

MARGAM CREMATORIUM

SERVICE LEVEL BUSINESS PLAN

2023/2024



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 is 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.

The purpose of this Service Plan is to not only demonstrate the operational model of Margam Crematorium but to provide an overview of all services offered and to provide an overview of the service improvement work that Margam Crematorium will be embarking on in the coming years. A key factor in any improvement works that the Margam Crematorium will undertake is that we 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:

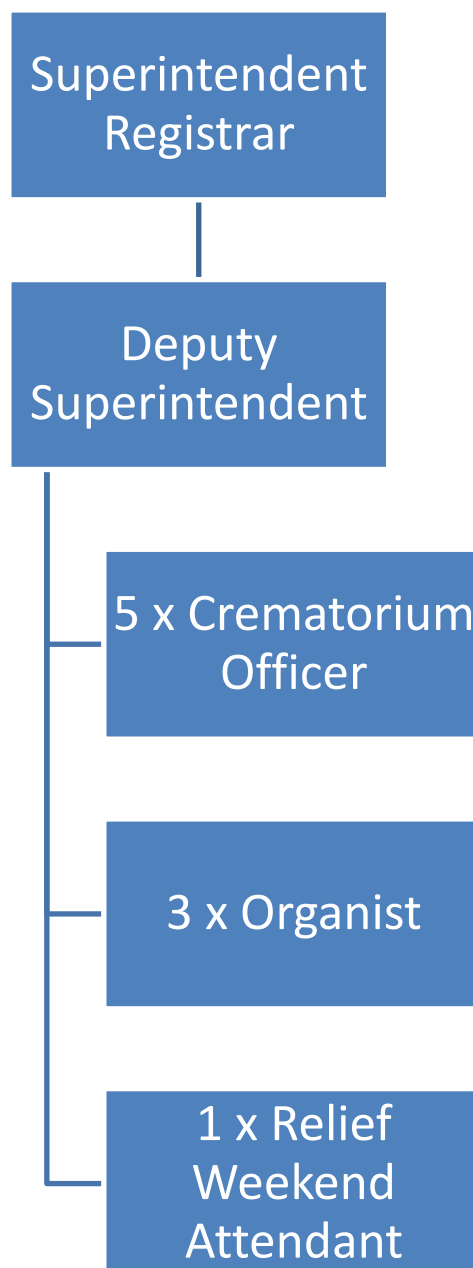
- Councillor E V Latham (Chair)
- Councillor P Davies (Vice Chair)
- Councillor W Carpenter
- Councillor A Dacey
- Councillor R G Jones
- Councillor S Jones
- Councillor M Kearn

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 7 full time employees, 3 organists and 1 part time employee, all 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

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

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

Saturday,
9 a.m. to 4 p.m.

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 except for the grounds which will be open 9 a.m. to 4 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 135 and standing space for 35) is available for all denominations.

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 photographs on display throughout the service and (3) A slideshow set to music lasting up to 4 minutes which can be played at any point during the service.

The Duty Organist is also available to accompany congregational hymns, soloists and choirs when required and any miscellaneous pieces of music as necessary.

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
Bu farw 1990 yn 76 oed.
Mi a ymdrechais ymdrech deg
Mi a gedwais y ffydd
Mi a orffenaais fy ngyrfa

Oliver, William James
Called to Higher Service -1990

Vardy, Angela Doreen
Not a day do 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

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

Grundy, Ivan Jones
Husband of Mary, died 1990, aged 65
A light is from our household gone,
A voice we loved is stilled.
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
Sunshine passes, shadows fall,
But love and remembrance
Outlasts them all.

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

Alexander, Phillip Gerald
Born 23rd December, 1917
Passed away 1st May, 1989
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 - Hedd, perffaith hedd - 1990

Chivers, 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
Safely, 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 hedd, na wyr y byd amdano.

Randolph, Enid Sarah
Died this day 1990, aged 74 years.
Also James Randolph, her husband,
Died 3rd April, 1977, aged 63 years.
Reunited, our beloved parents.

Phelps, Jeffrey Thomas
In Heavenly Love abiding, 1990

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

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

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

Jones, Mervyn Clifford
Dearly loved brother and uncle,
Taken 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
Resting where no shadows fall.

Neal, 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.

Parry, Mary Hellen
1909 - Mi glywaf dyner lais - 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
Priod hoff a thad tyner - 1990.

