



**CYNGOR BWRDEISTREF SIROL  
RHONDDA CYNON TAF  
COUNTY BOROUGH COUNCIL**

**GWŶS I GYFARFOD O'R CYNGOR**

C. Hanagan  
Cyfarwyddwr Gwasanaeth y Gwasanaethau Democrataidd a Chyfathrebu  
Cyngor Bwrdeistref Sirol Rhondda Cynon Taf  
Y Pafiliynau  
Parc Hen Lofa'r Cambrian  
Cwm Clydach CF40 2XX

Dolen gyswllt: John Crockett (07392193888)

**DYMA WŶS I CHI** i gyfarfod Rhithwir o **CYDBWYLLGOR AMLOSGFA LLWYDCOED** yn cael ei gynnal ar **DYDD MAWRTH, 12FED RHAGFYR, 2023** am **2.00 PM**.

**AGENDA**

**Tudalennau**

**1. DATGAN BUDDIANT**

Derbyn datganiadau o fuddiannau personol gan Gynghorwyr, yn unol â gofynion Cod Ymddygiad y Cyngor.

Nodwch:

1. Mae gofyn i Aelodau ddatgan rhif a phwnc yr agendwm mae eu buddiant yn ymwneud ag ef a mynegi natur y buddiant personol hwnnw; a
2. Lle bo Aelodau'n ymneilltuo o'r cyfarfod o ganlyniad i ddatgelu buddiant sy'n rhagfarnu, rhaid iddyn nhw roi gwybod i'r Cadeirydd pan fyddan nhw'n gadael.

**2. COFNODION**

Derbyn cofnodion cyfarfod blaenorol Cydbwyllgor Amlogsgfa Llwydcoed a gafodd ei gynnal ar 26 Medi 2023.

**3 - 4**

**3. ADRODDIAD RHEOLWR Y GWASANAETHAU PROFEDIGAETHAU**

Trafod adroddiad Rheolwr y Gwasanaethau Profedigaethau.

**5 - 28**

**4. ADRODDIAD MONITRO'R GYLLIDEB AR GYFER CYFNOD 8  
2023/24**

Trafod adroddiad y Trysorydd.

**29 - 34**

**5. MATERION BRYS**

Trafod unrhyw faterion sydd, yn ôl doethineb y Cadeirydd, yn faterion brys yng ngoleuni amgylchiadau arbennig.

**Cyfarwyddwr Gwasanaeth y Gwasanaethau Democraidd a Chyfathrebu**

**Cylchreliad:-**

Cadeirydd ac Is-Gadeirydd Cydbwyllgor Amlogfa Llwydcoed  
(Y Cynghorydd D Isaac a Y Cynghorydd A Fox, yn y drefn honno)

Cynrychioli Cyngor Bwrdeistref Sirol Merthyr Tudful  
Cynghorwyr y Fwrdeistref Sirol, Y Cynghorydd M Colbran and  
Y Cynghorydd J Thomas

Cynrychioli Cyngor Bwrdeistref Sirol Rhondda Cynon Taf  
Cynghorwyr y Fwrdeistref Sirol, Y Cynghorydd J Cook, Y Cynghorydd A Crimmings,  
Y Cynghorydd G Jones and Y Cynghorydd A O Rogers



**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL  
MERTHYR TYDFIL COUNTY BOROUGH COUNCIL**

**Llwydcoed Crematorium Joint Committee**

Minutes of the meeting of the Llwydcoed Crematorium Joint Committee meeting held on Tuesday, 26 September 2023 at 2.00 pm.

This meeting was recorded, details of which can be accessed [here](#)

**County Borough Councillors - Llwydcoed Crematorium Joint Committee Members in attendance:-**

Councillor A Fox (Vice-Chair)

**Merthyr Tydfil County Borough Councillors**

Councillor M Colbran Councillor J Thomas

**Rhondda Cynon Taf County Borough Councillors**

Councillor J Cook Councillor A Crimmings  
Councillor G Jones Councillor A O Rogers

**Officers in attendance**

Mr S Preddy, Group Accountant  
Ms J Beer, Bereavement Services Manager  
Mr C Pritchard, Bereavement Services Operations Manager  
Ms L Coughlan, Solicitor

**Apologies for absence**

Councillor D Isaac

**9 DECLARATION OF INTEREST**

There were no declarations of interest in matters pertaining to the agenda.

**10 MINUTES**

**RESOLVED** to approve as an accurate record, the minutes of the meeting of the Llwydcoed Crematorium Joint Committee held on 27<sup>th</sup> June 2023.

Matters Arising.

