



## Chilterns Crematorium Joint Committee

Wednesday, 26 September 2018 at 4.00 pm

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

### A G E N D A

Item

1 Evacuation Procedure

2 Apologies for Absence

3 Minutes (*Pages 5 - 10*)

To approve the minutes of the Joint Committee held on 29 January 2018.

4 Declarations of Interest

5 Annual Report (*Pages 11 - 18*)

*Appendix 1 (Pages 19 - 20)*

6 2017/18 Financial Outturn (*Pages 21 - 24*)

*Appendix 1 (Pages 25 - 26)*

*Appendix 2 (Pages 27 - 28)*

7 Revisions to the Constitution (*Pages 29 - 30*)

*Appendix 1: Proposed Revisions to the Constitution (Pages 31 - 42)*

8 Crematorium Telecommunications Link Update (*Pages 43 - 46*)

9 Communications Update (*Verbal Report*)

10 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 it involves the likely disclosure of exempt information as defined in Part I of Schedule 12A of the Act.

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

11 Berton Crematorium Project Update (*To Follow*)

*Reasons for restriction: Paragraph(s) 3*

**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**

Councillors: M Smith (Chairman)  
H Mordue (Vice-Chairman)  
D Barnes  
P Martin  
J Ward  
G Peart

**Date of next meeting – Wednesday, 23 January 2019**

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**CHILTERN DISTRICT COUNCIL  
AYLESBURY VALE DISTRICT COUNCIL  
WYCOMBE DISTRICT COUNCIL**

**MINUTES** of the Meeting of the  
**CHILTERN CREMATORIUM JOINT COMMITTEE**  
held on **29 JANUARY 2018**

**PRESENT:** Councillor M Smith - Chairman  
H Mordue - Vice Chairman

Councillors: P Martin  
G Peart

**APOLOGIES FOR ABSENCE** were received from Councillors D Barnes and J Ward

**52 MINUTES OF PREVIOUS MEETING**

The Minutes of the meeting of the Joint Committee held on 19 June 2017 were agreed and signed by the Chairman as a correct record.

**53 DECLARATIONS OF INTEREST**

There were no declarations of interest.

**54 FEE & CHARGES 2018/19**

Members received a report to review the fees and charges to come into effect from 1 April 2018. The recommended fees and charges together with the current year charges for comparison purposes were at Appendix 1.

**RESOLVED:**

- **that the fees and charges as shown in Appendix 1 and in particular the level of the main adult cremation fee be approved.**

**55 PRICING STRUCTURE**

Members considered a report of the fees charged for babies and children, for cremation only and the first funeral of the day. It was noted that a survey of twenty neighbouring crematoria revealed that the majority of the crematoria no longer charged cremation fees for babies and children. For hospital arranged cremations it was agreed to continue to charge a reduced fee to cover the additional administrative work that came with these cremations. It

was proposed that the first funeral of the day price be reduced and a new cremation only fee be introduced to help address funeral poverty.

The Committee **RESOLVED** that:

- 1. the present pricing structure be amended with immediate effect in order**
  - **that a fee no longer be charged for babies and children whose age at the time of death was less than 18 years; and**
  - **that the fee for hospital arranged babies' cremations be retained.**
- 2. in line with national funeral trends to help address funeral poverty and an increasingly competitive environment an early morning cremation fee of £475 and a 'cremation only' fee of £358 be introduced with immediate effect.**

## **56 BIERTON CREMATORIUM STAFFING**

The Committee considered a report seeking approval to appoint staff for the Bierton Crematorium earlier than initially anticipated to enable staff to be fully trained in their duties and certified to operate the cremator. The approved staffing structure for Bierton Crematorium was at Appendix 1.

### **RESOLVED:**

- **that the crematorium attendants for Bierton Crematorium be appointed in May 2018 to give sufficient time for the necessary training and certification for operating the cremator.**

## **57 BUDGET REPORT 2018/19**

Members considered a report detailing the forecast outturn for the current year and the proposed Chilterns Crematorium Revenue Budget for 2018/19. The impact that the Bierton Crematorium would have on the budget was unknown at present but by the time the 2019/20 budget was prepared officers would be in a better position to set a realistic budget for the operation. The report set out the following assumptions which included but were not limited to, the anticipated changes around staffing costs, and the fact that there was a predicted increase in the wholesale energy cost of between 12-14% once the utility fixed contracts were renewed at the end of 2018. The Committee were advised that there was a need to maintain a prudent level of reserves for the reasons set out in the report.

Members agreed that the Constitution would need to be revisited and an updated version brought before the Committee prior to the opening of the Bierton Crematorium.

**RESOLVED:**

- 1. that the Revenue Budget for 2018/19 be approved to yield a revenue surplus of £1,022,200; and**
- 2. that the capital expenditure of £4,127,330 be approved.**

**58 CAPITAL PROGRAMME**

Members considered the proposed 5 year capital programme (including the forecast outturn for 2017/18), as well as an overview of the major projects in the coming year and anticipated spend up to 2021/22 at Appendix 1.

Members enquired as to the life span of cremators and it was noted that cremators had a life span of 30 years, and that the cremators at Chilterns Crematorium were 20 years old.

**RESOLVED:**

- that the proposed Capital Programme for 2017/18 to 2021/22 appended to the report at Appendix 1 be approved.**

**59 MEDIUM TERM FINANCIAL STRATEGY**

The report set out the forecast medium term financial position of the Joint Committee's activities to deliver its overall aims and objectives over a three year period. Assumptions were outlined in paragraph 3 and included the prudent expectation of a reduction in annual cremations once the other crematoriums were in operation, although this would be kept under review. The report also set out the risks in the medium term which included the demand of the new facility, demand on cremations generally and other potential capital costs in addition to those identified.

**RESOLVED:**

- that the Medium Term Financial Strategy forecast be noted.**

**60 SERVICE PLAN 2018-2019**

Members received an update on the service plan for 2017-18 and considered the proposed plan for 2018-19. The Crematorium Service Plan was at Appendix 1 and set out the key objectives of the crematorium, the key objectives and achievements over the last 12 months, as well as the key objectives for 2018-19 and the next 3 years.

**RESOLVED:**

**1. that the Crematorium Service Plan for 2018–2019 attached to the report at Appendix 1 be approved.**

## **61 COMPLIMENTS AND COMPLAINTS 2017**

The report outlined details of the complaints received in 2017 and how they were resolved. For all cremations, a questionnaire is sent to an applicant for cremation and the analysis of the questionnaire results for 2017 was at Appendix 1. Recurring complaints received related to car parking provision at the Crematorium; it was hoped that the opening of the Bierton Crematorium would alleviate this issue but this would be kept under review. It was reported that the number of complaints received about the microphones had decreased. Members enquired as to whether the appropriate signage was in place to support people using equipment and it was confirmed that the appropriate signage was in place.

**RESOLVED:**

**1. that the report for information be noted.**

## **62 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.*

## **63 CREMATORIUM STAFFING**

*By virtue of paragraphs 1, 2, 4 of Part 1 of Schedule 12A of the Local Government Act 1972*

*Paragraph 1 – Information relating to any individual*

*Paragraph 2 – Information which is likely to reveal the identity of an individual*

*Paragraph 4 – Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority*



The Committee received a report seeking approval to increase the number of hours of the post holder referred to in the report. The approved staffing structure was at Appendix 1.

**RESOLVED:**

**1. that the post holder at the Chilterns Crematorium be increased from two to three days a week (from 16 up to 24 hours) for the reasons outlined in the report.**

**64 BIERTON CREMATORIUM PROJECT UPDATE REPORT**

*By virtue of paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972*

*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 an update on the Bierton Crematorium and risk register.

