

Aylesbury Vale District Council
Chiltern District Council
Wycombe District Council

Clerk: Bob Smith
Treasurer: Jim Burness
King George V House, King George V Road,
Amersham, HP6 5AW
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Chilterns Crematorium Joint Committee

Wednesday, 15th February, 2017 at 4.00 pm

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

A G E N D A

- 1 Evacuation Procedures
- 2 Apologies for Absence
- 3 Declarations of Interest
- 4 Minutes of Previous Meeting (*Pages 5 - 10*)
To sign the Minutes of the meeting held on 4 February 2016.
- 5 Financial Outturn 2015/16 (*Pages 11 - 16*)
Appendix 1 (Pages 17 - 18)
Appendix 2 (Pages 19 - 20)
- 6 Sixty First Annual Report 1 April 2015 - 31 March 2016 (*circulated separately*)
- 7 Revenue Budget (*Pages 21 - 24*)
Appendix 1 (Pages 25 - 28)
- 8 Medium Term Financial Strategy (*To Follow*)
- 9 Review of Fees and Charges (*Pages 29 - 30*)

Appendix A - Fees and Charges (April 2017) (Pages 31 - 36)

- 10 Capital Programme 2016/17 to 2020/21 *(Pages 37 - 38)*
Appendix 1 (Pages 39 - 40)
- 11 Annual Learning Convention *(Pages 41 - 42)*
- 12 Liaison meeting with persons taking services and funeral directors *(Pages 43 - 44)*
- 13 Complaints and Compliments 2016 *(Pages 45 - 48)*
Appendix 1 - Questionnaire Analysis (Pages 49 - 50)
- 14 Service Plan 2017 - 2018 *(Pages 51 - 52)*
Appendix 1 - Service Plan (Pages 53 - 56)
- 15 Date and Time of Next Meeting
Members are asked to agree a date for the next meeting.
- 16 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
- 17 Crematorium Staff *(Pages 57 - 60)*
Appendix A (Pages 61 - 62)
Appendix B (Pages 63 - 64)
Appendix C (Pages 65 - 68)
- 18 New Aylesbury Crematorium *(To Follow)*
Appendix A (To Follow)
Appendix B (To Follow)

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 Angela Macpherson	Aylesbury Vale District Council
Councillor Howard Mordue (Vice-Chairman)	Aylesbury Vale District Council
Councillor Peter Martin	Chiltern District Council
Councillor Michael Smith (Chairman)	Chiltern District Council
Councillor Mrs Julia Adey	Wycombe District Council
Councillor Dominic Barnes	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
CHILTERNS CREMATORIUM JOINT COMMITTEE
held on **4 FEBRUARY 2016**
at **CHILTERN DISTRICT COUNCIL** at **2.00 pm**

PRESENT:

Councillor	M R Smith	Chiltern District Council	- Chairman
"	H Mordue	Aylesbury Vale District Council	- Vice-Chairman

Councillors:	J Adey	Wycombe District Council
	D Barnes	Wycombe District Council

Officers:

Tracey Campbell	Chiltern & South Bucks District Councils
Charles Howlett	Superintendent
Rodney Fincham	Chiltern & South Bucks District Councils
Bob Smith	Chiltern & South Bucks District Councils
Chris Marchant	Chiltern & South Bucks District Councils
Caroline Wheller	Aylesbury Vale District Council

APOLOGIES FOR ABSENCE were received from Councillors A Macpherson (Aylesbury Vale District Council) and P E C Martin (Chiltern District Council).

16 MINUTES

The Minutes of the meeting of the Joint Committee held on 27 November 2015 were agreed and signed by the Chairman as a correct record.

17 DECLARATIONS OF INTEREST

There were no declarations of interest.

18 ANNUAL LEARNING CONVENTION

The Committee, after noting that the next Annual Learning Convention would take place in October 2016, then

RESOLVED –

That the Chairman of the Joint Committee and the Superintendent be nominated to attend the 2016 Institute of Cemetery and Crematorium Management (ICCM) Annual Learning Convention.

19 LIAISON MEETING

Members were asked to identify a suitable date for the liaison meeting with persons taking services and funeral directors.

RESOLVED –

That the next Liaison Meeting takes place at the Crematorium at 6.45pm on 23 June 2016, to be preceded by refreshments at 6.00pm.

20 COMPLAINTS AND COMPLIMENTS 2015

The Joint Committee received a report giving details of complaints and compliments that had been received about the Crematorium in 2015 and the action that had been taken in response to the comments received. 9 substantial complaints had been received in 2015 which compared to 9 the previous year.

Half of the complaints were about problems with technology associated with Wesley Music, and in particular camera failures affecting the webcasting facility. Replacement cameras had been installed on multiple occasions, but the Committee, in light of the repeated problems, suggested that the provision of spare equipment be requested in case of further technical issues. Members also felt that due to the reputational damage and loss in confidence caused by the recurring camera faults that a letter be sent to Wesley Music from the Chairman of the Committee requesting compensation for the technical problems experienced.

RESOLVED –

That the report be noted, and that a letter be sent to Wesley Music from the Chairman of the Committee regarding the recurring issues and their implications.

21 SERVICE PLAN 2016/17

The Joint Committee considered the Crematorium Service Plan for 2016/17. Members noted the key projects that had taken place during the previous year, and those that would continue into the following year. It was noted that the Crematorium had been granted an extended licence to continue trialling a lower secondary chamber temperature resulting in less gas being required and lower emissions.

RESOLVED –

That the Crematorium Service Plan for 2016/17 be approved.

22 REVENUE BUDGET

The Joint Committee received a report setting out details of the Chilterns Crematorium Revenue Budget for 2015/16 Revised and 2016/17 Original.

The revised budget for 2015/16 showed an estimated revenue surplus, before capital expenditure, of £1,109,790 compared to an original projected surplus of £994,940.

RESOLVED –

That the 2015/16 Revised and 2016/17 Original revenue budgets be approved.

23 MEDIUM TERM FINANCIAL STRATEGY

The Joint Committee received a report reviewing the financial position of the Chilterns Crematorium in the medium term. The report set out in a table the forecast position for the next three years.

The continuing accumulating surplus meant that the Joint Committee's financial position was very healthy. In order to safeguard the reserve for the building of the Aylesbury Crematorium it was agreed that the reserve would be earmarked for this purpose at the end of the financial year. A planned preventative maintenance programme for the Amersham Crematorium was in place.

RESOLVED –

That the Medium Term Financial Strategy forecast be noted and an earmarked reserve be established regarding the future of the proposed Aylesbury Crematorium.

24 FEES & CHARGES

The Joint Committee received a report setting out proposed fees and charges from 1 April 2016 based on a general increase of 2% over the current year charges rounded to the nearest 50p. This excluded the Sanctum 2000 fees approved at the previous meeting.

Members considered a proposed increase of 2% (to £546) for the main cremation fee for 2016/17. During the discussion members considered the proposed fee in light of the building of the new Aylesbury Crematorium; fees of other crematoriums nearby; current demand at the Amersham Crematorium. Members also discussed the implementation of differential charging for residents outside of the three districts, but this was discounted due to increased administration. It was acknowledged that the crematorium fee could be reviewed once the Aylesbury Crematorium had been built.

RESOLVED –

That the fees and charges for 2016/17 as shown in the appendix of the report be agreed and the main cremation fee be set at £546 with effect 1 April 2016.

