

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. V. Magdon
Mount Surgery,
Taibach**

Treasurer:

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

MEETING OF THE MARGAM CREMATORIUM JOINT COMMITTEE

FRIDAY, 16 FEBRUARY 2024

2.15 pm

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

PART 1

1. Declarations of Interest
2. Minutes of Previous Meeting (*Pages 3 - 4*)

Matter/s for Decision:

3. Fees for Saturday Services at Margam Crematorium
(*Pages 5 - 10*)

Matter/s for Information:

4. Update on Works Identified in Margam Crematorium Service Level Business Plan 2023/2024 (*Pages 11 - 36*)
5. Cremation Figures for July 2023 to December 2023 (*Pages 37 - 38*)
6. 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

8 February 2024

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:

7 December 2023

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

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

**Officers in
Attendance:**

C.Griffiths, S.Brennan, C.Langdon and T.Davies

1. **DECLARATIONS OF INTEREST**

No declarations of interest were received.

2. **MINUTES OF PREVIOUS MEETING**

The minutes of the previous meeting, held on 6 October 2023, were received as an accurate record.

3. **ANNUAL BUDGET REPORT 2024/25**

Joint Committee Members were in agreement of the recommendations contained within the circulated report, but requested that additional work be undertaken, in respect of the justification for the extra charges for Saturday cremations (currently £356 extra surcharge for Saturday bookings). Officers would bring a further report, explaining the basis of the calculations, and options for costings, to the next meeting of the Joint Committee.

RESOLVED:

1. That the Revised Budget 2023/24 be agreed (including the refund of £100,000 to the constituent authorities).
2. That the Budget for 2024/25, as detailed within the circulated report, be agreed.

3. That the precept to be levied for 2024/25 be agreed as:
 - Neath Port Talbot County Borough Council - £550
 - Bridgend County Borough Council - £450
4. That the fees and charges as set out at Appendix 2 to the circulated report, be agreed for 2024/25, on the basis of a 3% increase.
5. That the projected position in relation to the Reserves be noted.

4. **RECLAMATION SCHEME**

Members noted that only one charity could be nominated at a time to RSBruce, so made their decision, with a view to revisiting the chosen recipient for future financial years.

RESOLVED: That NPT Cancer Challenge be chosen as the local bereavement-based charity for nomination to RSBruce, for the financial year 2024-2025.

5. **URGENT ITEMS**

No urgent items were received.

CHAIRPERSON



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

MARGAM JOINT CREMATORIUM COMMITTEE

JOINT REPORT OF THE CLERK AND THE TREASURER – C.GRIFFITHS and H.JONES

16th February 2024

Matter for Decision

All Wards

Fees for Saturday Services at Margam Crematorium

Purpose of the Report:

To consider the additional fee applied to Saturday services at Margam Crematorium and agree a revised fee to be implemented from the 1st April 2024

Background:

At its meeting in December 2023, members of the Joint Committee considered the proposed budget for 2024/2025. Joint Committee Members agreed of the recommendations contained within the circulated report, but requested that additional work be undertaken, in respect of the justification for the extra charges for Saturday cremations (currently £356 extra fee for Saturday bookings). It was agreed that officers would bring a further report, explaining the basis of the calculations, and options for costings, to the next meeting of the Joint Committee.

For a significant number of years, Margam Crematorium has charged a small fee for cremations at Margam Crematorium that take place, currently set at £356 for 2023/2024.

