

**Central Durham Crematorium Joint
Committee**

26 September 2024



Performance and Operational Report

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

Electoral division(s) affected:

Countywide

Purpose of the Report

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

Executive summary

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

Recommendation(s)

3. It is recommended that Members of the Central Durham Joint Committee:
 - a. Note the current performance of the crematorium.
 - b. Note the current position with regards to the member of staff wanting to enroll in the diploma and agree to the funding of the diploma.
 - c. Note the updated position with regards to the Green Flag scheme.
 - d. Note the attached FBCA compliance report.
 - e. Note and agree the content of the Service Asset Management Plan attached at Appendix 4, which will be factored into budget planning in 2025/26 and beyond.

Background

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

Performance Update - Number of Cremations

5. The table below provides details of the number of cremations for the period 1 June 2024 to 31 August 2024 inclusive, with comparative data in the same period last year:

	2023/24	2024/25	Change
June	205 + 2*	167 +0*	-38 - 2*
July	174 + 2*	198 + 2*	+ 24 + 0*
August	209 + 1*	174 + 2*	- 35 + 1*
TOTAL	588 + 5*	539 + 4*	-49 -1*

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

6. The full profile of where families came from can be seen in Appendix 2. In summary 148 came from Durham, 18 came from Spennymoor and 373 from other areas. There have been 4 NVF cremations undertaken for the period covered by this report compared to 5 in the comparable period last year. There were 49 less cremations undertaken in the period June to August 2024 compared to the same period last year.

Memorials

7. The table below outlines the number and value of the memorials sold in the period June to August 2024 compared to the same period the previous year.

	Jun-Aug 2023/24	Jun-Aug 2024/25
	Number £	Number £
Vase Blocks	3 2,004	2 1,318
Large Plaques	20 8,760	11 4,794
Small Plaques	1 273	0 0
Niche	0 0	2 2,512
Renewal	29 4,834	38 6,014
Memorial leaves	16 1,600	17 1,700
Total	69 17,471	70 16,338

8. The number and value of memorials sold 70 / £16,338 compares to 69 / £17,471 in the same period last year, which is an increase of 1 memorial sold and a decrease of £1,133 year on year.

Operational Matters

Staffing

9. A member of staff has indicated that they are wishing to undertake the ICCM Diploma in cemetery and crematorium management. They will firstly need to become an associate member of the institute and then enroll on the course, there are 7 units to complete, and the total cost is £4,380.

Green Flag Application

10. The Green Flag Award recognises good quality parks and green spaces, and a sign to visitors that sites are well maintained and well managed with excellent facilities. Once again, this year Durham Crematorium was successful in obtaining a Green Flag Award for the thirteenth year running, which is a great achievement.
11. This award is testimony to the dedication of the staff working at the Crematorium and comes on top of the award of Gold Star Status in the Institute of Cemetery and Crematorium Management Accreditation.

FBCA Inspection

12. For members information The Federation of Burial And Cremation Authorities have recently carried out a crematorium compliance visit and attached at Appendix 3 is the report for members information.

Service Asset Management Plan

13. The Service Asset Management Plan (SAMP) was presented to Members on 27th September 2023 and has been reviewed and updated to provide further direction and highlight future budget pressures for the Joint Committee. The SAMP is attached at Appendix 4 and will need to be refined in line with any future decisions taken by Members.
14. The Service Asset Management Plan is split into four priorities of maintenance need and includes all the completed and planned crematorium improvement works.

Priority 1 essential works for 2025/26 have been estimated to the sum of £244,000. These will need to be considered as part of the budget setting process for next year. These works include:

- Carry out re-lining of 1 hearth.
- Carry out installation of resin pathway to driveway.
- Reline cremator.
- Replace lights in chapel.
- Replace cremator charger.

- Replace universal loader.
- Carry out roof and gutter replacement where necessary.
- Carry out replacement of cremulator.

Priority 2 works, which will need to feature in 2026/27 budget plans have been estimated to the sum of £2,535,400 and the works are set out below:

- Carry out re-lining of 1 hearth.
- Carry out redecoration works.
- Carry out the installation of nitrogen oxide monitoring equipment.
- Purchase and installation of resomation system and building extension (previously in SAMP for 2024/25 but delayed).

