

NORTH EAST SURREY CREMATORIUM BOARD

TUESDAY 14 JUNE 2016

10.00 am at the

Civic Offices, St Nicholas Way, Sutton, SM1 1EA

To all members of the North East Surrey Crematorium Board:-

Merton: Councillors Philip Jones, Abdul Latif and Geraldine Stanford

Sutton: Councillors Vincent Galligan and Paul Wingfield

Wandsworth: Councillors Claire Clay, Sue McKinney, Candida Jones,
Michael Ryder and Stuart Thom

*Clerk to the Board
Civic Offices
St Nicholas Way
Sutton
SM1 1EA
03 June 2016*

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AGENDA

1. APOLOGIES FOR ABSENCE

2. DECLARATIONS OF INTEREST

3. MINUTES OF THE LAST MEETING

To approve as a correct record the Minutes of the meeting held on 8 March 2016.

4. ELECTION OF CHAIR

By convention the role of Chair of the Board is taken by the three constituent authorities in rotation. To accord with that convention the Chairman for 2016/17 should be elected from amongst the London Borough of Merton councillors.

5. ELECTION OF VICE-CHAIR

By convention the role of Vice-Chair of the Board is taken by the three constituent authorities in rotation. To accord with that convention the Chairman for 2016/17 should be elected from amongst the London Borough of Sutton councillors.

6. APPOINTMENT OF CLERK TO THE BOARD

To appoint Amy Dumitrescu as clerk to the committee.

7. REPORT OF THE SURVEYOR

8. REPORT OF THE TREASURER

9. EXCLUSION OF THE PRESS AND PUBLIC

The following motion should be moved, seconded and approved if the committee wishes to exclude the press and public to deal with reports revealing exempt information:

“That the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in paragraph 3 Schedule 12A of the Local Government Act 1972.”

10. ANY URGENT ITEMS BROUGHT FORWARD AT THE DISCRETION OF THE CHAIR

The chair must approve the reasons for urgency.

11. DATE OF THE NEXT MEETING

The next meeting of the Board will take place on 13 September 2016 at 10 am.

The Annual Memorial Service will be held on Sunday 3 July at 3pm, at North East Surrey Crematorium, Lower Morden Lane, Morden SM4 4NU.

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Reminder – Declarations of Interests

Members should consider the following interests and whether they have any they should declare.

Disclosable Pecuniary Interests

Where you have a Disclosable Pecuniary Interest in any business of the Authority at this meeting and you have either declared it beforehand in the Register of Members' Interests or to the Monitoring Officer for entry in the Register you must state at this meeting that you have such an interest and then withdraw from the room or chamber where the meeting is being held whilst that business is considered.

Where you have a Disclosable Pecuniary Interest in any business of the Authority at this meeting and have not previously declared it you must declare the nature of that interest at this meeting and then withdraw from the room or chamber where the meeting is being held whilst that business is considered.

Other Pecuniary and Non-Pecuniary Interests

Where you have any other pecuniary or non-pecuniary interest in any business at this meeting you must declare that interest, but may continue to speak and vote on the matter. However, if the interest is one which a member of the public, with knowledge of the relevant facts, would reasonably regard as so significant that it is likely to prejudice your judgement of the public interest then you should declare the interest and withdraw from the room or chamber where the meeting is being held whilst that business is considered.

If, during the course of the committee meeting, you consider you may have an interest you should always declare it.

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NORTH EAST SURREY CREMATORIUM BOARD**Minutes of the Meeting held at Civic Offices, St Nicholas Way, Sutton
on 8 March 2016 at 9.30 am**

MEMBERS (*absent) Merton: Councillors Philip Jones, Abdul Latif and Geraldine Stanford.

Sutton: Councillor Vincent Galligan,

Wandsworth: Councillors Claire Clay, Candida Jones, and Mike Ryder

26. APOLOGIES FOR ABSENCE

Apologies were received from Councillor Sallyann Ephson, Stuart Thom and Paul Wingfield.

27. DECLARATIONS OF INTEREST

No declarations were made.

28. MINUTES OF THE LAST MEETING

RESOLVED: That the minutes of the meeting are agreed as an accurate record.

29. REPORT OF THE SURVEYOR

Prior to the discussion on this report, the Board members inspected the new cremators and cremulator. They also received a demonstration from Wesley Music regarding the provision of music and other audio-visual presentations for services.

The Surveyor presented his report in depth and Board members asked questions and made comment as appropriate. The Surveyor also introduced Mark Ferguson, Design Services Project Manager for LB Wandsworth who was present to respond to any questions relating to repairs, maintenance and similar issues.

With regard to the provision of internet based music to funeral services, the Surveyor explained that the presentation was given in order to demonstrate to the Board the range of services on offer. He advised that the decision for the Board is to proceed with the procurement of a music service, to which Wesley will be entitled to submit a bid. Whilst acknowledging the concerns of the Board about the possible cost impact on users, he noted that the decision about whether to charge customers for the service is not to be made at this stage. Councillor Claire Clay asked that officers ascertain how music is provided by Lambeth Crematorium.

The Surveyor outlined the plans to introduce a children's Book of Remembrance. He confirmed that the bereaved will be under no pressure to take up the service and it will not be actively marketed. It was requested that he feedback on levels of take up of the service in the future.

**North East Surrey Crematorium Board
8 March 2016**

At the request of the Board, the Design Services Project Manager undertook to bring a report to the next meeting providing more detail on the lighting at the crematorium, including the lifetime of energy saving bulbs, the costs of replacement bulbs and fittings where necessary, and the cost savings to be made over time.

The Surveyor outlined three possible options for the provision of green energy to the buildings. The Design Services Project Manager undertook to produce a full report to the next meeting of the Board, outlining the options available, including details of any feed-in tariffs.

With regard to performance at the crematorium, the Surveyor recorded his thanks to all staff and contractors involved in the replacement of the cremators, and those thanks were echoed by the Chair of the Board.

RESOLVED: That the North East Surrey Crematorium Board agrees

1. That officers carry out a procurement process to obtain associated costs for the provision of an internet based music system.
2. The expenditure of around £4000 for a children's Book of Remembrance, to be placed adjacent to the current Book of Remembrance.
3. That officers proceed with further investigations into the installation of energy saving ideas for the crematorium.
4. That Board members advise both the Chair and the Surveyor of any local charity they would like to benefit from the recycling of metals donation.

30. REPORT OF THE TREASURER

The Treasurer introduced her report and invited comments and questions.

