



Central Durham Crematorium Joint Committee

Date Wednesday 27 January 2021

Time 9.30 am

Venue Remote Meeting - held via Microsoft Teams

Business

Part A

Items which are open to the Public and Press

1. Apologies for Absence
2. Substitute Members
3. Minutes of the meeting held 1 October 2020 (Pages 3 - 12)
4. Declarations of Interest, if any
5. Performance and Operational Report (Pages 13 - 44)
Report of the Bereavement Services Manager and Registrar.
6. Financial Monitoring Report - Position at 31/12/20, with Projected Revenue and Capital Outturn at 31/03/21: (Pages 45 - 52)
Joint Report of the Corporate Director of Neighbourhoods and Climate Change and the Interim Corporate Director of Resources and Treasurer to the Joint Committee.
7. Provision of Support Services 2021/22: (Pages 53 - 66)
Joint Report of the Corporate Director of Neighbourhoods and Climate Change and the Interim Corporate Director of Resources and Treasurer to the Joint Committee.
8. Fees and Charges 2021/22: (Pages 67 - 76)
Joint Report of the Corporate Director of Neighbourhoods and Climate Change and the Interim Corporate Director of Resources and Treasurer to the Joint Committee.
9. 2021/22 Revenue and Capital Budgets: (Pages 77 - 86)
Joint Report of the Corporate Director of Neighbourhoods and Climate Change and the Interim Corporate Director of Resources and Treasurer to the Joint Committee.

10. Such other business as, in the opinion of the Chair of the meeting, is of sufficient urgency to warrant consideration

Helen Lynch
Head of Legal and Democratic Services

County Hall
Durham
19 January 2021

To: **The Members of the Central Durham Crematorium Joint Committee**

Durham County Council: D Bell, J Blakey, D Brown, J Chaplow (Vice-Chair), K Corrigan, A Hopgood, P Jopling, B Kellett, H Liddle, S Quinn, A Simpson and J Stephenson

Spennymoor Town Council: N Foster (Chair), B McAloon and C Sproat

DURHAM COUNTY COUNCIL

CENTRAL DURHAM CREMATORIUM JOINT COMMITTEE

At a Meeting of **Central Durham Crematorium Joint Committee** held **remotely via Microsoft Teams** on **Thursday 1 October 2020** at **9.30 am**

Present:

Town Councillor N Foster (Chair)

Durham County Council:

Councillors D Bell, J Blakey, D Brown, J Chaplow (Vice-Chair), K Corrigan, P Jopling, B Kellett, R Ormerod (substitute for A Hopgood), S Quinn and J Stephenson

Spennymoor Town Council:

Town Councillors D Ranyard (substitute for C Sproat)

1 Apologies for Absence

Apologies for absence were received from Councillors A Hopgood, H Liddle, A Simpson and Town Councillors C Sproat and B McAloon.

2 Substitute Members

Councillor R Ormerod substituted for Councillor A Hopgood and Town Councillor D Ranyard substituted for Town Councillor C Sproat.

3 Minutes

The Chair noted the in respect of Item 8 of the minutes, agreement of fee increase, that it was not brought into effect at the time state in light of the current situation. He added it was an item for discussion as set out within the agenda papers.

Councillor R Ormerod noted what appeared to be a typographical error in respect of the resolution (ii) for Item 5, noting the requirement of a verb in order for the resolution to make sense. The Bereavement Services Manager and Registrar, Graham Harrison explained the resolution related to relief cremator operators and updated Members in terms of the current position, advertisements having been made internally and with the posts now filled.

The Clerk to Spennymoor Town Council, Katherine Hierons noted Town Councillor B McAloon was incorrectly referred to as a County Councillor within the apologies recorded within the minutes.

The Head of Finance and Transactional Services, Paul Darby noted, in reference to the relief cremator operator positions, the report brought by the Bereavement Services Manager and Registrar to the Joint Committee in January had highlighted the vacancies and Members had been alerted to that fact and that the positions would be advertised internally within the County Council and Spennymoor Town Council. He added that in terms of the resolution it was for the Joint Committee “to note”. He added that the update provided noted the positions had been filled, which proved to be important in respect of COVID-19.

Subject to the amendments noted, the minutes of the meeting held on 29 January 2020 were confirmed as a correct record and would be signed and initialled by the Chair.

4 Declarations of Interest

There were no Declarations of Interest submitted.

5 External Audit Annual Review of the Return for the year ended 31 March 2020

The Joint Committee considered a joint report of the Corporate Director of Neighbourhoods and Climate Change and the Corporate Director Resources / Treasurer to the Joint Committee relating to the External Auditors (Mazars LLP) issues Arising Report for the year ended 31 March 2020 (for copy see file of minutes).

The Head of Finance and Transactional Services advised that the audit had now been concluded, adding that there had been no material weaknesses highlighted around the Joint Committee’s system of internal control and the Annual Return had been completed and signed off.

The Clerk to Spennymoor Town Council noted on behalf of the Town Council the positive report and thanked the County Council Officers for their excellent work in achieving an unqualified return.

Resolved:

That the Joint Committee approve the Joint Committees Annual Governance and Accountability Return for the financial year ended 31 March 2020 including the External Report 2019/20 Certificate (attached at Appendix 2).

6 Performance and Operational Report

The Bereavement Services Manager and Registrar asked Members to note the performance figures from 1 June 2019 to 31 August 2019 and the comparison to the same period for 2018, highlighting that there was a net decrease of 26 cremations year on year. It was noted there was a total of 516 for the three-month period with the June to August profile breakdown showing 165 from Durham, 23 from Spennymoor and 328 from outside of the area.

Members were asked to note that the number of memorials sold had increased slightly in comparison to the same period the previous year, albeit with sales being £3,007 less than the comparable period last year.

The Joint Committee were reminded that the Technical Assistant post had been created and advertised, with four applicants having been shortlisted. It was noted that the successful applicant, the former business administration apprentice, took up the role on 3 August 2020. Members were informed that as a result of the extra pressure as a result of the COVID-19 pandemic, additional staff from other areas within the County Council were brought in to help cope with demand. The Bereavement Services Manager and Registrar noted the arrangements made in terms of providing training while maintaining operational cover, and the shift patterns used to meet the increased demand.

In respect of the Recycling of Metals Scheme, Members were asked to recall a surplus nationally in 2019 and that there was to have been a second round of allocations. The Bereavement Services Manager and Registrar explained a cheque in the sum of £10,000 was handed to the Friends of Durham Woodland Cemetery, albeit without the usual involvement of the Chair and Vice-Chair due to COVID-19 restrictions, and a copy of a letter of thanks from the Friends of Durham Woodland Cemetery was attached to the report.

Councillors were reminded that the Crematorium was to have taken part in the Durham "Heritage Open Days" programme and noted those events had been cancelled as a result of COVID-19.

The Bereavement Services Manager and Registrar asked Members to recall that the Joint Committee had agreed at the January 2020 meeting to increase the cremation fee on 1 April 2020 from £700 to £720.

He added that due to the outbreak of the COVID-19 pandemic, a decision had been taken to freeze the price at £700, in line with similar actions taken by other Local Authorities. Members noted this resulted in a reduced revenue of £26,660 compared to the forecast. It was explained that other Local Authorities were now reverting to their planned 2020/21 fees and, accordingly, the options for the Joint Committee would be to continue at the £700 level or to implement the £720 fee from 1 November 2020. It was explained there had been a similar situation across Local Authorities in terms of a freeze in respect of charges for webcasts of services, and options were to remain free or to increase to the previously planned fee of £48 from 1 November 2020.

The Bereavement Services Manager and Registrar referred Members to the Service Asset Management Plan (SAMP) appended to the report which set out a number of proposed works, set out by priority: priority one; priority two; priority three; and longer-term works.

The Chair thanked the Bereavement Services Manager and Registrar and asked for comments and questions.

Councillor J Blakey wished her thanks to all the staff at the Crematorium be noted, both those permanent and those that had been redeployed to help with the increased demand. The Chair asked that the thanks on behalf of the Joint Committee be passed on to all staff. He added that he noted comments from members of the public had been very positive in terms of the Crematorium during such a difficult period.

Town Councillor D Ranyard echoed the comments made and especially thanked those redeployed staff doing a great job. He asked as regards proposed works to be carried out at the Crematorium, including two-way passing at the entrance to the site and what progress had been made, as the works had previously been set out as a priority within the SAMP, which had noted a completion date of March 2020. The Bereavement Services Manager and Registrar noted that as a result of the COVID-19 pandemic it was felt unreasonable at the time and the works were rescheduled, to be completed at a future date.

Resolved:

- (i) That the current performance of the Crematorium be noted.
- (ii) That the updated position with regards to the Technical Assistant post be noted.
- (iii) That the updated position with regards to the recycling of metals scheme be noted.

- (iv) That the options available for the cremation fee be noted and that Option 2, reinstatement of the full 2020/21 fee from 1 November 2020 be approved.
- (v) That the options available for the provision of webcasts be noted and that Option 2, recommencement of the fees from 1 November 2020 be approved.
- (vi) That content of the Service Asset Management Plan attached at Appendix 3, which will be factored into budget planning for 2021/22 and beyond be approved.

7 Financial Monitoring Report - Position at 31/08/20, with Projected Revenue and Capital Outturn at 31/03/21

The Joint Committee considered a joint report of the Corporate Director of Neighbourhoods and Climate Change and the Corporate Director of Resources and Treasurer to the Joint Committee which set out details of income and expenditure in the period 1 April 2020 to 31 August 2020, together with the forecast outturn position for 2020/21, highlighting areas of over / underspend against the revenue budgets at a service expenditure analysis level.

The report also detailed the funds and reserves of the Joint Committee at 1 April 2020 and forecast outturn position at 31 March 2021, taking into account the provisional financial outturn (for copy see file of Minutes).

The Head of Finance and Transactional Services explained that, factoring in overspends, the additional cremations as referred to by the Bereavement Services Manager and Registrar meant that the updated projected outturn showed a surplus (before transfers to reserves and distribution of surpluses to the partner authorities) of £1,036,345 against a budgeted surplus of £761,132, £275,213 more than the budgeted position. Details of the significant variances were detailed in the report. It was noted that the major variances were set out at paragraph 11 onwards, by subjective analysis area. It was added that paragraph 14 set out the reasons for some capital works having been deferred, as set out within the SAMP.

The Head of Finance and Transactional Services went on to advise that in terms of the retained reserves at 31 March 2021, they were forecast to be £1,607,046 along with a General Reserve of £517,770, giving a forecast total reserves and balances position of £2,124,816 at the year end.

It was noted this represented a very strong position going forward, with a health level of reserves.

The Chair thanked the Head of Finance and Transactional Services, noted the positive position and asked Members for their comments and questions.

Councillor P Jopling noted the performance information within the previous report and asked as regards the delay in relining of the cremators, whether that would have an impact in terms of performance. The Bereavement Services Manager and Registrar noted that it would not impact upon the performance of the cremators, and the Head of Finance and Transactional Services added that within the life cycle of the equipment it would be expected that the cremators would be relined, however, inspections were carried out annually and if the works were not required then they would be looked at as required.

Town Councillor D Ranyard asked as regards water resomation and any predicted associated costs. The Head of Finance and Transactional Services noted the Joint Committee had previously received a report which had mentioned resomation as a new process, primarily used in North America. He noted there was no licence for the process currently in the UK and that trials were under way and the Bereavement Services Manager and Registrar would report back to the Joint Committee in terms of the financial and environmental business case in due course. The Bereavement Services Manager and Registrar noted that COVID-19 seemed to have impacted upon the trials and he would continue to provide updates to the Joint Committee.

Resolved:

That the April to December 2019 revenue spend financial monitoring report and associated provisional outturn position at 31 March 2020, including the projected year end position with regards to the reserves and balances of the Joint Committee be noted.

8 Risk Register Update 2020/21

The Head of Finance and Transactional Services asked Members to note the Risk Register Update 2020/21 report, the Joint Committee considering updates on a six-monthly basis. Members recalled that the report set out service risk register and the health and safety risk register, with risks being regularly reviewed by the Durham County Council Risk Management Team in conjunction with the Bereavement Services Manager and Registrar.

It was explained that there had been no new risks identified, with the only extra mitigation relating to managing the additional excess deaths.

Resolved:

That the updated position in relation to the Risk Register be noted.

9 Internal Audit Charter

The Interim Chief Internal Auditor and Corporate Fraud Manager, Stephen Carter referred Members to a revised Internal Audit Charter to be applied to reviews undertaken as part of the Internal Audit plan for 2020/21 (for copy see file of minutes).

Members noted that Public Sector Internal Audit Standards (PSIAS) came into effect from April 2013 and were revised in April 2017 to be in line with the Institute of Internal Auditors global International Professional Practices Framework. The Interim Chief Internal Auditor and Corporate Fraud Manager noted there had been no recent changes to the PSIAS and therefore the Internal Audit Charter had no major revisions other than changes to reflect the changes in terms of the new Neighbourhood and Climate Change Directorate and staffing changes within the service.

It was explained that the Charter defined the Internal Audit Service's purpose, authority and responsibility, as well as its relationship to the Joint Committee.

Resolved:

That the Central Durham Crematorium Joint Committee approve the revised Internal Audit Charter as set out at Appendix 2 to the report.

10 Annual Review of the System of Internal Audit

The Interim Chief Internal Auditor and Corporate Fraud Manager stated that it was a requirement for the body that reviews the accounts to also have a review of the effectiveness of Internal Audit (for copy see file of minutes).

Members noted that part of the role of Durham County Council's Audit Committee was to scrutinise the performance and effectiveness of Internal Audit and had received a report at its meeting in June. It was explained that this provided assurance to the Joint Committee that the work carried out by Internal Audit was in line with best practice and the latest Public Sector Internal Audit Standards (PSIAS).

Resolved:

That the information demonstrating the efficiency and effectiveness of the Durham County Council Internal Audit Service be noted.

11 Budget Strategy Report

The Head of Finance and Transactional Services reminded the Joint Committee that Members had considered similar budget strategy reports previously, the purpose being to seek the views of Members on a number of matters, as part of the medium-term financial plan for the Joint Committee.