25 CAPITAL PROGRAMME

The Joint Committee received a report setting out details of the proposed Chilterns Crematorium Capital Programme covering the period 2015/16 to 2019/20. The report provided an overview of each of the following capital projects included within the Programme:

- Relining cremators and replacement hearths
- Cremator process login controllers
- Computerised cremation administration system
- Milton chapel floor
- Driveways and car parks
- New site development

Members noted that a long term capital and maintenance programme was in place. There was a discussion around the anticipated life of the cremators.

RESOLVED –

That the proposed Capital Programme for 2015/16 to 2019/20 be agreed.

26 DATE AND TIME OF NEXT MEETING

The next meeting would be held on Thursday 23 June at 4.00pm (Cabinet Room, Chiltern District Council). The meeting would be followed by the Liaison Meeting at 6.45 pm, proceeded by refreshments at 6.00 pm at the Amersham Crematorium.

27 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.

Note: the relevant paragraph number and description is indicated under the Minute heading.

28 AYLESBURY CREMATORIUM PROJECT UPDATE REPORT

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

The Committee received a report providing and update on the Aylesbury Crematorium and risk register.

RESOLVED –

That the report be noted.

The meeting ended at 2.54 pm

SUBJECT:	2015/16 FINANCIAL OUTTURN
REPORT OF:	Treasurer of Chilterns Crematorium Joint Committee – Jim Burness
RESPONSIBLE OFFICER	Jim Burness
REPORT AUTHOR	Senior Accountant - Tracey Campbell, 01494 732204, tcampbel@chiltern.gov.uk
WARD/S AFFECTED	All

1. Purpose of Report

- 1.1 To provide Members with financial outturn information for the Chilterns Crematorium for 2015/16.

RECOMMENDATIONS

- That the financial outturn position for the year ended 31 March 2016 is noted.
- That the accumulated revenue surplus be retained by the Joint Committee for future capital investment.
- Members note that the accounts are no longer required to be subject to an External Audit review.

2. Summary of Financial Outturn

- 2.1 The following table provides a summary of the financial outturn position for the year ended 31 March 2016.

Actuals £		Revised Budget £	Actuals £
2014/15		2015/16	2015/16
357,023	Employee Expenses	362,200	367,383
226,391	Premises Expenses	276,540	275,599
171,157	Supplies and Services	224,270	226,335
754,571	TOTAL EXPENDITURE	863,010	869,317
(1,943,223)	Fees and Charges	(1,908,440)	(1,936,494)
(74,014)	Other Income	(64,360)	(65,265)

(2,017,237)	TOTAL INCOME	(1,972,800)	(2,001,759)
(1,262,666)	NET OPERATING SURPLUS	(1,109,790)	(1,132,442)
1,212,439	Capital Expenditure	186,474	229,512
(50,227)	(Surplus)/Deficit FOR YEAR	(923,316)	(902,930)

2.2 A more detailed breakdown is provided in Appendix 1.

2.3 The key points to note are:-

- A revenue surplus of £903k, compared to a budgeted surplus of £923k.
- An increase in staff costs, compared to 2014/15, due to overtime for office staff to cover the absence of an officer on long term sickness.
- An increase in medical referee fees, compared to 2014/15, due to a higher than budgeted number of cremations.
- Of the £229k capital spend, £162k related to the proposed new crematorium, £59k on cremator repairs and £8k on the new computerised administration system. Irrecoverable VAT included within the total figure was £42k.

2.4 The breakdown of the 2015/16 cremations is:-

Aylesbury Vale	721
Chiltern District	593
Wycombe District	904
South Buckinghamshire	231
Hertfordshire	478
Oxfordshire	84
Berkshire	150
Other areas	212
Total	3,373

3. Balance Sheet

3.1 Appendix 2 shows the Balance Sheet for the Chilterns Crematorium.

3.2 The key points to note are:-

- Property, Plant & Equipment – This represents the value of the Crematorium's assets and includes the site land, two chapels, offices, staff bungalows, crematory

and other equipment. It also includes the land and preliminary works for the proposed Aylesbury Crematorium and stands at £5.4million. Additional capital spend has been added to this value at cost. For 2015/16 an additional £170k has been included in the Total Asset value.

- Current Assets – This relates to items that could be turned into cash at short notice and is made up of debtors i.e. money owed to the Crematorium, or short term investments. Total current assets now stand at £5.4million.
- Current Liabilities – This relates to money the Crematorium owes to external bodies and organisations amounting to £69k. The main creditor for the Crematorium at year end is Chiltern District Council for salary recharges. It does not imply any delay in payment of monies owed.
- Financed by section – This section shows how assets and liabilities are funded. Not all of the items shown here are cash backed reserves. The main reserve represents amounts being held on behalf of constituent authorities to fund future capital projects.

4. Reserves

- 4.1 Reserves have increased by £903k over the year due to the in-year surplus. The total value of reserves as at 31 March 2016 now stands at £5,374,292.
- 4.2 As requested by Members, at the meeting of 4th February 2016, an earmarked reserve has now been established for the funding of the proposed Aylesbury Crematorium.
- 4.3 The table below shows the reserve balances apportioned between the constituent authorities.

	AVDC £	CDC £	WDC £	Total £
Balance 31.3.2015	1,318,020	1,262,440	1,890,902	4,471,362
Apportionment 2015/16 surplus	293,513	241,406	368,011	902,930
	<u>1,611,533</u>	<u>1,503,846</u>	<u>2,258,913</u>	<u>5,374,292</u>
<u>Balances retained</u>				
Earmarked for new Crematorium	1,417,305	1,322,597	1,986,660	4,726,562
General reserves	194,228	181,249	272,253	647,730
	<u>1,611,533</u>	<u>1,503,846</u>	<u>2,258,913</u>	<u>5,374,292</u>

- 4.4 The retention of the accumulated balance by the Joint Committee is necessary to meet scheduled future capital investment.

5. External Audit Review

- 5.1 In previous years, the Accounts of the Chilterns Crematorium Joint Committee (CCJC) have been governed by the Accounts and Audit Regulations 2011. These required a "Small Bodies Annual Return" to be prepared by the CCJC, and for this return to be reviewed by an External Auditor.
- 5.2 The Accounts and Audit Regulations 2011 have now been replaced by the Accounts and Audit Regulations 2015. These new regulations require audits of "relevant authorities". However relevant authorities, as defined by the Local Audit and Accountability Act 2014, do not include joint committees so the CCJC is no longer required to prepare formal accounts and have them reviewed by an External Auditor. Although, there is still the ability to have a voluntary External Audit review of the figures.

5.3 Instead the principal authority (Chiltern District Council) is responsible for the oversight of the joint committee and for ensuring there are effective finance and governance arrangements. The overall financial management arrangements for Chiltern District Council are still subject to external audit review.

5.4 Given that:

- The CCJC will still be subject to Internal Audit review, to confirm that relevant procedures and controls are in place, and
- Over the last few years, the external auditors have not raised any concerns over the submitted financial accounts.

It is suggested that it is not necessary to commission a voluntary External Audit review, which will result in a saving, based on the 14/15 audit fee, of £2,425 plus VAT.