(Minute 6) - Members were informed that a letter had been sent to, the Former Bereavement Services Manager on behalf of the Committee, who was appreciative of the Committee's best wishes.

(Minute 7) - The Audit Report is now complete with all the recommendations implemented.

**11 REPORT OF THE BEREAVEMENT SERVICES MANAGER**

The Bereavement Services Manager provided Members with details of the Statistics and Performance figures relating to the operation of the Crematorium since the last meeting.

In anticipation of severe weather approaching, Members raised concerns in respect of the ground's durability. The Bereavement Services Operations Manager advised that inspections for deterioration of the land were carried out; and confirmed the use of rubber matting in areas of demand.

Following consideration of the report, it was **RESOLVED**:

- i. To note the Statistics and Performance figures contained within the report relating to the operation of the Crematorium since the last meeting.

## **12 PERIOD 5 BUDGET MONITORING UPDATE 2023/24**

The Group Accountant provided Members with the Period 5 Budget Monitoring Update 2023/24.

Members were informed that the installation of CCTV had not yet commenced and; the Bereavement Services Operations Manager agreed to pursue the Council's Corporate Estates department.

Following consideration of the report, it was **RESOLVED**:-

- i. To note the report; and
- ii. To approve the Period 5 Budget Monitoring Update 2023/24

## **13 URGENT BUSINESS**

With the agreement of the Chair, the Bereavement Services Manager reported an additional spend to Committee to replace flooring to comply with Health and Safety Standards within the Crematorium.

An inspection by The Federation of Burial and Cremation Administration will be carried out on the 5<sup>th</sup> October 2023.

A date has been agreed for the Annual Christmas Concert, Saturday 2<sup>nd</sup> December 2023.

**This meeting closed at 2.18 pm**

**Councillor A Fox  
Chair.**



## RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

### LLWYDCOED CREMATORIUM JOINT COMMITTEE

TUESDAY 12<sup>TH</sup> DECEMBER 2023

#### REPORT OF BEREAVEMENT SERVICES MANAGER & REGISTRAR

#### 1. PURPOSE OF THE REPORT

- 1.1 The purpose of the report is to update committee on performance at Llwydcoed crematorium.
- 1.2 To provide information regarding the recent Carol Service which was held on the 2<sup>nd</sup> December, 2023, which coincided with the launch of “Letters to Heaven” initiative at Llwydcoed Crematorium.
- 1.3 To provide details of the report of the Federation of Burials and Cremation Authorities (FBCA) following a recent inspection at Llwydcoed Crematorium.

#### 2. RECOMMENDATIONS

It is recommended that Members:

- 2.1 Consider the updates provided within the report
- 2.2 Subject to Members comment, note the content of the report.

#### 3. REASONS FOR RECOMMENDATIONS

Provide up to date information about the crematorium to Joint Committee Members.

#### 4. PERFORMANCE OVERVIEW

- 4.1 The table below provides Members with the Statistics and Performance of the Crematorium.

<b>Cremations</b>	
1970-2020	57580
2021	1409
2022	1265
Jan – Mar 2023	375
Apr – June 2023	308
July - Sept 2023	288
Oct 2023	108
Nov 2023	92
<b>Total to date</b>	<b>61425</b>
<b>Year to 31 March 2024</b>	
Adults	792
Children	2
Stillbirths	2
NVF's	65
Body organs	0
Scattered	11
Interred	84
Released	701
<b>Applications for memorials</b>	
Book of Remembrance	11
Memorial Cards	0
Plaques on Plots	131
Plaques in Garden	1
Rose Bushes	3
Memorial Leaves	11

## **5 LETTERS TO HEAVEN INITIATIVE / REMBRANCE SERVICE**

- 5.1 The Annual Carol Service of Remembrance was held on Saturday 2<sup>nd</sup> December and was well attended and looks to be growing in popularity.
- 5.2 We were fortunate to have Ynysowen Male Voice Choir in attendance and we are most grateful that they have volunteered to attend future services.
- 5.3 In conjunction with the concert the 'Letter to Heaven' initiative was launched to coincide with the annual carol service of Remembrance.
- 5.4 The white post box is situated at the entrance to the babies memorial garden and was unveiled during the remembrance survey.

5.5 This initiative has been well received.

**6 FEDERATION OF BURIALS AND CREMATION AUTHORITIES.**

6.1 Llwydcoed Crematorium recently underwent inspection by FBCA

6.2 The full report is attached as Appendix 1 of the report.

6.3 In summary the crematorium performed very well gaining an overall score of 97.4%. The inspector did not make any recommendations in terms of amendments to our practices or processes and commended the staff.