The Head of Finance and Transactional Services noted the issues that may arise in the next few years and options available. He referred Members to the section of the report that set out the capital investment at the Crematorium totalling approximately £3.8 million and the planned works for the next few years, as outlined within the SAMP. Members noted that current estimates for the replacement of the cremators was around £1.6 million, though the working life of the equipment was such they would likely not need replacing until around 2032. Councillors recalled that the previous works had been funded partly by reserves and partly by borrowing, and that payments in terms of the borrowing would end in 2020/21 and the £213,000 loan budget had been removed and factored into the medium-term budget forecasts.

The Head of Finance and Transactional Services reiterated that the Crematorium business plan was prudent in terms of the numbers of cremations and it was highlighted that the financial position was very strong with the level of reserves already being sufficient to fund cremator replacement.

The Head of Finance and Transactional Services noted that the prudent assumption was for 2,200 cremations per year, noting that it was projected for 2,787 cremations in 2020/21, the increase as a result of COVID-19.

Members noted that the proposed fee for 2021/22 was £740, the lowest in comparison with other neighbouring facilities, even with a £20 increase on the current £720 charge. The Head of Finance and Transactional Services noted that Members of the Joint Committee had been mindful in the past to ensure the affordability of the service. Members were reminded that Mounsett Crematorium Joint Committee had agreed no increase to their fees during the period when Durham Crematorium had undergone its programme of works and that there had been a harmonisation of fees between the two facilities following Local Government Reorganisation.

Members were reminded of the planning permission that had been granted for a new crematorium at Castle Eden.

The Head of Finance and Transactional Services referred Members to the table set out at paragraph 25 of the report, a matrix highlighting the potential additional income from a number of cremations each year and with an increase in fee, in £10 increments. It was explained that the recommendation to the Joint Committee was for an increase to £740, with a continued assumption of 2,200 cremations per year, giving an increased income of £44,000.

Members were referred to the proposed increased distributable surplus to each partner Authority and asked to consider these, and the increased fees and charges to allow for budget reports to be drafted.

Councillor J Blakey asked as regards the situation in terms of the emergency electricity generator, and whether the Crematorium could look to offer “direct” cremations, as that may be something to offset any loss of business to a new facility at Castle Eden. The Bereavement Services Manager and Registrar noted work was still ongoing with the electricity situation, delayed as a result of COVID-19. He added that Durham Crematorium did offer direct cremations, and while there had not been a large uptake, there were a number of those cremations taking place. The Head of Finance and Transactional Services noted that, from the previous experience when the facility at Coundon had opened, it took a number of years for a facility to mature and as crematoria were expensive to build, the return on investment would likely mean high fees for any new facility at Castle Eden. The Chair noted that in many cases, Durham would be a choice based upon where previous family members had been cremated and price may not be the only deciding factor.

Councillor R Ormerod noted the regional comparison of fees and charges omitted Redcar and Cleveland and asked if there was a reason. The Head of Finance and Transactional Services noted the usual benchmarks had been included, however, it could be added if felt useful. Councillor R Ormerod noted their fee was relatively expensive and would therefore help highlight the low cost at Durham. The Chair noted it could be added in future.

Councillor P Jopling noted the proposed £20 fee increase was very modest and added that keeping the fee competitive would be to the advantage of the Crematorium, especially in the economic climate resulting from COVID-19. She noted her thanks to all the staff for their hard work and the way in which the situation in terms of additional cremations had been handled.

The Chair asked the Head of Finance and Transactional Services and the Bereavement Services Manager and Registrar to pass on the thanks of the Joint Committee to their staff for their hard work.

Resolved:

- (i) That the report be noted.
- (ii) That the Central Durham Crematorium Joint Committee approve the proposed increase in the fees and charges, and the surplus redistribution, as identified within the report.
- (iii) That the Joint Committee review the budget strategy and surplus distribution in two years' time in preparation for the 2023/24 budget setting year.

**Central Durham Crematorium Joint
Committee**

27 January 2021



Performance and Operational Report

**Report of Graham Harrison, Bereavement Services Manager &
Registrar**

Electoral division(s) affected:

Countywide

Purpose of the Report

- 1 To provide Members of the Central Durham Crematorium Joint Committee with an update relating to performance and other operational matters.

Executive summary

- 2 This report provides Members of the Central Durham Crematorium Joint Committee with an update of performance and operational matters at the crematorium.

Recommendation(s)

- 3 It is recommended that Members of the Central Durham Joint Committee:
 - a. Note the current performance of the crematorium;
 - b. Note the current situation with regards to the staffing of the crematorium;
 - c. Note the continued success with regards to the Green Flag Award;
 - d. Note the updated position with regards to the recycling of metals scheme;
 - e. Consider and approve the SLA with regards to the cleaning of the crematorium;
 - f. Note the compliance scheme report from the F.B.C.A. following their inspection of the crematorium;
 - g. Agree to St Cuthbert's Hospice providing a Christmas tree again in 2021.

Background

- 4 This report provides Members of the Central Durham Crematorium Joint Committee with an update of performance and operational matters at the crematorium since the last meeting of the Joint Committee.

Performance Update - Number of Cremations

- 5 The table below provides details of the number of cremations for the period 1 September to 31 December 2020 inclusive, with comparative data in the same period last year:

	2019/20	2020/21	Change
September	173 + 2*	161 + 1*	- 12 - 1*
October	213 + 2*	184 + 2*	- 29 + 0*
November	204 + 0*	191 + 0*	- 13 + 0*
December	207 + 1*	199 + 0*	-8 - 1*
TOTAL	797 + 5*	735 + 3*	- 62 - 2*

* = Non-Viable Foetus (NVF) ** = Stillborns (STs) *** = Body parts

- 6 The full profile of where families came from can be seen in Appendix 2. In summary 201 came from Durham, 29 came from Spennymoor and 505 from other areas. There have been 3 NVF cremations undertaken for the period covered by this report compared to 5 in the comparable period last year. There were 62 less cremations undertaken in the period September to December 2020 compared to the same period last year.
- 7 Members may recall that in April 2019 two new charges were introduced for cheaper cremation options, being a Direct Cremation - Attended (No service) currently costing £610 and a Direct Cremation - Unattended (No service) costing £470.
- 8 Between 1 April 2020 and 31 December 2020, we have carried out the following number of direct cremations:
- 0 Direct cremations - Attended (No service)
 - 28 Direct cremations - Unattended (No service)

Memorials

- 9 The table below outlines the number and value of the memorials sold in the period September to December 2020 compared to the same period the previous year.

	Sept-Dec	2019/20	Sept-Dec	2020/21
	Number	£	Number	£
Vase Blocks	6	4,006	6	3,990
Large Plaques	11	4,652	16	6,781
Small Plaques	1	261	4	1,044
Niche	2	2,644	3	3,935
Renewal	35	5,322	40	6,874
Leaf plaques	0	0	3	300
Total	55	16,885	72	22,924

- 10 The number and value of memorials sold 72 / £22,924 compares to 55 / £16,885 in the same period last year, which is an increase of 17 memorial sold and an increase of £6,039 in terms of revenue generated.

Operational Matters

Staffing

- 11 Members were informed at the last meeting about the ongoing Covid 19 situation that staff were facing on a daily basis and they continue to provide a very high level of service to the bereaved and their loved ones.
- 12 The staff continue to cope with the ongoing demands and are an asset to the Crematorium and I thank them for their assistance during this difficult time.
- 13 The Crematoria continues to be served by staff with many years of experience, this is the case at both Durham and Mountsett. The roles within the crematoria have some specialist features that require both specific training and experience.
- 14 One staff member has recently submitted an expression of interest in early retirement / voluntary redundancy and to ensure that the service has robust contingency and resilience for the future we are proposing to consider the options to present for Members at the next meeting.

Green Flag Award

- 15 Members will recall from the September 2020 meeting that the Central Durham Crematorium was successful in retaining its Green Flag award for the ninth year running.

- 16 An application will be submitted for the 2021 award and progress will be reported back to future meetings. A management plan to maintain the required standards will be updated and any required works will be covered by existing budgets.

Recycling of Metals Scheme

- 17 Collections in 2020 have resulted in two rounds of nominations being made available and we had previously nominated St Cuthbert's Hospice. Due to Covid 19 restrictions a cheque for £10,000 was handed to St Cuthbert's Hospice on 3 December 2020 without involving the Chair or Vice Chair of the Joint Committee. A letter of thanks from the Hospice is attached at Appendix 3.
- 18 The second round of nominations have now been made available and we have nominated Antenatal Results and Choices.

Cleaning SLA

- 19 The cleaning at the crematorium is provided by Durham County Council's facilities management team who provide the service by way of a Service Level Agreement. The two year SLA which cost £9,100 per year expired on 31 March 2020, however due to Covid 19 a revised SLA was not reported to the Joint Committee due to the cancelled meetings in 2020.
- 20 A high quality service has continued to be provided and Members are asked to consider and approve a revised SLA for the period April 2020 to March 2022, costing £9,652 per year, which includes all labour and materials required to carry out the cleaning activities. (SLA attached at Appendix 4).

Federation of Burial and Crematorium Authorities Inspection

- 21 The Federation of Burial and Crematorium Authorities (FBCA) informed the Crematorium in August 2020 that they were implementing a new mandatory inspection scheme to ensure standards of quality are maintained by crematoria. The purpose of the scheme is to provide the operator of the crematorium with confidence that it meets the national standards laid down by the Federation through its Code of Cremation Practice. There is no additional cost for the inspection as it is included within the annual subscription fee.

- 22 The inspection took place on 28 October 2020 and involved scrutinising 6 separate key areas of service delivery through discussions and reviewed more than 80 points of interest. The inspector found that we complied with the 3 key areas of compliance, found an excellent level of service provision and did not feel it necessary to make any recommendations, with the Crematorium achieving a score of 321 out of 325 (99%). A copy of the report can be found in Appendix 5.

Christmas Tree

- 23 Unfortunately, due to Covid 19 St. Cuthbert's Hospice were unable to provide a Christmas tree with the facility for visitors to write a personal message and place it on the Christmas tree with a bauble.
- 24 St. Cuthbert's Hospice has requested that they be allowed to continue to provide a Christmas tree again in 2021. The Hospice supplies the tree and decorations at no cost to the Central Durham Crematorium Joint Committee.
- 25 No other requests have been received from any organisation to place a Christmas tree at the Crematorium.

Appendix 1: Implications

Legal Implications

There are no legal implications associated with this report

Finance

As identified in the report with regards to the position of the Income.

Consultation

Officers of Spennymoor Town Council were consulted on the contents of this report.

Equality and Diversity / Public Sector Equality Duty

There are no Equality and Diversity implications associated with this report.

Human Rights

There are no Human Rights implications associated with this report.

Climate Change

There are no climate change issues associated with this report.

Crime and Disorder

There are no Crime and Disorder implications associated with this report.

Staffing

As identified in the report.

Accommodation

There are no accommodation implications associated with this report.

Risk

As identified in the report.

Procurement

There are no procurement issues associated with this report.

Appendix 2: Breakdown of Figures

	Sep	Oct	Nov	Dec	Total Sep - Dec
Durham	38	50	63	50	201
Billingham			1		1
Birtley	3	1	1		5
Bishop Auckland	4	1	5	7	17
Bishop Middleham			1		1
Blackhall	4	2	2	4	12
Chester Le Street	20	12	20	25	77
Cheshire				1	1
Chilton			1	1	2
Consett		1	1		2
Crook	5	5	2	3	15
Darlington		1	1		2
Easington	1	4	1	6	12
East Rainton				1	1
Edmondsley		2	1		3
Esh Winning	1	2	3	4	10
Fencehouses			2		2
Ferryhill	5	4	4	5	18
Fishburn	2			1	3
Great Lumley	3	3	1	5	12
Hartlepool	1				1
Haswell		1	1	2	4
Hetton Le Hole	3	3	5	5	16
Horden	5	3	3	4	15
Houghton	4	7	6	1	18
Howden	2			1	3
Kimbleworth			1		1
Langley Park	2	4	4	5	15
Murton	6	2	4	3	15
New Brancepeth	1	1		2	4
Newcastle		1		2	3
Newton Aycliffe	1	3	4	3	11
Northumberland		1			1
Ouston	1	1			2
Pelton	1	2	1		4
Peterlee	5	13	9	6	33
Sacriston	1	5		3	9
Seaham	12	7	7	7	33

	Sep	Oct	Nov	Dec	Total Sep - Dec
Sedgefield	2	1	5		8
Shildon	1		3	2	6
Shotton	1	5	1	3	10
South Hetton	2	2		2	6
Spennymoor	5	13	4	7	29
Stanhope	1		1		2
Stanley	2	1			3
Stockton		1			1
Sunderland	1	2	1	2	6
Sunnybrow	1				1
Southern England		2		1	3
Thornley	1	1	1	1	4
Tow Law	3		2		5
Trimdon		6	4	7	17
Washington		2		1	3
West Auckland	1				1
West Cornforth	1		1	4	6
Wheatley Hill	3	1	4	1	9
Willington	1	5	4	7	17
Wingate	1		3	4	8
Wolsingham	1		1		2
Wynyard			1		1
Yorkshire	2				2
Total	161	184	191	199	735

Appendix 3: Re-cycling of metals letter of thanks

Our Ref: 19899
Mr Graham Harrison
Durham Crematorium
South Road
DURHAM CITY
Durham
DH1 3TQ

St Cuthbert's Hospice



Park House Road
Durham
DH1 3QF

t: (0191) 386 1170

f: (0191) 384 3941

w: www.stcuthbertshospice.com

03/12/2020

Dear Graham and the Durham Crematorium Team,

I would like to thank you so much for the unbelievably kind donation of £10,000 that I received today. I think you could probably tell from my reaction how much this means to the hospice, thank you.

As you know it has been a particularly difficult year and the need for our services, particularly bereavement services, has increased significantly. We are honoured to be able to provide our very special service to those who need it most however with limited income generation opportunities this has made it very difficult. The donation that you have made today will make such a huge difference to the care we are able to continue to provide, thank you.

