

Telephone: 01639 883570

MARGAM JOINT CREMATORIUM 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

**G. Nutt
The Quays
Brunel Way Briton Ferry
Neath**

Medical Referee:

**Dr J.W.Burrige
M.B. B.S.
Mount Surgery,
Taibach**

Treasurer:

**H.Jenkins IPFA
Civic Centre
Port Talbot**

MEETING OF THE MARGAM JOINT CREMATORIUM COMMITTEE

FRIDAY, 14 JUNE 2019

2.15 pm

ON SITE

PART 1

1. Declarations of Interest
2. Appointment of Chairperson 2019-20
3. Appointment of Vice Chairperson 2019-20
4. Minutes of Previous Meeting (*Pages 3 - 4*)
5. Outturn Report and Annual Return 2018/19 (*Pages 5 - 22*)
Report of the Treasurer

6. 50th Anniversary Ecumenical Service (*Pages 23 - 26*)
Report of the Superintendent and Registrar
7. Palm Sunday Service of Remembrance 2019 (*Pages 27 - 28*)
Report of the Superintendent and Registrar
8. Qualifications Gained by Crematorium Staff (*Pages 29 - 30*)
Report of the Superintendent and Registrar
9. Service Level Business Plan Report (*Pages 31 - 70*)
Joint Report of the Clerk to the Joint Committee of Margam Crematorium and the Superintendent and Registrar
10. Applications for Cremations (*Pages 71 - 72*)
Report of the Medical Referee
11. Urgent Items
Any urgent items at the discretion of the Chairperson pursuant to Section 100B(4)(b) of the Local Government Act 1972

Civic Centre
PORT TALBOT

6 June 2019

Joint Committee Membership:

Representing Neath Port Talbot County Borough Council:

Councillors: E.V.Latham, R.G.Jones, S.M.Penry, R.L.Taylor and S.Bamsey

Representing Bridgend County Borough Council

Councillors: A.Pucella and S.Smith

MARGAM JOINT CREMATORIUM COMMITTEE

(Acting with Plenary Powers)

Members Present:

22 March, 2019

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

Councillors E.V.Latham (Chairperson),
R.G.Jones, S.M.Penry, R.L.Taylor and
S.Bamsey

**Representing
Bridgend County
Council:**

Councillor A.Pucella

**Officers in
Attendance:**

H.Jenkins, S.Brennan, C.Griffiths, C.Phillips,
C.Langdon, C.Plowman and T.Davies

1. **MINUTES OF PREVIOUS MEETING**

RESOLVED: That the Minutes of the previous meeting held on 7 December, 2018 be confirmed as a true and accurate record of the proceedings.

2. **APPLICATIONS FOR CREMATIONS - 1 OCTOBER TO 31 DECEMBER, 2019**

RESOLVED: That the report be noted.

3. **50TH ANNIVERSARY OF OPENING OF MARGAM CREMATORIUM**

The siting of the memorial plaque was discussed as well as its unveiling at the ecumenical service.

RESOLVED: That the event programme to acknowledge the 50th anniversary of the opening of Margam Crematorium, be noted.

4. **CHRISTMAS CAROL SERVICE 2018**

RESOLVED: That the position in respect of the Christmas Carol Service of December 2018, be noted.

5. **CHRISTMAS MEMORY TREE**

RESOLVED: That the information in respect of the Christmas Memory Tree in the Chapel of Remembrance, be noted.

6. **PARTICIPATING IN THE INSTITUTE OF CEMETERY AND CREMATION MANAGEMENT SCHEME**

RESOLVED:

1. That the continued participation in the Institute of Cemetery and Cremation Management, be approved,
2. That Ty Olwen Hospice (Morriston Hospital, Swansea) and Maggies Centres (Singleton Hospital, Swansea) be agreed as the two nominated local bereavement charities for 2019,
3. That any monies raised be split equally between the two nominated charities.

7. **BUILDING IMPROVEMENTS AND MAINTENANCE**

RESOLVED: That the progress and programming of the extension, chapel air conditioning, and ventilation to the chapel and cremation area, be noted.

CHAIRPERSON

MARGAM CREMATORIUM JOINT COMMITTEE

14 JUNE 2019

REPORT OF THE TREASURER – H.JENKINS

MATTER FOR DECISION

WARDS AFFECTED - ALL

OUTTURN REPORT AND ANNUAL RETURN 2018/19

1. Purpose of Report

- 1.1 This report provides details of the Margam Crematorium Joint Committee Outturn position for 2018/19. It also includes the Annual Return required to comply with proper accounting practices.

2. Outturn Report 2018/19

- 2.1 This Outturn Report provides details of the variances in service levels and income and expenditure since this Committee approved the revised budget on the 7th December 2018. Members will note that there were 1,460 services provided in 2018/19. This is 40 services lower than the 1,500 budgeted for in December.
- 2.2 In summary, the actual position shows that the net amount available to transfer to the reserves is £38,398 less than anticipated at revised budget, made up of increased expenditure of £5,381 and reduced income of £33,017.
- 2.3 Full details of each variance to the revised budget is shown in Appendix 1, with the main variances between the Revised Budget and the Actual position further explained as follows:

Expenditure

Organist fees +£6,828

This represents an increase in the cost of organists including annual leave entitlement.

Staff Training -£2,170

The budget was increased to provide two members of staff with first aid training, which did not take place. The anticipated costs will be included in the next revised budget, as the training will be arranged in 2019/20.

Repair & Maintenance – Buildings +£10,174

There was an overspend on repair and maintenance of the buildings at the Crematorium, which is due to an increased demand for repair and maintenance work throughout the financial year.

Gas & Electricity -£1,718, -£2,828

Gas and electricity consumption has decreased in line with the reduced number of cremations.

Water +£1,903

There was a water leak at the Crematorium resulting in increased expenditure. Monthly water meter readings are being taken at the Crematorium, to highlight any possible leaks.

Computer & Equipment -£3,832

The budget included an amount to develop the website, but some of this development work is outstanding. This work should be completed in 2019/20, so the budget will be revised to meet this requirement.

Memorials & Benches -£4,467

Fewer benches were purchased this financial year resulting in reduced expenditure. This is reflected in a decrease in memorial income.

Defibrillator -£1,800

A provision was included in the budget for the supply, fixing and casing of a defibrillator. However, the defibrillator was not delivered before the 31st March 2019. The expenditure on this item will now fall into the new financial year.

Provision for Capital works +£2,339

The schedule below analyses the capital works undertaken during 2018/19.

Capital Works	Revised Estimate	Actual	Variance
	£	£	£
Automatic charging trolley	30,000	25,300	-4,700
Paving of pathway	13,000	12,680	-320
Roof replacement	53,000	52,208	-792
Replacement of generator and slab	22,000	17,807	-4,193
Up-grade CCTV and driveway camera	6,000	5,936	-64
Refurbishment of small chapel	12,000	3,923	-8,077
Book of Remembrance cabinet	20,000	-	-20,000
Car Park line marking and lighting	-	3,774	3,774
Remodelling and design preparation	-	24,711	24,711
Ventilation system	-	12,000	12,000
	156,000	158,339	+2,339

Income

Cremation Fees -£31,873

The revised budget estimated that there would be 1,500 cremations during the year, but the actual number provided in-year was 1,460. This included 17 cremations for those under the age of 17 for which no cremation fee was payable.

Memorials -£6,688

The income for memorials is difficult to predict, as it is demand led. This year, we have seen a reduction in the expenditure and income for memorials and benches.

Palm Sunday and Bulb donations -£398 and -£22

These are voluntary donations made by the public to the Crematorium in relation to Palm Sunday and Bulbs. The donations received contribute to any expenditure in relation to the service

during the financial year, with any surplus or deficit transferred to the reserve at year end.

Media Services income -£2,765

The additional services offered to the public from the media system have been very popular. This includes streaming funeral services all over the world, service recordings, music and visual tributes. The demand for these additional services is increasing, resulting in more income than anticipated at revised budget.

CAMEO -£801

The Crematoria Abatement of Mercury Emissions organisation (CAMEO) operates a trading pool that receives contributions from those crematoria that have not installed abatement equipment. This fee, less any administrative charges, is then redistributed to the crematoria that have installed abatement equipment.

This sum is based on the net surplus tradable mercury abatement of cremations for the period of 1st January 2017 to 31st January 2017. The Crematorium had 727 surplus cremations which generated income of £5,801. The level of any future income cannot be predicted with any accuracy, as the funds to be distributed are dependent on the demand from crematoria for tradable mercury abated cremations.

3. Reserve Position

- 3.1 The contributions to and from reserve were £31,818 less than anticipated, resulting in the closing position for reserves shown below:

	Balance at 31st March 2018	Transfers to/from Reserve	Balance at 31st March 2019
	£	£	£
General Reserve	Cr 600,869	Cr 41,862	Cr 642,731
Cremator Renewals	Cr 300,000	Cr 100,000	Cr 400,000
Memorial Bulb Account	Cr 6,021	Cr 72	Cr 6,093
Palm Sunday Fund	Cr 3,852	Cr 548	Cr 4,400
	Cr 910,742	Cr 142,482	Cr 1,053,224

4. Annual Report for the Year Ended 31st March 2019

- 4.1 The Accounts and Audit (Wales) Regulations 2014 allow for small relevant bodies with gross income or expenditure (whichever is greater) of no more than £2.5M to complete an Annual Return for audit purposes. This summarises the annual activities at the year-end of each financial year.
- 4.2 The Local Councils in Wales Annual Return will be used by Wales Audit Office for scrutiny and audit. The draft Annual Return, which incorporates the Annual Governance Statement, is included at Appendix 3. In line with the requirements of the Accounts and Audit Regulations, Members should note that as the responsible financial officer I signed the Annual Return on the 13th May 2019, prior to the 15th June deadline. A copy of this report and Annual Return has been provided to the Wales Audit Office for their attention and a formal copy also signed by the Chair will be forwarded after the Committee meeting.
- 4.3 The Accounts and Audit (Wales) (Amendment) Regulations 2018 mean that the date for signing and auditing the accounts will come forward in future years, as follows:

Year	Accounts drafted	Accounts audited
2018/19	15 th June 2019	15 th September 2019
2019/20	15 th June 2020	15 th September 2020
2020/21	31 st May 2021	31 st July 2021
Annually thereafter	31 st May	31 st July

5. External Audit

- 5.1 Any material changes resulting from the examination of the Annual Return by the External Auditor will be reported back to this Committee for consideration prior to signing off the final version of the Annual Return before the 15th of September deadline. Members should note that if the External Auditor does not identify any material changes there will be no need for the accounts to be represented to the Joint Committee and then resigned by the Chair.

6. Recommendations

6.1 It is recommended that Members:

- Approve the Outturn report for 2018/19.
- The Annual Return, prior to external audit certification, for the year ended 31st March 2019, be approved and signed by the Chairman of this Committee.
- The Annual Governance Statement is confirmed.

7. Reasons for Proposed Decision

To approve the Outturn report for Margam Crematorium for 2018/19 and to confirm the Annual Return and Annual Governance Statement in line with statutory requirements.

