

MARGAM JOINT CREMATORIUM COMMITTEE

JOINT REPORT OF THE CLERK, THE TECHNICAL OFFICER AND THE TREASURER

6TH FEBRUARY 2015

SECTION A – MATTER FOR DECISION

WARDS AFFECTED:

All

FEDERATION OF BURIAL AND CREMATION AUTHORITIES AUDIT

1.1. Purpose of Report

To inform Members of the outcome of an audit undertaken at the Crematorium by the Federation of Burial & Cremation Authorities (“FBCA”) and to obtain decisions from Members in relation to its recommendations.

1.2. Background

1.2.1. The Cremation (England & Wales) Regulations 2008 require every crematorium to be open to inspection by representatives of the Secretary of State at any reasonable time. On 10th September 2014 an audit was undertaken by three members of the Federation of Burial & Cremation Authorities Executive Committee.

1.2.2. An oral presentation was given by Michael Griffiths, Project Manager, and this provided an insight into our experiences of the last two years and where we are today. A general discussion followed between all those present which also included the Joint Crematorium Committee Chairman and Accountant.

1.2.3. Following this the party was given a tour around the buildings and grounds.

1.2.4. A good deal of the audit was carried out by face to face conversation with staff and various documents, such as Risk Assessments, Environmental Permit, Crematory Log Book, Cremation Register etc were examined. Working practices within the office and crematory were also observed.

1.2.5. I have now received the report arising out of the audit a copy of which is attached to this report as Appendix A.

1.2.6. I think that Members will agree that this is a very positive audit. There are some issues to be picked up. I set out below the comments of officers on the audit report and identify where action is necessary.

1.2.7 Issues arising from the report

Comments regarding recommendations numbered 1 to 7 from FBCA

1.2.7.1. This is currently under enquiry with Cintrix, the intruder and fire alarm company, who have been on site measuring for parts etc. (Recommendation 1)

1.2.7.2. Hilton Studio, who supply the Books of Remembrance have submitted estimates for angled viewing cabinets and these are in the region of between £12000 & £17000 depending on the size and type of cabinet required i.e. viewings for 2 / 3 books and whether fireproof storage areas are required for the Books of Remembrance when not in view. This is something that could be budgeted for in future years. I have also asked for figures from another company F G Marshall & Co, but to date they have not been forthcoming with information (Recommendation 2).

1.2.7.3. This working practice, which had been in place for many years, has been modified. Funeral Directors are now required to deliver the appropriate cremation forms and medical certificates by 10am ***two*** working days prior to the date of the funeral. The deadline was previously 10am ***one*** working day prior to the funeral and the Medical Referees authority was given via a telephone call sometimes on the morning of a funeral. The forms would be collected from the medical Referee of Mount Surgery later that day. This change now gives ample time for the forms to be scrutinised by the Medical Referee and to be returned to the Crematorium office with the signed Cremation Form 10 (Medical Referees authority) before authority is passed to the Crematory staff (Recommendation 3).

1.2.7.4. Risk assessments were in place at the time of the audit and can be viewed by members if required. COSHH assessments are carried out by Corporate Cleaning and these are also held on site (Recommendation 4).

1.2.7.5. This is something that is continually being looked at and suggestions will be brought to future meetings (Recommendation 5).

1.2.7.6. The Influenza Pandemic Plan has been updated and will be provided to the Joint Resilience Unit (Recommendation 6).

1.2.7.7. An up to date version of the Health and Safety poster has been purchased and is now displayed (Recommendation 7).

1.3. **Appendices**

Appendix A

1.4. **Recommendation**

That the Recommendations in the FBCA Audit be accepted, that Members note compliance with Recommendations 3,4,5 and 7 and that reports be brought back to Members about compliance with the remainder.

1.5. **Reason for proposed decision**

To deal with the recommendations contained in the FBCA Audit and secure compliance with those recommendations.