Internment of Ashes

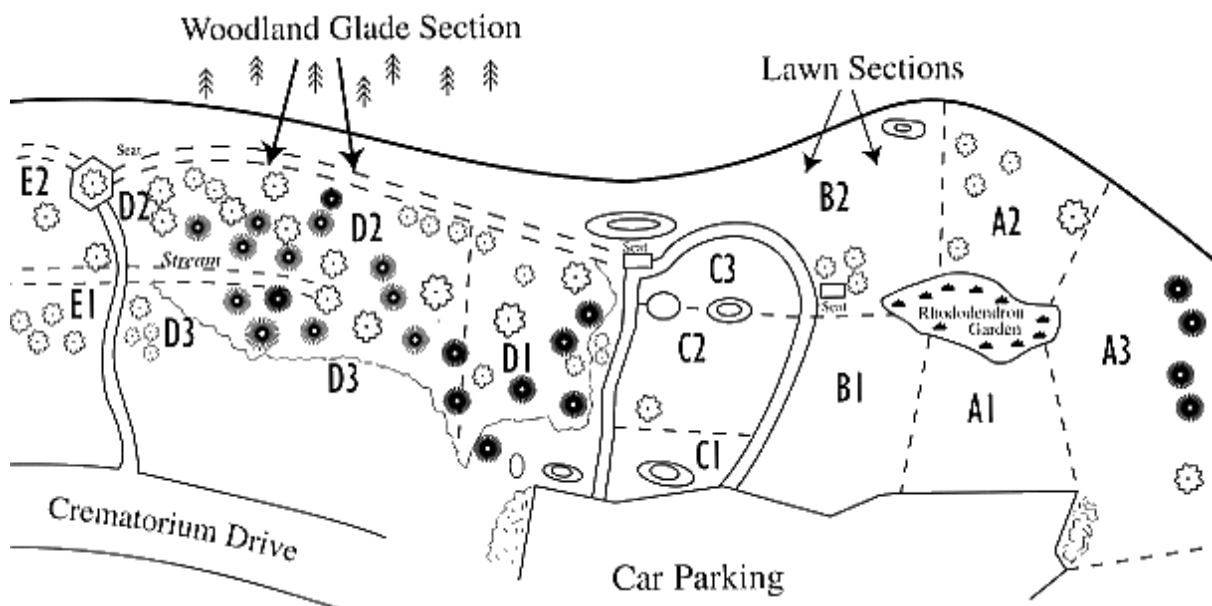
The Margam Crematorium has a Garden of Remembrance where members of the public are able to intern ashes and leave floral and other tributes.

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 Kerb

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 or twenty years, with an option to renewing the lease for further ten or twenty year periods.

The 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

A service of celebration is held during the early part of December 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 2022/2023. A copy of the details for 2021/2022 are included for comparison purposes.

Service Proposals for Change 2023/2024

	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	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. 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.	To be completed by Autumn 2023
3	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	To be completed by Autumn 2023
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 2023
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 2023
6	Refurbishment of Outside Toilet Block	Report to be brought to Margam Crematorium Joint Committee Autumn 2023 for approval
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

