



27 September 2017

Dear Sir/Madam

A meeting of the Bramcote Bereavement Services Joint Committee will be held on Thursday, 5 October 2017 at the Bramcote Crematorium, Coventry Lane, Bramcote, commencing at 6:30pm.

Should you require advice on declaring an interest in any item on the agenda, please contact the Monitoring Officer or a member of his team at your earliest convenience.

Yours faithfully

Chief Executive

To: Members of the Bramcote Bereavement Services Joint Committee

### AGENDA

1. APOLOGIES FOR ABSENCE

2. DECLARATIONS OF INTEREST

Members are requested to declare the existence and nature of any disclosable pecuniary interest and/or other interest in any item on the agenda.

3. MINUTES

PAGES 1 - 3

The Joint Committee is asked to confirm as a correct record the minutes of the meeting held on 22 June 2017.

4. BEREAVEMENT SERVICES UPDATE PAGES 4 - 6

To provide the Joint Committee with various updates regarding Bramcote Bereavement Services.

5. COLUMBARIUM UPDATE PAGES 7 - 8

To provide the Joint Committee with an update regarding the Columbarium.

6. SUMMER OPEN DAY – 2 SEPTEMBER 2017 PAGES 9 - 11

To provide the Joint Committee with an update regarding the open day held on 2 September this year.

7. PERFORMANCE MANAGEMENT 2017/18 PAGES 12 - 15

To advise the Joint Committee on the performance levels for the Crematorium so far in 2017/18.

8. SCHEDULE OF MEETINGS 2017/18

The Joint Committee is asked to agree the proposed schedule of meetings for 2017/18:

	11 January 2018	-	Bramcote Crematorium
	29 March 2018	-	Bramcote Crematorium
(Annual Meeting)	21 June 2018	-	Bramcote Crematorium

# **BRAMCOTE BEREAVEMENT SERVICES JOINT COMMITTEE**

**22 JUNE 2017**

Broxtowe Borough Council:  
Councillor M Radulovic

Erewash Borough Council:  
Councillors G Hickton  
W Major  
M Powell

An apology for absence was received from Councillor J S Briggs.

1. **APPOINT OF CHAIR**

**RESOLVED that Councillor C Hart be appointed Chair of the Joint Committee.**

2. **APPOINTMENT OF VICE CHAIR**

**RESOLVED that Councillor R I Jackson be appointed Vice Chair of the Joint Committee.**

3. **APPOINTMENT OF CHAIR FOR THE MEETING**

**RESOLVED that Councillor W Major be appointed Chair of the Joint Committee for the meeting.**

4. **MINUTES**

The minutes of the meeting held on 23 March 2017 were confirmed and signed.

5. **DECLARATIONS OF INTEREST**

There were no declarations of interest.

6. **BEREAVEMENT SERVICES UPDATE**

The Joint Committee was provided with updates in relation to Bramcote Bereavement Services. It was reported that Gedling Crematorium had not had a significant impact on cremation numbers at Bramcote Crematorium at this stage and cremation numbers were expect to rise in June 2017. It was reported that

there had been little uptake of the adult columbarium, with only six of the thirty two chambers had been purchased. However, it had been identified that there was demand for a children's columbarium to be installed in the children's memorial area.

**RESOLVED that the refresh of the Serenity Chapel and replacement of lecterns, curtains and sound desks in the chapels be funded through the repairs and renewal fund.**

7. ANNUAL REPORT AND STATEMENT OF ACCOUNTS 2016/17

The Joint Committee considered the Annual Report and Statement of Accounts for 2016/17. The accounts showed a revenue account surplus of £205,141 at the end of 2016/17, a decrease of £193,809 when compared to 2015/16. This had been attributed to various renovation works that were undertaken at the Crematorium, most notable the renovation of the reflection chapel.

**RESOLVED that:**

1. **The Annual Report and Statement of Accounts for the financial year 2016/17 be approved as the basis for generating accounting entries to the two constituent authorities.**
2. **A request to carry forward £37,000 from 2016/17 to 2017/18 as per the appendix be approved.**
3. **The accumulated revenue surplus and other investments be retained by the Joint Committee for possible future use with the position being reviewed when the revised 2017/18 estimates are considered.**

8. PERFORMANCE MANAGEMENT 2017/18

The Joint Committee were advised on the performance levels for the crematorium so far in 2017/18. The Joint Committee noted that the report was produced on an annual basis in order to compare budgets for the forth coming and previous year.