1.6. **List of Background Papers**

None

1.7. **Officer Contacts**

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**THE FEDERATION OF BURIAL
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Secretary: Richard J Powell

Date: 27th October 2014

Our Ref: RJP/visits/Margam

Confidential
Mr. David Michael
Clerk to the Joint Crematorium Committee
Civic Centre
Port Talbot
SA13 1PJ



Dear David

Visit to Margam Crematorium

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During a series of visits to crematoria within your area the Federation President and Officers were pleased to meet Councillor Ted Latham, Ann Thomas, Mike Griffiths, Project Manager, Clive Phillips, Superintendent and Registrar and your team of staff at the Crematorium.

The Federation provides for all its Members a comprehensive Technical Advisory Service which is based on experience and knowledge accumulated over many years on all matters relating to the cremation service.

During the course of the visit an inspection was made of the crematorium buildings, grounds and the administrative procedures. An assessment was made of adherence to the requirements of the Cremation Regulations, the Local Air Pollution Prevention and Control (LAPPC) regime as well as for compliance with the Code of Cremation Practice.

Based on the comments of the visitors I attach a report which I hope you will find helpful in delivering a high calibre service to the bereaved.

The President has requested me to ask you to convey to Clive Phillips and the crematorium staff her appreciation for the courteous reception and hospitality the visitors received.

Yours faithfully

Richard Powell
Secretary & Executive Officer

CONFIDENTIAL

LOCATION: **MARGAM CREMATORIUM**

DATE OF VISIT: 10th September 2014

FEDERATION REPRESENTATIVES: President, Miriam Deacon, Secretary and Executive Officer, Richard Powell and Technical Officer, Stuart Connelly.

REPRESENTATIVE FROM THE MINISTRY OF JUSTICE: N/A

REPRESENTATIVES OF CREMATION AUTHORITY: Councillor Ted Latham, Ann Thomas, Mike Griffiths Project Manager and Clive Phillips Superintendent and Registrar.

The following report is based on information given to the Federation representatives and observations made during the course of the visit.

STAFF AT CREMATORIUM Margam Crematorium employs sufficient staff to fulfill the requirements of the Cremation (England and Wales) Regulations 2008 (Reg. 4 (b)). The visitors reported that the appearance of the staff was excellent.

CREMATORIUM BUILDINGS The buildings were found to be in very good condition and repair with standards of maintenance in the public areas judged to be very good. The facilities in the chapel included provision for the playing of recorded music and a Loop system. There was a wheelchair for use by infirm members of the public. The toilet facilities available for the disabled at the crematorium were considered good, however to satisfy the requirements of the Equality Act 2010, it will be necessary to fit an emergency alarm and pull cord. Access to the Book of Remembrance for visitors in wheel chairs was judged to be difficult due to the level top surface of the cabinet, which would preclude viewing from a wheelchair. If funding was to be made available it would be beneficial to have work carried out on the cabinet to achieve an angled viewing section with an opening into which a wheelchair could be accommodated.

CREMATORIUM GROUNDS The site is maintained to an excellent standard by staff at the crematorium. Cremated remains can be interred in the Gardens of Remembrance after the cremation service unless contrary instructions are received. Metal residue from the cremations is disposed of by interment in accordance with the Code of Cremation Practice.

CREMATORS

The crematorium is equipped with two Facultatieve Technology cremators. The cremators are compliant with the Local Air Pollution Prevention and Control (LAPPC) regulations and the subsequent (PG5/2(12) requirements. The cremators are maintained under contract with Facultatieve. As a consequence the cremators are in good repair. The standard of housekeeping in the crematory was reported as excellent.

CODE OF CREMATION PRACTICE

An up to date copy of the Code of Cremation Practice (2005) was on display in the crematory. The Federation recommends that the Code of Practice should be displayed in public areas as well to reassure the public of the standards that are expected within the crematorium.

LOCAL AIR POLLUTION PREVENTION AND CONTROL (LAPPC) REGULATIONS AND THE SUBSEQUENT (PG5/2(12) GUIDANCE NOTES REQUIREMENTS

The Crematorium Authority has the necessary authorisation under the Local Air Pollution Prevention and Control (LAPPC) regulations and the subsequent (PG5/2(12) requirements and maintains a log book of cremations carried out in accordance with its authorisation. Annual emission testing is carried out and the results forwarded to the Environmental Health Officer of the authorising local authority as well as a copy being retained at the Crematorium in accordance with the requirements of PG5/2(12). The cremator operators employed by the Cremation Authority are certificated in accordance with the requirements of PG5/2(12).

