



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

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