**RESOLVED:**

- **That the report be noted.**

**The meeting ended at 5.11 pm**



**CHILTERN CREMATORIUM JOINT COMMITTEE****SIXTY THIRD ANNUAL REPORT 1<sup>st</sup> APRIL 2017 – 31<sup>st</sup> MARCH 2018****CONSTITUENT AUTHORITIES AND REPRESENTATIVES****Aylesbury Vale District Council**

Councillor Howard Mordue (Vice-Chairman)  
Councillor Julie Ward

**Chiltern District Council**

Councillor Peter Martin  
Councillor Michael Smith (Chairman)

**Wycombe District Council**

Councillor Dominic Barnes  
Councillor Graham Peart

**Superintendent and Registrar**

Charles Howlett DMS, FICCM(Dip)  
Chilterns Crematorium  
Whielden Lane  
Amersham  
Buckinghamshire

**Clerk**

Bob Smith  
Chief Executive  
Chiltern District Council  
Council Offices  
King George V Road  
Amersham  
Buckinghamshire

**Treasurer**

Jim Burness  
Director of Resources  
Chiltern District Council  
Council Offices  
King George V Road  
Amersham  
Buckinghamshire

**CHILTERN CREMATORIUM JOINT COMMITTEE  
SIXTY THIRD ANNUAL REPORT**

**1) CREMATIONS**

The following tables show the number of cremations from 1<sup>st</sup> April to 31<sup>st</sup> March for the past five years and their originating districts:

<b>District</b>	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>
Aylesbury Vale	637	760	721	756	823
Chiltern	564	593	593	579	645
Wycombe	867	956	904	910	1029
Other	1072	1,196	1,155	1,437	1,315
<b>Total</b>	<b>3,140</b>	<b>3,505</b>	<b>3,373</b>	<b>3,682</b>	<b>3,812</b>

Comparative figures for the previous years are:

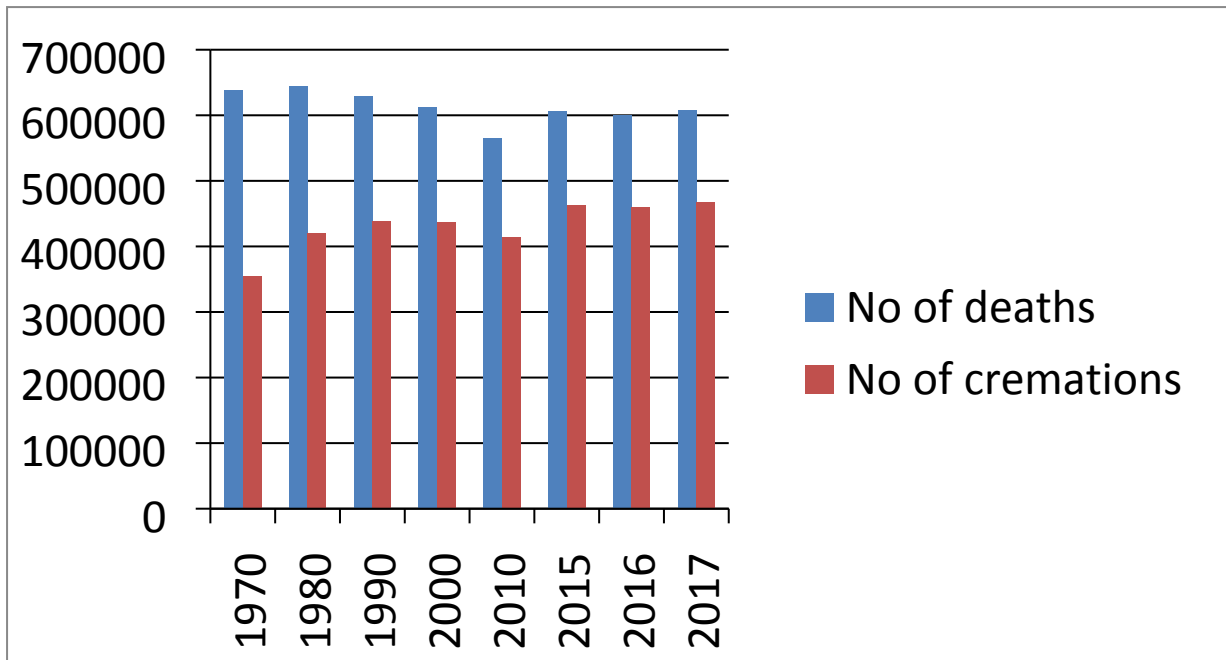
<b>2005/06</b>	<b>2006/07</b>	<b>2007/08</b>	<b>2008/09</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011/12</b>	<b>2012/13</b>
2,989	2,950	2,930	3,167	2,936	3,045	3,118	3,106

The total number of cremations since opening until the end of March 2018 = 138,673

The 3,812 cremations carried out in 2017/18 generated income of £2,144,571. In the previous year the 3,682 cremations carried out generated £2,026,072.

There are currently 290 crematoria in the UK and in 2017 Chilterns Crematorium was the busiest in terms of the number of cremations carried out during the year. This was partly due to the continuing delays in the opening of a new crematorium in Aylesbury and also during the year neighbouring Slough Crematorium was operating at reduced capacity for several months for a major refurbishment.

In 1995 the number of deaths in the UK was 650,000, but after that there was downward trend until 2011 when 556,434 deaths recorded. Overall mortality rates are showing signs of rising since 2011 in line with national predictions. The proportion of cremations to burials reached 70% in 1992 and in 2012 it was 74%. In 2017 the number of recorded deaths was 607,037 of which 77.05% were cremated. The 2% increase in the proportion of cremations to burials in just three years is probably due to the relatively large number of new crematoria which have been built in the last decade compared to the previous three decades.



#### Cremation-only up to end of March 2018 (introduced Jan 2018)

	Number	Income
2017/18	19	£7,049

## 2) DISPOSITION OF CREMATION ASHES

Nationally there has been a steady reduction in the number of cremation ashes being placed in the grounds of the crematorium where the cremation has taken place, with a higher incidence of ashes being removed from the crematorium for disposal elsewhere.

In 1970 approximately 86% of ashes were disposed of at crematoria nationally by being scattered or buried in the garden of remembrance but since then there has been a gradual decline and by 2015 the national figure was 25%.

At Chilterns in the 1970's around 80% of ashes were disposed of in the garden of remembrance but in 2017 it was under 20%.

The number of cremation ashes being taken away for disposal elsewhere is being offset to a small degree by those being received for scattering from other crematoria and 66 were received in 2017-18 generating an income of £2,077.00.

The table below gives details of ashes being scattered in the garden of remembrance over the last eight years.

<b>Cremation Ashes</b>	% of ashes scattered in the garden of remembrance.	Number of ashes received from other crematoria.
2009/10	30	65
2010/11	28	56
2011/12	30	62
2012/13	27	67
2013/14	30	83
2014/15	30	64
2015/16	21	73
2016/17	20.4	59
2017/18	19.4	66

The reduction in ashes being scattered is reflected in decreasing memorial sales, but the garden of remembrance remains an important feature in providing an appropriate setting for the place of cremation and afterwards for mourners to visit when it helps to act as a focal point for their mourning.

