

APPENDIX 4**NORTH EAST SURREY CREMATORIUM BOARD****WANDSWORTH COUNCIL MANAGEMENT CONTRACT****MONTHLY MONITORING SHEET – April 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) Expression of thanks for additional information, time spent searching old records and for prompt reply. 2) Office staff thanked for being helpful & kind in dealing with funeral arrangements and interment, and for making a real difference at a very hard time for the families. 3) Thanks for taking the time to search records and for additional help offered.
2.	Have the premises been cleaned in accordance with the Specification and properly maintained?	√		
3.	Has the plant and equipment been fully		√	Please refer to

	operational?			Surveyor's 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?	√		6 interviews for P/T Admin Assistant to be held 5.5.15.
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?	√		160
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 on 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 31.3.15; no actions outstanding.