



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

Electoral division(s) affected:

Countywide

Purpose of the Report

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

Executive summary

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

Recommendation(s)

3. It is recommended that Members of the Central Durham Joint Committee:
 - a. Note the current performance of the crematorium.
 - b. Note the additional cleaning undertaken as part of the Covid outbreak.
 - c. Note the introduction of credit card payment facilities at the crematorium.
 - d. Note the cancellation of the Joint Conference of the Federation of Burial & Cremation Authorities and the Cremation Society of Great Britain.

Background

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

Performance Update - Number of Cremations

- The table below provides details of the number of cremations for the period 1 January 2021 to 31 March 2021 inclusive, with comparative data in the same period last year:

	2019/20	2020/21	Change
January	233 + 1*	226 + 1*	- 7 + 0*
February	199 + 0*	221 + 3*	+ 22 + 3*
March	226 + 1*	223 + 1*	- 3 + 0*
TOTAL	658 + 2*	670 + 5*	+ 12 + 3*

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

- The full profile of where families came from can be seen in Appendix 2. In summary, 207 came from Durham, 25 came from Spennymoor and 438 from other areas. There were 5 NVF cremations undertaken for the period covered by this report compared to 2 in the same period last year, which is an increase of 3 NVF and an increase of 12 cremations.
- The total number of cremations in 2020/21 was 2,738 compared with 2,350 in 2019/20, an increase of 388 cremations, which is due to the Covid 19 pandemic.
- The 2020/21 budget was set at a prudent assumption of 2,200 cremations during the year. The actual number of cremations undertaken was therefore 538 more than the budgeted position. This is reflected in an over achievement of cremation fee income of £325,839 in year, which is included in the financial monitoring report.
- The table below shows the comparative figures for the previous ten financial years:

Year	Cremations
2010/11	2,282
2011/12	2,205
2012/13	2,379
2013/14	2,227
2014/15	2,287
2015/16	2,247
2016/17	2,324
2017/18	2,294

Year	Cremations
2018/19	2,392
2019/20	2,350
2020/21	2,738

Memorials

10. The table below outlines the number and value of the memorials sold in the period January to March 2021 compared to the same period the previous year.

	Jan-March Number	2019/20 £	Jan-March Number	2020/21 £
Vase Blocks	4	2,642	4	2,658
Large Plaques	18	7,686	18	7,724
Small Plaques	3	714	3	783
Niche	0	0	1	1,145
Renewal	23	3,948	28	4,676
Seat	0	0	1	1,042
Leaf Plaques	0	0	11	1,100
Total	48	14,990	66	19,128

11. In overall terms, the number and value of memorials sold of 66 / £19,128, compares to 48 / £14,990 in the same period last year. This is a year on year increase of 18 memorials sold and £4,138 additional income generated.
12. The table below identifies the total number and value of memorials sold during 2020/21 compared to 2019/20:

	2019/20 Total		2020/21 Total	
	Number	£	Number	£
Vase Blocks	18	11,878	20	13,172
Large Plaques	50	21,150	59	25,035
Small Plaques	9	2,280	13	3,393
Niche	6	7,650	7	8,787
Renewal	89	15,107	110	17,759
Seat	0	0	1	1,042
Leaf Plaques	0	0	13	1,300
Total	172	58,065	223	70,488

Operational Matters

Staffing matters

13. Members were updated at the last meeting with regards to the current Covid 19 situation that staff are faced with on a daily basis and they continue to demonstrate the high level of service that we can to the bereaved.
14. The staff continue to cope with the demands and are an asset to the Crematorium and I continue to thank them for their assistance during this difficult time.
15. Due to a recent Covid 19 outbreak at the crematorium several of the staff had to self-isolate and we therefore had to bring in relief staff from within our service area to cover. A number of these staff continue to assist where possible and are an asset to the Authority.
16. We have also had to undertake additional cleaning of the crematorium during the day by employing an additional cleaner who assists the crematorium staff for 3 hours during the day.

Credit Card Payments

17. The crematorium does not currently offer a credit card payment option to members of the public wanting to pay for some of our services and we are regularly asked if the payment option is available.
18. Discussions have therefore been held with the Income and Support team regarding the crematorium offering this service and a chip and pin machine has been ordered for a monthly rental of £16 per month plus nominal processing fees. The cost can be absorbed within existing office budgets and this will provide an enhanced service to families.

Cremation & Burial Conference & Exhibition 2021

19. The Joint Conference of the Federation of Burial and Cremation Authorities and the Cremation Society of Great Britain was due to be held at the Hilton Ageas Bowl, Southampton from 21 to 23 June 2021, however due to the pandemic has once again been cancelled.

Contact: Graham Harrison

Tel: 03000 265606

Appendix 1: Implications

Legal Implications

There are no legal implications associated with this report

Finance

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

Consultation

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

Equality and Diversity / Public Sector Equality Duty

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

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

As identified in the report.

Accommodation

There are no accommodation implications associated with this report.

Risk

As identified in the report.

Procurement

There are no procurement issues associated with this report.

Appendix 2: Breakdown of Figures

	Jan	Feb	Mar	Total
Durham	75	69	63	207
Bishop Auckland	6	3	9	18
Blackhall	1	3	3	7
Chester Le Street	14	12	19	45
Chilton		1	1	2
Consett		1	1	2
Crook	2	1	9	12
Darlington		2	1	3
Easington		5	3	8
East Rainton		1		1
Esh Winning	2	5	3	10
Ferryhill	3	5	8	16
Fishburn		1	1	2
Gateshead	1	1	1	3
Great Lumley	3	3	1	7
Hartlepool	2			2
Haswell	4	2		6
Hetton Le Hole		2	1	3
Horden	7	10	4	21
Houghton	4	7	3	14
Howden	1			1
Kimbleworth			1	1
Lancashire			2	2
Lanchester	3		3	6
Langley Park		8	5	13
Middlesbrough		1		1
Murton	5	6	4	15
New Brancepeth	2		2	4
Newcastle		3	2	5
Newton Aycliffe	4	2	2	8
Northumberland	2	1		3
Ouston	1	1	1	3
Peterlee	14	12	17	43
Scotland		1		1
Sacrison	8	3	6	17
Seaham	14	6	5	25
Sedgefield	2	2	1	5
Sildon	1			1
Shotton	3	3	6	12

	Jan	Feb	Mar	Total
South Hetton			2	2
Spennymoor	10	8	7	25
Stanhope	1			1
Stanley	2	2	1	5
Station Town			2	2
Stockton			1	1
Sunderland		4	1	5
Southern England		1		1
Thornley		1	1	2
Tow Law	1	1	2	4
Trimdon	7	2	5	14
Washington		1		1
West Auckland	1			1
West Cornforth	6	5	1	12
Wheatley Hill	7	3	6	16
Willington	4	5	1	10
Wingate	3	3	3	9
Wolsingham		1	2	3
Yorkshire		1		1
Total	226	221	223	670