

**Chilterns Crematorium Joint Committee comprising
Aylesbury Vale, Chiltern and Wycombe District Councils**
CHILTERN'S CREMATORIUM
SERVICE PLAN 2007 – 2008

1. Executive Summary

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 Service Objectives

The key objectives of the Crematorium are –

1. Providing an excellent customer friendly service and good quality facilities creating an appropriate environment 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.

1.3 Key Achievements in the Last 12 Months

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

1. Following a 2 year building programme the new Milton chapel and refurbished Hampden chapel commenced operating consecutively with service times extended from 30 to 45 minutes.
2. Successful implementation of new service agreements for organists.
3. Achievement of a number of key outcomes in connection with ongoing employee integration with Chiltern District Council as the “lead” authority for the Joint Committee:-
 - Investor in People.
 - Comprehensive revision and update of Health and Safety risk assessments recorded in accordance with new CDC corporate format.
 - Operational risk register.
 - Business continuity plan.
4. Substantial reduction in energy use (and carbon dioxide emissions) following the introduction of new cremation procedures.
5. Revision of administration procedures for temporary storage of cremation ashes and resolution of a substantial back-log of ashes in store.
6. Cross-training of clerical assistants in SUN and Workforce systems and other administrative procedures to help reduce key person dependency.
7. Installation of kerb ramps etc to improve disability access.
8. Space created for additional stone memorials by construction of new pathway and foundation slabs in the Garden of Remembrance.

1.4a Key Objectives for the Next 12 Months

1. Review the staff structure in the light of recruitment difficulties to a senior post.
2. Revise and update the Crematorium inventory.
3. Job evaluation of all Crematorium posts.
4. Compile a register of service contracts.
5. Computerise and update a comprehensive suppliers and contractors index.
6. Revise and update the staff policy, practice and procedure handbook.
7. Computerise register of cremation ashes from elsewhere.
8. Review and update the Crematorium’s Regulations.
9. Remove 18 diseased mature trees on main drive and replant.
10. Opening and dedication ceremony of the new Milton chapel.
11. Development of a pandemic flu emergency plan.
12. Installation of additional kerb ramps etc to improve disability access.
13. Review and update memorial seat records and availability.
14. Prepare a strategic business case for a new crematorium at Aylesbury.

1.4b Key Objectives for the next 3 years

1. Increase electronic transaction capability where possible.
2. Install cremation filtration and heat recovery equipment.
3. Develop a comprehensive woodland management and conservation plan.
4. Review quality and choice of memorial provision.
5. Build and operate a new crematorium for Aylesbury.
6. Install CCTV in the Crematorium car parks.

1.5 Monitoring

This service plan will be monitored by the Superintendent on a quarterly basis to ensure that objectives are being achieved.

