



24 January 2023

RUGBY AND WEST NORTHAMPTONSHIRE JOINT CREMATORIUM COMMITTEE – 2 FEBRUARY 2023

A meeting of the Rugby and West Northamptonshire Joint Crematorium Committee will be held at 3.30pm on Thursday 2 February 2023 in the Council Chamber at the Town Hall, Rugby.

Mannie Ketley
Chief Executive

A G E N D A

PART 1 – PUBLIC BUSINESS

1. Appointment of Chairman – to appoint a Chairman for the remainder of the 2022/23 municipal year (member of West Northamptonshire Council).
2. Appointment of Vice-Chairman – to appoint a Vice-Chairman for the remainder of the 2022/23 municipal year (member of Rugby Borough Council).
3. Minutes – to approve the minutes of the meeting held on 11 May 2022.
4. Apologies – to receive apologies for absence from the meeting.
5. Declarations of Interest.

To receive declarations of –

(a) non-pecuniary interests as defined by the Council's Code of Conduct for Councillors;

(b) pecuniary interests as defined by the Council's Code of Conduct for Councillors; and

(c) notice under Section 106 Local Government Finance Act 1992 – non-payment of Community Charge or Council Tax.

Note: Members are reminded that they should declare the existence and nature of their non-pecuniary interests at the commencement of the meeting (or as soon as the interest becomes apparent). If that interest is a pecuniary interest, the Member must withdraw from the room unless one of the exceptions applies.

Membership of a County Council or any Parish Council is classed as a non-pecuniary interest under the Code of Conduct. A Member does not need to declare this interest unless the Member chooses to speak on a matter relating to their membership. If the Member does not wish to speak on the matter, the Member may still vote on the matter without making a declaration.

6. Financial monitoring and Key Performance Indicators Quarter 3 April – December 2022.
7. Rainsbrook Crematorium Operational Update.
8. Date of next meeting – please bring diaries to the meeting.
9. Motion to Exclude the Public under Section 100(A)(4) of the Local Government Act 1972.

To consider the following resolution:

“under Section 100(A)(4) of the Local Government Act 1972 the public be excluded from the meeting for the following items on the grounds that they involve the likely disclosure of information defined in paragraph 3 of Schedule 12A of the Act.”

PART 2 – EXEMPT INFORMATION

1. Rainsbrook Crematorium 2023/24 Budget Setting.

Membership of the Committee:

Councillors Poole and Ms Robbins (Rugby Borough Council)
Councillors Gilford and James (West Northamptonshire Council)

If you have any general queries with regard to this agenda please contact Linn Ashmore, Democratic Services Officer (01788 533522) or e-mail linn.ashmore@rugby.gov.uk. Any specific queries concerning reports should be directed to the listed contact officer.

Crematorium Financial Monitoring & Key Performance Indicators (KPIs) Quarter 3 2022/23 April to December 2022

Performance Monitoring- April to December 2022 (Q3)

Measure	Progress at Q3 (April to Dec)	Comments
Average total income generated per cremation	£998	Total income received from (April to Dec 2022) £798,000 divide by number of cremations.
Average cremation income generated per cremation	£864	Total cremation income received (April to Dec 2022) £691,000 divide by number of cremations.
Average memorial income generated per cremation	£134	Total memorial income received (April to Dec 2022) £107,000 divide by number of cremations.
% share of local deaths cremated at Rainsbrook	23.02%	Based on ONS data (April to Nov 2022); 719 cremations at Rainsbrook out of 3123 registered deaths in Rugby and West Northamptonshire
Number of cremations	800	800 cremations from April to December, including 72 no service (9%) compared to profiled budget to December of 695 cremations, including 42 no service (6%)
RIDDOR incidents	0	No RIDDOR incidents
Number of complaints	16	Complaints from April to December 2022
Number of compliments	5	Compliments from April to December 2022

Capital Budget Monitoring Summary Q3 (April to December 2022)

Service	Current Approved Budget £000s	Forecast Spend £000s	Total Variance £000s	Comments/Reason for variance
Car Park Extension	180	0	(180)	After a review by RBC and WNC, it has been decided that a car park extension is not required at this time; therefore, this budget will be returned. As previously discussed with the Joint Committee, refurbishing the car park is still required. This is being investigated and an update will be provided and approval and budget sought if required once plans and costs are known.
Webcast upgrade	0	21	21	This has now been installed and will be funded from Crem reserves.
Memorialisation Project	43	40	(3)	Total cost is forecast to be £53k; a further £10k budget will be requested from RBC's Cabinet. It is anticipated that most of this work will be complete by year-end with the remainder to be done in 23/24. This is being funded from Crem reserves.
	223	61	(162)	