With regard to the recommendations made by Internal Audit, the Treasurer reassured the Board that the first two recommendations gave no cause for concern and the delay on invoice payment was due to the new systems in place arising from the transfer to Enable.

With regard to the recommendation that the Surveyor increase his professional indemnity insurance to a minimum of £2m, the Treasurer asked the Board for their view, and also pointed out that the recommendation is based on the standard requirement for LB Wandsworth, a public authority with a turnover of £800m, whilst the budget within this Board's control is around £1m. The Board asked the Treasurer to explain the circumstances to Internal Audit and ask them to reconsider their recommendation, and the Board would accept the risk until the next meeting.

RESOLVED: That the North East Surrey Crematorium Board

1. Note the report by LB Wandsworth's Internal Audit service.
2. Accepts the risk in the Surveyor's professional indemnity insurance remaining at current levels whilst the Treasurer negotiates with Internal Audit on the

recommendation relating to this matter.

3. Reconfirm the appointment of the LB Wandsworth Internal Audit Service as the Board's auditors.

31. ANY URGENT ITEMS BROUGHT FORWARD AT THE DISCRETION OF THE CHAIR

No items were raised.

32. DATE OF NEXT MEETING

The next meeting will take place on 14 June 2016 at 10 am.

The meeting ended at 11.55 am

Chair:

Date:

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NORTH EAST SURREY CREMATORIUM BOARD**Report by the Surveyor to the Board – June 2016****1. BUSINESS LEVEL ACTIVITY**

- 1.1 Appendix 1 to this report provides information on cremation numbers for the past five years and for the first two months of this financial year. Appendix 2 shows the same information in a graph. The forecast of total cremations for the year 2015/16 was originally set at a conservative estimate of 1500 due to restrictions in cremation numbers. However the number of cremations for 2015/16 totalled 1,639 due to the crematorium being very busy during the first three months of this year after the completion of the crematory works. Cremation numbers for the first two months of this financial year remain fairly consistent albeit figures show a -1% average over the past five years.

This item is for information.

2. PERFORMANCE MONITORING

- 2.1 Performance monitoring records of the day-to-day management and operation of the crematorium by Enable Leisure and Culture's Bereavement Services team for March, April and May 2016. These are included as Appendices 3, 4 and 5. A summary of the information included in the monitoring forms follows below.
- 2.2 The March 2016 report made reference to the Enable Leisure and Culture contract which continues to be monitored by Wandsworth Borough Council's Client-side section. The recent inspection which is carried out on a quarterly schedule is provided as Appendix 6. Enable Leisure and Culture continue to carry out the crematorium's statutory and non statutory duties to a professional and at the same time sensitive and caring standard.
- 2.3 **Financial matters.** All financial matters have been correctly reported and there are no issues needing to be drawn to Members' attention.
- 2.4 **Quality control issues.** One complaint was received in the past quarter, February 2016, which relates to a member of the public arriving at the crematorium to view an entry in the Book of Remembrance. Regrettably the particular page for that day had been turned to the following day which caused the lady a degree of upset. At the time one of the crematorium staff apologised for the error and offered to turn the page back to the correct day. However the lady wasn't able to afford the time to wait at the crematorium whilst the member of staff retrieved the key to the Book of Remembrance cabinet. Having investigated the complaint an apology and comprehensive reply was sent to the complainant as to the reasons why the error had been made. To date the crematorium has not received any further correspondence on the matter. Members are advised that eight compliments were received during March, April and May.
- 2.5 **Employee matters.** Members are asked to note the following:

- Cemetery and Crematorium Management (ICCM) Certificate in Management - Margi Singh (Assistant Bereavement Services Manager) is now studying for the fourth assignment of the fourth module, Crematorium Management.
- NVQ in Business Administration - Karen Levi (Administration Assistant) has completed her units and is waiting for her certificate. Jo Benjafield (Administration Assistant) continues to work through her respective units toward the qualification.
- BTEC Advanced Certificate for Crematorium Technical Operations - Adam Petry (Crematorium Technician) continues with his onsite training and is now working on the fifth of a total of seven assignments toward the qualification.

2.6 **Customer statistics.** All statistics have been produced as required.

2.7 **Health and Safety matters.**

2.8 Members will recall from my last report that in January 2016 a member of the public slipped on a patch of ice, after laying flowers on the ashes lawn. An accident form was later completed on behalf of the lady and details of the accident sent to Human Resources and the Health and Safety section who under the circumstances did not propose any further action.

2.9 A subsequent claim has been received by Enable Leisure & Culture from the person's solicitor, claiming personal injury and a breach of statutory duty. A representative from Enable's insurers (Zurich Insurance) visited the site on 17.05.16 to discuss the details with the Assistant Bereavement Services Manager, and the crematorium now awaits feedback.

This item is for information.

3. Operational Matters

3.1 In conclusion to the completion of the installation of the new cremators, abatement and associated equipment at the crematorium, two documents had to be finalised and completed; the fifteen year Service Agreement, and the Contract Agreement. The fifteen year Service Agreement includes the Service Requirements and Cost per Cremation Charges Agreement between North East Surrey Crematorium and Facultatieve Technologies. This has been signed by both parties and sealed.

3.2 The completion of the Contract Agreement was reliant upon the satisfactory results of the first stack testing of the emission flues which were carried out in March 2016. The testing analysed a range of flue gas components and the associated report has since met the criteria required as part of the crematorium's Permit to Cremate. Merton Council's Environmental Health Officer (EHO) has been furnished with the report and has now issued the new permit. The Contract Agreement has now been sent to Facultatieve Technologies for signature. The sealed copies will be retained for safe keeping in a secure fireproof cabinet at the crematorium offices.

This item is for information.

4. The Introduction of Medical Examiners and Reforms to Death Certification

4.1 The arrangements for confirming Medical Certificates for the Cause of Death (MCCD's) have largely remained unchanged for over 50 years, yet there are concerns about their efficiency, particularly for those cases that are not referred to a coroner.

4.2 Currently the doctor who has been attending the patient will certify the cause of death and inform the Registrar of Births, Deaths and Marriages or report the case to the coroner. The Registrar registers the death and issues a medical certificate for cremation. The attending doctor will issue a form 4 for cremation and a second independent doctor will issue a form 5 to confirm the cause of death. A third medical practitioner, the medical referee, will issue a form 10, which is the authority to cremate.