We look forward to a much more 'normal' 2021 and I very much look forward to working with the crematorium as part of this. It has been so sad that we have been unable to provide our traditional In Memory Tree and we look forward to being able to do this once more to enable people to have a place to come and remember their loved ones during the Christmas period.

Although the team here at the hospice can't thank you enough for this kind donation I would also like to say thank you on behalf of the patients and families who will benefit from this gift at a time when they need it most, thank you.

I would like to take this opportunity to thank you for the part you have played in looking after our community during the pandemic while putting yourselves at risk and working such long hours. I do hope that you are able to get some time to have a much earned break over the festive period.

Wishing you all the very best wishes and here is to a much happier and healthier 2021.

Yours Sincerely,

Kay Carrick
Development Team Manager
Kay.Carrick@stcuthbertshospice.com
0191 374 6175

Registered Charity Number: 519767

Company Number: 2208426

VAT Number: 997305770



**Contract for the provision of
Building Cleaning Services
for 'Durham Crematorium'
by 'Durham County Council'**

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Definitions

'Customer'	Refers to the requesting individual/organisation as set out in the Contract [section 1.1]
'RPI'	Retail Prices Index [section 1.6]
'Service Provider'	Refers to Durham County Council who are the providing organisation as set out in the Contract [section 1.2]
'VAT'	Value Added Tax

Confidentiality

Save as required by law both parties undertake and agree not at any time for any reason whatsoever to disclose or permit to be disclosed to any third party or otherwise make use of or permit to be made use of any trade secrets or confidential information relating to the other's business affairs or finances which come into their possession pursuant to this agreement.

Both parties acknowledge the requirement to comply with data protection legislation by handling data in accordance with General Data Protection Regulation (Regulation (EU) 2016/679 and the Data Protection Act 2018.

1.0 Contract Overview

1.1 Customer Details

Name: Durham Crematorium
Address: South Road
Durham
DH1 3TQ
Premises Telephone No: 0191 384 8677
Premises Email Address: durhamcrem@btconnect.com
Authorised Officer: Graham Harrison
Position/Job Title: Bereavement Services Manager
Officer Telephone No: 03000 265 606 / 07918 684535
Officer Email Address: graham.harrison@durham.gov.uk
Billing Address: same as premises address

1.2 Service Provider Details

1.2.1 General

Name: Durham County Council
Head Office: St. John's Road
Meadowfield Industrial Estate
Durham
DH7 8XQ
Authorised Officer: John Hallam
Position/Job Title: Business Development Manager
Officer Telephone No: 03000 269 184 / 07786 027288
Officer Email Address: john.hallam@durham.gov.uk
Team Email Address: dsbd@durham.gov.uk

1.2.2 Single Point of Contact

Single point of contact for all requests.

Name: Sonia Parkin
Telephone No: 03000 267 358 / 07713 193781
Email Address: sonia.parkin@durham.gov.uk

1.3 Contract Details

This contract covers the provision of building cleaning services as detailed in Table 1 of this contract [section 2.1]. This contract is valid during the period detailed below and is valid throughout subject to the terms detailed in this contract, expiring no earlier than 31st March 2021.

Services Provided: Building Cleaning Services as detailed in Table 1
Duration of Contract: 2 years
Period Covered: 1st April 2020 to 31st March 2022
Period of Notice to Quit: 12 months

1.4 Contract Approval

To accept the terms set out in this contract please sign below and return one copy to the service provider: Durham County Council, FAO John Hallam, St. John's Road, Meadowfield Industrial Estate, Durham, DH7 8XQ; and retain one copy for your records.

Customer

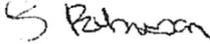
Name of Signatory: Graham Harrison

Signature: _____ on behalf of
Durham Crematorium

Date: _____

Service Provider

Name of Signatory: Susan Robinson (Head of Corporate Property and Land)

Signature:  on behalf of
Durham County Council

Date: 16/03/2020

1.5 Aim of the Contract

To provide efficient and effective Building Cleaning Services with minimal disruption, to agreed priorities and within agreed timescales.

1.6 Changes in Charges

The 'Service Provider' retains the right to increase the costs applied in this contract [section 2.0] on an annual basis by RPI. In addition, all costs rates will be subject to an annual review. The 'Customer' will be notified in advance of any planned increase.

Charges as detailed in Table 1 and Table 2 of this contract [section 2.0] may be increased or decreased by the 'Service Provider' as a result of changes in regulations relating to any area of this contract. Contract charges may also increase as a result of the Durham / National Living Wage, Government Initiatives or Procurement/Tender exercises. In these instances, the 'Service Provider' will engage with the 'Customer' in advance of adjusting the charges in order to explain the reasons for the change. During any review period, the current contract will remain in effect.

1.7 Billing

Charges as detailed in Table 1 and Table 2 of this contract [section 2] will be levied on a quarterly basis and will be due for payment immediately.

All charges and rates detailed in this contract are exclusive of VAT. The appropriate VAT rate will be applied at the point of billing.

2.0 Schedule of Services and Charges

2.1 Table 1 – Schedule of Services and Charges

Table 1 below represents the general specification of building cleaning that are to be provided by the 'Service Provider' to the 'Customer' and is focused on an output based specification with the definition that "a place is deemed to be clean if it is free from removable dirt, dust, marks or unwanted matter (e.g. debris, rubbish, etc.). However, the 'Service Provider' can carry out additional cleaning upon request (see Table 2).

Durham Crematorium
Offices
<u>Daily</u> <ul style="list-style-type: none"> • Empty waste receptacles • Remove contents of waste receptacles to point of disposal • Damp wipe tables/desks/work surfaces • Clean all ledges and pipe work • Vacuum all communal areas • Damp mop all ceramic tiled and/or vinyl floor coverings • Vacuum all communal areas as required • Vacuum the main entrances as required
<u>Twice Weekly</u> <ul style="list-style-type: none"> • Vacuum corridors
<u>Weekly</u> <ul style="list-style-type: none"> • Damp wipe all skirtings' and ledges as required • Remove any scuff marks from walls/painted doors • Clean internal glass to smear free finish • Clean the interior of the lift 'car' (if applicable)
<u>Monthly</u> <ul style="list-style-type: none"> • Clean glass panels, screens, borrowed lights, all surfaces as required • Dust walls and high level ledges to ceiling height (3.6m)
Toilets
<u>Daily</u> <ul style="list-style-type: none"> • Empty waste bins & water receptacles • Remove all litter from area • Clean all wash basins and associated taps/fittings and pipes • Clean all other sanitary fittings • Clean mirrors to a smear free finish • Replenish toilet rolls, soaps and paper hand towels • Sweep and damp mop hard floors
<u>Monthly</u> <ul style="list-style-type: none"> • Scrub around sanitary fittings by hand if machine cannot access • Wet scrub hard floor areas • Damp wipe finger marks from doors/frames, walls and glass panels

Every Six Months
<ul style="list-style-type: none"> Wash walls and ledges to recommended height
Public Areas
Daily
<ul style="list-style-type: none"> Empty bins and waste receptacles to the point of disposal. Remove all litter from area. Sweep/damp mop/vacuum clean floors and carpets. Clean entrance mats and dust control mats.
Weekly
<ul style="list-style-type: none"> Damp wipe skirting boards. Damp wipe finger marks from doors/frames and glass panels. Damp wipe furniture sills and ledges and skirting. Damp wipe furniture.
Monthly
<ul style="list-style-type: none"> Clean glass panels, screens and borrows lights. Wash doors and frames. Damp wipe bins and waste receptacles.
Annual Cost of Service Provision: £9,652.50
<i>The price quoted includes all labour and materials required to carry out the activities identified in Table 1 above; and is based on a cleaning requirement of 12 ½ hours per week</i>

All prices quoted in Table 1 above are based on cleaning activities being undertaken during normal working hours. The 'Service Provider' can undertake cleaning activities outside of normal working hours upon request; however, these will be subject to an overtime premium.

2.2 Table 2 – Schedule of Additional Cleaning Charges

Table 2 sets out the rates that will be applied when the 'Service Providers' cleaners attend to carry out additional cleaning as requested by the 'Customer'.

	Standard Hourly Rate	Overtime Rate (Mon - Thurs 16:30 to 00:00; Fri 15:30 to 00:00; Saturday 05:00 to 00:00)	Overtime Rate (Mon - Fri 00:00 to 08:00; Saturday 00:00 to 05:00; all day Sunday and Public Holidays)
Cleaner	14.85	Priced upon request	Priced upon request
Materials and Contractors	Charged at actual costs + 10%		

3.0 Service Provider Requirements

3.1 General Services

The following general conditions/provisions apply and the 'Service Provider' will:-

- 3.1.1 Be professional, courteous and sensitive to the 'Customers' needs at all times.
- 3.1.2 Deliver a quality cleaning service.
- 3.1.3 Undertake all cleaning using only the 'Service Providers' own workforce or the 'Service Providers' approved contractors.
- 3.1.4 Undertake cleaning during normal working hours, unless otherwise agreed between the 'Service Provider' and the 'Customer' or their representative(s).
- 3.1.5 Levy charges in accordance with the terms and rates detailed in section 1.7 and 2.0
- 3.1.6 Monitor the quality of work to ensure compliance with current standards and legislation.
- 3.1.7 Fully co-operate with the 'Customer' or their representative(s) to maintain the security of the premises and its contents whilst undertaking cleaning activities. This will include complying with premises visitor management systems.
- 3.1.8 Comply fully with all relevant legislation and will maintain appropriate health and safety management systems, which are audited periodically.

3.2 Queries, Comments and Concerns

If you have a specific query or concern relating to any aspect of this contract please refer the issue/s to the Single Point of Contact (03000 267 358).

4.0 Customer Obligations

It is essential for both you (the 'Customer') and the 'Service Provider' that you or your representative(s):-

- 4.1 Provide accurate and concise information, including details of the location of the cleaning requirement, its priority, contact details, the room availability, any notice periods for access and details of any known hazards, where appropriate.
- 4.2 Facilitate/allow access to enable the cleaning to be carried out, including making arrangements to provide keys where necessary (if the 'Service Provider' is not a registered key holder).
- 4.3 Co-operate with the 'Service Providers' staff and contractors as far as reasonably practicable, to ensure disruption is minimised.
- 4.4 Report as soon as reasonably practicable, any defect or hazard associated with the works.
- 4.5 Provide the 'Service Provider' and approved contractors with all necessary Health & Safety information relevant to the building and on-site activities.
- 4.6 Where needed, arrange for the attendance of a suitable member of staff to act as the 'Customer' representative whilst cleaning work is being carried out.
- 4.7 Provide feedback on performance and participate in customer satisfaction surveys.
- 4.8 Co-operate with the 'Service Providers' staff to maintain the security of premises and property whilst cleaning activities are being undertaken.
- 4.9 Indicate clearly any budget or cost limit that applies to any maintenance project/repair.

5.0 Contract Review and Performance

5.1 Monitor and Review

- 5.1.1 An annual review meeting may be arranged by the 'Service Provider' to review service delivery and any issues arising from the provision of the contract. An updated contract will be issued if required following these discussions.
- 5.1.2 The 'Customer' or the 'Service Provider' has the right to convene additional meetings should these become necessary.

5.1 Force Majeure

Neither party shall be in breach of the contract nor liable for delay in performing, or failure to perform, any of its obligations under the contract if such delay or failure result from events, circumstances or causes beyond its reasonable control.

5.2 Key Performance Indicators

Specific key performance indicators for building cleaning may be agreed with the 'Customer' prior to the commencement of the contract.

Appendix 5: F.B.C.A. Compliance Scheme Report

Client/Date: Durham Crematorium - 2020

(1) ▾



FBCA
Federation of Burial
& Cremation Authorities

Crematorium Compliance Scheme Report

Created for	Durham Crematorium
Inspected on	Oct 28, 2020
Inspected by	Michael Day

Compliance Score	
Your Score	321
Maximum Score	325
Compliance %	99 %

Contents

1. Cremation Administration	3
2. Ceremony Facilities	4
3. Cremation Facilities	6
4. Premises and Facilities	9
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6. Service and Staff	12
Scores by Section	14

Explanatory Notes

The attached report is set out in five columns:

1. Indicator

The indicator describes what is being inspected.

2. Answer

The answer as to whether the indicator is met is either 'yes' or 'no'.

3. Evidence

The evidence demonstrated to support the answer.

4. Results

Provides an indication of what is in place.

5. Comments

The final column is for any comments the Inspector wishes to make.

If an indicator is not met, it is highlighted in red.

Each indicator met receives a score which is weighted, added together they provide the total score applicable to the crematorium inspected. This is shown on the final page of the report against both the total available score and the current national average.

1. Cremation Administration

Indicator	Answer	Evidence	Result	Comments
a. A process is in place to ensure that statutory forms are received a minimum of 48 hours prior to the cremation.	Yes	Funeral directors are aware statutory forms must be received 48 hours prior to cremation service, they are logged in when received and checked. There is a process to manage late forms.	A process is in place.	
b. A process is in place to ensure that the statutory forms are seen by the Medical Referee prior to the cremation.	Yes	A process is in place whereby the Medical Referee is presented with the statutory forms, either as hard copies or electronically, prior to the cremation.	Process in place.	
c. When the Medical Referee identifies any discrepancies with the paperwork, a process is in place to address this before the cremation.	Yes	A process is in place for staff to contact doctors, Funeral Directors, etc. re any discrepancies, which are recorded along with any amendments and passed to the Medical Referee for final approval.	Process is in place.	
d. The inspection of 10 sets of randomly selected cremation forms, both statutory and non-statutory, indicates that administration is being carried out correctly. The cremation numbers of the forms inspected are listed in the comments.	Yes	10 sets of forms are checked and found to be completed correctly, signatures completed, all questions are answered fully, full sets of appropriate forms, numbered and filed.	All forms fully/accurately completed.	117218-----117209. In the majority of cases Form 10 not completed in full i.e, Full details of address and occupation also 2 did not have Recovery of Ashes complete.
e. A record is maintained of ashes received for disposal from elsewhere.	Yes	A Register of ashes from elsewhere is in place and is completed.	Register is in place and is being completed.	
f. Chapel staff are made aware of the running order of the day.	Yes	Information on the services for the day is provided to the chapel staff, either as a hard copy or electronically.	There is a process in place for providing information.	
g. Memorial locations are recorded on maps/plans of Gardens of Remembrance.	Yes	There is a process in place to record the location of ashes within the gardens of remembrance, which is then cross referenced with a plan.	There is a process in place.	
h. The scattering/interment locations of ashes interred or placed in memorials are recorded on maps/plans of the facility.	Yes	There is a process in place to record the location of ashes within the grounds of the facility, which is then cross referenced with a plan.	There is a process in place.	
i. There is a process in place to effectively manage ashes left at the Crematorium following the cremation.	Yes	There is a process in place to record the location of ashes within the grounds of the facility, which is then cross referenced with a plan.	There is a process in place.	