Priority 3 works, which would fall beyond the next two years, have been estimated to the sum of £93,000 and the works are set out below:

- Carry out re-lining of 1 cremator.
- Carry out re-lining of 1 hearth.

Longer term works have been costed to the sum of £407,400 and some of the works include:

- Re-decoration works x 3
- Carry out re-lining of 3 cremators x 2
- Carry out re-lining of hearths x 9

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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.

Climate Change

There are no climate change issues associated with this report.

Appendix 2: Breakdown of Figures

	0	Jun	Jul	Aug	Total Jun- Aug
DURHAM		44	56	48	148
BILLINGHAM			1		1
BISHOP AUCKLAND		3	4		7
BISHOP MIDDLEHAM			1	2	3
BLACKHALL		2	1	3	6
CHESTER LE STREET		8	16	11	35
CHILTON			1	1	2
CONSETT		3	2	3	8
CORNSAY		1			1
CROOK		3	3	7	13
DARLINGTON			2	1	3
EASINGTON		3	3	3	9
EAST RAINTON		1			1
ESH		1			1
ESH WINNING		1	3	6	10
FERRYHILL		4	6	3	13
FISHBURN			1		1
FROSTERLEY			1		1
GATESHEAD			1		1
GREAT LUMLEY		2		1	3
HARTLEPOOL			3	1	4
HASWELL		1		2	3
HETTON LE HOLE		1	3	4	8
HORDEN		3	5	3	11
HOUGHTON		6	6	4	16
LANCHESTER		2	1		3
LANGLEY PARK		3	4	3	10
MIDDLESBOROUGH		1		1	2
MURTON		4	5	4	13
NETTLESWORTH		1	2		3
NEW BRANCEPETH		1	1	4	6
NEWCASTLE				1	1
NEWTON AYCLIFFE		6	3	3	12
NORTHUMBRIA				1	1
PELTON		3		1	4
PETERLEE		11	17	12	40
SACRISTON		1	5	2	8
SEAHAM		11	7	6	24
SEDFIELD		4	2	1	7
SHILDON			1		1
SHINEY ROW			1		1
SHOTTON		1	7	3	11

SOUTH HETTON	2	1	1	4
SPENNYMOOR	6	5	7	18
STANLEY	1	1		2
STATION TOWN			1	1
SUNDERLAND	2	1	2	5
SOUTHERN ENGLAND		1	1	2
THORNLEY	2	1		3
TOW LAW	2	1	2	5
TRIMDON	4		3	7
WASHINGTON	1		1	2
WEST CORNFORTH	2	3	2	7
WHEATLEY HILL	4	2	1	7
WILLINGTON	3	3	2	8
WINGATE	1	4	4	9
YORKSHIRE	1		2	3
Total	167	198	174	539

Appendix 3: FBCA Inspection Report

Client/Date: Durham Crematorium - 2024

(1) ▾



Crematorium Compliance Scheme Report

Created for	Durham Crematorium
Inspected on	26 Jun 2024
Inspected by	Gordon Hull

Compliance Score	
Your Score	423
Maximum Score	470
Compliance %	90.0 %

Environmental Audit Summary	
Total Indicators:	15
Green indicators:	7
Amber indicators:	2
Red indicators:	6

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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 48hours prior to cremation service, they are logged in when received and checked. There is a process to manage late forms.	A process is in place.	
b. A process is in place to ensure that the statutory forms are seen by the Medical Referee prior to the cremation.	Yes	A process is in place whereby the Medical Referee is presented with the statutory forms, either as hard copies or electronically, prior to the cremation.	Process in place.	
c. When the Medical Referee identifies any discrepancies with the paperwork, a process is in place to address this before the cremation.	Yes	A process is in place for staff to contact doctors, Funeral Directors, etc. re any discrepancies, which are recorded along with any amendments and passed to the Medical Referee for final approval.	Process is in place.	
d. The inspection of 10 sets of randomly selected cremation forms, both statutory and non-statutory, indicates that administration is being carried out correctly. The cremation numbers of the forms inspected are listed in the comments.	No		All forms not fully/accurately completed.	127101 (change of instruction made by FD and not applicant as legally required), 127104, 127110, 127118, 127128, 125000, 125478 (change of instruction for disposal not signed by the Applicant), 125456, 125425, 125406 (coroners cert missing information, applicant signature not completed on all forms and change of instruction again not approved by Applicant).
e. Maintaining a record of ashes received for disposal from elsewhere, along with final disposition is recognised as best practice by the Federation	Yes	A Register of ashes from elsewhere is in place and is completed.	A Register of ashes from elsewhere is in place and is 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.	