9. SERVICE OF REMEMBRANCE MAY 2017

The Joint Committee received a report on the Service of Remembrance held on 14 May 2017. It was highlighted by the Joint Committee that the potential for a non-religious service of remembrance be explored. It was suggested that this service could take place in the summer period.

10. ONLINE PUBLICATION OF CEMETERY RECORDS

The Joint Committee considered the potential to introduce online publication of cemetery data. It was reported that the cemetery records of both Broxotwe and Erewash Borough Councils have been digitised and were available to be published online.

**RECOMMENDED to the Councils of both authorities that this be delegated to the Joint Committee to progress.**

**Report of the Interim Deputy Chief Executive**

**BEREAVEMENT SERVICES UPDATE**

1. Purpose of report

To provide the Joint Committee with various updates regarding Bramcote Bereavement Services.

2. Detail

The appendix contains updates on the following matters:

1. Impact of Gedling Crematorium
2. Children's memorial area
3. Epilog upgrade
4. Serenity Chapel refresh
5. Lecterns and curtains in both chapels
6. Removal of remaining sloped flower viewing walls
7. Specialist advice

3. Financial implications

The financial implications are set out in the appendix.

**Recommendation**

**The Joint Committee is asked to NOTE this report.**

Background papers

Nil

## APPENDIX

**Updates and Financial Implications**1. Impact of Gedling Crematorium

Members will recall that the new crematorium in Gedling opened in January of this year. The table below shows cremation numbers by month at Bramcote so far this calendar year, compared with the corresponding month last year.

Month	2016 cremation numbers	2017 cremation numbers	% change
January	261	315	+21%
February	305	315	+3%
March	300	263	-12%
April	262	190	-27%
May	231	230	No change
June	246	253	+3%
July	213	200	-6%
August	201	181	-10%
Year-end prediction	3,262*	2,689**	n/a
Year-end actual	3,003	n/a	n/a

\*Based on pro-rata of the first eight months

\*\*Based on pro-rata of the first eight months adjusted as per the ratio actual/predicted for 2016

It can be seen that the estimated annual number of cremations at Bramcote crematorium is now 2,689. The Medium Term Financial Strategy 2019/20 approved at the meeting on 12 January 2017 assumed 2600 cremations per annum from 2017/18 to allow for the impact of the new crematorium in Gedling.

2. Children's Memorial Area

The Joint Committee on 23 March 2017 approved a range of works for the children's memorial area at a cost of £45,000 to be funded from the memorialisation reserve. Progress to date is as follows:

- The path leading down to the area was resurfaced in February 2017
- New lighting (LED) was completed in April
- Soft landscaping improvements were completed in May
- Hard landscaping improvements and the installation of columbaria will be completed in this autumn.

The expenditure incurred on work undertaken for this was £21,678 at 26 September 2017. It is presently anticipated that the total cost will be contained within the £45,000 initially allocated for the work.

3. Epilog Upgrade

The Joint Committee on 15 January 2015 allocated £20,000 to upgrade the Epilog system in 2015/16. This was subsequently revised to £24,000 by the Joint

Committee on 14 January 2016. Expenditure incurred in 2015/16 totalled £1,626 and therefore the Joint Committee agreed on 30 June 2016 to carry forward the underspend of £22,350 into 2016/17.

Committee further agreed on 23 March 2017 to carry the remaining budget forward into 2017/18. Expenditure incurred in 2016/17 totalled £2,835 and the Joint Committee agreed on 23 March 2017 to carry forward the remaining £19,500 into 2017/18. Expenditure of £3,780 was incurred as at 26 September 2017 and it is anticipated that the software will be installed and fully commissioned before the end of the financial year.

4. Serenity Chapel Refresh

The Joint Committee on 22 June 2017 approved a modest refresh of the Serenity Chapel at an estimated cost of £8,100 with funding from the repairs and renewal fund. The work was completed in July 2017 and the total expenditure incurred as at 26 September 2017 was £5,650.