OPERATIONAL

The system for acceptance of the coffin at the chapel was acceptable and secure. It was noted that the coffin name plate is checked at the chapel door and again upon receipt into the crematory. The cremated remains are identified satisfactorily until final disposal. Cremation services may be held at 30 minute intervals from 9.30 am to .00 p.m. Monday to Friday.

ADMINISTRATION

Administration is carried out at the crematorium office on site where the statutory forms are received and checked. The Medical Referee checks the forms at least the day prior to the service, however his completed Cremation Form 10 is not seen by the Registrar prior to the issuing of the Authority to Cremate to the crematorium staff. Statutory forms are stored for the required length of time to satisfy the regulations. The register of cremations is kept on PC. A separate electronic and hard copy record is kept of the cremation of Body parts and foetal remains.

ADMINISTRATION
CONTINUED

An inspection of a small number of sets of statutory documents revealed that these complied with the requirements set out in the Cremation (England and Wales) Regulations 2008.

There is an appropriate corporate complaints procedure which the public can access and use if things go wrong.

HEALTH AND SAFETY

The Council appears to be carrying out its general duties under Health and Safety legislation however, during the visit it was apparent that specific risk assessments were in need of review for the main areas of work.

It is strongly recommended that a full range of risk assessments are carried out immediately with consideration to all areas of work where hazards are present.

COSHH assessments are also required.

An out of date version of the statutory Health & Safety Policy was displayed in the workplace and advice was given to obtain a copy of the new document. First aid facilities are available at the crematorium and there is one weekend member of staff currently certificated in first-aid at the work location. One further employee is scheduled for training

MEMORIAL FACILITIES

The Cremation Authority provides a Book of Remembrance, benches and Kerb Stones as memorial facilities for bereaved families. The Authority may wish to consider widening the choices available to families in order to provide a more comprehensive range of memorials for its service users.

SUMMARY

Considering the extremely difficult and testing time the Authority has had to go through the FBCA delegates were extremely impressed with the positivity shown and the commitment to move the service forward. This is a credit to all concerned.

The service appeared to be well managed, supported by a very dedicated team of staff.

The grounds were also a credit to the Authority.

However, the visitors reported that although on the whole the crematorium was meeting requirements, they were concerned that although the Cremation Authority has a general Business Continuity Plan this does not focus specifically on an Influenza Pandemic or other circumstances that could significantly increase the demand upon the service.

RECOMMENDATIONS

- 1. In order to satisfy the requirements of the Equality Act 2010, it will be necessary to fit an emergency alarm and pull cord in the toilet facility provided for people with disabilities.**
- 2. If funding was to be made available it would be beneficial to have work carried out on the cabinet to achieve an angled viewing section with an opening into which a wheelchair could be accommodated.**
- 3. It is advisable for the authorising officer to see the signed Form Cremation (10) prior to authorising a cremation to be carried out by staff at the crematorium. Practices should be modified to permit this function to take place**
- 4. It is strongly recommended that a full range of risk assessments are carried out immediately with consideration to all areas of work where hazards are present. COSHH assessments are also required.**
- 5. The Authority may wish to consider widening the choices available to families in order to provide a more comprehensive range of memorials for its service users.**
- 6. A plan should be drawn up to focus specifically on the ability of the service to deal with an Influenza Pandemic, or other circumstances that could significantly increase the demand upon the crematorium's services.**
- 7. An out of date version of the statutory Health & Safety Policy was displayed in the workplace and this should be replaced with a copy of the new statutory document as a matter of urgency.**

**THE FEDERATION OF BURIAL
AND CREMATION AUTHORITIES**



Following the visit of the Federation President and Technical Officers it would be useful to have your feedback on the visit and subsequent report. You may continue your responses on a separate sheet if necessary. Please reply to the Federation Office at 41 Salisbury Road, Carshalton, Surrey, SM5 3HA

1. Were you given adequate notice of the visit?
2. Were you adequately informed of the intent of the visit?
3. Did the visit meet your expectations?
4. If not, why not?
5. Was the length of the visit too long or too short?