Background Papers:	None
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APPENDIX 1

CHILTERN CREMATORIUM JOINT COMMITTEE
INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2016

Actuals 2014/15 £	Expenditure	Revised Budget 2015/16 £	Actuals 2015/16 £
	Employees		
356,629	Salaries, Wages & Associated Expenses	362,200	367,309
394	Long Service Awards	0	74
357,023		362,200	367,383
	Premises Related Expenses		
23,752	Maintenance of Buildings	41,000	43,281
5,231	Security	6,500	6,267
10,404	Waste Disposal	10,500	11,472
12,672	Maintenance of Grounds	14,000	13,459
22,517	Maintenance of Cremators, Plant & Equipme	34,000	31,141
18,679	Electric	20,000	19,988
26,708	Gas	27,000	27,532
97,364	Rates	99,590	99,586
615	Water	950	949
3,536	Furniture & Fittings	6,000	5,256
2,655	Cleaning Materials & Equipment	3,000	3,328
2,258	Insurances	14,000	13,340
226,391		276,540	275,599
	Supplies & Services		
42,626	Medical Referees - Fees	48,000	53,460
1,500	Consultancy	3,250	3,250
1,591	Vending	8,000	8,573
1,154	Clothing	1,170	823
5,552	Printing and Stationery	4,600	4,762
286	Books & Publications	3,100	3,098
6,116	Postages	5,500	5,289
4,390	Telephones	3,050	3,085
1,500	Web Services	1,500	1,500
758	Conference Expenses	160	160
1,586	Courses / Seminars	1,200	718
640	Subscriptions	550	585
774	Registrations - EPA/ Data Protection	780	774
0	Open Day Reception charges	430	426
205	General Advertising	0	0
520	Authority Cremation Cost Refunds	1,100	2,805
8,222	Plaques	17,250	10,575
4,311	Urns & Caskets	4,500	4,095
15,095	Book of Remembrance	15,000	14,151
1,502	Memorial Seats	0	0
11,299	Wesley Music Service	21,500	23,774
1,355	Miscellaneous Expenses	500	-228
2,000	External Audit Fees	2,430	2,425
26,184	VAT Provision	33,000	34,739
1,491	Bank Charges	2,700	2,496
30,500	Chiltern District Support Costs	45,000	45,000
171,157		224,270	226,335
754,571	TOTAL EXPENDITURE	863,010	869,317

APPENDIX 1

CHILTERN CREMATORIUM JOINT COMMITTEE
INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2016

Actuals 2014/15 £	Income	Revised Budget 2015/16 £	Actuals 2015/16 £
Fees & Charges			
-1,811,560	Cremations	-1,765,500	-1,793,311
-8,409	Chapel of Rest	-9,000	-10,549
-5,313	Audio Visual Media	-8,000	-7,847
-32,311	Plaques - Leather / Stone	-41,520	-40,647
-40,123	Plaques - Roses & Seats	-44,000	-41,519
-34,634	Book of Remembrance	-28,000	-29,161
0	Telephone Costs Recovered	-60	0
-240	Carriage & Post	-360	-337
-10,633	Miscellaneous Income	-12,000	-13,123
<u>-1,943,223</u>		<u>-1,908,440</u>	<u>-1,936,494</u>
Other Income			
-1,635	Bulb Donations	-1,100	-1,170
-34,617	Bank & Other Interest	-34,200	-33,224
-1,120	Vending	-1,400	-1,450
-2,582	Property Rental	-2,620	-2,623
-34,060	Abatement Credits	-25,040	-26,798
<u>-74,014</u>		<u>-64,360</u>	<u>-65,265</u>
<u>-2,017,237</u>	TOTAL INCOME	<u>-1,972,800</u>	<u>-2,001,759</u>
-1,262,666	NET OPERATING SURPLUS	-1,109,790	-1,132,442
1,212,439	Capital Expenditure	186,474	229,512
-50,227	(SURPLUS)/DEFICIT FOR YEAR	-923,316	-902,930
Distributable to Constituent Authority Accounts Pro-rata to no. of cremations in each district:			
-16,532	Aylesbury Vale D.C.	-303,907	-293,513
-12,899	Chiltern D.C.	-237,127	-241,406
-20,796	Wycombe D.C.	-382,282	-368,011
<u>-50,227</u>		<u>-923,316</u>	<u>-902,930</u>

APPENDIX 2

31 Mar 15	CHILTERN'S CREMATORIUM JOINT COMMITTEE BALANCE SHEET AS AT 31 MARCH 2016	31 Mar 16
	Property, Plant & Equipment	
5,177,283	Land and Buildings	5,339,416
4,999	Furniture and Fittings	4,999
0	Intangible Assets	8,050
<u>5,182,282</u>	TOTAL PPE	<u>5,352,465</u>
	Current Assets	
	Inventories	
98	Vending machines	0
62	Miniature Books	0
24	Memorial Cards	0
2,040	Stone Memorials	7,365
<u>2,224</u>		<u>7,365</u>
	Debtors	
111,855	Sundry debtors	94,502
0	H M R C	0
<u>111,855</u>		<u>94,502</u>
	Investments	
2,500,000	Fixed Investments upto 1 year	2,500,000
<u>2,500,000</u>		<u>2,500,000</u>
	Cash and Cash Equivalents	
1,432,302	Santander Business Reserve A/c	0
568,962	Barclays Deposit A/c	2,857,175
-97,366	Barclays Current A/c	-15,198
<u>1,903,898</u>		<u>2,841,977</u>
<u>4,517,977</u>	TOTAL CURRENT ASSETS	<u>5,443,844</u>
	Creditors	
-41,208	Sundry creditors	-66,465
-5,407	H M R C	-3,087
<u>-46,615</u>	TOTAL CURRENT LIABILITES	<u>-69,552</u>
<u>9,653,644</u>	TOTAL ASSETS LESS LIABILITES	<u>10,726,757</u>
	Financed By	
-5,182,282	Capital Financing Reserve	-5,352,465
	General Reserves	
-1,318,020	Constituent Auth - AVDC	-194,228
-1,262,440	Constituent Auth - CDC	-181,249
-1,890,902	Constituent Auth - WDC	-272,253
	Earmarked Reserves for New Crematorium	
0.00	All three authorities	-4,726,562
<u>-9,653,644</u>	NET EQUITY	<u>-10,726,757</u>

SUBJECT:	REVENUE BUDGET 2017/18
REPORT OF:	Treasurer of Chilterns Crematorium Joint Committee – Jim Burness
RESPONSIBLE OFFICER	Jim Burness
REPORT AUTHOR	Superintendent – Charles Howlett, 01494 72463 chowlett@chiltern.gov.uk and Senior Accountant - Tracey Campbell, 01494 732204, tcampbel@chiltern.gov.uk
WARD/S AFFECTED	All

Purpose of Report

1. This report informs Members of the forecast outturn for the current year and sets out the proposed Chilterns Crematorium Revenue Budget for 2017/18.

RECOMMENDATION

1. The Joint Committee approves Revenue Budget for 2017/18, subject to any revisions it wishes to make to yield a revenue surplus of £1,101,160.

2. The Joint Committee approves capital expenditure of £4,115,850 to be funded

2. The table below provides a summary comparison between the forecast outturn and original budget for 2016/17 and the original budget for 2017/18.