4.3 The intention is to introduce a combined system for both cremation and burial by appointing Independent medical examiners. Members of the Board have for sometime expressed concerns as to the costs imposed on bereaved families for doctor's fees relating to the statutory forms following death. The reforms to the death certification system include the reduction in the fees paid to doctors for death certification.

4.4 For deaths followed by cremation the medical examiner service will end the need for bereaved families to pay cremation form fees to each of the doctors, which is currently £184 per occasion. A single medical examiner fee will be introduced in its place with an expected cost of about £100.

4.5 Under the new system, information relating to the cause of all deaths that do not need to be referred to the coroner will be completed by the doctor who has previously attended the patient. The doctor will then complete the MCCD and will immediately contact the medical examiner who will scrutinise and confirm the MCCD.

4.6 The new system will further strengthen safeguards for the public and eliminate weaknesses in the current death certification system identified by the Shipman Inquiry by improving the quality of death certification. A consultation document has been released by the Department of Health and is planned for implementation in spring 2018.

4.7 Board members will receive periodic updates in future reports from the Surveyor as to the progression with the introduction of the new reforms to death certification.

5. Music Provision at North East Surrey Crematorium

5.1 At the March 2016 board meeting, members were provided with a demonstration by Wesley Music of an internet based music facility which would offer digital music and associated presentations during services. The Board agreed to proceed with arrangements to obtain associated costs from the two known companies who provide internet based systems in the UK; Wesley Music and Vividia.

5.2 Members were provided with details of local crematoria and those who use internet based music facilities. A question was raised at the time and confirmation has since been obtained that Lambeth Borough Council has recently acquired the Vividia music system at their crematorium.

5.3 A specification is being produced, providing digital music for hymns and popular music. The specification will include options for visual tributes to be played on LED screens, the provision of real time live broadcasting of the services with the option to record an audio and/or visual recording of the service. The intention is to carry out a procurement exercise and the results will be presented to members with associated recommendations at the December meeting of the Board to coincide with next years charges paper.

This item is for information.

6. The Children's Book of Remembrance.

6.1 Board members agreed at the March 2016 meeting to proceed with the purchase of a children's book of remembrance. The book will be placed alongside the current remembrance books and electronic book of remembrance. The order has now been placed and the intention is to have the new book on display for this year's annual Service of Remembrance on Sunday 3rd July 2016.

This item is for information.

7 The Institute of Cemetery and Crematorium Managements (ICCM) Charter for the Bereaved

7.1 For the past 11 years the crematorium has been a member of the Charter for the Bereaved. The Charter sets standards for the industry and in order to become a member a crematorium has to meet certain charter rights connected with funerals. The Charter is a key benchmarking tool to compare bereavement services provided by cemeteries and crematoria throughout the UK. Members of the public can be assured that those that have adopted the Charter are committed to providing excellent service to meet their needs.

7.2 The Charter assessment process is in the form of a questionnaire with over 300 questions relating to the provision of cremation, burial and social and environmental aspects of the services. Each question is allocated a point score which is calculated to give an overall points total for the crematorium. An organisation is awarded either Gold, Silver or Bronze grading with any crematorium achieving over 400 points awarded gold status. The results are published in a table of cemeteries and crematoria on the ICCM's website www.iccm-uk.com.

7.3 The crematorium attained gold status in 2012/13 and has maintained their ranking ever since. The assessment is completed and returned to the ICCM on an annual basis and the crematorium submitted their latest questionnaire in April 2016.

7.4 I am very pleased to report to members that North East Surrey Crematorium has retained gold status in the national ranking tables with a total score for this year of 439 points. The crematorium is positioned in the upper quartile of crematoria in the UK delivering services to the bereaved.

This item is for information.

8. Future Environmental Initiatives for the Crematorium

8.1 The March 2016 meeting made reference to the crematorium's corporate membership of the ICCM and their commitment to its environmental policy. The crematorium continues to

meet the policy and the intention was to further these initiatives by the more efficient use of the crematorium equipment by reducing the amount of fossil fuel used.

8.2 Board members agreed at the meeting to proceed with further environmental initiatives which included the replacement of existing lighting and the use of energy saving light fittings and light bulbs in the crematorium and its associated buildings.

8.3 Wandsworth Borough Council's Design Services arranged for a specialist company to provide a detailed energy project overview to replace existing lighting with LED lights and fitments. The advantages of replacing the present system with LED lights would be to reduce CO2 emissions by an estimated 3.5 tonnes per annum. The new system would also reduce the need to replace the light bulbs and the associated costs in re-lamping.

8.4 The budget cost to renew all of the lighting totals £3,865. The payback period on energy consumption is estimated as being 6 years. However, the payback period could be further reduced as this does not take into account the aforementioned reduction in replacement lighting and associated labour costs.

8.5 Mr. Ferguson from Design Services is on hand to answer any questions members may have. Following questions members will be asked if they wish to proceed with the replacement of the crematorium's lighting.

This item is for decision

8.6 Members were advised that the new crematory equipment included the opportunity to install a heat exchanger to recycle heated water from the cremators filtration system, rather than allowing the water to naturally cool and waste the energy previously generated. The heat exchanger would recirculate the water into the heating system instead of using the gas fired boiler to heat the chapel and its adjacent buildings.

8.7 Design Services continue to liaise with the cremator manufacturer, Facultatieve Technologies, in order to obtain the associated costs for the purchase and installation of a heat exchanger and its associated benefits. Members will be provided with the information as part of my next report for the September meeting.

8.8 Alternatives to a heat exchanger are also being considered including ground source heat pumps and solar panels. A suggestion at the last meeting was to contemplate the installation of ground source heat pumps. This is a system where natural heat is harnessed from beneath the ground by installing a series of underground water pipes. Water is pumped through the pipes absorbing the heat from the ground. The heat pump performs the same purpose as a traditional hot water boiler without having to consume gas to generate heat. Design Services will provide further details relating to these options as part of my September report.

This item is for information.

9. Recycling of Metals from cremations donation

9.1 To date £29,146 has been raised through the scheme for St. Raphael's Hospice. This includes a recent cheque of £4,444 sent by the Chairman to St. Raphael's who have replied with a letter of thanks for the ongoing efforts made from the scheme. A copy of the letter has since been distributed to Board members for information. The Board were asked to suggest other

nominations from the scheme and the general consensus for the time being is to remain with St. Raphael's as the beneficiary.

