

**Report of Director & Registrar of Joint Crematorium Committee
To
Mansfield and District Joint Crematorium Committee
On
10 December 2018**

CHANGES TO WORKING HOURS AND SERVICES

1. SUMMARY

- 1.1 This report discusses the proposed move to extended services and amended practices at the crematorium

2. RECOMMENDATIONS

To be resolved:

- i). That a change to opening hours at weekends to 4pm finish time is approved with effect from 1st April 2019 together with the two late night finishes with a review after a year to decide on whether to expand the service or not.
- ii). That changes to the current funeral times on offer are made as described with effect from 1st April 2019 together with the amended charging policy.
- iii) That no charges are made for cremation purposes until the deceased reaches 16 years of age at time of death.
- iv) That the Director and Registrar has discretion to utilise service times as and when necessary for any unusual requests to ensure best revenue options for the service.

3. BACKGROUND

- 3.1 Over the past 10 years there has been a gradual influx of new crematoria opening on our boundaries that have provided us with new competition.
- 3.2 As a result of this competition and changes in the bereaved families expectations of what services we provide we have looked at what is currently being offered within Nottinghamshire and Derbyshire with the aim at building on that to meet not only the bereaved family's needs but also those of funeral directors, ministers, officiants and other users of our services.

3.3 There is also the opportunity of looking not only at our fees and charges but also whether we are providing the right services at the right times to meet local need as well as encouraging up-take of the service.

3.4 Hours of operation

Operationally we currently offer 108 service times per week based around two chapels, 45 minute intervals and a 5.5 day/week service as indicated below.

From a quality of funeral experience this is becoming more of an issue especially with regards to the smaller chapel which only has one entrance/exit as often the next service is queuing up to enter as the previous service is leaving.

One way of helping alleviate some of this would be to move to hour long slots but still with the requirement for ministers/officiants to stick to a 30 minute long service time (they would still have the option of booking an additional slot if they wished for a longer service) but this would give bereaved families more time outside the chapel rather than feeling hurried.

This new proposal would see us providing 102 services slots per week.

Table 1

Currently offered Monday – Friday Newstead Chapel (small)	Proposed Times Monday Wednesday Friday	Proposed Times Tuesday Thursday		Currently Offered Saturday	Proposed Times Saturday
9.15	8.30	8.30		9.15	9.00
10.00	9.15	9.15		10.00	10.00
10.45	10.00	10.00		10.45	11.00
11.30	11.00	11.00		11.30	12.00
12.15	12.00	12.00			
1.00	1.00	1.00			
1.45	2.00	2.00			
2.30	3.00	3.00			
3.15	4.00	4.00			
4.00		5.00			

Currently offered Monday – Friday Thoresby Chapel (Large)	Proposed Times Monday Wednesday Friday	Proposed Times Tuesday Thursday		Currently Offered Saturday	Proposed Times Saturday
8.45	8.45	8.45			
9.30	9.30	9.30		9.30	9.15
10.15	10.15	10.15		10.15	10.15
11.00	11.15	11.15		11.00	11.15

11.45	12.15	12.15		11.45	12.00
12.30	1.15	1.15			
1.15	2.15	2.15			
2.00	3.15	3.15			
2.45	4.15	4.15			
3.30		5.15			

- 3.5 The proposal would be to utilise the early morning slots for direct cremation (no service just delivery of the coffin with no mourners) or allow those slots to be used by families wishing not to spend as much at a 45 minute interval but then have prime time slots at an hour long interval. This would also allow us to start up earlier so more productive use of cremation time.
- 3.6 For those funeral directors who would still wish to utilise a prime time for direct cremation then the fee would be elevated from the early morning time fee to acknowledge the prime time.
- 3.7 Within the proposal and after listening to members of the public it is proposed to open later on two evenings a week both as far as funeral services are concerned and also the office. This will allow for people who are unable to access our service during normal office hours to deal directly with a member of staff and also to view the Book of Remembrance which would also be open until 6pm.
- 3.8 In an emergency it would be easy to revert back to allow for more throughput however currently we are operating at less than 50% capacity during the year.
- 3.9 Table 2 shows how Fees would be applied

