

MANSFIELD AND DISTRICT JOINT CREMATORIUM COMMITTEE

6 December 2021

OPERATIONS UPDATE REPORT

1. SUMMARY

1.1 This report seeks to provide an update on staff and current operation of the crematorium

2. RECOMMENDATION

That Members note the report

That members approve Appendix 1 as a new memorial information and Policy for the crematorium to be used sensitively where required by staff.

To agree the direct cremation offer of £360 per cremation for the direct cremations from the Funeral director that has approached the crematorium for this work as described in 6.3.

3. STAFFING

3.1 The crematorium is currently fully staffed with all vacant posts being filled.

3.2 The operational service is fully staffed and development training for staff continues to ensure a multi-tasking team can cover all areas of work within the crematorium and grounds to ensure cover is always provided.

3.3 The manager post has currently being advertised for the crematorium due to the existing manager department for a new venture. The interviews took place on the 11th November however no successful candidate was appointed. Interim arrangements are in place with both supervisors taking further responsibilities until the next round of recruitment after the New Year can take place. The current managers last day is the 10th December 2021.

4. COVID-19

- a. The number of funerals have are holding steady however services are still being booked across both Chapels however numbers have become steady, averaging 10 - 12 service per day.
- b. The staff continue to work in a Covid secure way, and adhering to measures where possible. They remain flexible and committed to ensuring that services are not affected and are operated in a safe manner.
- c. They continue to work outside with the available resources to keep the grounds in good condition and are just implementing Winter maintenance works and new borders throughout.
- d. Witnessed strewing's continue
- e. The Book of Remembrance has continued to remain open Monday to Friday due to the safety measures that have been implemented to reduce the risk to staff and visitors. Floral Halls remain open for the public through the week also
- f. Face coverings in all public areas are still requirement for staff in line with MDC procedures / government guidelines as well as hand sanitiser and appropriate signage as per the risk assessments.

5. New Proposals

- a. The Crematorium and cemeteries booking system is still being updated The system is now having new features upgraded such as online booking, financial management and memorial management packages added. This has encountered further delays due to the ICT resource and connection issues.
- b. A new water main is required for the crematorium building due to low pressure issues for the main building, this is to be funded from the capital funding that the crematorium currently has available. £20K has been placed in a separate code for this work from this budget to ensure water supply to the crematorium continues uninterrupted. This has not being replaced since the crematorium was built and is now past its life expectancy.

- c. The crematorium for many years has had the use of a franking machine on site. The contract for this has now been cancelled therefore the crematorium is now running this until this expires in February 2022. This will then provide a saving to the crematorium of £1300 per annum as post can be sent via the Mansfield corporate system through the civic centre post room.
- d. New CCTV is being sourced to cover the whole site, this is to update the current system to allow better security and ensure site and staff safety throughout. The cost of this is around £20K and currently being procured from the capital budget.
- e. The Audio/Visual system is being upgraded for both chapels to ensure the provision of music and webcasting is at its best for the bereaved at all times. Existing equipment is now becoming obsolete and requires upgrading to continue operation. The cost of this is £14K for both chapels.

(For the items above in sections B, D and E these items can be moved to a new build facility should that option be decided by the committee moving forward however the need for these changes is necessary to ensure sustainable and high quality service delivery).

- f. There is currently a development programme coming in to place for the pond area to turn this area in to a better water feature with lower maintenance and provide further memorials to the bereaved. Included in this development is the upgrading of the infant scattering area for child cremated remains to provide a peaceful and tranquil setting for parents to scatter their babies' ashes.
- g. Mansfield Crematorium are to hold the annual Christmas service this year on Saturday 11th December 2021. As no service took place last year due to the pandemic, staff at the crematorium have been working on getting this advertised, and arranging speakers and groups to play at the service. Invites have been sent to all members of the committee. Also the Christmas opening hours will be slightly different this year as the crematorium will remain open on the 29th and 30th December however will be closed on the 31st December to allow the cremators a rest period as well as allowing staff much needed time off after such a difficult couple of years. The Book of Remembrance will remain open and staff will be available if required.

6. Commercial Innovation

6.1 Electric equipment has been ordered and delivered for the Crematorium staff to reduce carbon emissions from grounds machinery with 2 electric mowers now in use on site, 2 electric strimmer's, hedge trimmers, chain saws and leaf blowers.

6.2 New Memorial options have now been procured at the crematorium to give the client more options when remembering their loved ones. The installation of new memorial line will commence shortly as all memorial products have now been ordered and awaiting delivery along with new memorial information and policy redesign. (See appendix 1 for memorial photos of those ordered).

6.3 The crematorium has been approached by a local funeral director to seek information if the crematorium is interested in taking the direct cremations from this Funeral director on an annual basis. This would involve every direct cremation from this Funeral Director coming to Mansfield crematorium and reviewed annually. This would generate further income for the service as well as providing a highly dignified and local cremation service to the residents of each Authority. The amount of direct cremations would be on average 85 per annum and to provide an offer of £360 per cremation would generate in excess of £30K per annum extra to what is currently being achieved.

7. Cremation Data

7.1 The number of cremations carried out between 1 July 2021 and 30 September 2021 is 558, which is an increase compared to 511 over the same period in 2020.

The number of cremations estimated for 2021/22 is 2100 from April 2021 – March 2022.

The throughput figures will continue to be reviewed monthly and any further changes will be reflected in the budgetary forecasts.

The table below shows a comparison per Quarter over the last 2 years. This is a working table and will be populated as the year goes through.

Cremation Data				
Year	2019/20		2020/21	2021/22
Q1	565		745	533
Q2	505		511	558
Q3	579		640	
Q4	660		838	
Total	2309		2734	

8. Recommendations

That members note the report.

That members approve Appendix 1 as a new memorial information and Policy for the crematorium to be used sensitively where required by staff

To agree the direct cremation offer of £360 per cremation for the direct cremations from the Funeral director that has approached the crematorium for this work.