

MANSFIELD & DISTRICT CREMATORIUM JOINT COMMITTEE

TITLE : Situational Report

1.0 Summary

This report is aimed at giving a current picture of where the crematorium is.

1 Recommendations

That the report be noted.

2.0 Situation to date

The Crematorium has experienced a year of change

- Reduced staffing levels
- New website
- New newsletter for funeral directors
- New corporate image being rolled out
- New land acquisition and resulting work
- Changes which are continuing with legislation
- New systems of work
- Continuous development of Gardens of Remembrance
- Re-decoration of offices and waiting room and vestry
- Very busy January 2020.
- Internal Audit – Cemeteries, Crematorium and Public Health Funerals

3.0 Actions to date

- Restructure of staffing to reduce overtime and give more comprehensive cover – on-going
- Visual tributes in Thoresby Chapel
- New opening hours to extend funeral service and office facilities on 2 nights per week.
- New reduced service cost for direct services and those who want to keep costs down.
- New hour long intervals between service times to give families more unhindered time to chat and view flowers.
- New website launched
- Newsletter sent
- New rockery boundary started to provide division from chapel entrance and those walking from new car park.
- Assessment of works to be carried out
- Training sessions with Ley ministry as part of their professional learning.
- Successful Service of Thanksgiving and Remembrance
- Excellent status for Internal Audit review.

4.0 Actions to be completed

- Marketing and commercialism review
- Meeting with funeral directors and members of committee

- Restructure and appointment of 3.6 members of staff
- Overview of repairs and renewals
- Abatement installation
- Continuing development of grounds
- Overview of existing memorial schemes
- Overview of floral tribute policy
- Procurement and installation of new CCTV
- Forward planning of new memorial schemes/revenue streams

5.0 Existing issues

- 2 full time members of staff have left
- 1 part time member of staff has retired
- High incidence of sickness absence
- All the absences have led to restrictions on development of the service but not restricted what funerals can take place.
- Absences have had a heavy impact on those members of existing staff who have remained at work and had to cover in the areas where absence has been to ensure no impact on the bereaved whilst still undertaking their own duties leading to increases in overtime.

5 **Risk assessment of recommendations and options**

<u>Risk</u>	<u>Risk Assessment</u>	<u>Risk Level</u>	<u>Risk Management</u>
That the staffing re-structure is resolved and full staffing resumed	Potential for recruitment to be slow	Low	Ensure that re-structure occurs and new roles are assimilated into existing working systems

6 **IMPLICATIONS**

- Relevant Legislation:
- Human Rights: It is not considered that individual human rights will be infringed.
- Equality and Diversity: No direct impact
- Climate change and environmental sustainability: No direct impact
- Crime and Disorder: No direct impact
- Budget /Resource: Salaries are already included within existing budgets.

For further information please contact S A Curtis on 01623 621811