\*\*\*

**LOCAL GOVERNMENT ACT 1972**

**AS AMENDED BY**

**THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985**

**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

**LLWYDCOED CREMATORIUM JOINT COMMITTEE**

**12<sup>th</sup> December 2023**

**Background Papers**

Appendix 1  
Crematorium Compliance Scheme Report  
Officer to contact: Jayne Beer (01443 402810)





# Crematorium Compliance Scheme Report

Created for	Llwydcoed Crematorium
Inspected on	Oct 5, 2023
Inspected by	Michael Day

Compliance Score	
Your Score	458
Maximum Score	470
Compliance %	97.4 %

Environmental Audit Summary	
Total Indicators:	15
Green indicators:	11
Amber indicators:	3
Red indicators:	1

## 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 have been scrutinised, 61180,61170,61169,61040,60831,60614,60585,60503,60849 and60924. First class completion of forms, every aspect completed in full.
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.	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.	
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 are, 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 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. 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.	Yes	There is a cremator log, which is up to date and includes adverse operating incidents.	There is a cremator log which is up to date.	
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.	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.	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.	
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.	Yes	A mortar and pestle or sieve and brush are used.	A mortar and pestle or sieve and brush are 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.	No		A secure refrigerator or cold room is not 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.	Yes	Baby changing facilities are provided.	Baby changing facilities are 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.	Yes	There are signs informing the bereaved how long floral tributes will remain in position following the service, in order that they may know how long they have to view/remove them.	There is/are sign/s 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.	Not required on 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.	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.	No		No information on the range of memorials available/permitted is made available.	
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.	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. 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.	Aprocess 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.	

**Scores by Section**

Section	Your Score	Max Score	Your Score %	Industry Average %
1. Cremation Administration	72	75	100	98
2. Ceremony Facilities	85	85	100	97
3. Cremation Facilities	130	135	96	94
4. Premises and Facilities	85	85	100	95
5. Grounds and Memorialisation	36	40	90	95
6. Service and Staff	50	50	100	95
Your Scores	458	470	97.4	95

Non Compliances by Section			3	out of	94
Section ① ▲	Indicator ② ▲	Result	Comments		
1. Cremation Administration	I. The public have access to partial digital records on line to be able to locate final resting place and limited details.	No access is available on line.			
3. Cremation Facilities	za. Where carrying over is available bodies must be stored in a dignified and secure manner, either in a refrigerator or cold room.	A secure refrigerator or cold room is not available.			
5. Grounds and Memorialisation	e. Applicants for cremation are provided with information on the range of memorials available/permitted.	No information on the range of memorials available/permitted is made available.			



## 7.1 Environmental - Cremator Operation

Section...	Indicator ② ▲	Ans...	Evidence	Result	Comments	Score
7.1 Environmental - Cremator Operation	a. 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		2
7.1 Environmental - Cremator Operation	b. Is the cremator fitted with NOx abatement equipment	No		Nox abatement is to be installed		1
7.1 Environmental - Cremator Operation	c. Cremators are operated in an environmentally aware manner	No		A process to hold over is being considered		1
7.1 Environmental - Cremator Operation	d. Encouraging the use of non - Particle Board coffins eg MDF and Chipboard	Yes	The Cremation Authority permits the use of alternative forms of coffin, including solid wood (from a sustainable forest source), cardboard, wicker etc. which is evidenced in freely available official literature	The Crematorium does permit coffins other than chipboard and MDF		2
7.1 Environmental - Cremator Operation	e. 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 technologies, including heat exchangers, enables some of this energy to be recovered to heat the facility. Thus, reducing the negative impact on the environment through the reduction in energy required to heat the building	Heat energy is recovered		2

## 7.2 Environmental - Grounds related environmental initiatives

Section...	Indicator ② ▲	Ans...	Evidence	Result	Comments	Score
7.2 Environmental - Grounds related environmental initiatives	a. Electric vehicle recharging points are provided	Yes	The increasing use of electric and hybrid vehicles has resulted in the provision of charging points across the UK in a variety of locations. The provision of charging points in crematoria car parks will enable visitors to charge cars whilst they are at services	Charging points are available		2
7.2 Environmental - Grounds related environmental initiatives	b. Grounds are maintained in an environmentally aware manner	Yes	Visual evidence of environmental aware practises, products and the environment	Grounds are maintained in an environmentally aware manner		2
7.2 Environmental - Grounds related environmental initiatives	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		2
7.2 Environmental - Grounds related environmental initiatives	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		2
7.2 Environmental - Grounds related environmental initiatives	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		0
7.2 Environmental - Grounds related environmental initiatives	f. Does the facility demonstrate effective recycling activities	Yes	Clear signposting of recycling points, provision for the separation of materials, Glass, Plastics including Oasis, Metals, organic materials etc. Inspection of Contract or Invoices / Statements confirming regular collection	Visual evidence around the site		2

