than for the same period last year, and 2016 seems likely to have the crematorium's highest ever number of cremations.

Monthly cremation figures for both June and August were record highs for that month.

Keeping the crematorium website updated with details of service availability seems to have paid off, with considerably higher take-up of early morning cremation times having a positive impact on the lead-in time for funeral bookings.

Book of Remembrance Online

The user statistics are currently unreliable, because the tracker is not correctly recording hits from Windows 10.

GREEN FLAG AWARDS

2016 was the first time that Gwent Crematorium has been assessed for the nationally recognised Green Flag Award. With assistance from officers in Newport City Council's Streetscene and City Services section, we were successful in meeting the benchmark targets. The flag was raised on 9th August.

CHARTER FOR THE BEREAVED

The crematorium was successful in achieving the Silver Award in the ICCM Charter for the Bereaved benchmarking scheme for the sixth consecutive year.

GOOD FUNERAL AWARDS – CREMATORIUM OF THE YEAR

The crematorium was a finalist for the Crematorium of the Year. Unfortunately, we failed to secure the first prize, but were awarded a runner-up's "Commended" certificate.

STAFFING

Deputy Manager

We have internally promoted KC to be the crematorium's Deputy Manager from 1st July. She has twelve years' experience in crematorium administration at Gwent, and holds the ICCM Certificate in Crematorium Management.

Administrative Assistant

We are pleased to welcome a new member of staff, CP, as Administrative Assistant, who will be starting from 12th September.

She has six years' experience in Newport City Council's Cemeteries section, so has many transferable skills which we will build on.