

Telephone: 01639 883570

MARGAM CREMATORIUM JOINT COMMITTEE

Constituent Authorities

NEATH PORT TALBOT
COUNTY BOROUGH COUNCIL



BRIDGEND COUNTY
BOROUGH COUNCIL

MARGAM CREMATORIUM

Clerk:

CRAIG GRIFFITHS
SOLICITOR

Civic Centre, Port Talbot

Technical Officer

N.Pearce
The Quays
Brunel Way Briton Ferry
Neath

Medical Referee:

Dr J.W.Burridge
M.B. B.S.
Mount Surgery,
Taibach

Treasurer:

H.Jones
BSc(Hons), IPFA
Civic Centre
Port Talbot

MEETING OF THE MARGAM CREMATORIUM JOINT COMMITTEE

FRIDAY, 6 OCTOBER 2023

2.15 pm

**ALL MOBILE TELEPHONES TO BE SWITCHED TO SILENT FOR
THE DURATION OF THE MEETING**

PART 1

1. Chairperson's Announcement/s
2. Declarations of Interest
3. Minutes of Previous Meeting (*Pages 3 - 6*)
4. Business Plan Update (*Pages 7 - 18*)
5. Reclamation Scheme (*Pages 19 - 20*)

6. Complaints and Compliments Annual Report - April 2022 to March 2023 *(Pages 21 - 26)*
7. Qualification Gained by Staff Member *(Pages 27 - 28)*
8. Christmas Service at Margam Crematorium *(Pages 29 - 30)*
9. Cremation Figures for January 2023 to June 2023 *(Pages 31 - 32)*
10. Urgent Items
Any urgent items at the discretion of the Chairperson pursuant to Section 100BA(6)(b) of the Local Government Act 1972 (as amended).

Civic Centre
PORT TALBOT

27 September 2023

Joint Committee Membership:

Representing Neath Port Talbot County Borough Council:

Councillors: W.Carpenter, A.Dacey, R.G.Jones, S.Jones and E.V.Latham

Representing Bridgend County Borough Council

Councillors: P.Davies and M.Kearn

MARGAM CREMATORIUM JOINT COMMITTEE

(Acting with Plenary Powers)

Members Present:

2 June 2023

**Representing Neath
Port Talbot County
Borough Council:**

Councillors A.Dacey, R.G.Jones, S.Jones and
E.V.Latham

**Representing
Bridgend County
Council:**

Councillors P.Davies and M.Kearn

**Officers in
Attendance:**

C.Griffiths, C.Phillips, C.Langdon, H.Jones,
T.Banfield and J.Woodman-Ralph

1. **DECLARATIONS OF INTEREST**

No declarations of interest were received.

2. **APPOINTMENT OF CHAIRPERSON 2023-24**

RESOLVED: That Councillor E.V.Latham be appointed
Chairperson of the Margam Crematorium Joint
Committee for the Civic Year 2023/24.

3. **APPOINTMENT OF VICE CHAIRPERSON 2023-24**

RESOLVED: That Councillor P.Davies be appointed Vice
Chairperson of the Margam Crematorium Joint
Committee for the Civic Year 2023/24.

4. **MINUTES OF PREVIOUS MEETING**

The minutes of the meeting of 17 February 2023, were agreed as an
accurate record.

5. **MARGAM CREMATORIUM SERVICE LEVEL BUSINESS PLAN 2023 2024**

The Head of Legal Services gave an overview of the circulated Business Plan, and Members thanked him for all his work around it.

Members discussed the timescale for the refurbishment of the outside toilet block, and noted that the work itself might not begin until the early part of 2024.

The Head of Legal Services would find out a timescale for the external painting of Margam Crematorium, and report back to Members outside of the meeting.

It was noted that there was currently a backlog of memorial bench availability, and the Superintendent was trying to reduce the carbon footprint of importing the benches from China. Other options of memorials would be explored, in addition to the benches and the kerbside memorials.