8. Implementation of Decision

The decision is proposed for immediate implementation.

9. Appendices

1. Margam Crematorium Income and Expenditure Account
2. Margam Crematorium Balance Sheet as at 31st March
3. Draft Annual Return including Annual Governance Statement

10. List of Background Papers

Margam Crematorium Financial Records.

11. Officer Contact:

Mr Hywel Jenkins – Treasurer
Telephone: 01639 763251
E-mail: h.jenkins@npt.gov.uk

Miss Carina Langdon – Accountant – Technical
Telephone: 01639 763606
E-mail: c.langdon1@npt.gov.uk

Margam Crematorium Income & Expenditure Account

Actual		Original Estimate	Revised Estimate	Actual	Variance Actual to Revised
2017/18		2018/19	2018/19	2018/19	2018/19
£	Expenditure	£	£	£	£
	Employees				
175,620	Salaries & Wages	174,630	176,170	178,935	2,765
45,325	Organists fees	34,610	33,000	39,828	6,828
2,300	Staff Training	900	2,370	200	-2,170
	Premises				
57,851	Grounds Maintenance	61,200	59,030	59,028	-2
21,311	Buildings/Maintenance	25,320	25,320	35,494	10,174
53,178	Maintenance Cremators	54,640	54,730	54,075	-655
20,652	Gas	24,020	24,620	22,902	-1,718
13,407	Electricity	13,790	17,440	14,612	-2,828
1,373	Water	800	2,500	4,403	1,903
31,836	Non Domestic Rates	32,800	32,800	32,793	-7
12,105	Cleaning	12,210	12,300	12,303	3
	Supplies & Services				
2,945	Printing & Stationery	2,700	3,000	3,516	516
1,222	Telephones	1,230	1,620	1,533	-87
4,665	Insurance	4,760	4,760	4,665	-95
217	Travel and Subsistence	600	240	183	-57
440	Conference fees	450	450	440	-10
0	Car Allowance	750	750	0	-750
52,605	Support Services	53,660	54,260	54,257	-3
657	Audit Fees	2,500	1,800	1,759	-41
1,145	Licences	1,810	1,170	1,145	-25
543	Floral Decoration	550	550	553	3
6,634	Computer & Equipment	7,400	7,400	3,568	-3,832
679	Brochures	700	0	0	0
1,224	Equipment	1,550	1,550	1,837	287
1,294	Urns & Caskets	1,550	2,650	2,251	-399
827	Palm Sunday	0	0	0	0
2,263	Entries in Book of Remembrance	2,530	2,530	2,424	-106
13,824	Medical Referees	13,050	13,500	13,068	-432
882	Clothing	1,800	1,800	1,004	-796
1,414	Subscriptions	1,430	1,430	1,463	33
9,841	Multi-media system	8,170	11,270	12,260	990
10,070	Memorials and Benches	9,600	9,600	5,133	-4,467
0	Defibrillator	0	1,800	0	-1,800
0	Christmas Carol Service	0	240	60	-180

Margam Crematorium Income & Expenditure Account

Actual		Original Estimate	Revised Estimate	Actual	Variance Actual to Revised
2017/18		2018/19	2018/19	2018/19	2018/19
£	Expenditure	£	£	£	£
	Capital Costs				
42,181	Provision for Capital Works	100,000	156,000	158,339	2,339
590,530	Gross Expenditure	651,710	718,650	724,031	5,381
£	Income	£	£	£	£
-897,520	Cremation Fees	-877,250	-907,500	-875,627	31,873
-4,271	Urns & Caskets	-4,330	-5,070	-4,779	291
-5,451	Book of Remembrance	-6,230	-6,160	-7,093	-933
-43,635	Memorials Income	-40,000	-33,000	-26,312	6,688
-284	Bulb Donations	-50	-50	-72	-22
-495	Palm Sunday Donations	-50	-150	-548	-398
-30,808	Miscellaneous Income	-29,370	-30,300	-30,987	-687
-150	Refund of Water usage from Cemeteries	-140	-500	-881	-381
-4,483	Media Services income	-2,860	-5,800	-8,565	-2,765
-3,441	Investment income	-3,530	-5,000	-4,848	152
-7,542	CAMEO refund	-5,000	-5,000	-5,801	-801
-998,080	Total Income	-968,810	-998,530	-965,513	33,017
-407,550	Net spend before reserves	-317,100	-279,880	-241,482	38,398

Dividend payment to Local Authorities					
55,900	Neath Port Talbot	55,900	55,900	55,900	0
44,100	Bridgend	44,100	44,100	44,100	0
-307,550	Net Spend after Dividend payment	-217,100	-179,880	-141,482	38,398

Margam Crematorium Income & Expenditure Account

Actual		Original Estimate	Revised Estimate	Actual	Variance Actual to Revised
2017/18		2018/19	2018/19	2018/19	2018/19
£		£	£	£	£
	Transfers to/-from Reserves				
208,598	General Reserve	118,000	80,680	41,862	-38,818
100,000	Cremator Renewal Reserve	100,000	100,000	100,000	0
284	Bulb Fund Reserve	50	50	72	22
-332	Palm Sunday Reserve	50	150	548	398
1,000	Net position funded by Authorities	1,000	1,000	1,000	0

Funding from Joint Authorities Contributions

-559	Neath Port Talbot	-559	-559	-559	0
-441	Bridgend	-441	-441	-441	0
0	Final Position after precept	0	0	0	0

1,551	Number of Cremations	1,450	1,500	1,460	-40
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Margam Crematorium Balance Sheet

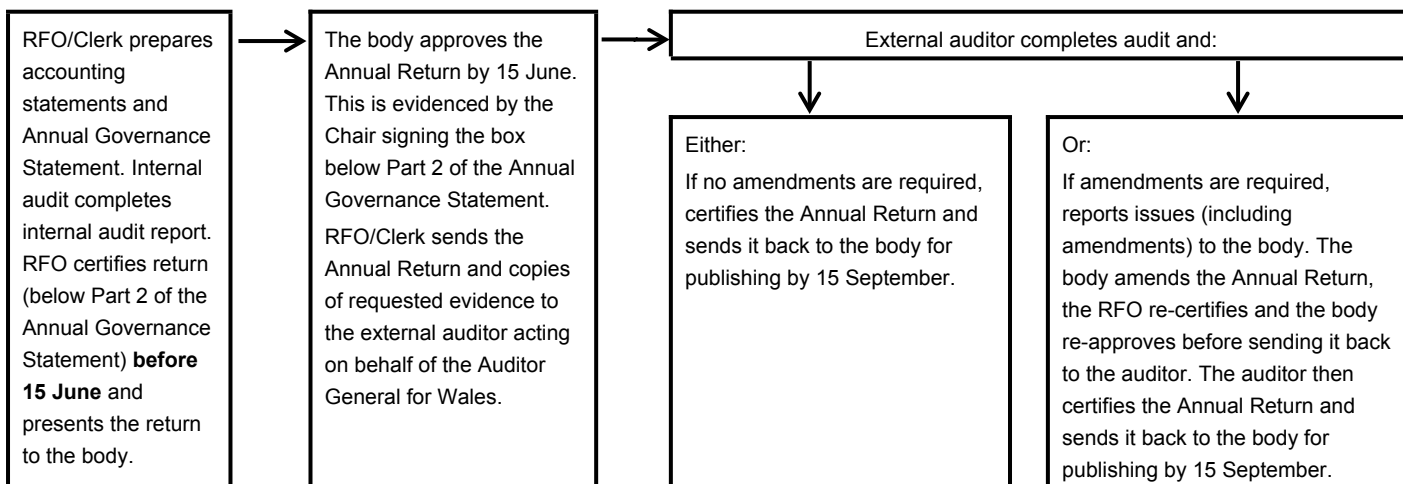
31st March 2018		31st March 2019
£		£
6,021	Memorial Bulb Account	6,093
3,852	Palm Sunday Reserve	4,400
600,869	General Reserve	642,731
300,000	Cremator Renewals reserve	400,000
910,742	Total Reserves	1,053,224
	Represented by:	
-13,893	Sundry Creditors	-32,066
0	Debtors	14,786
87	Petty Cash Account	87
-14,985	Receipts in Advance	-7,714
939,533	Cash Balance	1,078,131
910,742		1,053,224

THE ACCOUNTS AND AUDIT PROCESS

Section 12 of the Public Audit (Wales) Act 2004 requires local government bodies in Wales to make up their accounts each year to 31 March and to have those accounts audited by the Auditor General for Wales. Regulation 14 of the Accounts and Audit (Wales) Regulations 2014 states that smaller local government bodies i.e. those with annual income and expenditure below £2.5 million must prepare their accounts in accordance with proper practices.

For minor joint committees with income and expenditure below £2.5 million, proper practices are set out in the One Voice Wales/Society of Local Council Clerks publication 'Governance and accountability for local councils in Wales – A Practitioners' Guide' (the Practitioners' Guide). The Practitioners' Guide requires that they prepare their accounts in the form of an annual return. This annual return meets the requirements of the Practitioners' Guide.

The accounts and audit arrangements follow the process as set out below.



Please read the guidance on completing this Annual Return and complete all sections highlighted in red including the Annual Governance Statement.

APPROVING THE ANNUAL RETURN

There are two boxes for certification and approval by the body. The second box is only required if the annual return has to be amended as a result of the audit. You should only complete the top box before sending the form to the auditor.

The committee must approve the annual return BEFORE the accounts and supporting documents are made available for public inspection under section 30 of the Public Audit (Wales) Act 2004.

The Auditor General for Wales' Audit Certificate and report is to be completed by the auditor acting on behalf of the Auditor General. It MUST NOT be completed by the Clerk/RFO, the Chair or the internal auditor.

Audited and certified returns are sent back to the body for publication and display of the accounting statements, Annual Governance Statement and the Auditor General for Wales' certificate and report.

Accounting statements 2018-19 for:

Name of body: Margam Joint Crematorium Committee

	Year ending		Notes and guidance for compilers
	31 March 2018 (£)	31 March 2019 (£)	
Statement of income and expenditure/receipts and payments			
1. Balances brought forward	602,191	910,742	Total balances and reserves at the beginning of the year as recorded in the financial records. Must agree to line 7 of the previous year.
2. (+) Income from local taxation/levy	+1,000	+1,000	Total amount of income received/receivable in the year from local taxation (precept) or levy/contribution from principal bodies.
3. (+) Total other receipts	+998,080	+965,513	Total income or receipts recorded in the cashbook minus amounts included in line 2. Includes support, discretionary and revenue grants.
4. (-) Staff costs	-223,245	-218,963	Total expenditure or payments made to and on behalf of all employees. Include salaries and wages, PAYE and NI (employees and employers), pension contributions and related expenses e.g. termination costs.
5. (-) Loan interest/capital repayments	0	0	Total expenditure or payments of capital and interest made during the year on external borrowing (if any).
6. (-) Total other payments	-467,284	-605,068	Total expenditure or payments as recorded in the cashbook minus staff costs (line 4) and loan interest/capital repayments (line 5).
7. (=) Balances carried forward	910,742	1,053,224	Total balances and reserves at the end of the year. Must equal (1+2+3) – (4+5+6).
Statement of balances			
8. (+) Debtors and stock balances	0	+14,786	Income and expenditure accounts only: Enter the value of debts owed to the body and stock balances held at the year-end.
9. (+) Total cash and investments	+939,620	+1,078,218	All accounts: The sum of all current and deposit bank accounts, cash holdings and investments held at 31 March. This must agree with the reconciled cashbook balance as per the bank reconciliation.
10. (-) Creditors	-28,878	-39,780	Income and expenditure accounts only: Enter the value of monies owed by the body (except borrowing) at the year-end.
11. (=) Balances carried forward	910,742	1,053,224	Total balances should equal line 7 above: Enter the total of (8+9-10).
12. Total fixed assets and long-term assets	0	0	The asset and investment register value of all fixed assets and any other long-term assets held as at 31 March.
13. Total borrowing	0	0	The outstanding capital balance as at 31 March of all loans from third parties (including PWLB).

