

Chilterns Crematorium Joint Committee

Thursday, 7th March, 2013 at 2.00 pm

Cabinet Room, King George V House, King George V Road, Amersham

A G E N D A

- 1 Evacuation Procedures
- 2 Minutes of Previous Meeting (*Pages 1 - 4*)
To sign the Minutes of the meeting held on 18 July 2012.
- 3 Apologies for Absence
- 4 Declarations of Interest
- 5 Open report (and appendices) of the Clerk and Superintendent to the Joint Committee:
 - 5.1 Annual Conference (*Pages 5 - 6*)
 - 5.2 Liaison Meeting with Persons Taking Services and Funeral Directors (*Pages 7 - 8*)
 - 5.3 Complaints and Compliments 2012 (*Pages 9 - 12*)
 - 5.4 Service Plan 2013 - 14 (*Pages 13 - 14*)
Appendix (Pages 15 - 18)
 - 5.5 Milton Funeral Chapel: Replacement of Floor (*Pages 19 - 20*)
- 6 Open report (and appendices) of the Treasurer to the Joint Committee:
 - 6.1 Capital Programme 2012/13 to 2016/17 (*Pages 21 - 24*)
Appendix 1 (Pages 25 - 26)
 - 6.2 Review of Fees and Charges (*Pages 27 - 28*)
Appendix 2 (Pages 29 - 32)

6.3 Revenue Budget Revised 2012/13 and Original 2013/14 (*Pages 33 - 34*)
Appendix 3 (Pages 35 - 36)

6.4 Medium Term Financial Strategy (*Pages 37 - 38*)

7 Exclusion of the Public

To resolve that under Section 100(A)(4) of the Local Government Act 1972 the public be excluded from the meeting for the following item(s) of business on the grounds that they involve the likely disclosure of exempt information as defined in Part I of Schedule 12A of the Act

7.1 Aylesbury Crematorium (*Pages 39 - 40*)

Paragraph 3 – Information relating to the financial or business affairs of any particular person (including the authority holding that information)

7.2 Stone Memorial Plaque Supplier Contract (*Pages 41 - 42*)

Paragraph 3 – Information relating to the financial or business affairs of any particular person (including the authority holding that information)

8 Date and Time of Next Meeting

Members are asked to agree the date of the next meeting:

Wednesday 19 June 2013 at 2.00 pm

Note: All Reports will be updated orally at the meeting if appropriate and may be supplemented by additional reports at the Chairman's discretion.

Membership: Chilterns Crematorium Joint Committee

Councillor Brian Roberts	Aylesbury Vale District Council
Councillor David Thompson	Aylesbury Vale District Council
Councillor Nick Rose	Chiltern District Council
Councillor Michael Smith (Chairman)	Chiltern District Council
Councillor David Carroll	Wycombe District Council
Councillor Katrina Wood (Vice-Chairman)	Wycombe District Council

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This Agenda should be considered as a Notice – under Regulation 5 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 – of an intention to meet in private to consider any items listed on the Agenda under Private Reports. The reason for the item being considered in private, that being the relevant paragraph number and description from Schedule 12A of the Local Government Act 1972 is detailed on this Agenda. Representations received (if any) regarding the items being considered in private (together with any response) are also detailed on this Agenda.

**MINUTES of the Meeting of the
CHILTERN CREMATORIUM JOINT COMMITTEE**
held on **18 JULY 2012**
at **CHILTERN DISTRICT COUNCIL**

PRESENT:

Councillor	M R Smith	Chiltern District Council	- Chairman
“	Ms K S Wood	Wycombe District Council	- Vice-Chairman
Councillors:	B Roberts	Aylesbury Vale District Council	
	D Thompson	Aylesbury Vale District Council	
	N M Rose	Chiltern District Council	
	D Carroll	Wycombe District Council	

1 ELECTION OF CHAIRMAN

It was moved by Councillor D Thompson, seconded by Councillor D Carroll and

RESOLVED -

That Councillor M Smith be elected as Chairman of the Joint Committee for 2012/13.

2 APPOINTMENT OF VICE-CHAIRMAN

It was moved by Councillor D Carroll, seconded by Councillor D Thompson and

RESOLVED -

That Councillor Ms K Wood be appointed as Vice-Chairman of the Joint Committee for 2012/13.

3 MINUTES OF PREVIOUS MEETINGS

The Minutes of the meeting of the Joint Committee held on 24 January 2012 were agreed and signed by the Chairman as a correct record.

The Minutes and resolutions of the Joint Committee held on 21 June 2012 were received, and the recommendations in Minutes 7 and 9 were adopted.

4 DECLARATIONS OF INTEREST

There were no declarations of interest.

5 57TH ANNUAL REPORT

Members noted that this item was due to be considered at the last meeting, but due to the meeting being inquorate the item had been deferred. In accordance with Standing Order 7 the Joint Committee received the Fifty Seventh Annual Report which covered a number of issues including:

- The number of cremations;
- Disposition of Cremation Ashes;
- Commemoration;
- Fees;
- Staff;
- Cremations Emissions Abatement and Heat Recovery;
- Proposed Crematorium: Aylesbury; and,
- Crematorium Buildings and Maintenance of Grounds

RESOLVED -

That the Fifty Seventh Annual Report of the Chilterns Crematorium Joint Committee be formally approved and adopted.

6 EXCLUSION OF THE PUBLIC

RESOLVED –

That under Section 100(A)(4) of the Local Government Act 1972 the Public be excluded from the meeting for the following items of business on the grounds that they involved the likely disclosure of exempt information as defined in Part 1 of Schedule 12A of the Act.

