

For Publication

Bereavement Services Manager's Report

Meeting:	Chesterfield and District Joint Crematorium Committee
Date:	18 March 2024
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 and cremation numbers received from each constituent area.
- 1.2 To review onsite security following the break in and theft in April 2023.
- 1.3 To review the service and maintenance of cremators contract.
- 1.4 To update Members on the Service Improvement Plan Projects.

2.0 Recommendations

- 2.1 That delegated authority is given to the Manager to decide when to re-open the Crematorium Grounds outside of normal operating hours following the completion of all security improvements.
- 2.2 That delegated authority be given to the Manager to enter into a new service and maintenance contract for the cremation equipment that benefits and protects the crematorium as far as practicable.

3.0 Reason for Recommendations

- 3.1 To allow the Manager to act accordingly in attempting to manage, deter and prevent further anti social behaviour as far as practicable whilst allowing appropriate access to site for the bereaved.
- 3.2 To ensure adequate support and cover is in place to maintain and service cremation equipment and to minimise the risk of disruption and loss of service.

4.0 Cremation Figures

- 4.1 This part of the report details cremation service totals, comparisons and from which constituent area funerals have been received from for the 2023/24 Financial Year.

	CBC	WEST	NEDDC	BDC	AV	OUTSIDE
APR-JAN 2019 /20	743	101	509	245	4	126
APR-JAN 2020 /21	878	111	575	245	20	180
APR- JAN 2021 /22	809	147	550	243	5	135
APR-JAN 2022 /23	864	105	522	213	35	145
APR – JAN 2023/24	787	95	486	220	13	128

	CJCC Cremations	Derbyshire Registered Deaths	England and Wales Registered Deaths
APR – DEC 21/22	1,697	6,410	405,045
APR – DEC 22/23	1,666	6,803	427,737
APR – DEC 23/24	1,531	6,353	409,001

4.2 Members will note that Cremation Numbers are lower during the 2023/24 Financial Year and closer to the yearly average (pre-Covid Pandemic).

5.0 Security Arrangements

5.1 Member's will recall that the Crematorium was burgled in April 2023 resulting in the theft of one grounds maintenance vehicle and assorted hand tools totalling approximately £32,000.

5.2 Since then, security has been improved on site particularly in the Grounds Maintenance area. Those security improvements include the installation of new doors/windows, additional lighting, alarm improvements, blocking of access/escape routes and the locking of the gates outside of operating hours.

- 5.3 Additional CCTV Coverage and Lighting around the Car Park is expected to be installed in 2024 along with a further fence and gate in the maintenance yard.
- 5.4 Members will recall that closing the gates lead to some criticism at the time, particularly from bereaved people wishing to visit the grounds outside of normal operating hours to pay their respects. However, closing the gates does add another deterrent that helps prevent anti social behaviour. Low level anti social behaviour has certainly declined since the gates were locked, helping to preserve the sanctity of the grounds.

6.0 **Cremator Maintenance Contract**

- 6.1 The 5 year Service and Maintenance Contract for the Cremation Equipment has come to an end and a new agreement is currently being investigated.
- 6.2 It is recommended that the services of the original manufacturer are procured to service and maintain the cremators. The original manufacturer has easy access to the parts, equipment, filtration reagent, remote support and refractory linings required for our installation. Their mechanical engineering staff are all trained and experienced to maintain the specific installation at our Crematorium. Therefore it is recommended that a waiver will be sought to award directly.
- 6.3 The cost of an 'all inclusive' contract that includes service, call-out, maintenance, parts, labour, refractory works and dealing with filtration waste etc rose from approximately £80,000 p.a. 5 years ago to £115,000 p.a today.
- 6.4 Following initial conversations and enquiries between the Manager, Supplier and the Lead Authorities Legal/Procurement Teams, a basic 'service only' contract has been proposed. This includes routine servicing and maintenance and boiler cleaning at a cost of £20,128.00 per annum.

The proposed contract also ensures attendance to faults along with parts and labour, but the costs of these will be invoiced separately. Other works that would be guaranteed but invoiced separately include Filtration Reagent, Waste Removal, Operator Training, Software Upgrades and Refractory Repairs.

