



Mountsett Crematorium Joint Committee

Date Thursday 28 January 2021
Time 9.30 am
Venue Remote Meeting - This meeting is being held remotely via Microsoft Teams

Business

Part A

[Items during which the Press and Public are welcome to attend. Members of the Public can ask questions with the Chairman's agreement]

1. Apologies for absence
2. Substitute Members
3. Minutes of the Meeting held on 7 October 2020 (Pages 3 - 10)
4. Declarations of Interest, if any.
5. Performance and Operational Report (Pages 11 - 40)
Report of the Bereavement Services Manager & Registrar
6. Financial Monitoring Report - Position at 31/12/20, with Projected Outturn at 31/03/21 (Pages 41 - 50)
Joint Report of the Corporate Director of Neighbourhoods and Climate Change and Interim Corporate Director of Resources and Treasurer to the Joint Committee.
7. Provision of Support Services 2021/22 (Pages 51 - 64)
Joint Report of the Corporate Director of Neighbourhoods and Climate Change and Interim Corporate Director of Resources and Treasurer to the Joint Committee
8. Fees and Charges 2021/22 (Pages 65 - 74)
Joint Report of the Corporate Director of Neighbourhoods and Climate Change and Interim Corporate Director of Resources and Treasurer to the Joint Committee

9. 2021/22 Revenue Budget (Pages 75 - 84)
Joint Report of the Corporate Director of Neighbourhoods and Climate Change and Interim Corporate Director of Resources and Treasurer to the Joint Committee
10. Such other business as in the opinion of the Chairman of the meeting is of sufficient urgency to warrant consideration.
11. Any resolution relating to the exclusion of the public during discussion of items containing exempt information

Part B

Items during which it is considered the meeting will not be open to the public (consideration of exempt or confidential information)

12. Minutes of the meeting held on 7 October 2020 (Pages 85 - 88)

Helen Lynch

Head of Legal and Democratic Services

County Hall
Durham
20 January 2021

To: **The Members of the Mountsett Crematorium Joint Committee**

Durham County Council:-

Councillors: O Temple (Chair), A Bainbridge, A Batey, J Carr, J Charlton, C Hampson, O Milburn, S Robinson and B Stephens

Gateshead Council:

Councillors K Dodds, D Bradford (Vice-Chair), Burnett, L Green, S Green, J Lee and M Ord

Contact: Lucy Gladders

Tel: 03000 269 712

DURHAM COUNTY COUNCIL

At a Remote Meeting of **Mountsett Crematorium Joint Committee** held via Microsoft Teams on **Wednesday 7 October 2020 at 9.30 am**

Present:

Councillor O Temple (Chair)

Durham County Council

Councillors A Bainbridge, J Charlton, C Hampson and O Milburn

Gateshead Council:

Councillors D Bradford (Vice-Chair), L Green, S Green and M Ord

1 Apologies for Absence

Apologies for absence were received from Councillor A Batey (Durham County Council and Councillors D Burnett, K Dodds and J Lee (Gateshead Council).

2 Substitute Members

There were no substitutes.

3 Minutes of the Meeting held on 17 June 2020

The minutes of the meeting held on 17 June 2020 were confirmed as a correct record and signed by the Chairman.

4 Declarations of Interest, if any

There were no declarations of interest.

5 Performance and Operational Report

The Joint Committee considered a report of the Bereavement Services Manager and Registrar which provided an update relating to performance and other operational matters (for copy see file of Minutes).

In relation to performance, the Bereavement Services Manager reported that there were 1,150 cremations undertaken during the period 1 January 2020 to 31 August 2020, compared to 911 in the comparable period last year. This had been mainly as

result of increased numbers of cremations undertaken during April, May and June related to COVID-19.

The sale of memorial plaques had also increased with a further 7 plaques (£2,739) being sold in comparison to the same period the previous year.

With regards to staffing, it was reported that recruitment to the Full Time Technical Assistant post had initially been delayed due to COVID-19 however, interviews had subsequently taken place on 23 July 2020 and the successful apprentice commenced work on 3 August 2020.

Further details were reported with regard to operational issues which had occurred as result of COVID-19 guidelines and the immense pressure impact this had upon the team. Staff had been drawn in from other council services to help cope with demand and whilst this had been invaluable, it had placed pressure on existing staff who had to train new team members whilst also carrying out their roles. During the peak of the first wave staff had worked on a shift system to meet demand. The Bereavement Services Manager and Registrar asked that his personal thanks to staff at the Crematorium be recorded.

He went on to further outline other measures which had to be introduced at the crematorium to ensure safe distances were maintained during services and additional safety measures which had been implemented to ensure the safety of both staff and visitors.

In relation to a suggestion raised at a previous meeting regarding directional signage to the crematorium, the Bereavement Services Manager and Registrar advised that following enquiries with the Highways team, he had been advised that current signage was in alignment with the council's signing policy and other crematoriums in the area. He added that advice received, further stated that the signage provided was adequate and provided clear instruction from the main roads and visitors from outside the area tended to rely upon satellite navigation. Any visitors travelling from the Flinthill area would be assumed to be local.

Moving on, details were reported in relation to the recycling of metals scheme. It was noted that following a second round of nominations being made available, a cheque for £10,000 was given to Willowburn Hospice on 20 July.