Revenue Budget Monitoring Summary Q3 (April to December 2022)

Expenditure	Annual Budget £000's	Forecast £000's	Variance £000's	Comments
Employee costs	251	241	(10)	Underspend relates to vacant gardener posts partly offset by temporary agency staff until the posts are filled.
Property costs	129	172	43	There is a forecast overspend of £22k on contractors and £21k on gas and electric costs.
Vehicle costs	4	3	(1)	
General running costs	144	178	34	The overspend relates to additional spend on purchases for resale; however this is offset by additional income received
Accounting adjustments	142	142	0	Includes internal recharges, IAS19 adjustment and £28k budgeted contribution to reserve- no variance
Sub-Total	670	736	66	Overall expenditure budget/variance
Income				
Cremations	(849)	(889)	(40)	The budget has been based on 980 Cremations amounting to £825k. The forecast at Q3 is based on achieving 1040 Cremations. This budget also includes webcast sales, slideshows and use of chapel totalling £24k; which are also forecast on budget at Q3.
Cameo Income	(3)	(3)	0	Income from Cameo to be transferred to reserve when received
Memorial Sales	(124)	(140)	(16)	This budget consists of £102k on memorial packages and £22k other memorial sales; this is forecast to be overachieved by year-end.
Sub-Total	(976)	(1032)	(56)	Overall income budget/variance
Total	(306)	296	10	Overall budgeted surplus to be split between WNC & RBC

Revenue Summary: As at 31/12/2022, the forecast for year-end 2022/23 is a pressure of £10,000 compared to budget. Therefore, the overall anticipated financial position at Year-End 2021/22, is an overall surplus of (£296,000). On a 50/50 basis, this is (£148,000) each for Rugby and West Northamptonshire Councils which represents £5,000 each less than the amount budgeted. (N.B. This excludes depreciation and RBC will reduce their share by the depreciation charge which is £68,000 for 2022/23)

Reserve Balances

	Opening balance 01/04/22	Forecast Transfers in 2022/23	Forecast Transfers out 2022/23	Forecast Closing balance 31/03/23
Cremator Replacement Reserve	(£73,216)	(£25,000)	£61,000	(£37,216)
CAMEO Reserve	(£31,848)	(£3,000)	£0	(£34,848)
	(£105,064)	(£28,000)	£61,000	(£72,064)

The reserve table above reflects the forecast transfers to and from the reserves for 2022/23

Crematorium Financial Monitoring & Key Performance Indicators (KPIs) Quarter 3 2022/23 April to December 2022

The information below shows comparative performance data for Rainsbrook from 2020/21 to date.

Local market (using ONS data)

