

Report to:	North East Surrey Crematorium Board	Date:	3 December 2019
Report title:	Report of the Surveyor		
Chair of Committee/Lead Member:	Councillor Nick Draper		
Author(s)/Contact Number(s):	Clive Andrews, Surveyor to the Board, 0208 871 7363		
Open/Exempt:	Open		

1. Summary

- 1.1 This report is to provide an update to the board on activities in the quarter to December 2019 relating to the management agreement between North East Surrey Crematorium Board (NESC) and Wandsworth Council. The day to day management responsibilities are carried out on behalf of the Council by Enable Leisure and Culture.

2. Recommendations:

- 2.1 To note the report as an overview of the Surveyors findings for the management of the crematorium for the past three months (October - December 2019)

3. Background and Issues

3.1 Business Level Activity

Appendix A to this report provides information on cremation numbers for the past five years and for the first seven months of this financial year. Cremation numbers continue to decline for the period, in comparison to 2018/19 figures albeit this was an exceptionally busy year for crematorium. The figures to date for 2019/20 show a higher number of cremations in comparison to the five year average.

Crematoria in the local area continue to experience a general decline in numbers. Recent results from a leading Funeral Director declared an overall 5% decrease in UK deaths compared to the previous year.

3.2 Performance Monitoring

The following is a summary of the services provided for the past quarter in respect of the day to day management of the facilities and management of the crematorium by Enable Leisure and Culture under contract with Wandsworth Council:

Exterior - adequate parking, directional signage, notice boards, CCTV, seating and litter receptacles were all in a good state of repair and free of graffiti. The exterior of the buildings including, fencing, gates, roads, pathways, the main drive and the recent improvements to the lighting were found to be in good order. The programme for the resurfacing of pathways has now been completed. The lighting of the driveway incorporating Victorian style lampposts has now also



been completed in advance of late afternoon services at the crematorium, providing an illuminated pathway for pedestrians entering and exiting via the main drive.

Interior - the chapel, remembrance building, and crematory is in good order. Similarly, the public toilets were found to be clean and available for use with adequate supplies of consumables.

Maintenance and Equipment - No new equipment has been purchased or disposed of in the past quarter with all appropriate items' security marked. Fire safety equipment has been serviced to schedule. A fire risk assessment of the crematorium and its associated buildings took place 19 November 2019 without any substantial risks recorded.

Quarterly hazard control items and water testing have been carried out without subsequent actions being needed. The emergency plan and COSHH assessments are up to date and on file.

Legislation - The crematorium and its associated equipment continues to comply with the crematoriums permit to cremate. Monthly emissions report's including October 2019 have been submitted to Merton Councils environmental health* Information technology samples were taken from cremators 1 and 2 showing satisfactory, gas usage, CO2 emissions and efficiency ratings.

* an internal fault with the filtration equipment for 2 days in October lead to the equipment operating without abatement. Emissions results were sent to environmental health during this time who remained satisfied with the actions taken whilst the repair was carried out.

Random samples of statutory paperwork relating to cremations, including the exhumation of ashes, carried out in the past quarter were found to have been correctly administered. Registration, medical forms and confirmatory certificates were all signed by the medical profession and relevant parties, with the appropriate fees applied. All confidential and documents of a sensitive nature were found to be stored in safe and secure facilities.

Operations - The daily olfactory report was shown to be completed on the day of inspection 13 November 2019 with previous daily entries showing no cause for concern.

Facilities - There are no planned closures for the forthcoming three months. The website and associated links from the constituent Councils websites are up to date and operational.

3.3 Financial Matters

All financial matters have been correctly reported and are included in the Treasurers report.

3.4 Quality Control

No complaints were received in the past quarter. Two compliments were recorded in the comments book relating to how helpful, understanding and knowledgeable staff were when dealing with the public.

3.5 Employee matters

The Bereavement Services Manager will undertake the next module at the ICCM's training convention March 2020 as part of the Institute of Cemetery and Crematorium Management's Certificate qualification.

3.6 Customer Statistics

All statistics have been produced as required.

3.7 Health and Safety

No recorded incidents in the past quarter.

3.8 Action Plan

The action plan forms appendix B of this report and the Surveyor will comment on updates.

3.9 Repair and Renewal – Routine Works and Capital

Appendices C and D provide information on repairs, renewals and capital programmes. The Surveyor will provide updates on the programme for 2019/20

3.11 Visits to Funeral Directors, Autumn 2019

Funeral Directors are a major stakeholder for the crematorium and visits to their premises are arranged biannually to discuss their involvement when using the crematorium. The feedback is used to help to enhance the services provided and is valuable in continuing to foster good working relationships. The visits also provide the opportunity to update Funeral Directors on the improvements put in place at the crematorium, and any changes within the industry in recent times.

The Bereavement Services Manager arranged these appointments with managers and funeral arrangers, visiting twenty-eight premises both local to the crematorium and as far afield as Epsom, Carshalton and Tadworth. The visits also provide the chance to speak face to face with staff who often don't get the opportunity to either meet with the manager or visit the crematorium. A series of pre-set questions were used to initiate discussions with staff regarding the varied aspects of services provided by the crematorium.

The questions and subsequent responses are provided as Appendix E to this report. The response to the range of questions posed was seen as encouraging. Notably, the consensus being that the crematorium was operated and managed professionally. At the same time staff were found to be knowledgeable, friendly and approachable.

In keeping with previous visits to Funeral Directors premises, I am pleased to report that Funeral Directors valued the services provided without raising any problems or concerns.

3.12 The 2019 Carol Service

This year the service will be held at the chapel on **Sunday 8 December 2019, 2.30 pm** The service will be conducted by Andy Climie providing the opportunity for friends and family to congregate, listen



to and join in seasonal carols. Accompanied by the resident organist, staff will be on hand to join the congregation in song and help with the refreshments provided at the end of the service. All are welcome.

4 Issues

4.1 There are no other issues other than those contained as part of this report.

5 Options Considered

5.1 There are no options considered or recommended as part of this report.

6. Impacts and Implications

6.1 There are no other impact and implications arising from the matters contained within this report.

Financial

6.2 The financial implications arising are contained within this report.

Legal

6.3 There are no legal implications arising from matters contained within this report.

7. Appendices and Background Documents

Appendix letter	Title
A	Cremation numbers for the past five years
B	Action Plan
C	Repairs and Renewals – Routine Works
D	Capital Works
E	2019 Visits to Funeral Directors

Audit Trail		
Version	Final	Date: 20 November 2019