RESOLVED: That the Margam Crematorium Service Level Business Plan 2023-24, be approved.

6. **OUTTURN REPORT AND ANNUAL RETURN 2022/23**

Officers gave an update with the Outturn Report and Annual Return 2022/23, as detailed in the circulated report.

RESOLVED:

1. That the Outturn report for 2022/23, be approved.
2. That the Annual Return, prior to external audit certification, for the year ended 31st March 2023, be approved and signed by the Chairman of this Committee.
3. That the Annual Governance Statement be confirmed.

7. **URGENT ITEMS**

No urgent items were received.

CHAIRPERSON

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Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

MARGAM JOINT CREMATORIUM COMMITTEE

JOINT REPORT OF THE CLERK, TECHNICAL DIRECTOR AND THE SUPERINTENDENT REGISTRAR TO MARGAM CREMATORIUM JOINT COMMITTEE

6th October 2023

Matter for Decision

Update on works identified in Margam Crematorium Service Level Business Plan 2023/2024

Purpose of the Report:

1. To provide an update to members on the implementation of programmes of work detailed in the Margam Crematorium Service Level Business Plan 2023/2024 and to seek approval of certain decisions to enable officers to progress work streams.

Executive Summary:

2. At its meeting in June 2023 and as part of the consideration of the work programme for the coming financial year at Margam Crematorium it was considered appropriate to formally document the current services that are offered at Margam Crematorium and to highlight specifically what the coming work will be at the Margam Crematorium over the coming financial year to ensure that Margam Crematorium continues to provide an effective and efficient service to people suffering bereavement and to deliver cremation services to the highest standard ensuring that choice is offered to those commiserating those they have loved.
3. Included in this report is a summary of the capital works programmes that are being embarked and where appropriate decisions sought by

members on potential options to enable officers to progress workstreams and undertake capital works.

Background:

4. At its meeting in June 2023 and as part of the consideration of the work programme for the coming financial year at Margam Crematorium it was considered appropriate to formally document the current services that are offered at Margam Crematorium and to highlight specifically what the coming work will be at the Margam Crematorium over the coming financial year to ensure that Margam Crematorium continues to provide an effective and efficient service to people suffering bereavement and to deliver cremation services to the highest standard ensuring that choice is offered to those commiserating those they have loved.
5. Included in this report is a summary of the capital works programmes that are being embarked and where appropriate decisions sought by members on potential options to enable officers to progress workstreams and undertake capital works.
6. As indicated above, included in the Service Level Business Plan are the service proposals planned for implementation in this financial year. These include the following:

| | Proposal | Current Position |
|---|---|---|
| 1 | To continually develop our business continuity strategy and identify the main opportunities, threats and constraints that the services face | <p>This work remains ongoing with Margam Crematorium constantly reviewing its policies to ensure business continuity and to identify forthcoming pressures. Liaising with the national organisations and local based services such as the Health Board allows Margam Crematorium to keep itself abreast of recent developments.</p> <p>Throughout Summer 2023, a health and safety review of Margam Crematorium by the NPT Corporate Health and Safety Team saw small changes to risk assessments and working practices to ensure</p> |