This has been standard practice throughout the Crematorium sector in South Wales with all neighbouring crematoriums applying a small fee for a Saturday service:

Crematorium	2023/2024 Fee for Saturday Services
Margam Crematorium*	£1,004.50 (inclusive of a £356 Saturday Fee)
Coychurch Crematorium, Bridgend	£1,172.50 (inclusive of a £348 Saturday Fee)
Llanelli Crematorium (Private)	£1,250 (inclusive of a £240 Saturday Fee)
Narbeth Crematorium	£1,059.50 (inclusive of a £253.50 Saturday fee)
Swansea Crematorium	£1,180 (inclusive of a £375 Saturday Fee)
Llwycoed and Glyntaff	No weekend funerals

*NB – the fee agreed for 2024/2025 will be £1,014.50 (which includes a £360 Saturday Fee)

A Saturday fee was initially intended to enable services to still be offered at Margam Crematorium at weekends but recognising that there were additional costs and pressures incurred in providing such services. For example, in line with Council HR practices, any colleagues working on a Saturday or Sunday are entitled to an additional payment of £30% of any time worked. To ensure cremations can take place on the day of the service, where possible, a qualified cremator operative is also required to be in attendance over and above any weekend attendant that is in place. Margam Crematorium operates a reduced staffing presence at weekends, with only two members of staff present.

The number of Saturday services has seen a slight increase in recent years, and the table below provides an overview of the number of services within the last three financial years:

Year	Number of Saturday Funerals	Income from Saturday Fees
2021/22	17	£5,882
2022/23	26	£8,996
2023/24 (April to December)	23	£8,188

Members therefore are invited to consider whether they wish to either (a) retain the Saturday fee, (b) remove the Saturday fee; or (c) reduce the Saturday fee.

There are several factors to consider in relation to the setting of the Saturday fee:

- Gas Usage – As long as there is a cremation on a Friday, the gas consumption is comparative to weekdays. This is because there is residual heat held in the brickwork of the Cremators.
- Organist Fees – There is an increase of £4.50 for a Saturday.
- Cleaning – There is no cleaning service provided on a Saturday. If there was increase in the number of Saturday services additional cleaning would be required.
- Lighting – The lighting is on in the chapel during the weekend, irrespective of there being a Saturday funeral. The public have access to visit the Memorial vase blocks.
- Staff – To date there are two staff members on duty at weekends (one of which is a qualified cremator operator, whilst the other is undertaking training), compared to the five staff (who are all qualified cremator operators) who are present throughout the week and under the supervision of the Superintendent or Deputy Superintendent. If there were to be an increase in Saturday services because of health and safety requirements and to meet service delivery, additional staff would be required to ensure the service can be delivered to the appropriate standard. This would result in either additional recruitment being necessary to facilitate increase demand at weekends, increased overtime payments as well as weekend working allowances being applied.

Members must consider therefore the advantages and disadvantages associated with any potential changes.

Advantages	Disadvantages
<ul style="list-style-type: none"> • There will be a consistent fee for all services for members of the public. • Members of the public will be able to have a service at Margam Crematorium on a Saturday at the same cost as a weekday. 	<ul style="list-style-type: none"> • Given the prospect for additional services, consideration would have to be given to additional cleaning services and an additional staff member to ensure service delivery. There will be additional employment costs to

	<p>meet this demand between the region of £5,000 per year.</p> <ul style="list-style-type: none"> • Additional costs in energy consumption if cremations were to take place. • An increase number in services, could see cremations having to be delayed until the following Monday, which could have an impact on cremation timings the following week. • An increase in the deficit to which Margam Crematorium would operate (because of a removal of the fee and the increased capacity that would be required to address service delivery), which could reduce the potential development and investment opportunities that could be open to the Joint Committee.
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It would be proposed therefore that, taking on board the advantages and disadvantages above that a revised additional fee of £175 be implemented at Margam Crematorium for all Saturday services from the 1st April 2024. This will enable notification to be provided to Funeral Directors and to update the appropriate information throughout March 2024 in anticipation of the change.

This fee has been calculated by identifying the cost of cremations over the weekend (i.e. energy usage), the additional staff members that might be needed for larger funerals, increased cleaning requirements that may prove necessary.

In order to mitigate against the disadvantages referenced above, it would be proposed that the number of Saturday services be capped at the number of three (3) services. This figure being reviewed after six months to determine the impact on the operation at Margam Crematorium.