Period	Description	Fee charged
45 minute early morning slots	Utilised for low cost services or direct cremation	£450
Hour long slots	Utilised for normal funeral services whether committal or full.	Proposed cremation fee
5pm and 5.15pm slots	Utilised for normal funeral services whether committal or full.	Proposed cremation fee (no surcharge)
Hour long slots	Utilised for direct cremation	£600 but allow the Director and Registrar discretion to utilise the additional time space for more than one delivery if there is a

		need – this would increase the revenue for that period.
Saturday services	Utilised for normal funeral services whether committal or full.	A £100 surcharge on the normal cremation fee would apply.
For extended services	Utilised for normal funeral services whether committal or full.	A £150 fee to cover additional time (as currently charged)
Use of chapel	for memorial/funeral service where final disposal is elsewhere	A £250 hire fee for rental of the chapel, use of hymn books, facilities, music systems etc.

The Direct cremation fee of £600 would also be utilised as the cremation fee for when there is a multiple funeral where the full fee would be applicable for the first cremation but a reduced fee would apply for subsequent services held at the same time.

3.10 Strew by appointments have always been undertaken as part of the cremation cost if the cremation took place at Mansfield, however this does impact on staff time . On occasion families either do not attend or arrive late or early which means a re-deployment of staff from duties they are currently undertaking. It is therefore proposed that a nominal fee of £10 be charged for every strew by appointment time a funeral director or family books where the cremation is with Mansfield and a £10 fee charged on top of the administration fee for those cremations that have taken place elsewhere.

3.11 Amended weekend opening.

Currently the crematorium is open to the public and manned 365 days per year.

Table 3

Winter Opening Hours – Saturdays (1 October – 28 February)	8.30am – 4pm
Winter Opening Hours – Sundays (1 October – 28 February)	10am – 4pm
Summer Opening Hours – Saturdays (1 March – 30 September)	8.30am – 5pm
Summer Opening Hours – Sundays (1 March – 30 September)	10am – 5pm

The office is open to the public on a Saturday morning 8.30am – 12.30pm and there is someone in the office on a Sunday 10am – 12.30pm – the rest of the time is utilised in undertaking jobs that cannot be done during a normal working week due to noise or mess.

It is proposed to move all Opening Hours to the Winter hours i.e. Saturdays 8.30am – 4pm and Sundays 10am – 4pm therefore providing a saving of 30 hours overtime for Saturdays and 30 hours for Sundays across the year which would help off-set any additional overtime caused by opening later during the two days of the week.

4. RISK ASSESSMENT OF RECOMMENDATIONS AND OPTIONS

Risk	Risk Assessment	Risk Level	Risk Management
Financial – that alterations in the pricing policy could have a detrimental affect on crematorium budgets	That in depth analysis of neighbouring crematorium data and services has been studied to enable tailoring of the service.	Low	The proposals are in line with the Joint Crematorium Committees corporate priorities
Reputational – That the proposed changes damage the reputation of the Joint Crematorium Committee	Work is undertaken to review all UK crematoria fees and annual increases and as well as those Crematoria operating within our region.	Low	The proposals are in line with the Joint Crematorium Committees corporate priorities

5. ALIGNMENT TO COMMITTEES PRIORITIES

This report is directly aligned to ensuring effective management of the Crematorium.

6. IMPLICATIONS RELATING TO RELEVANT LEGISLATION

- (a) Relevant Legislation: No direct impact
- (b) Human Rights: It is not considered that individual human rights will be infringed.
- (c) Equality and Diversity: No direct impact.
- (d) Climate change and environmental sustainability: The Environmental Permitting (England and Wales) Regulations 2017 – the Environmental Protection (England) (Crematoria Mercury Emissions Burden Sharing Certifications) Direction 2010.
- (e) Crime and Disorder: No direct impact.
- (f) Budget / Resources: The income anticipated from the proposals will be included in the 2019/2020 revenue budgets and the Capital Fund Reserve. The impact of any amendments will be assessed.

7 CONSULTATION

The proposals have been provided by the Director and Registrar of the Mansfield & District Crematorium.

8 BACKGROUND PAPERS

Comparison fees and charges and services provided by neighbouring crematoria are attached.

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