2. Ceremony Facilities

Indicator	Answer	Evidence	Result	Comments
a. The lists of the days funerals are clearly displayed.	Yes	A daily service sheet, either electronic or hard copy is on display so visitors can see the location and time of the service.	A list is in place.	
b. Crematorium staff are available to check identity of deceased.	Yes	Staff are always present at entrance and within chapel to check I.D. on the coffin with documentation and assist mourners.	Staff are available.	
c. External speakers/screens are provided for particularly well attended services so that all the mourners can participate in the service.	Yes	External speakers/screens are mounted in the waiting area, beneath porte cochere or on external walls to enable gathered mourners to participate in service.	External speakers/screens are available.	
d. The chapel is welcoming to visitors.	Yes	The entrance door is open, member of staff is visible, music is playing.	The chapel is welcoming.	
e. The flow of mourners through the chapel and ground is designed and managed to prevent conveyor-belt feeling.	Yes	There is a separate entrance and exit to chapel and/or mourners do not mix with other services through the use of suitable screening.	The layout prevents conveyor belt feeling.	
f. The coffin is received through an appropriate entrance, in accordance with the Code of Cremation Practice (2019) and the associated guidance.	Yes	Staff always present to check I.D., the entrance is clearly a 'public space', well maintained and decorated to a suitable standard.	The coffin is received through an appropriate entrance.	
g. The chapel is clean, tidy and comfortable for mourners in terms of lighting and temperature.	Yes	The chapel is clean and tidy with no litter present. Surfaces free of dust, carpets free from stains/marks, no visible wear, committal curtains clean and not faded. Chapel comfortable, not cold or hot, lighting at a level to read service books (Inspector must spend some time sitting in chapel to ascertain temperature and lighting).	Chapel is clean, tidy and comfortable for mourners.	
h. Mourners are able to clearly hear the officiant.	Yes	A dedicated PA system is installed in the chapel, with microphone available for officiants and speakers available throughout the chapel. Inspector to sit in service and ask mourners whether they can hear, if appropriate, is induction loop working?	Mourners can clearly hear the officiant.	
j. A variety of options are available to families for displaying visual tributes.	Yes	Screens are available to display digital media content and/or a table is available for family photos/tributes to be placed and viewed during the ceremony.	A variety of options are available for families to display visual tributes.	

2. Ceremony Facilities (cont)

Indicator	Answer	Evidence	Result	Comments
k. Alternative forms of service are allowed/encouraged, for example local choir, musicians, actors, themed service etc.	Yes	Alternative forms of service are allowed, including musicians, choirs, music and performing arts etc. The crematorium makes facilities available, room to change, and actively participate in coordinating the event.	Alternative forms of services are allowed/encouraged.	
l. The service can be viewed remotely via the internet.	Yes	Webcasting facilities are available to enable the service to be broadcast over the net to mourners who are unable to attend the event.	Webcasting facilities are available.	
m. The crematorium is equipped to deal with large congregations.	Yes	There is an identified overflow area, waiting room and port cochere may be used, areas have audio connection to chapel to enable mourners to take part in the service, staff have an agreed plan to manage large numbers of mourners, including parking.	An overflow area is identified.	
n. Interested groups/individuals are actively encouraged to visit and look around the facilities e.g. health workers, FDs, etc.	Yes	Events are held such as open days; carol concerts and groups/individuals are given escorted tours of crematorium.	Interested groups are facilitated to visit the crematorium.	
o. The chapel is appropriately dressed with floral displays.	Yes	The chapel contains floral displays, they are regularly maintained and changed.	Floral displays in chapel.	
p. The chapel is cleaned/tidied after each service.	Yes	Staff are required to tidy chapel after every service, place service books ready for use, any litter removed, and carpet cleaned if necessary.	Chapel tidied following each service.	
q. Religious symbols in the chapel are removable on request.	Yes	The chapel is a non-denominational space and any religious symbols can either be removed or obscured where requested by families of different/no faith.	Religious symbols can be removed or obscured when requested.	
r. A wheelchair user can sit alongside able-bodied mourners.	Yes	Chapel seating is arranged in such way to allow wheelchairs at the end of a row without making their use obvious to all, allows user to be part of service and not an add on.	Wheelchair can be accommodated	

3. Cremation Facilities

Indicator	Answer	Evidence	Result	Comments
a. The crematory is clean, tidy and walkways are unobstructed.	Yes	The overall general appearance of the crematory area is clean and tidy, no trip hazards, obstructions or clutter to ensure safe, ease of access.	The crematory is clean, tidy and walkways are not obstructed.	
b. The general maintenance of crematory walls, floors and ceiling is in good order.	Yes	A high standard of cleanliness and maintenance of the internal walls and floors is observed.	There is a high standard of cleanliness.	
c. A maintenance contract/agreement in place for the cremation equipment.	Yes	There is a contract in place for the regular maintenance and repair of cremators and ancillary equipment.	There is a maintenance contract in place.	
d. A contingency plan is in place for cremator breakdowns	Yes	A contingency plan exists which includes advising funeral directors, cremations taking place at neighbouring facilities, repairs being carried out in an expedient manner etc.	A contingency plan exists.	
e. There is a cremator log detailing maintenance and any adverse operating events.	Yes	There is a cremator log, which is up to date and includes adverse operating incidents.	There is a cremator log which is up to date.	
f. The crematorium has an Environmental permit issued by the Local Authority (or SEPA in Scotland) in place and there is a clear understanding of this by the staff involved.	Yes	An up to date permit is available for inspection during the visit. Staff, when questioned, are aware of the of its key requirements.	A permit exists, and staff understand its key requirements.	
g. The crematorium made a report to its environmental regulator of its emissions testing within the previous 12 months.	Yes	A copy of the report is available for the inspector to see during the visit.	A copy of the report was available for inspection.	
h. The emissions testing report show all measured parameters are within the prescribed emission limit values.	Yes	A copy of the inspection report from the regulator's last visit is available and this confirms measured parameters are within prescribed limits.	A copy of the report is available and it confirms all emissions are within prescribed limits.	
i. The process to maintain identity of deceased is in place and adhered to, and all staff involved are aware of the importance of the process, how and why it is implemented.	Yes	Documentation exists to identify the deceased and this follows the process through cremation, reduction and storage. Discussions with staff demonstrates they understand the importance of ensuring the identification is maintained throughout the process.	A process of identification exists and staff understand its importance.	
j. The current Code of Cremation Practice is displayed, and staff are aware of its importance.	Yes	A copy of the current Code of Cremation Practice is on display in the crematory, from discussions it is confirmed that staff understand the importance of its requirements.	A copy of the current Code of Cremation Practice is on display and staff understand the importance of its requirements.	

3. Cremation Facilities (cont)

Indicator	Answer	Evidence	Result	Comments
k. A process is in place for ensuring that two people may be available for the charging of coffins when required.	Yes	A risk assessment and method statement are in place setting out the situations when two staff are required for charging, discussions with staff confirms the two-man process is in place and it is followed.	A process is in place for two staff to be available for charging when required.	
l. Metals are recovered after cremation for re-cycling.	Yes	The applicant is given the option to have metals returned to them, if not the metal is collected and is disposed of through a metal recycling scheme.	Cremation form advises applicant of the option to have metal returned or recycled. The crematorium is a member of a recycling scheme.	
m. All Crematorium Technicians are qualified to cremate.	Yes	Discussion with staff confirms that technicians are qualified, either through the FBCA or ICCM.	Technicians are qualified.	
n. Certificates of Proficiency of Crematorium Technicians are displayed.	Yes	Copies of certificates issued by the ICCM or FBCA observed in the crematory.	Certificates on display.	
o. When questioned, the Crematorium Technicians provide appropriate answers to Inspectors service-related questions.	Yes	In discussion with Crematorium Technicians they were able to display a sound understanding of the cremation process and equipment.	Crematorium Technicians demonstrated a sound knowledge of the cremation process and equipment.	
p. Crematorium Technicians have received specific training regarding infant cremations.	Yes	Attendance on a specific course relating to the cremation of babies, provided by the FBCA, ICCM, manufacturer or charity.	The Technicians have undertaken additional training relating to the cremation of babies	The senior operator has a wealth of experience and has adopted good practice for cremation of infants.
q. Access to the crematory is restricted to prevent general access by the public.	Yes	Cremation and the storage of ashes is a sensitive process and general access by the public must be restricted. Discussions with staff and observations confirm access is restricted to staff or individuals with permission through the use of door locks, keypad entrance, signing in etc.	Access is restricted.	
r. Staff working within the crematory are appropriately dressed.	Yes	Staff were observed wearing smart cloths and PPE (For example non-flammable overalls, gloves, visor, safety shoes).	Staff are appropriately dressed.	

3. Cremation Facilities (cont)

Indicator	Answer	Evidence	Result	Comments
s. Cremated remains are stored securely.	Yes	Cremated remains are observed to be stored separately, clearly labelled and in a secure room or cabinet.	Cremated remains are securely stored.	
t. When inspected there is evidence of complete combustion within cremated remains.	Yes	Cremated remains should be observed, if they are white/grey it may be assumed that combustion has been complete. If they contain black carbon particles, this suggests incomplete combustion.	Observations indicated complete combustion.	
u. A system is in place to indicate which remains are to stay, to strew, to inter or to return to applicant.	Yes	Observations of the area where cremated remains are stored to indicate if cremated remains are grouped according to final disposal, which will be confirmed by the identification papers kept with each set of remains. Discussion with staff will further confirm a process is in place.	A process in place to identify the final resting place of cremated remains.	
v. Records are made and retained when cremated remains are released from storage.	Yes	Observation of the process for releasing cremated remains confirms that the removal of the ashes is recorded, dated and signed for either by the applicant or the person acting on behalf of the applicant.	There is a process and documentation in place.	
w. Staff are aware of the definition of cremated remains.	Yes	In discussion with the staff they can confirm that the definition of cremated remains means all the material left in the cremator after a cremation, following the removal of any metal, and any subsequent grinding or other process which is applied to the material.	The staff were aware of the definition of ashes.	
x. There is a process in place when the initial decision for the final disposal of cremated remains is changed.	Yes	Changes always made in writing and confirmed by office, only instructions from office staff accepted. Technician to amend authority to cremate and identification label then amend log and initial changes.	A process exists for recording change of release instructions.	

4. Premises and Facilities

Indicator	Answer	Evidence	Result	Comments
a. The toilets are inspected and cleaned throughout the day as necessary and recorded.	Yes	A regular inspection process is in place and that a visual/olfactory inspection of the toilets confirm that the walls and floors are clean, urinals and pans are clean, and that toilet paper, soap and hand drying facilities are available.	A process for regular cleaning is in place, the toilets were clean, tidy and well stocked.	
b. A wheelchair is available on request.	Yes	A wheelchair is available to assist elderly and/or disabled visitors.	A wheelchair is available.	
c. Fire exits are marked, and an evacuation plan is in place.	Yes	Fire escape signs are erected over exit doors, assembly points are identified, and staff have regular evacuation drills.	Exit signs are clear, assembly points are identified, and evacuation drills are regularly undertaken.	
d. A defibrillator is available on site.	Yes	A defibrillator is available on site, where families are under great stress and many are already ill.	A defibrillator is available on site.	
e. A private interview room is available on site.	Yes	A private interview room is available on site where visitors can meet with crematorium staff in private. It should be suitably furnished.	A private interview room is available.	
f. The interiors of public buildings are well maintained.	Yes	The interior of the building is well presented, high standards of maintenance throughout, regularly decorated, all lights working, clean carpets and curtains.	The interior of the building is well presented.	
g. The exterior of all buildings are well maintained.	Yes	All buildings are in good condition, regularly maintained and decorated.	The external part of buildings is well maintained.	
h. The approach to the Crematorium is well signposted.	Yes	Road signs indicate the direction to the crematorium from the nearest 'A' road and onwards to the crematorium. The entrance is clearly signed from a reasonable distance away.	The approach to the crematorium is well signposted.	
i. On entry, signage for key facilities in the crematorium is highly visible and easy to follow.	Yes	Signage to the car park/office/chapel/toilets key facilities within the crematorium is highly visible and easy for visitors to follow.	Signage for key facilities is highly visible and easy to follow	
j. There is adequate parking.	Yes	There is a minimum of 30 car parking spaces with an overspill area available if required.	There is sufficient parking.	

4. Premises and Facilities (cont)

Indicator ▾	Answer	Evidence	Result	Comments
k. Easy access car parking bays are available.	Yes	Easy access car parking bays are available for disabled visitors to the crematorium.	Easy access car parking bays are available.	
l. A waiting room is available.	Yes	A waiting room is available for visitors who arrive before the service commences.	A waiting room is available.	
m. The funeral flower area is adequate for the volume of cremations.	Yes	The space available is sufficient to accommodate all the floral tributes arising from the number of services per day and per week.	There is sufficient space.	
n. There is a sign informing families how long flowers will remain following the service.	Yes	There are signs informing the bereaved how long floral tributes will remain in position following the service, in order that they may know how long they have to view/remove them.	There is/are sign/s in place.	
o. There is a process to ensure that advice is received on DDA issues.	Yes	A process exists for receiving advice on DDA issues, either internally or from a specialist external company.	A process to obtain DDA advice is in place.	
p. There is a process to ensure that Health and Safety issues are managed?	Yes	A process exists for receiving advice on Health and Safety issues, either internally or from a specialist external company.	A process to obtain Health and Safety advice is in place.	
q. A memorial inspection programme is in place.	Yes	A risk based memorial inspection process is in place. Recording memorials which pose a hazard and ensuring actions are taken to mitigate the threat.	A memorial inspection programme is in place.	

