

The Chair and Members of
Chesterfield and District Joint
Crematorium Committee

Please ask for Amanda Clayton

Direct Line 01246 34 5273

Fax 01246 345252

12 March 2021

Dear Councillor,

Please attend a meeting of the CHESTERFIELD AND DISTRICT JOINT CREMATORIUM COMMITTEE to be held on MONDAY, 22 MARCH 2021 at 1.00 pm virtually, via Microsoft Teams, the agenda for which is set out below.

This meeting will be held virtually via Microsoft Teams software, for which Members and others in attendance will receive an invitation. Members of the public will be able to access the meeting online by following the link [here](#).

AGENDA

Part 1(Public Information)

1. Declarations of Interest by Members and Officers relating to items on the Agenda
2. Apologies for Absence
3. Minutes of the Joint Crematorium Committee held on 14 December, 2020 (Pages 3 - 8)
4. Budget Monitoring Report - Period 10 (Pages 9 - 14)
5. Bereavement Services Manager's Report (Pages 15 - 22)

6. COVID-19 Update (Pages 23 - 34)
7. Bereavement Services Risk Register Report (Pages 35 - 44)

Yours sincerely,

A handwritten signature in black ink, appearing to be 'Randy', written in a cursive style.

Local Government and Regulatory Law Manager and Monitoring Officer
(Chesterfield Borough Council)

CHESTERFIELD AND DISTRICT JOINT CREMATORIUM COMMITTEE

Monday, 14th December, 2020

Present:-

Councillor Dooley (Chair)

Councillors	Holmes J Innes Watson Kenyon	Councillors	Mannion-Brunt Powell Parkin
Dean Epton	Ass. Director – Commercial Services	Ian Waller Dave Corker	Service Director Accounts
Ross Fawbert	Bereavement Services Manager	Helen Fox	Chief Finance Officer

*Matters dealt with under the Delegation Scheme

1 APPOINTMENT OF A CHAIR (TO BE APPOINTED FROM BOLSOVER DISTRICT COUNCIL)

Councillor Dooley was appointed Chair of the Chesterfield and District Joint Crematorium Committee for 2020/21.

(Councillor Dooley then took the Chair.)

Councillor Powell thanked officers for their support in his role as chair of the committee 2019/2020. The Chair and members thanked Councillor Powell for his commitment during his extended period as chair.

2 APPOINTMENT OF A VICE-CHAIR (TO BE APPOINTED FROM CHESTERFIELD BOROUGH COUNCIL)

Councillor Ludlow was appointed Vice-Chair of the Chesterfield and District Joint Crematorium Committee for 2020/21.

3 DECLARATIONS OF INTEREST BY MEMBERS AND OFFICERS RELATING TO ITEMS ON THE AGENDA

No declarations of interest were received.

4 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Blank and Councillor Ludlow.

5 MINUTES OF THE JOINT CREMATORIUM COMMITTEE HELD ON 21 SEPTEMBER, 2020**RESOLVED –**

That the Minutes of the Chesterfield and District Joint Crematorium Committee on 21 September, 2020 be approved as a correct record and signed by the Chair.

6 ESTIMATES OF REVENUE EXPENDITURE FOR YEARS ENDING 31 MARCH 2021 ONWARDS

The Senior Accounting Technician presented to the committee the revenue estimates for 2020/21 to 2023/24. It was acknowledged that some forecasts may need to be reviewed due to the impact of COVID-19.

RESOLVED –

1. That the revenue estimates be approved.
2. That the Capital schemes be approved. (para 3.4 & 6.6).
3. In line with the recommendation agreed at the Joint Board meeting on the 12th December 2016 that a re-distribution of £500,000 to the Constituent Authorities be approved for 2020/21.
4. That the planned use of reserves be approved (para 6.0)

REASON FOR DECISION -

To enable the Crematorium to set a balanced budget and maintain adequate reserves for 2020/21 and in future years

7 COVID 19 UPDATE REPORT

The Bereavement Services Manager presented to the committee an overview of the response to the COVID-19 pandemic. It was noted that the number of cremations that took place in April, May and June of this year were exceptionally high but the numbers had since returned to the

five-year average figure. Some of the seconded staff had returned to the crematorium for refresher training and others were on standby.

The permitted number of attendees in the chapel continued to be capped at 30 people, with 15 guests permitted to attend the strewing of ashes and the grounds remained open. Risk assessments had been carried out for all staff, particularly those classed as clinically vulnerable. Track and trace systems were in place and a full time equivalent cleaner had been employed to ensure the necessary cleaning regime could be adhered to.

The committee thanked the Bereavement Services Manager and team for continuing to provide a respectful, professional and safe service to residents

RESOLVED –

1. That the webcasting of services continued to be offered free of charge and reviewed in March 2021.
2. That the additional cleaning regime be extended for review in March 2021

REASON FOR DECISION -

1. To continue to provide Cremation Services in a Covid-19 Secure manner.

8 BEREAVEMENT SERVICES MANAGER'S REPORT

The Bereavement Services Manager submitted a report on matters relating to the operation of the Crematorium.