7 SITE SEARCH: AYLESBURY CREMATORIUM

A feasibility study had confirmed the need for a crematorium in Aylesbury, and the Joint Committee at the meeting on 24 February 2010 resolved to build a crematorium themselves. Since this time an extensive site search had taken place, and the Joint Committee agreed at the meeting on 24 January 2012 to widen the search area further. A summary of all the sites considered to date were noted, and Members considered the site identified in paragraph 52.10 of the report in more detail.

A series of plans and sketches of this site were circulated at the meeting. There was concern regarding the location of the site in light of its proximity to a number of other high profile developments in the area, however the site did satisfy many of the requirements. The landscaping options at the site were noted. Preliminary discussions had been held with the owner of the land to explore the opportunity to secure an option on the site, which would support the business case for a crematorium and enable further detailed design work

to be undertaken. The potential timescales involved were noted. The timing of any public announcement regarding the specific location of the site was also considered important. The various options available to the Joint Committee were then discussed, and following which it was

RESOLVED -

That in principle the acquisition of an option on the site located in Aylesbury, identified in paragraph 52.10 of the report, be approved.

8 DATE AND TIME OF NEXT MEETING

It was agreed that the next meeting would be held on Thursday 27 September at 4.00pm (Chiltern District Council).

The meeting ended at 4.38 pm

CHILTERN CREMATORIUM JOINT COMMITTEE

MEETING 7TH MARCH 2013

**OPEN REPORT OF THE CLERK TO
THE JOINT COMMITTEE AND THE SUPERINTENDENT**

ANNUAL CONFERENCE

Contact Officer: Charles Howlett (01494) 724263

1 The next Annual Conference of the Institute of Cemetery and Crematorium Management (ICCM) will be held in October 2013.

2 It is usual for the Joint Committee to consider who should attend. In the current year, as has been customary, the Chairman and Superintendent were nominated, although in the event neither could attend. However, one of the Crematorium Attendants, Stuart Casbeard, who is an Institute member and has been studying Institute courses, was given the opportunity to attend instead which he found very beneficial.

RECOMMENDATION

That the Chairman of the Joint Committee and the Superintendent, or suitable substitutes, be nominated to attend the 2013 ICCM Annual Conference.

Background Papers: None

LIAISON MEETING WITH PERSONS TAKING SERVICES AND FUNERAL DIRECTORS

Contact Officer: Charles Howlett (01494) 724263

1 Liaison meetings have been held for many years on an annual basis. The meeting in 2012 it was held on Tuesday 12th June and those attending agreed it was a useful occasion. Members are asked to agree a date for the meeting in 2013.

RECOMMENDATION

That the next Liaison Meeting be held at the Crematorium at 6.45 p.m. on a date in 2013 be agreed at the meeting, to be preceded by refreshments at 6.00 p.m.

Background papers: None

COMPLAINTS AND COMPLIMENTS 2012

Contact Officer: Charles Howlett (01494) 724263

1 Service provision questionnaires are sent to the applicant for cremation for all cremations carried out. The majority of compliments, comments and complaints received come from this source. In 2012 from the 3,178 questionnaires sent out 226 were returned from people who were satisfied (some with added compliments) and 22 from people who were mostly satisfied but including comments about matters they thought could be improved. During the year 11 substantial complaints were received (compared to 21 the previous year). ‘**Substantial**’ is defined as either having been submitted in writing or, if verbal, considered being of sufficient gravity to warrant a reply from the Superintendent.

Changes proposed/made as result of comments

2 A public address system was installed in the Hampden chapel and further improvements were carried out to the loop and sound system in the Milton chapel.

3 A record is kept of the actual date that a coffin is cremated (in case there are retrospective queries about when this happened).

Actions taken in response to substantial complaints

4 The following substantial complaints were received:-

Complaint 1: A person wrote in with “normal hearing” complaining that they and some of their friends had trouble hearing the funeral service in the Hampden chapel.

Response: The Superintendent wrote to say he was sorry they couldn’t hear. He explained there was not a public address system in the Hampden chapel and this had not been a problem until recently when similar comments had been received about hearing difficulties. The Superintendent also explained that in the light of these comments the Crematorium Management Committee had recently instructed that a public address system should be installed. *Since receiving this complaint the public address system has been installed.*

Complaint 2: A person returned a service provision questionnaire stating how upset they were to find the flowers for a funeral on a Friday had been disposed of when they came back to look at them on Monday.

Response: The Superintendent wrote to say he was sorry this had happened, but also tactfully explained that the information about the Crematorium’s policy on disposing of floral tributes is written on the application forms for a cremation and there are also signs displayed in the floral tribute courts. *In fact this is information that is included in the ‘Statement of Understanding’ signed by the applicant when arranging a funeral, but to be effective this relies on the funeral director explaining it at the time and the person it is being explained to taking it in whilst often in a very emotional state.*

Complaint 3: A person returned a service provision questionnaire commenting that they would have found it more reassuring to have direct contact with a member of the

Crematorium staff at the time of the funeral and they also wanted to know the date of the actual cremation.

Response: The Superintendent wrote a letter explaining that a chapel attendant would have been present but is expected to stay in the background and liaise with the funeral director and person taking the service rather than directly with the chief mourners. The letter also advised when the cremation had been carried out. *Since this request was made a record is kept of the date of the actual cremation (which may be different from the day of the funeral service).*

Complaint 4: A person returned a service provision questionnaire complaining that the wrong music was played at the beginning of the funeral service and also that at the end they didn't have time to hear the exit music properly and felt pushed out.

