



17 October 2018

Dear Sir/Madam

A meeting of the Bramcote Bereavement Services Joint Committee will be held on Thursday, 25 October 2018 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 - 2

The Joint Committee is asked to confirm as a correct record the minutes of the meeting held on 21 June 2018.

4. BEREAVEMENT SERVICES UPDATE PAGES 3 - 6

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

5. SUMMER OPEN DAY 8 SEPTEMBER 2018 PAGES 7 - 8

To provide the Joint Committee with an update regarding the open day held on 8 September 2018.

6. PERFORMANCE MANAGEMENT 2018/19 PAGES 9 - 11

To advise the Joint Committee on the performance levels for the crematorium so far in 2018/19.

7. SCHEDULE OF MEETINGS 2018/19 AND
WORK PROGRAMME

The Joint Committee is asked to agree the proposed schedule of meetings for 2018/19:

	10 January 2019	-	Bramcote Crematorium
	14 March 2019	-	Bramcote Crematorium
(Annual Meeting)	20 June 2019	-	Bramcote Crematorium

BRAMCOTE BEREAVEMENT SERVICES JOINT COMMITTEE

21 JUNE 2018

Broxtowe Borough Council:
Councillors R I Jackson

Erewash Borough Council:
Councillors C Hart
W Major
M Powell

An apology for absence was received from Councillor S Easom.

1. **APPOINTMENT OF CHAIR**

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

2. **APPOINTMENT OF VICE CHAIR**

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

3. **MINUTES**

The minutes of the meeting held on 11 January 2018 were confirmed and signed as a correct record.

4. **DECLARATIONS OF INTEREST**

There were no declarations of interest.

5. **BEREAVEMENT SERVICES UPDATE**

A report was considered by the Joint Committee with updates relating to Bramcote Bereavement Services:

- As part of the Institute of Cemetery and Crematorium Management there was an accredited award under the Charter for the Bereaved. The Crematorium had been awarded a Gold rating as part of this standard.
- It was noted that the Service of Remembrance was well attended and positive feedback had been received from the attendees.

- It was noted that the Association for Public Service Excellence had created a survey which had been distributed to funeral directors electronically. Of the 130 contacted, 105 had responded, but not all of these responses were completed fully. It was proposed that the questionnaire be redistributed at the Annual Funeral Director Liaison Meeting.

6. ANNUAL STATEMENT OF ACCOUNTS

The Joint Committee considered the Annual Report and Statement of Accounts for 2017/18. Additionally the Joint Committee were informed that the loan provided to the crematorium by Erewash Borough Council had now been paid in full.

RESOLVED that:

1. **The Annual Report and Statement of Accounts for the financial year 2017/18 be approved as the basis for generating accounting entries to the two constituent authorities.**
2. **A request to carry forward £50,720 from 2017/18 to 2018/19 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 2018/19 estimates are considered.**

7. PERFORMANCE MANAGEMENT 2018/19

The Joint Committee reviewed the performance levels for the crematorium in 2018/19. The Joint Committee requested that further clarity be provided in relation to reduction in business rates.

8. SCHEDULE OF MEETINGS 2017/18

RESOLVED that meetings of the Joint Committee be held in 2018/19 as follows:

	25 October 2018	-	Bramcote Crematorium
	10 January 2019	-	Bramcote Crematorium
	14 March 2019	-	Bramcote Crematorium
(Annual Meeting)	20 June 2019	-	Bramcote Crematorium