Information on cremation totals, comparisons with national and regional data, and geographical information on which areas funerals had been received from in 2020/21 was provided in Section 2 of the officer's report.

In September 2019 a report was submitted on the environmental impact of the crematorium. An update was presented to the committee highlighting the following points;

- Submission forms for cremations had been moved online and the Institute of Crematorium and Cemetery Management had taken note and shared the work as an example to others
- The headland had been increased to increase the habitat for wildlife

- Vehicle sharing initiatives were not permitted at this time but the traffic onsite had been drastically reduced due to the pandemic.
- Research into new technologies was ongoing with the acknowledged possibility that the next cremators purchased may not be gas powered.

The committee heard that progress had not been as quick as hoped due to the pandemic but work would continue. The Bereavement Services Manager introduced the Service Director – Leisure, Culture and Community Wellbeing who would be taking responsibility for Bereavement Services from January 2021. Thanks to the team for their efforts during the pandemic were echoed by the Service Director and it was explained that the role was to provide support to the Bereavement Services Manager and team.

RESOLVED –

1. That the report be noted.

REASON FOR DECISION -

1. To update Members on the day to day operation of the Crematorium and to continue to raise awareness of the Environmental Impact of the Crematorium and current good practice.
2. To enable the Crematorium to continue seeking options that reduce the risk of harm to the Environment from its operation at the earliest opportunity, despite current pressures.

9 RECYCLING OF METALS – DONATION TO CHARITY REPORT

The Bereavement Services Manager presented a report on the surplus derived from the recovery of metals following cremation. It was explained that the number of enquiries from charities hoping to receive the surplus had increased significantly due to the impact of COVID-19.

RESOLVED –

1. To approve the nomination of Ashgate Hospicecare to be the recipient of the donation for 2021.

REASON FOR DECISION -

1. Ashgate Hospicecare provides direct assistance to the residents of the constituent authorities and the charity has recently issued an urgent appeal for fundraising. A core element of the charity's work is to provide end of life and bereavement support, including in the wider community and care homes.

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BUDGET MONITORING PERIOD 10

MEETING: CHESTERFIELD AND DISTRICT JOINT
CREMATORIUM COMMITTEE

DATE: 22nd March 2021

REPORT BY: BEREAVEMENT SERVICES MANAGER
CLERK & TREASURER

FOR PUBLICATION:

BACKGROUND PAPERS FOR PUBLIC REPORTS:

TITLE: Budget Monitoring Report Period 10

LOCATION: Accountancy Section

1.0 PURPOSE OF REPORT

1.1 To report the budget monitoring position as at the end of January 2021.

2.0 RECOMMENDATIONS

2.1 That the report be noted.

2.2 That approval be given for Bereavement Services Manager to spend up to £20k to be met from the Cremator Repairs Reserve in 2021/22 on the improvements outlined in para 4.1.

3.0 PERIOD 10 BUDGET MONITORING

3.1 The original budget was approved on the 16th December 2019 and revised at the 14th December 2020 meeting.

There is currently a favourable profiled variance of £285,798, details of the variances from the profiled budgets are shown below:

- **Employee costs** are under profile by £12,801 this consists of:
 - Normal staffing budgets are underspent by £3,902
 - Overtime is underspent by £8,563; this is partly due to the fact that it has not been possible due to national restrictions to have a member of staff on site at weekends when cremations are not taking place
 - Further spend of £655 in January on staff re-deployment due to Covid 19
 - Minor items - £991 underspend

- **Premises costs** are under profile by £39,390 this consists of:
 - Service improvement plan is underspent by £8,832 caused by projects not yet being invoiced or completed (i.e. improvements to the vestry & music room etc)
 - General routine repairs – underspend £5,347
 - Cremator repairs - underspend £7,428. This is because the annual emission test had not been yet been carried out and so far, there have been few repairs outside of the service contract.
 - General grounds maintenance – underspend of £2,323
 - Trees & shrubs – underspend £2,155
 - Utilities – underspend of £13,461 mainly on gas. The reason for this is considered to be that now all the cremators have been re-lined we are now seeing the efficiency of the new block type linings as opposed to the old brick type lining.
 - Minor miscellaneous items – overspend £156.

- **Transport** costs are under profile by £2,260, mainly on car allowances and fuel for machinery.

- **Supplies & Services** costs are under profile by £3,555, this consists of:
 - Medical Referee Fees – overspent by £4,496 due to the excess number of cremations however this is covered by additional income (see below)
 - Service improvement plan – under spend of £2,250, because the new mowers have not yet been purchased
 - The Covid 19 budget is presently under spent by £1,351
 - General Supplies & Services – under spend of £4,450.

- **Contracted Services** are under profile by £5.