### 3) **COMMEMORATION**

Scheme	Yr	No. of new leases sold	No. not renewed	Total no. of plaques in place^ (23/06/18)	Gross income	Cost of Supplies	Net income
Rosebeds – converted to Shrubberies from 2014/15	2011-12	93		2,684	£41769	£1290	£40479
	2012-13	87		2,599	£45716	£1340	£44376
	2013-14	81		2,560	£45191	£1080	£44111
	2014-15	60		2,306	£40122	£1866	£38256
	2015-16	65	87	2,284	£41518	£1050	£40468
	2016-17	103	98	2,289	£44321	£1360	£42961
	2017-18	79	90	2,253	£58467	£1563	£56904
Stones	2011-12	34		730	£28182	£3490	£24692
	2012-13	25		726	£21186	£4661	£16525
	2013-14	25		738	£26692	£4903	£21789
	2014-15	23		756	£26725	£6219	£20506
	2015-16	33	9	780	£32975	£16846*	£16129
	2016-17	28	15	825	£35797	£7018	£29066
	2017-18	24	24	825	£36590	£9646	£26944
Leather	2011-12	17		278	£6222	£591	£5631
	2012-13	8		265	£5671	£368	£5303
	2013-14	19		272	£3875	£458	£3417
	2014-15	6		278	£4722	£265	£4457
	2015-16	9	10	277	£6152	£203	£5949
	2016-17	13	17	257	£4959	£435	£4524
	2017-18	9	10	256	£6409	£320	£6089
Book of	2011-12	357			£33495	£13328	£20167

## Item 5

Remembrance	2012-13	325			£31285	£13356	£17929
	2013-14	342			£35789	£12170	£23619
	2014-15	308			£35789	£15191	£19475
	2015-16	271			£29161	£15370	£13791
	2016-17	344			£30305	£13422	£16883
	2017-18	324			£37513	£13087	£24426
Sanctum Vaults	2017-18	6	0	20	£14152.8 8	£1662	£12490

\*this includes the cost of the new sanctums which were purchased in Dec 2015 although none were sold until May 2016

^this amount includes all current plaques as the figure cannot be separated

A total sum of £1,706.26 was donated for the purchase of trees, shrubs and flowering plants and bulbs.

#### 4) **FEES**

The scales of fees were reviewed by the Joint Committee in March 2017. Increases of around 2-3% in line with the projected rate of inflation were approved in relation to the majority of the fees, effective from 1<sup>st</sup> April 2018.

The cremation fee was increased from £575 to £595.

Over the last decade or so funerals and funeral traditions have been changing more significantly and rapidly than in previous years. It has always been possible to bring a coffin to the crematorium for cremation without a preceding funeral service or any attendance by family or friends but recently some crematoria have started offering this at a reduced fee. In recognising this change a 'cremation-only' fee of £371.00 was introduced at Chilterns Crematorium in Jan 2018 and the initial uptake has been higher than anticipated.

The national average cremation fee in 2017 was £735.70, and in a league table of the 290 crematoria in the UK, starting with the most expensive, Chilterns cremation fee ranked at 282.

**Table of fees for local crematoria 1<sup>st</sup> April 2018 (£)**

<b>Crematorium</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
Chilterns	*535.00	*546.00	*575.00	*595.00
Slough	735.00	760.00	^760.00	^770.00
Milton Keynes	*701.50	*910.00	*914.50	*914.50
Reading	715.00	725.00	745.00	745.00
West Herts	520.00	540.00	^560.00	^560.00
Oxford	886.00	943.00	999.00	*1070.00
National Ave	679.56	709.70	735.70	772.93

\*Does not include organist fee (currently £55.00 at Chilterns)

^Extra charge for out of area cremations

## 5) **STAFF**

After several years with few changes, three members of staff retired during the year. Following the retirement of further crematorium attendant, this meant that within six months, only one existing Crematorium Attendant remained in post. This resulted in a challenging period training new appointees to the following roles:

- Chapel Attendant (part time);
- x3 Crematorium Attendants; and
- Gardener.

During the year, the remaining Crematorium Attendant was successful in being appointed to the newly created Crematorium Supervisor role. An additional Clerical Assistant (part time), was also appointed to provide extra administrative assistance in connection with setting up of the new Crematorium being constructed at Bierton.

A diagram showing the current staffing establishment at the Crematorium is included as **Appendix 1.**

## 6) **BIERTON CREMATORIUM**

With the long running planning issues finally resolved an increased project budget was agreed during summer 2017 by Aylesbury Vale, Chiltern and Wycombe District Councils, the three constituent authorities of the CCJC. This increase was necessary to make up a shortfall resulting largely from the planning delay since permission was first granted in October 2014, as well as additional costs incurred in resolving the challenges to the planning itself.

Following a successful procurement process the building contract was awarded to Jarvis Construction Ltd. Work started on site in November 2017. Last year it was reported that the new crematorium should be open by the autumn of 2018. However, there will be a later start date than anticipated followed by a very wet winter caused delay. It is now expected the new crematorium will open early in 2019.

## 7) **DONATIONS TO CHARITY**

### **Recycling of metals after cremation**

At some time in our lives we may need to have an operation to replace a joint or have a metal insert to assist the repair of a bone. Often we will die with these metal implants still in our body. Following cremation these metal implants, along with the remaining metals from the construction of the coffin, are removed from the ashes, collected and recycled through a national scheme co-ordinated by the Institute of Cemetery and Crematorium Management. Recycling prevents their build up in the Garden of Remembrance (where they used to be buried) and ensures that the use of non-renewable resources is minimised, thus helping protect our long term environment.

Any surplus monies raised from the recycling process is donated to 'death related' charities such as the Heart Foundation and Cancer Research, and since the scheme's inception £5.8 million have now been distributed to 442 different charities. Participating cremation authorities are invited after each collection to nominate an appropriate national or local



charity to receive a donation. In the last few years the Chilterns Crematorium has made the following nominations:

2015, SADS UK (Sudden arrhythmic death syndrome) £4,487  
2016, Second Hope (for sufferers of secondary breast cancer) £4,444  
2016, The Trevor Collins Foundation (bowel cancer research) £4,336  
2017, Helen and Douglas House (children's hospice) £5,000  
2017, Florence Nightingale Hospice (palliative care), £5,000

### **The Royal British Legion**

Collections for the national poppy appeal in 2017 was £220.38.

### **Christmas tree stars**

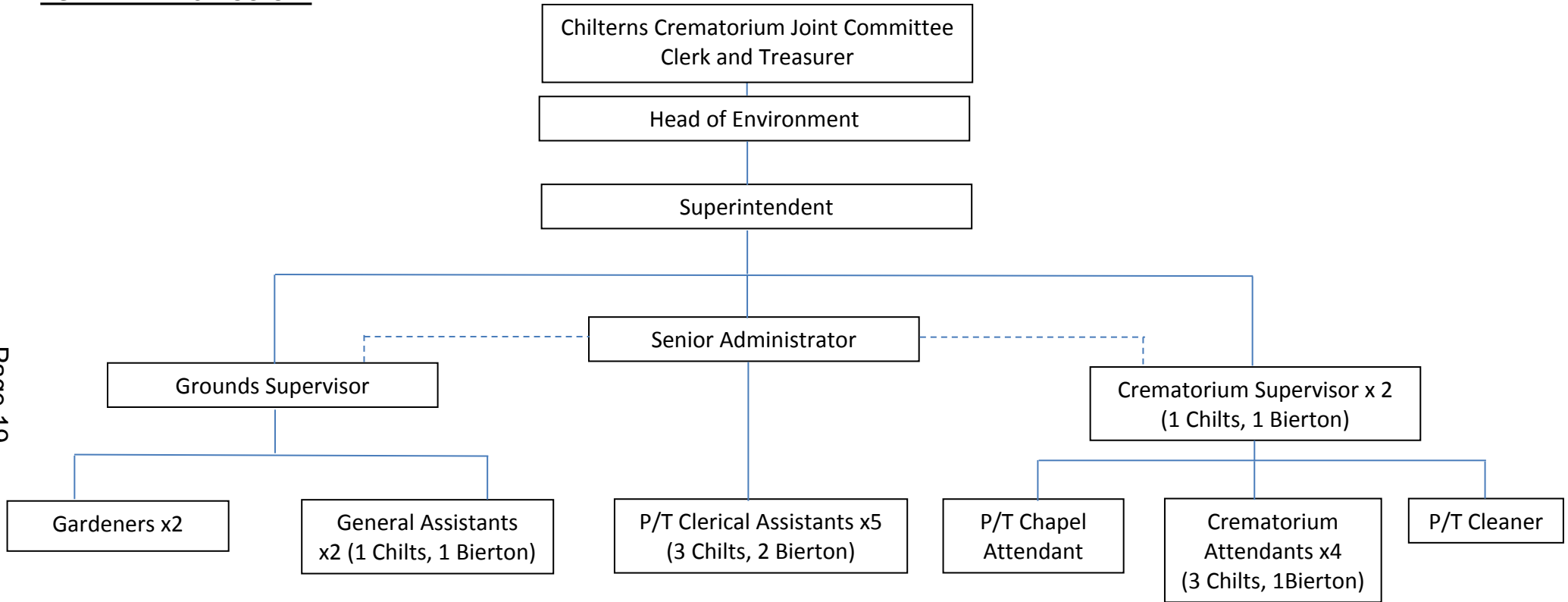
A Christmas tree is placed in the chapel of remembrance in the run up to Christmas. Small tagged gold and silver stars are provided on which people can write a personal message to hang on the tree, and those doing so are invited to support a local charity by placing a donation in collection boxes placed in the chapel. Charities supported in this way over the last few years have been as follows:

2015, Rennie Grove Hospice £518.49 and Helen and Douglas House £347.98  
2016, Cruse Bereavement Care £431.68 and Carers Bucks £446.11  
2017, South Bucks Hospice £441.33 and the Hospice of St Francis in Berkhamsted £368.51

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**APPENDIX 1**  
**CHILTERN AND BIERTON CREMATORIA**  
**AGREED FINAL STRUCTURE**





<b>SUBJECT:</b>	<b>2017/18 FINANCIAL OUTTURN</b>
<b>REPORT OF:</b>	<b>Treasurer of Chilterns Crematorium Joint Committee – Jim Burness</b>
<b>RESPONSIBLE OFFICER</b>	<b>Jim Burness</b>
<b>REPORT AUTHOR</b>	<b>Senior Accountant - Tracey Campbell, 01494 732204, tcampbell@chiltern.gov.uk</b>
<b>WARD/S AFFECTED</b>	<b>All</b>

## 1. Purpose of Report

- 1.1 To provide Members with financial outturn information for the Chilterns Crematorium for 2017/18.

### RECOMMENDATIONS:

- That the financial outturn position for the year ended 31 March 2018 be noted.
- That the accumulated revenue surplus of the Joint Committee be noted.

## 2. Summary of Financial Outturn

- 2.1 The following table provides a summary of the financial outturn position for the year ended 31 March 2018.

Actuals £		Original Budget £	Forecast Outturn as at Jan 2018 £	Actuals £
<b>2016/17</b>		<b>2017/18</b>	<b>2017/18</b>	<b>2017/18</b>
373,595	Employee Expenses	401,600	434,500	433,712
245,680	Premises Expenses	316,050	343,380	336,312
230,404	Supplies and Services	233,010	249,110	245,775
<b>849,679</b>	<b>TOTAL EXPENDITURE</b>	<b>950,660</b>	<b>1,026,990</b>	<b>1,015,799</b>
(2,149,128)	Fees and Charges	(1,994,020)	(2,100,260)	(2,340,793)
(80,995)	Other Income	(57,800)	(49,160)	(55,750)
<b>(2,230,123)</b>	<b>TOTAL INCOME</b>	<b>(2,051,820)</b>	<b>(2,149,420)</b>	<b>(2,396,543)</b>
(1,380,444)	NET OPERATING SURPLUS	(1,101,160)	(1,122,430)	(1,380,744)
69,461	Capital - Bierton	4,010,000	1,704,090	1,866,930
85,759	- Amersham	105,850	107,400	62,248
<b>(1,225,224)</b>	<b>(Surplus)/Deficit FOR YEAR</b>	<b>3,014,690</b>	<b>689,060</b>	<b>548,434</b>

2.2 A more detailed breakdown is provided in Appendix 1.

2.3 The key points to note are:-

- The Amersham Crematorium made an operating surplus, before capital expenditure of £1.38m, mainly attributable to higher than expected income (partly due to Slough Crematorium not being fully operational in the first quarter of the year).
- Capital expenditure for the year was primarily in respect of the new Bierton Crematorium, £1.87m.
- Maintenance of buildings lower than forecast as it was anticipated that new fire doors would be necessary so other maintenance was deferred. However the fire risk assessment did not specify they were required.
- An increase in medical referee fees, due to a higher than forecast number of cremations.
- Of the £62K capital and repairs and renewal spend for Amersham £60k was on crematory work, and £2k VAT due on retention payments of 16/17 projects. It should be noted that the £42k allocated in 2017/18 for external lighting at the entrance and driveway has been deferred until 2018/19.

2.4 The breakdown of the 2017/18 cremations compared to 2016/17 is:-

	2017/18	2016/17	% Change
Aylesbury Vale	823	756	+8.9%
Chiltern District	645	579	+11.4%
Wycombe District	1,029	910	+13.1%
South Bucks	255	307	-16.9%
Hertfordshire	457	482	-5.2%
Oxfordshire	97	103	-5.8%
Berkshire	262	318	-17.6%
Other areas	244	227	+7.5%
Total	3,812	3,682	+3.5%

**Balance Sheet**

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

2.6 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 at Bierton Crematorium and stands at £7.4million. This includes additional capital which has been added to this value at cost. For 2017/18 an additional £1,879k 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. These will be primarily used in the current months to finance the expenditure on the new crematorium. Total current assets now stand at £6.4million.
- Current Liabilities – This relates to money the Crematorium owes to external bodies and organisations amounting to £393k. The main creditor for the Crematorium at year end was Jarvis Contracting (construction company building Bierton) and relates to works certified but not invoiced. 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 reserves represent amounts being held on behalf of constituent authorities to fund future capital projects.

**3. Reserves**

3.1 Reserves have decreased by £548k over the year due to the in-year deficit due to the expenditure on the new crematorium which is being funded from accumulate reserves as planned. The total value of general and earmarked reserves as at 31 March 2018 now stands at £6,051,083.

3.2 As requested by Members, at the meeting of 4th February 2016, an earmarked reserve has now been established for the funding of Bierton Crematorium which now reflects the revised £7.25m capital budget less actual expenditure to 31<sup>st</sup> March 2018.

3.3 The table below shows the reserve balances apportioned between the constituent authorities.

	AVDC £	CDC £	WDC £	Total £
Balance 31.3.2017	2,024,125	1,819,840	2,755,552	6,599,517
Apportionment 2017/18 deficit	180,761	141,666	226,007	548,434
	<u>1,843,364</u>	<u>1,678,174</u>	<u>2,529,545</u>	<u>6,051,083</u>
<u>Balances retained</u>				
Earmarked for new Crematorium	1,141,897	1,100,688	1,626,475	3,869,060
General reserves	701,467	577,486	903,070	2,182,023
	<u>1,843,364</u>	<u>1,678,174</u>	<u>2,529,545</u>	<u>6,051,083</u>

3.4 The retention of the accumulated balance by the Joint Committee is necessary for working capital purposes and to meet scheduled future capital investment. As reported in the medium term financial strategy report in January 2018, once the Birtton Crematorium is completed, then the Committee will be in the position from 2019/20 to consider the distribution of surpluses. This matter will be addressed in the report to the next Committee covering the 2019/20 budgets for Amersham and Birtton.