Report of the Interim Deputy Chief Executive

BEREAVEMENT SERVICES UPDATE1. Purpose of report

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

2. Detail

- Recent physical improvements to the building and grounds have been modest and contained within overall existing approved budgets, namely: path repairs (£10,000 as budget), replacement of old single glazed windows to the frontage of the building with new double glazed windows (£10,483 against a budget of £10,000), replacement of catafalque curtains (£8,099 against a budget of £10,000) and re-painting the reception area to warmer colours (materials cost only out of general repairs budget).
- Outstanding improvements planned for this financial year include: connecting up the heat exchanger (£25,000 budgeted), refurbishment of the Serenity Chapel exit toilets (£40,000 budgeted) and cremator reline and hearth (£35,000 budgeted).
- Officers are continuing to explore options for a replacement crematorium and burials software system (£15,700 budgeted). It is hoped to bring a report recommending a preferred option to the next Joint Committee.
- Expenditure of £10,400 was incurred to 30 September 2018 on the services of a gardener for which no provision was made in the 2018/19 budget. This service is due to end in October 2018.
- Appendix 1 illustrates the table of Gold, Silver and Bronze awards for bereavement services reported to the last meeting.
- Appendix 2 gives more detailed updates on the website, obesity and direct/low cost funerals.
- Latest take-up of the various new styles of memorialisation is as follows:

Style of memorialisation	Take-up
Columbarium (installed 2015)	13
Woodland Walk barbican (2018)	12
Children's garden columbarium (2018)	1
Reflection wall plaques (2018)	1

3. Financial implications

The financial implications are as set out above.

Recommendation

The Committee is asked to NOTE the report.

Background papers

Nil

APPENDIX 1

UK crematorium grading for the Charter for the Bereaved

(Note: Alphabetical within each category – 106 awards in total)

No	Authority	Grade
1	Allerdale Borough Council	Gold
5	Bramcote Bereavement Services	Gold
54	Wyre BC	Gold
55	Amey Ltd (Northampton)	Silver
86	Worcester Council	Silver
87	Amber Valley BC	Bronze
89	Broxtowe BC - Cemeteries	Bronze
90	Eden District Council	Bronze
91	Erewash BC - Cemeteries	Bronze
106	Wrexham CBC	Bronze

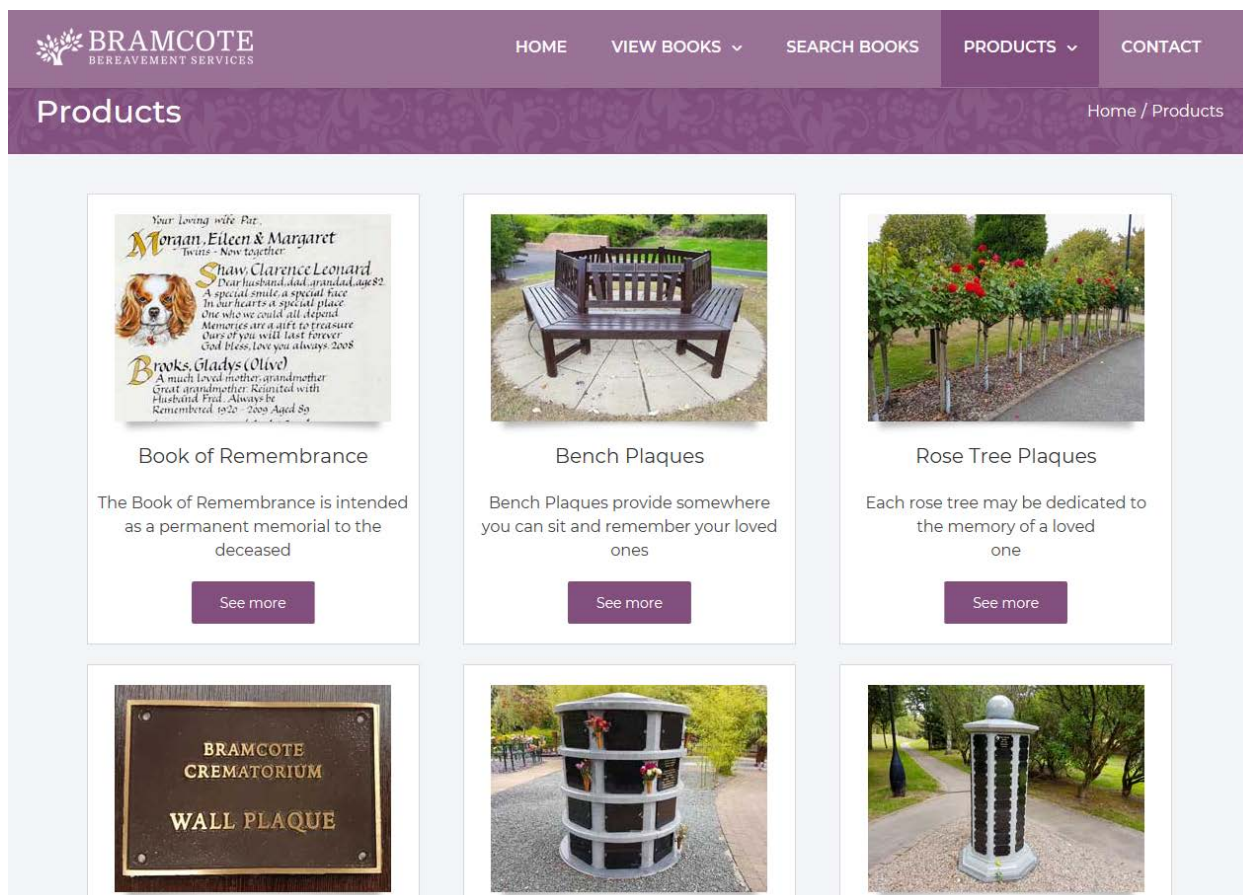
The Joint Committee on 15 January 2018 requested more information on outstanding tasks to complete to enable Cemeteries re-grading to gold. However, there are 84 criteria for cemeteries to reach Gold Standard and achievement of some (e.g. provision of woodland burials as an option) would require significant investment to achieve, whilst others (e.g. pre-purchase of graves) would require policy reversals.