	2016/17 Original £	Forecast 16/17 Outturn £	Movement £	2017/18 Original £	Change from 16/17 budget £
Revenue Expenditure	843,060	875,935	32,875	950,660	107,600
Revenue Income	(1,968,600)	(2,013,090)	(44,490)	(2,051,820)	(83,220)
Revenue(Surplus)/ Deficit	(1,125,540)	(1,137,155)	(11,615)	(1,101,160)	24,380
Capital Expenditure	4,148,840	400,140	(3,748,700)	4,115,850	(32,990)
(Surplus)/ Deficit for year	3,023,300	(737,015)	(3,760,315)	3,014,690	(8,610)

3. Detailed Revenue Budget information is attached as an **Appendix 1**. Please note that the impact of the opening of the Watermead Crematorium - currently awaiting judicial review - has not been reflected in these figures as we are unable to predict what impact this will have on the Amersham Crematorium's income.

4. In respect of the forecast outturn for 2016/17, the overall changes have had a marginal impact, £11k, on the operating surplus before contributions to capital expenditure.
5. The following assumptions and points should be noted.
 - a) Salaries and associated expenses were harmonised with effect from January 2017 in line with those of Chiltern and South Bucks. Job descriptions have subsequently been re-evaluated and a proposed new structure is being considered in a separate report. The financial implications of these proposed staffing changes as they affect the Amersham Crematorium are reflected in the draft 2017/18 budgets. The outturn for 2016/17 includes an increase in overtime due to extra workload due to a higher number of cremations than anticipated and the cost of cover for an officer on long term sick leave.
 - b) Maintenance of Buildings – the refurbishment of the bungalow kitchens has been deferred until 17/18.
 - c) Maintenance of Grounds – 16/17 includes the purchase of a grass cutting machine to replace the existing 20 year old model plus a pedestrian operated road sweeper and rotary mower.
 - d) Maintenance of Cremators and plant – this is a contingency figure and in this current year there have been a significantly higher number of issues in the servicing and repair of the cremators.
 - e) Electricity - projected slight increase in usage for 17/18. Wholesale energy costs increase substantially in recent months by 20% or more, however prudently both gas and electricity contracts are fixed and agreed until March (gas) and October (electricity) 2018. Beyond that there is the potential for significant increases of 20-30% from 2018/19.
 - f) Business rates - Following the national revaluation of business rates, the Rateable value has increased by over 50% which equates to £48k.
 - g) Cleaning materials and equipment: - An allowance in 17/18 for replacement vacuum cleaners.
 - h) Consultants fees - Revised budget includes a condition survey of assets held which will assist in future plans for maintenance.
 - i) Protective clothing - As up to 3 staff may retire, uniform will be required.
 - j) Postages - a significant saving as w.e.f. August 16, post is collected and franked at Chiltern DC.

- k) Telephones – Moving the Crematorium on to the corporate Lync telephone system has been deferred until 17/18.
 - l) Conference expenses: No charge for 16/17 since the Superintendent was asked to deliver a paper and the Chairman was unable to attend.
 - m) Courses/seminars - Emergency first aid training refresher courses due 16/17 plus training of new staff in 17/18.
 - n) Audio visual media – supplied by Wesley Music Service, slight increase in next year budget to reflect demand which in turn increases income.
 - o) VAT provision - Adjusted in line with budgets.
 - p) Audit Fees - Relates to internal audit from the Council's contractor (TIAA).
 - q) Chiltern DC recharges - 17/18 budget to reflect extra time spent by the Property & Facilities team.
 - r) Cremation Fee - Both outturn and original estimates allow for 3,300 cremations, unchanged from the original 2016/17 estimate. An increase of 2.6% re Cremation fee has been applied for 2017/18, in line with the proposal elsewhere on the agenda. This will be amended if different decisions on fees are taken.
 - s) Abatement credits - Each year as more crematoria fit filtration plant the amount of money raised from surcharges on unabated cremations is reducing but it is difficult to predict how much.
 - t) Bank and interest - External investments earning interest of £26k 16/17 are forecast to be £30k 17/18. This largely arises from investing the accumulated funding for the new crematorium development.
6. Overall expenditure increases by 13%, compared to 2016/17, mainly as a result of increases to staffing, and business rate costs.
7. Capital expenditure has been adjusted in accordance with the rolling nature of the projects, and the rephrasing of the new crematorium project. These are detailed in the Capital Programme Report. A separate report is to be considered for the build of the new Crematorium but the increased costs referred to in that report are included in the Capital programme.
8. The following table shows the forecast (surplus) / deficit allocation by Authority, and reflects in 2017/18 the commencement of major expenditure on the new crematorium construction:

Council	Actual Balance 31.3.2016	Apportionment of Estimated 2016/17 Surplus	Estimated Balance 31.3.2017	Apportionment of 2017/18 Budget	Estimated Balance 31.3.2018
	£	£	£	£	£
AVDC	(1,611,533)	(239,580)	(1,851,113)	979,978	(871,135)
Chiltern	(1,503,846)	(197,047)	(1,700,893)	806,001	(894,892)
Wycombe	(2,258,913)	(300,388)	(2,559,301)	1,228,711	(1,330,590)
Totals	(5,374,292)	(737,015)	(6,111,307)	3,014,690	(3,096,617)
	Surplus	Surplus	Surplus	Deficit	Surplus

9. When considering the accumulated surplus there will always be the need to maintain a prudent level of reserves which for 2017/18 is considered to be in the order of £540k to:

- Provide a working balance for its operations based on four months expenditure, £320k
- Provide for financial risk of loss of income of 10% of fees, £180k
- Contingency for any emergency works to the building or plant, £40k.

Background Papers: None

APPENDIX 1

CHILTERN CREMATORIUM JOINT COMMITTEE REVENUE BUDGET				
Actuals 2015/16	Original Budget 2016/17	Expenditure	Forecast Outturn 2016/17	Original Budget 2017/18
£	£		£	£
		Employees		
367119	369,000	Salaries, Wages & Associated Expenses	379,000	399,000
190	200	Child care Voucher Scheme	200	200
0	2,000	Staff Advertising	2,000	2,000
74	300	Long Service Award	100	100
		Premises Related Expenses		
43,281	26,500	Maintenance of Buildings	18,500	30,000
6,267	6,500	Security	8,000	6,000
11,472	10,000	Waste Disposal	11,000	11,000
13,459	22,000	Maintenance of Grounds	22,000	14,000
31,141	29,000	Maintenance of Cremators, Plant & Equipment	45,000	40,000
19,988	21,000	Electricity	21,000	22,000
27,532	21,000	Gas	22,000	21,000
99,586	100,400	Rates	100,400	148,500
949	950	Water	1,030	1,050
5,256	8,000	Furniture, Fittings & IT	6,500	6,500
3,328	3,000	Cleaning Materials & Equipment	3,000	3,500
13,340	14,280	Insurance	12,280	12,500
		Supplies and Services		
53,460	49,500	Medical Referees - Fees & Expenses	49,500	49,500
0	500	Asset Valuations	0	0
3,250	1,500	Consultants Fees	5,625	1,500
8,573	2,400	Vending Stock & Maintenance	2,400	2,500
823	1,170	Protective Clothing	1,170	2,000
4,762	4,600	Printing, Stationery	4,600	4,600
3,098	300	Books & Publications	300	400
5,289	5,500	Postages	4,500	4,500
3,085	5,000	Telephones	3,500	4,500
1,500	1,500	Web Services	1,500	1,500
160	1,200	Conference Expenses	0	1,200
718	2,000	Course / seminars	1,250	3,500
585	550	Subscriptions	550	550
774	780	Registrations - EPA / Data Protection	780	780
426	430	Open Day / Reception Charges	0	450
0	300	General Advertising	300	300
2,805	1,100	Refunds cdc avdc wdc crem costs	1,100	1,120
10,575	17,250	Commemorative plaques	11,250	11,250
4,095	4,500	Urns & Caskets	4,500	4,500
14,151	15,000	Book of Remembrance	13,000	13,000
0	1,000	Memorial Seats	0	1,000
23,774	13,000	Wesley Music Service	16,000	16,500
-228	500	Sundry Expenses	750	750
2,425	2,450	Audit Fees	2,850	2,850
34,739	30,000	VAT Provision	52,000	47,000
2,496	2,900	Bank Charges	2,500	2,560
45,000	44,000	Chiltern DC Recharges	44,000	55,000
869,317	843,060	TOTAL EXPENDITURE	875,935	950,660