Annual Governance Statement

We acknowledge as the members of the Committee, our responsibility for ensuring that there is a sound system of internal control, including the preparation of the accounting statements. We confirm, to the best of our knowledge and belief, with respect to the accounting statements for the year ended 31 March 2019, that:

	Agreed?		'YES' means that the Committee:	PG Ref
	Yes	No*		
<p>1. We have put in place arrangements for:</p> <ul style="list-style-type: none"> effective financial management during the year; and the preparation and approval of the accounting statements. 	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Properly sets its budget and manages its money and prepares and approves its accounting statements as prescribed by law.	6, 12
2. We have maintained an adequate system of internal control, including measures designed to prevent and detect fraud and corruption, and reviewed its effectiveness.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Made proper arrangements and accepted responsibility for safeguarding the public money and resources in its charge.	6, 7
3. We have taken all reasonable steps to assure ourselves that there are no matters of actual or potential non-compliance with laws, regulations and codes of practice that could have a significant financial effect on the ability of the Committee to conduct its business or on its finances.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Has only done things that it has the legal power to do and has conformed to codes of practice and standards in the way it has done so.	6
4. We have provided proper opportunity for the exercise of electors' rights in accordance with the requirements of the Accounts and Audit (Wales) Regulations 2014.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Has given all persons interested the opportunity to inspect the body's accounts as set out in the notice of audit.	6, 23
5. We have carried out an assessment of the risks facing the Committee and taken appropriate steps to manage those risks, including the introduction of internal controls and/or external insurance cover where required.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Considered the financial and other risks it faces in the operation of the body and has dealt with them properly.	6, 9
6. We have maintained an adequate and effective system of internal audit of the accounting records and control systems throughout the year and have received a report from the internal auditor.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Arranged for a competent person, independent of the financial controls and procedures, to give an objective view on whether these meet the needs of the body.	6, 8
7. We have considered whether any litigation, liabilities or commitments, events or transactions, occurring either during or after the year-end, have a financial impact on the Committee and, where appropriate, have included them on the accounting statements.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Disclosed everything it should have about its business during the year including events taking place after the year-end if relevant.	6
8. We have taken appropriate action on all matters raised in previous reports from internal and external audit.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Considered and taken appropriate action to address issues/weaknesses brought to its attention by both the internal and external auditors.	6, 8, 23

* Please provide explanations to the external auditor on a separate sheet for each 'no' response given; and describe what action is being taken to address the weaknesses identified.

Committee approval and certification

The Committee is responsible for the preparation of the accounting statements in accordance with the requirements of the Accounts and Audit (Wales) Regulations 2014 and for the preparation of the Annual Governance Statement.

<p>Certification by the RFO</p> <p>I certify that the accounting statements contained in this Annual Return presents fairly the financial position of the Committee and its income and expenditure, or properly presents receipts and payments, as the case may be, for the year ended 31 March 2019.</p>	<p>Approval by the Committee</p> <p>I confirm that these accounting statements and Annual Governance Statement were approved by the Committee under minute reference:</p>
	<p>Meeting 14th June 2019. Minute No.</p>
<p>RFO signature:</p>	<p>Chair of meeting signature:</p>
<p>Name: Mr Hywel Jenkins</p>	<p>Name: Cllr Edward Latham</p>
<p>Date: 13/05/2019</p>	<p>Date: 14/06/2019</p>

Committee re-approval and re-certification (only required if the annual return has been amended at audit)

<p>Certification by the RFO</p> <p>I certify that the accounting statements contained in this Annual Return presents fairly the financial position of the Committee, and its income and expenditure, or properly presents receipts and payments, as the case may be, for the year ended 31 March 2019.</p>	<p>Approval by the Committee</p> <p>I confirm that these accounting statements and Annual Governance Statement were approved by the Committee under minute reference:</p>
<p>RFO signature:</p>	
<p>Name:</p>	<p>Chair of meeting signature:</p>
<p>Date:</p>	<p>Name:</p>
	<p>Date:</p>

Auditor General for Wales' Audit Certificate and report

The external auditor conducts the audit on behalf of, and in accordance with, guidance issued by the Auditor General for Wales. On the basis of their review of the Annual Return and supporting information, they report whether any matters that come to their attention give cause for concern that relevant legislation and regulatory requirements have not been met.

We certify that we have completed the audit of the Annual Return for the year ended 31 March 2019 of:

Margam Joint Crematorium Committee

External auditor's report

[Except for the matters reported below]* On the basis of our review, in our opinion, the information contained in the Annual Return is in accordance with proper practices and no matters have come to our attention giving cause for concern that relevant legislation and regulatory requirements have not been met.

[[These matters along with]* Other matters not affecting our opinion which we draw to the attention of the body and our recommendations for improvement are included in our report to the body dated _____.]

Other matters and recommendations

On the basis of our review, we draw the body's attention to the following matters and recommendations which do not affect our audit opinion but should be addressed by the body.

(Continue on a separate sheet if required.)

External auditor's name:	
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External auditor's signature:	Date:
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For and on behalf of the Auditor General for Wales

* Delete as appropriate.

Annual internal audit report to:

Name of body: Margam Joint Crematorium Committee

The Committee's internal audit, acting independently and on the basis of an assessment of risk, has included carrying out a selective assessment of compliance with relevant procedures and controls expected to be in operation during the financial year ending 31 March 2019.

The internal audit has been carried out in accordance with the Committee's needs and planned coverage. On the basis of the findings in the areas examined, the internal audit conclusions are summarised in this table. Set out below are the objectives of internal control and the internal audit conclusions on whether, in all significant respects, the following control objectives were being achieved throughout the financial year to a standard adequate to meet the needs of the Committee.

	Agreed?				Outline of work undertaken as part of the internal audit (NB not required if detailed internal audit report presented to body)
	Yes	No*	N/A	Not covered**	
1. Appropriate books of account have been properly kept throughout the year.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	These accounts are managed using the Council's main financial system and audited as part of their review.
2. Financial regulations have been met, payments were supported by invoices, expenditure was approved and VAT was appropriately accounted for.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	As outlined in the audit report presented to the Joint Committee on 21/09/2018.
3. The body assessed the significant risks to achieving its objectives and reviewed the adequacy of arrangements to manage these.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	As outlined in the audit report presented to the Joint Committee on 21/09/2018.
4. The annual precept/levy/resource demand requirement resulted from an adequate budgetary process, progress against the budget was regularly monitored, and reserves were appropriate.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	As outlined in the audit report presented to the Joint Committee on 21/09/2018.
5. Expected income was fully received, based on correct prices, properly recorded and promptly banked, and VAT was appropriately accounted for.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	As outlined in the audit report presented to the Joint Committee on 21/09/2018.
6. Petty cash payments were properly supported by receipts, expenditure was approved and VAT appropriately accounted for.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	These accounts are managed using the Council's main financial system and audited as part of their review.
7. Salaries to employees and allowances to members were paid in accordance with minuted approvals, and PAYE and NI requirements were properly applied.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Covered by the Council's policies and annual audit.
8. Asset and investment registers were complete, accurate, and properly maintained.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Covered by the Council's policies and annual audit.

	Agreed?				Outline of work undertaken as part of the internal audit (NB not required if detailed internal audit report presented to body)
	Yes	No*	N/A	Not covered**	
9. Periodic and year-end bank account reconciliations were properly carried out.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	These accounts are managed using the Council's main financial system and audited as part of their review.
10. Accounting statements prepared during the year were prepared on the correct accounting basis (receipts and payments/income and expenditure), agreed with the cashbook, were supported by an adequate audit trail from underlying records, and where appropriate, debtors and creditors were properly recorded.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	As outlined in the audit report presented to the Joint Committee on 21/09/2018.

Internal audit confirmation

I/we confirm that as the Committee's internal auditor, I/we have not been involved in a management or administrative role within the body (including preparation of the accounts) or as a member of the body during the financial years 2017-18 and 2018-19. I also confirm that there are no conflicts of interest surrounding my appointment.

Name of person who carried out the internal audit: Anne-Marie O'Donnell
Signature of person who carried out the internal audit:
Date: 10/05/2019

Guidance notes on completing the Annual Return

1. You must apply proper practices when preparing this annual return. Proper practices are set out in the Practitioners' Guide.
2. Make sure that the Annual Return is fully completed i.e., no empty red boxes. Please avoid making any amendments to the completed return. If this is unavoidable, cross out the incorrect entries, make sure the amendments are drawn to the attention of the body, properly initialled and an explanation for them is provided to the external auditor. **Please do not use correction fluid.** Annual returns that are incomplete or contain unapproved and/or unexplained amendments or correction fluid will be returned unaudited and may incur additional costs. Ask your auditor for an electronic copy of the form if required.
3. Use a second pair of eyes, perhaps the Chair or a member, to review your Annual Return for completeness before sending the original form to the auditor.
4. Make sure that your accounting statements add up, that the balance carried forward from the previous year (line 7 of 2018) equals the balance brought forward in the current year (line 1 of 2019). Explain any differences between the 2018 figures on this annual return and the amounts recorded in last year's annual return.
5. Explain fully any significant variances in the accounting statements. Do not just send in a copy of your detailed accounting records instead of this explanation. The external auditor wants to know that you understand the reasons for all variances. Include a detailed analysis to support your explanation and be specific about the values of individual elements making up the variances.
6. Make sure that the copy of the bank reconciliation you send to your auditor with the Annual Return covers **all** your bank accounts and cash balances. If there are no reconciling items, please state this and provide evidence of the bank balances. If your Committee holds any short-term investments, please note their value on the bank reconciliation. The auditor should also be able to agree your bank reconciliation to line 9 in the accounting statements. More help on bank reconciliations is available in the Practitioners' Guide.
7. **Every committee must send to the external auditor, information to support the assertions made in the Annual Governance Statement even if you have not done so before.** Your auditor will tell you what information you need to provide. Please read the audit notice carefully to ensure you include all the information the auditor has asked for. You should send **copies** of the original records (certified by the Clerk and Chair as accurate copies) to the external auditor and not the original documents themselves.
8. Please do not send the auditor any information that you are not specifically asked for. Doing so is not helpful.
9. If the auditor has to review unsolicited information, repeat a request for information, receives an incomplete bank reconciliation or explanation of variances or receives original documents that must be returned, the auditor will incur additional costs for which they are entitled to charge additional fees.
10. **Please deal with all correspondence with the external auditor promptly.** This will help you to meet your statutory obligations and will minimise the cost of the audit.
11. **Please note that if completing the electronic form, you must print the form for it to be certified by the RFO and signed by the Chair before it is sent to the auditor.**