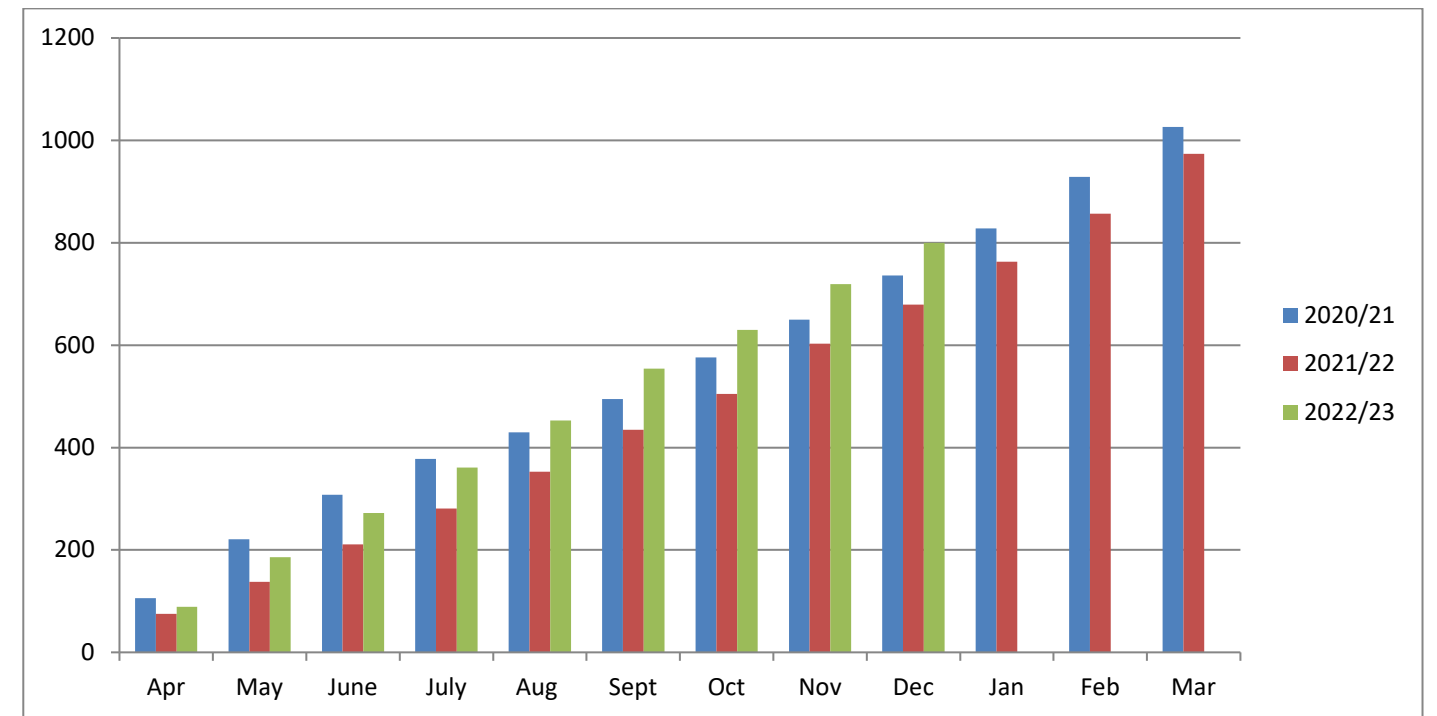
Annual % of local market	
2020/21	51.71%
2021/22*	22.13%
2022/23 to Nov	23.02%

*Please note that this measure has changed from 2021/22 due to the local areas now being West Northamptonshire and Rugby whereas previously this was based on the number of registered deaths in Daventry and Rugby.

Month-by-month Cremations

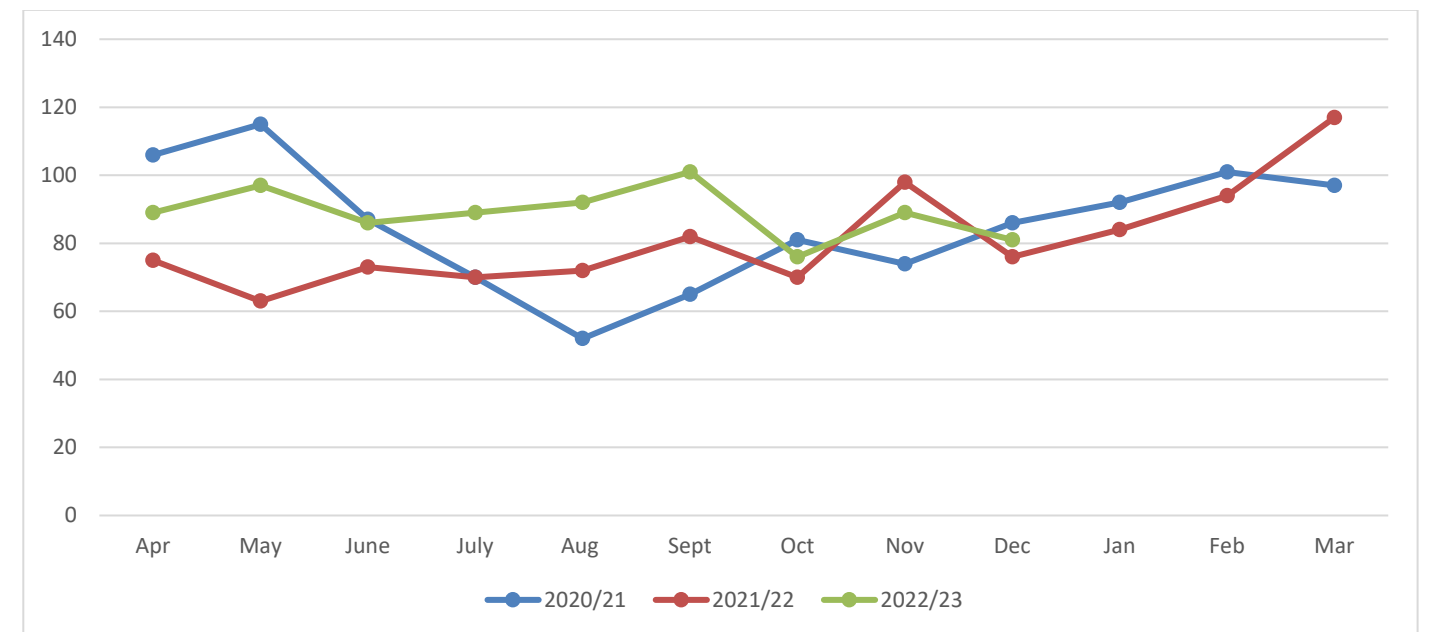
	2020/21	2021/22	2022/23
April	106	75	89
May	115	63	97
June	87	73	86
July	70	70	89
August	52	72	92
September	65	82	101
October	81	70	76
November	74	98	89
December	86	76	81
January	92	84	
February	101	94	
March	97	117	
Total	1026	974	800