CHILTERN CREMATORIUM JOINT COMMITTEE REVENUE BUDGET				
Actuals 2015/16	Original Budget 2016/17	Income	Forecast Outturn 2016/17	Original Budget 2017/18
£	£		£	£
		Fees & Charges		
1,816,983	1,798,740	Cremation (Cremation fees, coffin waiting, dep/disp ashes)	1,820,000	1,866,000
7,847	8,210	Audio Visual Media	10,800	11,020
111,327	115,240	Commemoration (books of remembrance/memorials)	115,240	115,240
1,787	1,760	Vending and Carriage	1,760	1,760
35,847	25,650	Other Income (Bank/investment income, rent)	36,790	36,300
27,968	19,000	Miscellaneous (Donations, PM fees, abatement credits)	28,500	21,500
2,001,759	1,968,600	TOTAL INCOME	2,013,090	2,051,820
(1,132,442)	(1,125,540)	NET COST OF SERVICE - (Surplus) / Deficit	(1,137,155)	(1,101,160)
229,512	4,148,840	Capital Expenditure funded from Revenue	400,140	4,115,850
(902,930)	3,023,300	ESTIMATED (SURPLUS) / DEFICIT FOR YEAR	(737,015)	3,014,690
		Distribution to Constituent Authority Accounts Pro-rata to number of cremations in each district:		
(293,513)	995,110	Aylesbury Vale D.C.	(239,580)	979,978
(241,406)	776,447	Chiltern D.C.	(197,047)	806,001
(368,011)	1,251,743	Wycombe D.C.	(300,388)	1,228,711
(902,930)	3,023,300		(737,015)	3,014,690

SUBJECT:	REVIEW OF FEES AND CHARGES
REPORT OF:	Treasurer of Chilterns Crematorium Joint Committee – Jim Burness
RESPONSIBLE OFFICER	Jim Burness
REPORT AUTHOR	Superintendent, - Charles Howlett, 01494 72463, chowlett@chiltern.gov.uk and Senior Accountant - Tracey Campbell, 01494 732204, tcampbel@chiltern.gov.uk
WARD/S AFFECTED	All

Purpose of Report

1. To provide Members with the recommended Fees and Charges to come into effect from 1st April 2017 as shown in the Appendix, together with the current year charges for comparison purposes.

RECOMMENDATIONS

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

2. An across the board increase of 2-3% has been applied to fees rounded up to the nearest 50p.
3. From the table below it can be seen that the 2016/17 Chilterns Crematorium fee is lower than most of the surrounding crematoria. The four crematoria immediately below Chiltern in the table represent our main competitors.

Crematorium	2016/17 Cremation fee £	2016/17 Total fee with organ/organist £
Chilterns	546	591*
West Herts	540	540
Slough	760	760
Ruislip	614	614
Oxford	943	943
Reading	725	725
Milton Keynes	910	949

4. The national average cremation fee in 2016 was £710 with the average total (with organist) being £720, a 4.5% increase compared to 2015. In 2016

Chilterns fee was ranked 269th out of 278 in the fee league table.

*In recent years a combination of the increasing popularity of civil funeral services and the use of the Wesley music system to accompany the singing of hymns has led to a decrease in the use of the organists, which in 2016 was down to 20% of services.

5. The impact of fee increases on income levels compared to the 2016/17 revised figures, assuming 3,300 cremations, is shown in the table below:

Fee	% increase on 2016/17	Additional Income over 2016/17 revised levels
£557	2.0%	36,300
£560	2.6%	46,200
£565	3.5%	62,700
£570	4.4%	79,200
£575	5.3%	95,700

6. The Joint Committee needs to be mindful of the long term funding requirements of the Capital Programme and future strategic developments when agreeing the fee level. Taking both these factors into account an increase of 2.6% to £560 is therefore the minimum increase recommended to the Joint Committee. At this level the fee is still likely to remain lower than most of the surrounding crematoria.

Background Papers: None

CHILTERNs CREMATORIUM**Table of Fees and Charges****1 April 2017**

		Present Fee from 1 April 2016 £	Recommended Fee From 1 April 2017 £
	Cremation		
	For the cremation of the body of:-		
(i)	a foetus born dead before twenty four weeks gestation (subject to chapel availability)	33.00	33.50
(ii)	additional foetus committed for cremation at the same time, per coffin (9.00 a.m. Chapel time only)	10.50	10.70
(iii)	a stillborn child or child/person whose age at the time of death was less than 18 years	46.00	47.00
(iv)	a person whose age at the time of death was 18 years or more	546.00	560.00
	For the cremation of body parts of:-		
(i)	a foetus born dead before twenty four weeks gestation	33.00	33.50
(ii)	a stillborn child or child/person whose age at the time of death was less than 18 years	46.00	47.00
(iii)	any person who was cremated at the Chilterns Crematorium	46.00	47.00
(iv)	a person who was not cremated at the Chilterns Crematorium whose age at the time of death was 18 years or more – cremation only	73.50	75.00
(v)	as above but including use of chapel (weekday)	286.50	292.00
(vi)	as above but including use of chapel (Saturday)	179.50	240.50
	These fees include the Medical Referee's fee, use of the Chapel (except for body parts), 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, provision of a temporary cardboard container for ashes, a certificate of cremation for disposal of cremation ashes or a copy of the entry in the cremation register.		
	Note: Certificates of the Cremation Society and the Cremation Friendly Society will be accepted at their encashable value.		

	Present Fee from 1 April 2016 £	Recommended Fee From 1 April 2017 £
Disposal of Cremation Ashes		
Temporary deposit of ashes (per month after the first month)	13.00	13.50
Dispersal of ashes in Garden of Remembrance when cremation has taken place elsewhere	33.00	33.50
Wooden casket with inscribed plaque for cremation ashes	25.00	25.50
Miscellaneous		
Use of Coffin Waiting for 24 hours or part thereof (includes use of wheeled bier)	26.50	27.00
Use of Wheeled Bier	7.50	7.60
Additional Service Time (subject to chapel availability)	164.00	167.00
Burial Service (subject to chapel availability)	213.00	217.00
Memorial Service – weekdays (subject to chapel availability)	213.00	217.00
Memorial Service (Saturday mornings only)	164.00	167.00
Webcast of Service	*56.50	*57.50
Audio Visual recording of Service on a DVD	*46.00	*47.00
- each additional copy	*18.00	*18.50
Audio recording of Service on a CD	*40.50	*41.50
- each additional copy	*15.00	*15.50
Use of Audio Visual tribute system		
Administration fee	*15.00	*15.50
Per photograph/image used	*1.50	*1.50
Per minute of video used	*6.00	*6.00
DVD copy of visual tribute	*19.50	*20.00
Audio Visual recording of Service with visual tribute on a DVD	*50.00	*51.00
-each additional copy	*17.70	*18.00
Inscriptions in the Book of Remembrance		
Minimum 2 Line entry	*34.50	*35.00
5 Line entry	*62.50	*63.80
8 Line entry	*90.50	*92.60
Additional lines, per line	*17.00	*17.50
Miniature Book of Remembrance		
Purchase of Book, postage and Minimum 2 Line entry	*49.50	*50.60
5 Line entry	*63.50	*65.00
8 Line entry	*77.50	*79.40
Additional lines, per line	*4.70	*4.80