It is therefore suggested that each authority work through the Gold Standard list, picking the “low hanging fruit” as an initial priority. Capital investment and policy changes for cemeteries are beyond the remit of this Joint Committee and would require the separate approval of each Authority.

APPENDIX 2

Bramcote Bereavement Services Website Update

The new website was launched on 1 July 2018. Since going live the foot traffic has increased by 30%. Also worth noting there are greater tools to monitor the hits per page. Most Bereavement services are moving products and services online, so with this in mind the online book of remembrance has been updated to be able to do name searches for easier location of their loved ones and a new products page - see example below:



<https://bramcote.bookofremembrance.uk/>

UK Obesity Crisis and the Impact on Bereavement Services

Obesity is becoming a UK-wide problem with larger numbers of people now being classed as obese and as a result many are dying earlier through obesity-related diseases. According to Public Health England by 2034, 70 per cent of adults are expected to be overweight or obese.

The impacts include extended cremation times, and, in some cases, the use of alternative crematoria such as Sherwood Forest.

Should the cremators at Bramcote become life-expired or beyond economic repair then consideration should be given to installing larger cremators.

Direct and Low Cost Funerals

Overview on direct cremation:

- The deceased is moved from the place of death such as a hospital or home directly to a place of holding or direct to a crematorium.
- As with a conventional funeral the coffin travels along the aisle of the chapel of the crematorium to the cremator.
- No ceremony takes place and usually there are no mourners present at the crematorium.
- The ashes can then either be scattered at the crematorium or if requested returned to the applicant of the deceased.

Recent APSE studies suggest 98% of people in the United Kingdom do not want a lavish funeral; trends are now showing more people want to celebrate the life of the deceased away from the crematorium, so that relates to a direct or simple funeral with a minimal amount of people attending the crematorium and normally a week later a celebration of life wake happens.

So far Bramcote Bereavement Services have only had two direct cremations, due to most people still choosing the traditional funeral approach.

These figures are taken from Sun Life cost of dying report.

Type of funeral	Average cost*	Includes
Direct cremation	£1,600	Collection of the deceased, a simple coffin, and return of ashes
Cremation using a funeral director	£3,311	Collection and care of the deceased, a basic coffin, hearse and managing a simple service; but does not include an elaborate ceremony
Burial using a funeral director	£4,257	Collection and care of the deceased, a basic coffin, hearse and managing a simple service; but does not include an elaborate ceremony

*annual Sun Life Cost of Dying report 2017, and the Royal London National Funeral Cost Index Report 2017

Currently Bramcote Bereavement Services are liaising with other authorities to consider bringing forward a direct funeral or a low cost funeral package. For example, Nottingham City Council have tendered their requirements and set up The Nottingham Funeral Service, in partnership with The Co Operative Funeralcare.