Response: The Superintendent was unable to throw any light on this complaint because there was a two week gap between the funeral and receiving it and neither the chapel attendant nor funeral director could remember there being any problems. However he wrote and apologised for any potential error on the Crematorium's part. He also explained that the Crematorium Management Committee are very sensitive to time issues which was why they built the Milton chapel in 2005 to enable the funeral time slots to be extended from 30 to 45 minutes, but because the Crematorium currently carries out a relatively large number of funerals extending the time to an hour was unfortunately not an option. *Sometimes it is funeral directors at the end of the service who rush the family out more quickly than is necessary – even though there is plenty of spare time before the next funeral is due to start – instead of giving them a short time of reflection listening to the exit music. This matter was raised later in the year at the annual Liaison Meeting.*

Complaint 5: A person sent an email complaining that they had been sent a letter from the Crematorium without a stamp which cost them £1.36 to retrieve from the Post Office, and that by the time it was delivered it was too late to act on its contents and change their decision about the final disposal of the cremation ashes if they had wanted to (although fortunately they didn't).

Response: The Superintendent telephoned and apologised.

Complaint 6: A person returned a service provision questionnaire expressing dissatisfaction with a number of aspects of the service they had received, including difficulty getting through to the office on the telephone, insufficient car parking space, the waiting room too far away from the chapel and deficient information on the website about the chapel seating.

Response: These sorts of complaints are difficult to respond to without sounding too defensive. Clearly the complainer had a bad experience of the Crematorium service, but for a mixture of reasons. Putting additional information on the website is easily remedied. Not getting through on the telephone is unfortunate; the Superintendent acknowledges that sometimes the office is so busy there is no one available to answer, although most of the time this is not a problem. There is a car parking issue (although, it should be stressed, on occasions rather than most of the time) of which the Joint Committee is aware, and it was a subject of discussion at the last liaison meeting – the conclusion being that there is little more that can be done. As for the waiting rooms, they are clearly labelled with the chapel names 'Hampden Waiting Room' and 'Milton Waiting Room' but unfortunately sometimes people still wait in the wrong one.

Complaint 7: A person wrote a letter complaining that they could not hear the funeral service properly in the Milton chapel.

Response: The Superintendent wrote to apologise and advise that he would look into it - please see paragraph 3.2 above for action taken.

Complaint 8: Another person wrote complaining about not being able to hear in the Milton chapel – please see complaint 7 above for the response.

Complaint 9: A person returned a service provision questionnaire complaining that they had been told by the funeral director that they had to ‘purchase’ music from the Crematorium which had caused a last minute panic, although “it all went well on the day.”

Response: The Superintendent wrote and apologised if there had been any misunderstanding about accessing the Crematorium’s facilities. The funeral director in question is from London and so may not be too familiar with the services available at Chilterns Crematorium. The Superintendent did however stress in his reply that the only additional fee for music was if an organist was used, but not for the Wesley Music System which was used in this case.

Complaint 10: A person wrote a letter complaining that the organist had played the wrong tune at the beginning of the service and about the poor quality of the organist’s playing.

Response: The entry voluntary should have been played on the Wesley Music system but before the chapel attendant could switch it on the organist had started playing. As the bearers were already coming into the chapel and the organist is ‘out of easy reach’ (up in the balcony) in the Hampden chapel there was nothing the chapel attendant could do to rectify the situation. Worse still, once the organist realised he had made a mistake he decided all he could do was carry on playing, but he got in such a fluster about what he’d done his playing went to pieces! The Superintendent wrote a letter of explanation and apology.

Complaint 11: A person wrote a letter complaining that their funeral service was delayed because the previous service overran, but they received no explanation or apology.

Response: The Superintendent wrote a letter apologising and explaining about the limited options for the chapel attendants to act at the time a service is overrunning. *As far as the family not being advised is concerned normally we would expect the funeral director to speak to his mourners about any reasons for a delay – some would even consider our doing so as interfering! However, following this incident the Superintendent has asked the chapel attendants to check with the funeral director that when there are delays any mourners kept waiting are informed of the reasons why and the likely duration.*

5 This item is included for information.

Background Papers: None

SERVICE PLAN 2013 – 2014

Contact Officer: Charles Howlett (01494) 724263

1 The service plan for the Crematorium has been updated for 2013 - 2014 and is included as *Appendix*.

RECOMMENDATION

That the Crematorium Service Plan for 2013 – 2014 be approved

Background papers: None

**Chilterns Crematorium Joint Committee comprising
Aylesbury Vale, Chiltern and Wycombe District Councils
CHILTERN CREMATORIUM**

SERVICE PLAN 2013 – 2014

1.1 Key Functions

The Crematorium reports to the Chilterns Crematorium Joint Committee which comprises two executive members each from Aylesbury Vale, Chiltern and Wycombe District Councils.

The key functions of the Crematorium are:-

1. To provide facilities and assistance to facilitate the holding of funeral services and ceremonies.
2. The disposal of human cadavers by a process of incineration known as cremation.
3. To produce cremation ashes of guaranteed identity in granular form to facilitate the option of discreet disposal by scattering.
4. The provision and maintenance of a garden of remembrance as a suitable place for the scattering of cremation ashes and the placing of memorials.
5. To provide a choice of memorials for placing in the chapel or garden of remembrance and facilities to accommodate commemorative flowers.

1.2 Aspects of the Service which are a Statutory Requirement

There is no statutory requirement for a local authority to operate a crematorium although many local authorities in the UK are burial and/or cremation authorities. A cremation authority must adhere to the following statutory requirements:-

- a) Cremation applications and authorisations are in accordance with the requirements of The Cremation (England and Wales) Regulations 2008 made by the Parliamentary Secretary of State for the Ministry of Justice, under Section 7 of the Cremation Act 1902 and Section 10 the Births and Deaths Registration Act 1926, and all subsequent amendments to the Acts and Regulations.
- b) Cremations are carried out in accordance with the Secretary of State's Guidance for Crematoria, Process Guidance note 5/2 (12), February 2012, for use under both Local Air Pollution Control established by Part 1 of the Environmental Protection Act 1990, and Local Air Pollution Prevention and Control established by the Pollution Prevention and Control Act 1999.