1. Cremation Administration (cont)

Indicator	Answer	Evidence	Result	Comments
h. The scattering/interment locations of ashes interred or placed in memorials are recorded on maps/plans of the facility.	Yes	A process is in place to record the storage of ashes, they are stored in a secure location which unauthorised persons cannot access.	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	A process is in place to record the storage of ashes, they are stored in a secure location which unauthorised persons cannot access.	There is a process in place.	
k. In accordance with the requirements of the Competition and Markets Authority, the Cremation Authority publish their fees online and complete a quarterly income return	Yes	Fees appear on Cremation Authority website and an example of the quarterly return	The Cremation Authority complies with the requirements of the CMA	
l. The public have access to partial digital records on line to be able to locate final resting place and limited details.	No		No access is available on line.	
m. A digital system is in place for cremation bookings, registration, documentation, cremation instructions and associated records.	Yes	The Cremation Authority uses a digital system for all cremation related records and documentation.	A computer based administration system is in place.	
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. A process is in place which allows for consultation with Funeral Directors.	No		Regular meetings do not take place with funeral directors.	
p. The website is user friendly.	Yes		The website is user friendly.	

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		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.	
i. There is provision for playing music at the service.	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.	
j. There is provision for displaying visual tributes at the service.	Yes	Screens are available to display digital media content and/or a table is available for family photos/tributes to be placed and viewed during the ceremony.	A variety of options are available for families to display visual tributes.	

2. Ceremony Facilities (cont)

Indicator	Answer	Evidence	Result	Comments
k. Alternative forms of service are allowed/encouraged, for example local choir, musicians, actors, themed service etc.	Yes	Alternative forms of service are allowed, including musicians, choirs, music and performing arts etc. The crematorium makes facilities available, room to change, and actively participate in coordinating the event.	Alternative forms of services are allowed/encouraged.	
l. The service can be viewed remotely via the internet.	Yes	Webcasting facilities are available to enable the service to be broadcast over the net to mourners who are unable to attend the event.	Webcasting facilities are available.	
m. The crematorium is equipped to deal with large congregations.	Yes	There is an identified overflow area, waiting room and port cochere may be used, areas have audio connection to chapel to enable mourners to take part in the service, staff have an agreed plan to manage large numbers of mourners, including parking.	An overflow area is identified.	
n. Interested groups/individuals are actively encouraged to visit and look around the facilities e.g. health workers, FDs, etc.	Yes	Events are held such as open days; carol concerts and groups/individuals are given escorted tours of crematorium.	Interested groups are facilitated to visit the crematorium.	
o. The chapel is 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.	
p. 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.	
q. A wheelchair user can be accommodated within the chapel to take part in the event.	Yes	Chapel seating or pews are arranged in such a manner to allow wheelchairs at the end of the row, allowing user to be integral to the event.	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, with formalised arrangements ? for example mutual aid agreements with neighbouring crematoria. It is in written or digital format and is regularly updated. Key staff are aware of the plan and where it can be accessed. 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.	No		No cremator log exists.	
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.	
n. The emissions testing report show all measured parameters are within the prescribed emission limit values.	Yes	A copy of the report is available and it confirms all emissions 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.	No		The Technicians have not received additional training relating to the cremation of babies.	
q. Access to the crematory is restricted to prevent general access by the public.	No		Access is not restricted.	rear doors left wide open allowing unrestricted access
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.	No		Cremated remains are not securely stored.	during the inspection cremated remains were left on a cupboard a few yards away from the open rear door in clear view with unrestricted access
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	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.	
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.	
y. Crematorium Technicians, where necessary reduce the ash from infant cremations by hand, rather than use mechanical means.	No		A mortar and pestle or sieve and brush are not used.	
z. Moving away from manual charging is considered best practice. An automated charging device should be used.	Yes	An automated charger is installed/used.	An automated charger is available.	
za. Where carrying over is available bodies must be stored in a dignified and secure manner, either in a refrigerator or cold room.	Yes	A secure refrigerator or cold room is available on site.	A secure refrigerator or cold room is available.	