5. Lecterns and Curtains in Both Chapels

The Joint Committee on 22 June 2017 approved the upgrading of the lecterns to modern DDA standards and the replacement of the curtains in both chapels in addition to work to improve the appearance and configuration of the sound systems and sound desks. The estimated cost was £12,500 and funding was to be provided from the repairs and renewals fund. The work is scheduled to be undertaken in the autumn and the cost contained within the £12,500 allocated.

6. Removal of Remaining Sloped Flower Viewing Walls

The developments for 2017/18 approved by the Joint Committee on 12 January 2017 included £70,000 for the removal of the remaining sloped flower viewing walls. These works have yet to be scheduled, but the noisiest works will be undertaken at times when no services are scheduled.

7. Specialist Advice

The Joint Committee resolved on 12 January 2017 to allocate £40,000 for specialist advice on options for the future of the crematorium. Browne Jacobson have been appointed to provide corporate, procurement and governance advice and Price Waterhouse Coopers have been appointed to provide advice on VAT and other taxation issue.

Expenditure of £4,250 was incurred in 2016/17 and the remaining £35,550 carried forward 2017/18. Further expenditure of £12,750 has been incurred in 2017/18.

Details of the work undertaken and the implications of potential options will be provided to a future meeting of the Joint Committee.



**Report of the Interim Deputy Chief Executive**

**COLUMBARIUM UPDATE**

1. Purpose of report

To provide the Joint Committee with an update regarding the Columbarium.

2. Background

The Joint Committee will recall that the Columbarium was installed in 2015 at a cost of £12,000. It has 32 double niches for the storage of ashes and details of the main charges are given in the appendix. So far, 7 of the niches have been leased and the total income from these is £10,232.

Whilst it is clear that the installation costs will eventually be more than recouped, nevertheless take-up has been slower than anticipated. The appendix contains a review of charges for similar memorial at other crematoria.

It would seem that Bramcote's charges are broadly in line with other crematoria and, therefore, the present charges should be retained. However, it would probably be appropriate to freeze the main columbarium charges over the next few years.



3. Financial implications

No further financial implications arising.

**Recommendation**

**The Joint Committee is asked to NOTE this report.**

Background papers

Nil

**Current Principal Charges (Bramcote)**

Main Columbarium Charges (including VAT)

5 year lease	£840.00
10 year lease	£1,260.00
25 year lease	£2,000.00

**Comparable charges by others**

**Dudley**

10 year lease £1,011

**Kettering Borough Council**

Initial Lease including (3 Years) £770.00

Lease renewal (3 Years) £75.00

**Nottingham City Council**

Single niche (5 years) £583

Double niche (5 years) £837

**Report of the Interim Deputy Chief Executive**

**SUMMER OPEN DAY – 2 SEPTEMBER 2017**

1. Purpose of report

To provide the Joint Committee with an update regarding the open day held on 2 September this year.

2. Background

Each year the crematorium holds at least one Service of Remembrance. The purposes are various, but include:

- Comfort and reassurance.
- Promotion of the crematorium and its work.
- The opportunity to gain customer feedback at a time when it is more appropriate to do so.

This year, an open day was also held. It took place on Saturday, 2 September. There has not been one for the last few years because of the extent of building works undertaken at the crematorium each summer.

The open day is an opportunity for bereaved people and the general public to see “behind the scenes” at the crematorium and to better understand the care and attention shown to the deceased.

3. Detail

This is given in the appendix.

4. Financial implications

The cost of providing the open day was approximately £1,100 and was contained within existing budgets.

**Recommendation**

**The Joint Committee is asked to NOTE this report.**

Background papers

Nil

## APPENDIX

Details of the open day

Around 60 people attended.

Crematorium employees were on hand to give guided tours of the premises, explaining the systems and procedures used in the daily routine of the crematorium, including the internet-based “Wesley Music” system which provides the varied and detailed musical requirements for many of the services.

The open day gave people the opportunity to see the recent developments at the crematorium, including improvements to the Serenity and Reflection Chapels and the mercury abatement filtration equipment, and also to ask questions about cremation and the bereavement process in general.