5. Grounds and Memorialisation

Indicator ▾	Answer	Evidence	Result	Comments
a. The crematorium grounds and cemetery/cemeteries (where applicable) are well maintained.	Yes	A good standard of maintenance exists throughout the grounds, lawns are regularly cut, beds are regularly weeded, trees and shrubs are pruned, and litter is removed.	A good standard of maintenance exists.	
b. Enough suitably located taps are available.	Yes	Taps are available throughout the grounds and are in working order.	Enough working taps are available.	
c. There are enough litter bins available and well-maintained.	Yes	There are several litter bins sited throughout the grounds to enable visitors to dispose of floral tributes, wrapping etc. These should be well-maintained and not 'overflowing'.	There are enough litter bins.	
d. There is a range of memorials available.	Yes	A range of memorials are available, offering different formats and a variety of prices to be accessible to a wide range of families.	A range of memorials is available.	
e. Applicants for cremation are provided with information on the range of memorials available/permitted.	Yes	Applicants are provided with detailed and transparent information on the range, cost and conditions relating to memorials available/permitted. Information is also available online.	Information on the range of memorials available/permitted is provided to applicants.	
f. There are a variety of locations for the laying to rest.	Yes	There are a variety of locations for the scattering/interment of ashes. For example, gardens of remembrance, graves, columbaria etc.	There are a variety of locations for scattering/interment of ashes.	
g. There is an area specifically dedicated for memorials for babies and children.	Yes	An area dedicated for scattering and/or interment of babies and children has been set aside.	A dedicated area exists.	
h. A policy exists for the management of floral tributes managed in the grounds and around memorials.	Yes	A policy has been adopted for the management of floral tributes in the grounds, which recognises the need to manage the desire of the bereaved to place tributes with the need to maintain the overall tidiness of the site. In addition, specific areas are set aside for placing floral tributes in communal areas.	A policy exists for the management of floral tributes.	

6. Service and Staff

Indicator ^	Answer	Evidence	Result	Comments
a. Staff are identifiable/smartly presented.	Yes	It is important that staff give a professional first impression, all staff must be smartly dressed. Staff must be approachable and be welcoming.	Staff were identifiable and smartly presented.	
b. Refreshment facilities are available for visitors.	Yes	Hot and/or cold drinks are available for visitors.	Hot and/or cold drinks are available.	
c. Chapel times are routinely a minimum of 40 minutes.	No		Service times were routinely less than 40 minutes.	
d. A longer service time is available on request.	Yes	If a longer service time is required, this can be accommodated either by providing longer times or allowing a second time to be booked back to back.	A longer service time is available.	
e. Where provided, the Book of Remembrance is open every day of the year.	Yes	Access to the Book of Remembrance is available 365 days a year.	Access is available throughout the year.	
f. The pages of the Book of Remembrance can be turned on request.	Yes	The pages of the Book of Remembrance can be turned to enable individuals to view an entry when they cannot visit on the day of the anniversary.	The pages of the Book of Remembrance can be turned on request.	
g. The bereaved family can choose a scattering location.	Yes	The applicant is advised of the scattering locations available and can choose a specific location.	A specific location can be chosen for the scattering of cremated remains.	
h. The family can witness the scattering of cremated remains.	Yes	If the family wish to witness the scattering of cremated remains an appointment can be made for them to attend.	The family can witness the scattering of cremated remains.	
i. If necessary, the family can collect cremated remains on the day of the cremation.	Yes	If the family, through their funeral director, advise the crematorium of their desire to collect cremated remains on the day of cremation, this can be arranged.	Arrangements can be made for cremated remains to be removed on the day of the cremation.	

6. Service and Staff (Cont)

Indicator ^	Answer	Evidence	Result	Comments
k. There is a process in place for dealing with customer/client feedback and complaints.	Yes	Feedback from service users, both positive and negative, is an important tool for ensuring the service reflect the needs of users. Feedback must be dealt with in a sympathetic and timely manner.	A process is in place for dealing with feedback and complaints.	
l. A process is in place which allows for consultation with Funeral Directors.	Yes	Regular meetings are held with Funeral Directors to discuss service delivery and support the development of a positive working relationship for the benefit of the bereaved.	Regular meetings take place with funeral directors.	Also survey of funeral directors seeking opinion.
m. The website is user friendly.	Yes	The website for the crematorium is easy to access and not 'lost' within a larger site, for example within the local authority or company site. The site should allow navigation with 4/5 'clicks'.	The website is user friendly.	
n. The website is transparent and provides sufficiently detailed information.	Yes	Amongst the information on the website there is contact details, pricing, location of crematorium, services provided and electronic payment.	The website is transparent and provides sufficient detailed information.	
o. The service generates a surplus on the budget, part of which is reinvested directly back into the service.	Yes	The service generates a surplus on its annual budget, a portion of which is used to reinvest in the crematorium and service.	A portion of the surplus is reinvested into the crematorium.	

Scores by Section				
Section	Your Score	Max Score	Your Score %	Industry Average %
1. Cremation Administration	30	30	100	100
2. Ceremony Facilities	75	75	100	98
3. Cremation Facilities	30	30	100	98
4. Premises and Facilities	80	80	100	98
5. Grounds and Memorialisation	40	40	100	97
6. Service and Staff	66	70	94	98
Your Scores	321	325	99	98

**Central Durham Crematorium Joint
Committee**

27 January 2021

**Financial Monitoring Report – Position
at 31/12/20, with Projected Revenue and
Capital Outturn at 31/03/21**



Joint Report of

**Alan Patrickson, Corporate Director of Neighbourhoods and
Climate Change**

**Paul Darby, Interim Corporate Director of Resources and Treasurer
to the Joint Committee**

Electoral division(s) affected:

Countywide

Purpose of the Report

- 1 This report provides members of the Central Durham Crematorium Joint Committee with details of the provisional outturn position for 2020/21 and the projected level of reserves and balances at 31 March 2021.

Executive summary

- 2 This report sets out details of income and expenditure in the period 1 April 2020 to 31 December 2020, together with a forecast revenue and capital outturn position for 2020/21, highlighting areas of over / underspends against the approved budgets at a service expenditure analysis level.
- 3 The report also details the funds and reserves of the Joint Committee at 1 April 2020 and forecast final position at 31 March 2021, taking into account expenditure to date and forecasts to the year end.
- 4 The projected revenue outturn is a surplus (before transfers to reserves and distribution of surpluses to the partner authorities) of £978,197 against a budgeted surplus of £761,132, £217,065 more than the budgeted position.
- 5 Contributions to earmarked reserves are forecast as £275,287 more than originally budgeted, due mainly to additional cremation income.

- 6 In line with the CDCJC Reserve Policy to maintain a General Reserve of 30% of the income budget, a transfer to the General Reserve of £20,100 is required. This results in a net transfer to the Major Capital Works Reserve of £185,519 in year.
- 7 The retained reserves of the CDCJC at 31 March 2021 are forecast to be £1,546,351 along with a General Reserve of £517,770, giving a forecast total reserves and balances position of £2,064,121 at the year end.

Recommendation(s)

- 8 It is recommended that Members note the April to December 2020 financial monitoring report and associated provisional revenue and capital outturn positions at 31 March 2021, including the projected year position with regards to the reserves and balances of the Joint Committee.

Background

- 9 Scrutinising the financial performance of the Central Durham Crematorium is a key role of the Joint Committee. Regular (quarterly) budgetary control reports are prepared by the Treasurer and aim to present, in a user friendly format, the financial performance in the year to date together with a forward projection to the year end. Routine reporting and consideration of financial performance is a key component of the Governance Arrangements of the Central Durham Crematorium

Financial Performance

- 10 Budgetary control reports, incorporating outturn projections, are considered by Neighbourhoods and Climate Change Management Team on a quarterly basis. The County Council's Corporate Management Team also considers regular budgetary control reports, with quarterly reports being considered by Cabinet / Overview and Scrutiny Committee. The outturn projections for the Central Durham Crematorium are included within this report.
- 11 The figures contained within this report have been extracted from the General Ledger and have been scrutinised and supplemented with information supplied by the Bereavement Services Manager. The following table highlights the provisional revenue outturn financial performance of the Central Durham Crematorium.

Subjective Analysis (Type of Expenditure)	Base Budget 2020/21 £	Year to Date Actual April – December £	Forecast Outturn 2020/21 £	Variance Over/ (Under) £
Employees	285,430	225,955	316,103	30,673
Premises	277,255	210,563	323,543	46,288
Transport	2,800	2,378	3,496	696
Supplies & Services	136,051	118,933	162,559	26,508
Agency & Contracted	9,184	6,681	11,613	2,429
Capital Charges	213,738	3,533	213,738	0
Central Support Costs	40,310	40,310	40,310	0
Gross Expenditure	964,768	608,353	1,071,362	106,594
Income	(1,725,900)	(1,510,242)	(2,049,558)	(323,658)
Net Income	(761,132)	(901,889)	(978,197)	(217,065)
Transfer to / (from) Reserves				
- Masterplan Memorial Garden	5,000	0	5,000	0
- Major Capital Works	91,632	0	308,697	217,065
- Cremator Reline Reserve	25,000	0	25,000	0
- Small Plant	2,000	0	2,000	0
Distributable Surplus	(637,500)	0	(637,500)	0
80% Durham County Council	510,000	255,000	510,000	0
20% Spennymoor Town Council	127,500	63,750	127,500	0

Central Durham Crematorium Earmarked Reserves	Balance @ 1 April 2020 £	Transfers to Reserve £	Transfers From Reserve £	Balance @ 31 March 2021 £
General Reserve	(497,670)	(576,350)	556,250	(517,770)
Masterplan Memorial Garden	(66,250)	(5,000)	0	(71,250)
Major Capital Works	(1,147,423)	(308,697)	123,178	(1,332,941)
Cremator Reline Reserve	(107,755)	(25,000)	0	(132,755)
Small Plant	(7,405)	(2,000)	0	(9,405)
Total	(1,826,503)	(917,047)	679,428	(2,064,121)

Explanation of Significant Variances between Original Budget and Forecast Outturn

- 12 As can be seen from the table above, the projected revenue outturn is indicating a surplus (before transfers to reserves and distribution of surpluses to the partner authorities) of of £978,197 against a budgeted surplus of £761,132, £217,065 more than the budgeted position.
- 13 The following section outlines the reasons for any significant budget variances by subjective analysis (type of expenditure) area:

13.1 *Employees*

The outturn shows a forecast overspend of **£30,673**, in relation to employee costs. The reasons for this are identified below:

- Staffing costs are projected to overspend by **£30,373** due to Covid-19 redeployment, overtime and training costs.

13.2 *Premises*

The outturn shows a forecast overspend of **£46,288** in relation to premises costs. The reasons for this are identified below:

- One off SAMP budgets relating to the new viewing screens, new catafalque and memorial trees are forecast to underspend by **(£2,845)**.
- Cremator repairs are forecast to overspend by **£51,000** due to the heat exchanger cooling cassettes having to be replaced on Cremator 3, following a routine service and repairs to damaged flue ducts.
- Mortuary refrigerator packs are overspent by **£1,648** due to Covid-19.
- Cremator servicing, grounds maintenance and building maintenance is forecast to be underspent by **(£3,515)**.

13.3 *Supplies and Services*

The outturn shows a forecast overspend of **£26,508** in relation to supplies and services costs. The reasons for this are identified below:

- Due to the projected increase in cremations (highlighted later within the income section of the report), medical referee expenditure is projected to overspend by **£13,913**.
- Purchasing of webcasts is forecast to overspend by **£22,000** due to the free provision until November 20.

- Other general office costs such as purchase of urns, subscriptions and vending machines are expected to underspend by **(£7,905)**.
- The conference and seminars budget will underspend by **(£1,500)** due to the cancellation of the annual conference.

13.4 Income

An increase in income of **(£323,658)** from the 2020/21 budget is included within the outturn forecasts. The reasons for this are identified below:

- The outturn includes an increase of 525 cremations compared to the budget, totalling increased income to budget of **(£344,440)**. The outturn allows for a total of 2,725 cremations against a budgeted 2,200 during 2020/21.
- Miscellaneous sales and Book of Remembrance entries are expected to be higher than budget resulting in additional income of **(£8,468)**.
- Sale of urns is forecast to underachieve by **£16,000**. It was agreed at the January 2020 meeting to increase the cost of urns to £10 and to sell them with every cremation, however this has not yet commenced.
- Organ fee income is forecast to be **£1,250** underachieved as the organ is not currently permitted to be used due to Covid-19.
- Interest received is forecast to be underachieved by **£12,000** as the bank accounts are not accruing any interest due to the current interest rate of 0.1%.

14 Capital Programme

The following table highlights the capital outturn of the Central Durham Crematorium:

	Base Budget 2020/21 £	Revised Budget 2020/21 £	Year to Date Actual April - Dec £	Forecast Outturn 2020/21 £	Variance to Revised Budget Over/ (Under) £
Redevelopment Works					
Carry out energy improvement works	0	0	5,769	5,769	5,769
Office accommodation improvements	0	25,503	12,309	12,309	(13,194)
Improvements to roadway	0	7,473	0	0	(7,473)
Replacement of chapel dome	20,000	20,000	0	20,000	0
Re-lining of 2 cremators	71,300	71,300	0	0	(71,300)
Enlarging of cremator 1	70,000	70,000	0	65,000	(5,000)
Total	161,300	194,276	18,078	103,078	(91,198)

The majority of the energy improvement works were carried out in 2019/20 and the costs in the current year relate to unbudgeted final account claims.

The office accommodation improvements were included in the 2019/20 budget but the works were not completed by the year end so the budgets were carried forward into the current year. The improvements have now been completed with an underspend of £13,194.