- 6.5 The costs of a basic 'service only' contract are anticipated to be very similar to a more inclusive contract over the course of 5 years but Members should be aware that there is additional financial risk should unforeseen work be needed.
- ## 7.0 **Update on Service Improvement Plan Projects**

7.1 Member's will recall that a number of Service Improvement Plan Projects had stalled during the Pandemic and that the 2023/204 Financial Year would see progress on these projects.

A summary, for information, is included below;

- a) Air Conditioning in Chapel – now installed. This addition will undoubtedly make the area more comfortable for mourners during hotter months.
- b) Ventilation in Crematory area – now installed.
- c) Maintenance Garage Area Improvements – partially completed.
- d) Music Room Redecoration – to take place in Spring/Summer 2024.
- e) Entrance Area Improvements – to take place Summer/Autumn 2024.
- f) Roof Repairs, Soffits, Gutters and Facias – to take place Spring/Summer 2024.
- g) External Path – Car Park to Chapel – to be resurfaced Spring 2024.
- h) Car/Park Lighting and CCTV – to be completed Spring/Summer 2024.
- i) Pond Area Improvements – to be completed Summer 2024.

7.0 **Annual Stack Emission Testing**

7.1 The annual testing of stack emissions was carried out in December 2023. All measured values were below the limit values. A summary of those results is attached below.

Monitoring Results

where MU = Measurement Uncertainty associated with the result (95% Confidence)

Substance	Concentration				Reference Conditions	Mass Emission			Sampling Date	Sampling Times
	Limit (mg/m ³)	Result (mg/m ³)	Measurement Uncertainty (MU) +/-			Limit (g/hr)	Result (g/hr)	Measurement Uncertainty (MU) +/-		
Total Particulate Matter	R1	20	10.8	0.56	273k, 101.3kPa, Dry Gas, 11% O ₂	-	40.5	2.8	14/12/2023	10:29-11:29
	R2		9.7	0.56			36.4	2.7	14/12/2023	13:07-14:07
	R3		19.4	0.59			72.5	3.9	14/12/2023	15:30-16:30
	Ave		13.3	0.57			49.8	3.1	-	-
Carbon Monoxide	R1	100	5.6	3.1		-	20.9	11.6	14/12/2023	09:09-10:09
	R2		1.6	3.1			6.1	11.5	14/12/2023	10:49-11:49
	R3		4.5	3.1			16.7	11.6	14/12/2023	10:49-10:09
Total VOC	R1	20	5.0	12.8		-	18.8	47.8	14/12/2023	09:09-10:09
	R2		3.4	12.8			12.7	47.8	14/12/2023	11:56-12:56
	R3		3.9	12.8			14.7	47.8	14/12/2023	10:49-10:09
Chloride (as HCl)	R1	30	23.7	1.9		-	88.5	8.1	14/12/2023	10:29-11:29
	R2		13.0	1.0			48.5	4.4	14/12/2023	13:07-14:07
	R3		25.4	2.0			95.0	8.7	14/12/2023	15:30-16:30
	Ave		20.7	1.7			77.4	7.1	-	-
Mercury	R1	0.05	0.07	0.01		-	0.26	0.04	14/12/2023	09:02-10:02
	R2		0.02	0.003			0.07	0.01	14/12/2023	11:47-12:47
	R3		0.02	0.003	0.06		0.04	14/12/2023	14:15-15:15	
	Ave		0.04	0.005	0.13		0.03	-	-	
Water Vapour	R1	-	5.5%	-	As Measured	-	-	-	-	-
Oxygen	R1	-	16.8%	0.15	As Measured, Dry Gas	-	-	-	14/12/2023	09:09-10:09
Volumetric Flow (Actual)	R1	-	13,404 m ³ /h	607	As Measured	-	-	-	14/12/2023	08:50-08:59
Volumetric Flow (REF)	R1	-	3,735 m ³ /h	169	273k, 101.3kPa, Dry Gas, 11% O ₂	-	-	-	14/12/2023	08:50-08:59

Reference conditions (REF) are: 273k, 101.3kPa, Dry Gas, 11% O₂.

Document information

Report author	
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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	
None	