This item is for information

10. ACTION PLAN – BUSINESS PLAN

10.1 Appendix 7 gives the Board's current 2015/16 action plans, updated in bold to reflect actions taken since the last meeting.

This item is for information.

11. REPAIR AND RENEWAL – ROUTINE WORKS

11.1 Appendix 8 provides information on the repairs and renewals revenue programme for 2015/16 and 2016/17, with the following updates for the planned works.

11.2 An order has been placed to carry out internal decorations to the chapel and crematorium building with the works planned to begin during July and August 2016.

This item is for information.

12. REPAIR AND RENEWAL – CAPITAL WORKS

12.1 Appendix 9 provides information on the repairs and renewals capital programme with expenditure requirements forecast through until 2024/25, with the following updates for the planned works.

12.2 An order has been placed for the crematorium's new intruder alarm with works to take place in the next couple of weeks.

12.3 A tender analysis is currently being undertaken prior to placing the order for the new cremated remains grave circles and above ground cremated remains grave niches with the intention for works to be carried out between July and September 2016.

12.4 An order has been placed for the external refurbishments to the crematorium building with the intention for the works to begin in July 2016.

12.5 Due to the extensive programme of works in and around the crematorium this summer, and the amount of associated heavy vehicle traffic on the main drive, to avoid spoiling the appearance of the new driveway the resurfacing of the drive will be put back until summer 2017. In the meantime remedial works have taken place to repair cracks in the existing surface.

14th June 2016

Clive Andrews
Surveyor to the Board

NORTH EAST SURREY CREMATORIUM BOARD

14th June 2016

CREMATION STATISTICS

Number of Cremations included in Estimates for this year

1,800

MONTHLY FIGURES

YEAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR
2016/17	173	125										
2015/16	160	147	141	149	84	93	95	110	135	175	174	176
AVERAGE FOR LAST 5 YEARS	149	151	138	142	127	119	134	139	135	177	163	177

CUMULATIVE FIGURES

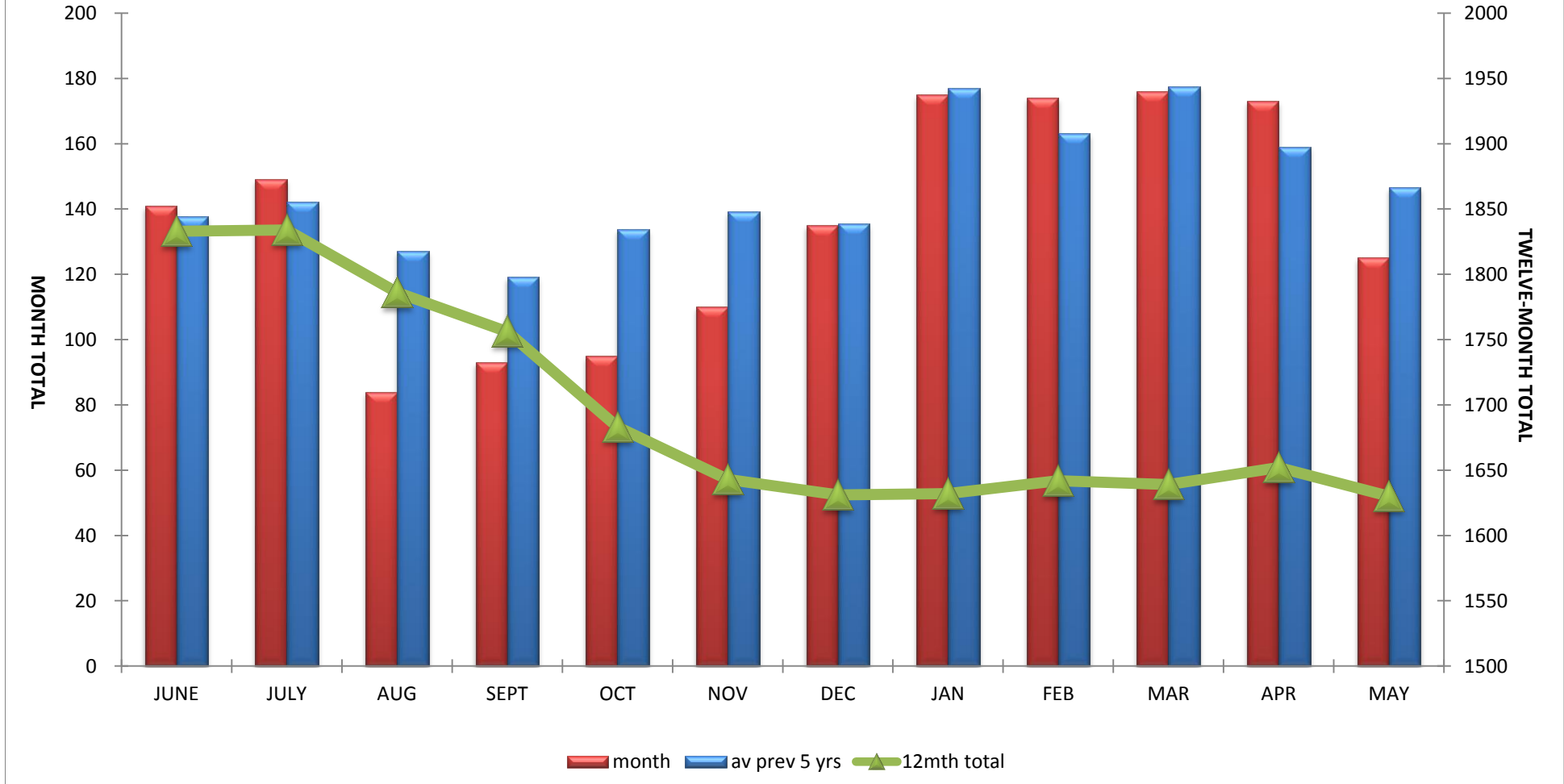
YEAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR
2011/12	125	273	410	547	676	809	922	1,051	1,163	1,323	1,462	1,654
2012/13	153	300	446	577	719	824	965	1,137	1,269	1,432	1,600	1,770
2013/14	168	328	453	599	747	889	1,041	1,176	1,327	1,540	1,711	1,881
2014/15	141	295	435	583	715	838	1,006	1,156	1,303	1,477	1,641	1,820
2015/16	160	307	448	597	681	774	869	979	1,114	1,289	1,463	1,639
2016/17	173	298										
% (+)/(-) PREVIOUS YEAR	8%	-3%										
AVERAGE FOR LAST 5 YEARS	149	301	438	581	708	827	961	1,100	1,235	1,412	1,575	1,753
% (+)/(-) AVERAGE FOR LAST 5 YEARS	16%	-1%										