### 7.3 Environmental - Organisational Culture

Section...	Indicator ⓘ ▲	Ans...	Evidence	Result	Comments	Score
7.3 Environmental - Organisational Culture	a. The culture of the organisation encourages the adoption of environmentally aware initiatives	Yes	Management cultures need to be seen to encourage the adoption of these and other initiatives, through practical and written examples where possible	The culture of the organisation encourages the adoption of environmentally aware initiatives which have been seen		2
7.3 Environmental - Organisational Culture	b. Does the facility have an Environmental Policy	No		A formal policy is being considered		1

### 7.4 Environmental - Energy Usage

Section...	Indicator ⓘ ▲	Ans...	Evidence	Result	Comments	Score
7.4 Environmental - Energy Usage	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		2
7.4 Environmental - Energy Usage	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	Also uses solar panels	2

## Environmental Audit Summary

Total Indicators:	15
Green Indicators:	11
Amber Indicators:	3
Red Indicators:	1

## LLWYDCOED CREMATORIUM JOINT COMMITTEE

12<sup>th</sup> December 2023

### REPORT OF THE TREASURER

#### MATTERS REPORTED FOR DECISION

#### PERIOD 8 BUDGET MONITORING UPDATE 2023/24

##### 1. PURPOSE OF REPORT

1.1 This report provides Members with the Period 8 Budget Monitoring Update 2023/24.

##### 2. RECOMMENDATIONS

2.1 It is recommended that:

- Members note the report.
- Members note and approve the Period 8 Budget Monitoring Update 2023/24 (Appendix 1).

##### 3. PERIOD 8 BUDGET MONITORING UPDATE 2023/24

3.1 Appendix 1 sets out details of the budget, actual expenditure to 30<sup>th</sup> November 2023 and projected outturn figures for 2023/24.

3.2 **Operating Expenditure for 2023/24 is projected to be £875,931 against a budget of £868,170 – a projected overspend of £7,761.**

3.3 The main projected expenditure variances are as follows: -

- Employees - £21,747 projected overspend due to additional cover required as a result of staff absence.
- Premises - £18,295 projected underspend due to lower than budgeted utility costs partly off-set by increased Non-Domestic Rates as a result of an updated revaluation and additional repairs and maintenance costs; and
- Central Support Costs - £5,676 projected overspend in line with an updated support cost estimate for the year.

3.4 **Operating income for 2023/24 is projected to be £1,139,585 against a budget of £1,218,170 showing a projected deficit of income of £78,585.**

3.5 Projections for cremation fees have been made based on actuals to date and an estimated number of cremations for the remainder of the financial year and will be monitored closely throughout the financial year.

3.6 **Investment costs (one-off) identified to date are projected to be £27,000 across the following areas:**

- £10k – CCTV systems work; and
- £17K – underground fibre link (broadband).

3.7 Summary position for 2023/24

	£
<b>General reserves brought forward 1<sup>st</sup> April 2023</b> (draft position, subject to audit)	<b>1,347,313</b>
Projected Net Revenue contribution to reserves in 2023/24	283,654
Investment Costs (one-off)	-27,000
Redistribution to Joint Authorities	<u>-350,000</u>
<b>Projected General Reserves 31<sup>st</sup> March 2024</b>	<b><u>1,253,967</u></b>

**4. SUMMARY**

4.1 The report sets out the estimated full year revenue budget position, projected as at 30<sup>th</sup> November 2023, along with estimated General Reserve balances as at 31<sup>st</sup> March 2024.

4.2 The robust budget monitoring arrangements in place will continue through to year-end together with updates reported to the Joint Committee to ensure close on-going oversight of the financial position of the Crematorium's operations.