The Bereavement Services Manager then provided the Joint Committee with details and options regarding proposals to increase the cremation fee, which was frozen at the beginning of the financial year due to COVID-19. The decision taken at the time to freeze fees was in line with action taken by other councils, however as cremation numbers were falling back to normal levels and given that many other councils had now reverted back to the planned 2020/21 cremation fees, it was recommended that the Joint Committee agree to implement the previously budgeted cremation fee of £720 from 1 November 2020.

In addition, the Joint Committee had agreed in January 2020 to increase the Webcast charges from 1 April 2020 to £48. The Bereavement Services Manager explained that Members would recall that due to the ongoing COVID-19 pandemic that it had been further agreed to provide the service free of charge due to reduced number of mourners allowed in the chapel during a service. Webcasts cost £30 each and they were currently being provided free at all services. This had resulted in a cost to the crematorium of £3,960 and a lost revenue of £6,336 assuming the charge of £48 had been charged.

Further to discussions with neighbouring authorities it was noted that all had now started charging the Webcast fee and therefore it was recommended that the Joint Committee agree to recommence the Webcast fee of £48 from 1 November 2020.

In conclusion of his report, the Bereavement Services Manager advised that the Service Asset Management Plan (SAMP) had been reviewed and updated to provide further direction and highlight future budget pressures and was attached to the report at Appendix 2 for information.

Councillor L Green commented that she was not satisfied with the response from Highways and suggested that it would be wrong to assume that you were local if travelling from the Flinthill area. She therefore requested that The Bereavement Services Manager and Registrar go back to Highways for further discussions. Councillor Milburn reiterated these comments and along with Councillor Charlton who was also a local Member agreed that they would attempt to help in the negotiations with Highways.

Moving on to discuss Webcasts, Councillor Bradford added that given that restrictions on the number of mourners was still in place he wondered whether it was too early to reintroduce the £48 fee. Councillor Temple commented that whilst he appreciated the concerns raised he did have concerns regarding the loss of revenue and the risk of being out of line with the Central Durham Crematorium Joint Committee, who had already agreed to reintroduce the charge.

Councillor Charlton commented that she did agree with Councillor Bradford however appreciated that the crematorium was a business and queried whether the Webcasts could be provided at cost. The Bereavement Services Manager advised that this had been done in the past, however numbers were dramatically increasing.

Councillor Ord added that in her opinion the decisions taken by both crematorium should be consistent and asked whether any complaints had been received regarding the fee.

The Neighbourhood Protection Manager added that it was acknowledged that it was an extremely difficult time for people, and it was clear that there was an issue of consistency to consider. He did however note that the fee was already included

within the crematoriums main charges and was currently the cheapest offered in the region. He further made reference to the impact of continuing to provide the service at no cost and the impact this would have upon the budgeted position going forward.

Resolved: That the Joint Committee:

- (a) Note the current performance of the crematorium;
- (b) Note the updated position with regards to the Technical Assistant post;
- (c) Note the updated position with regards to the recycling of metals scheme;
- (d) Note the options available for the cremation fee and Approve Option 2 – reinstatement of the full 2020/21 fee from 1 November 2020;
- (e) Note the options available for the provision of webcasts and Approve Option 2 – recommencement of the fees from 1 November 2020; and
- (f) Note and agree the content of the Service Asset Management Plan attached at Appendix 2, which will be factored into budget planning in 2021/22 and beyond.

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

The Committee considered a joint report of the Corporate Director Neighbourhoods and Climate Change and Corporate Director of Resources and Treasurer to the Joint Committee which presented the External Auditors (Mazars LLP) Annual Review and of the Joint Committees Return 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 completed and it had not highlighted any material weaknesses around the Joint Committees system of internal control and accounting statements and no exceptions to the Return had been reported. The External Auditor had therefore issued an unqualified opinion.

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

7 Risk Register Update 2020/21 - 1

The Joint Committee considered a joint report of the Corporate Director Neighbourhoods and Climate Change and Corporate Director of Resources and Treasurer to the Joint Committee which provided details of the outcome of the half-yearly risk review in September 2020 (for copy see file of Minutes).

Resolved: That the content of the report and updated position be noted.

8 Financial Monitoring Report - Position at 31/08/20, with Projected Outturn at 31/03/21

The Joint Committee considered a joint report of the Corporate Director Neighbourhoods and Climate Change and Corporate Director of Resources and Treasurer to the Joint Committee which provided details of the provisional outturn position for 2020/21 and the projected level of reserves and balances at 31 March 2021 (for copy see file of Minutes).

The Head of Finance and Transactional Services provided a summary of the significant variances highlighted within the report noting that the pandemic had impacted upon the budget and the facility due to some charges temporarily being suspended.

Resolved: That the content of the report be noted.

9 Internal Audit Charter

The Joint Committee considered a report of the Interim Chief Internal Auditor and Corporate Fraud Manager which sought agreement to the 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).

Resolved: That the Joint Committee approve the Internal Audit Charter as attached at Appendix 2 to the report.

10 Annual Review of the System of Internal Audit

The Joint Committee considered a joint report of the Corporate Director of Neighbourhoods and Climate Change and Corporate Director of Resources and Treasurer to the Joint Committee which provided for information details of the review of the effectiveness of the Durham County Council Internal Audit Service, which was carried out by Durham County Councils Audit Committee in June 2020 (for copy see file of Minutes).