Fees and Charges 2023/24 wef 01/04/2023

1	<u>Cremation Fees and Ancillary Services</u>			
[a]	Foetus, Stillborn child or child up to and including 17 years		Nil	
[bi]	Aged 18 years and over, without a certificate of cremation		£635.00	
[bii]	Aged 18 years and over, including a certificate of cremation		£648.50	
[c]	Additional charge for Saturday cremation		£356.00	
[d]	Double cremation (2 adults at one service)		£1,282.00	
[e]	Cremation only at 9am (weekdays only), including certificate		£468.50	
[f]	Cremation only at 9am (weekdays only), without certificate		£455.00	
[g]	Memorial service		£180.00	
	<i>NB The above fees in 1[bi], 1[bii] & 1[c] include all services relating to a cremation. The concession under 1[a] may be coupled with 1[c], 6 & 7 below and Wesley Media Charges.</i>			
2	Certificate of cremation (additional)		£13.50	
3	Extract from register		£12.00	
4	Temporary deposit of cremated remains (after 1 month) per month		£32.50	
5	Disposal of cremated remains from other crematoria		£44.00	
6	Extra 20 minutes service time in chapel (weekday)		£31.50	
7	Extra 20 minutes service time in chapel (Saturday)		£43.00	
8	Witness burial of Cremated Remains	Weekdays	£45.00	
		Saturdays	£62.00	
9	<u>Urns and Caskets</u>			
[a]	Wooden casket		£36.50	
[b]	Bronze metal urn		£26.50	
[c]	Plain burgundy cardboard container		£15.50	
[d]	Large white cardboard container		£18.50	
[e]	Medium white cardboard container		£14.00	
[f]	Small white cardboard container		£9.00	
[g]	Small white metal baby urn		£19.50	
[h]	Biodegradable burgundy scatter tube		£20.00	
10	<u>Wesley Media Charges</u>	<u>Net</u>	<u>Vat @ 20%</u>	<u>Total</u>
[a]	<u>Webcasting</u>	£46.25	£9.25	£55.50
[b]	<u>Recordings</u>			
	Downloadable Link	£25.00	£5.00	£30.00
	Downloadable Link with tribute embedded	£45.84	£9.16	£55.00
	DVD/USB	£46.25	£9.25	£55.50
	DVD/USB with tribute embedded	£62.09	£12.41	£74.50
[c]	<u>Visual Tribute</u>			
	Single Hold Image	£15.84	£3.16	£19.00
	Family Video	£20.00	£4.00	£24.00
	Downloadable File of tribute/slideshow	£20.00	£4.00	£24.00
	DVD/USB of tribute	£27.92	£5.58	£33.50
	Urgent Orders	£100.00	£20.00	£120.00
[d]	<u>Visual Tributes/Slideshows</u>			
	Slideshow with NO music and a maximum of 25 images	£35.00	£7.00	£42.00
	For every additional 25 images added	£20.00	£4.00	£24.00
	Slideshow With music and a maximum of 25 images	£66.67	£13.33	£80.00
	For every additional 25 images added	£20.00	£4.00	£24.00

Table of Memorial Fees 2023/24

1. Inscriptions in Book of Remembrance

Two Lines	£30.84	£6.16	£37.00
Five Lines	£46.25	£9.25	£55.50
Eight Lines	£61.67	£12.33	£74.00
Floral Emblem/Service Badge	£35.42	£7.08	£42.50
Coat of Arms	£44.58	£8.92	£53.50

2. Miniature Book of Remembrance

Two Lines	£47.08	£9.42	£56.50
Five Lines	£60.42	£12.08	£72.50
Eight Lines	£65.83	£13.17	£79.00
Floral Emblem/Service Badge	£35.42	£7.08	£42.50
Coat of Arms	£44.58	£8.92	£53.50
Additional Lines	£9.17	£1.83	£11.00

2a. Additional Inscriptions in Miniature Book

Two Lines	£24.58	£4.92	£29.50
Five Lines	£32.92	£6.58	£39.50
Eight Lines	£40.42	£8.08	£48.50

3. Memorial Card

Two Lines	£15.83	£3.17	£19.00
Five Lines	£23.33	£4.67	£28.00
Eight Lines	£30.83	£6.17	£37.00

4. Memorial Kerb Plaque in Garden of Remembrance (Horseshoe Path section)

An inscription for lease of 10 years	£331.50
An inscription for lease of 20 years	£596.50
A replacement plaque (existing lease)	£166.00
Renewal of lease for further 10 years	£183.50
Renewal of lease for further 20 years	£331.50

5. Memorial Kerb Plaque in Garden of Remembrance

An inscription for lease of 10 years	£449.00
An inscription for lease of 20 years	£816.00
A replacement plaque (existing lease)	£166.00
Renewal of lease for further 10 years	£183.50
Renewal of lease for further 20 years	£331.50

6. Baby Memorial Kerb Plaque in Children's Garden of Remembrance

An inscription for lease of 10 years	£183.50
An inscription for lease of 20 years	£331.50
A replacement plaque (existing lease)	£166.00
Renewal of lease for further 10 years	£183.50
Renewal of lease for further 20 years	£331.50

7. Granite Memorial Benches

An inscription per plaque - 10 year lease	£612.00
Inscription on 3 plaques (whole bench) - 10 year lease	£1,632.00
An inscription per plaque - 20 year lease	£1,101.50
Inscription on 3 plaques (whole bench) - 20 year lease	£3,060.00

**8. Reservation of
vases**

Window Vase	£7.50
Altar Vase	£9.00

8. Additional Charges

Replacement Aluminium Vase	£11.00
Service of Remembrance	£8.00

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: 01639 883570

email: margam.crematorium@npt.gov.uk