**LOCAL GOVERNMENT ACT 1972**

**As amended by**

**LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985**

**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

**LLWYDCOED CREMATORIUM JOINT COMMITTEE**

**12<sup>th</sup> December 2023**

**Report of the Treasurer to Llwydcoed Crematorium**

**LIST OF BACKGROUND PAPERS**

**Ref:**

**Appendix 1**

Period 8 Budget Monitoring Update 2023/24

**Contact Officer**

Steve Preddy  
(01443 680644)

Tudalen wag



2023-24				
	Budget £	Actual P 1 to 8 £	Projected outturn £	Projected variance (under) / over spend £
<b><u>OPERATING EXPENDITURE</u></b>				
<b><u>Employees</u></b>				
Admin salaries	66,240	40,613	68,115	1,875
Technicians wages	100,500	41,474	115,750	15,250
Crematorium Operative	84,440	54,362	86,946	2,506
Agency staff	6,100	8,216	8,216	2,116
	<b>257,280</b>	<b>144,665</b>	<b>279,027</b>	<b>21,747</b>
<b><u>Premises</u></b>				
Repair and Maintenance	46,010	45,255	60,615	14,605
Gas	115,410	50,727	101,730	-13,680
Electricity	76,330	27,425	49,163	-27,167
Specialist Contractor (FT)	61,500	30,692	61,385	-115
NNDR	39,630	47,342	47,342	7,712
Council Tax	0	0	0	0
Water Charges	560	215	560	0
Fixtures and Fittings	2,000	0	2,000	0
Contractor Payments (skip charges)	4,590	0	4,590	0
Cleaning Materials	650	889	1,000	350
General Insurance	5,800	0	5,800	0
	<b>352,480</b>	<b>202,546</b>	<b>334,185</b>	<b>-18,295</b>
<b><u>Transport</u></b>				
Plant and Vehicles	1,000	0	1,000	0
	<b>1,000</b>	<b>0</b>	<b>1,000</b>	<b>0</b>
<b><u>Supplies and Services</u></b>				
Plaques and Memorials	16,200	13,091	16,200	0
Caskets and Urns	5,000	2,093	5,000	0
Books of Remembrance	2,000	1,324	2,000	0
Hire Of Equipment	0	0	0	0
Computer Costs	1,000	0	1,000	0
Protective Clothing	2,000	2,594	2,594	594
Office expenses	9,200	9,691	4,500	-4,700
Subscriptions	1,050	1,100	1,100	50
Analyst's Fees	1,150	1,723	1,723	573
Medical Expenses	29,000	9,088	29,000	0
Other Hired Services	29,220	20,311	31,545	2,325
Audit Fees	2,050	-2,254	2,254	204
Training	1,750	0	1,750	0
Other Miscellaneous Expenses	400	207	400	0
Credit/Debit Card Transaction Charges	100	0	100	0
Employers liability insurance	2,200	0	1,787	-413
	<b>102,320</b>	<b>58,967</b>	<b>100,953</b>	<b>-1,367</b>
<b><u>Support costs</u></b>				
Central Support costs	155,090	0	160,766	5,676
	<b>155,090</b>	<b>0</b>	<b>160,766</b>	<b>5,676</b>

## Appendix 1

2023-24				
	Budget £	Actual P 1 to 8 £	Projected outturn £	Projected variance (under) / over spend £
<b>Total Operating Expenditure</b>	<b>868,170</b>	<b>406,178</b>	<b>875,931</b>	<b>7,761</b>
<b>OPERATING INCOME</b>				
Caskets and Urns	-8,880	-1,304	-1,956	6,924
Plaques and Memorials	-23,390	-13,389	-20,084	3,306
Cremation Fees	-1,073,740	-548,289	-962,548	111,192
Books of Remembrance	-2,520	-936	-1,404	1,116
Burial Fees	-68,130	-46,090	-96,237	-28,107
Exhumation Fees	-1,100	-208	-312	788
Chapel Use	-11,950	-13,483	-20,225	-8,275
Memorial permits	-10,460	-7,160	-10,740	-280
Mercury Abatement Income	0	0	0	0
Energy Savings	0	0	0	0
Vending Sales	0	0	0	0
Media Service Fees	-18,000	-17,386	-26,079	-8,079
<b>Total Operating Income</b>	<b>-1,218,170</b>	<b>-648,245</b>	<b>-1,139,585</b>	<b>78,585</b>
<b>Operating Surplus (-) / Loss (+)</b>	<b>-350,000</b>	<b>-242,067</b>	<b>-263,654</b>	<b>86,346</b>
Interest on Investments/ Balances	-20,000	0	-20,000	0
Investment Costs	0		27,000	27,000
Payments to Joint Authorities	350,000	0	350,000	0
<b>Net contribution to/from Reserves</b>	<b>-20,000</b>	<b>-242,067</b>	<b>93,346</b>	<b>113,346</b>
<b>General reserves B/F</b>	<b>-1,347,313</b>		<b>-1,347,313</b>	
Contributions to (-) / from Revenue (+)	-20,000		93,346	113,346
<b>General reserves C/F</b>	<b>-1,367,313</b>		<b>-1,253,967</b>	<b>113,346</b>