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NORTH EAST SURREY CREMATORIUM BOARD

Cremations for previous 12 months

(Estimate for current financial year - 1,800)



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Appendix 3**NORTH EAST SURREY CREMATORIUM BOARD****Enable leisure and Culture Management Contract****Monthly Monitoring Sheet – March 2016****Part I - Financial Matters**

	Item	Yes	No	Comments
1.	Has a statement of account been provided for the previous month?	√		
2.	Have vouchers and other supporting information been provided?	√		
3.	Are the Accounts agreed?	√		
4.	Have Funeral Directors Accounts been processed for the previous month?	√		
5.	Has a forecast been prepared?	√		
6.	Has it been confirmed that there are not any anticipated or actual overspends that it is necessary to report?	√		
7.	Has it been confirmed that there are no other Financial matters that it is necessary to report?	√		

PART II - QUALITY CONTROL ISSUES

1.	If appropriate has a report been provided on any complaints received from users?	√		One (22.2.16) Please refer to Surveyors report
2.	Compliments / expression of thanks from service users	√		2 x Thanks for searching records and for providing helpful contact points
3.	Have the premises been cleaned in accordance with the Specification and properly maintained?	√		
4.	Has the plant and equipment been fully operational?	√		

5.	Have the grounds been properly maintained?	√		
6.	Have all items in need of repair or replacement been reported?	√		
7.	Has the book of Remembrance been properly maintained?	√		
8.	Have all Quality of Service issues have been reported?	√		

PART III - EMPLOYEE MATTERS

1.	If appropriate has information been provided in respect of any new employees?	√		
2.	If appropriate has information been provided in respect of any staff that have left or given notice?	√		
3.	If appropriate has information been provided in respect of any grievance or disciplinary issues?	√		
4.	If appropriate has information been provided in respect of staff training and development?	√		
5.	If appropriate has information been provided on any other employee issues	√		

PART IV - CUSTOMER STATISTICS

1.	Has information on the number of cremations been provided?	√		176
2.	Has an analysis of cremations been prepared?	√		
3.	Has an analysis of memorial sales been undertaken and the statistics updated?	√		
4.	If appropriate has information been provided on other statistical information	√		

PART V – HEALTH & SAFETY

1.	If appropriate has a report been provided on any accidents or incidents?	√		Please refer to Surveyors March report
2.	If appropriate has a report been provided on any claims?	√		

3.	Has a Risk Assessment been carried out in the past 12 months (provide date and report any actions outstanding)	√		Risk assessment carried out on the 2nd July 2015 – No actions outstanding
4.	Has a Hazard Control Inspection been carried out in the past 3 months (provide date and report any actions (outstanding))	√		Hazard Control Inspection carried out on the 06.01.2016

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Appendix 4**NORTH EAST SURREY CREMATORIUM BOARD****Enable Leisure & Culture Management Contract****Monthly Monitoring Sheet – April 2016****Part I – Financial Matters**

	Item	Yes	No	Comments
1.	Has a statement of account been provided for the previous month?	√		
2.	Have vouchers and other supporting information been provided?	√		
3.	Are the Accounts agreed?	√		
4.	Have Funeral Directors Accounts been processed for the previous month?	√		
5.	Has a forecast been prepared?	√		
6.	Has it been confirmed that there are not any anticipated or actual overspends that it is necessary to report?	√		
7.	Has it been confirmed that there are no other Financial matters that it is necessary to report?	√		

PART II - QUALITY CONTROL ISSUES

1.	If appropriate has a report been provided on any complaints received from users?	√		None
2.	Compliments / expression of thanks from service users	√		1. Thank you arranging for us to visit the crematorium which was very enlightening. 2. Many thanks for information and for being extremely helpful, courteous and answering all questions fully and promptly at

				<p>this difficult time.</p> <p>3. Pleased to see entrance in Book of Remembrance. "The Calligraphy is great and it is wonderful for someone to be recorded and remembered in this way"</p> <p>4. Thanks for help with locating inscription in Book of Remembrance and the electronic book is a wonderful idea.</p> <p>5. Many thanks for your time and effort, it's much appreciated</p>
3.	Have the premises been cleaned in accordance with the Specification and properly maintained?	√		
4.	Has the plant and equipment been fully operational?	√		
5.	Have the grounds been properly maintained?	√		
6.	Have all items in need of repair or replacement been reported?	√		
7.	Has the book of Remembrance been properly maintained?	√		
8.	Have all Quality of Service issues have been reported?	√		

PART III - EMPLOYEE MATTERS

1.	If appropriate has information been provided in respect of any new employees?	√		
2.	If appropriate has information been provided in respect of any staff that have left or given notice?	√		
3.	If appropriate has information been provided in respect of any grievance or	√		

	disciplinary issues?			
4.	If appropriate has information been provided in respect of staff training and development?	√		
5.	If appropriate has information been provided on any other employee issues	√		

PART IV - CUSTOMER STATISTICS

1.	Has information on the number of cremations been provided?	√		176
2.	Has an analysis of cremations been prepared?	√		
3.	Has an analysis of memorial sales been undertaken and the statistics updated?	√		
4.	If appropriate has information been provided on other statistical information	√		

PART V – HEALTH & SAFETY

1.	If appropriate has a report been provided on any accidents or incidents?	√		
2.	If appropriate has a report been provided on any claims?	√		
3.	Has a Risk Assessment been carried out in the past 12 months (provide date and report any actions outstanding)	√		Risk assessment carried out on the 2nd July 2015 –
4.	Has a Hazard Control Inspection been carried out in the past 3 months (provide date and report any actions (outstanding))	√		Hazard Control Inspection carried out on the 01.04.2016. Please refer to surveyors report - appendix 6

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Appendix 5**NORTH EAST SURREY CREMATORIUM BOARD****Enable Leisure & Culture Management Contract****Monthly Monitoring Sheet – May 2016****Part I – Financial Matters**

	Item	Yes	No	Comments
1.	Has a statement of account been provided for the previous month?	√		
2.	Have vouchers and other supporting information been provided?	√		
3.	Are the Accounts agreed?	√		
4.	Have Funeral Directors Accounts been processed for the previous month?	√		
5.	Has a forecast been prepared?	√		
6.	Has it been confirmed that there are not any anticipated or actual overspends that it is necessary to report?	√		
7.	Has it been confirmed that there are no other Financial matters that it is necessary to report?	√		