<b>Background Papers:</b>	None
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## APPENDIX 1

CHILTERN CREMATORIUM JOINT COMMITTEE  
INCOME AND EXPENDITURE ACCOUNT

Actuals 2016/17 £	Expenditure	Forcast Outturn 2017/18 £	Actuals 2017/18 £
372,314	Employee Expenses		
0	Salaries, Wages & Associated Expenses	434,200	433,712
1,281	Staff/General Advertising	300	0
373,595	Courses / Seminars	4,200	4,325
		438,700	438,037
18,835	Premises Expenses		
7,624	Maintenance of Buildings	30,000	12,926
11,552	Security	10,000	10,226
10,916	Waste Disposal	14,500	13,724
28,988	Maintenance of Grounds	25,000	23,509
21,054	Maintenance of Cremators, Plant & Equipment	48,000	57,893
22,712	Electricity	22,000	22,109
100,394	Gas	21,000	22,813
1,033	Rates	145,790	145,787
7,197	Water	1,060	1,056
3,333	Furniture & Fittings	9,300	9,718
12,042	Cleaning Materials & Equipment	3,500	3,328
245,680	Insurances	13,230	13,224
		343,380	336,312
55,275	Supplies & Services		
5,625	Medical Referees - Fees	52,800	57,399
2,762	Consultancy	2,200	2,744
886	Vending	2,500	2,314
4,854	Clothing	2,800	2,734
276	Printing and Stationery	6,000	5,713
4,152	Books & Publications	400	58
3,493	Postages	4,500	5,070
1,500	Telephones	3,600	3,424
586	Web Services	1,500	1,500
774	Subscriptions	600	519
0	Registrations - EPA/ Data Protection	810	807
-587	Refreshments	800	715
11,464	Authority Cremation Cost Refunds	2,800	0
4,210	Plaques	16,000	12,157
13,281	Urns & Caskets	4,500	5,183
0	Book of Remembrance	13,000	14,237
17,283	Memorial Seats	1,000	638
750	Wesley Music Service	18,000	17,762
2,750	Miscellaneous Expenses	0	0
54,616	Audit Fees	2,850	3,025
2,456	VAT Provision	50,000	47,404
44,000	Bank Charges	3,250	3,048
230,404	Chiltern District Support Costs	55,000	55,000
		244,910	241,450
849,679	TOTAL EXPENDITURE	1,026,990	1,015,799

Classification: OFFICIAL

## APPENDIX 1

CHILTERN CREMATORIUM JOINT COMMITTEE  
INCOME AND EXPENDITURE ACCOUNT

Actuals 2016/17 £	Income	Forecast Outturn 2017/18 £	Actuals 2017/18 £
	<b>Fees &amp; Charges</b>		
-2,020,889	Cremation (fees, coffin waiting, dep/disp ashes)	-1,974,000	-2,198,023
-11,682	Audio Visual Media	-11,020	-12,717
-116,557	Commemoration (books of remembrance/memorials)	-115,240	-130,053
<u>-2,149,128</u>		<u>-2,100,260</u>	<u>-2,340,793</u>
	<b>Other Income</b>		
-52,044	Other Income	-32,160	-38,617
-28,951	Miscellaneous Income	-17,000	-17,133
<u>-80,995</u>		<u>-49,160</u>	<u>-55,750</u>
<u>-2,230,123</u>	<b>TOTAL INCOME</b>	<u>-2,149,420</u>	<u>-2,396,543</u>
	<b>NET OPERATING SURPLUS</b>		
-1,380,444		-1,122,430	-1,380,744
148,416	Capital Expenditure	1,760,490	1,878,930
6,804	Repairs & Renewals Expenditure	51,000	50,248
<u>-1,225,224</u>	<b>(SURPLUS) / DEFICIT FOR YEAR</b>	<u>689,060</u>	<u>548,434</u>
	Distributable to Constituent Authority Accounts		
	Pro-rata to no. of cremations in each district:		
-412,592	Aylesbury Vale D.C.	232,040	180,761
-315,993	Chiltern D.C.	177,713	141,666
-496,639	Wycombe D.C.	279,307	226,007
<u>-1,225,224</u>		<u>689,060</u>	<u>548,434</u>

## APPENDIX 2

**CHILTERN CREMATORIUM JOINT COMMITTEE  
BALANCE SHEET**

31 Mar 17 £		31 Mar 18 £
	<b>Property, Plant &amp; Equipment</b>	
3,918,902	Land and Buildings	3,930,902
1,561,355	Assets under Construction	3,428,285
4,999	Furniture and Fittings	4,999
15,625	Intangible Assets	15,625
<u>5,500,881</u>	<b>TOTAL PPE</b>	<u>7,379,811</u>
	<b>Current Assets</b>	
	<b>Inventories</b>	
4,800	Stone Memorials	6,150
<u>4,800</u>		<u>6,150</u>
	<b>Debtors</b>	
187,432	Sundry debtors	234,057
2,026	Payments in advance	2,256
<u>189,458</u>		<u>236,313</u>
	<b>Investments</b>	
4,500,000	Fixed Investments upto 1 year	1,000,000
<u>4,500,000</u>		<u>1,000,000</u>
	<b>Cash and Cash Equivalents</b>	
1,946,754	Barclays Deposit A/c	5,882,996
52,058	Barclays Current A/c	-681,619
<u>1,998,812</u>		<u>5,201,377</u>
<u>6,693,070</u>	<b>TOTAL CURRENT ASSETS</b>	<u>6,443,840</u>
	<b>Creditors</b>	
-89,936	Sundry creditors	-388,149
-3,617	H M R C	-4,608
<u>-93,553</u>	<b>TOTAL CURRENT LIABILITES</b>	<u>-392,757</u>
<u>12,100,398</u>	<b>TOTAL ASSETS LESS LIABILITES</b>	<u>13,430,894</u>
	<b>Financed By</b>	
-5,500,881	<b>Capital Financing Reserve</b>	-7,379,811
	<b>General Reserves</b>	
-266,897	Constituent Auth - AVDC	-701,468
-236,905	Constituent Auth - CDC	-577,485
-359,725	Constituent Auth - WDC	-903,070
	<b>Earmarked Reserves</b>	
-5,735,990	Bierton Crematorium	-3,869,060
<u>-12,100,398</u>	<b>NET EQUITY</b>	<u>-13,430,894</u>



<b>SUBJECT</b>	Proposal to Revise the Joint Committee Constitution
<b>REPORT OF</b>	Clerk to the Chilterns Crematorium Joint Committee – Bob Smith
<b>RESPONSIBLE OFFICER</b>	Head of Legal and Democratic Services – Joanna Swift
<b>REPORT AUTHOR</b>	Sue Markham – Principal Solicitor sue.markham@southbucks.gov.uk
<b>WARD/S AFFECTED</b>	All

### 1. Purpose of Report

- To consider proposed revisions to the constitution of the Joint Committee:
- a. to extend the powers of the joint committee to operate more than one crematorium;
  - b. to incorporate provisions in relation to disposal of assets.

### RECOMMENDATIONS

#### To recommend to Cabinet:

1. That the revised constitution is agreed and adopted, subject to the agreement of the other constituent Authorities;
2. That Cabinet recommends to Council that any consequential changes be made to the Council's Constitution; and
3. That authority is delegated to the Head of Legal and Democratic Services to make any necessary minor amendments prior to final adoption.

### 2. Reasons for Recommendations

- 2.1. The Chilterns Crematorium Joint Committee was established to operate and administer the crematorium built in Amersham. Now that the new crematorium at Bierton is under construction and is planned to open in Spring 2019 it is necessary to ensure that the Joint Committee's powers are extended to include Bierton (and any other crematoria that the Councils may develop in the future.)
- 2.2. The opportunity has also been taken to incorporate provisions in relation to disposal of assets and sharing of surpluses on dissolution, which are not addressed in the current version of the constitution.

