

APPENDIX 5**NORTH EAST SURREY CREMATORIUM BOARD****WANDSWORTH COUNCIL MANAGEMENT CONTRACT****MONTHLY MONITORING SHEET – May 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?	√		
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 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?	√		Interviews for P/T Administrative Assistant post were held on 5th May 2015. The successful candidate has
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				been informed. HR are currently carrying out pre-employment checks.
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?	√		142 (figure may change)
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 31.3.15; no actions outstanding.