Should this be deemed an appropriate way forward a further report will be brought to the Joint Committee.

Report of the Interim Deputy Chief Executive

SUMMER OPEN DAY – 8 SEPTEMBER 2018

1. Purpose of report

To provide the Joint Committee with an update regarding the open day held on 8 September 2018.

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 on Saturday 8 September.

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 £1,020 and was contained within existing approved budgets.

Recommendation

The Joint Committee is asked to NOTE the report.

Background papers

Nil

APPENDIX

Details of the open day

Around 150 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 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:

So glad I came Interesting Tour
Really enjoyed the tour, lovely Crematorium
So Interesting, nice crematorium, staff puts you at ease.
Eye-opening. Really nice refreshments
Very Interesting Tour
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
Fantastic Improvements around the crematorium and will be the place I would come to.
I feel I have to put pen to paper to congratulate you on the organisation of the Open Day at the crematorium yesterday.
The tour was excellent. The process of a cremation was explained in full and was delivered with respectful sensitivity.
All of your staff were friendly and welcoming which created an atmosphere of interest not melancholy.
The funeral homes who were represented all gave useful and interesting information. Looking at the amount of people who came along and who were genuinely interested, you and your staff can be very proud of yourselves.
The refreshments were excellent, a 'cuppa' and a cake is always welcome.
Well done, Regards to all

Report of the Interim Deputy Chief Executive

PERFORMANCE MANAGEMENT 2018/19

1. Purpose of report

To advise the Joint Committee on the performance levels for the crematorium so far in 2018/19.

2. Detail

The appendix sets out the performance for period April to August 2018, compared with the budget for the corresponding period.

Recommendation

The Joint Committee is asked to NOTE the performance levels for period April to August 2018.

Background papers

Nil

BRAMCOTE BEREAVEMENT SERVICES – BUDGET / PERFORMANCE MONITORING REPORT 2018/19

Budget / Indicator	Original Estimate 2018/19	Estimate to Aug-18	Actual Actual to Aug-18	Variance against estimate	Latest Projection 2018/19	Comments
<u>Key Expenditure Budgets:</u>						
Salaries	359,450	149,771	135,357	(14,414)	359,450	Vacant post C50, all posts now filled
Repairs and Maintenance - Cremators	45,000	18,750	26,414	7,664	45,000	Service plan for the year included in actuals (£10k)
Fuel and Light	70,000	29,167	14,660	(14,507)	60,000	Awaiting August bills
Rates and Water	125,800	125,800	118,065	(7,735)	118,100	
Book of Remembrance	8,000	3,333	3,687	353	8,000	
Medical Referee Fees	47,000	19,583	17,640	(1,943)	47,000	
Capital Developments Funded from Revenue	154,500	64,375	31,874	(32,501)	103,800	Outstanding capital schemes for Heat Exchanger & Serenity Chapel Toilets Refurbishment
<u>Performance Indicators:</u>						
Cremation Fee Income	(1,762,800)	(734,500)	(610,174)	124,326	(1,762,800)	Reflects invoices paid at 31 August 2018 and does not include outstanding debtors
Income from Sales	(1,500)	(625)	(708)	(83)	(1,500)	
Book of Remembrance	(22,050)	(9,188)	(12,189)	(3,002)	(22,050)	
Memorials - Income from Sales	(36,000)	(15,000)	(18,012)	(3,012)	(36,000)	

BRAMCOTE CREMATORIUM – BUDGET / PERFORMANCE MONITORING REPORT 2018/19

Budget / Indicator	Original Estimate 2018/19	Estimate to Aug-18	Actual to Aug-18	Variance against estimate	Latest projection 2018/19	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%	
Number of written complaints	0	0	0			
Number of written compliments	0	0	0			
<u>Usage Information</u>						
Cremation numbers NVF	2,600	1,083	1,209 3	126	2,600	
Book of remembrance – number of entries			99			
<u>Traditional</u>						
Memorials – number of sales			29			
<u>Analysis of memorials:</u>						
Rose Plaques			10			
Bench Plaques			7			
Wall Plaques			12			
Grave Plots			0			

See update report on this agenda for details of sales of new styles of memorialisation