

MARGAM CREMATORIUM JOINT COMMITTEE

7 December 2018

Report of the Superintendent Registrar – C.PHILLIPS

Matter for Information

Wards Affected:

All Wards

Wesley Media System

Purpose of the Report

1. To provide Members with an overview of the Wesley Media System

Background

2. 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.
3. Since the installation a number of additional features have also been added including Audio Recording, Video Recording, Webcasting of Services and Visual Tributes
4. The Margam Crematorium is now able to offer a number of services:

(a) **Music.** 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.

(b) **Webcasting of Services.** Whilst there have not been a large number of services webcast, those families who have used it have been very complimentary about the facility and have found the system easy to use. It involves families accessing 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. Since July 2017, there have been 5 requests for webcasting, with 3 in the 2017/2018 financial year and 2 since April 2018.

(c) **Audit/Video Recording of Services.** To date there has not been a large take up on the purchase of either DVD's or USB Memory Sticks. However, those that have taken advantage of the facility have been complimentary about the quality of the product provided by Wesley Media. The 2017/2018 financial year saw 12 requests for these recordings, this has increased to 21 in this financial year, with 4 months yet to remain.

(d) **Visual Tributes.** After the Music Library, this is 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. As we

further look to develop the facilities available at the Margam Crematorium (as well as development of our website), greater attention will be drawn to this particular facility. During 2017/2018 there were 94 request for visual tributes. Since April 2018, the Margam Crematorium has undertaken 96 visual tributes.

5. Coupled with the sound system installed in 2017, there is no doubt that the Wesley Media System has greatly enhanced the service provided to the public and as we look to further develop facilities offered at Margam Crematorium and how such facilities are advertised to the public (i.e. a new website), the presence of a sophisticated system such as Wesley Media will play a significant role.

Equality Impact Assessment

6. There are no equality impacts associated with this report.

Workforce Impacts

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

Legal Impacts

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

Risk Management

9. There are no risk management issues 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 service provided by the Wesley Media facility.

Appendices

12. None

List of Background Papers

13. None.

Officer Contact

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