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| | | compliance with all current legislative responsibilities. |
| 2 | <p>Develop the Margam Crematorium Website providing increased information to members of the public on the range of services offered, offer an online diary of services undertaken at the Crematorium on a weekly basis and provide facilities for individuals to be able to purchase or renew memorials, tributes and book of remembrance requests.</p> <p>As part of this recognition will be given to the development of a social media platform in order to communicate messages direct to the public.</p> | <p>An interim design has been created by Crematorium Officers and this is currently being considered by the Council's Digital Services Team to ensure the design meets appropriate statutory requirements in respect of accessibility and to embed the appropriate software to enable these facilities to be implemented. It is estimated that this work will be concluded Winter 2023 and into early 2024 and a demonstration of the website will be brought to a future meeting of the Joint Committee.</p> |
| 3 | <p>Replace the current Book of Remembrance Cabinet and undertake decorative work to the Small Chapel where it is located. As part of this an online book of remembrance will be created to allow individuals to view the book of remembrance without having to travel to Margam Crematorium</p> | <p>Discussions have been ongoing with one of the leading manufacturers in this area of work and we are currently awaiting a site visit from the representative to discuss needs and requirements to enable the order to be made. The turnaround time from order to installation is likely to be short and it is hoped that the new cabinet will be in place by the end of the calendar year with the digital records embedded into the website as per the above update.</p> |
| 4 | <p>Develop a forum of consultation with Funeral Directors in the locality to ensure needs of Crematorium are conveyed and service changes are regularly updated to them and continue to develop good customer liaison and working practices. Stakeholders will be encouraged to comment on how their needs have been met or can be met and to make any suggestions on how they feel the service could be improved.</p> | <p>This work is ongoing and a meeting will be convened before the end of the calendar year.</p> <p>It was originally though this meeting would take place in early Autumn, however, further guidance is expected shortly on the role of Medical Referees and it was thought more advantageous to include all such matters in forum towards the end of the year when more information would be available. In addition, there</p> |

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| | | <p>will shortly be some updated forms which must be completed for the cremation process and the forum will provide an opportunity for training to funeral directors how to complete.</p> <p>In addition, following discussions between the Clerk, Superintendent Registrar and Strategic Registration Manager at Neath Register Office it was highlighted a joint meeting to not only discuss crematorium matters but also the development of the civil celebrant service at Neath Register Office would be advantageous and the Strategic Registration Manager is currently finalising the civil celebrant service to be presented to funeral directors.</p> |
| 5 | Further development of record systems (i.e. electronic point of sales systems) to ensure information can be processed efficiently and accurately utilising electronic means in order to enhance service delivery | <p>The Apex Debtor System was first trialled with one large firm of Funeral Directors at the beginning of June 2023 and subsequently rolled out to the remaining firms during July 2023. An invoice is now issued when Cremation Certificates are received and payment can be made via a variety of options prior to the date of the funeral. The system is working well with funeral directors commenting on the ease associated with the system.</p> |
| 6 | Refurbishment of Outside Toilet Block | <p>As part of the consideration of the way forward, officers proposed two alternative courses of action (1) the first being a refurbishment of the current toilet block or (2) demolition of the existing block and a rebuild.</p> <p>However, it would appear that the listed building status of Margam Crematorium would also apply to the</p> |

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| | | <p>toilet block therefore a demolition and rebuild would not be feasible.</p> <p>A meeting was held with CADW to discuss various development ideas, and whilst they could not pass any official guidance they did offer advice in what in their view would be allowable.</p> <p>In relation to the toilet block they suggested that a straightforward refurbishment / modernisation of the existing layout would be best as it currently fulfils the needs.</p> <p>Any structural alterations would need full listed building consent and detailed justification.</p> <p>As a result of this officers are now progressing design work with the aim that refurbishment can take place in due course.</p> <p>This will require the current toilet block to be unavailable for a limited period of time but alternative facilities will be available within the building and any impact will be kept to a minimum.</p> |
| 7 | Landscaping of external area to Chapel | <p>A topographical survey has now been undertaken and an initial design produced.</p> <p>Members will recall that comments were made about the canopy location in a previous meeting. These were discussed with a representative of CADW and unfortunately it was suggested that a large canopy on the</p> |

