

## **For Publication**

### **Bereavement Services Manager's Report**

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Meeting: Chesterfield and District Joint Crematorium Committee

Date: 22<sup>nd</sup> March 2021

Report by: Bereavement Services Manager

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#### **For publication**

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#### **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
+/-	<b>+16.25%</b>	<b>+15.75%</b>	<b>19.81%</b>

### 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 6<sup>th</sup> 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**