

Central Durham Crematorium
Joint Committee

23 January 2013

Report of the Superintendent and
Registrar



**Report of Alan José, Superintendent and Registrar to the Joint
Committee**

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.

Performance Update - Number of Cremations

2. The table below provides details of the number of cremations for the period 01 September 2012 to 31 December 2012 inclusive with comparative data in the same period the previous financial year:

	2011/2012	2012/2013	Change
	Period [Sept-December]	Period [Sept-December]	
SEPTEMBER	146 + 1*	162 + 3*	+ 16 + 2*
OCTOBER	159 + 2*	202 + 1*	+ 43 - 1*
NOVEMBER	195	212 + 2*	+ 17 + 2*
DECEMBER	198 + 1*	174	- 24 -1*
TOTAL	698 + 4*	750 + 6*	+ 52 + 2*

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

3. The full profile of where families came from can be seen in Appendix 2. In summary 237 came from Durham and 513 from outside of the area. There have been 6 NVF cremations undertaken for the period 01 September 2012 to 31 December 2012, compared to 4 in the comparable period last year an increase of 2 NVF and increase of 52 Cremations.

Memorials

4. The Table below outlines the number and value of the memorials sold in the period September to December 2012 compared to the same period the previous year (2011/ 2012).

	Period [Sept-December] 2011		Period [Sept-December] 2012	
	Number	£	Number	£
Vase Blocks	8	1,959.02	11	5,325.67
Large Plaques	32	10,653.66	35	10,146.69
Small Plaques	1	218.00	5	1,021.34
Niche	3	3,237.70	1	1,045.00
Renewal	50	10,366.34	26	4,295.00
Total	94	26,434.72	88	21,833.70

5. As can be seen above, there has been a small decrease in the number of memorials sold/renewed. In overall terms the number and value of memorials sold in the period 1 September to 31 December 2012 was 88, £21,833.70, compared to 94, £26,434.72 in the same period last year, a decrease of 6, £4,061.02

Operational Matters

Durham Crematorium Pre - Payment Bond

6. The D.C.C. Solicitor has submitted the application for registration to the scheme on 1 August 2012. On 10 December we received confirmation from the FSA that they have accepted our application and have allocated a case number to the application. It is hoped that a working proposal will be in place for consideration by the Central Durham Crematorium Joint Committee at the April meeting.

Job Evaluation

7. As reported in previous meetings DCC have been undertaking a substantial exercise to harmonise pay and conditions across the authority with staff/union involvement and consultation. This was approved for implementation from 1 January 2013 with the impact being factored into the financial monitoring report (considered further on the agenda).

Recycling of Metals Scheme

8. As reported to members at the September meeting, the Joint Committee has been asked to submit a nomination for a suitable Local or National death related charity by 18 January 2013. It was agreed to nominate the Chyrelle Addams Breast Cancer Trust. A further request for nomination has now been received from the Tees Valley and Durham Area Branch of C.R.U.S.E. – The Bereavement Care Organisation. which provides vital support to anyone who has been bereaved and seeks help or advice and it is proposed that this is accepted for the next distribution of recycling income.

Crematorium User Survey

9. Following the completion of the major project to build the new Crematory and install new Cremators and Abatement Plant, a simple Crematorium User Survey was distributed to regular users of the Crematorium Service.

A total of 35 forms were completed and returned to the Crematorium office. Both the survey and a summary of the results are attached at Appendix (3). The main findings were:

- The results of the survey showed that 100% of those who completed the survey were very satisfied with the Crematorium Office Administration, however, regarding the Chapel and Seating, 33% of respondents were dissatisfied, 4% very dissatisfied and 26% neither satisfied nor dissatisfied
- The new car park has been instrumental in the fact that 97% of being respondents being very satisfied (68%) or satisfied (29%) with car parking arrangements
- The Wesley Music and Organ provision scored highly with 82% of respondents being very satisfied with the service provided
- The Floral Tribute display area also scored highly with 89% either very satisfied or satisfied
- Opinion on the toilet facilities was almost equally split between those satisfied and dissatisfied. Members will relate to this negative opinion, there is only one cubicle each for Male & Female visitors and as services often attract in excess of 100 mourners these facilities currently struggle to cope with demand

