

For publication

Bereavement Services Manager's Report

Meeting:	Chesterfield and District Joint Crematorium Committee
Date:	19 December 2022
For publication	

1.0 Purpose of the report

- 1.1 To keep Members informed of matters relating to the day-to-day operation of the Crematorium.

2.0 Cremation Figures

- 2.1 This part of the report details cremation service totals, comparisons and from which constituent area funerals have been received from.

	CBC	WEST	NEDDC	BDC	AV	OUTSIDE
APR- OCT 2019	480	74	334	185	4	79
APR – OCT 2020	629	82	409	154	16	127
APR – OCT 2021	545	103	386	175	4	86
APRIL – OCT 2022	606	70	369	125	6	112

	CJCC Cremations	Derbyshire Registered Deaths	England and Wales Registered Deaths
APR – OCT 2019	1156	4,550	293,767
APR – OCT 2020	1417	5,306	349,445
APR – OCT 2021	1298	4,819	300,765
APRIL – OCT 2022	1288	5,120	324,242

3.0 Bereavement Services Questionnaire

In August 2022, Funeral Directors, Ministers, Celebrants and Memorial Masons were invited to take part in the annual satisfaction survey.

The results of the survey are attached at Appendix 1.

Members will note that the results are generally pleasing, particularly around the attitude and helpfulness of staff, Grounds Maintenance, Chapel and services in general.

4.0 Recommendations

That the report is noted.

Document information

Report author	
<i>Bereavement Services Manager c/o Chesterfield and District Crematorium</i>	
Background documents These are unpublished works which have been relied on to a material extent when the report was prepared.	
N/A	
Appendices to the report	
Appendix 1	Customer Satisfaction Survey Results Report