Graph showing cumulative number of Cremations



At the end of December 2022, 800 Cremations have been held at Rainsbrook. This compares to 679 for the same period in 2021/22 and 736 in 2020/21.

Graph showing month-by-month cremations



Recommendation for JC: The Quarter 3 2022/23 financial & performance information be noted.

Rugby and West Northants Crematorium Joint Committee

2 February 2023

Rainsbrook Crematorium Operational Update

Overview

Rainsbrook Crematorium continues to operate effectively, offering 80 full service slots per week and 25 no service slots per week.

Prior to Christmas we were delivering approximately 20 cremations per week, this has increased during January due to a spike in the death rate during December because of the seasonal impact. There are no significant deaths currently from Covid.

Covid-19 update

There are currently no restrictions in place in relation to Covid-19.

Gas

As with most businesses, there is due to be a significant rise in the cost of gas for Rainsbrook. We are currently looking at ways to reduce our gas usage to try to reduce some of the cost of this. The budget for 2023/2024 is five times the amount of the current years budget, based on predictions by ESPO who hold the contract for our gas.

Report from FT

A meeting was set up with Facultatieve to visit Rainsbrook to give an overview of potential ways to cut back on our gas usage. FT have sent through recommendations as follows

- 1) Upgrade gas burners to enable pulse firing of the main burner. Pulse firing will reduce the firing period by two-thirds.
- 2) Moving away from fixed 800°C, 2 second residence time in the secondary combustion chamber and move towards a more European approach without detriment to emissions standards but giving a substantial reduction in support fuel consumption
- 3) Use only one cremator wherever possible – this will mean extending the working day for staff on occasions and increase the likelihood of holding over cremations to the following day.

Costing for this is approximately £11,000 for modifications, savings will vary depending on the number of cremations and cost of gas.

PG5/2 (23)

The statutory guidance for crematoria is changing in April 2023 which will require a change in our Environmental Health Permit – the above changes will also require a

change in permit. A mandatory requirement will be for a dioxin test to be part of our emissions annual test, which further equipment will need to be installed and will cost £2000 per year for testing.

Fees and Charges

The majority of fees and charges have been increased by approximately 10.1%, although we propose to increase some memorials by more than this to take into account increased prices from the supplier of the materials for the memorial. Approval for the proposed fees and charges for 2023/2024 will be requested as part of the budget setting report, also on this agenda for this meeting, along with a comparison to show our pricing in relation to crematoriums in our area, although some crematoriums have yet to release their new fees.

Organist/Obitus

Our current fees for a cremation are £860, which includes the fee for an organist. Rainsbrook had the responsibility of paying for the organist, who would play the organ at the request of the family as well as manage the Obitus music system.

During the upgrade of the Obitus music system, there was additional equipment placed at the front of the Avon room which will enable the ministers/celebrants to manage the Obitus music system themselves. As from 1st March 2023, the organist will no longer be contracted to work for Rainsbrook. This does not mean that families will not be able to have an organist but the responsibility for employing the organist will fall to the Funeral Directors.

The same Obitus equipment is due to be implemented in the Drayton room as soon as possible.