Resolved: That the Joint Committee note the information provided that demonstrates the efficiency and effectiveness of the Durham County Council Internal Audit Service.

11 Budget Strategy Report

The Joint Committee considered a joint report of the Corporate Director of Neighbourhoods and Climate Change and Corporate Director of Resources and Treasurer to the Joint Committee which provided details of issues to be considered by the Joint Committee as part of the medium-term financial planning for the Mountsett Crematorium. The report further set out proposals to finance the planned

replacement of the existing cremators (for copy see file of Minutes) and sought views on those issues in advance of the 2021/22 budget setting process.

The Head of Finance and Transactional Services provided an overview capital investments made to date and those which were planned for the coming years in line with the Service Asset Management Plan. He further detailed costs associated with the planned cremator replacement works and proposals for this to be financed from a contribution of earmarked reserves and prudential borrowing, via a 10-year annuity loan from Durham County Council.

In addition, he reported that Fees and charges, which were harmonised with Central Durham Crematorium, were currently set at £720 and a proposed increase of £20 to £740 would still mean that they were the lowest in comparison with neighbouring facilities and below the national average of £823.

Further details were report in respect of surplus distribution levels to partners authorities and proposals for these to remain at the current level for the coming years.

In conclusion the Head of Finance and Transactional Services advised that subject to the agreement of the fee increase next year the reserves balances of the Joint Committee were projected to be sufficient to meet the liabilities and commitments of the Joint Committee for the coming years.

Councillor Temple asked whether there was any scope for negotiation with Durham County Council regarding both the interest rate (to fall in line with the Public Loans Board equivalent) and penalties applied for early repayment. The Head of Finance and Transactional Services advised that the interest rate quoted in the report was for the purposes of medium-term financial planning however noted that the current base rate was at a historic low, despite PLB borrowing rates being artificially higher than they were 18 months prior. With regard to the issue of premature repayment, he advised that he would put forward the query to the Corporate Director of Resources for due consideration.

Councillor Bradford added that he agreed that it would be important to pay back the loan as soon as practicable to allow the Joint Committee to gather reserves.

Resolved: That the Joint Committee

- (i) Consider and note the contents of the report
- (ii) Approve the proposed increase in fees and charges, as identified in the report
- (iii) Approve the proposed loan from Durham County Council, as identified in the report; and
- (iv) Agree to review the budget strategy in two years' time in preparation for the 2023/24 budget setting year.

12 Any resolution relating to the exclusion of the public during the discussion of items containing exempt information

That under Section 100(A)(4) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in paragraphs 3 and Part 5 of Part 1 of Schedule 12A of the Act.

13 Minutes of the Meeting held on 17 June 2020

The Part B minutes of the meeting held on 17 June 2020 were confirmed as a correct record and signed by the Chair (for copy see file of Minutes).

14 Mountsett Cremator Replacement

The Joint Committee considered a joint report of the Corporate Director of Neighbourhood and Climate Change and Corporate Director Resources and Treasurer to the Joint Committee which provided the joint committee with an update with regards to the existing equipment and the cremator replacement (for copy see file of Minutes).

Resolved: That the recommendations contained within the report be agreed.

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Mountsett Crematorium Joint Committee

28 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 Mountsett Crematorium Joint Committee with an update relating to performance and other operational matters.

Executive summary

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

Recommendation(s)

- 3 It is recommended that Members of the Mountsett 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) Note the update with regards to the cremator replacement.

Background

- 4 This report provides Members of the Mountsett 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 2020 to 31 December 2020 inclusive, with comparative data in the same periods last year:

	2019/20	2020/21	Change
September	116	125	+ 9
October	125	121	- 4
November	116	127	+ 11
December	117	112	- 5
TOTAL	474	485	+ 11

- 6 In summary there were 485 cremations undertaken during the period, compared to 474 in the comparable period last year, an increase of 11 cremations for this period.

The profile of where families came from can be seen below:

Gateshead	127
Durham	273
Outside Area	85
Total	485

- 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)
 - 85 Direct cremations - Unattended (No service)

Memorials

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

	Sept – Dec	2019/20	Sept – Dec	2020/21
	Number	£	Number	£
Large Plaques	5	2,100	6	2,520
Small Plaques	16	4,416	21	5,796
Leaf Plaques	0	0	2	200
Total	21	6,516	29	8,516

- 10 The number and value of memorials 29 / £8,516 compares to 21 / £6,516 in the same period last year, which is an increase of 8 memorials sold and £2,000 year on year.

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 Application

- 15 Members may recall from the September 2020 meeting that Mountsett 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 Oswalds Hospice.

Due to Covid 19 restrictions a cheque for £10,000 was sent to St Oswalds Hospice on the 9 December and a response from the Hospice can be found in appendix 2.

- 18 The second round of nominations have now been made available and we have nominated Age UK.

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 £7,280 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 £7,722 per year, which includes all labour and materials required to carry out the cleaning activities. (SLA attached at Appendix 3).