Funeral Directors, Clergy, Funeral Celebrants along with members of the public do often comment on the toilet facilities and on the size of the Chapel as well as the lack of shelter provided by the canopy in wet conditions

Whilst the survey has shown that the service provided by the Crematorium is highly regarded and the Central Durham Crematorium Joint Committee can be rightly proud of this fact, there are some areas for improvement in the standard of services offered to the public such as alterations to the waiting areas, toilets and chapel doors etc. Budget provision has been made in the 2013/14 accounts for a feasibility study to be undertaken with a view to a proposal being prepared for the September 2013 meeting of the Central Durham Crematorium Joint Committee. A number of these issues are set out in the Services Asset Management Plan Update Report.

Heat Recovery

10. Since the completion of the installation of the new cremator in June 2012, the Heat Exchanges fitted to the number 2 Cremator has been supplying the heat for the Crematorium Building. Early indications show that the gas consumption for heating the buildings has fallen by around 60%.
11. The Crematorium Project Team have been working examining the possibility of using the surplus heat from the other two Cremators which is currently exhausted into the atmosphere.
12. The electrical output is expected to be in the region of 60kw of which the power to run the various fans, motors and other electrical uses at the Crematorium would take between 10% and 15%. The remainder would be available to transfer into the National Grid.

13. The capital costs however, are high and also a building would need to be constructed to house the equipment. The Durham County Council Carbon Management Officer is assisting the team to pursue possible grants for capital funding.
14. The Project Team are exploring a number of options, which including a very localised form of District Heating for the two residential properties on the South Road site, using surplus heat under the roadways immediately around the Crematorium building, to keep them free of ice and snow in winter.
15. It is proposed that a more detailed report will be presented to the April meeting of the Central Durham Crematorium Joint Committee.

Joint Conference of Federation of Burial and Cremation Authorities and The Cremation Society of Great Britain

16. The necessary arrangements have been made for the Chairman and the Superintendent & Registrar to represent the Central Durham Crematorium Joint Committee at the event 1 to 3 July 2013 at Stratford-upon-Avon.

Christmas Tree

17. Members will recall that for the second year it was agreed that St. Cuthbert's Hospice could provide a Christmas tree and baubles with a facility for visitors to write a personal message and place it on the Christmas tree with a bauble. This, once again, has proven to be very popular with visitors this Christmas with many messages being placed on the tree and a substantial amount of money being donated to St. Cuthbert's Hospice.
18. St. Cuthbert's Hospice have requested that they be able to provide a Christmas Tree again in 2013. This partnership sees the Hospice supplying the tree and decorations at no cost to the Central Durham Crematorium Joint Committee.
19. No other requests have been received from any organisation to place a Christmas Tree at the Crematorium.

Theft of Copper Roofing

20. On the evening of 20/21 November 2012, thieves stole sections of Copper Roofing from one of the canopies at the Crematorium.
21. The Police were called and a Crime Number allocated but there was no optimism that the culprits would be caught. The Superintendent & Registrar is liaising with the Durham County Council Design Services with a view to putting forward an alternative to replacing the copper which would again be vulnerable to theft. Temporary repairs have been carried out to protect the woodwork in the short term.

Use of Organ

22. Following a Cremation Service on 19 October 2012, a complaint was made by the next of kin about the requirement to pay an organist fee even though the Crematorium Organist was not in fact required. The family concerned wished to sing a Hymn at the Cremation Service.

23. It has been the position since June 1990, when an organ and organist was first made available at the Crematorium, that if a family wished to use their own organist or indeed sing without the organ, that there would be a charge and the Crematorium Organist be paid.
24. The background to this was that a Rota Organist would be available and each of 4 would play one week in four and be available when required. This has been clearly understood by all local Funeral Directors and until this complaint, without demise, however the family concerned were almost adamant that the fee would not be paid.
25. The Superintendent & Registrar had a meeting with the Co-operative Funeral Care who handled the Funeral Arrangements, and it was suggested that there be three options:
 - Continue with the existing arrangements with there being a charge for the use of the organ or to sing
 - Not allow any person other than a Crematorium Organist to play the organ
 - That if a family wish to sing a Hymn to a CD track then a fee be charged.
26. In the days before an organ was available, mourners regularly sang to a recording and there were complaints. The introduction of the Wesley Music System has complimented the services provided.
27. Members are asked to consider the options outlined.