The roadway improvements were included in the 2019/20 budget but the works were not completed so the remaining budget was carried forward into the current year. However, the budget will not be spent in the current year and a larger project to widen the access road and gates has been included in the 2021/22 SAMP.

The re-lining of the cremators will not be completed in the current year and instead will be completed in 2021/22. All other work is expected to be completed in the current financial year and within budget.

The cost of the Redevelopment Works is being financed from the Major Capital Works reserve.

15 Earmarked Reserves

Contributions to earmarked reserves are forecast as £275,287 more than originally budgeted, due mainly to the additional cremation income.

In line with the CDCJC Reserve Policy to maintain a General Reserve of 30% of the income budget, a transfer to the General Reserve of £20,100 is required. This results in a net transfer to the Major Capital Works Reserve of £185,519.

The retained reserves of the CDCJC at 31 March 2021 are forecast to be £1,546,351 along with a General Reserve of £517,770, giving a forecast total reserves and balances position of £2,064,121 at the year end.

Author(s): Philip Curran	Tel: 03000 261967
Ed Thompson	Tel: 03000 263481

Appendix 1: Implications

Legal Implications

The outturn proposals contained within this report have been prepared in accordance with standard accounting policies and procedures.

Finance

Full details of the year to date and projected outturn financial performance of the Central Durham Crematorium are included within the body of the report.

Consultation

None. However, Officers of Spennymoor Town Council were provided with a copy of the report and given opportunity to comments / raise any detailed queries on the contents of this report in advance of circulation to members of the CDCJC.

Equality and Diversity / Public Sector Equality Duty

None.

Climate Change

None.

Human Rights

None.

Crime and Disorder

None.

Staffing

None.

Accommodation

None.

Risk

The figures contained within this report have been extracted from the General Ledger and have been scrutinised and supplemented with information supplied by the Bereavement Services Manager. The projected outturn has been produced taking into consideration the spend to date, trend data and market intelligence, and includes an element of prudence. This, together with the information supplied by the Bereavement Services Manager, should mitigate the risks associated with achievement of the forecast outturn position.

Procurement

None.

Central Durham Crematorium Joint Committee

27 January 2021

Provision of Support Services 2021/22



Joint Report of

Alan Patrickson, Corporate Director of Neighbourhoods and Climate Change

Paul Darby, Interim Corporate Director of Resources and Treasurer to the Joint Committee

Electoral division(s) affected:

Countywide

Purpose of the Report

- 1 To present for approval a proposed Service Level Agreement (SLA) for Support Service provision by Durham County Council to the Central Durham Crematorium Joint Committee for the period April 2021 to March 2022.

Executive Summary

- 2 A formal Service Level Agreement for Support Services provided by Durham County Council to the Central Durham Crematorium Joint Committee has been considered and approved by the Joint Committee for the past eight years. As part of the budget setting for 2021/22, Members are now requested to consider the forthcoming years Support Services requirement.
- 3 This report sets out details of the proposed SLA for the period 1 April 2021 to 31 March 2022 to cover the following functions:
 - Management Services
 - Financial Services
 - Administration Services
 - Payroll Services
 - Human Resources Services.

Recommendation(s)

- 4 It is recommended that members consider and approve the Service Level Agreement attached at Appendix 2 (including relevant schedule) for the year 2021/22.

Service Level Agreement (SLA)

- 5 The SLA established for the provision of Support Service functions to the Joint Committee provides a commitment for both parties over the medium term. This includes the provision of management advice and attendance at Joint Committee meetings by the Head of Finance and Transactional Services, in addition to Accountancy, HR, Payroll and Administration Services.
- 6 The proposed SLA, attached at Appendix 2, has been developed in consultation with the Head of Finance and Transactional Services under the delegated responsibility of the Treasurer to the Joint Committee and reflects the nature of the current partnership, the services to be provided, the period of agreement and total estimated annual budget.
- 7 As in previous years, all work carried out directly on behalf of the Joint Committee will be recharged and the resultant budget requirement for Support Services is set out in the SLA. Details of all work to be carried out will be itemised so that costs are more transparent.
- 8 The proposed SLA considers the proportion of time spent by key staff undertaking the requirements of the Joint Committee. The proposed charge for 2021/22 is £34,315 (a 1.5% increase on the recharges levied in 2020/21). The applicable fee takes into consideration the impact of pay and price inflation.
- 9 The Support Service SLA is attached at Appendix 2 for consideration and approval by Members. Schedule 1 to the Appendix, as attached, provides a more detailed breakdown of the following functions and responsibilities:

Management Services

- Overall Support Service Management and attendance at Joint Committee Meetings.

Financial Services

- Preparation and Production of Revenue and Capital Budgets
- Budget Monitoring and Guidance
- Preparation and Production of the Joint Committees Annual Return
- Review of the Effectiveness of Internal Audit
- Creditor payments and day to day cash flow management
- Financial Appraisals and budget monitoring of Service Asset Management Plan works.

Administration Services

- Committee and Secretarial services including the remit of Clerk to the Joint Committee (providing advice and guidance to Members).

Payroll Services

- Employee crematorium salary processing.

Human Resources Services

- Provision of Health & Safety advice and guidance in compliance with relevant Health and Safety legislation
- Management and co-ordination of arrangements regarding employee relations and interaction with trade union officials
- Delivery and facilitation of staff training, recruitment and selection processes.

Author(s): Philip Curran

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APPENDIX 1: Implications

Legal Implications

The services outlined within this report will be provided in accordance with the guidelines and legislation relevant to each function.

Finance

With the approval of a service level agreement costs in respect of the support service will be agreed in advance for the forthcoming year (subject to any agreed inflationary increase) and will cover a number of specified functions. This means that the cost of the service is more transparent and the committee has more control over the work areas covered. Details of how costs will be factored into the Joint Committee budget and how they will be recharged are shown in the Service Level Agreement.

Consultation

None. However, Officers of Spennymoor Town Council were provided with a copy of the report and given opportunity to comment / raise any detailed queries on the contents of this report in advance of circulation to members of the CDCJC.

Equality and Diversity / Public Sector Impact Duty

There are no Equality and Diversity implications associated with this report.

Climate Change

None.

Human Rights

There are no Human Rights implications associated with this report.

Crime and Disorder

There are no Crime and Disorder implications associated with this report.

Staffing

There are no staffing implications associated with this report. All staff are provided from within the various functional areas of Durham County Council.

Accommodation

There are no Accommodation implications associated with this report.

Risk

Many tasks considered within the SLA must be completed within statutory deadlines and in line with changing guidance. By ensuring such tasks are delivered by staff who are appropriately experienced, qualified and competent and who receive adequate training and supervision, any relative risk will be minimised.

Procurement

None.

APPENDIX 2



Service Level Agreement

for the provision of Support Services to

CENTRAL DURHAM CREMATORIUM JOINT COMMITTEE

AGREEMENT FOR THE PROVISION OF SUPPORT SERVICES

THIS AGREEMENT is made the [27th] of [January] **two thousand and twenty one**
BETWEEN DURHAM COUNTY COUNCIL (“the Council”) and **CENTRAL DURHAM**
CREMATORIUM JOINT COMMITTEE (“the Partnership”)

1. PROVISION OF SERVICES

- 1.1. The Central Durham Crematorium Joint Committee engages the Council to provide Support Services as set out in Schedule 1 and in return for the payments as set out in Schedule 2.

2. DURATION

- 2.1. This agreement will be effective 1 April 2021 and will continue until 31 March 2022 (“the Term”)

3. THE COUNCIL’S OBLIGATIONS

3.1. Services

- 3.1.1. The scope of the Support Services available to the Central Durham Crematorium Joint Committee is summarised in Schedule 1.

- 3.1.2. The Council will provide Support Services with all reasonable skill and care and in compliance with:

- The Accounts and Audit Regulations 2003 as amended by The Accounts and Audit (Amendment) (England) Regulations 2006, 2011 (Regulations)
- The Code of Practice on Local Authority Accounting in the United Kingdom
- All other relevant CIPFA guidelines, best professional practice and legislation
- The Local Government Act 2000 and other associated legislation
- All appropriate Employee and Health and Safety legislation
- The Joint Committee’s relevant policies, rules, standing orders, procedures and standards. (These are the policies, rules, standing orders, procedures and standards of Durham County Council adopted by the Central Durham Crematorium Joint Committee)
- The terms and conditions of this agreement.

- 3.1.3. To ensure that the Services are delivered by such staff who are appropriately experienced qualified and competent and who receive adequate training and supervision.

- 3.1.4. To submit to the Joint Committee, a reconciliation of the charges for services provided during the year to be recharged to the Joint Committee in accordance with Schedule 2.

3.2. Accommodation

- 3.2.1. To provide at its own cost its own office accommodation, administrative support and services as may be necessary for the provision of Support Services.

3.3. Insurance

- 3.3.1. To ensure that adequate insurance cover is affected and maintained in respect of any property held by it for the purposes of this agreement, employee liability, public liability and liability for professional negligence.

4. THE JOINT COMMITTEE'S OBLIGATIONS

4.1. Support Services Fee Provision

- 4.1.1. To make available such Support Services provision as set out in Schedule 2 for the provision of agreed services for the year 2021/22 notwithstanding the contents of Schedule 2, the Support Services provision will be the subject of regular review and agreement by both parties as part of the Joint Committee's normal budget timetable. Final confirmation of the Support Services provision must be agreed no later than the 31 January in each year.
- 4.1.2. Both parties intend that the annual Support Services fee provision will be set at such a level as to cover the costs incurred by the Council in delivering the Central Support Functions. An indicative annual budget and time allocated to each of these areas as at the date of this agreement has been used to set the fees in Schedule 2.
- 4.1.3. The parties agree that, without affecting the annual Support Services fee provision and the principles set out in Schedule 2, at the Joint Committee's request;
- The percentage split between the service elements to be provided can be varied up to 10% provided always that the maximum number of days per element specified in Schedule 2 is not exceeded.
 - Crematorium Joint Committee being satisfied that any such changes will not have an adverse impact on the delivery of the service provision.
- 4.1.4. The parties agree that all variations, other than those referred to in the clause 4.1.3 above, require the expressed written consent of both parties.
- 4.1.5. To pay the Council annually the payments as set out in Schedule 2. The payment principles set out in Schedule 2 will apply for the purposes of determining the payments paid to the Council by the Joint Committee.

4.2. Service Delivery

4.2.1. The Joint Committee is required to make arrangements for:

Allowing Council staff access to the Joint Committee's business premises if necessary at reasonable times for the provision of the Support Services.

4.2.1.1. The provision of suitable accommodation for the use of the Support Services on the Joint Committee's business premises, at its own cost, as may be necessary.

4.2.1.2. Agreed adherence to Durham County Council's Members Code of Conduct and Constitution.

4.2.1.3. Allowing Council staff access to all relevant assets, records (including those belonging to third parties, subject to the Joint Committee having lawful authority to do so) documents, correspondence, electronic files, software and other systems as may be necessary for the provision of the Service.

4.2.1.4. Allowing and facilitating where necessary direct access by the Head of Finance and Transactional Services / Principal Accountant: Environmental Services, to the Chair of the Joint Committee and the Treasurer (or his nominated representative) for the purpose of delivering the relevant services.

4.2.1.5. Approving the Joint Committees Annual Return, Annual Governance Statement, Revenue and Capital Budgets and all other Financial Reports.

4.2.1.6. Taking whatever action it considers necessary as a result of issues highlighted by the Head of Finance and Transactional Services.

5. MANAGEMENT OF THE SERVICE

5.1. The Head of Finance and Transactional Services is responsible for the overall management and delivery of the support service functions and will (under delegated responsibility) in practice fulfil the role of the Treasurer for the Joint Committee. Any queries arising from financial and other relevant reports and any general day to day enquiries about the service should be addressed to the Head of Finance and Transactional Services.

- In person at Durham County Council, County Hall, Durham
- E-mail: philip.curran@durham.gov.uk
- Telephone 03000 261967

5.2. The Head of Finance and Transactional Services will report to the Corporate Director of Neighbourhoods & Climate Change and to the Corporate Director of Resources and Treasurer to the Joint Committee and to the Central Durham Crematorium Joint Committee.

- 5.3. The Head of Finance and Transactional Services and the Bereavement Services Manager will meet periodically to review performance on delivering agreed services and agree any changes to the delivery of the Service. Such meetings may be attended by other such persons as either party may wish.
- 5.4. The Interim Corporate Director of Resources at the Council is ultimately responsible for the performance and effectiveness of services provided to the Joint Committee under this agreement. Any issues concerning any aspect of the delivery of the service or terms of this agreement that can not be satisfactorily resolved with Head of Finance and Transactional Services should be referred to the Council's Interim Corporate Director: Resources.

Contact details are:

Paul Darby, Interim Corporate Director: Resources
Durham County Council,
County Hall, Durham
E-mail: paul.darby@durham.gov.uk
Telephone 03000 261930

- 5.5 The Principal Accountant: Environmental Services (under delegated responsibility) will meet with the Bereavement Services Manager each financial year to consider the support service fee for the following financial year. Such meetings will be scheduled in line with the Joint Committee's annual budget setting timetable (final confirmation of the support service fee provision must be agreed no later than the 15 January in each year) and be attended by such other persons as either party may wish.
- 5.6 The Bereavement Services Manager is responsible for ensuring:
- Responses to reports are received within timescales specified.
 - Information is provided to substantiate the implementation of any recommendations when requested.
 - Co-operation with Support Services staff when required.
 - Timely contact with the Head of Finance and Transactional Services / Principal Accountant : Environmental Services.
 - Compliance with relevant Codes of Conduct and Durham County Council Policies and Procedures.

6. INFORMATION AND CONFIDENTIALITY

- 6.1 Each party will provide all information within its control necessary to enable the other to discharge its obligations under this agreement.
- 6.2 Neither party shall, without the written consent of the other party, make use of for its own purposes or disclose or allow to be disclosed to any person, (except as may be required by law or by an authorised body in evaluating

the work undertaken e.g. external audit), this Agreement or any material connected with it.