Replacement of Cremators

- 21 Members will recall that updates have been given at previous meetings regarding the installation of the 2 new cremators with mercury abatement equipment to replace the existing cremators.
- 22 The temporary cremator continues to operate well and has been invaluable during the Covid 19 pandemic. We have recently serviced the 2 ATI cremators in addition to managing the service and calibration of the gas analysers. Emission testing of all three cremators has been carried out, resulting in a pass for the temporary cremator, however the 2 ATI cremators have failed. We are currently in discussions with our Environmental Health colleagues as to the next steps.
- 23 The order has been placed for the replacement of the ATI cremators with 2 large extra wide cremators and the proposed replacement programme along with the estimated costs and funding is detailed below:
- Start on site: 1 March 2021
 - Site set up and removal of existing cremator no.1 and its abatement equipment: 1 – 5 March 2021
 - Delivery and installation of new cremator no.1 and abatement equipment: 8 March - 28 May 2021
 - Commissioning new cremator no.1: 31 May - 4 June 2021

- Training: 7 - 11 June 2021
- Removal of existing cremator no.2: 14 - 18 June 2021
- Installation of new cremator no.2 and abatement equipment: 21 June - 10 September 2021
- Commissioning: 13 - 17 September 2021
- Contingency: 20 – 24 September 2021
- Handover: 24 September 2021

Estimated Cost:	£
Cremator Replacement and Installation	1,673,867
Financed by:	
Contribution from Reserves	(380,466)
Loan Finance	(1,293,401)
Balance	0

Federation of Burial and Crematorium Authorities

- 24 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.
- 25 The inspection took place on 29th 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 3.

Author: Graham Harrison

Tel: 03000 265606

Appendix 1: Implications

Legal Implications

As outlined in the report.

Finance

As identified in the report.

Consultation

None, however, Officers of Gateshead Council were provided with a copy of the report and given opportunity to comment/raise any detailed questions on the content of the report in advance of circulation to members of the Mountsett Crematorium.

Equality and Diversity / Public Sector Equality Duty

There are no implications

Human Rights

There are no implications

Climate Change

There are no implications

Crime and Disorder

There are no implications

Staffing

As identified in the report.

Accommodation

There are no implications

Risk

There are no implications

Procurement

There are no implications

Appendix 2: Recycling of Metals Letter

Dear Graham,

Thank you for your extremely kind donation of £10,000 made to St Oswald's Hospice; your contribution will make a real difference to someone at St Oswald's needing our support during a difficult or uncertain time.

Over the coming weeks, your donation may be used to:

- Help fund the salary of one of our nurses as they give expert care and advice to a patient or family
- Purchase essential clinical equipment or medication to improve a patient's quality of life
- Develop our family support services, working with patients and families from initial diagnosis through to bereavement.

Last year we directly cared for over 2,249 adults, young people at children as well as supporting hundreds of carers and family members. This simply would not have been possible without the generosity of people like you, who help to raise money each year through voluntary donations.

If there is anything else we can provide, or if there are any further ways we can work together in the future, please just let me know; when the climate allows, it would be great to invite you to the hospice, give you a tour and show you first-hand how your donation has supported the work we do.

On behalf of everyone who will benefit from time spent at St Oswald's, thank you once again.

Kind Regards

Richard Lowe

Community Fundraising Manager

stoswaldsuk.org

St Oswald's Hospice Ltd, Regent Avenue, Gosforth, Newcastle upon Tyne,
NE3 1EE

Thank you for all of your support during 2020.



**St Oswald's
Hospice**

**Quality time
for everyone**



Contract for the provision of
Building Cleaning Services
for 'Mountsett 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) 2016/9790 and the Data Protection Act 2018.

1.0 Contract Overview

1.1 Customer Details

Name: Mountsett Crematorium
Address: Ewehurst Road
Dipton
Stanley
DH9 9JP
Premises Telephone No: 01207 570 255
Premises Email Address: mountsettcrem@durham.gov.uk
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 269 359
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

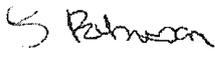
Name of Signatory: Graham Harrison

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).

Mountsett 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: £7,722.00
<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 10 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'.

	<u>Standard Hourly Rate</u>	<u>Overtime Rate</u> (Mon - Thurs 16:30 to 00:00; Fri 15:30 to 00:00; Saturday 05:00 to 00:00)	<u>Overtime Rate</u> (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 4: Crematorium Compliance Scheme Report

Client/Date: Mountsett Crematorium - 2020

(1) ▾



FBCA
Federation of Burial
& Cremation Authorities

Crematorium Compliance Scheme Report

Created for	Mountsett Crematorium
Inspected on	Oct 29, 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
5. Grounds and Memorialisation	11
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 is 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.	The following forms were checked 67670—67679. All forms completed to high standards
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 conveyer-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 conveyer 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.	Wesley system used
i. A variety of options are available to families for the playing of music.	Yes	Online musical system, digital input from mobile device, CD player and/or organist.	A variety of options are available for mourners to play music.	Wesley system used
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.	Wesley system used

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 Cremator Technicians they were able to display a sound understanding of the cremation process and equipment.	Cremator 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	
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.	Only low level memorials therefore only visual inspection.

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.	No		A dedicated area does not exist.	Very baby cremations remains interred in monthly sections.
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.	Weekly intense tidy of grounds.

