

**Central Durham Crematorium Joint
Committee**

28 June 2024



**Quarterly Performance and Operational
Report - 1 April to 31 May 2024**

**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 attendance at the Institute of Cemetery and Crematorium Management ICCM Learning Convention and Exhibition 2024.
 - c. Note the date of the heritage open weekend.
 - d. Note the distribution of recycling income and subsequent charity nominations.
 - e. Note and approve the recommendation for the financial integration of the Crematorium onto Durham County Council's Oracle software system in 2025/26.

Background

- As identified in the report.

Performance Update - Number of Cremations

- The table below provides details of the number of cremations for the period 1 April to 31 May 2024 inclusive, with comparative data in the same period last year:

	2023/24	2024/25	Change
April	174 + 2*	212 + 2*	+ 38 + 0*
May	201 + 3*	193 + 0*	- 8 - 3*
TOTAL	375 + 5*	405 + 2*	+ 30 - 3*

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

- The full profile of where families came from can be seen in Appendix 2. In summary 118 came from Durham, 14 came from Spennymoor and 273 from other areas. There have been 2 NVF cremations undertaken for the period covered by this report compared to 5 in the comparable period last year, which is a decrease of 3 NVF and 30 numbers increase in Cremations.

Memorials

- The table below outlines the number and value of the memorials sold in the period April to May 2024 compared to the same period the previous year.

	(Apr – May) 2023/24		(Apr – May) 2024/25	
	Number	£	Number	£
Vase Blocks	2	1,318.00	5	3,322.00
Large Plaques	6	2,580.00	8	3,402.00
Small Plaques	2	546.00	1	273.00
Niche	1	1,240.00	0	0.00
Renewal	20	3,663.00	28	4,394.00
Memorial leaves	10	1,000.00	5	500.00
Total	41	10,347.00	47	11,891.00

- In overall terms the number and value of memorials sold of 47/ £11,891 compared to 41 / £10,347 in the same period last year shows an increase of 6 / £1,544.

Institute of Cemetery and Crematorium Management ICCM Learning Convention and Exhibition 2024

- As in previous years, the necessary arrangements will be made for representation at the Institute of Cemetery and Crematorium Management ICCM Learning Convention and Exhibition which is to be

held at Chesford Grange Hotel, near Kenilworth from 23rd to 25th September 2024. It is proposed that the Bereavement Services Manager and the Chair attend this conference as representatives of the Central Durham Crematorium Joint Committee.

Heritage Open Weekend

10. Members will be aware that the Durham Heritage Open Weekend has been running for several years and Durham Crematorium has been part of this event.
11. We have once again agreed to participate in the September 2024 event, which is to be held from Thursday 12th September to Sunday 15th September.

Recycling of Metals Scheme

12. As members are aware the first round of metal recycling for 2024 has been opened and we have nominated Bradley Lowery Foundation and the British Heart Foundation.

Financial Integration

13. As members were advised at the last meeting, we are in the process of implementing a new software system, PlotBox, to replace the existing BACAS system, with a go-live date of October 2024. This change will provide improvements in the way the crematoria operate, so benefiting the users ultimately.
14. DCC provides financial support to a number of external bodies and is currently in the process of transferring them to Oracle to standardise reporting and increase efficiency.
15. Currently the changes and transition to Plotbox are taking up a significant amount of time and in October 2024 staff will be acclimatising to the changes. With this in mind, after the implementation of Plotbox it is recommended that the Crematorium also move from using Sage as their financial system to using Durham County Council's Oracle system. Plotbox can then be fully integrated with Oracle for the crematoria, as well as the Burials Team, who are already using Oracle.
16. Working towards a 2025/26 implementation date for Oracle would allow time for the bedding in of the Plotbox system and reduce pressure on crematoria staff.
17. A progress update report will be prepared for a future meeting of the Joint Committee.

Appendix 1: Implications

Legal Implications

There are no legal implications associated with this report.

Finance

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

Consultation

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

Equality and Diversity / Public Sector Equality Duty

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

Human Rights

There are no Human Rights implications associated with this report.

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

	Apr	May	Total Apr- May
DURHAM	64	54	118
BISHOP AUCKLAND	5	4	9
BISHOP MIDDLEHAM	3		3
BLACKHALL	5	2	7
CHESTER LE STREET	12	13	25
CONSETT	1		1
CROOK	1	7	8
DARLINGTON	2	1	3
EASINGTON	10	7	17
EAST RAINTON	1		1
ESH	1		1
ESH WINNING		4	4
FENCEHOUSES	1		1
FERRYHILL	3	3	6
FISHBURN		1	1
FROSTERLEY	1		1
GATESHEAD		1	1
HARTLEPOOL	1	2	3
HASWELL	2	1	3
HETTON LE HOLE	5	2	7
HORDEN	8	4	12
HOUGHTON	6	5	11
HOWDEN	1	1	2
LANGLEY PARK	7	3	10
MURTON	4	2	6
NEWCASTLE	1	1	2
NEWTON AYCLIFFE	3	3	6
PELTON		4	4
PETERLEE	14	12	26
SACRISTON	4	5	9
SEAHAM	6	11	17
SEDFIELD	2	3	5
SHOTTON	2	2	4
SOUTH HETTON		2	2
SPENNYMOOR	6	8	14
STANLEY	2		2
STATION TOWN	3		3
SUNDERLAND	2	1	3
THORNLEY	2	1	3
TOW LAW	3		3
TRIMDON	3	4	7
WASHINGTON	2	1	3
WEST AUCKLAND		1	1

WEST CORNFORTH	3	1	4
WHEATLEY HILL	2	4	6
WILLINGTON	4	4	8
WINGATE	3	6	9
WOLSINGHAM	1		1
YORKSHIRE		2	2
Total	212	193	405