PART II - QUALITY CONTROL ISSUES

1.	If appropriate has a report been provided on any complaints received from users?	√		None
2.	Compliments / expression of thanks from service users	√		1) thanks for help with exhumation of ashes
3.	Have the premises been cleaned in accordance with the Specification and properly maintained?	√		
4.	Has the plant and equipment been fully operational?	√		
5.	Have the grounds been properly maintained?	√		
6.	Have all items in need of repair or replacement been reported?	√		
7.	Has the book of Remembrance been	√		

	properly maintained?			
8.	Have all Quality of Service issues have been reported?	√		

PART III - EMPLOYEE MATTERS

1.	If appropriate has information been provided in respect of any new employees?	√		
2.	If appropriate has information been provided in respect of any staff that have left or given notice?	√		
3.	If appropriate has information been provided in respect of any grievance or disciplinary issues?	√		
4.	If appropriate has information been provided in respect of staff training and development?	√		
5.	If appropriate has information been provided on any other employee issues	√		

PART IV - CUSTOMER STATISTICS

1.	Has information on the number of cremations been provided?	√		125
2.	Has an analysis of cremations been prepared?	√		
3.	Has an analysis of memorial sales been undertaken and the statistics updated?	√		
4.	If appropriate has information been provided on other statistical information	√		

PART V – HEALTH & SAFETY

1.	If appropriate has a report been provided on any accidents or incidents?	√		Please refer to Surveyors report
2.	If appropriate has a report been provided on any claims?	√		Please refer to Surveyors report
3.	Has a Risk Assessment been carried out in the past 12 months (provide date and report any actions outstanding)	√		Risk assessment carried out on the 2nd July 2015
4.	Has a Hazard Control Inspection been carried out in the past 3 months (provide date and report any actions (outstanding)	√		Hazard Control Inspection carried out on the

				01.04.2016. Please refer to surveyors report - appendix 6
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Bereavement Visit Report – BUILDING AND SERVICES

SITE: NESCB (3 acres burial, crematorium and garden of remembrance, plus shared commitment to main drive)

Enable Manager accompanying: Mrs. Margi Singh

Appendix 6

Date: 13.05.16

Y, N, NC (not checked) n/a – not applicable	OK?	Comments/Actions	Site response	Urgent	O/s from
Exterior					
Directional road signage	Y				
Car parking bays/ disabled & Cycle parking bays	Y	Car parking bays marked and easily located.			
External seating; clean, in good repair and free from graffiti	Y				
Outside area clean and tidy	Y				
Landscaping (Grounds Maintenance)	Y				
Rubbish bins; clean/in good repair/tidy/empty	Y				
Condition of exterior of building, including fences and gates	Y				
Notice boards – opening times and services current	Y				
Main drive, roads, pathways	Y	Scheduled works plans to re-lay the main drive. Due to refurbishments to the chapels and exterior buildings and the placement of new circles/niches. Heavy lorries would potentially spoil the surface of the main drive. Therefore the resurfacing of the drive will be put back until Summer 2017. In the meantime remedial repairs have taken place.			
Entrance (to buildings)					
Clear of obstructions	Y				
Lighting	Y				
Site Guiding					
Clear/easily understood/professional	Y	Clear professional signage (Black and Gold)			

Bereavement Visit Report – BUILDING AND SERVICES

SITE: NESCB (3 acres burial, crematorium and garden of remembrance, plus shared commitment to main drive)

Enable Manager accompanying: Mrs. Margi Singh

Appendix 6

Date: 13.05.16

Y, N, NC (not checked) n/a – not applicable	OK?	Comments/Actions	Site response	Urgent	O/s from
Clean and secure	Y				
CCTV					
Operational	N	Screens not working in the office. The new phone line has been installed and now the fault has been identified as a faulty junction box and a works order placed for repair.	Contractor attended site on 17.05.16 – screen in office now working		
Appropriate notices displayed	N	Currently CCTV is used for operational purposes only. Signs to be displayed.	Signs to be purchased		
Public toilets					
Available for use	Y				
Clean	Y				
Toilet roll	Y				
Soap	Y				
Hand dryers	Y				
Nappy changing facility	N/A				
Ventilation	Y				
Hot / cold water supply	Y				
Graffiti	N				
Personal hygiene bins	Y				
Environment – Internal					
Clean flooring	Y				
Windows clean	Y				
Paintwork clean	Y				
Ventilation / Odours	Y				
Temperature	Y				
Lighting	Y				
Blinds	Y				
State of decoration	Y				

Bereavement Visit Report – BUILDING AND SERVICES

SITE: NESCB (3 acres burial, crematorium and garden of remembrance, plus shared commitment to main drive)

Enable Manager accompanying: Mrs. Margi Singh

Appendix 6

Date: 13.05.16

Y, N, NC (not checked) n/a – not applicable	OK?	Comments/Actions	Site response	Urgent	O/s from
Intruder Alarm					
Alarm operational	Y	Crematorium has an alarm for the roof which will be incorporated into the new alarm system. Design Services have accepted a quotation and are arranging for the intruder alarm to be installed at the crematorium. The alarm in the office (Lodge) is working, no firm plans to update the system at the moment.			
Alarm tested regularly	Y				
Maintenance and Equipment					
Equipment Inventory	Y	Equipment inventory viewed.			
Safety inspections	Y	Annual Pat inspections testing carried out 25.08.15. Not a mandatory test, HSE advice is a visual inspection advisable for loose cables, evidence of fire damage and occasional inspection inside plugs for loose/ bare wires, correct fuse. Regular use items such as the kettle may need a PAT test but not necessarily every year.			
PPM programme & ad hoc reports	Y	The emissions test results were received on 4.5.16 all is working fine. Results have been sent to EHO.			
Security mark all assets	Y				
Any Design Services issues	Y	Follow up with Design Services after they carried out a review of repairs to pathways .This included various repairs to paving and potholes which will be a			

Bereavement Visit Report – BUILDING AND SERVICES

SITE: NESCB (3 acres burial, crematorium and garden of remembrance, plus shared commitment to main drive)

Enable Manager accompanying: Mrs. Margi Singh

Appendix 6

Date: 13.05.16

Y, N, NC (not checked) n/a – not applicable	OK?	Comments/Actions	Site response	Urgent	O/s from
		priority.			
Notice-boards/Displays/Leaflets					
Condition of notice boards/displays	Y				
Leaflets cluttering desks, benches & other surfaces	Y				
Government Legislation					
50% reduction in Mercury emissions (Local Burden Sharing Agreement)	Y	Invoices have been received from Eastbourne and Tunbridge Wells crematoria to meet the abatement requirement for 2015 which included the amount needed for Putney Vale as part of the local burden sharing agreement. 2016			
Permit to cremate at NESCB	N	Draft permit received and comments returned to Merton EHO. Now awaiting the permit to be issued. Ongoing daily, weekly, monthly maintenance checks continue to be carried out in accordance with the draft permit. Monthly emissions reports now being produced which will form part of the six monthly returns to EHO. AH to check with FT if this commenced from either January or April 2016. AH also to establish the schedule and dates for future servicing.			