Financial Impacts:

The revised budget position for 2023/24 showed a net deficit for transfer from the General Reserve (after £100,000 contribution to the cremator reserve and £100,000 payment to contributing authorities) of £4,250, which was predicted to be a deficit of £215,800 when the original budget was agreed in February 2023. It should be noted that any removal of the Saturday fee could have the potential of a deficit in future financial years. If members of the Joint Committee were to look at a removal or reduction of the Saturday fee, it would be appropriate to undertake a review of all fees to ensure no losses would be incurred in future years and to ensure a balanced budget that continues to facilitate the investment and development that the Joint Committee wishes to pursue.

Integrated Impact Assessment:

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

Valleys Communities Impacts:

There are no impacts associated with this report.

Workforce Impacts:

There are no impacts associated with this report.

Legal Impacts:

There are no impacts associated with this report.

Consultation:

There is no requirement for external consultation as part of this report.

Recommendations:

It is recommended that the Joint Committee reduce the additional fee for Saturdays to £175 and agree a cap on the number of Saturday services of three, subject to a review in six months time.

Appendices:

None

List of Background Papers:

None

Officer Contact:

Mr Craig Griffiths
Clerk to the Joint Committee of Margam Crematorium

Mr Huw Jones
Treasurer



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

MARGAM CREMATORIUM JOINT COMMITTEE

JOINT REPORT OF THE CLERK AND THE SUPERINTENDENT REGISTRAR TO MARGAM CREMATORIUM JOINT COMMITTEE – C.GRIFFITHS and C.PHILLIPS

16th February 2024

Matter for Information

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

Purpose of the Report:

To detail the outcome of the recent inspection by the Federation of Burial and Cremation Authorities

Background:

On the 4th October 2023, Margam Crematorium was subject to a three yearly inspection by the Federation of Burial and Cremation Authorities.

The purpose of the inspection was to scrutinise 6 separate key areas of service delivery, through discussion and review of more than 80 points of interest.

In summary, the inspection found Margam Crematorium to be operating in accordance with the three key areas of compliance:

- The Cremation Regulations 2009 – relating to statutory documentation
- The DEFA Process Guidance – relating to cremation practices
- The Code of Cremation Practice – relating to all aspects of service delivery

In addition, the Crematorium Inspector found an excellent level of service provision and did not feel it necessary to make any recommendations.

A number of areas were highlighted for consideration by Margam Crematorium as a way to improve service delivery which would have further increased scores achieved in respect of the operation.

Section	Indicator	Result	FBCA Comments	Margam Crematorium Comment
Cremation Administration	Public have access to partial digital records online to be able to locate final resting place and limited details	No access is available online		Information is available by hard copy or request from Margam Crematorium. As part of the development of the website steps will be taken to provide limited information to the public. This will require changes in forms providing consent for such information to be included on the website and the Superintendent will consider amendments necessary to implement this.
Ceremony Facilities	A wheelchair user can be accommodated within the chapel to take part in the event	Wheelchair cannot be accommodated	Wheelchair users can only sit at the side of a pew. Listed building maybe an issue	It is correct that wheelchair users can only sit at the side of a pew as due to the listed building status of Margam Crematorium it might not be feasible to change the seating arrangements. Nevertheless, officers will look to see what methods can be incorporated to further facilitate wheelchair users
Cremation Facilities	A contingency plan is in place for	No contingency plans exists	An informal process is in	Most crematoria in the area have informal

	cremator breakdowns		place but would benefit for a formalised agreement	arrangements with other crematoria. To date these have not required to be implemented but nevertheless steps will now be put in place to document a relationship with neighbouring crematoria and will be brought back to the Joint Committee for future approval
Premises and Facilities	Baby changing facilities are provided	Baby changing facilities are not provided		The provision of such facilities will be accommodated in the proposed toilet block refurbishment.
Grounds and Memorialisation	Applications for cremation are provided with information on the range of memorials	No information on the range of memorials available/permitted is made available	Currently developing process	Information is available by hard copy or request from Margam Crematorium. As part of the development of the website this information will then be incorporated.
Service and Staff	Refreshment facilities are available for visitors	No hot and/or cold drinks were available		To date there has been no determination to operate refreshment facilities. However, officers will explore what avenues might be feasible and will bring a report back to the Joint Committee for consideration.