	Present Fee from 1 April 2016 £	Recommended Fee From 1 April 2017 £
Miniature Book of Remembrance - Additional Inscriptions		
Minimum 2 Line entry	*9.50	*9.60
5 Line entry	*23.50	*24.00
8 Line entry	*37.50	*38.40
Additional Lines, per line	*4.70	*4.80
Packing and despatch for additional entry	*11.50	*12.00
Memorial Card		
Purchase of Card, postage and Minimum 2 Line entry	*18.00	*18.60
5 Line entry	*32.50	*33.00
8 Line entry	*46.50	*47.40
Additional lines, per line	*4.70	*4.80
Emblems, Badges, etc.		
Regimental badge or crest or floral emblems	*65.50	*67.00
Full Coat of Arms	*80.50	*82.00
Leather Memorial Plaques		
For the Right to a Leather Memorial Plaque in the Chapel of Remembrance for a period of 3 years	*58.00	*59.00
For the Right to a Leather Memorial Plaque in the Chapel of Remembrance for a period of 5 years	*96.50	*98.50
Provision and fixing of a Leather Memorial Plaque	*45.00	*46.00
Replacement Plaque for an additional inscription	*45.00	*46.00

	Present Fee from 1 April 2016 £	Recommended Fee From 1 April 2017 £
Garden Memorials		
Provision & installation of Memorial Garden Seat	*535.00	*546.00
Plaque for Memorial Garden Seat up to 70 letters	*64.00	*65.50
Plaque for Memorial Garden Seat up to 115 letters	*111.00	*113.00
Right to have the seat in Garden of Remembrance for a five year period	*181.00	*184.50
Right to have the seat in Garden of Remembrance for a ten year period	*362.00	*369.00
For the Right to a Commemorative Shrubbery Plaque for a period of 3 years	*58.00	*59.00
For the Right to a Commemorative Shrubbery Plaque for a period of 5 years	*96.50	*98.50
Provision and fixing of a replacement plaque for an additional inscription	*23.50	*24.00
Stone Memorial Plaques		
For the Right to a Stone Memorial Plaque on a base for a period of 5 years	*105.50	*107.50
For the Right to a Stone Memorial Plaque on a base for a period of 10 years	*211.00	*215.00
For the Right to a Sanctum 2000 above-ground Vault for a period of 5 years	*200.00	*204.00
For the Right to a Sanctum 2000 above-ground Vault for a period of 10 years	*350.00	*357.00
For the Right to a Sanctum 2000 above-ground Vault for a period of 20 years	*700.00	*714.00

Appendix A

Appendix

	Present Fee from 1 April 2016 £	Recommended Fee From 1 April 2017 £
Provision of a 9" x 12" inscribed plaque fixed on a sandstone or granite base	*325.50	*332.00
Provision of a 9" x 12" inscribed plaque fixed on a renovated sandstone or granite base (subject to availability)	*225.00	*229.50
Provision of a 9" x 18" inscribed plaque fixed on a sandstone or granite base	*443.00	*452.00
Provision of a 9" x 18" inscribed plaque fixed on a renovated sandstone or granite base (subject to availability)	*343.00	*350.00
Provision of a 12" x 15" inscribed plaque fixed on a Sanctum 2000 above ground vault with up to 150 characters	*745.00	*760.00
Provision of a 12" x 15" inscribed plaque fixed on a Sanctum 2000 above ground vault with over 150 characters	*795.00	*811.00
Inscribed motifs from	*62.00	*63.00
Replacement 7" x 12" inscribed plaque for an additional inscription	*149.50	*152.50
Replacement 9" x 12" inscribed plaque for an additional inscription	*166.50	*170.00
Replacement 9" x 18" inscribed plaque for an additional inscription	*221.50	*226.00
Replacement Sanctum 12" x 15" inscribed plaque for an additional inscription with up to 150 characters	*345.00	*352.00
Replacement Sanctum 12" x 15" inscribed plaque for an additional inscription with over 150 characters	*395.00	*405.00
Additional inscription on an existing Sanctum 12" x 15" inscribed plaque:-	*55.00	*56.00
carriage/administration fee	*1.00	*1.00
inscription per letter		

Appendix A

Appendix

	Present Fee from 1 April 2016 £	Recommended Fee From 1 April 2017 £
Porcelain photo plaque with one portrait	*124.50	*127.00
Porcelain photo plaque with two portraits	*183.00	*186.50
Porcelain photo plaque with three portraits	*207.50	*211.50
Administration fee and provision of foundation slab for new application by monumental mason	*34.50	*35.00
Administration fee for additional work by monumental mason	*27.50	*28.00
* VAT to be added to all these figures		

SUBJECT:	CAPITAL PROGRAMME 2016/17 TO 2020/21
REPORT OF:	Treasurer of Chilterns Crematorium Joint Committee – Jim Burness
RESPONSIBLE OFFICER	Jim Burness
REPORT AUTHOR	Superintendent – Charles Howlett, 01494 72463, chowlett@chiltern.gov.uk and Senior Accountant - Tracey Campbell, 01494 732204, tcampbel@chiltern.gov.uk
WARD/S AFFECTED	All

Purpose of Report

1. To provide Members with the proposed 5 year capital programme and provide an overview of the major projects in the coming year.

RECOMMENDATIONS

The Joint Committee approves the proposed Capital Programme for 2016/17 to 2020/21, appended to this report.

2. The following paragraphs give an overview of the major capital projects included within the programme shown in the Appendix.
 - a. Relining Cremators and Replacement Hearths
Brickwork/refractory repairs that may be necessary from 17/18 for each of the three cremators, and a contingency each year for replacement hearths.
 - b. Cremator Process Logic Controllers (PLC)
Since parts for the cremator PLCs are becoming more difficult to obtain a contingency is included to replace one of them should the need now occur in 2017/18 and the other two the following year (the sequence on the basis that it is very unlikely they will all fail at the same time).
 - c. Computerised Cremation Administration System (CAS)
Balance of costs on completion of the new CAS in 2016/17.

-
- d. Milton Chapel Floor
This is a latent defect and so there is no charge from the builder for labour. Since we are unsure whether the builder will pay for the tiles, a contingency has been added.

 - e. Driveways and Car Parks
Resurfacing car park costs, with the major resurfacing works scheduled for 2018/19.

 - f. External Lighting
Lighting required at the entrance and along the main driveway.

 - g. New Site Development Aylesbury Crematorium
A separate report will outline the development going forward, and the appendix reflects the revised phasing for the construction works due to start Summer 2017. The capital programme includes extra budget requested for the project of £1m, in that report.