1.3 Service Objectives

The key objectives of the Crematorium are –

1. Providing an indiscriminate, excellent customer-friendly service and good quality facilities creating an appropriate environment and ambiance in which a funeral service can take place.

2. Providing an office administration which is efficient and customer friendly.
3. Carrying out cremations in accordance with the statutory requirements and recognised industry standards.
4. Ensuring the Crematorium grounds are maintained to a high standard as a suitable place for the scattering of cremation ashes and the placing of memorials.
5. Providing a good quality chapel of remembrance with facilities for the placing of flowers and memorials.
6. Providing a choice of memorials for placing in the chapel or garden of remembrance.
7. Ensuring that the Crematorium service continues to be self financing.

1.4a Key Objectives for the Last 12 Months (2012-2013)

The first six objectives were to take priority.

The key objectives for the last 12 months were:-

1. Facilitate and oversee the works to replace the defective Milton chapel floor.
2. Organise and oversee the works to replace the floor covering in the crematory and associated workrooms.
3. Organise and oversee the external redecoration works of the on-site staff bungalows, chapel of remembrance and 'original' 1966 building – the Hampden end.
4. Organise and oversee permanent repairs to the roofing sheets and guttering stolen by metal thieves.
5. Assist John Morris from Chiltern Woodlands Project in implementing the first phase of the work in the approved woodland management plan.
6. Work with CDC's Engineers in developing an asset management/maintenance plan for the Crematorium to assist with longer term business planning.
7. Carry out Equality Impact Assessments.
8. Assist the appointed consultant in searching for a crematorium site at Aylesbury and assist other agencies appointed/involved in connection with the proposals to gain outline planning permission once a site has been found.
9. Carry out a review of commemoration provision with a view to presenting a discussion document to the Joint Committee about possible options for improving quality and choice of memorials and also potentially increasing income.

Item 8 will take priority over item 9 if/when a site is acquired.

1.4b Key Achievements in the Last 12 Months (2012-2013)

The following is a summary of the key achievements in the last twelve months:-

1. The defective Milton chapel floor was successfully replaced.
2. The floor covering in the crematory and associated work rooms was replaced.
3. The external redecoration works were carried out.
4. The permanent repairs replacing stolen copper and lead roofing and guttering was carried out (following the installation of monitored CCTV).

5. The first phase of work in the approved woodland management plan was carried out.
6. A planned preventative maintenance plan for the Crematorium was created.
7. A provisional equality assessment was carried out but no decision had been made by the end of the year arising from this survey about whether or not a full equality impact assessment was needed for any elements of the service.
8. Despite continued searching and ongoing negotiations with various landowners a site for a crematorium in Aylesbury had still not been achieved by the end of the year.
9. No progress was made with the review of commemoration.
10. Installation of a public address system in the Hampden chapel, improvements to the public address system in the Milton chapel, and the installation of radio microphones in both chapels for use by people unable to stand at the lectern.
11. A disability access survey was carried out.

1.5 Key Objectives for 2013-2014

The key objectives for the next twelve months are:-

1. Review commemoration provision – with a discussion document produced for the Joint Committee by the end of the year about possible options for improving quality and choice of memorials and also potentially increasing income.
2. Continue the search for a crematorium site at Aylesbury and assist other agencies appointed/involved in connection with the proposals to gain outline planning permission once a site has been found.
3. Investigate the feasibility of installing permanent audio-visual equipment in both chapels to replace the existing mobile unit.
4. Continue with the implementation of improvements arising from the disability access survey.
5. Organise and oversee various building maintenance projects, including at this stage the pressure testing of the gas supply pipe-work, re-felting of a significant area of the flat roofs and internal redecoration of the crematory, committal and work rooms.
6. Assist John Morris from Chiltern Woodlands Project in implementing the second phase of the work in the approved woodland management plan.

1.6 Key Objectives for the next 3 years

1. To continue to search for a site for a crematorium at Aylesbury if not already achieved, or if a site has already been successfully acquired to move on to the development stages as part of the longer term implementation of the findings of the strategic business case for a new crematorium for Aylesbury.
2. Implementation of the woodland management and conservation plan.
3. Investigate and implement where feasible/advantageous any opportunities for increasing electronic transaction capability e.g. completing an application and paying for a memorial via the Crematorium website, possibly in conjunction with the upgrading of the Crematorium computerised administration system in conjunction with the development of a new crematorium at Aylesbury.
4. Implement improvements to the existing memorial schemes or introduce any new schemes as decided by the Joint committee following the commemoration review.

MILTON FUNERAL CHAPEL: REPLACEMENT OF FLOOR

Contact Officer: Charles Howlett 01494 724263

1 At the meeting on 24th January 2012 the Joint Committee were advised that the remedial works to the Milton chapel floor (a latent defect) which had been planned for the summer of 2011 did not take place due to delays by the builder; after much prevarication he gave a start date of 16th October 2011 which would have been too disruptive due to funeral workload, particularly if there was any overrun into December (Minute 18 refers). Consequently the works were rescheduled for summer 2012.

2 The officers are pleased to report that the floor was successfully replaced during the summer of 2012 as planned. This was the last outstanding defect and its remedy successfully concludes, within budget, the second funeral chapel project which commenced with the appointment of the architects, Haverstock Associates, in May 2000, and saw the Milton chapel open for funerals in April 2005.