Completion checklist – 'No' answers mean that you may not have met requirements		Done?	
Initial submission to the external auditor		Yes	No
Accounts	Do the papers to be sent to the external auditor include an explanation of significant variations from last year to this year?	<input checked="" type="checkbox"/>	
	Does the bank reconciliation as at 31 March 2019 agree to Line 9?	<input checked="" type="checkbox"/>	
Approval	Has the RFO certified the accounting statements and Annual Governance Statement (Regulation 15 (1)) no later than 15 June 2019?	<input checked="" type="checkbox"/>	
	Has the body approved the accounting statements before 15 June 2019 and has Section 3 been signed and dated by the person presiding at the meeting at which approval was given?	<input checked="" type="checkbox"/>	
All sections	Have all pink boxes in the accounting statements and Annual Governance Statement been completed and explanations provided where needed?	<input checked="" type="checkbox"/>	
	Has all the information requested by the external auditor been sent with this Annual Return? Please refer to your notice of audit and any additional schedules provided by your external auditor.	<input checked="" type="checkbox"/>	
If accounts are amended after receipt of the Auditor General's report on matters arising		Yes	No
Accounts	Have the amended accounting statements been approved and Section 3 re-signed and re-dated as evidence of the Committee's approval of the amendments before re-submission to the auditor?		

MARGAM JOINT CREMATORIUM COMMITTEE

REPORT OF THE SUPERINTENDENT AND REGISTRAR

14 June 2019

Matter for Information

Wards Affected: All Wards

50th Anniversary Ecumenical Service

Purpose of the Report

1. To inform Members of the outcome of the 50th Anniversary Commemorations held on the 25th April 2019

Background

2. Members will be aware that the Margam Crematorium was officially opened on the 25th April 1969 by the then Secretary of State for Wales George Thomas MP.
3. Members will also note that the Margam Crematorium has now become a Grade II listed building included for its special architectural and historic interest as a fine example of a post-war crematorium, which was a new building type of the twentieth century. The building is especially imaginative and creative in responding to the design challenges of the building type, with a plan and layout that skilfully handles the circulation of users through the building and separates its functions, and with a simplicity of design and detail that helps to create a sense of spirituality appropriate to its purpose.
4. Members resolved at the last meeting of the Margam Crematorium that a programme of events to acknowledge the same be held in 2019 and some form of permanent memorial be acquired.
5. The following events took place:
 - (a) the holding of an ecumenical service at 5pm on Thursday 25th April 2019, which saw contributions from all faiths/non faiths who

undertake services at Margam Crematorium with readings by local clergy of different denominations. Present were regional Assembly Members and local civic dignitaries. The service was led by Reverend Robert Bawden, who is perhaps the most longstanding officiator of funerals at Margam Crematorium. The Guest Choir were Afanté Ladies Choir.

- (b) An anniversary plaque has been placed in the Waiting Room at the Margam Crematorium acknowledging the 50th anniversary, though this will be relocated to the office once the planned extension is complete.
- 6. During the opening remarks, Councillor Latham as Chair of the Joint Committee commented that “Margam Crematorium is important to a lot of people, and is the place where we come together to share memories and celebrate life. The team at the Crematorium provide the very highest standards of compassionate customer care and service choice. The 50th anniversary was an opportunity to recognise the role of the Crematorium within our community, to remember the people who have passed through its doors, and to discover more about how it operates.” The view of those attendance was that the service clearly demonstrated this.
- 7. In due course a brochure/booklet will be prepared and published on the history of the Crematorium over the last 50 years. A member of the Cremation Society of Great Britain, Dr Hilary Granger, some years ago prepared a paper and presented it to the FBCA/CSGB conference on Crematoria of the 60’s and 70’s and featured Margam in the paper. Dr Granger will be working on this document from, with the aim of publication in Summer 2019.

Integrated Impact Assessment

- 8. There are no impacts associated with this report.

Financial Impact

- 9. The cost associated for the programme of events (as detailed in the report to members on the 7th December 2018) were included in budget for the 2019/2020 financial year.

Workforce Impacts

- 10. There are no workforce impacts associated with this report.

Legal Impacts

11. There are no legal impacts associated with this report.

Consultation

12. There is no requirement under the Constitution for external consultation on this item.

Recommendations

13. That members note the position in respect of the 50th Anniversary commemorations

List of Background Papers

14. None

Officer Contact

Mr C Phillips – Superintendent & Registrar

Tel. No. 01639 883570

e-mail c.phillips1@npt.gov.uk

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MARGAM JOINT CREMATORIUM COMMITTEE

REPORT OF THE SUPERINTENDENT AND REGISTRAR

14 June 2019

Matter for Information

Wards Affected: All Wards

Palm Sunday Service of Remembrance 2019

Purpose of the Report

1. To inform Members of the outcome of the Palm Sunday Service of Remembrance 2019

Background

2. The Palm Sunday Service of Remembrance was conducted by Father Jonathan Durley, Parish Priest of Kenfig Hill.
3. The Guest Choir was the Neath and District Ladies Choir, the conductor being Barbara Waters and accompanist John Llewelyn
4. The reading was read by the Mayor of Neath Port Talbot County Borough Council Cllr Dennis Keogh, with introductions being provided by Craig Griffiths as Clerk of the Joint Committee of Margam Crematorium.
5. The service was well attended and many commented how much they valued the service.

Integrated Impact Assessment

6. There are no impacts associated with this report.

Financial Impact

7. The cost of the Ministers Fee, donation to the choice of charity and refreshments following the end of the service were included in the budget for the 2019-2020 financial year.

Workforce Impacts

8. There are no workforce impacts associated with this report.

Legal Impacts

9. There are no legal impacts associated with this report.

Consultation

10. There is no requirement under the Constitution for external consultation on this item.

Recommendations

11. That members note the position in respect of the Palm Sunday Service of Remembrance 2019

List of Background Papers

12. None

Officer Contact

Mr C Phillips – Superintendent & Registrar

Tel. No. 01639 883570

e-mail c.phillips1@npt.gov.uk

MARGAM JOINT CREMATORIUM COMMITTEE

REPORT OF THE SUPERINTENDENT AND REGISTRAR

14 June 2019

Matter for Information

Wards Affected: All Wards

Qualifications gained by Crematorium Staff

Purpose of the Report

1. To inform Members of the success of Natalie Duggan in having passed her Cremator Operating Training Test during 2019.

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. On the 5th April 2019, Natalie Duggan, who commenced employment at the Margam Crematorium in 2017 gained this qualification.
4. The qualification enables Natalie to cremate without supervision.
5. Meirion Lewis, the Crematorium Assistant will now undertake his training and accreditation in the Summer 2019 so that all Crematorium Staff will then be in receipt of this qualification.

Integrated Impact Assessment

6. There are no impacts associated with this report.

Financial Impact

7. The cost of the training and accreditation has been incorporated with the budget for 2019/2020.

Workforce Impacts

8. There are no workforce impacts associated with this report.

Legal Impacts

9. There are no legal impacts associated with this report.

Consultation

10. There is no requirement under the Constitution for external consultation on this item.

Recommendations

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

List of Background Papers

12. None

Officer Contact

Mr C Phillips – Superintendent & Registrar

Tel. No. 01639 883570

e-mail c.phillips1@npt.gov.uk



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

MARGAM JOINT CREMATORIUM COMMITTEE

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

14 June 2019

Matter for Information

Wards Affected: All Wards

Margam Crematorium Service Level Business Plan 2019/2020

Purpose of the Report:

1. To adopt the Margam Crematorium Service Level Business Plan 2019/2020 for implementation during this financial year.

Executive Summary:

2. 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.

Background:

3. 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.
4. A copy of a draft Service Level Business Plan is enclosed at Appendix 1 for Members consideration.
5. The Service Level Business Plan contains the following information:
 - (a) A summary of the awards and achievements of the Margam Crematorium over the last 10 years;
 - (b) A note on the constitution of the Joint Committee of Margam Crematorium;
 - (c) A note on the staffing structure at Margam Crematorium;

- (d) The opening hours;
 - (e) Services offered;
 - (f) Statistics on the usage of Margam Crematorium;
 - (g) Service proposals for 2019/2020;
 - (h) Fees and Charges for 2019/2020;
 - (i) Federation of Burial and Cremation Authorities Code of Cremation Practice
 - (j) The Margam Crematorium Data Processing Privacy Notice
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	Implementation Date
To continually develop our business continuity strategy and identify the main opportunities, threats and constraints that the services face	Ongoing (By March 2020)
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	To be completed by Autumn 2019

Oversee the construction and opening of the extension of the office area on time and within budget.	To be completed by Autumn 2019
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.	Ongoing with first meeting to be conveyed by September 2020
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	By September 2020
Continued development of staff in all areas of operation, providing staff training and opportunities at all times.	Ongoing (By March 2020)

7. A copy of this Service Level Business Plan will be placed on the Margam Crematorium website and hard copies will be available at Margam Crematorium for members of the public to view.

Financial Impacts:

8. The cost associated for the service developments set out in the Service Level Business Plan 2019/2020 are included in the budget for the 2019/2020 financial year

Integrated Impact Assessment:

9. A first stage impact assessment has been undertaken to assist the Council in discharging its legislative duties (under the Equality Act 2010, the Welsh Language Standards (No.1) Regulations 2015, the Well-being of Future Generations (Wales) Act 2015 and the Environment (Wales) Act 2016. The first stage assessment has indicated that a more in-depth assessment is not required.

Valleys Communities Impacts:

10. No implications

Workforce Impacts:

11. No implications

Legal Impacts:

12. No implications

Consultation:

13. There is no requirement for external consultation on this item

Recommendations:

14. That Members approve the Margam Crematorium Service Level Business Plan subject to any amendments that might be proposed during the meeting of the Joint Crematorium Committee on the 14th June 2019

Reasons for Proposed Decision:

15. To identify the proposed areas of service development at Margam Crematorium 2019/2020 and to highlight the range of services offered at present.

Implementation of Decision:

16. The decision is proposed for implementation after the three day call in period

Appendices:

17. Appendix 1 – The Margam Crematorium Service Level Business Plan 2019/2020
Appendix 2 – Integrated Impact Assessment Screening Assessment

List of Background Papers:

18. None

Officer Contact:

Mr Craig Griffiths

Clerk to the Joint Committee of Margam Crematorium

Email: c.griffiths2@npt.gov.uk

Tel: 01639 763767

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MARGAM CREMATORIUM

SERVICE LEVEL BUSINESS PLAN

2019/2020



Mission Statement:

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.