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.	Yes	Chapel times are routinely a minimum of 40 minutes to provide sufficient time for the family to have a service in an unhurried manner without clashing with other funerals.	Service times are routinely in excess of 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.	
j. A process is in place to ensure	Yes	A process is in place to ensure	A	

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.	Meetings as and when required and seen on daily basis
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	80	80	100	98
3. Cremation Facilities	30	30	100	98
4. Premises and Facilities	80	80	100	98
5. Grounds and Memorialisation	36	40	90	97
6. Service and Staff	65	65	100	98
Your Scores	321	325	99	98

Mountsett Crematorium Joint Committee

28 January 2021

Financial Monitoring Report – Position at 31/12/20, with Projected 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 Mountsett 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 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 £215,514 against a budgeted surplus of £441,680, £226,167 less than the budgeted position. The principle reason for this being the procurement of a temporary cremator in year which was not provided for in the budget.

- 5 In line with the MCJC Reserve Policy to maintain a General Reserve of 30% of the income budget, a transfer to the General Reserve of £11,813 is required. This results in a net transfer from the Cremator Replacement Reserve of £161,300.
- 6 The retained reserves of the MCJC at 31 March 2021 are forecast to be £435,066 along with a General Reserve of £298,328, giving a forecast total reserves and balances position of £733,394 at the year end.

Recommendation(s)

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

Background

- 8 Scrutinising the financial performance of the Mountsett 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 Mountsett Crematorium

Financial Performance

- 9 Budgetary control reports, incorporating outturn projections, are considered by the 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 Mountsett Crematorium are included within this report.
- 10 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 Mountsett Crematorium.

Subjective Analysis (Type of Expenditure)	Base Budget 2020/21 £	Year to Date Actual April – December £	Forecast Outturn 2020/21 £	Variance Over/ (Under) £
Employees	172,452	153,426	215,123	42,671
Premises	262,340	466,197	638,924	376,584
Transport	900	2,280	2,671	1,771
Supplies & Services	78,845	70,585	96,034	17,189
Agency & Contracted	8,988	3,638	13,575	4,587
Central Support Costs	29,220	29,220	29,220	0
Gross Expenditure	552,745	725,346	995,547	442,802
Income	(994,425)	(912,242)	(1,211,060)	(216,635)
Net Income	(441,680)	(186,896)	(215,514)	226,167
Transfer to / (from) Reserves				
- Repairs Reserve	15,000	0	15,000	0
- Cremator Reserve	76,680	0	(149,487)	(226,167)
- General Reserve	0	0	0	0
Distributable Surplus	(350,000)	0	(350,000)	0
65% Durham County Council	227,500	113,750	227,500	0
35% Gateshead Council	122,500	61,250	122,500	0

Mountsett Crematorium Earmarked Reserves	Balance @ 1 April 2020 £	Transfers To Reserve £	Transfers From Reserve £	Balance @ 31 March 2021 £
Repairs Reserve	(69,370)	(15,000)	0	(84,370)
Cremator Reserve	(511,995)	0	161,300	(350,696)
General Reserve	(286,515)	(361,813)	350,000	(298,328)
Total	(867,880)	(376,813)	511,300	(733,394)

Explanation of Significant Variances between Original Budget and Forecast Outturn

- 11 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 £215,514 against a budgeted surplus of £441,680, £226,167 less than the budgeted position.
- 12 The following section outlines the reasons for any significant budget variances by subjective analysis (type of expenditure) area:

12.1 *Employees*

The outturn shows an overspend of **£42,671**, in relation to employee costs. The reasons for this are identified below:

- Staffing costs are forecast to overspend by **£42,671** due to Covid-19 redeployment, overtime and training costs.

12.2 *Premises*

The outturn shows a forecast overspend of **£376,584** in relation to premises costs. The reasons for this are identified below:

- One off SAMP budgets relating to plot extension work are overspent by **£2,905**. This work was budgeted to take place in 2019/20 but was delayed due to weather conditions.
- One off SAMP budgets relating to the re-lining of 2 hearths and the purchase of memorial trees is forecast to underspend by **(£4,979)**.
- Major works are forecast to overspend by **£342,407** due to the temporary cremator purchase and installation in year.
- Cremator servicing and repairs is forecast to overspend by **£30,329** with the cremators requiring remedial works to maintain their operation.
- Design and feasibility costs relating to the replacement of the cremators are forecast to overspend by **£6,934**.
- General premises costs such as equipment repairs and utilities are forecast to underspend by **(£1,012)**.

12.3 *Supplies and Services*

The outturn shows a forecast overspend of **£17,189** 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 **£8,878**.
- Purchasing of webcasts is forecast to overspend by **£7,800** due to the free provision of these services until November 20.
- The conference and seminars budget will underspend by **(£1,000)** due to the cancellation of the annual conference.
- General office costs are forecast to overspend by **£1,511**.

12.4 Income

An increase in income of **(£216,635)** from the 2020/21 budget is included within the outturn forecasts. The reasons for this are identified below:

- The outturn includes an increase of 335 cremations compared to the budget, totalling increased income to budget of **(£220,560)**. The outturn allows for a total of 1,635 cremations against a budgeted 1,300 during 2020/21.
- Book of Remembrance entries and sales of plaques are expected to be higher than budget resulting in additional of income of **(£10,000)**.
- Miscellaneous sales are forecast to overachieve the budget by **(£6,800)** due mainly to the sale of the old mower.
- Sale of urns is forecast to underachieve the budget by **£13,000**. 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.
- Interest received is forecast to be underachieved by **£5,000** as the bank accounts are not accruing any interest due to the current interest rate of 0.1%.
- Income from CAMEO is forecast to underachieve by **£2,725** as the new temporary cremator is not mercury abated.