3 This report is included for information.

Background Papers: None

CHILTERN CREMATORIUM JOINT COMMITTEE – 7 MARCH 2013

REPORT OF THE TREASURER

1 CAPITAL PROGRAMME 2012/13 TO 2016/17

Contact Officer: Tina Pearce (01494 732233)

1. Details of the proposed Chilterns Crematorium Capital Programme covering the period 2012/13 to 2016/17 are shown in **Appendix 1**.
2. The following tables shows the proposed changes from the current approved Capital Programme position:-

	£
Current Approved Programme 2012/13 to 2015/16	4,491,427
<i>Underspend carried forward from 2011/12:-</i>	
Site Development	24,000
CCTV	12,000
<i>Schemes removed from programme or reduced provision</i>	
Heating	(11,366)
<i>Schemes added to programme or increased provision:-</i>	
Replacement Hearths	360
Relining cremators	16,810
Coffin Charger	30,000
Driveways and Car Park Re-surfacing	301,300
Abatement Project	690
Flat Roof Re-Felting	33,600
Proposed Programme 2012/13 to 2016/17	4,898,821

3. The following paragraphs give an overview of each of the capital projects included within the programme and the changes outlined above:-
 - a) Mercury Abatement and Heat Transfer/Recovery project

The project is in its final stages and will be the subject of a separate close out report by the Principal Engineer in due course.

b) Relining Cremators

The rolling programme to replace the refractory bricks continues and the price increase reflects the current replacement cost including re-insulation plus VAT. Moving forward the prices have been uplifted 5% per annum in accordance with advice from the supplier.

c) Site Development

The initial consultancy costs for site identification have been paid in the current year. The cost of this project within the programme is currently inclusive of VAT at 20%. Future VAT planning once the project progresses may negate a small amount of the VAT cost.

d) Driveway and Car Park Re-surfacing

As part of a wider project the costs associated with this project and the scope have been re-visited and present a significant increase in provision.

e) CCTV

The CCTV system has been installed and is now operational. There is a retention on the project which will be released in due course.

f) Coffin Charger

The replacement costs of the coffin charger now appear in the scheme. This will be replaced when necessary.

g) Flat Roof Re-felting

Due to the nature of flat roofs the maintenance and replacement of the felting must be ensured to maintain the integrity of the fabric of the building.

Long Term Capital and Maintenance Programme

This programme has been implemented to facilitate a more business like approach to forward planning for the Crematorium. As well as identification of future financial requirements, the programme assists in the identification and scheduling of works having regard to operational needs and statutory compliance of the Crematorium.

This programme is an active document looking to 20+ years ahead and shows estimated spend of £2.6million including £1m for cremator replacement. The programme will be regularly reviewed and updated and will feed in to the annual estimates process as indeed all aspects to 2016/17 have been included either specifically within in the capital program or the medium term financial strategy.

It should be noted these prices are based on current values with no inflationary increase applied and VAT will be an additional cost in most instances. The decision

not to inflate forward projection is to avoid severe distortion given the timeframe being considered.

RECOMMENDATIONS

1) That the Joint Committee agree the proposed Capital Programme for 2012/13 to 2016/2017.

2) That the Joint Committee consider and note the Long Term Capital and Maintenance Programme

Background Papers: None

CHILTERNNS CREMATORIUM**SCHEDULED CAPITAL EXPENDITURE**

<u>ITEM</u>	Cost in Year Expenditure Incurred					Total Five year Cost Projection
	2012/13 £	2013/14 £	2014/15 £	2015/16 £	2016/17 £	£
Relining Cremators (Gross)	44,820	47,060	49,410	51,880	54,480	247,650
Replacement Hearth	0	9,600	0	0	0	9,600
Coffin Charger	0	0	0	0	30,000	30,000
Second Chapel Project (Net)	0	20,547	0	0	0	20,547
Driveways and Car Parks	0	0	328,500	0	20,000	348,500
Heating System (Gross)	3,758	6,476	0	0	0	10,234
Cremation Abatement & Heat Recovery System (Gross) Consultancy (Gross)	135,476	15,214	0	0	0	150,690
CCTV	30,551	17,449	0	0	0	48,000
New Crematorium (Gross)						
Site appraisal - Consultant	14,988	9,012	0	0	0	24,000
Highways	0	12,000	0	0	0	12,000
Land Purchase plus fees	0	660,000	0	0	0	660,000
Design & Building projections	0	0	2,304,000	1,000,000	0	3,304,000
Flat Roof Re-Felting	0	0	0	0	33,600	33,600
TOTAL	£229,593	£797,358	£2,681,910	£1,051,880	£138,080	£4,898,821

2 REVIEW OF FEES AND CHARGES

Contact Officer: Tina Pearce (01494 732233)

1. The recommended Fees and Charges to come into effect from 1 April 2013 are shown in **Appendix 2** together with the current year charges for comparison purposes. An across the board increase in the region of 3% has been applied to the charges.
2. Last year the main cremation fee (excluding organists' fees £35 currently uptake less than 40% of funerals) was increased from £470 to £490 (a 4.3% increase). From the table below it can be seen that the Chilterns Crematorium fee remains lower than surrounding crematoria, though West Herts fee was not that much greater and includes the organist fee. An increase of 3.1% to £505 is being proposed for 2013/14. At this level the fee will be likely to remain the lowest when compared with all neighbouring authorities.
3. The table below shows the current year fees for Chiltern and neighbouring crematoria for comparison purposes. The four crematoria immediately below Chiltern in the table represent our main competitors.

The national average cremation fee in 2012 was £576 with the average total fee being £584. In 2012 Chilterns fee was ranked 236 out of 265 in the fee league table.

Crematorium	2012/2013 Fee £
Chilterns	490
West Herts	500
Slough	610
Ruislip	550
Oxford	710
Reading	589
Milton Keynes	672

4. The balances continue to accumulate and consideration of the Capital Programme and Long Term Programme for any future strategic developments requires the Joint Committee to be mindful of these projects when agreeing the fee level. An increase of 3.1% to £505 is the minimum increase recommended to the Joint Committee. The impact of fee increases on income levels compared to 2012/13 revised figures, assuming the number of cremations at 3,000 is shown in the table below:-

Fee	Additional Income over 2012/13 revised levels
£495	15,000
£500	30,000
£505	45,000
£510	60,000
£515	75,000

RECOMMENDATION

That the Joint Committee determine the fees and charges as shown in Appendix 2 and in particular consider and approve the level of the main cremation fee.