Bereavement Visit Report – BUILDING AND SERVICES

SITE: NESCB (3 acres burial, crematorium and garden of remembrance, plus shared commitment to main drive)

Enable Manager accompanying: Mrs. Margi Singh

Appendix 6

Date: 13.05.16

Y, N, NC (not checked) n/a – not applicable	OK?	Comments/Actions	Site response	Urgent	O/s from
		<p>Daily olfactory reports seen, the latest report dated 13.05.16 including visual assessments.</p> <p>Meters now installed to record overall cremator gas usage. Inquiries to be made with FT as to how individual recordings can be taken from each cremator. Monthly gas usage readings taken for energy management assessments.</p>			
Administration/General					
Memorialisation - appropriate variety	Y	Good, also forms part of the NESCB action plan.			
Recording of funerals in appropriate registers (BACAS) with supportive statutory paperwork and associated costs in accordance with the charges paper.	Y	Cremation – 3 random samples taken for Feb, Mar, Apr. Cremation no's 98501 – 18.02.16, 98706 – 21.03.16 and 98847 – 15.04.16 Notice of cremation, application form, coroners form (where necessary) green form , forms 4,5 and 10 all signed and completed with costs correctly applied.			
Offices – clear desk policy	Y				
Storage of personal data	Y	All sensitive documents securely stored			
Annual Memorial Service	Y	First Sunday in July, Mayors from the three constituent boroughs. Next service planned for 03.07.16.			

Bereavement Visit Report – BUILDING AND SERVICES

SITE: NESCB (3 acres burial, crematorium and garden of remembrance, plus shared commitment to main drive)

Enable Manager accompanying: Mrs. Margi Singh

Appendix 6

Date: 13.05.16

Y, N, NC (not checked) n/a – not applicable	OK?	Comments/Actions	Site response	Urgent	O/s from
Record of planned/unplanned closures	Y	See main drive, roads and pathways			
Website information current	Y	NESC current website host will no longer be offering the service with effect from September 2016. A new host, Media on Demand, has been sourced who previously provided the website with the virtual tour of the crematorium.			
Website links with Council site	Y	Enable site now activated.			
Performance Review					
Institute of Cemetery & Crematorium Management (ICCM) Charter for the Bereaved	Y	Annual submission made in April 2016 and 'Gold Status' retained for delivering bereavement services. Confirmation certificate received by the ICCM .			
Recycling of Metals	Y	A cheque for £4,444 was received from the ICCM and sent to St Raphael's hospice.			
Chapel					
Seating – clean and in good repair	Y				
Condition of building	Y				
Clean flooring	Y				
Windows Clean	Y				
Paintwork Clean	Y				
Lighting	Y				
Blinds	Y				
State of decoration	Y	Redecoration programmed for this year.			
Garden of Remembrance	Y	Three additional circles to be constructed to include niches.			
Staffing					

Bereavement Visit Report – BUILDING AND SERVICES

SITE: NESCB (3 acres burial, crematorium and garden of remembrance, plus shared commitment to main drive)

Enable Manager accompanying: Mrs. Margi Singh

Appendix 6

Date: 13.05.16

Y, N, NC (not checked) n/a – not applicable	OK?	Comments/Actions	Site response	Urgent	O/s from
Adequate staffing level	Y				
Staff presentable	Y				
Wearing ID badge	Y				
Staff have the required level of qualification	Y	Diploma for the Institute of Cemetery and Cremation Management – MS currently studying the final assignment toward the ICCM certificate leading toward the Diploma. Cremator Technical Certificate: three staff qualified to cremate.			
Health & Safety					
Fire Risk Assessment available	Y	Fire Risk Assessment carried out 12.01.16, copy provided.			
Has Fire Risk Assessment any outstanding issues	Y	Design Services contacted over the smoke alarms to ensure these are fully functional. This is being carried out as a priority.	Contractor attended site 18.05.16 and will report back findings to Design Services		
Site Evacuation Plan available and current	Y	Copies received for both the office and crematorium buildings			
Fire and evacuation notices displayed	Y				
Fire extinguishers in place and in service date	Y	Inspection viewed for 08.02.16 Powder extinguisher now delivered and installed in boiler room 10.03.16.			

Bereavement Visit Report – BUILDING AND SERVICES

SITE: NESCB (3 acres burial, crematorium and garden of remembrance, plus shared commitment to main drive)

Enable Manager accompanying: Mrs. Margi Singh

Appendix 6

Date: 13.05.16

Y, N, NC (not checked) n/a – not applicable	OK?	Comments/Actions	Site response	Urgent	O/s from
Fire Alarm operational	Y	Fire assessment 12.01.16, copy provided			
Fire Alarm last tested (at least 1 x p.a.)	Y	Alarm tested December 2015, copy provided			
Emergency exits correctly signed	Y				
Quarterly Hazard Control Inspections (Working Environment Monitoring Form)	Y	Q4 submitted 01.04.16.			
HCI Action Plan available	Y				
HCI Action Plan outstanding issues	Y	See outstanding Design Services issues.			
Visitor's/Contractor's Signing-in Book (with asbestos register if relevant)	Y	In reception			
COSHH folder	Y	COSHH assessment forms viewed, dated April 2016. All updated in Shared Folder			
H&S Manual – accident reports	Y	16.01.16 last recorded incident. An insurance claim has since been lodged and this is currently being discussed with the insurers.			
Follow up any H&S incidents	Y	See Design Services issues.			
Water Testing/Legionella	Y	Copy of water test report supplied dated 01.04.16. Enable staff members are attending a Legionella/water test training seminar arranged by Design Services. Concerns raised with Design Services with the maintenance of the ornamental fountain. Despite the fountain working the water in the bowl is discoloured and			

