

**APPENDIX 3****NORTH EAST SURREY CREMATORIUM BOARD****WANDSWORTH COUNCIL MANAGEMENT CONTRACT****MONTHLY MONITORING SHEET – March 2015****PART I - FINANCIAL MATTERS**

	Item	Yes	No	Comments
1.	Has a statement of account been provided for the previous month?	√		
2.	Have vouchers and other supporting information been provided?	√		
3.	Are the Accounts agreed?	√		
4.	Have Funeral Directors Accounts been processed for the previous month?	√		
5.	Has a forecast been prepared?	√		
6.	Has it been confirmed that there are not any anticipated or actual overspends that it is necessary to report?	√		
7.	Has it been confirmed that there are no other Financial matters that it is necessary to report?	√		

**PART 2 - QUALITY CONTROL ISSUES**

1.	If appropriate has a report been provided on any complaints received from users?	√		No complaints. 3 compliments: 1) Expressing thanks for time spent searching old records and for the prompt reply received. 2) Thanks for letter, brochure and memorial details, also special thanks for the services provided by our staff. 3) Thanks for kind attention regarding a memorial.
2.	Have the premises been cleaned in accordance with the Specification and properly maintained?	√		
3.	Has the plant and equipment been fully operational?		√	Please refer to Surveyors report.
4.	Have the grounds been properly maintained?	√		
5.	Have all items in need of repair or replacement been reported?	√		
6.	Has the book of Remembrance been properly	√		

	maintained?			
7.	Have all Quality of Service issues have been reported?	√		

**PART 3 - EMPLOYEE MATTERS**

1.	If appropriate has information been provided in respect of any new employees?	√		
2.	If appropriate has information been provided in respect of any staff that have left or given notice?	√		
3.	If appropriate has information been provided in respect of any grievance or disciplinary issues?	√		
4.	If appropriate has information been provided in respect of staff training and development?	√		
5.	If appropriate has information been provided on any other employee issues	√		

**PART 4 - CUSTOMER STATISTICS**

1.	Has information on the number of cremations been provided?	√		179
2.	Has an analysis of cremations been prepared?	√		
3.	Has an analysis of memorial sales been undertaken and the statistics updated?	√		
4.	If appropriate has information been provided on other statistical information?	√		

**PART 5 – HEALTH & SAFETY**

1.	If appropriate has a report been provided on any accidents or incidents?	√		
2.	If appropriate has a report been provided on any claims?	√		
3.	Has a Risk Assessment been carried out in the past 12 months (provide date and report any actions outstanding)?	√		Carried out 1.7.14; no actions outstanding
4.	Has a Hazard Control Inspection been carried out in the past 3 months (provide date and report any actions (outstanding)?	√		Carried out 31.12.14; no actions outstanding