### 3. Content of Report

- 3.1. The revised Constitution is attached as **Appendix 1**.
- 3.2. The proposed changes are flagged and explained by notes in the margin.
- 3.3. Once approved by the Joint Committee, the revised draft constitution will need to be approved by the Cabinets of each of the constituent authorities.

**4. Consultation**

Not Applicable

**5. Options**

It is essential that the Joint Committee has the necessary authority to operate and administer the new crematorium at Bierton as well as the existing one at Amersham, so there is no alternative option to revising the Constitution.

**7. Corporate Implications**

Reports must include specific comments addressing the following implications:

- 7.1 Financial – the financial arrangements that currently apply will be extended to include the new crematorium
- 7.2 Legal – the scope and powers of the Joint Committee need to be extended to ensure that decisions taken in respect of the new (and any future crematorium) are lawful.

**8. Links to Council Policy Objectives**

Joint working to provide sufficient crematorium services within the Council's contributes to the first headline objective - Delivering cost- effective, customer-focused services.

**9. Next Steps**

Once approved by the Joint Committee, the revised draft constitution will need to be approved by the Cabinets of each of the constituent authorities.

<b>Background Papers:</b>	None
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Dated.....2018

**CONSTITUTION OF  
THE AYLESBURY VALE, CHILTERN AND  
WYCOMBE DISTRICTS  
CREMATORIA JOINT COMMITTEE**

**Comment [SM@S1]:** Suggested name change to be more generic and provide future flexibility.

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**THIS SUPPLEMENTAL AGREEMENT** is made the      day of      2018

**BETWEEN**

**AYLESBURY VALE DISTRICT COUNCIL** of Council Offices 4 Great Western Street  
Aylesbury Bucks HP20 2TW of the first part

**CHILTERN DISTRICT COUNCIL** of Council Offices King George V Road Amersham  
Bucks HP6 5AW of the second part

**WYCOMBE DISTRICT COUNCIL** of Council Offices Queen Victoria Road High  
Wycombe Bucks HP11 1BB of the third part

Together referred to in this Supplemental Agreement as the Participating Councils

**WHEREAS**

- (1) Pursuant to Section 101(5) of the Local Government Act 1972 and all other powers in that behalf then in force, the Participating Councils resolved in 2003 to establish a joint committee with effect from 20 March 2002 known as The Chilterns Crematorium Joint Committee ("the Joint Committee") to manage and maintain the Chilterns Crematorium, Whielden Street, Amersham.
- (2) The Constitution and Terms of Reference of the Joint Committee were embodied in the agreed Heads of Terms and Terms of Reference incorporated into an Agreement dated 25 July 2014 ("the 2014 Agreement")
- (3) A second crematorium is being developed by the Participating Councils at Bierton, near Aylesbury and it is necessary to vary the Constitution of the Joint Committee to extend its responsibilities to include the second crematorium, and any subsequent crematoria that may be developed in the future.
- (4) The Cabinet or Executive (as the case may be) of each of the participating Councils have now resolved pursuant to the terms of the 2014 Agreement and also to Section 101(5) of the Local Government Act 1972, Section 9EB of the Local Government Act 2000 and Regulations 9 and 11 of the Local Authorities

Comment [SM@S2]: Legislation references updated

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(Arrangements for the Discharge of Functions) (England) Regulations 2012 (as amended) and all other powers in that behalf to enter into this Supplemental Agreement to vary the terms of the Joint Committee and the extent of the functions delegated to it.

**NOW THIS DEED WITNESSETH** as follows:-

- (1) **1. IN CONSIDERATION** of all the statutory powers vested in the Participating Councils in this behalf it is hereby **AGREED AND DECLARED** that as from the date of this Supplemental Agreement the Constitution and Terms of Reference of the Joint Committee shall operate and be regulated by the Articles and Schedule hereof.

#### **THE ARTICLES**

1. Title of Joint Committee

With effect from the date of this Supplemental Agreement, the Joint Committee shall be known as the Aylesbury Vale, Chiltern and Wycombe Districts Crematoria Joint Committee.

2. Membership and Terms of Reference

The Membership and Terms of Reference of the Joint Committee shall be in accordance with the provisions set out in the Schedule hereto.

3. Term of Office

The term of office of any member of the Joint Committee shall commence on the date of their appointment to the Joint Committee by the Executive or Cabinet of which they are a member to the date that they cease to hold office as a member of the Executive or Cabinet that appointed them.

4. Casual Vacancies

As soon as is practicable after a casual vacancy arises the Executive or Cabinet of the relevant participating Council shall appoint a replacement who shall hold office for the remainder of the term of office of the member replaced.

5. Substitutes

**Comment [SM@S3]:** Not changed, apart from quorum requirement specified as one member from each authority.

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Any member who is unable to attend a meeting of the Joint Committee for any reason may appoint another member of the Executive or Cabinet of which he is a member as a substitute member provided notification of appointment is given to the Clerk or Deputy Clerk in writing (including by electronic means) before four o'clock on the date of the meeting in question and thereon the substitute member shall be entitled to attend that meeting only and (subject to the requirements relating to the declaration of interests contained in the Code of Conduct of the Council of which he is a member) shall be entitled to speak and vote on all items of business.

6. Powers of Joint Committee

The Joint Committee shall exercise all the functions and powers of the participating Councils in relation to the provision and maintenance of the crematoria pursuant to the Cremation Acts 1902 and 1952 other than the power to levy a precept, borrow money, acquire or dispose of land or employ staff.

**Comment [SM@S4]:** References to the Chilterns Crematorium have been replaced with generic plural

7. Lead Authority

(1) Chiltern District Council has lead authority responsibility in that it shall:-

- (i) Acquire and hold land and buildings at the direction and for the use of the Joint Committee;
- (ii) Insure and keep insured the crematoria and any additions and extensions thereto in full re-instatement value with an insurer of good repute
- (iii) Put and keep in place such other insurances including public and employers liability insurance covering such insured risks, levels of cover and excesses as Chiltern District Council acting reasonably consider prudent ;
- (iv) Appoint, employ and remunerate staff at the direction and for the use of the Joint Committee, including the following Office Holders :-
  - (a) The Clerk;
  - (b) The Treasurer;

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- (c) The Deputy Clerk; and
  - (d) The Deputy Treasurer.
  - (v) Provide legal, financial, personnel, technical and administrative support to the Joint Committee and without prejudice to the generality of the foregoing, provide or secure the provision of banking accountancy and audit facilities for the Joint Committee in accordance with best practice for the public sector;
  - (vi) At the direction and for the use of the Joint Committee enter into contracts and agreements for works goods and services; and
  - (vii) Compile and publish any statistics or local or national performance indicators as Chiltern District Council may be required by law to compile or publish in connection with the operation of the crematoria.
- (2) For the avoidance of doubt the insurance employment and other necessary and incidental costs and expenses directly or indirectly incurred by Chiltern District Council in the performance of the lead authority responsibilities shall be treated as an expense of the business and met out of the gross revenues of the crematoria.
- (3) Where Chiltern District Council enters into agreements or contracts for works goods and services at the direction and for the use of the Joint Committee it shall utilise and comply with its own procurement and audit procedures, including its adopted Contract and Financial Procedure Rules, subject only to any reference therein requiring officers to report to or obtain the approval or consent of the Council or the Executive being construed as if it were a reference to the Joint Committee.

**Comment [SM@S5]:** Added to list of services provided by lead authority.

**Comment [SM@S6]:** Reference to Best Value Reviews removed.

7. Minutes and Annual Report

The Joint Committee shall meet on not fewer than two occasions in any Council year and as soon as is practicable thereafter a copy of the minutes of the meeting shall be given to the Executive or Cabinet of each of the

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participating Councils. The Joint Committee shall also prepare and send an Annual Report on the discharge of its functions and powers to the Executive or Cabinet of each of the participating Councils as soon as practicable after the end of each financial year such report to include a copy of the final accounts for that year.