- **Income** is over profile by £227,787, this consists of:
 - Cremation fees (inc. Medical Referees & Mercury Abatement) – over profile by £219,938, this is due to an increase of approximately 314 more cremations than budgeted for. However, it should be pointed out that to the end of period 10 approximately £107k of additional expenditure had been incurred keeping the Crematorium operational as a result of Covid.
 - CAMEO - £935 more received than budgeted for.
 - All Memorial Income – over profile by £9,830 because there has been an increase in the number of people wanting to purchase a memorial, in particular the new types of memorial introduced a few years ago are gaining in popularity.
 - Other Income – under profile by £2,916.

3.2 In conclusion at this stage it is anticipated that the outturn for the year will be in line with the revised budget forecast.

3.3 The only capital scheme originally budgeted for this year was to replace the gutters, soffits & fascia's however this work has now been deferred until 2021/22.

4.0 Other Matters

4.1 Since the budget was approved in December a request has been made by the Bereavement Services Manager to make additional funds available to carry out work to improve ventilation, balance

pressure in the crematory and reduce temperatures in the roof space. The full reasons and detail of the work required are outlined in the Bereavement Service Manager’s report. However, for the health & safety of employees and to ensure that the cremation equipment continues to operate efficiently it is recommended that a budget of up to £20k be made available which will be funded from the Cremator Repairs Reserve in 2021/22 to enable the Manager to carry out the improvements required.

5.0 RECOMMENDATIONS

- 5.1 That the report be noted.
- 5.2 That approval be given for Bereavement Services Manager to spend up to £20k to be met from the Cremator Repairs Reserve in 2021/22 on the improvements outlined in para 4.1.

6.0 REASONS FOR THE RECOMMENDATIONS

- 6.1 To keep the Joint Committee informed about the financial performance of the Crematorium.
- 6.2 To request a variation to the approved budget.

Decision information

Key decision number	1019
Wards affected	All
Links to Council Plan priorities	To provide value for money services

Document information

Report author	Contact number/email
David Corker	01246 936279 david.corker@chesterfield.gov.uk
Background documents These are unpublished works which have been relied on to a material extent when the report was prepared.	
<i>This must be made available to the public for up to 4 years.</i>	
Annexes to the report	

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For Publication

Bereavement Services Manager's Report

Meeting: Chesterfield and District Joint Crematorium Committee

Date: 22nd March 2021

Report by: Bereavement Services Manager

For publication

1.0 Purpose of Report

1.1 To keep Members informed of matters relating to the Operation of the Crematorium.

2.0 Cremation Figures

2.1 This part of the report details the cremation totals, comparisons and which area funerals are being received from for the 2020/21 Financial Year to date.

	CBC	WEST	NEDDC	BDC	AV	OUTSIDE
APR-FEB 18/19	914	133	533	230	11	123
APR-FEB 19/20	842	108	554	272	5	139
APR-FEB 20/21	1007	130	645	293	20	192

	CJCC Cremations	Derbyshire Registered Deaths	England and Wales Registered Deaths
APR - JAN 19/20	1728	6970	442,864
APR - JAN 20/21	2009	8069	530,603
+/-	+16.25%	+15.75%	19.81%

3.0 Management Plan and Works

A number of improvement and necessary repair works have now been completed including;

- Replacement Fuel Tank
- Replacement Gates to the Maintenance Yard
- Phase II of Rose Bed Refurbishment
- Land Drainage Improvements and Repairs
- Repairs to drainage from Chapel
- Structural Repairs to Chapel Walls

The following projects are underway but not completed at the time of writing the report;

- Refurbishment of Vestry (Ministers Preparation Room)
- Redecoration of Music Room and Crematory Area

The following works will take place in the 2021/22 Financial Year;

- Path Repairs to Strewing Heaths
- Resurfacing of the Woodland Walk Path
- Ridge and Roof Tile Repairs
- Soffits, Facias and Gutter Replacement
- Maintenance Garage Repairs and Improvements
- Improvements to Chapel Entrance including lighting and signage
- Feasibility on Chapel Air Conditioning

4 Competition and Markets Authority Investigation

The Competition and Markets Authority has published the final report on its in depth market investigation into funeral services, confirming remedies for the sector. A link to the Government's December Press Release can be found here;

<https://www.gov.uk/government/news/cma-publishes-final-report-in-funerals-market-investigation>

The exceptional circumstances of the coronavirus (COVID-19) pandemic mean that some of the remedies the CMA might otherwise have pursued, including measures to control prices, could not be developed.

However, the CMA continues to have serious concerns about the sector and one of the conclusions of the report is that it should consider whether a further market investigation reference is needed when conditions are more stable.

The [final report](#) (Ctrl+Click to access) sets out further detail on the remedies, which are intended to support customers when choosing a funeral director or crematorium and to place the sector under greater public scrutiny.

They include:

- an obligation for all funeral directors and crematorium operators to disclose prices in a manner that will help customers make more informed decisions.

Chesterfield and District Crematorium's Fees and Charges are published on the Lead Authority website at all times. It is recommended that Bolsover District and North East Derbyshire District Council also publish the fees and charges on their websites.