The Port Talbot and District Joint Crematorium Committee was constituted from four local Authorities and the admirable site on the banks of the Eglwys Nunydd reservoir was acquired for this important project. The Margam Crematorium (the eighth to be built in Wales) was subsequently opened on May 1st, 1969. Situated near the Margam Interchange (four miles east of Port Talbot) it is convenient to both the main A48 (Swansea to Cardiff) trunk road and the M4 Motorway (Junction 38) which provides well for arrival and departures. The Motorway is well screened from the Crematorium to maintain the desired seclusion and tranquillity.

The crematorium at Margam conforms to similar projects only in the accommodation and facilities provided. The design and construction of the building is both unique and original; very careful, detailed and professional consideration was given by the Consultant Architects, the Engineer and the Joint Committee, and no effort or reasonable expense was spared in seeking to provide a service of the highest possible standard.

The Code of Cremation Practice instituted by the Federation of British Cremation Authorities (of which the Crematorium Committee is a member) will always be strictly applied in the day-to-day operation of the Margam Crematorium. The Federation has a Code of Practice which it regularly reviews and all apparatus is monitored in accordance with the Environmental Protection Act 1990.

Margam Crematorium has now become a Grade II listed building included for its special architectural and historic interest as a fine example of a post-war crematorium, which was a new building type of the twentieth century. The building is especially imaginative and creative in responding to the design challenges of the building type, with a plan and layout that skilfully handles the circulation of users through the building and separates its functions, and with a simplicity of design and detail that helps to create a sense of spirituality appropriate to its purpose.

We have recently celebrated the 50th Anniversary of the opening of the Margam Crematorium and the Joint Crematorium Committee will continue to ensure that the mission statement of the Margam Crematorium is met at all times and the Margam Crematorium will provide effective and efficient service to people suffering bereavement and to deliver cremation services to the highest standard.

The Superintendent and Staff willingly place their advice and services at your disposal when seeking guidance and information.



Cllr Edward Latham

Margam Crematorium Joint Committee

The Margam Crematorium Joint Committee meets on a quarterly basis and comprises 5 elected members from Neath Port Talbot County Borough Council and 2 elected members from Bridgend County Borough Council. The Margam Crematorium Joint Committee is chaired by an elected member from Neath Port Talbot County Borough Council whilst the vice chair position is occupied by an elected member of Bridgend County Borough Council.

The representatives of the Margam Crematorium Joint Committee for the year 2019/2020 are:

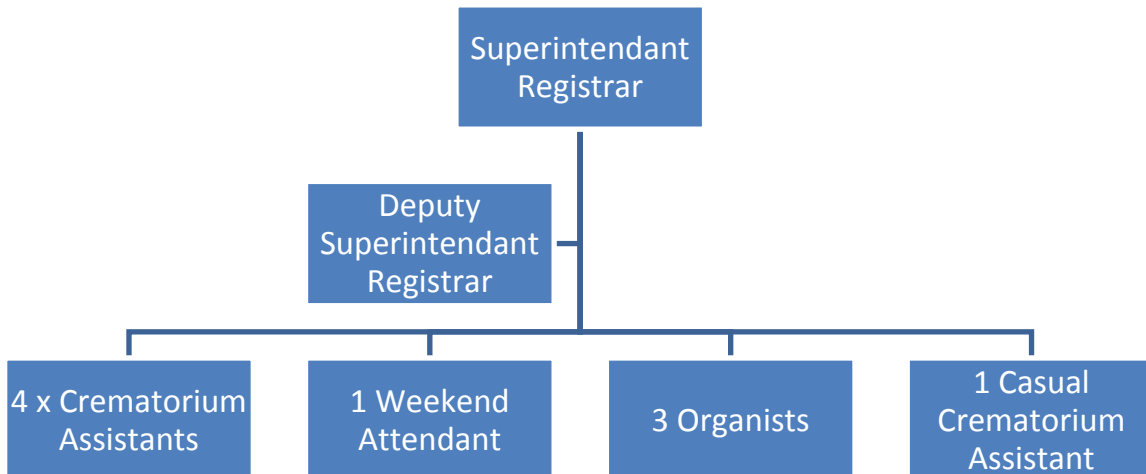
- Councillor E V Latham (Chair)
- Councillor S Smith (Vice Chair)
- Councillor S Bamsey
- Councillor R G Jones
- Councillor S M Penry
- Councillor A Pucella
- Councillor R L Taylor

The Margam Crematorium Joint Committee oversees all elements of the operation of Margam Crematorium, including budget setting, determination of fees and charges and service delivery

Staffing

The Margam Crematorium employs 6 full time employees and 1 part time employee, working at Margam Crematorium. The Superintendent Registrar is responsible for the day to day activity on site and overall management of the Margam Crematorium. The Margam Crematorium Joint Committee's Clerk, Treasurer and Technical Officer support the service and are located in Neath Port Talbot County Borough Council.

Neath Port Talbot County Borough Council's Environment Directorate assists with the maintenance of grounds. A cleaner is also supplied through the Council's Environment Directorate to take care of public waiting areas, toilets and the Office, which ensures back up cleaning support if necessary.



Opening Hours

Chapel and Grounds

Open weekdays from 9 a.m. to 4.30 p.m.

Saturdays, Sundays and Bank Holidays:
11 a.m. to 4 p.m.

Mother's Day, Palm Sunday, Easter Sunday and Father's Day
9 a.m. to 4 p.m.

The Crematorium will be closed on Christmas Day.

Office Hours

Monday to Thursday
9.00 a.m. to 1.00 p.m.
1.30 p.m. to 5.00 p.m.

Friday
9.00 a.m. to 1.00 p.m.
1.30 p.m. to 4.30 p.m.

Saturday
9.00 a.m. to 12.30 p.m.

Services Offered

Cremation Service

Cremation is recognised by Public Health Authorities as the most hygienic method of disposal of the dead. It has no religious significance and therefore its adoption does not conflict with Christian Doctrine and other beliefs.

The procedure to be followed is simple and normally quite straight forward. The Funeral Director, together with the Superintendent and Registrar, will make the necessary arrangements on your behalf.

Upon arrival, the family mourners alight from the cortege under the porch area which affords some protection against inclement weather. Ample parking facilities are conveniently provided near the Chapel for relatives and friends who travel to the Crematorium by private cars.

The Main Chapel (which has seating for 150) is available for all denominations, and Service Books, together with a comprehensive selection of English and Welsh hymns, are specially provided for use at the Crematorium. The Duty Organist will co-operate in playing suitable selected music or hymns by arrangement.

For the first part of the service the coffin rests on the catafalque at the front of the Chapel. During the committal it is silently lowered below the level of the charcoal/blue slate surround and final respects to the departed may be paid as the mourners and friends leave by the exit nearby.

A family chapel with seating for 12 mourners can be arranged for the quiet and intimate farewell where there is no large gathering of people attending. The facilities of this small chapel have from our experience given added comfort.

Following the service in the Crematorium Chapel, the mourners may either return to their cars or be conducted by the Superintendent (or his/her Assistant) to where the floral tributes have been arranged along the covered way of the Garden of Rest.

When the Ashes are to be interred at Margam the relatives attending may also confirm the instructions already given or consider their preference for lawn or woodland section for the dispersal of the cremated remains.

Cremation Process

Margam Crematorium has established a code of practice for all of the services we perform. This is to maintain our standards at the crematorium and to allow families to evaluate the level of care shown by our staff. We recognise that this is often difficult as people may be organising a funeral for the first time and may not be aware of what to expect.

Each body is cremated with the coffin within 24 hours of the funeral service. Each body is cremated separately. All the cremated remains' are gathered together after the cremation and stored securely until a decision on their final resting place is made by the applicant.

Once the coffin is lowered and everyone leaves the chapel the coffin is carefully transferred to the crematory where the name plate is checked again. The deceased details are provided on a name card and this card will follow the deceased throughout the entire process. Once all checks are recorded the coffin is charged into the cremator and the cremation process commences.

At the end of the cremation process the remains are collected and cooled. The final stage is the reduction of the remains to a fine ash that is suitable for scattering. The ashes are placed into an urn or casket where the name card will be attached for identification.

The cremated remains/ashes are available for collection by the applicant (the person who arranged the cremation service, normally a close relative or Funeral Director) the next working day after the funeral.

At Margam Crematorium we are very proud of our facilities and the high standards of care that we provide for the bereaved.

This dedication to providing the highest standards of care is further demonstrated behind the scenes at the crematorium. These are the areas that are not normally accessed by the general public.

Margam Crematorium has an open door policy whereby members of the public may by appointment view the facilities behind the scenes during an operating day. This policy will help dispel any myths and answer any questions. On seeing the cremation process the viewer can be reassured that all cremations take place individually, coffins are cremated with the deceased and that identity is maintained throughout the process.

Music and Visual Tributes

The Wesley Media Sound System was installed in the chapel during January 2017 with the music side of Wesley Media becoming operational at the beginning of May 2017. The music system does away with the need of bereaved families having to supply CD's which then had to be brought to the Crematorium by the Funeral Director / Family and then booked in to the office and tested by staff etc. The system has been welcomed and embraced by all Funeral Directors who have hailed the installation an outstanding success. Many comments have also been received regarding the much improved quality of the sound in the chapel over recent years.

Since the installation a number of additional features have also been added including Audio Recording, Video Recording, Webcasting of Services and Visual Tributes. Families can access a website where they are required to provide a username and password so only those individuals that have requested access will be able to view the service. To date services have been webcast to such places as Australia and New Zealand with no technical issues.

Wesley Media can supply songs requested by families by downloading music as and when required. The basic database that was supplied by Wesley Media at the commencement of the contract consisted of approximately 600 varied pieces of music. When requests are made for music outside of these original pieces provided, they can be downloaded from Wesley Media at no additional cost. Already the database at Margam Crematorium has increased to a few thousand pieces of music. Wesley Media's main database consists of over 40,000 pieces of music. In addition to the database, if a family has a private recording (i.e. a recording of deceased singing that was never released commercially) that they wish to have played at the service, this can be sent to Wesley who will download it for the day of the funeral only. The number of funerals where music is now played on entry, during and exiting a service has certainly increased from the time that CD's were utilised.

After the Music Library, visual tributes are the most popular of the products provided as part of the Wesley Media system. This can be split into three categories: (1) A holding image on display throughout the service; (2) A slideshow of up to a maximum of 30 photographs on display throughout the service and (3) A slideshow of up to a maximum of 30 photographs set to music lasting up to 4 minutes which can be played at any point during the service.

Book of Remembrance

Books of Remembrance are positioned in the Chapel of Remembrance adjacent to the Garden of Rest. The Books are in four three-monthly volumes, covered in gold-tooled calf black leather to an approved design with a specially constructed binding mechanism.

Inscriptions are added by highly skilled craftsmen and the Book will be open day-to-day at the appropriate page in order that the entry may be seen on each anniversary of the date of death and at other times by appointment.

Relatives and friends may have a memorial entry of two, five or eight lines recorded in the Book upon request, at the standard inscription charges. Memorial inscriptions to deceased parents may be entered together on the page headed with the date of the wedding anniversary if desired. Coats of Arms, Floral Emblems or Service Badges, etc., may be incorporated alongside an inscription of five or eight lines, and details will be given upon request.