Background Papers: None

CHILTERN'S CREMATORIUM

Table of Fees and Charges

1 April 2013

		Present Fee from 1 April 2012 £	Recommended Fee From 1 April 2013 £
	Cremation		
	For the cremation of the body of:-		
(i)	a foetus born dead before twenty four weeks gestation	30.00	31.00
(ii)	additional foetus committed for cremation at the same time, per foetus (9.00 a.m. Chapel time only)	10.00	10.00
(iii)	a stillborn child or child/person whose age at the time of death was less than 18 years	42.00	43.00
(iv)	a person whose age at the time of death was 18 years or more	490.00	505.00
	For the cremation of body parts of:-		
(i)	a foetus born dead before twenty four weeks gestation	30.00	31.00
(ii)	a stillborn child or child/person whose age at the time of death was less than 18 years	42.00	43.00
(iii)	any person who was cremated at the Chilterns Crematorium	42.00	43.00
(iv)	a person who was not cremated at the Chilterns Crematorium whose age at the time of death was 18 years or more	67.00	69.00
	These fees include the Medical Referee's fee, use of the Chapel, provision of recorded music, the temporary storage of the ashes for a period not exceeding one month, the dispersal of ashes in the Garden of Remembrance, or provision of a temporary polythene container for ashes and a certified copy of the Registrar's Certificate for Cremation.		
	Note: Certificates of the Cremation Society and the Cremation Friendly Society will be accepted at their encashable value.		

Disposal of Cremation Ashes		
Temporary deposit of ashes (per month after the first month)	11.25	12.00
Dispersal of ashes in Garden of Remembrance when cremation has taken place elsewhere	29.30	31.00
Packing and despatch of ashes	*11.80	*12.15
Miscellaneous		
Use of Coffin Waiting for 24 hours or part thereof	22.50	25.00
Use of Wheeled Bier	6.80	7.00
Additional Service Time (subject to chapel availability)	150.00	155.00
Burial Service (subject to chapel availability)	200.00	200.00
Memorial Service – weekdays (subject to chapel availability)	200.00	200.00
Memorial Service (Saturday mornings only)	100.00	100.00
Webcast of Service	*51.50	*53.00
Audio Visual recording of Service on a DVD	*41.20	*43.50
- each additional copy	*16.00	*17.00
Audio recording of Service on a CD	*36.05	*38.00
- each additional copy	*13.00	*14.00
Use of Audio Visual equipment	*51.50	*53.00
Inscriptions in the Book of Remembrance		
Minimum 2 Line entry	*31.20	*32.15
5 Line entry	*56.85	*58.55
8 Line entry	*82.50	*84.95
Additional lines, per line	*15.60	*16.10
Miniature Book of Remembrance		
Purchase of Book, postage and Minimum 2 Line entry	*44.05	*46.40
5 Line entry	*56.65	*59.45
8 Line entry	*69.25	*72.50
Additional lines, per line	*4.20	*4.35
Miniature Book of Remembrance - Additional Inscriptions		
Minimum 2 Line entry	*15.50	*16.00
5 Line entry	*28.10	*29.05
8 Line entry	*40.70	*42.10
Additional Lines, per line	*4.20	*4.35

Memorial Card		
Purchase of Card, postage and Minimum 2 Line entry	*15.50	*17.00
5 Line entry	*28.10	*30.05
8 Line entry	*40.70	*43.10
Additional lines, per line	*4.20	*4.35
Emblems, Badges, etc.		
Regimental badge or crest or floral emblems	*59.70	*61.50
Full Coat of Arms	*73.85	*76.05
Leather Memorial Plaques		
For the Right to a Leather Memorial Plaque in the Chapel of Remembrance for a period of 3 years	*52.85	*54.45
For the Right to a Leather Memorial Plaque in the Chapel of Remembrance for a period of 5 years	*88.10	*90.75
Provision and fixing of a Leather Memorial Plaque	*39.90	*41.10
Replacement Plaque for an additional inscription	*39.90	*41.10
Garden Memorials		
Provision & installation of Memorial Garden Seat	*489.55	*504.25
Plaque for Memorial Garden Seat up to 70 letters	*58.35	*60.10
Plaque for Memorial Garden Seat up to 115 letters	*101.30	*104.35
Right to have the seat in Garden of Remembrance for a five year period	*165.40	*170.35
Right to have the seat in Garden of Remembrance for a ten year period	*330.75	*340.65
For the Right to a Commemorative Plaque on the kerbing of a Rose Bed for a period of 3 years	*52.85	*54.45
For the Right to a Commemorative Plaque on the kerbing of a Rose Bed for a period of 5 years	*88.10	*90.75
Provision and fixing of plaques	*21.55	*22.20
Replacement Plaque for an additional inscription	*21.55	*22.20