13 Earmarked Reserves

In line with the MCJC Reserve Policy to maintain a General Reserve of 30% of the income budget, a transfer to the General Reserve of **£11,813** is required. This results in a net transfer from the Cremator Replacement Reserve of **£161,300**.

The retained reserves of the MCJC at 31 March 2021 are forecast to be **£435,066** along with a General Reserve of **£298,328**, giving a

forecast total reserves and balances position of **£733,394** at the year end.

Contact:	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 Mountsett Crematorium are included within the body of the report.

Consultation

None. However, Officers of Gateshead 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 MCJC.

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.

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Mountsett Crematorium Joint Committee

28 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. This report outlines the proposed Service Level Agreement (SLA) for Support Service provision by Durham County Council to the Mountsett 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 Mountsett 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 Support Services requirements for the coming year.
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 (including Committee support)
 - 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 £23,050 (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 Budget
- 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	03000 261967
	Ed Thompson	03000 263481

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 Gateshead 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 Mountsett Crematorium Joint Committee.

Equality and Diversity/ Public Sector Equality 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

**MOUNTSETT CREMATORIUM JOINT
COMMITTEE**

AGREEMENT FOR THE PROVISION OF SUPPORT SERVICES

THIS AGREEMENT is made the [28th] of [January] **two thousand and twenty one**
BETWEEN DURHAM COUNTY COUNCIL (“the Council”) and **MOUNTSETT**
CREMATORIUM JOINT COMMITTEE (“the Partnership”)

1. PROVISION OF SERVICES

- 1.1. The Mountsett 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 1st April 2021 and will continue until 31st March 2022 (“the Term”)

3. THE COUNCIL’S OBLIGATIONS

3.1. Services

- 3.1.1. The scope of the Support Services available to the Mountsett 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 Mountsett 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 31st 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.
- 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 Budget 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 Mountsett 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 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 timetable (final confirmation of the support service fee provision must be agreed no later than the 31st 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
MOUNTSETT 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 Mounsett 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 Budget for approval by the Mountsett 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 Budget Monitoring including the provision of sound financial advice.
6. Preparation of Monthly Payroll, Bank, Debtor and Creditor Reconciliations.
7. Production of the Joint Committees Annual Return for the Mountsett Crematorium Joint Committee and liaison with External Audit.
8. Timely processing and payment of all Mountsett Crematorium Joint Committee purchase order and direct invoices in line with BVPI 8 Regulations and Durham County Council payment terms via the SAGE system.
9. Financial Appraisals and Budget Monitoring of Service Asset Management Plan works.

Payroll Services

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

Human Resources

11. Provision of Health and Safety Advice and guidance in compliance with 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 (including Committee support)

14. Distribution of Joint Committee Papers (including electronic distribution).
15. Provision of Committee and Secretarial Services including the remit of 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 and other officers and nominated members of the Mountsett 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	
	5,300
Financial Services	
Budget Preparation including fees and charges setting	
Budget Monitoring including monthly reconciliations	
Production of the Annual Return (including liaison with External Audit)	
Financial Appraisals	
	11,500
Payroll Services	
Employee payroll processing	150
Human Resources	
Health and Safety support and guidance	
Employee relations and interaction with trade unions	
Training and development facilitation	
	1,950
Administration (including Committee support)	
Distribution of Committee Papers	
Committee and Secretarial Services	
Minute maintenance and indexing	
	4,150
Total	23,050

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 totalling £6,670 previously approved by members on 24 September 2019 for 2021/22.

In overall terms the Support Service charge represents 2.2% of the gross turnover of the Joint Committee.

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**Mountsett Crematorium Joint
Committee**

28 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 Mountsett 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 Mountsett Crematorium were harmonised with the charges at Central Durham Crematorium. The cremation fees and charges were increased in 2020/21 by £20 (2.9%).
- 4 Background papers available
 - 2020/21 Budget and Financial Monitoring Reports
 - 2021/22 Budget Strategy Report – MCJC Report – September 2021
 - 2021/22 Budget Working Papers

Recommendation(s)

- 5 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.
- 6 It is recommended that the proposed fees and charges are incorporated into the 2021/22 budget.

Fees and Charges 2021/22

- 7 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.
- 8 The projected number of cremations in 2020/21 is 1,635 which will be 236 more than the 1,399 cremations delivered in 2019/20 and 335 more than the budgeted position of 1,300. 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 1,300 cremations next year. This is a prudent forecast.
- 9 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 Mountsett 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 Mountsett and Central Durham Crematoria charges remaining the lowest in comparison with all other neighbouring facilities in the region.
- 10 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.
- 11 The table below indicates the additional income that could be received over and above the budget. The £20 increase for 1,300 cremations is budgeted to generate an additional £26,000 income.