A white memorial card holds one inscription. This can be retained by family or forwarded to distance relatives. Specimens can be viewed at the Crematorium office.

We have available a miniature Book of Remembrance. It is sufficient for eight inscriptions. Specimens are available at the Crematorium office.

Below is an example of a page taken from the Book of Remembrance:

1ST MAY

Berry, John Stanley
So far, 1990 yn 78 oed.
M a gweddiach yn wreiddig
M a gwrthodwr y nghyffwrdd

Oliver, William James
Called to Higher Service - 1990

Quindy, Angela Dereen
Wie a dydd yn I forget you
In my heart you are always near
As I loved you, so I miss you
Bringing many a silent tear.

Tranter, David Ewen
In loving remembrance - 1990

Fanshawe, Dilys Ann
1911 - dearly loved, sadly missed - 1990

Grundy, Ivan Jones
Husband of Mary, died 1990, aged 65
A light in from our household gone.
A voice we loved is still
Never to be forgotten.

Jones, Gladys Helen
Safe in the arms of Jesus, aged 9 years

Shankley, Robert John
Our dear father, died 1990, aged 67 years.
God will link the broken chain
As one by one we meet again.
In God's safe keeping.

Davis, Owen
Peace after pain, rest after weariness.

Lewis, Margaret
Born 11.4.23 died 1.5.90
Somehow passes, shadows fall,
But love and remembrance
Outlast them all.

Walker, Ann Mary
Loving you always - forgetting you never.

Alexander, Phillip Gerald
Born 23rd December, 1917
Passed away 1st May, 1990
Affectionately remembered,
Happy smiling, always content,
Loved and respected wherever you went,
To a beautiful life came a sudden end,
You died as you lived, everyone's friend.

Rogers, Anthony James
1909 - 1990, part-time - 1990

Clivers, Gordon Stephen
Loved and remembered always - 1990

Knight, Gerald Ivor
A dearly loved husband,
Died 1990, aged 73 years.
Deep in our hearts a memory is kept,
Of one we loved and shall never forget.

Langley, Barbara Jane
Died 1990, aged 94 years. At rest.

Stanley, Trevor Wilfred
Sadly, a dear one is sleeping,
Free from all sorrow and pain,
And when life's journey is ended,
Someday we shall meet again.

Nickson, Daniel Frederick
Rho im yr heol, na wry y bydd arddano.

Randolph, Ethel Sarah
Died this day, 1990, aged 74 years.
Also James Randolph, her husband,
Died 1st April, 1977, aged 63 years.
Reunited, our beloved parents.

Thedys, Jeffrey Thomas
In Heavenly Love sleeping, 1990

Charles, Marian Angela
Life's a journey that is homeward bound.

Monnan, Barry Thomas
Born 19th October, 1924.
Died 1st May, 1990.
Thy love cherished,
Your guidance remains.

Hughes, Gwenodine
At rest in God's Garden, 1990.

Jones, Mervyn Clifford
Dearly loved brother and uncle,
Gone from us this day, 1990.
Keep him Lord in your Garden of Rest,
For while on earth he was one of the best.

Young, Harold Alfred
Rising where no shadows fall.

Near, Graham Arnold
1914 - Always in our thoughts - 1990.

Bertram, Megan Joan
Constant memories of
Our beloved daughter,
Died tragically, 1990
Aged 18 years.
Her life a beautiful memory,
Her absence a silent grief.
Rest in peace.

Durry, Mary Helen
1909 - At a loved day - 1990

Williams, David Peter
Remembered with love and gratitude.

Holliday, Dorothy May
You never failed to do your best,
Your heart was true and tender,
You laboured hard for those you loved,
And left us to remember.

Dennison, Bernard Keith
Proud host of a great tyner - 1990.

Internment of Ashes

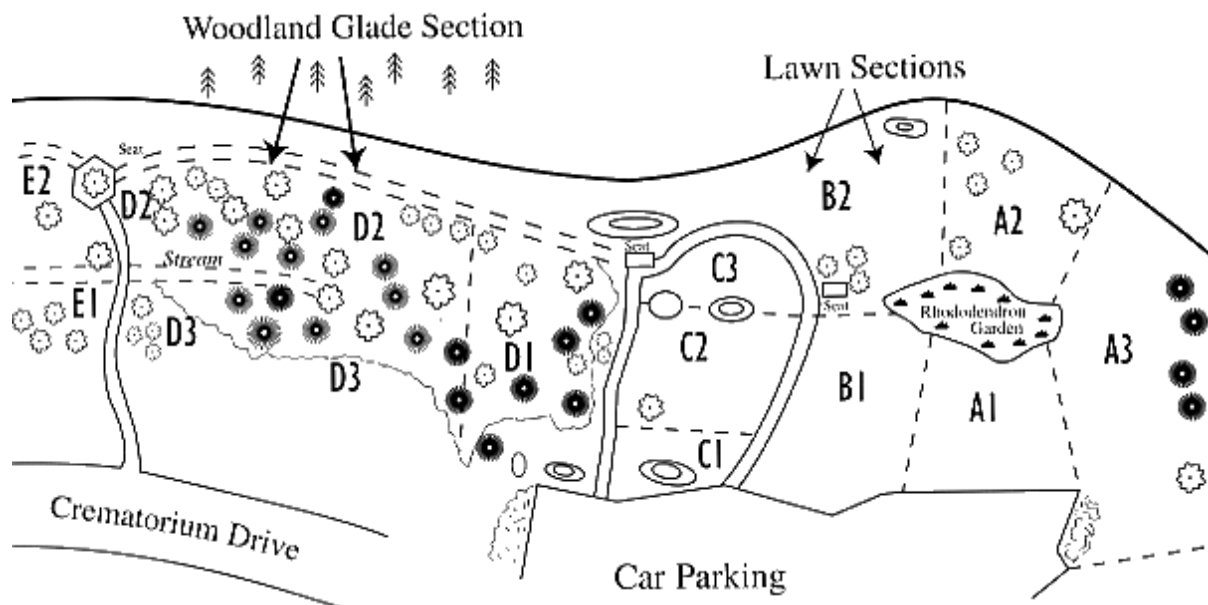
The Margam Crematorium has a Garden of Remembrance where members of the public are able to intern ashes and leave floral and other tributes.

The Gardens of Remembrance are part of an area of natural parkland on the 17 acre site. The retention of many majestic oak and elm trees together with well-established flowering rhododendrons provide a peaceful setting of natural beauty. This has been enhanced by additional trees, shrubs and bulbs in harmony with the haven of rest.

The cremated remains are interred (i.e. buried loosely) into the selected section and this procedure brings to many a peculiar comfort that here amongst the shrubs and flowers, the trees and birds, are the mortal remains of our loved ones returned to the earth from which they came. It is respectfully pointed out that the ashes cannot be retrieved or removed after burial.

The cremated remains may alternatively be transported with little trouble and expense to another Crematorium, Cemetery or Churchyard where the final disposal is desired. A selection of suitable Urns and Caskets are available from the Crematorium Office; arrangements for packing and postage may also be made if required.

Members of the public are invited to visit the Crematorium during the hours of opening when they will be impressed with the beauty and sense of peace in the Chapels and Gardens of Remembrance. Inspection of the Crematorium is welcome by appointment with the Superintendent. Open Days are arranged. Further details are available from the Crematorium Office.



Vase Block Memorial Curb

This vase block will be positioned in the Garden of Remembrance. The policy being that bereaved families may lease the block for a period of ten years, with an option to renewing the lease for further ten year periods.

The black granite tablet with the inscription is purchased from the Crematorium and will be the property of the applicant. It is respectfully pointed out that cremated remains will still be buried loosely in the ground as per our policy. Also, a vase block will not be permitted above cremated remains.

Families are requested to make an appointment with the office for the leasing of a vase block.

Benches

The Crematorium has a number of benches which are available on a lease basis (for a range of durations) which allow plaques to be dedicated to loved ones as a memorial.

Families are requested to make an appointment with the office for the leasing of a bench.

A Garland of Memories

Cut flowers may be placed in the Chapel of Remembrance or in the Main Chapel vases and receptacles are provided in both Chapels. Provision has also been made in the Chapel of Remembrance for potted plants. Cut flowers may be laid upon the

lawns but must not be secured by stakes or metal pegs, which constitute a hazard to motor mowers and the gardening staff. You are kindly requested to remove wrapping paper or cellophane before placing flowers on the lawns. Failure to comply will result in their removal. Containers, pots, arrangements and artificial flowers are prohibited within the grounds and if placed will be removed.

The Altar Vases (Chapel of Remembrance) or a vase in a stained glass Window Recess (Main Chapel) may be reserved, as available, for the anniversary of the death. Reservations are made for one week (i.e. from Saturday to Friday) and the nominal fee includes a framed memorial card which is placed with the flowers or plants. Approximately four months' notice is advisable for these arrangements and there are times when all the vases are booked well in advance.

Two additional schemes have been introduced to supplement our forms of commemoration Donations of any amount for memorial bulbs and trees may be made to the Superintendent at any convenient occasion; from this fund, naturalising bulbs are purchased each year together with replacement trees or shrubs. In this way the remembrance of a loved one lives on in the beauty of the flowers and trees which grace this lovely parkland, something for all to appreciate and share.

Palm Sunday

Annually we hold a Service of Remembrance on this day to remember those cremated at Margam It always commences at 3.00 p.m. Many families have expressed a wish to contribute towards the cost and a Service of Remembrance Fund has now been opened. Memorial donations may be made at any time until one month before the event. A Roll of Remembrance listing the names of those commemorated in this way will be prepared and displayed in the Chapel for the year following Palm Sunday Service These two memorial schemes are particularly recommended in lieu of flowers on Palm Sunday, Easter and Christmas when flowers and potted plants are very much in abundance,

Christmas Service

On the second Sunday in December, we hold a Carol Service. This commences at 2.00 p.m. and is open to everyone. Following the Service, light refreshments are provided.

Data Protection

All information received at the Margam Crematorium is processed in accordance with the Data Protection Act 2018 and enclosed with this Service Plan is a copy of the Margam Crematorium's Privacy Notice

Statistics

The following table indicates the annual usage of the Crematorium for 2018/2019. A copy of the details for 2017/2018 are included for comparison purposes.