Background Papers: None

**CHILTERN CREMATORIUM
CAPITAL PROGRAMME**

APPENDIX

cumulative spend to 2015/16	Budgeted costs					Total Five year Cost Projection
	2016/17	2017/18	2018/19	2019/20	2020/21	
	£	£	£	£	£	£
Relining Cremators (Gross)	0	42,000	55,000	43,000	0	140,000
Replacement Hearth (Gross)	0	9,000	9,500	9,500	9,500	37,500
Cremator PLCs (Gross)		12,850	25,920	0	0	38,770
Coffin Charger (Gross)	0	0	36,000	0	0	36,000
Computerised Cremation (Gross) Administration system (CAS)	8,460		0	0	0	8,460
Milton Chapel floor (Gross)	15,000	0	0	0	0	15,000
Driveways and Car Parks (Gross)	71,680	0	357,600	0	0	429,280
Sewage treatment plant (Gross)	0		30,000	0	0	30,000
Flat Roof Re Felting (Gross)	0		33,600	0	0	33,600
External lighting entrance &d'way	0	42,000	0	0	0	42,000
Sub-total Chiltern Crematorium	95,140	105,850	547,620	52,500	9,500	810,610
56,088 Pre Aylesbury Project Costs*						
1,444,548 Aylesbury Crematorium (Gross)**	305,000	4,010,000	1,490,452	0	0	5,805,452
TOTAL	£400,140	£4,115,850	£2,038,072	£52,500	£9,500	£6,616,062

	*pre project costs
18,389	Feasibility study
2,400	Market research
2,520	Research and identifying suitable site
3,000	Agreeing heads of terms to purchase site
1,920	Feasibility drawing
1,800	Fees for land option
13,205	Legal fees (gross)
12,402	Legal costs re option agreement/disbursements
452	Misc costs re meetings
£56,088	Total

**Project costs to 15/16

192,470	Architects fees
53,561	Surveys and investigation
11,051	Planning and building control fees
22,150	Ecologist fees
2,775	Archaeological investigations
705,860	Cost of land
33,899	Land transaction fees/stamp duty
11,600	Tenancy termination,access rd, cattle crush
84,216	ALUTS contribution
19,627	Legal/agent fees
45,667	Enabling works
41,604	Incoming statutory services
220,068	VAT
£1,444,548	Total

CHILTERNS CREMATORIUM JOINT COMMITTEE

MEETING 15TH FEBRUARY 2017

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

11. ANNUAL LEARNING CONVENTION

Contact Officer: Charles Howlett (01494) 724263

11.1 The next Annual Learning Convention of the Institute of Cemetery and Crematorium Management (ICCM) will be held in October 2017.

11.2 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. The Superintendent attended and as he was requested to give a paper (on cremator energy efficiency) the attendance fee was waived.

RECOMMENDATION

That the Chairman of the Joint Committee and the Superintendent, or suitable substitutes, be nominated to attend the 2017 ICCM Annual Learning Convention.

Background Papers: None

CHILTERNS CREMATORIUM JOINT COMMITTEE

MEETING 15TH FEBRUARY 2017

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

12. LIAISON MEETING WITH PERSONS TAKING SERVICES AND FUNERAL DIRECTORS

Contact Officer: Charles Howlett (01494) 724263

12.1 Liaison meetings have been held for many years on an annual basis and are considered a useful forum for an exchange of views on the services and facilities at the Crematorium as well as a good opportunity to discuss any forthcoming proposed changes or developments. Members agreed a date for the meeting in 2016 but unfortunately it did not take place.

12.2 The officers consider it is desirable that there is a liaison meeting in 2017 which will also be a good opportunity to update users of Chilterns Crematorium on progress of the Joint committee's project at Aylesbury now the long running planning issue has been resolved.

RECOMMENDATION

That the next Liaison Meeting be held at the Crematorium at 6.45 p.m. on a date in June 2017 to be agreed at the meeting, to be preceded by refreshments at 6.00 p.m.

Background papers: None

CHILTERNS CREMATORIUM JOINT COMMITTEE

MEETING 15TH FEBRUARY 2017

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

13. COMPLAINTS AND COMPLIMENTS 2016

Contact Officer: Charles Howlett (01494) 724263

13.1 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 2016 from the 3,514 questionnaires sent out 129 were returned from people who were satisfied (some with added compliments) and 19 from people who were mostly satisfied but including comments about matters they thought could be improved. During the year 7 substantial complaints were received (compared to 9 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. A summary of the questionnaire analysis is included as

Appendix 1.

Changes proposed/made as result of comments

13.2 The issue of car parking has been discussed at previous Joint Committee meetings. It has been decided to wait until Aylesbury Crematorium opens to see if the consequent decrease in the number of funerals taking place at Amersham relieves the congestion before considering what (if any) substantive action could be taken to relieve the parking situation. Surprisingly in 2016 only three written comments about lack of parking space were received, but the grounds maintenance staff have become increasingly proficient in spotting cars building up before there is a problem and then directing car parking to minimise any issues like cars or driveways getting blocked.

13.3 The main reason for the number of comments about having to wait too long before being able to have a funeral was due to the Milton chapel being closed for nearly six weeks whilst a second new floor was laid (to correct a latent defect reported on as a separate item). Also, as reported before, the long delays due to the

planning challenges by the Westerleigh Group to the CCJC's crematorium being built at Aylesbury has had a negative impact at Amersham which is now too busy at times. However the crematorium now being built at Watermead by Westerleigh is due to open in summer 2017 which should help to improve the situation.

13.4 Concerning any potential issues with the operating of the loop systems (see complaint 3&4 below) although a sound system engineer found both loops to be working satisfactorily he recommended some changes to the microphone arrangements in the Milton chapel which were implemented.

Actions taken in response to substantial complaints

13.5 The following substantial complaints were received:-

Complaint 1: An applicant complained about a number of issues relating to a DVD recording of a webcast of a funeral service, including the length of time between the funeral and receipt of the DVD (usually about a month but in this instance seven weeks) and the quality of the recording.

Response: It transpired the main reason for the delay was the Christmas post between the supplier and the Crematorium and then on to the recipient. Concerning the quality of the recording, enquiries to Wesleymedia revealed that the need to optimise the ability of nearly all computer connections to accept the webcast feed takes priority over the opportunity which arises from it of a recording; but this is something Wesley are aware of and are looking to improve in the future (although there would be a cost). A letter of explanation and apology for the delay was sent.

Complaint 2: A civil funeral celebrant complained about the arrangements for booking music at Chilterns Crematorium 'compared to other crematoriums,' but on making enquiries it transpired that there had been a misunderstanding on the celebrant's part about what she thought was a new system which was in fact the longstanding arrangements brought together (for clarity!) on a new form.

Response: Through an exchange of emails the matter was amicably resolved.

Complaint 3&4: Two complaints were received about not being able to hear on the chapel loop systems properly; one relating to the Milton chapel and one not specified.

Response: The loop systems are regularly tested by the chapel attendants and the testing device showed both loop systems to be working normally. However, in view of the comments the Superintendent decided to call in the sound system engineer to check both loops. Letters were sent to both complainers thanking them for alerting us to a potential problem and apologising for any potential shortcomings on our part for their poor experience.

Complaint 5: A husband complained about a letter inviting him to renew his wife's memorial plaque which gave the latest date for payment which was sooner than the date of the letter!

Response: This was the result of a glitch with the new computerised administration system which went live on 1st April 2016. A letter of explanation and apology was sent.