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| | | <p>right of the path as individuals exit would not be feasible as the visual impact would be too great, and take away from the building design.</p> <p>Any proposed works will require full listed building consent once signed off.</p> <p>Officers of the NPT Property and Regeneration Section have added this work to its Forward Work Programme and a full design and estimate will be brought before the Joint Committee for approval</p> |
| 8 | General Decorative Work – Painting of building and general decorative work in Chapel | <p>It was originally thought that the external coating was a simple masonry paint however further investigations have revealed that it has previously been coated with a concrete protection coating. The technical officer from Sika (the manufacturer of the existing coating) has been to site and raised concerns about the current surface and its bonding to the concrete in certain areas. Also CADW noticed that there were areas of concrete spalling that needed addressing.</p> <p>In order to progress it is proposed that we engage a Sika approve contractor to produce a full schedule of repairs and quantify the products and specification for tendering purposes.</p> <p>Officers are currently awaiting a quotation for this work. Delegated authority is sought from the Joint Committee for the Technical Director to approve this quotation in consultation with the Chair of the Joint</p> |

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| | | Committee subject to the works being within the existing budget allocation. |
| 9 | Development of memorial garden area | As previously indicated an area along the driveway has been identified for potential development opportunity and options such as memorial area have been considered. Officers are now working with the NPT Biodiversity team to look at ways to enhance the area whilst at the same time preserving the natural biodiversity of the grounds and a report with options will be presented to the Joint Committee in due course. |
| 10 | Enhancement to Wifi to ensure a more resilient service and to minimise service disruption | <p>All significant laying of fibre cables has now been undertaken and the final element of work will be for the connection to enter into the building.</p> <p>The organisation undertaking this work is the Public Services Broadband Aggregation has overseen this project with the aim of connecting public sector organisations in the country to a private secure Information and Communications Technology Wide Area Network. PSBA is Welsh Government funded and delivered by BT.</p> <p>The final stage of installation will take place imminently, whereupon the existing Airband contract will come to an end.</p> |
| 11 | Investigation to energy efficiency measures | Following reports commissioned on the Civic Centres within Neath Port Talbot, Faithful & Gould have been asked to produce a road map to Net Zero report for Margam Crematorium and once in receipt of this it will be reported to the Joint Committee with options for consideration. |

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| 12 | Ongoing training of staff in all aspects of service delivery including all staff undertaking refresher training with the FBCA and being entered on to the Register of Certified Cremator Technicians | <p>The Certificate of Proficiency in the Practical and Ethical Operation of Cremation Equipment recognises the competency of individuals to operate cremation equipment in an efficient manner, with full regard for environmental regulations currently in force and in accordance with the ethical standards prescribed within the Federation of Burial and Cremation Authorities (FBCA) Code of Cremation Practice.</p> <p>By the end of December 2023, it is envisaged that all staff at Margam Crematorium will have achieved this qualification and refresher training will commence into 2024 and at the frequency identified by the FBCA.</p> <p>To provide added value and to maintain more accurate records, the Executive of the FBCA has agreed to the creation of a Register of FBCA Certificate of Proficiency Qualified Crematorium Technicians. The Register will be accessible to FBCA Officers and Member Cremation Authorities via the Members Section of the FBCA Website, allowing those who wish to do so to verify that a technician's qualification skills are current. This registration can be used as part of the Technician's qualifications for the purpose of the Process Guidance Note 5/2 (12) including where setting up an environmental management system (EMS) which includes training, or when demonstrating a technician's qualifications during an FBCA Inspection visit. All staff who have this</p> |
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| | | <p>qualification have been encouraged to register with the FBCA in respect of this, recognising that the decision in respect of registration vests in individual staff alone but any costs associated with the same will be met by Margam Crematorium to facilitate registration.</p> |
| 13 | <p>Development of an open day to enable members of the public to attend a tour of Margam Crematorium</p> | <p>As a result of ongoing work programmes and the uncertainty of dates as to when the internet connection will be finalised or any re-decorative works will be undertaken has meant the identification of date for this open day has not been possible. Margam Crematorium remains committed to facilitate an open day and the identification of a date will be made once confirmation of dates when no construction or physical works are taking place.</p> |

Financial Impacts:

7. At its meeting in February 2023, members agreed the provision of £250,000 for capital works, therefore a budget has been allocated to enable provision of the works identified above.