Recommended:

It is recommended that Members of the Central Durham Joint Committee consider and agree:-

- Noting the current performance of the crematorium
- Note the current situation with regards to the sale of Memorials
- Noting the current situation with regards to the Pre-Payment bond
- The distribution of recycling income to the respective charities
- The Christmas Tree with St Cuthberts for Christmas 2013
- Note the current situation with regards to Job Evaluation
- Note to continued success with regards to the Green Flag
- The progress with regards to the Green energy proposal
- The attendance of The Chair and the Superintendent & Registrar at the Institute of Cemetery and Crematorium Management Conference
- The preferred option for charging for organ use.

Appendix 1: Implications

Finance

As identified in the report.

Staffing

A member of staff has left the Authority and this will be reviewed in due course.

Risk

There are no risk implications associated with this report.

Equality and Diversity / Public Sector Equality Duty

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

Accommodation

There are no Accommodation implications associated with this report

Crime and Disorder

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

Human Rights

There are no Human Rights implications associated with this report.

Consultation

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

Procurement

There are no procurement issues associated with this report.

Disability Issues

There are no disability issues associated with this report.

Legal Implications

There are no legal implications associated with this report.

Appendix 2: Breakdown of Figures

	Sept	Oct	Nov	Dec
DURHAM	55	57	66	59
BARNARD CASTLE				1
BILLINGHAM			2	
BINCHESTER				
BISHOP				
AUCKLAND	4	5	8	6
BISHOP				
MIDDLEHAM				1
BLACKHALL		2		3
Bedale	1			
BURNHOPE				
CHESTER LE				
STREET	6	15	18	14
CHESHIRE				
CHILTON	2	4		1
CONSETT		2	1	
Cyprus				
OUNDON				
CROOK	3	6	13	5
DARLINGTON				1
EASINGTON	5	6	7	1
Doncaster		1		
ESH WINNING				
FENCEHOUSES		1	1	1
FERRYHILL	10	7	7	4
FISHBURN				1
FROSTERLEY			2	
GATESHEAD			1	
Guildford				
GREAT LUMLEY	3	2	3	3
HAMSTERLEY				
HARTLEPOOL	2	2	2	1
HASWELL	1	1		
HETTON LE HOLE	1	6	2	4
Hitchin, Herts				1
HORDEN	3	6	3	4
HOUGHTON	6	4	1	
HOWDEN		2		
KIMBLESWORTH				
Kirkby Stephen				
LANCHESTER		2		
LANGLEY PARK				
Leicester		1		
LEEDS				1
Leyburn				1
Middleton Tyas				
Morecambe				
MORPETH				1
MURTON	6	2	5	2

NETTLESWORTH		1		1
NEW BRANCEPETH				
NEWTON				
AYCLIFFE	3	5	10	8
NEWCASTLE	2			1
NORFOLK				
NORTHALLERTON				
NORWICH				
NOTTINGHAM				
OUSTON		1	1	
PETERLEE	12	12	11	5
REDCAR				
SACRISTON	3	5	1	1
SCARBOROUGH				
SEAHAM	4	6	4	5
SEDFIELD	1	2	8	5
SHILDON	2		2	
Scotland		1		
SHOTTON	3	1		1
SOUTH HETTON		1	1	2
SOUTH SHIELDS	1			
SPENNYMOOR	9	7	9	10
STAINDROP				
STANHOPE		2	1	
STANLEY		2	1	
STATION TOWN				
STOCKTON				1
SUNDERLAND	1		1	
SUNNYBROW				
THIRSK			1	
THORNLEY	1	1		1
TOW LAW	1	2	1	3
TRIMDON	2	3	2	4
WASHINGTON			1	1
WEST AUCKLAND		1	1	
WEST CORNFORTH	2	3	1	3
WHEATLEY HILL	2	5	4	3
WILLINGTON	3	2	6	3
WINGATE	1	2	2	
WOLSINGHAM	1	2	1	
Warwick				
York		1		

Total	162	202	212	174
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Appendix 3: USER SURVEY

Central Durham Crematorium Joint CommitteeSouth Road
Durham
DH1 3TQ

18 September 2012

Crematorium Service User Survey

For the last 18 months, the major project to build a new Crematory and install new Cremators and Mercury Abatement Plant has been underway and I am very grateful for your patience and understanding during this busy time.