7. DATA PROTECTION AND FREEDOM OF INFORMATION

7.1. Each party will:

7.1.1. Comply with the Data Protection Act 1998

Maintain the confidentiality of personal data to which it has authorised access under the terms of this Agreement.

Take reasonable technical and organisational measures against the unauthorised or unlawful processing of personal data and against the accidental loss or destruction of or damage to personal data (including adequate back up procedures and disaster recovery systems).

Provide such assistance and/or information reasonably required by the other in connection with any requests for information received by that party under the Freedom of Information Act 2000.

8. TERMINATION

8.1 Either party may terminate the agreement before the 1 April 2021 by giving the other not less than 3 months prior written notice.

9. VARIATION

9.1. The terms of this agreement may only be varied by written agreement signed by both parties

AS WITNESSED

Signed by:.....

Duly authorised for and on behalf of **DURHAM COUNTY COUNCIL**

Date

Signed by:.....

Duly authorised for and on behalf of the

CENTRAL DURHAM CREMATORIUM JOINT COMMITTEE.

Date

Schedule 1

The following Support Services will be provided.

Management Services

1. Monitoring and reporting of progress made in the delivery of agreed services to the Central Durham Crematorium Joint Committee.
2. Report review and presentation of all Financial and other Support Services reports to the Joint Committee.

Financial Services

3. Preparation and Production of the Annual Revenue and Capital Budgets for approval by the Central Durham Crematorium Joint Committee.
4. Review and setting of the Annual Fees and Charges taking into consideration inflationary pressures; the potential impact of competition in terms of price and quality; trends in demand; results of customer surveys; budget targets; cost structure implications; impact on other service areas; alternative more effective charging structures and proposals for targeted promotions etc.
5. Revenue and Capital Budget Monitoring including the provision of sound financial advice.
6. Preparation of Monthly Payroll, Bank, Debtor and Creditor Reconciliations.
7. Timely processing and payment of all Central Durham Crematorium Joint Committee purchase order and direct invoices in line with BVPI 8 Regulations and Durham County Council payment terms via the SAGE system.
8. Financial Appraisals and budget monitoring of Service Asset Management Plan works.
9. Production of the Joint Committees Annual Return for the Central Durham Crematorium Joint Committee and liaison with External Audit.

Payroll Services

10. Monthly processing of all directly employed Central Durham Crematorium employee salaries and allowances.

Human Resources

11. Provision of Health and Safety Advice and guidance in compliance with the relevant Health and Safety guidelines and legislation.
12. Management and co-ordination of arrangements regarding employee relations and interaction with trade union officials.

13. Delivery and facilitation of the staff training, recruitment and selection processes.

Administration

14. Distribution of Joint Committee Papers (including electronic distribution).

15. Provision of Committee and Secretarial Services including the remit of the Clerk (providing advice and guidance on the constitutional issues and protocols) to the Joint Committee and processing any follow up requirements as appropriate.

16. Maintenance of Committee minutes and Indexing.

Advice

17. Provision of help and advice to the Bereavement Services Manager, other officers and nominated members of the Central Durham Crematorium Joint Committee on all Financial, and other Support Service function matters.

BUDGET SCHEDULE

Support Service Area	2021/22
Management	
Attendance at Joint Committee Meetings	
Report Review and overall Management	
	6,760
Financial Services	
Budget Preparation including fees and charges setting	
Budget Monitoring including monthly reconciliations	
Review of the Effectiveness of Internal Audit	
Production of the Annual Return (including liaison with External Audit)	
Financial Appraisals	
	19,320
Payroll Services	
Employee payroll processing	350
Human Resources	
Health and Safety support and guidance	
Employee relations and interaction with trade unions	
Training and development facilitation	
	2,695
Administration	
Distribution of Committee Papers	
Committee and Secretarial Services	
Minute maintenance and indexing	
	5,190
Total	34,315

BASIS OF CHARGE

1. Charges in respect of the period 1 April 2021 to 31 March 2022 will be recharged to the Joint Committee using the existing methodology.
2. This SLA charge is in addition to the fixed term Audit SLA previously approved by Members on 27 September 2019 at a fixed price of £6,670 for 2021/22.

In overall terms the Support Service charge represents 1.9% of the gross turnover of the Joint Committee.

**Central Durham Crematorium Joint
Committee**

27 January 2021

Fees and Charges 2021/22



Joint Report of

**Alan Patrickson, Corporate Director of Neighbourhoods and
Climate Change**

**Paul Darby, Interim Corporate Director of Resources and Treasurer
to the Joint Committee**

Electoral division(s) affected:

Countywide

Purpose of the Report

- 1 This report sets out details of the proposed fees and charges for the Central Durham Crematorium for 2021/22.

Executive summary

- 2 In reviewing existing charges or setting new charges, inflationary pressures; the potential impact of competition in terms of price and quality; trends in demand; results of customer surveys; budget targets; cost structure implications; impact on other service areas; alternative more effective charging structures and proposals for targeted promotions etc need to be fully taken into consideration.
- 3 Members of the Joint Committee will recall that following Local Government Review in 2009 the fees and charges at the Central Durham Crematorium were harmonised with the charges at Mountsett Crematorium. The cremation fees and charges were increased in 2020/21 by £20 (2.9%).

Recommendation(s)

- 4 It is recommended that members of the Joint Committee note and approve the proposed fees and charges at Appendix 2 effective from 1 April 2021, which seeks to increase cremation charges by £20 (2.8%) per cremation from £720 to £740.
- 5 It is recommended that the proposed fees and charges are incorporated into the 2021/22 budget.

Fees and Charges 2021/22

- 6 The inflationary and cost pressures facing the crematorium, along with the views of the Bereavement Services Manager with regards to the local market, customer impact from any proposed increase and benchmarking data on the charges levied in other neighbouring facilities, plus the fact that the crematorium has recently undertaken major redevelopments are key factors in considering any increases for 2021/22.
- 7 The projected number of cremations in 2020/21 is 2,725 which will be 375 more than the 2,350 cremations delivered in 2019/20 and 525 more than the budgeted position of 2,200. The significant year on year variances relate to increased cremation numbers in April, May and June 2020 due to Covid-19. For 2021/22 budget setting purposes it has been assumed there will be 2,200 cremations next year. This is a prudent forecast.
- 8 The current 2020/21 fees and charges for crematoria across the region, including the average charges levied is attached at Appendix 3, which indicates an average cremation fee of £821 (inclusive of medical referees fees and environmental surcharge where appropriate). Increasing the current charges by £20 will mean that the total cremation fees levied for the Central Durham Crematorium in 2021/22 (inclusive of medical referee fees) will increase to £740, which is £81 below the average charges currently levied across the region. Modest increases in the last few years have resulted in the Central Durham and Mountsett Crematoria charges remaining the lowest in comparison with all other neighbouring facilities in the region.
- 9 At the October 2020 meeting Members approved a £20 (2.8%) increase to the current crematoria fees and charges for 2021/22 as part of the Budget Strategy for the Joint Committee.
- 10 The table below indicates the extra income that could be received / budgeted with varying levels of assumptions on cremation numbers and fee increases. The £20 increase for 2,200 cremations is budgeted to generate an additional £44,000 income.

No of Cremations	Increase in Fees £				
	£10	£20	£30	£40	£50
2,200	£22,000	£44,000	£66,000	£88,000	£110,000
2,250	£58,500	£81,000	£103,500	£126,000	£148,500
2,300	£95,000	£118,000	£141,000	£164,000	£187,000
2,350	£131,500	£155,000	£178,500	£202,000	£225,500
2,400	£168,000	£192,000	£216,000	£240,000	£264,000
2,450	£204,500	£229,000	£253,500	£278,000	£302,500
2,500	£241,000	£266,000	£291,000	£316,000	£341,000

- 11 In terms of the charging policy for child cremations, it is proposed to retain the NIL fee. Members will see from Appendix 3 that neighbouring crematoria charges range from £0 to £465.

It is proposed to increase the following fees from 2021/22:

- Cremation Services – Off peak and Direct (attended and unattended) increase by £20.
 - Cremation Services – Saturday increase by £30.
 - Mini scatter tube – increase by £2.
- 12 Memorial tree leaves are now available to purchase and it is proposed to introduce a new charge of £100 for the purchase of the memorial (including a 5 year lease) and £75 for a 5 year renewal.
- 13 All other fees and charges at the Crematorium are proposed to remain at the same levels as 2020/21.
- 14 A full schedule of the proposed fees and charges for the Central Durham Crematorium is shown in Appendix 2, with benchmarking comparison data shown in Appendix 3 for Members' information.

Author(s): Philip Curran	Tel: 03000 261967
Ed Thompson	Tel: 03000 263481

Appendix 1: Implications

Legal Implications

None.

Finance

A detailed schedule of the proposed fees and charges for the Central Durham Crematorium is included at Appendix 2. These proposals have been factored into budget proposals for 2021/22.

Consultation

None. However, Officers of Spennymoor Town Council were provided with a copy of the report and given opportunity to comments / raise any detailed queries on the contents of this report in advance of circulation to members of the CDCJC.

Equality and Diversity / Public Sector Equality Duty

The proposals set out in this report are based on a harmonised fees and charges policy with the Mountsett Crematorium and provide equity of treatment / access across County Durham. An equality Impact assessment screening has been undertaken which has revealed no issues.

Climate Change

None.

Human Rights

None.

Crime and Disorder

None.

Staffing

None.

Accommodation

None.

Risk

The sensitive pricing of services is essential to maintain the competitiveness and reputation of the Central Durham Crematorium in the current economic climate. The proposed fees and charges next year will ensure that the charges remain competitive in comparison with neighbouring facilities and this, together with a prudent assumption in terms of the number of cremations undertaken next year, plus the strong reputation of the CDCJC should ensure risk is minimised with regards to the achievement of the income budgets. Charging information will be publicised in advance and communication carefully handled.

Procurement

None.

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APPENDIX 2

SCHEDULE OF PROPOSED CENTRAL DURHAM CREMATORIUM CHARGES 2021-22

	2020/2021 incl VAT (where appropriate)	Proposed Charges 2021/2022 incl VAT (where appropriate)	VAT Status	Increase / (Decrease)	
				£	%
Cremation Charges					
Non-Viable Foetus	0	0	O	0	0.0%
Child - up to one month old	0	0	O	0	0.0%
Child - up to 18 years old	0	0	O	0	0.0%
Medical Referees Fees	30	30	O	0	0.0%
Body Parts	9	9	O	0	0.0%
Adult - 18 years of age or over (Certificate of Cremation, urn and scattering of cremated remains included)					
Off Peak Service Times (if remainder of the day is full) - 09:00am & 09:30am	610	630	O	20	3.3%
Peak Service Times - 10:00am onwards, every 30 mins	690	710	O	20	2.9%
Saturdays	1,035	1,065	O	30	2.9%
Direct Cremation - Attended (No service)	610	630	O	20	3.3%
Direct Cremation - Unattended (No service)	470	490	O	20	4.3%
Surcharges					
Non Resident (Adult)	0	0	O	0	0.0%
Environmental surcharge	0	0	O	0	0.0%
Book of Remembrance					
2 line entry Book of Remembrance	53	53	S	0	0.0%
3 line entry Book of Remembrance	71	71	S	0	0.0%
4 line entry Book of Remembrance	89	89	S	0	0.0%
5 line entry Book of Remembrance	106	106	S	0	0.0%
6 line entry Book of Remembrance	124	124	S	0	0.0%
7 line entry Book of Remembrance	142	142	S	0	0.0%
8 line entry Book of Remembrance	159	159	S	0	0.0%
Crest, floral emblem, coats of arms etc.	74	74	S	0	0.0%
2 Line Memorial card	23	23	S	0	0.0%
3 Line Memorial card	24	24	S	0	0.0%
4 Line Memorial card	25	25	S	0	0.0%
5 Line Memorial card	26	26	S	0	0.0%
6 Line Memorial card	27	27	S	0	0.0%
7 Line Memorial card	28	28	S	0	0.0%
8 Line Memorial card	29	29	S	0	0.0%
Crest, floral emblem, coats of arms etc.	74	74	S	0	0.0%
2 Line Miniature Book	33	33	S	0	0.0%
3 Line Miniature Book	34	34	S	0	0.0%
4 Line Miniature Book	35	35	S	0	0.0%
5 Line Miniature Book	36	36	S	0	0.0%
6 Line Miniature Book	37	37	S	0	0.0%
7 Line Miniature Book	38	38	S	0	0.0%
8 Line Miniature Book	39	39	S	0	0.0%
Crest, floral emblem, coats of arms etc.	74	74	S	0	0.0%
Memorials (including cost of plaque)					
Seat - Lease for 10 years	1,042	1,042	E/S	0	0.0%
Columbaria Unit - Lease for 20 years	1,240	1,240	E/S	0	0.0%
Small Plaques - Lease for 10 years	276	276	E/S	0	0.0%