Integrated Impact Assessment:

8. There is no requirement for an integrated impact assessment for this report as it relates to an update and to progress work programmes previous agreed by members.

Valleys Communities Impacts:

9. No implications

Workforce Impacts:

- 10. No implications

Legal Impacts:

- 11. No implications

Consultation:

- 12. There is no requirement for external consultation on this item

Recommendations:

- 13. It is recommended that members note the current work programme update and that delegated authority be granted to the Technical Officer of Margam Crematorium in consultation with the Chair of the Joint Committee to (a) progress the toilet block refurbishment as identified in this report and (b) engage a Sika approved contractor to produce a full schedule of repairs and quantify the products and specification for tendering purposes for general external decoration, provided at all times that such costs are within the existing budget allocation for capital works.

Reasons for Proposed Decision:

- 14. To provide an update to members on the current work programme and to agree next steps to enable the programme to be implemented.

Implementation of Decision:

- 15. The decision is proposed for implementation immediately.

Appendices:

- 16. None

List of Background Papers:

17. None

Officer Contact:

Mr Craig Griffiths
Clerk to the Joint Committee of Margam Crematorium

Mr Clive Phillips
Superintendent Registrar

Mr Simon Brennan
Neath Port Talbot – Head of Property and Regeneration

Mr Richard Jenkins
Neath Port Talbot – Corporate Facilities Manager

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MARGAM CREMATORIUM JOINT COMMITTEE

Report of the Superintendent – Mr Clive Phillips

6th October 2023

Matter for Decision

Wards Affected: All Wards

Reclamation Scheme

Purpose of the Report

1. To seek approval to enter into a new scheme for reclamation of metals and to nominate a locally based bereavement charity.

Background

2. For many years Margam Crematorium has participated in the Institute of Cemetery and Cremation Management (ICCM) programme whereby bins are supplied for the reclamation of all metals. The reclamation proceeds are paid to ICCM on a 6 monthly basis and this amount distributed to nominated bereavement related charities. In the last three financial years, Margam Crematorium has aided in distributing £44,000 to local bereavement related charities.
3. Margam Crematorium has been contacted by another organisation who operate a similar scheme, this being RSBruce Limited.
4. RSBruce are approved by the Federation of Burial and Cremation Authorities and officers have now evaluated this offer against the scheme undertaken by the ICCM and concluded that it appears to offer the opportunity for a greater increase in charitable donations (a 33% increase based on current levels), with the exact value of reclamation being provided as opposed to a contribution. In addition, the following benefits could be realised:
 - (a) RSBruce operate with a much lower carbon footprint than the ICCM scheme with RSBruce based within the UK and all reclamation taking place within the UK;
 - (b) RSBruce operate a full suite of electric vehicles for their collection vans
 - (c) RSBruce can offer collections every six months with flexibility to increase collections as and when required
 - (d) Different material for storage are required which will prove easier to handle for Crematorium Officers

5. Accordingly, officers would advise members to consider moving to the scheme offered by RSBruce for a period of one year with a review to be undertaken by the Superintendent Registrar prior to any longer term arrangements being put in place.
6. At previous meetings, members decided that the nominated charity for the previous year should be Ty Hafan Children's Charity. Accordingly, members are asked to agree at this meeting which charity they would like to nominate and information will be relayed to members at the meeting as to what options will be available.

Integrated Impact Assessment

7. There is no requirement for an integrated impact assessment for this report.

Financial Impact

8. No impact

Workforce Impact

9. There are no workforce impacts associated with this report

Legal Impact

10. There are no legal impacts associated with this report

Consultation

11. There is no requirement of external consultation for this item

Recommendations

12. That members approve the participation in the RSBruce scheme for reclamation and that members consider a local bereavement based charity for nomination to RSBruce.