As part of the Federations response to the Climate Emergency that society is now facing, the Federation has introduced an Environmental Awareness Report which was undertaken at the time of the inspection. The purpose of this report is to highlight a range of environmental measures which crematoria which are currently adopting across the UK. It is an advisory report and does not constitute part of the compliance inspection.

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.

A number of measures were identified as being amber or red in the report produced by the Federation:

Section	Indicator	Result	Margam Crematorium Comment
Ground related environment initiatives	Electric vehicle recharging points are provided	Charging points are not available	As a result of the capacity at Margam Crematorium, charging points have not been feasible in the past. However, consideration of this is being given as part of the work undertaken by Faithful and Gould.
Ground related environment initiatives	Does the facility harvest rainwater in sufficient quantities to use in its ground maintenance activities	The facility cannot collect and distribute commercial quantities of harvested rainwater	This will be considered as part of the work undertaken by Faithful and Gould.
Organisation and Culture	Does the facility have an Environmental Policy	No formal policy available	Margam Crematorium has been covered by the Neath Port Talbot Environmental Policy and accordingly there has been no separate Policy for the Crematorium. Nevertheless, to comply with Federation suggestions, Margam Crematorium will look to develop its own Environmental Policy, following the work concluded by Faithful and Gould that is identified above.
Energy Usage	Energy Performance Certificate of the facility	The facility does not have current certificate or exemption	
Energy Usage	Has the facility switched to a renewable energy supplier	The facility has not switched to a renewable energy supplier	This will be considered as part of the work undertaken by Faithful and Gould. Contractual arrangements are already in place with a provider which will have to be considered as part of any transfer.

A further inspection will take place in three years' time.

Financial Impacts:

There are no impacts associated with this report.

Integrated Impact Assessment:

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

Valleys Communities Impacts:

There are no impacts associated with this report.

Workforce Impacts:

There are no impacts associated with this report.

Legal Impacts:

There are no impacts associated with this report.

Consultation:

There are no impacts associated with this report.

Recommendations:

That members note the outcome of the inspection undertaken by the Federation of Burial and Cremation Authorities

Appendices:

Appendix 1 – Inspection Report by Federation of Burial and Cremation Authorities

List of Background Papers:

None

Officer Contact:

Mr Craig Griffiths
Clerk to the Joint Committee of Margam Crematorium

Mr Clive Phillips
Superintendent Registrar



Crematorium Compliance Scheme Report

Created for	Margam Crematorium
Inspected on	Oct 4, 2023
Inspected by	Michael Day

Compliance Score	
Your Score	445
Maximum Score	470
Compliance %	94.7 %

Environmental Audit Summary	
Total Indicators:	15
Green indicators:	8
Amber indicators:	2
Red indicators:	5

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Explanatory Notes

The attached report is set out in five columns:

1. Indicator

The indicator describes what is being inspected.

2. Answer

The answer as to whether the indicator is met is either 'yes' or 'no'.

3. Evidence

The evidence demonstrated to support the answer.

4. Results

Provides an indication of what is in place.

5. Comments

The final column is for any comments the Inspector wishes to make.

If an indicator is not met, it is highlighted in red.

Each indicator met receives a score which is weighted, added together they provide the total score applicable to the crematorium inspected. This is shown on the final page of the report against both the total available score and the current national average.