No of Cremations	Increase in Fees £				
	£10	£20	£30	£40	£50
1,300	£13,000	£26,000	£39,000	£52,000	£65,000
1,350	£49,500	£63,000	£76,500	£90,000	£103,500
1,400	£86,000	£100,000	£114,000	£128,000	£142,000
1,450	£122,500	£137,000	£151,500	£166,000	£180,500
1,500	£159,000	£174,000	£189,000	£204,000	£219,000

- 12 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.
- 13 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 tubes – increase by £2.
- 14 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.
- 15 All other fees and charges at the Crematorium are proposed to remain at the same levels as 2020/21.
- 16 A full schedule of the proposed fees and charges for Mountsett 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 Mountsett Crematorium is included at Appendix 2. These proposals have been factored into budget proposals for 2021/22.

Consultation

None. However, Officers of Gateshead 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 MCJC.

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 Mountsett 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 MCJC, 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.

APPENDIX 2

SCHEDULE OF PROPOSED MOUNTSETT CREMATORIUM CHARGES 2021-22

	2020/2021	Proposed	VAT	Increase /	
	incl VAT	Charges		Status	(Decrease)
	(where	2021/2022			£
	appropriate)	incl VAT			
	£	£			
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 Time - 09:30 am	610	630	O	20	3.3%
Peak Service Times - 10:15 am onwards, every 45 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					
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					
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%
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%
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%
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 10.15am and 2.45pm	600	600	E	0	0.0%
Before 10.15am or after 2.45pm	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 cancelation - 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

Proposed Mountsett 21/22	Cremation Fees £	2020/21											Proposed Durham 21/22 *	
		Coundon	Darlington	Gateshead	Middlesbrough	Hartlepool	South Tyneside	Sunderland	Newcastle	Stockton on Tees	Northumberland	Redcar & Cleveland		North Tyneside
710	Adult	884	825	653	728	761	816	765	715	765	820	875	760	710
0	Environmental surcharge	Inc above	55	47	62	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 Mountsett 21/22	Other charges £	Coundon	Darlington	Gateshead	Middlesbrough	Hartlepool	South Tyneside	Sunderland	Newcastle	Stockton on Tees	Northumberland	Redcar & Cleveland	North Tyneside	Proposed Durham 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 Central Durham Crematorium Joint Committee 27th January 2021

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Mountsett Crematorium Joint Committee**28 January 2021****2021/22 Revenue Budget****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 set out for Members' consideration proposals with regards to the 2021/22 revenue budgets for the Mountsett 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 the previous report, the 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 budget proposals contained within the report (as set out at Appendix 2) and that members note the forecast level of reserves and balances at 31 March 2022 (also set out at Appendix 2).

Budget Proposals 2021/22

- 4 The 2021/22 budget has been developed with the Bereavement Services Manager, taking into account the proposed Fees and Charges set out in the previous report, the 2020/21 forecast outturn position and known expenditure pressures in the coming year.
- 5 The proposed 2021/22 revenue budget is shown at Appendix 2, together with the forecast position with regards to the reserves of the Mountsett 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 **£13,732** due to the impact of incremental progression and the relief attendant cover.

Premises

- 7 The base budget has increased by **£281,573** from 2020/21. The main reasons for this are as follows:
 - The repairs and maintenance budgets include provision for the scheduled works in 2021/22 as per the Service Asset Management Plan. The net result of the removal of the 2020/21 works schedule and the inclusion of the 2021/22 requirements is a decrease in the base budget of **(£114,320)** year on year. Provision for the following works are included in 2020/21 budgets:

➤ Redecoration work	£17,000
➤ Replace pathways	£5,000
➤ Carry out topping with decorative shale	£1,000
➤ Replace existing curtain track	£6,000
 - As reported to Members in the Budget Strategy report in October 2020 the Cremator Reserve balance will be used to part fund the cremator replacement programme. A contribution to the project of **£380,466** is therefore required, which will fully utilise the reserve and keep the loan requirement to a minimum.
 - Utility budgets have been amended to reflect the 2020/21 projected outturn, which has resulted in an overall increase of **£2,000**.
 - Equipment purchase and rental budgets have increased by **£11,520** for the annual rental of the temporary cremator unit and software.
 - General repairs budgets have increased by **£2,000** to reflect the 2020/21 forecast.
 - General premises budgets have increased by **£156**.

- Rates budgets have decreased by **(£249)** to reflect 20/21 charge as there will be no increase in 21/22.

Supplies and Services

- 8 These budgets have been increased by **£700** in 2021/22, the main reasons are:
- The purchase of urns budget has decreased by **(£1,300)** to cover the purchase of one for every cremation at a cost of £4 each.
 - Masterplan budgets have increased by **£2,000** to reflect increased costs in 2020/21.

Agency and Contracted

- 9 The Agency and Contracted Services budget has been increased by **£4,397** due mainly to increased EPA testing.

Support Service Costs

- 10 The 2021/22 budget factors in the proposed increase of **£500** in the SLA for the provision of Support Services as detailed in a previous report.

Capital Financing Costs

- 11 The 2021/22 budget factors in a new charge of **£150,641** for the estimated annual loan repayment to Durham County Council relating to the cremator replacement programme. The annual loan repayments are repayable over 10 years, with the last repayment due to be made in 2030/31.