Appendices

13. None.

Officer Contact

Mr Clive Phillips

Superintendent Registrar

MARGAM CREMATORIUM JOINT COMMITTEE

Report of the Superintendent – Mr Clive Phillips

6th October 2023

Matter for Information

Wards Affected: All Wards

Complaints and Compliments April 2022 to March 2023

Purpose of the Report

1. To provide members with an overview of all complaints and compliments received at Margam Crematorium from April 2022 to March 2023

Background

2. Included at Appendix 1 of this report are the Compliments and Complaints received at Margam Crematorium for the financial year April 2022 to March 2023, along with a narrative of the complaint/compliment and any outcome associated with the same. Any learning or changes in service provision that have been made as a result of these complaints, comments and compliments are identified in Appendix 1.
3. Margam Crematorium considers all comments, compliments and complaints received as an invaluable source of information about the services we provide. Our aims are:
 - to make it easy to complain when a service has not been good enough
 - to settle complaints to the satisfaction of the public wherever reasonably possible and to fully explain the reasons for the situation where it isn't
 - to learn from comments, compliments and complaints to help identify improvements and provide better practice in service delivery; and
 - to use comments, compliments and complaints information to monitor the effectiveness of the Council's policies.
4. Comments and compliments are welcomed and appreciated as they provide an indication of how we are performing. Additionally, suggestions and ideas the public provide are important in terms of improving customer care, service quality and staff morale. Comments may be suggestions as to how services could be improved and are considered by the Margam Crematorium staff. They may be views or representations, perhaps adverse, about the Council's policy and provision.

5. Compliments are particularly appreciated as they provide confirmation that Margam Crematorium and its employees provide services which meet or exceed expectations.

Integrated Impact Assessment

6. There is no requirement for an integrated impact assessment for this report as it is for information purposes only

Financial Impact

7. No impact

Workforce Impact

8. There are no workforce impacts associated with this report

Legal Impact

7. There are no legal impacts associated with this report

Consultation

8. There is no requirement of external consultation for this item

Recommendations

9. That members note the complaints and compliments received for Margam Crematorium for April 2022 to March 2023 included at Appendix 1

Appendices

10. Appendix 1- Complaints and Compliments (April 2022 to March 2023)

Officer Contact

Mr Clive Phillips

Superintendent Registrar

Appendix 1

| Complaint Subject | Stage 1/2 | Narrative |
|---------------------|--------------|--|
| Fading of Plaques | 1 | <p>7 complaints regarding lettering fading on plaques when they have only been in situ for a few months. Officers contacted the Company who supply them (Columbaria), and they were all replaced free of charge by them, but they cannot guarantee that this would not happen again.</p> <p>To try and resolve this issue, the company have developed a new style plaque, which is made of porcelain, and can be designed to be more personal and bespoke for families.</p> <p>They can include artwork, for example of a rose or daffodil etc, photographs of loved ones, and also football/rugby club emblems. The Crematorium have trialled them, and to date there have been 4 completed orders and the feedback has been very positive. These plaques are guaranteed against fading for 30 years.</p> |
| Missing Flower Pots | 1 | <p>Complaints are being received from families that when they are calling to place flowers in the Kerb Stone Memorial Vase that they pay to lease, the aluminium pots that hold the flowers are missing. This is an ongoing issue that is proving very difficult to police. Officers have temporarily resolved the issue by replacing the pots to families free of charge, which families are extremely grateful for. Complaints are usually higher around special occasions for eg. Mothers/father's day, as the public will generally take one from another vase block before reporting it to the office.</p> |
| Visual Tribute | 1 | <p>Complaint from Funeral Director to Wesley Media, who supply tributes and music for the sound system in Chapel. A slideshow was downloaded for a service but was entered incorrectly by Wesley Media staff. This resulted in the slideshow not being able to be shown because of this error. Wesley Media were</p> |