5 Staffing Structure

There has been one change in personnel since the last Committee Meeting. A Bereavement Services Assistant (Clerical/Administrative Post) who was seconded to the Lead Authorities Housing Services has been offered a permanent position there. The person who was successful in applying to cover for the secondment has proved to be a competent, reliable replacement and was successful in securing a full time position.

6 Institute Charter for the Bereaved Process

The Crematorium periodically participates in the ICCM Charter for the Bereaved Assessment Process for Cremation.

In order to become a member of the Charter for the Bereaved, a burial and/or cremation authority or company must show that it is able to satisfy basic Charter rights connected with funerals. The Charter also contains objectives and targets that help authorities to set priorities for future development and improvement.

On 6th January 2021, Chesterfield and District Crematorium was awarded Gold Standard following assessment. The Certificate is attached at Appendix A.

It is recommended that the award is formally noted and Members recognition of the award passed onto staff.

7.0 Recommendations

- 7.1 That the report be noted and thanks passed onto staff regarding the recent achievement.

8.0 Reasons for Recommendation

8.1 To update Members on the day to day operation of the Crematorium.

Ross Fawbert
Bereavement Services Manager

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President of the Institute

Chairman of the Board of Directors

Chief Executive

This is to certify that

Chesterfield & District Joint Crematorium Cttee

Has achieved GOLD standard

In the Charter for the Bereaved Assessment Process for Cremation

**Given under the common seal of the Institute
6 January 2021**



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For Publication

Impact of Covid-19 Update

Meeting: Chesterfield and District Joint Crematorium Committee

Date: 22 March 2021

Report by: Bereavement Services Manager

For Publication

1.0 Purpose of Report

Reports were presented at the June, September and December 2020 meetings on the Impact of Covid-19 at Chesterfield and District Joint Crematorium.

This report will update and inform Members on the current position with any key updates since the last meeting of the Joint Committee.

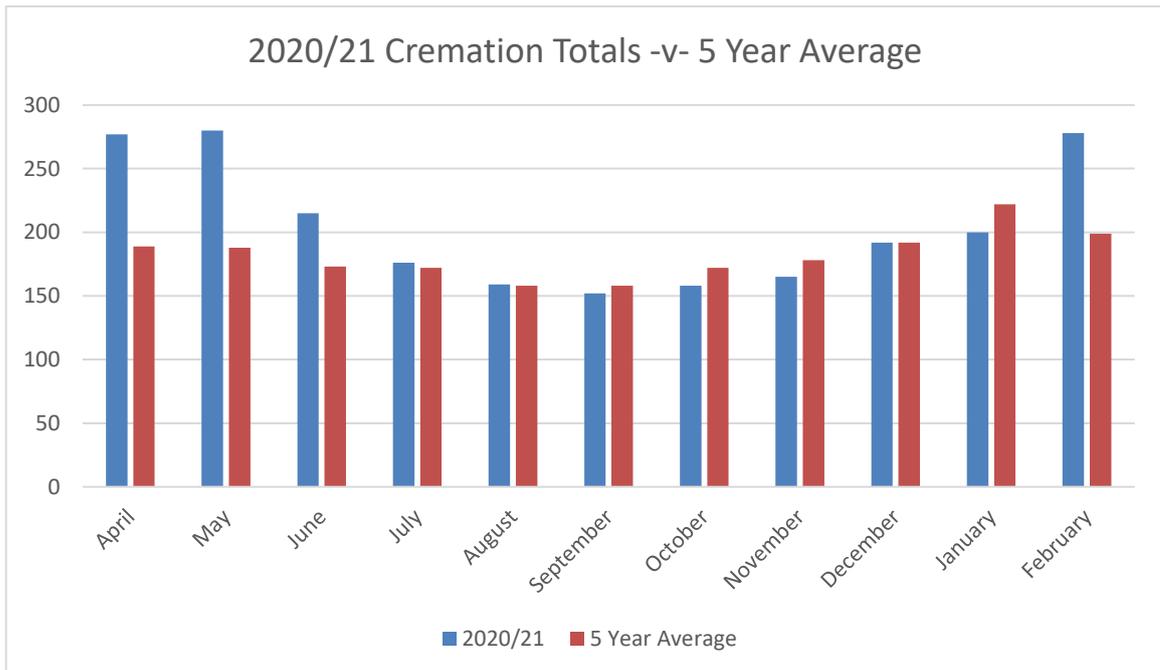
2.0 Cremation Numbers During 2020/21

From 1st April 2020 to 28th February 2021, 2288 Cremations have been undertaken at Chesterfield and District Joint Crematorium compared to the 5 year average of 1985 for the same period.

In summary, 303 excess cremations have been undertaken in the 2020/21 Financial Year to date, comparing data over the past 5 years. The majority of excess cremations took place in April,

May and June 2020 and in February 2021 (with 278 cremation services being undertaken in February this year - compared to the 5 year average of 199).

The chart below shows, month by month, the 5 year average number of cremations (in red) compared to those undertaken in 2020/21 (shown in blue).



3.0 Chapel Services

An informed decision was made to reduce the service interval times from 8th February 2021 to increase capacity from 69 service slots to 101 service slots per week in expectation of the surge in demand for cremation services. Service intervals were reduced from 40 to 30 minutes, much like the first wave.