Stone Memorial Plaques		
For the Right to a Stone Memorial Plaque on a base for a period of 5 years	*96.65	*99.55
For the Right to a Stone Memorial Plaque on a base for a period of 10 years	*193.25	*199.05
Provision of a 7" x 12" inscribed plaque fixed on a sandstone base	*205.30	*211.45
Provision of a 9" x 12" inscribed plaque fixed on a sandstone or granite base	*297.80	*306.75
Provision of a 9" x 12" inscribed plaque fixed on a renovated sandstone or granite base (subject to availability)	*234.15	*241.15
Provision of a 9" x 18" inscribed plaque fixed on a sandstone or granite base	*405.45	*417.60
Provision of a 9" x 18" inscribed plaque fixed on a renovated sandstone or granite base (subject to availability)	*320.60	*330.20
Inscribed motif on a 9" x 12" or 10" x 18" plaque	*56.45	*58.15
Replacement 7" x 12" inscribed plaque for an additional inscription	*136.90	*141.00
Replacement 9" x 12" inscribed plaque for an additional inscription	*152.10	*156.65
Replacement 9" x 18" inscribed plaque for an additional inscription	*202.75	*208.85
Porcelain photo plaque with one portrait	*114.00	*117.40
Porcelain photo plaque with two portraits	*167.40	*172.40
Porcelain photo plaque with three portraits	*190.00	*195.70
Administration fee and provision of foundation slab for new application by monumental mason	*31.70	*32.65
Administration fee for additional work by monumental mason	*25.35	*26.11
* VAT to be added to all these figures		

3 REVENUE BUDGET REVISED 2012/13 AND ORIGINAL 2013/14

Contact Officer: Tina Pearce (01494 732233)

1. This report sets out the details of the Chilterns Crematorium Revenue Budget for 2012/13 Revised and 2013/14 Original. The detailed Revenue Budget is attached at *Appendix 3*.
2. The table below shows the summary comparison between the revised and original budget for 2012/13 and the original budget for 2013/14.

	2012/13 Original £	2012/13 Revised £	Movement £	2013/14 Original £	Movement £
Revenue Expenditure	828,030	841,885	13,855	864,430	36,400
Income	(1,643,740)	(1,643,090)	650	(1,702,797)	(59,057)
Revenue (Surplus)/Deficit	(815,710)	(801,205)	14,505	(838,367)	(22,657)
Less Capital Expenditure	(1,002,817)	(229,593)	(773,224)	(797,358)	(205,459)
(Surplus)/Deficit for year	187,107	(571,612)	(758,719)	(41,009)	(228,116)

3. The following table shows the budget variations that make up these increases. Specific variances +/- £5k have been highlighted; items below this limit have been accumulated as one off adjustments in each section.

	2012/13 Revised £	2013/14 Original £
Original Budget 2012/13 – Surplus	(815,710)	(815,710)
Add Additional Expenditure:-		
Individual Variances less than £5k	13,255	20,810
Maintenance of Buildings (note 4a)		12,000
Maintenance of Cremators (note 4b)		6,000
Security (note 4c)	11,700	
Rates		10,000
Furniture Fittings and IT (note 4d)	10,200	
VAT Provision	5,000	5,000
Add Reduction in Income:-		
Individual Variances less than £5k	2,300	3,900
Commemoration Plaques (note 4e)	10,450	10,450
Less Savings / Reduced Expenditure:-		
Individual Variances less than £5k	(5,800)	(4,910)
Reduction in Salary costs (note 4f)	(20,500)	(12,500)
Less Increase in Income:-		
Individual Variances less than £5k	(12,100)	(10,720)
Increase in cremations (note 4g)		(45,000)

Increase in Bank / Other Interest		(17,687)
Revised Budget 2012/13 – Surplus	(801,205)	
Original Budget 2013/14 – Surplus		(838,367)

4. The following assumptions and points should be noted:-
- Various painting, decorating and maintenance works for Hampden Chapel, offices and Bungalows moved from 2012/13;
 - Additional inflationary maintenance costs;
 - Security cost in respect of metal thefts prior to CCTV;
 - Back scanning of Cremation Register delayed from previous years;
 - General downturn in memorial income;
 - End of temporary staffing cover;
 - Fee increase of 3.1% for 2013/14 based on 3000 cremations.
5. Capital expenditure has been adjusted in accordance with the rolling nature of the projects.
6. For information the following table shows the forecast (surplus)/deficit allocation by Authority:-

District Council	Actual Balance 31.3.2012	Apportionment 2012/13 Revised Budget	Estimated Balance 31.3.2013	Apportionment 2013/14 Original Budget	Estimated Balance 31.3.2014
	£	£	£	£	£
Aylesbury Vale	(838,583)	(182,550)	(1,021,133)	(13,097)	(1,034,230)
Chiltern	(850,733)	(147,009)	(997,742)	(10,547)	(1,008,289)
Wycombe	(1,225,330)	(242,053)	(1,467,383)	(17,365)	(1,484,748)
Totals	(2,914,646)	(571,612)	(3,486,258)	(41,009)	(3,527,267)
	Surplus	Surplus	Surplus	Surplus	Surplus

RECOMMENDATION

That the Joint Committee approve the 2012/2013 Revised and 2013/2014 Original revenue budgets, subject to any revisions it wishes to make.