Durham Crematorium now has the most up to date and Environmentally Friendly Cremator and Mercury Abatement installation. This is of course, all “behind the scenes”.

Fortunately, there was minimal disruption to the services offered by the Crematorium, but I would like to take this opportunity of seeking your view on the service offered to Funeral Directors, Clergy, Funeral Celebrants and of course, the Bereaved.

Service We Provide:	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied
Office Administration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chapel Seating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Music	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Floral Tribute Display	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Car Parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toilets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Kindly complete the form and hand into the Crematorium Office or post to the address above.

Please indicate below any improvements that you think could be made to improve the service offered.

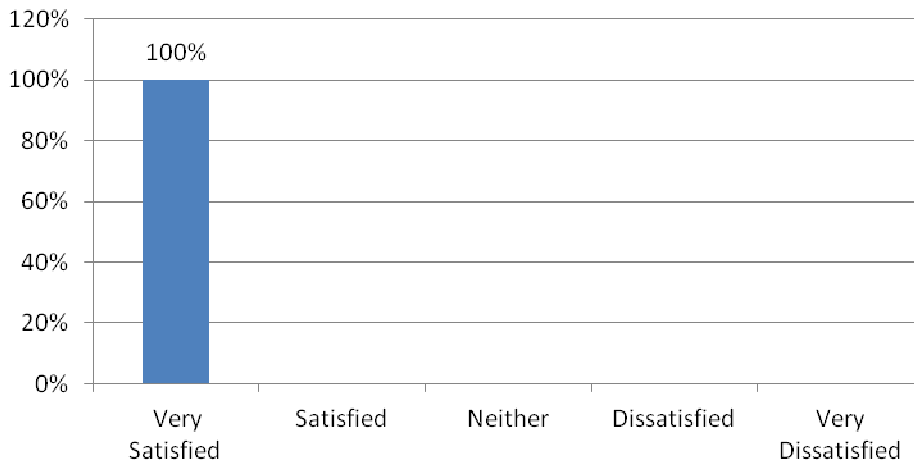
Yours faithfully,

Mr A.S. Jose F.I.C.C.M.
Superintendent & Registrar

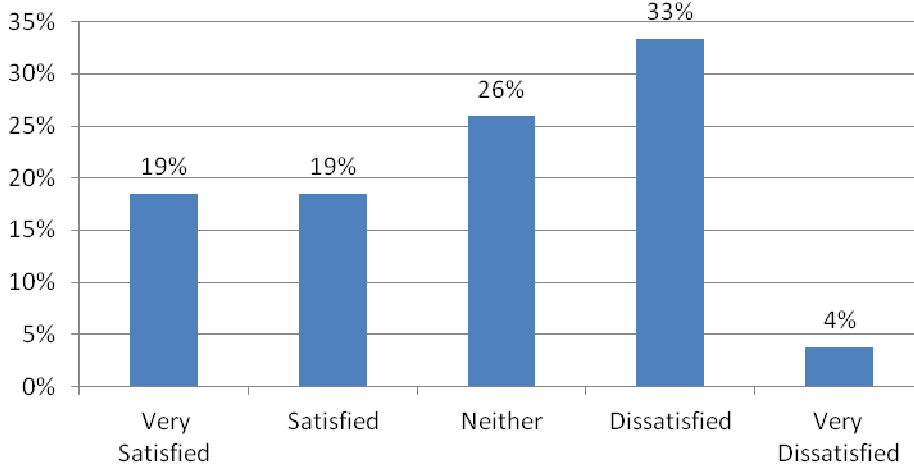
Organisation & Telephone No:

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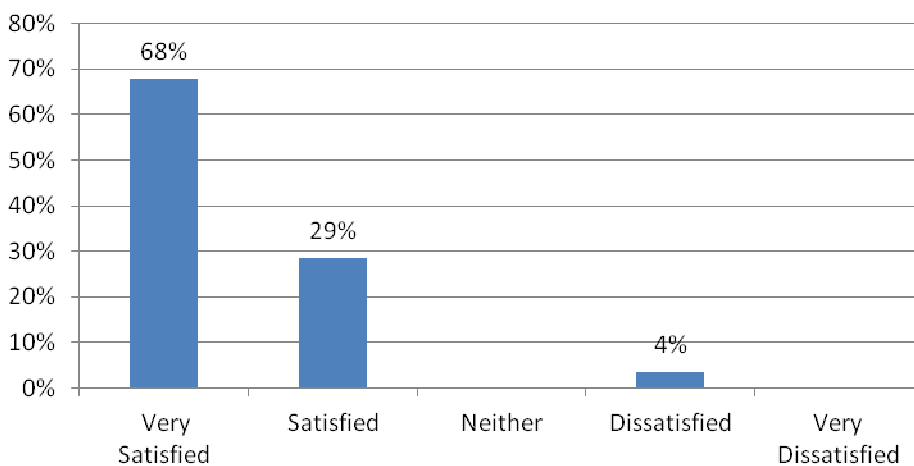
Office Admin



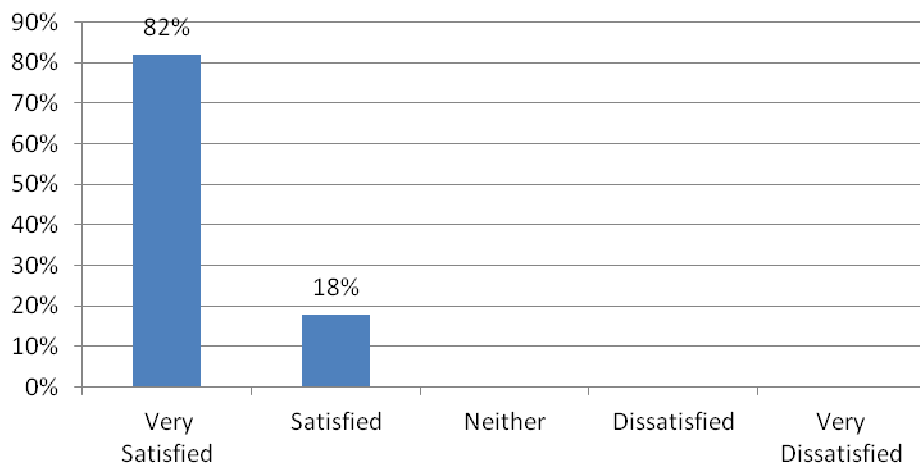
Chapel Seating



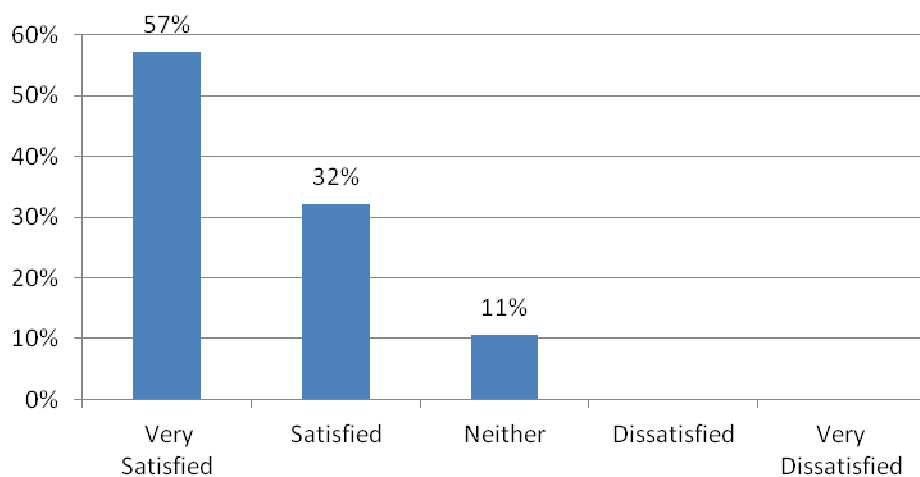
Car Parking



Music



Floral Tribute Display



Toilets