However, unlike the first wave, 25 minutes was allowed for the service rather than 20. This has been managed by utilising the extension of the Seasonal Gardener's contract to assist in the Crematory and Chapel area and doubling our efforts to clean and tidy Chapel for a swifter turn around between services.

The Capacity for Funeral Attendance remains at 30 people and is expected to remain as such until at least 21 June 2021. Since the last Committee Meeting, the number of people allowed to attend post funeral events, such as strewing of ashes, has been reduced from 15 people to 6.

It is expected that Funeral Service times will revert to 40-minute intervals from 22 March 2021 as the uplift in new service bookings received started to fall towards the end of February 2021.

3.0 Update on Established and Seconded Staff

All workers in Derbyshire who are involved in funeral services have been offered the vaccine including staff at the Crematorium. The majority of staff accepted the first dose of the vaccine. Staff have also been directed to the Community Testing Facilities in Derbyshire for people who travel to work.

Version 4 of the Risk Assessment with latest updates in green text has been attached as an Appendix.

All established members of staff continue to be available for work. Vulnerable members of staff continue to work at home wherever possible or have been temporarily removed from higher risk, front line duties. The team has been supported by two members of staff seconded from the Lead Authority in recent weeks, from the Council's Operational Services Division and the Visitor Information Centre to provide support with administrative and chapel attendance during February/March.

4.0 Webcasting and Additional Cleaning Regime

Throughout the Pandemic, Members have agreed to continue with the free of charge webcasting of funeral services and the additional cleaning regime throughout the day. Those

decisions contributed considerably to managing services in a Covid Secure manner.

It is unlikely for restrictions on the numbers attending to be lifted before 21 June 2021 and it would be considered sensible to continue to offer the webcasting service, free of charge, until that date at least for the Manager to end at the appropriate time and reinstate the charge.

There may be an opportunity to continue with sanitising/cleaning by using resources from within the established team if pressures on the service ease as expected during the Spring and Summer.

For information, the additional building cleaning costs approximately £2,450 per month whilst the reduction in income from free of charge webcasting is approximately £3,000 per month.

5.0 Recommendations

- 5.1 That the webcasting of services is continued to be offered free of charge and that delegated authority be given to the Manager to review and end at the appropriate time.
- 5.2 The additional cleaning regime is extended until further notice and the additional service to be regularly reviewed by the Manager and ended at the appropriate time.

6.0 Reason for Recommendation

- 6.1 To continue to provide Cremation Services in a Covid 19 Secure manner.

Ross Fawbert
Bereavement Services Manager

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COMMERCIAL SERVICES

Risk Assessment



TASK: Social distancing procedure - Crematoria staff and visitors.			
Original Risk Assessor:	Print: Nick Bates	Signed:	
Reviewed: Monthly	Print:	Signed:	
Bereavement Services Manager	Print: Ross Fawbert	Signed:	
Date of Assessment:	March 2021	Task:	Social distancing procedure for Crematoria staff/stakeholders/visitors.

Vibration Exposure
<u>Comments</u>
N/A

C.A.T. & Genny
<u>Comments</u>
N/A

P.P.E. Requirements for this Risk Assessment

Safety Footwear	Hard Hat	Protective Gloves	Ear Defenders	Coveralls	Safety Glasses	Visor	Dust Mask	Respirator	High Visibility	Harness	Other
		✓					✓				Hand Sanitiser and Face Coverings
<u>Comments</u>	<u>Comments</u>	<u>Comments</u>	<u>Comments</u>	<u>Comments</u>	<u>Comments</u>	<u>Comments</u>	<u>Comments</u> Face covering required	<u>Comments</u>	<u>Comments</u>	<u>Comments</u>	<u>Comments</u>

What are the Hazards?	Who might be Harmed & How?	Risk	What are you Already Doing?	What Further Action is Necessary?	Residual Risk	Action by Who?	Action by When?	Done
THIS ASSESSMENT TO BE READ IN CONJUNCTION WITH METHOD STATEMENT SPECIFIC TO THIS JOB								
Person to person viral infection	Employee's/stakeholders/visitors	High	<ul style="list-style-type: none"> Cemeteries Team split into two teams (team A and B), single 	Funerals to be attended by Friends and Family to a maximum within the	High		Immediate and ongoing	