Background Papers: None

CHILTERN CREMATORIUM JOINT COMMITTEE REVENUE BUDGET - REVISED 2012/2013 ORIGINAL 2013/2014				
Actuals 2011/12	Original Budget 2012/13	Expenditure	Revised Budget 2012/13	Original Budget 2013/14
£	£		£	£
		Employees		
355,616	367,500	Salaries, Wages & Associated Expenses	347,000	355,000
34,429	34,000	Medical Referees - Fees & Expenses	34,000	34,000
34	300	Organists' Fees	300	300
189	190	Child care Voucher Scheme	190	190
		Premises Related Expenses		
14,323	52,000	Maintenance of Buildings	52,000	64,000
26,781	4,300	Security	16,000	7,500
3,444	6,200	Waste Disposal	5,000	9,000
20,658	16,000	Maintenance of Grounds	16,000	16,000
16,875	19,000	Maintenance of Cremators, Plant & Equipment	23,500	25,000
17,096	16,050	Electric	16,050	17,170
29,228	48,150	Gas	48,150	45,790
90,850	110,000	Rates	114,905	120,000
710	1,000	Water	730	750
7,990	6,100	Furniture , Fittings & IT	16,300	9,300
3,127	3,000	Cleaning Materials & Equipment	3,000	3,100
12,137	10,540	Insurance	10,540	10,540
		Supplies and Services		
500	0	Asset Valuations	0	0
11,150	2,000	Consultants Fees	2,000	2,000
1,088	1,030	Vending Stock & Maintenance	1,030	5,560
943	1,100	Protective Clothing	1,100	1,130
4,275	5,500	Printing, Stationery	5,500	4,000
326	3,000	Books & Publications	245	3,250
3,490	3,200	Postages	4,700	4,700
3,094	3,100	Telephones	3,100	3,200
459	1,060	Conference Expenses	495	1,100
485	2,000	Course / seminars	2,000	2,500
547	680	Subscriptions	680	680
774	780	Registrations - EPA/ Data Protection	775	780
240	250	Open Day / Reception Charges	145	250
0	100	General Advertising	0	0
470	970	Refunds cdc avdc wdc crem costs	970	1,000
10,244	11,000	Plaques	10,500	10,500
3,068	3,600	Urns & Caskets	3,300	3,400
16,163	15,000	Book of Remembrance	15,000	15,000
0	1,000	Memorial Seats	2,230	2,000
10,677	10,000	Wesley Music Service	11,000	11,000
49	200	Sundry Expenses	200	200
2,500	3,000	External Audit Fees	3,000	3,500
27,502	35,000	VAT Provision	40,000	40,000
727	800	Bank Charges	920	1,120
29,510	29,330	Chiltern DC Recharges	29,330	29,920
0	0	Capital Charges (depn)	0	0
761,769	828,030	TOTAL EXPENDITURE	841,885	864,430

CHILTERN CREMATORIUM JOINT COMMITTEE REVENUE BUDGET - REVISED 2012/2013 ORIGINAL 2013/2014				
Actuals 2011/12	Original Budget 2012/13	Income	Revised Budget 2012/13	Original Budget 2013/14
£	£		£	£
		Fees & Charges		
1,458,724.60	1,470,000	Cremations	1,470,000	1,515,000
6,525.35	6,300	Coffin Waiting	7,200	7,350
2,238.40	2,500	Audio Visual Media	3,500	3,570
34,621.43	38,450	Commemorative Plaques leather/stone	28,000	28,000
41,769.04	41,200	Memorial Rose	45,750	46,600
33,332.55	30,000	Book of Remembrance inc cards/books	32,000	32,600
367.38	400	Carriage & Post	200	200
9,714.51	9,700	Miscellaneous Income	7,600	6,000
		Other Income		
1,442.07	1,350	Donations	1,850	1,850
33,092.77	40,000	Bank & Other Interest	43,100	57,687
1,432.68	1,300	Vending	1,350	1,400
2,540.76	2,540	Rent	2,540	2,540
1,625,802	1,643,740	TOTAL INCOME	1,643,090	1,702,797
(864,033)	(815,710)	NET COST OF SERVICE - (Surplus)/Deficit	(801,205)	(838,367)
350,588	1,002,817	Capital Expenditure funded from Revenue	229,593	797,358
(513,445)	187,107	ESTIMATED (SURPLUS)/DEFICIT FOR YEAR	(571,612)	(41,009)
		Distribution to Constituent Authority Accounts Pro-rata to no. of cremations in each district:		
(71,861)	57,784	Aylesbury Vale D.C.	(182,550)	(13,097)
(65,892)	51,556	Chiltern D.C.	(147,009)	(10,547)
(104,748)	77,767	Wycombe D.C.	(242,053)	(17,365)
(242,502)	187,107		(571,612)	(41,009)

4 MEDIUM TERM FINANCIAL STRATEGY

Contact Officer: Tina Pearce (01494 732233)

1. The purpose of this report is to review the financial position of the Chilterns Crematorium in the medium term from 2013/14 to 2015/16.
2. The following assumptions have been made in arriving at the forecast figures:-
 - a) a 2% inflation factor has been applied each year to both expenditure and income items
 - b) interest rates are assumed to rise over the period from 1.5% in 2013/14 to 2% by 2016/17, this is lower than previously anticipated
 - c) the only capital expenditure factored into the forecasts is that currently shown in the proposed Capital Programme.
3. The following tables show the forecast position for the next three years:-

	2014/15 Forecast £	2015/16 Forecast £	2016/17 Forecast £
Revenue Expenditure	878,314	969,080	944,761
Income	(1,708,012)	(1,726,572)	(1,769,804)
Revenue (Surplus)/Deficit	(829,699)	(757,493)	(825,042)
Less Capital Expenditure	2,681,910	1,051,880	138,080
(Surplus)/Deficit for year	1,852,211 Deficit	294,387 Deficit	(686,962) Surplus

Projected Overall Financial Position				
Year	Balance B/Fwd	Revenue Surplus	Capital Expenditure	Balance C/Fwd
	£	£	£	£
2014/15	(3,527,267)	(829,699)	2,681,910	(1,675,056)
2015/16	(1,675,056)	(757,493)	1,051,880	(1,380,668)
2016/17	(1,380,668)	(825,042)	138,080	(2,067,631)

4. From the above tables it can be seen that there are currently significant balances held. The Capital Programme and Long Term Capital and Maintenance Programme show how these funds may need to be drawn upon without the need for borrowing.
5. The Joint Committee is in a strong financial position but in considering this report Members will need to continue to be mindful of the long term financial strategy and future development opportunities, long term capital and maintenance requirements and the potential for future distribution of surplus funds.

RECOMMENDATION

That the Joint Committee consider and note the Medium Term Financial Strategy forecast.

Background Papers: None

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