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| | | contacted by Margam Crematorium immediately when issue was highlighted, an apology and refund was given, which was then refunded to the Funeral Director to pass to the family. |
| Internet Service | 1 | <p>Margam Crematorium's internet provider 'Airband', loses connection quite regularly, resulting in no phone lines or internet connection for the Crematorium. This is an ongoing issue which hopefully will be rectified when the fibre optic line is installed. As indicated previously, Margam Crematorium are currently waiting for a definitive date for completion.</p> <p>When internet service is lost, complaints from members of the public and Funeral Directors can arise. Margam Crematorium also have an emergency phone line that only one phone can be connected too, which is very difficult when there are 4 members of staff working in the office. Also, when the internet connection is lost, officers are not able to download any visual tributes, webcasting of services etc. Where this arises a refund will be issued for visual tributes that could not be downloaded, and webcasting that could not take place. It is envisaged that this issue will be resolved once the new fibre optic internet service is installed.</p> |

| Compliment Subject | Narrative |
|---------------------------|--|
| Witness Burials | Six compliments given regarding arranging and carrying out Witness Burials. Members of staff were complimented on carrying out their duties with care and respect, which was appreciated by families. Special thanks given on professionalism and efficiency, when dealing with the paperwork connected to a witness |

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| | burial, especially when the funeral has taken place in another country. |
| General Operation | Personal thanks from a local rector passing on sincere thanks to colleagues at Margam, for being present at her mother's funeral, showing respect when the funeral cortege entered the Chapel. It was a gesture that meant the world to her and the family. |
| General Operation | Email received thanking staff for their ongoing help and support, even 8 months after their father's funeral. Commenting 'our dedication is outstanding'. |
| General Operation | Personal thanks via email, from a local Independent Funeral Home, giving a big thank you for helping out with an issue half hour before funeral due to take place. 'Staff went above and beyond to make sure things went as planned, and kindness was appreciated by all'. Thanked us for our ongoing support. |

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MARGAM CREMATORIUM JOINT COMMITTEE

Report of the Superintendent – Mr Clive Phillips

6th October 2023

Matter for Information

Wards Affected: All Wards

Qualifications gained by Crematorium Staff

Purpose of the Report

1. To inform Members of the success of Alex Allen in having passed his Cremator Operating Training Test during August 2023.

Background

2. The Certificate of Proficiency in the Practical and Ethical Operation of Cremation Equipment recognises the competency of individuals to operate cremation equipment in an efficient manner, with full regard for environmental regulations currently in force and in accordance with the ethical standards prescribed within the Federation of Burial and Cremation Authorities (FBCA) Code of Cremation Practice.
3. In August 2023, Alex Allen, who commenced employment at the Margam Crematorium in 2022 gained this qualification.
4. The qualification enables Alex to cremate without supervision.
5. Bonnie Timm, the Crematorium Officer will now undertake her training and accreditation in the Autumn/Winter 2023 so that all Crematorium Staff will then be in receipt of this qualification.

Integrated Impact Assessment

6. There is no requirement for an integrated impact assessment for this report as it is for information purposes only

Financial Impact

7. No impact

Workforce Impact

8. There are no workforce impacts associated with this report

Legal Impact

9. There are no legal impacts associated with this report

Consultation

10. There is no requirement of external consultation for this item

Recommendations

11. That members note the Certificate of Proficiency in the Practical and Ethical Operation of Cremation Equipment gained by Alex Allen.