Income

- 12 The income budget has been increased by **(£34,525)**. This is due to a combination of the following factors:
- 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 335 cremations against the 2020/21 budgeted number of cremations 1,300. In preparing the 2021/22 budget the estimated number of cremations has been kept at 1,300. Along with the proposal to increase the cremation charges to £740 the cremation fee income budget has increased by **(£26,000)**.
 - A new charge for memorial leaves has been introduced resulting in an increase of income of **(£13,000)**.
 - The interest budget has decreased by **£3,500** reflecting lower interest rates.

- The CAMEO budget has been decreased by **£975** to reflect the decreasing Tradable Mercury Abatement Charge (TMAC) rate.

13 Should cremation numbers be maintained in line with those estimated in 2020/21 or indeed return to levels experienced in previous years then there would be an additional surplus generated again next year.

Surplus Redistribution

14 The 2021/22 allocations remain the same as 2020/21 and are as follows:

- Durham County Council - £227,500
- Gateshead Council - £122,500

Earmarked Reserves

15 The transfer to the Repairs Reserve next year is budgeted in line with the 2020/21 level at **£15,000**.

16 In line with the Reserves Policy, the surplus created after all of the above factors have been taken into account necessitates a transfer from the Cremator Reserve. The Reserves Policy requires a General Reserve equal to 30% of the Joint Committees income budget. This results in a required transfer from the Cremator Reserve to the General Reserve of **£10,358**. The forecast net decrease to the Cremator Reserve is therefore budgeted to be **£350,696** in 2021/22.

17 The estimated total earmarked reserves and balances of the Mountsett Crematorium Joint Committee at 31 March 2022, taking into account the 2020/21 Quarter 3 budgetary control report, the 2021/22 budget and the proposed transfers to / from earmarked reserves are as follows:

- General reserve of £308,686, an increase of £10,358 (3.5%) from 2020/21
- Retained Reserves of £99,370 a decrease of £570,217 (85.2%) from 2020/21

The estimated total reserves as shown in Appendix 2 at 31 March 2022 are **£408,055**.

18 Members should note that the 2021/22 budget proposal incorporates £409,466 of one off expenditure requirements which will be removed in the 2022/23 budget setting round.

Background Papers

- 2020/2021 Budget and Financial Monitoring Reports
- 2021/2022 Budget Working Papers
- 2021/2022 Fees and Charges report.

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Appendix 1: Implications

Legal Implications

The Mountsett 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 Mountsett 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 Gateshead Council were provided with a copy of the report and given opportunity to comment/ raise any detailed questions on the content of the report in advance of circulation to members of the Mountsett Crematorium Joint Committee.

Equality and Diversity / Public Sector Equality Duty

The income proposals set out in this report are based on a harmonised fees and charges policy with the Central Durham 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

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

Staffing

The employee budget provides for 6 members of staff.

Accommodation

There are no Accommodation implications associated with this report.

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 considers one off expenditure requirements for 2021/22. Knowledge of these requirements ensures that risk is minimised.

Pricing sensitivity is essential to maintain the competitiveness and reputation of the Mountsett Crematorium in the current economic climate. The proposed standstill 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 Mountsett Crematorium Joint Committee, should ensure risk is minimised with regards to the achievement of the income budgets.

Procurement

None.

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APPENDIX 2

MOUNTSETT CREMATORIUM 2021/2022 BUDGET				
2019/2020 Actual Outturn (Memo Info)	2020/2021 Base Budget	2020/2021 Projected Outturn (QTR3)		2021/2022 Base Budget
£	£	£		£
			EXPENDITURE	
155,858	172,452	215,123	Employees	186,184
149,334	262,340	638,924	Premises	543,913
2,855	900	2,671	Transport	900
78,569	78,845	96,034	Supplies and Services	79,545
4,874	8,988	13,575	Agency & Contracted	13,385
0	0	0	Capital Financing Costs	150,641
28,430	29,220	29,220	Support Service Costs	29,720
419,919	552,745	995,547	Gross Expenditure	1,004,288
(1,014,246)	(994,425)	(1,211,060)	INCOME	(1,028,950)
(594,327)	(441,680)	(215,514)	Net Income	(24,662)
			Transfer to/from Reserves	
15,000	15,000	15,000	- Repairs Reserve	15,000
414,437	76,680	(149,487)	- Cremator Reserve	(340,338)
0	0	0	- General Reserve	0
(164,890)	(350,000)	(350,000)	Distributable Surplus	(350,000)
57,712	122,500	122,500	35% Gateshead Council	122,500
107,178	227,500	227,499	65% Durham County	227,500

Actual Balance @ 31/03/20	Budget Earmarked Reserves Balance @ 31/03/21	Revised (QTR3) Forecast Balance @ 31/03/21	Reserve	Transfer to Reserve	Transfer from Reserve	Budget Forecast Balance @ 31/03/22
£	£	£		£	£	£
(69,370)	(84,370)	(84,370)	Repairs Reserve	(15,000)	0	(99,370)
(511,995)	(585,217)	(350,696)	Cremator Reserve	0	350,696	0
(286,515)	(298,328)	(298,328)	General Reserve	(360,358)	350,000	(308,686)
(867,880)	(967,915)	(733,394)	TOTAL	(375,358)	700,696	(408,055)

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By virtue of paragraph(s) 3, 5 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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