2018/2019	April	May	June	July	August	September	October	November	December	January	February	March	Total
Cremations													
Applications supported by Medical Certificates Cremation 4 and 5	123	116	97	95	81	91	106	96	89	TBC	TBC	TBC	TBC
Applications supported by Coroner's Certificates Cremation 6	19	19	21	21	18	20	15	18	9	TBC	TBC	TBC	TBC
Applications in respect of stillbirths	0	0	0	0	0	1	0	0	0	TBC	TBC	TBC	TBC
Total	142	135	118	116	99	102	121	114	98	126	143	127	1441
Urn Cremated Remains													
Interred in Grounds	33	26	33	33	18	22	27	22	18	32	32	32	328
Taken away by Funeral Director	109	109	85	83	81	80	94	92	80	94	111	95	1113
Total	142	135	118	116	99	102	121	114	98	126	143	127	1441
Memorials													
Plaques	9	12	8	2	6	2	5	5	3	3	4	3	62
Book of Remembrance*	26	0	0	38	0	0	37	0	0	39	0	0	140
Vases	24	20	45	20	13	21	18	19	45	20	18	35	298
Memorial Bench	0	0	1	0	0	0	0	2	0	0	0	0	3

*Records held are quarterly

2017/2018	April	May	June	July	August	September	October	November	December	January	February	March	Total
Cremations													
Applications supported by Medical Certificates Cremation 4 and 5	83	108	106	79	111	81	99	106	105	135	117	145	1275
Applications supported by Coroner's Certificates Cremation 6	22	23	25	16	24	22	17	25	21	28	19	22	264
Applications in respect of stillbirths	0	0	1	0	0	0	1	0	0	0	0	0	2
Total	105	131	132	95	135	103	117	131	126	163	136	167	1541
Crema- to- rial Remains													
Interred in Grounds	18	37	20	24	37	27	30	28	35	26	40	42	364
Taken away by Funeral Director	87	94	112	71	98	76	87	103	91	137	96	125	1177
Total	105	131	132	95	135	103	117	131	126	163	136	167	1541
Memorials													
Plaques	4	4	3	6	4	5	8	7	3	5	7	3	59
Book of Remembrance*	0	55	0	28	0		34	0	0	21	0	0	138
Vases	35	24	34	27	13	21	22	22	46	25	20	34	323
Memorial Bench	0	12	2	0	0	0	0	1	0	1	0	2	18

Service Proposals for 2019/2020

	Proposal	Implementation Date
1	To continually develop our business continuity strategy and identify the main opportunities, threats and constraints that the services face	Ongoing (By March 2020)
2	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	To be completed by Autumn 2019
3	Oversee the construction and opening of the extension of the office area on time and within budget.	To be completed by Autumn 2019
4	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.	Ongoing with first meeting to be conveyed by September 2020
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	By September 2020
6	Continued development of staff in all areas of operation, providing staff training and opportunities at all times.	Ongoing (By March 2020)

Fees and Charges for 2019/2020

Margam Crematorium Table of Cremation fees and charges

General	2018/19	2019/20
1 Cremation fees and ancillary services		
[a] Stillborn child or child up to and including 17 years	Nil	Nil
[b] Aged over 17 years, including certificate of cremation	£618.50	£630.50
[c] Additional charge for Saturday cremation	£334.00	£346.00
[d] Double cremation (2 adults at one service)	£1,193.00	£1,246.00
[e] Cremation only at 9am (Weekdays only)	£505.00	£517.00
[f] Memorial Service	£175.00	£175.00
N.B The above fees in 1[b] & 1[c] include all services relating to a cremation. The concession under 1[a] may be coupled with 1[c] or 6 below if required.		
2 Certificate of cremation (Additional)	£13.50	£13.50
3 Extract from Register	£12.00	£12.00
4 Temporary deposit of cremated remains (after 1 month)	£32.50	£32.50
5 Disposal of cremated remains from other crematoria	£44.00	£44.00
6 Service in chapel with organ and organist or extra 20 mins	£31.50	£31.50
7 Service in chapel with organ and organist or extra 20 mins (Sat)	£43.00	£43.00
8 Witness Burial of cremated remains		
- Weekdays	£45.00	£45.00
- Saturdays	£62.00	£62.00
9 Urns and Caskets		
[a] Wooden Casket	£36.50	£36.50
[b] Bronze Metal Urn	£26.50	£26.50
[c] Plain Burgundy Cardboard Container	£15.50	£15.50
[d] Large White Cardboard Container	£18.50	£18.50
[e] Medium White Cardboard Container	£14.00	£14.00
[f] Small White Cardboard Container	£9.00	£9.00
[g] Small Metal urn	£19.50	£19.50
[h] Biodegradable scatter tube	£20.00	£20.00

**Margam Crematorium
Table of Cremation fees and charges**

Remembrance	2018/19	2019/20
1. Inscriptions in Book of Remembrance		
Two Lines	£37.00	£37.00
Five Lines	£55.50	£55.50
Eight Lines	£74.00	£74.00
Floral Emblem/Service Badge	£42.50	£42.50
Coat of Arms	£53.50	£53.50
2. Miniature Book of Remembrance		
Two Lines	£56.50	£56.50
Five Lines	£72.50	£72.50
Eight Lines	£79.00	£79.00
Floral Emblem/Service Badge	£42.50	£42.50
Coat of Arms	£53.50	£53.50
Additional Lines	£11.00	£11.00
2a. Additional Inscriptions in Miniature Book		
Two Lines	£29.50	£29.50
Five Lines	£39.50	£39.50
Eight Lines	£48.50	£48.50
3. Memorial Card		
Two Lines	£19.00	£19.00
Five Lines	£28.00	£28.00
Eight Lines	£37.00	£37.00
4. Reservation of vases		
Window Vase	£7.50	£7.50
Altar Vase	£9.00	£9.00
5. Additional Charges		
Additional Copy of Crematorium Brochure	Nil	Nil
Replacement Aluminium Vase	£11.00	£11.00
Service of Remembrance	£8.00	£8.00
6. Memorial Kerb Plaque in Garden of Remembrance (Horseshoe Path section)		
Plaque and inscription for 10 year lease	£331.50	£331.50
Plaque and inscription for 20 year lease	£596.50	£596.50

Renewal of lease for further 10 years	£183.50	£183.50
Renewal of lease for further 20 years	£331.50	£331.50

**Margam Crematorium
Table of Cremation fees and charges**

	2018/19	2019/20
7. Memorial Kerb Plaque in Garden of Remembrance		
Plaque and inscription for 10 year lease	£449.00	£449.00
Plaque and inscription for 20 year lease	£816.00	£816.00
Renewal of lease for further 10 years	£183.50	£183.50
Renewal of lease for further 20 years	£331.50	£331.50
8. Baby Memorial Kerb Plaque in Children's Garden of Remembrance		
Plaque and inscription for 10 year lease	£183.50	£183.50
Plaque and inscription for lease of 20 years	£331.50	£331.50
Renewal of lease for further 10 years	£183.50	£183.50
 NB Replacement plaque (existing lease) for all Memorial Kerbs	 £166.00	 £166.00
9. Granite Memorial Benches (3 Plaque per bench)		
Price per Plaque per Bench - 10 year lease	£612.00	£612.00
Price for Whole Bench (3 Plaques) - 10 year lease	£1,632.00	£1,632.00
Price per Plaque per Bench - 20 year lease	£1,101.50	£1,101.50
Price for Whole Bench (3 Plaques) - 20 year lease	£3,060.00	£3,060.00

Margam Crematorium
Table of Cremation fees and charges

Wesley Media Charges	2018/19	2019/20
1. Audio Recording		
USB memory stick or CD as requested		
1st USB	£54.00	£55.50
Additional USBs	£23.50	£24.00
2. Video Recording		
USB memory stick or CD as requested		
1st USB	£54.00	£55.50
Additional USBs	£23.50	£24.00
Tribute embedded in video recording	£18.50	£19.00
2a. Visual Tribute		
Max of 30 photographs + 4 mins video	£94.00	£96.50
USB (copy tribute)	£32.50	£33.50
Single photograph	£18.50	£19.00
3. Web Casting		
Per service	£54.00	£55.50

Federation of Burial and Cremation Authorities Code of Cremation Practice



1. CONDUCT

The cremation of a human body is a highly emotional occasion for those taking part in the service. This must never be forgotten by the staff of the Crematorium, who must combine to create and maintain a dignified atmosphere of reverence and respect throughout the entire proceedings.

2. STAFF

The greatest care must be taken in the appointment of members of the Crematorium staff, any one of whom may, by conduct or demeanour, detract from the atmosphere of reverence which it is endeavoured to create. All staff employed in the operation of cremators must be suitably trained in the technical and ethical procedures and certified as specified in Process Guidance Note 5/2 (12) or any subsequent Guidance that may be issued by the relevant Government Department.

3. PRIOR TO COMMITTAL

A coffin and its contents brought to the Crematorium, whether for a service prior to cremation, a planned cremation without a service or for a service prior to burial shall be brought into the Crematorium building via the main entrance. If the coffin and its contents are to be cremated, then the coffin shall be placed onto the catafalque and transferred to the crematory in the normal way. If the service is not to take place immediately, the coffin and its contents shall be placed on the catafalque, transferred to the crematory and then placed in secure and sanitary storage within the building. If the coffin is to be removed from the building following a service prior to burial, it may be placed on trestles to allow easy removal at the end of the service.

4. AFTER COMMITTAL

(a) A body shall not be removed from the Crematorium after the Service of Committal except for a lawful purpose.

(b) Subject to receiving the necessary Authority to Cremate, the coffin and its contents shall be put into the cremator, as soon as practicable, exactly as they have been received on the catafalque. A body not cremated on the same day as the coffin is received at the Crematorium may only be retained on the written consent of the Applicant for cremation and in circumstances deemed necessary by the Cremation Authority, including impacts on the environment. All bodies retained at the crematorium will be accommodated in secure and sanitary conditions within the building.

(c) Once a coffin with its contents has been placed in the cremator, it shall not be touched or interfered with until the process of cremation is completed. On completion, the whole of the Cremated Remains/Ashes, which is all the material left in the cremator following cremation less any metals, shall be collected and shall be disposed of in accordance with the instruction received.

5. CORRECT IDENTITY

(a) No coffin shall be accepted at any Crematorium unless it bears adequate particulars of the identity of the deceased person contained therein. If a coffin is encased, the cover and the coffin must bear adequate identity of the deceased person.

(b) Every care must be taken to ensure correct identification throughout the whole proceedings from the moment the coffin is received onto the catafalque until the final disposal of the Cremated Remains/Ashes.

6. SEPARATELY CREMATED

Each deceased person given to the care of the Cremation Authority shall be cremated separately. Exceptions may be made for instance in the case of mother and baby or twin children providing that the next of kin has made a specific request in this regard.

7. COFFIN COVERS

When a re-useable cover is used to encase a coffin, signed authority must be given by the Applicant for the cremation authorising its use and consenting to its subsequent removal from the Crematorium.

8. METAL RESIDUES

Any metal found amongst the Cremated Remains/Ashes shall be disposed of in accordance with the directions of the Cremation Authority or Higher Authority.

9. CREMATED REMAINS/ASHES

The utmost care shall be taken to ensure that the Cremated Remains/Ashes, following their removal from the cremator, shall be kept separate and suitably identified. The Cremated Remains/Ashes shall be placed in a separate container awaiting final disposal. If the Cremated Remains/Ashes are to be disposed of in a Garden of Remembrance, this shall be conducted with reverence and respect. Cremated Remains/Ashes to be conveyed by a carrier service should be placed in a suitably labelled robust container and dealt with according to recommendations laid down by the Federation of Burial and Cremation Authorities.

10. CREMATORS AND ANCILLARY EQUIPMENT

Cremators and all other ancillary equipment used in the Crematorium shall be kept in good repair and maintained in accordance with manufacturers' recommendations, and the requirements of the current guidance Notes issued under the Environmental Protection Act 1990 or subsequent legislation.