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. Baby changing facilities are provided.	No		Baby changing facilities are not provided.	
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.	No		No signs are in place.	
o. There is a process to ensure that advice is received on DDA issues.	Yes	A process exists for receiving advice on DDA issues, either internally or from a specialist external company.	A process to obtain DDA advice is in place.	
p. There is a process to ensure that Health and Safety issues are managed?	Yes	A process exists for receiving advice on Health and Safety issues, either internally or from a specialist external company.	A process to obtain Health and Safety advice is in place.	
q. A memorial inspection programme is in place.	Yes	A risk based memorial inspection process is in place. Recording memorials which pose a hazard and ensuring actions are taken to mitigate the threat.	A memorial inspection programme is in place.	

5. Grounds and Memorialisation

Indicator	Answer	Evidence	Result	Comments
a. The crematorium grounds and cemetery/cemeteries (where applicable) are well maintained.	Yes	A good standard of maintenance exists throughout the grounds, lawns are regularly cut, beds are regularly weeded, trees and shrubs are pruned, and litter is removed.	A good standard of maintenance exists.	
b. Enough suitably located taps are available.	Yes	Taps are available throughout the grounds and are in working order.	Enough working taps are available.	
c. There are enough litter bins available and well-maintained.	Yes	There are enough litter bins.	There are enough litter bins.	
d. There is a range of memorials available.	Yes	A range of memorials are available, offering different formats and a variety of prices to be accessible to a wide range of families.	A range of memorials is available.	
e. Applicants for cremation are provided with information on the range of memorials available/permitted.	Yes	Applicants are provided with detailed and transparent information on the range, cost and conditions relating to memorials available/permitted. Information is also available online.	Information on the range of memorials available/permitted is provided to applicants.	
f. There are a variety of locations for the laying to rest.	Yes	There are a variety of locations for the scattering/interment of ashes. For example, gardens of remembrance, graves, columbaria etc.	There are a variety of locations for scattering/interment of ashes.	
g. There is an area specifically dedicated for memorials for babies and children.	Yes	An area dedicated for scattering and/or interment of babies and children has been set aside.	A dedicated area exists.	
h. A policy exists for the management of floral tributes arising from services, advising families when they will be removed.	Yes	Information notices in the flower display area indicating length of time tributes will remain, details contained when writing to the family and/or funeral directors advised.	A policy exists for the management of floral tributes.	

6. Service and Staff

Indicator	Answer	Evidence	Result	Comments
a. Staff are identifiable/smartly presented.	Yes	It is important that staff give a professional first impression, all staff must be smartly dressed. Staff must be approachable and be welcoming.	Staff were identifiable and smartly presented.	
b. Refreshment facilities are available for visitors.	Yes	Hot and/or cold drinks are available for visitors.	Hot and/or cold drinks are available.	
c. Chapel times are routinely a minimum of 40 minutes.	No		Service times were routinely less than 40 minutes.	30 minute service times
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. 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.	
f. 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.	
g. 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.	
h. A process is in place to ensure religious/cultural requirements can be accommodated.	Yes	A process is in place to ensure religious/cultural requirements can be accommodated, for example Hindu/Sikh communities' requirement for short-notice cremations can be accommodated.	A process is in place to accommodate cultural/religious requirements.	

6. Service and Staff (Cont)

Indicator	Answer	Evidence	Result	Comments
i. 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.	
j. The cremation service generates a surplus and receives regular investment.	Yes	The service generates a surplus on its annual budget, a portion of which is used to reinvest in the crematorium and service.	The crematorium benefits from regular investment.	