



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 2nd June 2023

Matter for Decision

Margam Crematorium Service Level Business Plan 2023/2024

Purpose of the Report:

1. To adopt the Margam Crematorium Service Level Business Plan 2023/2024 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 note on the constitution of the Joint Committee of Margam Crematorium;
 - (b) A note on the staffing structure at Margam Crematorium;
 - (c) The opening hours;
 - (d) Services offered;
 - (e) Statistics on the usage of Margam Crematorium;
 - (f) Service proposals for 2023/2024
 - (g) Fees and Charges for 2023/2024;
 - (h) Federation of Burial and Cremation Authorities Code of Cremation Practice
 - (i) 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
1	To continually develop our business continuity strategy and identify the main opportunities, threats and constraints that the services face	A detailed review to take place throughout Summer 2023, with a report brought to the Margam Crematorium Joint Committee in Autumn 2023

2	<p>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.</p> <p>As part of this recognition will be given to the development of a social media platform in order to communicate messages direct to the public.</p>	To be completed by Autumn 2023
3	<p>Replace the current Book of Remembrance Cabinet and undertake decorative work to the Small Chapel where it is located. As part of this an online book of remembrance will be created to allow individuals to view the book of remembrance without having to travel to Margam Crematorium</p>	To be completed by Autumn 2023
4	<p>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.</p>	Ongoing with first meeting to be conveyed by September 2023
5	<p>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</p>	By September 2023
6	<p>Refurbishment of Outside Toilet Block</p>	<p>Report to be brought to Margam Crematorium Joint Committee Autumn 2023 for approval</p>

7	Landscaping of external area to Chapel	Report to be brought to Margam Crematorium Joint Committee Autumn 2023 for approval
8	General Decorative Work – Painting of building and general decorative work in Chapel	To be undertaken throughout Summer 2023
9	Development of memorial garden area	Report to be brought to Margam Crematorium Joint Committee Winter 2023
10	Enhancement to Wifi to ensure a more resilient service and to minimise service disruption	To be completed throughout Summer 2023
11	Investigation to energy efficiency measures	Programme of work to be undertaken throughout 2023/2024 and reported to Margam Crematorium Joint Committee
12	Ongoing training of staff in all aspects of service delivery including all staff undertaking refresher training with the FBCA and being entered on to the Register of Certified Cremator Technicians	Ongoing throughout 2023/2024
13	Development of an open day to enable members of the public to attend a tour of Margam Crematorium	Autumn 2023

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 2023/2024 are included in the budget for the 2023/2024 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 2nd June 2023

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 2023/2024
Appendix 2 – Integrated Impact Assessment Screening Assessment

List of Background Papers:

18. None

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