1. Cremation Administration

Indicator ▲	Answer	Evidence	Result	Comments
a. A process is in place to ensure that statutory forms are received a minimum of 48 hours prior to the cremation.	Yes	Funeral directors are aware statutory forms must be received 48hours prior to cremation service, they are logged in when received and checked. There is a process to manage late forms.	A process is in place.	
b. A process is in place to ensure that the statutory forms are seen by the Medical Referee prior to the cremation.	Yes	A process is in place whereby the Medical Referee is presented with the statutory forms, either as hard copies or electronically, prior to the cremation.	Process in place.	
c. When the Medical Referee identifies any discrepancies with the paperwork, a process is in place to address this before the cremation.	Yes	A process is in place for staff to contact doctors, Funeral Directors, etc. re any discrepancies, which are recorded along with any amendments and passed to the Medical Referee for final approval.	Process is in place.	
d. The inspection of 10 sets of randomly selected cremation forms, both statutory and non-statutory, indicates that administration is being carried out correctly. The cremation numbers of the forms inspected are listed in the comments.	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, 73485,486,488,491,492, 484,483,481,479 and 477All forms completed to a high standard.
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.	Regular communication takes place.
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.	No		Wheelchair cannot be accommodated	Wheelchair users can only sit at the side of a pew. Listed building may be an issue.

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	No		No contingency plan exists.	An informal process is in place but would benefit from formalising arrangement with neighbouring crematorium.
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.	
w. Staff are aware of the definition of cremated remains.	Yes	In discussion with the staff they can confirm that the definition of cremated remains means all the material left in the cremator after a cremation, following the removal of any metal, and any subsequent grinding or other process which is applied to the material.	The staff were aware of the definition of ashes.	
x. There is a process in place when the initial decision for the final disposal of cremated remains is changed.	Yes	Changes always made in writing and confirmed by office, only instructions from office staff accepted. Technician to amend authority to cremate and identification label then amend log and initial changes.	A process exists for recording change of release instructions.	
y. Crematorium Technicians, where necessary reduce the ash from infant cremations by hand, rather than use mechanical means.	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.	Yes	A secure refrigerator or cold room is available on site.	A secure refrigerator or cold room is available.	

4. Premises and Facilities

Indicator ▲	Answer	Evidence	Result	Comments
a. The toilets are inspected and cleaned throughout the day as necessary and recorded.	Yes	A regular inspection process is in place and that a visual/olfactory inspection of the toilets confirm that the walls and floors are clean, urinals and pans are clean, and that toilet paper, soap and hand drying facilities are available.	A process for regular cleaning is in place, the toilets were clean, tidy and well stocked.	
b. A wheelchair is available on request.	Yes	A wheelchair is available to assist elderly and/or disabled visitors.	A wheelchair is available.	
c. Fire exits are marked, and an evacuation plan is in place.	Yes	Fire escape signs are erected over exit doors, assembly points are identified, and staff have regular evacuation drills.	Exit signs are clear, assembly points are identified, and evacuation drills are regularly undertaken.	
d. A defibrillator is available on site.	Yes	A defibrillator is available on site, where families are under great stress and many are already ill.	A defibrillator is available on site.	
e. A private interview room is available on site.	Yes	A private interview room is available on site where visitors can meet with crematorium staff in private. It should be suitably furnished.	A private interview room is available.	
f. The interiors of public buildings are well maintained.	Yes	The interior of the building is well presented, high standards of maintenance throughout, regularly decorated, all lights working, clean carpets and curtains.	The interior of the building is well presented.	
g. The exterior of all buildings are well maintained.	Yes	All buildings are in good condition, regularly maintained and decorated.	The external part of buildings is well maintained.	
h. Baby changing facilities are provided.	No		Baby changing facilities are not provided.	
i. On entry, signage for key facilities in the crematorium is highly visible and easy to follow.	Yes	Signage to the car park/office/chapel/toilets key facilities within the crematorium is highly visible and easy for visitors to follow.	Signage for key facilities is highly visible and easy to follow	
j. There is adequate parking.	Yes	There is a minimum of 30 car parking spaces with an overspill area available if required.	There is sufficient parking.	