			<p>occupancy in vehicles advised when PHE 2m guideline cannot be consistently maintained.</p> <ul style="list-style-type: none"> • Cleaning and disinfecting regime regularly carried out in operational areas between each service throughout the day. • Hand sanitizer available - given to all entering chapel and again whilst leaving. Automatic/Sensor dispensers installed to remove staff from close contact with mourners. • Hand shaking and hugging to be strongly discouraged amongst mourners and Ministers and to be forbidden amongst our own staff and stakeholders. • Limitations on numbers of mourners attending • Stakeholder media advises 	<p>Crematorium Chapel and Graveside of 30.</p> <p>Mourners will wear Face Coverings in Chapel, Public Indoor areas and outside at any time Social Distancing becomes difficult.</p> <p>Members of staff must wear face coverings at Graveside and Chapel Entrance if Social Distancing becomes difficult.</p> <p>Staff to wear Face Coverings when moving around the buildings.</p> <p>Each seating row in the Chapel is a minimum of 2m away from the next. 3 members from the same household or Social Bubble advised to use each available row.</p> <p>If an organist is playing at the service then the last row on the left hand side will be closed off.</p> <p>Adequate signage regarding Social Distancing and signposting hand washing facilities is in place to build awareness.</p> <p>Signage advising on maximum capacity in place (incl. 30 Chapel, 3</p>				
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			<p>that those with symptoms not to attend.</p> <ul style="list-style-type: none"> • Service Sheets and Books are no longer in the Chapel. • Individual Service Sheets will be provided, the deceased's representatives should take these sheets home at the end of the service. • Bereaved should not touch the coffin and should be encouraged to wave or blow a kiss. Ceremonial barriers in situ around catafalque to prevent access. • Use sanitiser on all equipment coming into physical contact with staff members. • Office Restrictions in place – two visitors at a time only and members of the public dealt with wherever possible over phone or by comms. Perspex 	<p>Waiting Room, 2 Book of Remembrance Room, 1 Office Reception). Mess Room capacity must be observed with no congregating in communal areas.</p> <p>Singing and playing of instruments in chapel has been restricted until further notice.</p> <p>Windows opened between services for ventilation.</p> <p>NHS Test and Trace Scheme in place for all visitors and rotas available for staff working patterns.</p> <p>Manager and Officers will work in separate offices or work from home to reduce person to person contact to maintain business continuity.</p> <p>Crematorium, Chapel and Grounds Staff separated into Teams for business continuity and to limit the number of people staff regularly have contact with.</p> <p>Clean down Wesley PC, Cremator Equipment Before and After use including any telephones and touch points, rakes etc.</p>				
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			<p>shield in place on reception.</p> <ul style="list-style-type: none"> • Staff breaks alternated at Crematorium and Cemeteries to minimise social contact • Staff areas are off limits to stakeholders. • Staff at burials should lead family to grave, remove batons then retreat to social distance of a minimum of 2 metres. • Chapel attendants must leave the chapel areas during services. • Staff assist stakeholder access, carry out checks and tidying, and should then retreat to control or music rooms during the service observing events via monitors. • Webcasting is made available free of charge to help reduce funeral attendances to a modest number. 	<p>Monthly refresher/toolbox talks to revue this risk assessment.</p> <p>Additional Microphone purchased to enable a family speaker whilst social distancing in place between Minister/Celebrant.</p> <p>Issue reminder at the appropriate time to stakeholders regarding face coverings and attendance limits.</p> <p>Post ceremonial gatherings limited to 6 people.</p> <p>Specialist Fogging/Cleaning of all buildings ordered in following confirmation of positive tests onsite.</p> <p>Vaccines Offered to all Bereavement Services Staff from 29.01.2020 including those on standby/seconded staff.</p> <p>Staff directed to the Community Testing Centre at QPSC for periodic Testing.</p>				
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			<ul style="list-style-type: none"> • Separate entrance and exit for different gatherings to separate those that would be unknown to one another. • Mourners are not seated face to face, rather side by side. 					
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Page 33	Review Date:		30 th March 200 July 2020 December 2020 3 March 2021
	Published date / Author		30 th March 2020 / R. Fawbert / N. Bates
	Review Date / reviewed by:		
	Amendments Made:		

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BEREAVEMENT SERVICES RISK REGISTER

MEETING: CHESTERFIELD AND DISTRICT JOINT
CREMATORIUM COMMITTEE

DATE: 22 March 2021

REPORT BY: Bereavement Services Manager

For Publication

1.0 Purpose of Report

- 1.1 To annually inform Members of the high level risks to Chesterfield and District Crematorium and the actions taken to manage each risk.
- 1.2 It is a requirement of Chesterfield Borough, Bolsover and North East Derbyshire District Council's Internal Audit Consortium that the Risk Register is reviewed and reported to this Committee annually.
- 1.3 The Health and Safety at Work Act 1974 places a legal duty on employers to ensure, so far as reasonably practicable, the health, safety, and welfare of employees, and to ensure that employees and others are kept safe.

2.0 Risk Register 2020/21

The Chesterfield and District Crematorium Risk Register 2021/22 is attached at Appendix A, with amendments from the 2020/21 version in blue.

3.1 Additional Foreseeable Risks for 2021/22

- 3.1 At Section 5 of the Risk Register, the loss of business to competition around the catchment area is listed.

On 27th July 2020, Bolsover District Council reported to the Economic Development Portfolio Holder on proposals for a crematorium on land at Shirebrook, Derbyshire.

