

Report to: **Mansfield and District Joint Crematorium Committee**

Date: Monday 22 September 2025 (15:00 hours)

Director Lead: Mansfield District Council, Ady Selby, Assistant Director Neighbourhood Services, 01623 463036

Lead Officer: Mansfield District Council, Nada Colclough, Crematorium and Cemeteries Manager and Registrar, 01623 463882

Report Summary	
Type of report	Open Report
Report Title	Operations Report
Purpose of Report	This report seeks to provide an update the current operation of the crematorium
Recommendations	That the Committee: 1. approve the cremator repairs costing £60,000, from the existing revenue budget; and 2. note the report.

1.0 Background

1.1 The previous report was presented to the committee in May 2025. This report provides the committee with an update on the crematorium operation since then.

2.0 Proposal/Options Considered and Reasons for Recommendation

2.1 Cremator and Ancillary Equipment

2.2 Cremator number 4 – Cremator 4 was non-operational for a period of five days during September due to failing brick work in the door. This was able to be repaired quickly bringing the cremator back into operation. We are seeking quotes for the cost of a half reline and a cost for replacing the blast tube as the blast tube was repaired on the last service. The hearth is showing signs of wear and will need recasting. While a full reline is expected to cost over £100,000, carrying out necessary repairs should keep cremator 4 operational for the next 12 months at a cost of approximately £60,000.

2.3 Should there be an absolute need for the reline to be carried out in order to remain operation, careful consideration will be taken in line with business need and the impact of decommissioning cremator 4 given the huge costs associated with this. Significant spend of this nature will be avoided where possible.

- 2.4 Since replacing some of the Adams cards, we haven't encountered any further electrical issues with cremator number 4. We have also purchased an additional full set of Adams cards. The cremator is running ok but still has issues where valves have to manually set during cremations. The main chamber brickwork, roof bars and tiles and the door is satisfactory.
- 2.5 Any required works outside of budgeted spend will be presented to the committee for consideration and a decision will need to be made based on business continuation. Where this is needed the utilisation of any parts on new cremators will form part of the decision making.
- 2.6 Cremator numbers 2 & 3 – On the whole, cremators 2 and 3 are running satisfactorily. There have been a couple of concerns with system errors, and this is believed to be due to the excessive temperatures during the summer months. These errors have been investigated however, as with cremator 4, we will only spend where there is an absolute need, or we have complete failure of the cremator. The main chambers brickwork, roof bars and tiles and the doors are satisfactory.
- 2.7 A quote is being sought for number 2 cremators fan as the inverter has tripped on a couple of occasions.
- 2.8 In addition to the cremator 4 breakdown, we have also experienced failure of the gas fail safe which meant that we were unable to cremate for a period of 24 hours. This was resolved quickly.

2.9 **Building Maintenance and Repair**

- 2.10 The following building maintenance is required despite the pending renovation works. While spend is being minimised, works are required to remain operational reduce further risks or for the need to ensure continued service standards for visitors and mourners.
- 2.10.1 A crack in the chimney stack requires a temporary repair. This will be achieved through temporary strapping which is effective but the least expensive option considering that the stack will be removed during the refurbishment. A bat survey is currently being undertaken to establish the best course of action in relation to the works. Any additional funds required to complete these works will be provided to the committee.
- 2.10.2 Following recent fire door inspections there are several repairs required to rectify failures. There are some funds available from the previous fire door repairs which will be utilised.
- 2.10.3 A temporary repair was made to the cremator roof last winter however this remedy is starting to fail. This will be investigated prior to winter due to the water leak dripping onto cremator 3 door and motor. These works are necessary due to the cremators needing to remain operational and the need to reduce any further damage that the leak may cause.

2.10.4 Two new encoders are required for the music system as they are now out of date, and this is impacting on service levels for families. We will also install an additional screen in Newstead Chapel following complaints from mourners that the existing screen cannot always be seen from the whole chapel.

2.11 **Grounds Maintenance**

2.12 There are some slab and path repairs required due to unstable paving which is being prioritised due to the safety of visitors moving around the site. These works can be funded from existing budgets.

2.13 There is significant tree work required including taking the weight off some dead branches, crown lifting the beech trees and thinning the cherry trees along the top of woodland lawn border.

2.14 There is also a longer-term maintenance plan for the removal of some trees however these will need to plan in over the next three quarters due to the amount of timber. We should be able to complete this work with the internal tree team to save on costs.

2.15 Due to some issues with shrubs growing in the memorial grounds we have had a sample of the soil taken which has identified that acidity levels are such that we will struggle to continue to grow anything within the borders. Further sampling of the soils is being carried out to establish a resolve and what remedial action, to restore the balance in the soil, can be taken. There will be costs associated with replacing living memorials, but this is necessarily for families who have purchased a memorial for their loved one.

2.16 In addition to the issues with the soil, plant loss is going to be quite large this year due to the heat we have had. A full living memorial survey is being completed to establish what requires removal and what may just need to be moved to a different location within the grounds.

2.17 If the heat is going to continue year on year, then consideration will need to be made to a watering system. The refurbishment specification does include water harvesting systems, so this needs to be considered as part of the refurbishment works.

2.18 A business case for the installation of a watering system and a replacement programme of existing living memorials will be presented to the committee in December.

2.19 **Book of Remembrance Room**

2.20 In 2021 the committee were presented with an option to lose the crematorium on the weekend and in addition this meant that the Book of Remembrance Room would not open, which was approved.

2.21 In closing the Book of Remembrance on a weekend this caused numerous complaints from families who were very distressed at not being able to see their entry if the memorial date of their loved one fell on a Saturday, Sunday or any other bank holiday that wasn't Mother's Day or Father's Day.

2.22 We have now been able to re-open to Book Room on weekends and bank holidays and following a pilot run or utilising members of staff from across the rest of the authority, we are now able to communicate that it has reopened to the wider public.

2.23 While this is a temporary solution, weekend working for staff members will be revisited once the refurbishment has been completed and new operating requirements have been identified.

2.24 **Cremation Data**

2.25 Cremation numbers have remained relatively static against the first quarter of last year. This is in line with expected throughput.

Year	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	2025/26
Q1	565	745	533	576	561	469	490
Q2	505	511	558	595	476	469	
Q3	579	640	607	512	521	506	
Q4	660	838	601	691	586	546	
Total	2309	2734	2299	2374	2144	1990	490

3.0 **Implications**

In writing this report and in putting forward recommendation's officers have considered the following implications: Data Protection, Digital and Cyber Security, Equality and Diversity, Financial, Human Resources, Human Rights, Legal, Safeguarding and Sustainability, and where appropriate they have referred to these implications and added suitable expert comment where appropriate.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

Nil