8. Procedural Rules

Meetings of the Joint Committee shall be conducted according to the rules of debate applicable for the time being to meetings of ordinary committees of Chiltern District Council as the same are set out in its Council Procedure Rules but subject to such minor modifications or amendments as are desirable or appropriate to facilitate the proper conduct of the business of the Joint Committee.

9. Members Codes of Conduct

In the conduct of the business of the Joint Committee Members shall comply with the Code of Conduct for Elected and Co-opted Members adopted by the participating Council of which they are a Member.

10. Access to Information

Notwithstanding the provisions of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012, or any statutory modification or re-enactment thereof, the rights of the public to agendas, reports, background papers, meetings and the minutes of meetings of the Joint Committee shall be not less than that prescribed for meetings of Principal Councils by Sections 100A to E of the Local Government Act 1972 (as amended).

Comment [SM@S7]: Legislation updated

11. Scheme of Delegation to Officers

Pursuant to Section 101(5) of the Local Government Act 1972 the Joint Committee may from time to time make and publish a Scheme of Delegation to Officers to facilitate the efficient and effective management of the Crematorium. For the avoidance of doubt and subject only to any express limitation to the contrary in any Scheme of Delegation to Officers for the time being in force, Office Holders and the Crematorium Manager shall be deemed

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to have delegated authority to carry out such duties and responsibilities as are set out in their contracts of employment.

12 Capital Expenditure

Wherever possible, capital expenditure will be defrayed out of revenue. Any such expenditure in excess of £250,000 in any financial year will require the consent of the Executive or Cabinet of each of the Participating Councils. If it is impractical to defray capital expenditure out of revenue, the Executive or Cabinets of each of the Participating Councils will hold a joint meeting to consider the options for funding the capital expenditure proposed.

**Comment [SM@S8]:** Suggested increase from £50,000.

13 Surpluses and Losses

(1) Net surpluses may be retained by the Joint Committee to finance capital expenditure, redeem debt or maintain prudent contingency and/or repair and renewal funds. Any net surplus not so applied can be returned to the Participating Councils at the end of the financial year, following a decision of the Joint Committee when setting its budget, and shall take into account the advice of the Treasurer.

**Comment [SM@S9]:** Gives flexibility on annual review rather than applying fixed ratio.

(2) Net losses (after expenditure of all available contingency and or repair and renewal funds) in any financial year shall be borne by the Participating Councils in the proportion which the number of cremations from the area of each participating Council bears to the total number of cremations from all the participating Councils in that year.

14 Withdrawal and Dissolution

(1) Any of the participating Councils may withdraw from the Joint Committee on giving to the other participating Councils not less than 12 months prior notice in writing, such notice to expire on 31 March in any year;

(2) The Joint Committee may be dissolved by any two of the participating Councils giving not less than 12 months prior notice in writing to the other participating Council, such notice to expire on 31 March in any financial year.

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15 Financial Adjustment on Withdrawal or Dissolution

- (1) Should any of the Participating Councils withdraw from the new Joint Committee, the following provisions shall apply:-
- a. The Joint Committee will pay to a withdrawing Council its share of unapplied net surpluses for the year of withdrawal or the withdrawing Council will pay to the Joint Committee the agreed proportion of net losses as at the date of withdrawal (as the case may be).
  - b. Subject to sub-paragraph (a) above the withdrawing Council will have no liability for future losses or entitlement to share in future surpluses.
  - c. If the withdrawing Council is Chiltern District Council it will cease to act as lead authority and all staff employed at the direction of the Joint Committee in connection with the operation of the Chilterns Crematorium will transfer to one of the remaining participating Councils on their then current terms and conditions of employment including Pension Rights (the transferee Council to be determined by agreement between the remaining participating Councils and in default of agreement by Arbitration in accordance with Article 16 hereof).
  - d. If the withdrawing Council is Chiltern District Council and provided one of the remaining participating Councils has taken a transfer of staff in accordance with sub-clause (c) above, Chiltern District Council will continue to hold any land or buildings acquired for the purposes of the provision of Crematorium services, for the use of the joint Committee subject to the remaining Participating Councils indemnifying it against all costs losses, expenses, actions, claims and/or demands arising out of or in connection with the use of such land in connection with such services.
  - e. The remaining participating Councils will be entitled to share in future net surpluses or contribute to future net losses as set out in Article 13 above.
- (2) On any disposal of assets, any surplus after deduction of disposal costs and any other outstanding liabilities relating to the asset in question

**Comment [SM@S10]:** Would the Joint Committee like to consider transferring the assets at e.g. balance sheet values to the new lead authority?

**Comment [SM@S11]:** New provision, trying to allow for a council who has withdrawn but was a member for part of the time that the asset was held.

**Comment [SM@S12]:** Disposal of land carries the statutory requirement to achieve best consideration, so an independent valuation would need to be obtained.

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shall be divided between current and past Participating Councils in the same ratio as would have applied had the Joint Committee incurred a net loss in the financial year of the said disposal but adjusted to reflect the period during which each Participating Council was a member of the Joint Committee whilst the asset was held on the Joint Committee's behalf.

(3) Should the Joint Committee be dissolved:

- a. The assets held by the Lead Authority on behalf of the Joint Committee will be disposed of and any surplus after deduction of disposal costs and any other outstanding liabilities relating to the asset in question together with any accrued and retained surpluses from previous years held by the Lead Authority on behalf of the Joint Committee will be and distributed as set out in (2) above; and
- b. the Participating Councils or the remaining Participating Councils (as the case may be) will be entitled to their respective share of the net surpluses as shown in the final accounts for the year of dissolution or will contribute the agreed proportion of net losses (including redundancy costs) for that year (as the case may be);

**Comment [SM@S13]:** New provision to require disposal of asset on dissolution

16 Arbitration

All disputes or differences between the Participating Councils concerning the interpretation or application of these Articles that cannot be resolved by mutual agreement shall be referred to an independent Arbitrator appointed by the parties or in default of agreement by the President for the time being of the Law Society. The Arbitration will be conducted in accordance with the Arbitration Act 1996 and the arbitrator will act as an expert whose award shall be binding on the parties.

17 Variations

Any variations to these Articles or the Terms of Reference set out in the Schedule shall be agreed by the Executive or Cabinet of each of the Participating Councils and be recorded in writing.

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**IN WITNESS** whereof the Participating Councils have caused this Agreement to be executed as a Deed the day and year first before written

### **The Schedule**

(Terms of Reference)

### **THE AYLESBURY VALE, CHILTERN AND WYCOMBE DISTRICTS CREMATORIA JOINT COMMITTEE**

#### **General**

A joint committee established by Aylesbury Vale District Council, Chiltern District Council and Wycombe District Council ("the Participating Councils") to jointly manage the crematoria situate within their joint administrative area boundaries.

#### **Membership, Chairmanship and Quorum**

Number of Members	Six – two from each of the participating Councils
Substitute Members Permitted	Yes - but must be a member of the same Executive/Cabinet as the Substituted Member
Political Balance Rules apply	No
Appointments/Removals from Office	By a resolution of the Executive/Cabinet of the participating Councils
Term of Appointment	From the date of appointment to the date that they cease to hold office as a member of the Executive/Cabinet.
Casual Vacancies	To be filled by the Appointing Council's Executive/Cabinet (or by a member or committee of the Executive/Cabinet as each participating Council's executive arrangements may provide) for the remainder of the term of office of the member replaced
Restrictions on Membership	Appointees must be a member of the Executive/Cabinet of the participating Councils.