11. STATUTORY REGULATIONS

All cremations shall be carried out according to the provisions of the Cremations Acts and the Regulations made thereunder and any subsequent legislation.

Issued August 2017

Data Processing Privacy Notice

1. In providing us with your personal information you hereby acknowledge that Neath Port Talbot County Borough Council is the Data Controller for all the personal information you provide on this form (for the purpose of the General Data Protection Regulation 2016 (GDPR) and the Data Protection Act 2018 (DPA)).
2. The personal data which we collect from you via this form will be used by the Council (pursuant to it carrying out its various statutory and business functions) for the following purposes:

To provide a Crematorium Service in line with the Ministry of Justice Legislation.

3. As a Data Controller the Council is required under GDPR to inform you which of the Article 6 GDPR "Data Processing Conditions" it is relying upon to lawfully process your personal data. In this respect please be advised that in regards to the data provided by you on this form we are relying on the following two Article 6 conditions;
4. (i) The data processing is necessary for compliance with a legal obligation to which the controller is subject". (Article 6(c) GDPR).

(ii) The data processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller." (Article 6(e) GDPR).
5. We will not share your personal data with any third parties (i.e. persons/bodies/entities outside the Council) unless we are permitted to do so by law or within the content of this Privacy Notice
6. The personal information collected from you will be held by the Council for a period of:
Forms - 15 Years
Registers - Indefinitely

Please note that we are required to collect certain personal data under statutory requirements and in such cases a failure by you to provide that information to us may result in the Council being unable to provide you with a service and/or could render you liable to legal proceedings.

7. We would inform you that under Article 21 GDPR you have the right at any time to object to the Authority about the fact that we are processing your personal data for the purposes of carrying out a public task or exercising our official authority.

8. The Council will not transfer any of your personal data outside of the European Union. All processing of your personal data by us will be carried out in the United Kingdom or other European Union countries.
9. The Council will not use your personal data for the purposes of automated decision making.
10. Please be advised that under GDPR individuals are given the following rights in regards to their personal data:
 - i. The right of access to their personal data held by a data controller.
 - ii. The right to have inaccurate data corrected by a data controller
 - iii. The right to have their data erased (in certain limited circumstances).
 - iv. The right to restrict the processing of their data by a data controller (in certain limited circumstances).
 - v. The right to object to their data being used for direct marketing.
 - vi. The right to data portability (i.e. electronic transfer of data to another data controller).

Further information on all the above rights may be obtained from the Information Commissioner's website: www.ico.org.uk.

11. In the event that you have any queries regarding our use of your personal data, you wish to have access to the same or you wish to make any complaint regarding the processing of your personal data please contact the Council's Data Protection Officer at the Directorate of Finance & Corporate Services, Civic Centre, Port Talbot, SA13 1PJ.
12. Please be advised that in the event that you make a request or a complaint to the Council's Data Protection Officer (see 9 above) and you are dissatisfied with the Council's response you are entitled to complain directly to the Information Commissioner's Office. Details of the Commissioner's Office contact details and further information on your rights may be obtained from the Commissioner's website – www.ico.org.uk.

Contact Details

Margam Crematorium
Longlands Lane,
Margam,
Port Talbot
SA13 2NR

Tel. No: Port Talbot (01639) 883570

Fax: (01639) 894940

email: margam.crematorium@npt.gov.uk



Impact Assessment - First Stage

It is essential that all initiatives undergo a first stage impact assessment to identify relevance to equalities and the Welsh language as well as an evaluation of how the proposal has taken into account the sustainable development principle (the five ways of working); an incorrect assessment could ultimately be open to legal challenge.

The first stage is to carry out a short assessment to help determine the need to undertake a more in-depth analysis (the second stage).

Relevance will depend not only on the number of people/service users affected, but also the significance of the effect on them.

When completing the first step you must have regard to the following:

- Does the initiative relate to an area where important equality issues have been, or are likely to be, raised? (For example, funding for services to assist people who are victims of rape/sexual violence or individuals with particular care need; disabled people's access to public transport; the gender pay gap; racist or homophobic bullying in schools)
- Is there a significant potential for reducing inequalities, or improving outcomes? (For example, increasing recruitment opportunities for disabled people).
- Does the initiative relate to instances where opportunities to use the Welsh language are likely to be affected or where the language is likely to be treated less favourably? (For example, increase the number of Welsh speakers moving from/to a certain area; closing specific Welsh language services or put those services at risk services;
- Does the initiative relate to the improvement of economic, social, environmental and cultural well-being? To what extent does the initiative prevent things getting worse? (For example, funding for services to assist in cultural well-being; changes in policies that promote independence and/or assist carers)

1. Provide a description and summary of the initiative.
Identify which service area and directorate has responsibility for the initiative.

2. Identify who will be affected by the initiative.
If you answer **Yes** to service users, staff or wider community continue with the first stage of the assessment
If you answer **No** to service users, staff or wider community or **Yes** to 'Internal administrative process only', go to **Question 5 – sustainable development principle**.

3. Using relevant and appropriate information and data that is available to you think about what impact there could be on people who share protected characteristics; whether they are service users, staff or the wider community.

Some things to consider include:

- transport issues
- accessibility
- customer service
- cultural sensitivity
- financial implications
- loss of jobs

Definitions of impacts (either positive or negative):

- High – likely to be highly affected by the initiative
- Medium - likely to be affected in some way
- Low - likely to be affected by the initiative in a small way
- Don't know - the potential impact is unknown

You **must** provide reasons, and indicate what evidence you used, in coming to your decision.

4. Using relevant and appropriate information and data that is available, think about what impact there could be on opportunities to use the Welsh language and in treating the language no less favourably than English.

Definitions of impacts are the same as in **Question 3**.

The classification 'Don't Know' should be categorised as 'High Impact' in both questions 3 & 4.

5. Consider how the initiative has embraced the sustainable development principle in accordance with the Section 7c of the Well-being of Future Generations Act 2015.

Give details of the initiative in relation to the 5 ways of working:

- **Long term** - how the initiative supports the long term well-being of people
- **Integration** - how the initiative impacts upon our wellbeing objectives
- **Involvement** - how people have been involved in developing the initiative

- **Collaboration** - how we have worked with other services/organisations to find shared sustainable solutions;
- **Prevention** - how the initiative will prevent problems occurring or getting worse

6. The most appropriate statement must be selected (and the relevant box ticked) based on the first stage of the assessment and an explanation of how you have arrived at this decision must be given.

In addition a summary of the how the initiative has embraced the sustainable development principle must also be included.

Where the first stage of the assessment indicates that a more in-depth analysis is required the second stage of the assessment will need to be completed and this will need to be started immediately.

A first stage assessment must be included as a background paper for all Cabinet/Cabinet Board/ Scrutiny Committee Reports.

Where the first stage assessment is completed by an accountable manager it must be signed off by a Head of Service/Director.

Impact Assessment - First Stage

1. Details of the initiative

Initiative description and summary: Margam Crematorium Service Level Business Plan 2019/2020
Service Area: Margam Crematorium
Directorate: Finance and Corporate Services

2. Does the initiative affect:

	Yes	No
Service users	X	
Staff	X	
Wider community	X	
Internal administrative process only	X	

3. Does the initiative impact on people because of their:

	Yes	No	None/ Negligible	Don't Know	Impact H/M/L	Reasons for your decision (including evidence)/How might it impact?
Age		X				The Statement includes details as to how the range of services offered at Margam Crematorium and work proposals for the 2019/2020 year. There is no impact whatsoever on this protected characteristic.
Disability		X				See above comment.
Gender Reassignment		X				See above comment.
Marriage/Civil Partnership		X				See above comment.
Pregnancy/Maternity		X				See above comment.
Race		X				See above comment.
Religion/Belief		X				See above comment.

Sex		X				See above comment.
	Yes	No	None/ Negligible	Don't Know	Impact H/M/L	Reasons for your decision (including evidence)/ How might it impact?
People's opportunities to use the Welsh language		X				The Service Level Business Plan will be translated into Welsh and any website or public documents developed will also be translated to ensure maximum opportunities for the Welsh language to be utilised.
Treating the Welsh language no less favourably than English		X				The Service Level Business Plan will be translated into Welsh and any website or public documents developed will also be translated to ensure maximum opportunities for the Welsh language to be utilised.
Sexual orientation		X				See above comment.

4. Does the initiative impact on:

5. Does the initiative embrace the sustainable development principle (5 ways of working):

	Yes	No	Details
Long term - how the initiative supports the long term well-being of people	X		No change in service is proposed and all developments will have the aim of ensuring 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.
Integration - how the initiative impacts upon our wellbeing objectives	X		No change in service is proposed and all developments will have the aim of ensuring 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.
Involvement - how people have been involved in developing the initiative	X		Consultation has taken place with members of staff at the Crematorium with informal discussions with funeral directors as to the nature of services that they would wish to see at the Crematorium. Discussion has been had with key stakeholders within the Council sections (i.e. environment,

			financial and legal)
Collaboration - how we have worked with other services/organisations to find shared sustainable solutions	X		Consultation has taken place with members of staff at the Crematorium with informal discussions with funeral directors as to the nature of services that they would wish to see at the Crematorium. Discussion has been had with key stakeholders within the Council sections (i.e. environment, financial and legal)
Prevention - how the initiative will prevent problems occurring or getting worse	X		No change in service is proposed and all developments will have the aim of ensuring 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 have loved.

6. Declaration - based on above assessment (tick as appropriate)

A full impact assessment (second stage) is not required	X
Reasons for this conclusion	
The Statement includes details as to how the range of services offered at Margam Crematorium and work proposals for the 2019/2020 year. No change in service is proposed and all developments will have the aim of ensuring 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 have loved.	

	Name	Position	Signature	Date
Completed by	Craig Griffiths	Clerk to the Joint Committee of Margam Crematorium	M C Griffiths	1st June 2019

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Margam Joint Crematorium Committee

Mount Surgery
Margam Road
Port Talbot
SA13 2BN

To The Members of The Joint Crematorium Committee

Mr Chairman, Ladies & Gentlemen,

Report to the Medical Referee

The following statistical details are reported for the information of the Joint Crematorium Committee on 24th June 2019

For the period 01/01/2019 to 31/03/2019 a total of 394 applications for cremations, together with the relevant certificates, have been received, scrutinised and investigated, and authority given for cremation to proceed.

	January	February	March				
1. Applications supported by Medical Certificates Cremation 4 & 5	99	117	104				
2. Applications supported by Coroner's Certificates Cremation 6	29	24	21				
3. Applications in respect of stillbirth	0	0	0				
Total	128	141	125				

It became necessary for me to make further enquiries in the following instances.

	January	February	March				
a. Applications (Cremation 1) incorrectly or incompletely submitted	0	0	0				
b. Medical Certificates (Cremation 4 & 5) incorrectly or incompletely submitted	0	0	0				
c. Consultation with Coroner	0	0	0				
d. Consultation with Registrar of Births, Deaths & Marriages	0	0	0				
Total	0	0	0				

Medical Referees