Rainsbrook staff will not undertake any additional work with these changes.

New Memorial Area

There has been no changes to the new memorial area. We are currently waiting for the work to start again with at least 75% of the work completed before the end of this financial year. Once completed, Rainsbrook will be able to offer the bereaved a further memorial area in the gardens of remembrance.

Car Park Extension

In 2018, the joint committee approved an extension to the existing car park at the crematorium to help ease congestion for large attendance at funeral services. The cost of this would have been met from a Capital project. However, this is no longer a project that will progress.

Car Park Maintenance

As the car park extension is no longer being carried out, the surface of the existing car park has been reviewed due to reports that there are safety concerns over the lifting of the plastic grasscrete pavers. An assessment was made of the area and it

was clear that in some sections of the car park, the grasscrete had lifted approximately 2 to 3 inches above ground level.

A small area had the grasscrete removed, additional gravel placed down and compacted to see whether this would work. There have been no issues with the car park on this particular area and it has been decided that all raised matting will now be removed. This is due to be started on Monday 30th January 2023.

Staffing

We are currently understaffed, with sick leave and a retirement. This has had an impact on the team resulting in additional work being placed on staff and the use of agency staff.

The team are currently working towards a new working pattern for the Cremator Operators to enable Rainsbrook to cremate more efficiently. This will involve the operating hours of 7am to 7pm on some days for cremating, holding over cremations to the following day where possible and only cremating four days a week. The pilot scheme was started the week commencing 9 January 2023 and a formal 28 day consultation will take place once feedback has been received from the staff operating the new system.

Servicing of cremators

Both cremators are due to have a full service on 30 and 31 January and 1 February. As the machines need to be stone cold to work on, we will not be carrying out any cremations on the 30 and 31 January. Rainsbrook will be open on 1 February for services, with the cremation being carried out the following day.

FBCA Inspection

An inspection by the Federation of Burial and Cremation Authorities in November 2022. The FBCA were happy with the findings, with a few areas that needed minor improvement, one such improvement suggested was recycling bins to be placed in the grounds. Please see Appendix A to the report.

Recommendations for Joint Committee approval

- The information within the operational report above be noted.



FBCA
Federation of Burial
& Cremation Authorities

Crematorium Compliance Scheme Report

Created for	Rainsbrook Cemetery and Crematorium
Inspected on	Nov 29, 2022
Inspected by	Michael Day

Compliance Score	
Your Score	441
Maximum Score	455
Compliance %	96.9 %

Environmental Awareness Score	
Your Score	64
Maximum Score	80
Compliance %	80 %

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
Non Compliances by Section	15
7.1 Environmental - Cremator Operation	16
7.2 Environmental - Grounds related environmental initiatives	17
7.3 Environmental - Organisational Culture	18
7.4 Environmental - Energy Usage	18
Environmental Scores by Section	19
Environmental Non Compliances by Section	20

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.	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 scrutinised and found to be to reasonable standard. 8016,8011,8020,7962,7930,7895,8029,7900 7896 & 7950. In one case the Recovery of Ashes question was not answered.
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	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.	

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 conveyor-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 conveyor 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. 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.	
j. A variety of options are available to families for displaying visual	Yes	Screens are available to display digital media content and/or a table is	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 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.	No		No cremator log exists.	There are some detail not sufficient to cover the detail required.
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 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	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 recycling.	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		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.	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.	Dedicated officer within the organisation.
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.	Dedicated officer within the organisation.
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.	Not applicable to this site.

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.	
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		A dedicated area does not exist.	Dedicated area exists within local cemetery not on site
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.	

6. Service and Staff

Indicator ▲	Answer	Evidence	Result	Comments
a. Staff are identifiable/smarty 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.	No		Access is not 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 chose 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 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
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.	Aprocess 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.	
m. The website is user friendly.	Yes		The website is user friendly.	
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	45	45	100	98
2. Ceremony Facilities	90	90	100	97
3. Cremation Facilities	115	120	96	93
4. Premises and Facilities	84	85	99	95
5. Grounds and Memorialisation	36	40	90	95
6. Service and Staff	71	75	95	95
Your Scores	441	455	96.9	95

Non Compliances by Section

1 out of 27

Section ① ▲	Indicator ② ▲	Result	Comments
3. Cremation Facilities	e. There is a cremator log detailing maintenance and any adverse operating events.	No cremator log exists.	There are some detail not sufficient to cover the detail required.