Local funeral directors, clergy and representatives of other support organisations also attended, all of whom had displays of information and advice. There was also a calligraphist giving demonstrations of the calligraphy used in the crematorium’s remembrance books.

Light refreshments were available throughout the day.

The comments are detailed below:

E & M E	Very interesting tour.
JB	Very interesting.
HT	So interesting, learnt a lot, puts you at ease.
KS	Very good information.
GW	Eye-opening. Good biscuits.
ZT	Such an interesting experience thank you.
JN	Very interesting thank you.
EG	Had a great interesting tour, we learnt loads as we cremated our mum here in July. Thank you very much.
LR	Very interesting tour.
O	Well worth coming to look around. I brought hubby this time.
GH	First time touring around the grounds found it very interesting, learned a lot about the process that we didn’t know. Had a great time.
PS	Fantastic improvements around the crematorium and will be the place I would come to.
DD	Really enjoyed the tour, crematorium staff all know their stuff and always happy to help.



**Report of the Interim Deputy Chief Executive**

**PERFORMANCE MANAGEMENT 2017/18**

1. Purpose of report

To advise the Joint Committee on the performance levels for the crematorium so far in 2017/18.

2. Detail

The appendix sets out the performance for the period 1 April to 31 August 2017, as compared with the budget for the corresponding period.

**Recommendation**

**The Joint Committee is asked to NOTE the performance levels for the period 1 April to 31 August 2017.**

Background papers

Nil

## BRAMCOTE BEREAVEMENT SERVICES – BUDGET / PERFORMANCE MONITORING REPORT 2017/18

## APPENDIX

	Original	Estimate	Actual	Variance	Latest	
	Estimate	to	Actual to	against	Projection	
Budget / Indicator	2017/18	Aug-17	Aug-17	estimate	2017/18	Comments
<u>Key Expenditure Budgets:</u>						
Salaries	320,300	133,527	133,149	(378)	320,300	
Repairs and Maintenance - Cremators	23,450	9,774	19,724	9,950	30,000	Invoice for repairs to hot gas duct Possible amendment to revised budget
Fuel and Light	74,500	31,055	18,284	(12,771)	66,000	Latest Electricity invoice is May
Rates and Water	128,250	127,669	120,105	(7,564)	121,100	Amend at revised budget
Book of Remembrance	8,000	3,335	4,360	1,025	8,000	
Medical Referee Fees	47,000	19,592	20,412	820	47,000	
Revenue Developments	224,900	93,754	46,988	(46,766)	224,900	
<u>Performance Indicators:</u>						
Cremation Fee Income	(1,682,200)	(701,308)	(633,169)	68,139	(1,682,200)	
Income from Sales	(1,500)	(625)	(611)	14	(1,500)	
Book of Remembrance	(21,000)	(8,754)	(5,904)	2,850	(21,000)	Monitor income levels
<u>Memorials:</u>						
Income from Sales	(35,000)	(14,588)	(24,273)	(9,685)	(50,000)	

Budget / Indicator	Original Estimate 2017/18	Estimate to Aug-17	Actual to Aug-17	Variance against estimate	Latest projection 2017/18	Comments
<u>Performance Indicators:</u>						
Percentage of undisputed invoices paid within 30 days.	99%	99%	100%	N/A	100%	
Percentage of cremation fees received by the end of the month following that in which income was raised.	96%	96%	85%	11%	96%	Communications on-going with Co-op to increase rate of payment of Cremation Fees
Number of written complaints.			0			
Number of written compliments			1			
<u>Usage Information</u>						
Cremation numbers	2,600	1,083	1,054	-29	2,600	
Book of remembrance – number of entries			91			
Memorials – number of sales			123			
<u>Analysis:</u>						
Granite Wall Plaques			1			
Remains Plot Renewals			15			
Memorial Rose Plaques			44			
Bench Plaques			28			
Tree Plaques			1			



<b>Budget / Indicator</b>	<b>Original Estimate 2017/18</b>	<b>Estimate to Aug-17</b>	<b>Actual to Aug-17</b>	<b>Variance against estimate</b>	<b>Latest projection 2017/18</b>	<b>Comments</b>
Cloumbarium			7			
Wall Plaques			23			
Online Rose Plaques			3			
Online Bench Plaques			1			