Outside Large Plaques - Lease for 10 years	420	420	E/S	0	0.0%
Outside Vase Block - Lease for 10 years	636	636	E/S	0	0.0%
Inside new Garden - Large Plaques - Lease for 10 years	450	450	E/S	0	0.0%
Inside new Garden - Vase Block - Lease for 10 years	690	690	E/S	0	0.0%
Memorial leaf - Lease 5 years	0	100	E/S	100	new
Memorial Renewal					
Seat - Lease for 10 years	610	610	E/S	0	0.0%
Columbaria Unit - Lease for 20 years	835	835	E/S	0	0.0%
Small Plaques - Lease for 10 years	96	96	E/S	0	0.0%
Outside Large Plaques - Lease for 10 years	159	159	E/S	0	0.0%
Outside Vase Block - Lease for 10 years	273	273	E/S	0	0.0%
Inside new Garden - Large Plaques - Lease for 10 years	174	174	E/S	0	0.0%
Inside new Garden - Vase Block - Lease for 10 years	300	300	E/S	0	0.0%
Memorial leaf - Lease 5 years	0	75	E/S	75	new
Memorial Replacement					
Small Plaques - Replacement	110	110	E/S	0	0.0%
Outside Large Plaques - Replacement	128	128	E/S	0	0.0%
Outside Vase Block - Replacement	116	116	E/S	0	0.0%
Inside new Garden - Large Plaques - Replacement	128	128	E/S	0	0.0%
Inside new Garden - Vase Block - Replacement	116	116	E/S	0	0.0%
Visual Tributes (Wesley Music System)					
Webcast	48	48	S	0	0.0%
DVD	48	48	S	0	0.0%
Extra DVD	34	34	S	0	0.0%
CD	48	48	S	0	0.0%
Extra CD	28	28	S	0	0.0%
Visual tribute admin fee	15	15	S	0	0.0%
Visual tribute per photograph (admin fee to be paid first)	3	3	S	0	0.0%
Video tribute per minute (admin fee to be paid first)	6	6	S	0	0.0%
Additional Charges					
Use of Chapel only					
Between 10.00am and 2.30pm	600	600	E	0	0.0%
Before 10.00am or after 2.30pm	200	200	E	0	0.0%
Extension of cremation service by 30 minutes	100	100	E	0	0.0%
Service exceeding allocated time by 10 minutes or more	50	50	E	0	0.0%
Service cancellation - less than 48hrs notice	250	250	E	0	0.0%
Organist	35	35	S	0	0.0%
Urn boxes (Compulsory)	10	10	E	0	0.0%
Scatter Tubes	12	12	S	0	0.0%
Small Scatter Tubes	6	6	S	0	0.0%
Mini Scatter Tubes	3	5	S	2	66.7%
Scattering of cremated remains from another Crematorium in lawn area	50	50	S	0	0.0%

Appendix 3

		2020/21												
Proposed Durham 21/22	Cremation Fees £	Coundon	Darlington	Gateshead	Middlesbrough	Hartlepool	South Tyneside	Sunderland	Newcastle	Stockton on Tees	Northumberland	Redcar & Cleveland	North Tyneside	Proposed Mountsett 21/22 *
710	Adult	884	825	653	730	761	816	765	715	765	820	875	760	710
0	Environmental surcharge	Inc above	55	47	60	Inc above	Inc above	60	77	Inc above	Inc above	Inc above	Inc above	0
30	Medical Referees Fees	Inc above	20	39	Inc above	Inc above	Inc above	40	50	Inc above	Inc above	Inc above	29	30
740		884	900	739	790	761	816	865	842	765	820	875	789	740

Average of Benchmarking Group Cremation Fees £821

Proposed Durham 21/22	Other charges £	Coundon	Darlington	Gateshead	Middlesbrough	Hartlepool	South Tyneside	Sunderland	Newcastle	Stockton on Tees	Northumberland	Redcar & Cleveland	North Tyneside	Proposed Mountsett 21/22 *
0	Non-viable Foetus	0	0	0	0	0	0	0	0	20	0	0	0	0
0	Child - up to one month	0	0	0	0	0	0	0	0	0	0	0	0	0
0	Child - up to 16 years	0	0	0	0	0	0	0	0	165 - 465	0	0	0	0
740	Non Resident (Adult)	884	900	774	790	761	867	900	842	765	820	875	789	740
1,065	Adult - Saturday cremation	1,326	No Cremations on a Saturday	1,163	1,200	No Cremations on a Saturday	765	No Cremations on a Saturday	1,250	1,106	1,065			
630	Direct Cremation - Attended	675	0	0	0	0	0	0	0	0	0	0	0	630
490	Direct Cremation - Unattended	499	0	0	0	0	500	0	0	465	0	500	538	490
53	2 line entry Book of Remembrance	137	70	70	68	68	42	63	80	50	75	0	60	53
	Use of Chapel only:													
600	Between 10.15am and 2.45pm	425	100	100	130	111	160	145	165	120	0	350	90	600
200	Before 10.15am or after 2.45pm	425	100	100	130	111	160	145	165	120	0	350	90	200

* Subject to consideration by the Mountsett Crematorium Joint Committee 28th January 2021

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**Central Durham Crematorium Joint
Committee**

27 January 2021

2021/22 Revenue and Capital Budgets



Joint Report of

**Alan Patrickson, Corporate Director of Neighbourhoods and Climate
Change**

**Paul Darby, Interim Corporate Director of Resources and Treasurer to
the Joint Committee**

Electoral division(s) affected:

Countywide

Purpose of the Report

- 1 This report sets out for Members' consideration proposals with regards to the 2021/22 revenue and capital budgets for the Central Durham Crematorium.

Executive Summary

- 2 The 2021/22 budget has been developed with the Bereavement Services Manager, taking into account the proposed Fees and Charges set out in an earlier report, the updated 2020/21 forecast outturn position and known expenditure pressures in the coming year.

Recommendation(s)

- 3 It is recommended that members of the Joint Committee note and approve the revenue and capital budget proposals contained within the report (as set out at Appendix 2).
- 4 It is also recommended that Members note the forecast level of reserves at 31 March 2022 (also set out at Appendix 2).

Revenue Budget Proposals 2021/22

- 5 The proposed 2021/22 revenue budget is shown at Appendix 2, together with the forecast position with regards to the reserves of the Central Durham Crematorium at 31 March 2022. Members should note that the main changes from the 2020/21 budget are as follows:

Employees

- 6 The 2021/22 budget has been increased by **£9,721** to take into account the forecast impact of incremental progression and relief attendant cover.

Premises

- 7 The base budget has decreased by **(£6,633)** next year. The main reasons for this decrease are as follows:
- The repairs and maintenance budgets have adjusted to reflect the Service Asset Management Plan works scheduled for 2021/22 in line with the Service Asset Management Plan approved at the September meeting. The net result of the removal of the 2020/21 works schedule and the inclusion of the 2021/22 requirements is a net year on year decrease in the base budget of **(£7,370)**. Provision for the following works are included in the 2021/22 budgets:

➤ Re-decoration work	£18,000
➤ Replacement of floral tribute stand	£2,500
➤ Re-lining of 1 hearth	£5,000
 - The utility budgets have increased by **£1,000** in line with the 2020/21 projected outturn.
 - There has been an increase of **£345** in other premises budgets such as cleaning and general repairs.
 - Rates budgets have decreased by **(£608)** to reflect the 2020/21 charge as there will be no increase in 2021/22.

Supplies and Services

- 8 The supplies and services budget has been decreased by **(£4,700)** next year. The main changes are as follows:
- The masterplan budget has been reduced by **(£2,500)** to reflect lower supplier costs.
 - The purchase of urns budget has decreased by **(£2,200)** to cover the purchase of one for every cremation at a cost of £4 each.

Support Service Costs

- 9 The 2021/22 budget factors in the proposed increase of **£675** in the SLA for the provision of Support Services as detailed in a previous report.

Income

- 10 The income budget has been increased by **(£46,350)** the major changes are as follows:

- An element of prudence has again been factored into the income budget proposal for next year. The projected outturn as at 31 December 2020 assumes an increase of 525 cremations against the 2020/21 budgeted number of 2,200. In preparing the 2021/22 budget the estimated number of cremations has been kept at 2,200. Along with the proposal to increase the cremation charges to £740 the cremation fee income budget has increased by **(£44,000)**.
- A new charge for memorial leaves has been introduced resulting in an increase in income of **(£13,000)**.
- The interest budget has decreased by **£9,000** reflecting lower interest rates.
- The CAMEO budget has decreased by **£1,650** to reflect the decreasing Tradable Mercury Abatement Charge (TMAC) rate.

- 11 Should cremation numbers be maintained in line with those projected for the current year or indeed return to levels experienced in previous years then there would be an additional surplus generated again next year.

Capital Budget Proposals 2021/22

- 12 The proposed 2021/22 capital budget, which will be financed through utilising reserves and is in line with investment requirements outlined in the Service Asset Management Plan agreed at the September meeting, is shown in the table below:

Redevelopment Works	SAMP Cost £
Replacement of ride on mower	25,000
Roadway widening & new gates	57,257
Install lighting to crematorium	10,000
Re-lining of 2 cremators	71,300
Replacement of cooler cassettes	88,000
Total	251,557

Surplus Redistribution

- 13 The surplus redistribution to Durham County Council and Spennymoor Town Council has been increased in line with the Budget Strategy Report approved by Members at the September 2020 meeting:
- Durham County Council - £685,000 (£175,000 increase)
 - Spennymoor Town Council - £171,250 (£43,750 increase)
- 14 The £1.8m loan taken out in 2011/12 to part finance the redevelopment works, including the cremator replacements, will be fully repaid in 2020/21. As previously reported, this will allow additional surplus redistribution payments to be made in 2021/22 of £175,000 to Durham County Council and £43,750 to Spennymoor Town Council.

Earmarked Reserves

- 15 The transfer to the Masterplan Memorial Garden Reserve next year is budgeted in line with the 2020/21 level at £5,000.
- 16 The transfer to the Small Plant Reserve next year is budgeted in line with the 2020/21 level at £2,000.
- 17 The revenue transfer to the Cremator Reline Reserve next year is budgeted at £25,000, although £71,300 will be drawn down from this reserve in year to fund the works included in the capital programme next year. The projected balance for the Cremator Reline reserve at the end of 2021/22 is £86,455, as shown in Appendix 2.
- 18 The £133,907 revenue surplus created after consideration of all the above factors is budgeted to transfer to the Major Capital Works reserve. In line with the CDCJC Reserve Policy however, a transfer to the General Reserve of £13,905 is required in order to maintain a general reserve of 30% of the Joint Committees income budget. £180,257 is required to fund the capital programme in 2020/21. This results in a budgeted net transfer from the Major Capital Works reserve of £60,255. The projected balance for the Major Capital Works reserve at the end of 2021/22 is £1,272,686, as shown in Appendix 2.
- 19 The estimated earmarked reserves and balances of the Central Durham Crematorium Joint Committee at 31 March 2022, taking into account the 2020/21 Quarter 3 budgetary control report and the proposed transfers to/from earmarked reserves in the 2021/22 budget is as follows:
- General reserve of £531,675 an increase of £13,905 (2.69%) from 2020/21
 - Retained reserves of £1,446,796 a net increase of £266,761 (22.5%) from 2020/21 after funding capital investments planned for 2021/22

Appendix 1 - Implications

Legal Implications

The Central Durham Crematorium Joint Committee is required to set a balanced budget and the budget proposals contained within this report have been prepared in accordance with standard accounting policies and procedures.

Finance

The proposed budget for the Central Durham Crematorium is included at Appendix 2, with an explanation of year on year changes set out in the body of the report.

Consultation

None. However, Officers of Spennymoor Town Council were provided with a copy of the report and given opportunity to comments / raise any detailed queries on the contents of this report in advance of circulation to members of the CDCJC

Equality and Diversity/Public Sector Impact Duty

The income proposals set out in this report are based on a harmonised fees and charges policy with the Mountsett Crematorium and provide equity of treatment/access across County Durham. An equality Impact assessment screening has been undertaken which has revealed no issues.

Climate Change

There are no specific climate change impacts associated with this report.

Human Rights

None specific to this report.

Crime and Disorder

There are no Crime and Disorder implications associated with this report.

Staffing

The employee budget provides for 9 members of staff.

Accommodation

The 2021/22 capital programme includes investment in the .

Risk

The budgets take into account the 2020/21 forecast outturn position and all known expenditure pressures and opportunities for efficiencies in the coming year. The budget also takes into consideration one off expenditure requirements for 2021/22. Knowledge of these pressures and requirements such ensure that risk is minimised.

Pricing sensitivity is essential to maintain the competitiveness and reputation of the Central Durham Crematorium in the current economic climate. The proposed £20 increase in fees and charges next year will ensure that the charges remain competitive in comparison with neighbouring facilities, and this, together with a prudent assumption in terms of the number of cremations undertaken next year, plus the strong reputation of the CDCJC, should ensure risk is minimised with regards to the achievement of the income budgets.

Procurement

None.

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APPENDIX 2

CENTRAL DURHAM CREMATORIUM 2021/2022 BUDGET				
2019/2020 Actual Outturn (Memo Info)	2020/2021 Base Budget	2020/2021 Projected Outturn (QTR3)		2021/2022 Base Budget
£	£	£		£
			EXPENDITURE	
270,730	285,430	316,103	Employees	295,151
302,604	277,255	323,543	Premises	270,622
2,935	2,800	3,496	Transport	2,800
127,598	136,051	162,559	Supplies and Services	131,351
9,601	9,184	11,613	Agency & Contracted	9,184
213,738	213,738	213,738	Capital Financing Costs	0
39,250	40,310	40,310	Support Service Costs	40,985
966,456	964,768	1,071,362	Gross Expenditure	750,093
(1,765,280)	(1,725,900)	(2,049,558)	INCOME	(1,772,250)
(798,824)	(761,132)	(978,197)	Net Income	(1,022,157)
			Transfer to (from) Reserves	
5,000	5,000	5,000	- Masterplan Memorial Garden	5,000
210,574	91,632	308,697	- Major Capital Works	133,907
25,000	25,000	25,000	- Cremator Reline Reserve	25,000
2,000	2,000	2,000	- Small Plant	2,000
(556,250)	(637,500)	(637,500)	Distributable Surplus	(856,250)
445,000	510,000	510,000	80% Durham County Council	685,000
111,250	127,500	127,500	20% Spennymoor Town Council	171,250

Actual Balance @ 31/03/20	Budget Earmarked Reserves Balance @ 31/03/21	Revised (QTR3) Forecast Balance @ 31/03/21		Transfer to Reserve	Transfer from Reserve	Budget Forecast Balance @ 31/03/22
£	£	£	Reserve			£
(497,670)	(517,770)	(517,770)	General Reserve	(870,155)	856,250	(531,675)
(66,250)	(71,250)	(71,250)	Masterplan Memorial Garden	(5,000)	0	(76,250)
(1,147,423)	(1,037,925)	(1,332,941)	Major Capital Works	(133,907)	194,162	(1,272,686)
(107,755)	(61,455)	(132,755)	Cremator Reline Reserve	(25,000)	71,300	(86,455)
(7,405)	(9,405)	(9,405)	Small Plant	(2,000)	0	(11,405)
(1,826,503)	(1,697,805)	(2,064,121)	TOTAL	(1,036,062)	1,121,712	(1,978,471)

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