

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'**

Table of Contents

<u>Ref</u>		<u>Page</u>
	Definitions	2
	Confidentiality and Data Protection	2
1.0	Contract Overview	3
2.0	Schedule of Services and Charges	6
3.0	Service Provider Requirements	8
4.0	Customer Obligations	8
5.0	Contract Review and Performance	9

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: mountsetcrem@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

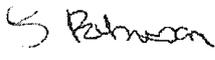
Name of Signatory: Graham Harrison

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