Appendices

12. None.

Officer Contact

Mr Clive Phillips

Superintendent Registrar

MARGAM CREMATORIUM JOINT COMMITTEE

Report of the Superintendent – Mr Clive Phillips

6th October 2023

Matter for Decision

Wards Affected: All Wards

Christmas Service at Margam Crematorium

Purpose of the Report

1. To inform Members of details regarding a proposed Christmas Carol Service at Margam Crematorium.

Background

2. Prior to the Covid-19 pandemic, Margam Crematorium began the process of holding a Christmas Service at Margam Crematorium, in similar vein to that held on Palm Sunday. As a result of lockdown restrictions, the Christmas Service was required to be cancelled due to limitations on numbers that could be in attendance
3. Accordingly it would be proposed that the date of 5th December 2023 at 5pm would be appropriate and subject to approval of this date, the Superintendent Registrar will proceed to progress the advertising of this event in the usual forums.
4. It is proposed to make this event as inclusive as possible focussing on the different faiths who hold services at Margam Crematorium and the meaning of Christmas to them and also include some non-religious aspects, as part of the increased attendance of civil celebrants and humanists at Margam Crematorium. This will ensure that Margam Crematorium has a service that is appropriate to its venue and to provide a service for the local communities that wish to attend such an event.

Integrated Impact Assessment

6. There is no requirement for an integrated impact assessment for this report as it is for information purposes only

Financial Impact

5. All costs will be kept within the appropriate budget but there will likely be a donation to those contributing to the service as well as refreshment fees.

Workforce Impact

8. There are no workforce impacts associated with this report

Legal Impact

9. There are no legal impacts associated with this report

Consultation

10. There is no requirement of external consultation for this item

Recommendations

6. That Members approve the holding of a Christmas Service at Margam Crematorium on the 5th December 2023 as identified in this report.

Appendices

12. None.

Officer Contact

Mr Clive Phillips

Superintendent Registrar

MARGAM CREMATORIUM JOINT COMMITTEE

Report of the Superintendent – Mr Clive Phillips

6th October 2023

Matter for Information

Wards Affected: All Wards

Cremation Figures for January 2023 to June 2023

Purpose of the Report

- To provide members with a monthly comparison of cremations undertaken from January 2023 to Jun 2023.

Background

- Members will note from the attached chart a comparison on a monthly basis of all cremations that have been undertaken since the 1st January 2023 to 30th June 2023, with a comparison against the figures for 2023:

| MONTH / YEAR | NVF / Stillborn | Under 18 | 18 & Over | TOTAL 2022 | TOTAL 2023 | YEAR |
|--------------|-----------------|----------|-----------|------------|------------|------|
| Jan 22 | 0 | 2 | 139 | 142 | | 2022 |
| Jan 23 | 2 | 1 | 163 | | 166 | 2023 |
| Feb 22 | 4 | 0 | 126 | 130 | | 2022 |
| Feb 23 | 3 | 1 | 163 | | 167 | 2023 |
| Mar 22 | 1 | 0 | 133 | 134 | | 2022 |
| Mar 23 | 2 | 2 | 158 | | 162 | 2023 |
| Apr 22 | 0 | 0 | 116 | 116 | | 2022 |
| Apr 23 | 0 | 1 | 138 | | 139 | 2023 |
| May 22 | 0 | 1 | 148 | 149 | | 2022 |
| May 23 | 0 | 1 | 133 | | 134 | 2023 |
| Jun 22 | 1 | 0 | 129 | 130 | | 2022 |
| Jun 23 | 2 | 0 | 130 | | 132 | 2023 |

3. Margam Crematorium were able to offer a respectful service to those suffering bereavement and to meet the needs of the public. Webcasting of the service by Wesley Media remains popular and invaluable. Services have been streamed across the world including Australia and New Zealand with many favourable comments being received. Members should note though that the Superintendent and officers will always work with families to accommodate their needs and in particular will undertake regular reviews of attendance numbers to ensure compliance with Welsh Government legislation and Statutory Guidance.

Integrated Impact Assessment

4. There is no requirement for an integrated impact assessment for this report as it is for information purposes only

Financial Impact

5. No impact

Workforce Impact

6. There are no workforce impacts associated with this report

Legal Impact

7. There are no legal impacts associated with this report

Consultation

8. There is no requirement of external consultation for this item

Recommendations

9. That members note the monthly comparison of cremations undertaken from 1st January 2023 to 30th June 2023

Appendices

11. None.

Officer Contact

Mr Clive Phillips

Superintendent Registrar