A link to the Public Report can be found below;

<https://committees.bolsover.gov.uk/documents/s7049/Shirebrook%20Crematorium%20report.pdf>

Members will be aware that if the proposals materialise and a new crematorium opened in Shirebrook, many bereaved families, who would ordinarily arrange cremation at this Crematorium, would now have an alternate crematorium closer to their home, or the home of the deceased.

The proximity of the Crematorium to the deceased and their family is understandably one of the main reasons for choosing where a cremation service would take place. It is estimated that between 300-500 applicants per annum, from Bolsover District and parts of North East Derbyshire District, would live as near or closer to a crematorium at Shirebrook than Brimington.

- 3.2 At Section 2 of the Risk Register, Risk of Fire is listed and mentions the ventilation systems in place.

Concerns have been raised about the intermittent over pressurisation of the cremators and higher temperatures in the roof space above the machinery. It is understood that a build up of warm air and pressure within the crematory can affect the suction and draught from the cremators.

A proposal has been developed to alleviate this issue by adapting existing air conditioning and recommendations to allocate funds for this project are outlined in the Financial Report.

4.0 **Recommendations**

- 4.1 It is recommended that the Register Amendments are noted and that the Risk Register for 2021/22 is approved.
- 4.2 That proposals for a new Crematorium at Shirebrook are noted.

5.0 **Reasons for Recommendations**

- 5.1 To ensure Members are properly informed of the high-level risks to the Crematorium and the Management of those Risks.
- 5.2 That Members are aware of the potential impact of the opening of a Crematorium within the catchment area, should those proposals be developed further.

Ross Fawbert
Bereavement Services Manager

APPENDIX 1

**CHESTERFIELD AND DISTRICT JOINT CREMATORIUM COMMITTEE
HIGH LEVEL RISK ASSESSMENT 2021**

All risks are assessed in accordance with the Evaluation Table detailed below:

RISK MATRIX						
Likelihood	Very High				<p>Key:</p> <p> Unacceptable risk - immediate control improvements required.</p> <p> Acceptable Risk - close monitoring and cost effective controls required.</p> <p> Acceptable Risk - regular review plus low cost improvements.</p>	
	High		4	2		
	Significant		6	5		
	Low			3		1
	Very Low					
	Almost Impossible					
		Negligible	Marginal	Critical	Catastrophic	
		Impact				

KEY RISKS LOG (for 'key' risks plotted on matrix above)

Risk Register 2021

Ref	Description	Current Controls	Risk Evaluation (impact v likelihood)		Containment Actions Proposed	Monitoring arrangements	Responsibility	By When
			Residual	Target				
1	Non-compliance with Pollution Prevention and Control Act 1999	<p>Permit, issued under the Environmental Permitting (England and Wales) Regulations 2007</p> <p>Monitoring of Hydrogen Chloride, particulate matter, Carbon Monoxide, Mercury and organic compounds emissions and combustion conditions. All in line with PG5/2 (12)</p> <p>Certification of operating staff from the Crematorium Technicians Training Scheme, to ensure sufficient number of qualified operators available to maintain efficient control of cremators</p> <p>Compliance inspections and reports.</p>	Critical / Very Low	Critical / Very Low	<p>Operation and maintenance of cremators to meet requirements of Process Guidance Note 5/2(12)</p> <p>Independent Annual Emissions Testing in December</p> <p>30 minute Visual Check of Chimney Stack on each Cremation.</p>	Monitoring reports to meet PG5/2(12)	Bereavement Services Manager	Ongoing

Ref	Description	Current Controls	Risk Evaluation (impact v likelihood)		Containment Actions Proposed	Monitoring arrangements	Responsibility	By When
			Residual	Target				
2	Risk of fire	<p>Fire Risk Assessment completed and reviewed for the site</p> <p>Ventilation systems in place. The ventilation system in the Crematory will be assessed during 2021 and a proposal sought to adapt the existing system to reduce heat within the area whilst balancing air pressure.</p> <p>Fire alarms in place</p> <p>Fire training provided and testing arranged on a routine basis</p>	Catastrophic/ Low	Catastrophic/ Very Low	Review and continuation of effective fire prevention controls	<p>Testing of Systems</p> <p>Training of staff</p> <p>Two Annual Fire Drills</p>	Bereavement Services Manager	Ongoing
3	Injury to staff	<p>Full range of task based risk assessments in place with review dates.</p> <p>Training provided</p>	Critical / Low	Critical/ Low	Continue current controls	<p>Review dates set for each assessment.</p> <p>Training in place together with procedures to allow staff to feedback any health and safety issues</p>	<p>Bereavement Services Manager</p> <p>Bereavement Services Officers</p>	Ongoing