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Restrictions on Chairmanship/Vice-Chairmanship	None
Quorum	Three, one from each authority
Number of ordinary meetings per Council Year	Minimum of two
Extraordinary Meetings	The Chairman of the Joint Committee may call an extraordinary meeting at any time

Comment [SM@S14]: Additional requirement to ensure equal representation.

### Terms of Reference

Pursuant to the Cremation Act 1902 as amended by the Cremation Act 1952, Section 101(5) and 102(1) of the Local Government Act 1972, Section 9EB of the Local Government Act 2000 and Regulations 9 and 11 of the Local Authorities (Arrangements for the Discharge of Functions) (England) Regulations 2012 (as amended) and all other powers in this behalf, to exercise all the functions duties and powers of the participating Councils in connection with the provision and maintenance of crematoria, other than the power to appoint and remunerate staff, levy or issue a precept, borrow money or hold land.

Comment [SM@S15]: References corrected and updated

### Delegations

The matters referred to in the Terms of Reference are fully delegated subject to the terms, restrictions and reservations set out in the Constitution of the Joint Committee.

**The Common Seal of Aylesbury Vale District Council** was hereunto affixed in the presence of

Chairman of the Council

Head of Legal Services

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**The Common Seal of Chiltern**

**District Council** was hereunto affixed  
in the presence of

Director of Resources

**The Common Seal of Wycombe**

**District Council** was hereunto affixed  
in the presence of:

Chairman

District Solicitor

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<b>SUBJECT</b>	<i>Crematorium Telecommunications Link Update</i>
<b>REPORT OF</b>	<i>Councillor Mike Smith</i>
<b>RESPONSIBLE OFFICER</b>	<i>Steve Bambrick – Director of Services</i>
<b>REPORT AUTHOR</b>	<i>Frances Phillips – ICT Infrastructure Manager</i>
<b>WARD/S AFFECTED</b>	<i>None specific</i>

### 1. Purpose of Report

To provide an update on the IT service provided to Chilterns Crematorium and to propose recommendations to improve the use and resilience of the IT systems at both Chilterns and Berton crematoria in the future.

#### RECOMMENDATIONS:

1. **To note the actions that have been taken and that remain underway to resolve the recent connectivity issues at Amersham Crematorium; and**
2. **To agree to the installation of a fibre telecommunication link at the new Berton Crematorium. As this is a new site build BT Openreach would need to perform a site survey and depending on what infrastructure is needed there the estimated costs are between £4.5k to £6.5k plus an annual rental charge of £3625.**

### 2. Reasons for Recommendations

To further improve resilience at the Chilterns Crematorium and the new Berton Crematorium and to help Crematorium staff make the best use of their IT assets.

### 3. Background

- 3.1. Business Support, formerly Chiltern ICT, have provided IT support to the Chilterns Crematorium for many years. This support currently excludes telephony. At first support was for the Crematorium's standalone network but for the last 13 years Chiltern Crematorium has been directly connected to the corporate network located at King George V House.
- 3.2. The Chilterns Crematorium is in a rural setting so is not in the vicinity of the latest telecommunications infrastructure and can be prone to power cuts.
- 3.3. In 2017 Business Support procured a new telecommunications contract with a local company, MLL. As part of the new contract all sites, including the Chilterns Crematorium needed to migrate to new infrastructure provided by MLL. Migrations like this will always carry risks and can be problematic.

- 3.4. There were 4 unsuccessful attempts to migrate the Chilterns Crematorium over to MLL infrastructure during December 2017 and January 2018 which resulted in some disruption to service before they were successfully migrated on 31.01.18.
- 3.5. Following on from the migration, Crematorium staff started to report a higher level than normal of intermittent system issues. In the main these were for short periods of time but unfortunately there were 4 occasions when the systems were down for a whole working day.
- 3.6. It should be noted that throughout the period of disruption there were fall back options available to the Crematorium staff:
- a. As all their systems are served from King George V House, they have the ability to work in the offices there or Capswood.
  - b. As part of a corporate contract with O2 a separate WiFi network has been installed by Business Support. The Crematorium staff were issued with a laptop that could remotely log into the Crematorium's systems via the WiFi. Occasionally Infrastructure staff printed reports and delivered them to the Crematorium.
- 3.7. All current IT issues were resolved in July 2018.

#### **4. Root Cause of IT Issues**

- 4.1 The difficulty in troubleshooting the disruption to the Chilterns Crematorium IT service was due to several contributory causes with some exhibiting similar faults.
- 4.2 Migration Issues: Many of the problems experienced during the migration attempts to move the Chilterns Crematorium onto the new MLL infrastructure were caused by the inability of the previous telecoms contractor to provide accurate and timely information on the configuration of the previous communication lines and devices connecting the Chilterns Crematorium to the corporate network.
- 4.3 Power Cuts: during this period there have been power cuts. Cutting the power to any IT device can cause it to behave unpredictably.
- 4.4 System Faults: The Chilterns Crematorium uses the Gower Epilog system for its core application. The majority of calls logged during the period of disruption were due to Epilog's unavailability even though all other IT systems were accessible. It was discovered there were two faults impacting availability of Epilog:
- a. There were configuration issues going back to the setup of the system which Gower rectified.
  - b. Epilog is based on a Microsoft SQL database which can be sensitive to communication delays caused by problems with telecommunication lines.

4.5 Communication Lines: It was determined that the main cause of the problem was the copper telecommunication line feeding into the Chilterns Crematorium. Not only was its capacity being fully utilised but MLL and BT also suspected the line material had degraded.

## 5. Resolution

5.1 While a resolution for the problems was investigated a Wi-Fi enabled laptop was provided to allow staff to access all their IT systems including Epilog. This is how other CDC and SBDC staff access the corporate network when working remotely. Crematorium staff were also offered the choice of working from the Amersham or Capswood offices using hot desks that are provided at these locations.

5.2 A fibre telecommunications link has been installed into the Crematorium. Fibre is a more robust and reliable technology so will provide a more stable link. Additionally, the new line doubles the capacity for IT traffic. This will open up more options for the Chilterns Crematorium such as Skype for Business.

In recognition of the inconvenience suffered by the Crematorium staff, MLL have refunded all the rental cost of £252 for the original FTTP copper line, the install cost of £836 for the new FTTC fibre line and offered 10% discount off the annual rental cost for the new line which totals £1105 in recognition of the poor level of service the crematorium has received since the migration to them. This credit totals £2193.

5.3 Since the configuration amendments to the Gower Epilog system and the installation of the fibre link the IT services to the Chilterns Crematorium have been stable. There has been one instance where a member of staff pulled a cable out of the new fibre router and another caused by a power cut but these do not fall within the scope of the service provided by Business Support.

5.4 Crematorium staff will now review their business processes and plan how best to use the IT solutions Business Support can offer them going forward to improve operational efficiency and resilience.

5.5 An uninterruptible power source (UPS) will be purchased and installed at the Chilterns Crematorium to provide emergency battery power to the communications infrastructure during any unexpected power loss.

## 6. Recommendations

The installation of a fibre telecommunication link at the new Berton Crematorium. As this is a new site build BT Openreach would need to perform a site survey and depending on what infrastructure is required, the estimated costs are between £4.5k to £6.5k and an annual rental charge of £3625. The new fibre link will further improve resilience as the Berton site will then become another location from which the

business can operate.

## 7. Links to Council Policy Objectives

This report links to the Council Objectives by optimising the effective use of Council resources.

Key objectives available here:

<http://www.chiltern.gov.uk/Aims-and-Objectives>

<http://www.southbucks.gov.uk/aims-and-objectives>

## 8. Next Steps

If recommendations are approved:

1. Instruct MLL to install the fibre telecommunication link at the Bierton Crematorium.
2. Business Support will organise a workshop with Crematorium staff to facilitate the review of their business processes.

<b>Background Papers:</b>	None
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