7.1 Environmental - Cremator Operation

Indicator ▲	Answer	Evidence	Result	Comments
a. Cremators are operated in accordance with the Process Guidance notes for Crematoria	Yes	Crematoria are required to operate in accordance with the Defra/SEPA Process Guidance notes 5/12, relating to cremation. In doing so they must obtain an operating permit from their local authority regulator, and any adverse operating conditions must be recorded and reported	They have an up to date operating permit	
b. Is the cremator fitted with mercury arrestment as described in Process Guidance Note PG5/2 (12)	Yes	The cremation process produces a range of potentially harmful emissions, including mercury, heavy metals and dioxins. Manufacturers have developed technology to filter/treat these harmful emissions and these should be installed	Filtration technology is used	
c. Is the cremator fitted with NOx abatement equipment	Yes	Nitrogen Oxide (NOx) is a greenhouse gas which has a negative impact on the environment and human health. There are 2 main sources of NOx in combustion ? one is thermal NOx which is largely driven by high combustion temperatures which produce a reaction of nitrogen and oxygen ? the other is ?chemical? NOx, which arises from nitrogen bound up in the materials being burnt. The negative impact on the environment and human health can be mitigated by the installation of NOx abatement equipment	NOx abatement is in place	
d. Cremators are operated in an environmentally aware manner	Yes	Raising the temperature of cremators to operating levels uses considerable amounts of energy, whilst producing CO2. This negative impact can be mitigated by carrying out several cremations once the cremator is at operating temperature. A policy of holding over, in accordance with the Code of Cremation Practice facilitates this	A process is in place to allow holding over	
e. Encouraging the use of non - Particle Board coffins eg MDF and Chipboard	Yes		The Crematorium does not permit coffins other than chipboard and MDF	
f. Energy is recovered	Yes	A considerable amount of energy is used or generated in the cremation process, the vast majority of which exits direct to atmosphere. The installation of new ..	Heat energy is recovered	

7.2 Environmental - Grounds related environmental initiatives

Indicator ▲	Answer	Evidence	Result	Comments
a. Electric vehicle recharging points are provided	No		Charging points are not available	
b. Grounds are maintained in an environmentally aware manner	No		Grounds are not maintained in an environmentally aware manner	
c. The organisation encourages the adoption of sustainable and recyclable memorials	Yes	The Cremation Authority permits/supplies locally quarried stone, metal or wooden memorials	The Cremation Authority provides sustainable alternatives to granite memorials	
d. Welcoming wildlife	Yes	Areas identified and specifically maintained to welcome wildlife through a recognised maintenance regime. To ensure they are not mistaken for neglected areas there is clear indicators that the grounds are managed to encourage wildlife, for example a mowing strip along the edge, provision of bug hotels, wood piles, nest boxes, a good variety of bee friendly wildflowers and information signs	There are areas set aside and maintained to welcome wildlife	
e. Does the facility harvest rainwater in sufficient quantities for use in its ground maintenance activities	No		The facility cannot collect and distribute commercial quantities of harvested rainwater	
f. Does the facility demonstrate effective recycling activities	No		No direct evidence of a targeted approach to recycling	

7.3 Environmental - Organisational Culture

Indicator ▲	Answer	Evidence	Result	Comments
a. The culture of the organisation encourages the adoption of environmentally aware initiatives	No		The culture of the organisation does not encourage the adoption of environmentally aware initiatives	
b. Does the facility have an Environmental Policy	No		No formal policy available	

7.4 Environmental - Energy Usage

Indicator ▲	Answer	Evidence	Result	Comments
a. Energy Performance Certificate (EPC) of the facilities	Yes	Up to date Certification is available for inspection, the chapel is exempt but a certificate for all other buildings under 50 square meters must be provided for inspection	The facility has current certification	
b. Has the facility switched to a Renewable Energy Supplier	Yes	The facility is able to produce a current invoice or statement identifying that its energy was produced from renewable sources	The facility utilises a renewable energy supply	

Environmental Scores by Section

Section	Your Score	Max Score	Your Score %	Industry Average %
7.1 Environmental - Cremator Operation	29	30	97	74
7.2 Grounds related environmental initiatives	23	30	77	79
7.3 Organisational Culture	2	10	20	55
7.4 Energy Usage	10	10	100	70
Your Scores	64	80	80	73