Complaint 6: A person wrote in saying that the new policy of publishing the funeral diary on the crematorium website was an open invitation to criminals to burgle empty homes and mail shot companies to bombard the bereaved with mail concerning house clearance, debt relief, probate, etc.

Response: With the new computerised administration system the crematorium can now display a public view bookings diary on the website to assist people enquiring about the date and time of a funeral they wish to attend. This facility is also helpful for local florists planning floral tribute deliveries and families arranging a funeral to see availability. An increasing number of crematoria are providing this facility to improve customer service. However, there is an option at the time of making a booking for this information not to be publicised. The Superintendent sent a letter of explanation.

Complaint 7: A complaint was received about music at a funeral not being played as requested and it not being possible to record the service.

Response: The Superintendent made enquiries and established that the music on the request form was what was played, but the specific instructions about playing one piece for long enough to hear all the words wasn't on the form and it was not possible to establish whether this information had been given to the chapel attendant verbally on the day of the funeral. It is always difficult to get to the bottom of what went wrong on these occasions, especially some time after the event when the people involved genuinely cannot remember. Funerals can be recorded, but this is down to funeral directors explaining this to families when funerals are being arranged. A letter of apology was sent for any part we may have played in the music not being correct.

13.6 At the meeting in February 2016, when the complaints were reported, it was noted that nearly half of them were about repeated problems with technology associated with Wesleymedia's equipment, in particular cameras affecting the webcast facility. In view of the potential reputational implications of these problems it was resolved that a letter should be sent to Wesleymedia from the Chairman (Minute 20, Meeting 4th February 2016 refers). However, in the event it transpired that part of the issue was the interaction between the electrical wiring and other equipment in the music rooms which was eventually resolved and consequently the letter was not sent.

13.7 This report is included for information.

Background Papers: None

APPENDIX 1

ANALYSIS OF QUESTIONNAIRE RESULTS
2016

Comments	Number Received
Appreciative	36
Satisfied	93
Constructive	19
Complaints	7

Constructive Comments 2016

Comments	Number Received
Car Parking & Signage Need more spaces	3
Chapels Waiting time too long (Milton closed) Waiting time too long (Milton open) Need another chapel	9 1 1
Music Wanted to use own CD	1
Memorials Lease times too short – would like a permanent memorial	1
Facilities Drinks machine was out of order so could not get refreshments Provide waiting rooms and toilets	1 2
Grounds Chapel/garden/general surroundings “spartan”	1
Questionnaire/General Would have liked photo of congregation Questionnaire sent out too soon	1 1

CHILTERNS CREMATORIUM JOINT COMMITTEE

MEETING 15TH FEBRUARY 2017

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

14. SERVICE PLAN 2017 – 2018

Contact Officer: Charles Howlett (01494) 724263

14.1 The service plan for the Crematorium has been updated for 2017-2018 and is included as **Appendix 1**

RECOMMENDATION

That the Crematorium Service Plan for 2017–2018 be approved

Background papers: None

APPENDIX 1

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

SERVICE PLAN 2017 – 2018**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 –

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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 (2016-2017)

The key objectives for the last 12 months were:-

1. Continue work on the Aylesbury Crematorium Project as required and circumstances allow.
2. Managing (in conjunction with CDC/SBDC IT Department) the changeover from the existing to the new computerised crematorium administration system.
3. Manage (in conjunction with CDC/SBDC IT Department) the changeover from the existing BT to the new Lync telephone system.
4. Manage the replacement (again) of the Milton chapel floor carried out by the builder as a latent defect.
5. Re-evaluation of jobs and staffing structures in conjunction with the on-going harmonisation process of terms and conditions between CDC and SBDC (led by CDC/SBDC Personnel Department).
6. Procure and manage (in conjunction with CDC Engineers) the tarmac surfacing of the stone memorial-garden car park (which is currently compacted scalplings).
7. Option study for document scanning for a budget estimate for implementation in 2017-18.
8. Option study for a 'branding' exercise for Chilterns and Aylesbury Crematorium (in conjunction with CDC's Communications Department) with a budget estimate for replacing the several different styles of signs at Chilterns Crematorium in 2017-18.

1.4b Key Achievements in the Last 12 Months (2016-2017)

The long term sickness absence of the senior administrator coinciding with the project to replace the twenty three year old computerised administration system had a significant impact in terms of staff time on the outcome of some objectives in the 2016/17 service plan. The following is a summary of the outcome on key issues in the last twelve months:-

1. Little substantive progress could be made with the Aylesbury Crematorium project due to the ongoing planning situation resulting from legal challenges by the private crematoria company Westerleigh Group which is building a crematorium at Watermead. What has been done is reported to this meeting in agenda item 18 'New Aylesbury Crematorium'.

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2. The changeover from the existing to new computerised crematorium administration system was achieved.
3. The new Lync telephone system was deferred, mainly because of issues with it at CDC making it sensible to delay extending it to the Crematorium until these are resolved.
4. The Milton chapel floor has been successfully replaced. The Milton chapel, which first came into use in March 2005, has proved highly successful in terms of design and use but has unfortunately been plagued with a number of constructional defects. Fortunately these have been corrected mainly at the expense of the designer and builder, rather than the CCJC, and hopefully the replacement of the floor brings finally this matter to a close.
5. The re-evaluation of jobs and staffing structures in conjunction with the on-going harmonisation process of terms and conditions between CDC and SBDC is well underway (and is subject to a report to this meeting in agenda item 17 'Crematorium Staff') but will not be completed by the end of March 2017.
6. Car park, road and pathway tarmac resurfacing works achieved.
7. Option study for document scanning only recently commenced and not specifically included in 2017/18 budgets. However preliminary indications from initial work suggest that the costs will be relatively modest and can be covered from existing budgets.
8. Option study for a 'branding' exercise for Chilterns and Aylesbury Crematorium deferred.
9. Complete internal and external redecoration of the chapel of remembrance achieved.

1.5 Key Objectives for 2017-2018

The key objectives for the next twelve months are:-

1. Continue work on the Aylesbury Crematorium Project as required and circumstances allow.
2. Complete and implement the re-evaluation of jobs and staffing structures and recruit to new posts and vacancies, including managing any short term staff shortages and untrained new staff due to recent and potential further retirements (led by CDC/SBDC HR Department).
3. Manage (in conjunction with CDC/SBDC IT Department) the changeover from the existing BT to a new telephone system.
4. Option study for a 'branding' exercise for Chilterns and Aylesbury Crematorium (in conjunction with CDC's Communications Department) with a budget estimate for replacing the several different styles of signs at Chilterns Crematorium in 2018-19.
5. Manage implementation of a document scanning project onto the new computerised crematorium administration system to reduce paper records and prepare for the opening of Aylesbury Crematorium where there will only be limited storage space. This work is in conjunction with the development of the Crematorium's information asset register.
6. Manage (in conjunction with CDC Engineers) the installation of a new external lighting scheme for the main drive.
7. Assess the initial business impact from the opening in early summer 2017 of Westerleigh's new crematorium at Watermead.

1.6 Key Objectives for the next 3 years

1. Having purchased a site and obtained planning permission, to build and operate a new crematorium for Aylesbury.
2. Investigate the options for a baby and young children's memorial area with a view providing the facility.

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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.
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Item 17

By virtue of paragraph(s) 1, 2, 3, 4 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

Appendix A

By virtue of paragraph(s) 1, 2, 3, 4 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

Appendix B

By virtue of paragraph(s) 1, 2, 3, 4 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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