Ref	Description	Current Controls	Risk Evaluation (impact v likelihood)		Containment Actions Proposed	Monitoring arrangements	Responsibility	By When
			Residual	Target				
4	Loss of or damage to statutory burial and cremation records Loss of Administrative Systems	Original paper records kept in fireproof strong room Server relocated to Town Hall records Run paper copy of diary daily Independent online booking facility Laptop available to staff as back up to the main PC's	Critical / Low	Critical / very low	Continue current controls All Cremation Records to be input onto electronic back up database by March 2021.	Electronic records – immediate backup off site	Bereavement Services Manager	
5	Loss of business, particularly to private sector competition close to catchment area	Monitoring any new developments and ensuring accurate reporting of existing service to any planning authority. Adjustment of service and marketing to attract new business Maintenance of crematorium and its grounds to the very highest standards to avoid losing any business Maintenance of suitable numbers of qualified staff	Critical/ Low	Critical/ Low t	Continue current controls	Cremation numbers now assessed by area to identify any lost cremation numbers Monitoring via JCC	Bereavement Services Manager	Ongoing

Ref	Description	Current Controls	Risk Evaluation (impact v likelihood)		Containment Actions Proposed	Monitoring arrangements	Responsibility	By When
			Residual	Target				
6	Interruption of utility supplies	<p>Procedures in place to hire appropriate generator and connect to electrical system</p> <p>Business continuity plan in place for interruption of other utilities</p>	Marginal / High	Negligible / High	<p>System has been upgraded, keep under review</p> <p>Review business continuity plan</p> <p>Application for Priority Gas Consumer Status made via Kier Energy Management.</p>		Bereavement Service Manager	<p>Ongoing</p> <p>December 2017</p>
7	Excess Deaths or Pandemic	<p>Additional trained cremator technicians to avoid catastrophic failure of service in an emergency pandemic situation. Train up to 9 technicians by end of 2021.</p> <p>PPE supplies, including face masks, etc.</p> <p>Business Continuity Plan</p> <p>Mass Fatalities and Excess Deaths Emergency Plan</p> <p>Switch to Temporary Diary to increase capacity to avoid unacceptable waiting times for the bereaved.</p>	Critical/ Low	Marginal/ Low	<p>An emergency supply of crematory spares and consumables will be kept at an acceptable level including Factivate and BioBoxes.</p> <p>Pandemic Preparedness Action Plan</p>	Maintain suitable level of qualified technicians	Bereavement Services Manager	<p>Additional technicians trained.</p> <p>Spares in place</p> <p>Ongoing monitoring</p>

Ref	Description	Current Controls	Risk Evaluation (impact v likelihood)		Containment Actions Proposed	Monitoring arrangements	Responsibility	By When
			Residual	Target				
		<p>Additional Cleaning Regimes throughout the premises during Pandemic.</p> <p>Offer Webcasting Free of Charge during the Pandemic.</p> <p>Secondment and training of staff from the Lead Authority in Administrative, Grounds Maintenance and Cemetery Operations.</p>						
8	<p>National cultural factors significantly affecting service requirement.</p> <p>Environmental Impact and Climate Emergency.</p>	Bereavement Services Manager's Reports to Joint Committee	Marginal/ Significant	Marginal/ Significant	Review to meetings of the Joint Committee	<p>Monitoring of national trends</p> <p>Continue to work towards reducing the Environmental Impact of the Crematorium.</p> <p>Monitor emerging technologies.</p>	Bereavement Services Manager	Ongoing

Ref	Description	Current Controls	Risk Evaluation (impact v likelihood)		Containment Actions Proposed	Monitoring arrangements	Responsibility	By When
			Residual	Target				
9	Introduction of Medical Examiner	Medical Referee currently responsible for authorising cremations. National scheme being piloted elsewhere	Significant/ Very Low	Significant/ Very low	Await outcome of pilot and firm guidance from M.of J and Dept. of Health. Monitor progress and prepare for change when required	Ongoing delays in introduction being monitored. Action to be taken as soon as new guidance available	Bereavement Services Manager	Ongoing
10	Fatalities arising from the collapse of unstable memorials (Recent death in Glasgow – June 2015)	Management of Memorials Policy and Procedures Memorial Safety Action Plan Memorial Safety Project Team	Critical / High	Critical / Very low	Inspection and re-inspection programme in place. Making safe of unstable memorials as identified	Annual	Memorial Safety Team	Ongoing
11	Severe Weather Conditions	Tractor and Plough on site at the Crematorium Adequate grit salt bins and levels maintained Severe Weather Plans for the Organisation	Critical/ Low	Critical/ Low	Maintain adequate stock levels Priority status on CBC Sever Weather Actions	Annual	Bereavement Services Manager Commercial Services Manager	Ongoing

Ref	Description	Current Controls	Risk Evaluation (impact v likelihood)		Containment Actions Proposed	Monitoring arrangements	Responsibility	By When
			Residual	Target				
12	Risk to Building, Equipment and Visitors other than Fire	<p>Legionella Testing Programme in Place</p> <p>Asbestos Survey</p> <p>Electrical Testing</p> <p>Lightening Protection System</p> <p>Service and Maintenance Agreements in place</p> <p>Maintain Cremator Repairs Financial Reserve to adequate level</p> <p>Regulate contents of coffins through Funeral Director Registration and Declaration Scheme</p> <p>CCTV and Intruder Alarm Systems in place</p>	Critical / Low	Critical/ Low	Incidents Reported and Investigated	Annual	Bereavement Services Manager	Ongoing