4. Premises and Facilities (cont)

Indicator ▲	Answer	Evidence	Result	Comments
k. Easy access car parking bays are available.	Yes	Easy access car parking bays are available for disabled visitors to the crematorium.	Easy access car parking bays are available.	
l. A waiting room is available.	Yes	A waiting room is available for visitors who arrive before the service commences.	A waiting room is available.	
m. The funeral flower area is adequate for the volume of cremations.	Yes		There is insufficient 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.	

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.	Currently developing process.
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/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.	No		No hot and/or cold drinks were 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.	A process is in place for dealing with feedback and complaints.	
j. The cremation service generates a surplus and receives regular investment.	Yes	The service generates a surplus on its annual budget, a portion of which is used to reinvest in the crematorium and service.	The crematorium benefits from regular investment.	

Scores by Section

Section	Your Score	Max Score	Your Score %	Industry Average %
1. Cremation Administration	72	75	100	98
2. Ceremony Facilities	81	85	95	97
3. Cremation Facilities	130	135	96	94
4. Premises and Facilities	78	85	92	95
5. Grounds and Memorialisation	36	40	90	95
6. Service and Staff	48	50	96	95
Your Scores	445	470	94.7	95

Non Compliances by Section				6	out of	94
Section ① ▲	Indicator ② ▲	Result	Comments			
1. Cremation Administration	l. 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.				
2. Ceremony Facilities	q. A wheelchair user can be accommodated within the chapel to take part in the event.	Wheelchair cannot be accommodated	Wheelchair users can only sit at the side of a pew. Listed building may be an issue.			
3. Cremation Facilities	d. A contingency plan is in place for cremator breakdowns	No contingency plan exists.	An informal process is in place but would benefit from formalising arrangement with neighbouring crematorium.			
4. Premises and Facilities	h. Baby changing facilities are provided.	Baby changing facilities are not provided.				
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.	Currently developing process.			
6. Service and Staff	b. Refreshment facilities are available for visitors.	No hot and/or cold drinks were 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	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		2
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	No		Heat energy recovery plant is to be installed		1

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	No		Charging points are not available		0
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 ② ▲	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		No formal policy available		0

7.4 Environmental - Energy Usage

Section...	Indicator ② ▲	Ans...	Evidence	Result	Comments	Score
7.4 Environmental - Energy Usage	a. Energy Performance Certificate (EPC) of the facilities	No		The facility does not have current certification or exemption		0
7.4 Environmental - Energy Usage	b. Has the facility switched to a Renewable Energy Supplier	No		The facility does not have current certification or exemption		0

Environmental Audit Summary

Total Indicators:	15
Green Indicators:	8
Amber Indicators:	2
Red Indicators:	5

MARGAM CREMATORIUM JOINT COMMITTEE

Report of the Superintendent – Mr Clive Phillips

16th February 2024

Matter for Information

Wards Affected: All Wards

Cremation Figures for July 2023 to December 2023

Purpose of the Report

- To provide members with a monthly comparison of cremations undertaken from July 2023 to December 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 July 2022 to 31st December 2022, with a comparison against the figures for 2023:

MONTH / YEAR	NVF / Stillborn	Under 18	18 & Over	Total	YEAR
July 22	1		86	87	2022
July 23		2	155	157	2023
Aug 22	1		129	130	2022
Aug 23	1		118	119	2023
Sep 22	2	1	111	114	2022
Sep 23			112	112	2023
Oct 22	2	1	130	133	2022
Oct 23	3	1	123 + 1 Body Part	128	2023
Nov 22	2	2	145	149	2022
Nov 23	1		125	126	2023
Dec 22	2	1	141	144	2022
Dec 23	2		140	142	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.

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 July 2023 to 31st December 2023

Appendices

11. None.

Officer Contact

Mr Clive Phillips

Superintendent Registrar