Bereavement Visit Report – BUILDING AND SERVICES

SITE: NESCB (3 acres burial, crematorium and garden of remembrance, plus shared commitment to main drive)

Enable Manager accompanying: Mrs. Margi Singh

Appendix 6

Date: 13.05.16

Y, N, NC (not checked) n/a – not applicable	OK?	Comments/Actions	Site response	Urgent	O/s from
		is giving off quite a strong odour. Ideally this should be rectified before this year's Annual Service.			
Site specific Emergency Action Plan (to include PEEP (Personal Emergency Evacuation Plan) for those with special needs)	Y				
Bereavement Services Emergency Plan	Y	Copy of the Bereavement Services Emergency Plan sent and is now on file			

<p>General Observations Mrs Singh provided a helpful overview of the service with some notable points from this inspection, retaining the 'gold status' for the ICCM Charter for the Bereaved. Another donation for St Raphael's hospice from the recycling of metals and the ongoing improvements to information received relating to the gas usage and the management of energy consumption.</p>	<p>Staff Response - Mrs. Margi Singh, Assistant Bereavement Services Manager:</p>
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<p>Inspection completed by: Clive Andrews, Contract Compliance Officer</p>	<p>Signature:</p>
<p>Accompanying Enable Manager: Mrs. Margi Singh, Assistant Bereavement Services Manager</p>	<p>Signature:</p>

Copies: Site Manager/ Enables Representative/ File

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ACTION PLAN 2015/16 June (2016) – updates in bold

Item	Action	By When	By Whom	Progress/Comment
1.	Investigate options for the developing income from any Tradable Mercury Abated Cremations (TMACs) remaining following the establishment of the main Mercury Abatement burden sharing agreement with Wandsworth Council.	On going	Board Officers - Surveyor and Treasurer	The crematorium is now fully abated. As a result they will no longer have to source tradable mercury abated cremations (TMAC's) from other crematoria to meet statutory mercury abatement targets. The crematorium will continue to trade with Putney Vale crematorium and sell the required amount of surplus TMAC's as part of the local burden sharing agreement for 2016.
2.	Develop improvements to the Garden of Remembrance and the Cremated Remains lawn areas.	2015/16	Board Officers - Surveyor	The Surveyor on behalf of NESCB to source burial land from Wandsworth for new cremated remains circles. The area, block J, at Morden cemetery has been identified as a suitable area. The Surveyor is awaiting further details from the Wandsworth's borough valuer in order to progress a revenue share agreement. Three new circles and above ground niches within the grounds of the garden of remembrance will be constructed during the Summer of 2016.
3.	Review the range of memorials offered by the Board.	On going	Board Officers – Surveyor, Treasurer and Clerk	The children's book of remembrance will be placed in the remembrance building during July 2016.
4.	Hold a focus group meeting with Funeral Directors.	2017	Board Officers	Visits to local Funeral Directors are scheduled biannually with the next series of visits planned for

Item	Action	By When	By Whom	Progress/Comment
				2017. In the meantime regular contact with Funeral Directors continues during the intervening period.
5.	Develop and publicise the Board's facilities and services.	On going	Board Officers – Surveyor, Treasurer and Clerk	NESC current website host will no longer be offering the service with effect from September 2016. A new host, Media on Demand, has been sourced who previously provided the website with the virtual tour of the crematorium.
6.	To take all necessary steps to ensure that the Crematorium is and continues to be compliant with all regulations relating to the operation of cremators.	Dec 2015	Board Officers – Surveyor, Treasurer and Clerk	<i>The cremators, abatement equipment and associated equipment has now been completed and the crematorium is now 100% abated. A new permit to cremate will be issued by Merton Environmental Health Section which will reflect the requirements in operating the crematorium.</i> A draft permit was received from Merton EHO for comment. This has been agreed and a new permit to cremate issued.
7.	Progress the development of staff employed to provide the Board's services.	Ongoing	Board Officers - Surveyor	The Surveyor has updated staff progress in his report.

NORTH EAST SURREY CREMATORIUM BOARD

REVENUE REPAIRS AND RENEWAL

2015/16

Job No.	Works	Order No.	Invoice Total £	Committed £	Forecast £	Budget		Notes
						Original	Revised £	
1	Chapel							
a	Redecoration of Chapel				-	7,500	-	slipped to 16/17
b	Deep cleanse of Upholstery & Carpets in Chapel				-	3,000	-	slipped to 16/17
2	Internal works & Service items							
a	Service gas equipment		600.00		600	600	600	Journal transfer from HCS budget
b	Service CCTV Laser				-	470	-	No longer required
c	Service sewage pumps (part) BTU		500.00		500	500	500	Journal transfer from HCS budget
d	Service Air con equip.	DS019820	450.62		450	200	450	
e	Service Fire Alarm System	DS018447	376.73		400	400	400	
f	Annual inspection of Lightning Conductor	DS018447	686.48		200	200	200	
g	Redecoration of Office Areas				-	3,750	-	slipped to 16/17
h	Redecoration of Bearers area				-	1,500	-	slipped to 16/17
i	Redecoration of Kitchen area				-	1,500	-	slipped to 16/17
3	External Works							
a	Repairs to eroding brickwork in Cloisters	DS020270	9,250.00		9,250	5,000	-	slipped to 16/17 in error as invoiced late
b	Repairs to Slate Plinth				-	500	-	
c	Annual contract for fountain cleaning	Various	854.57		850	650	650	
d	Rebedding of cremation plot memorials				-	5,000	-	slipped to 16/17
e	Redecoration of outside of main building				-	4,000	-	slipped to 16/17
f	New Cremated Remains Grave Circle				-	35,000	-	Moved to Capital Programme
g	Annual renovation of benches				-	1,000	-	not required in 15/16
h	Improvement to Lightning Conductors	DS017980	7,678.00		7,680	-	7,680	
i	Installation of Pedestrian Barriers	DS014671	1,564.18		1,560	-	1,560	
j	Re-waterproofing of the Fountain	DS021245	2,220.00		2,220	-	2,220	
4	Cremators							
a	Annual testing				5,000	4,400	5,000	not required as part of installation of new cremators
b	Maintenance	Various	16,745.94		15,000	52,500	15,000	
5	General							
6	Repairs Contingency (see next page)		13,010.37	-	13,010	6,000	10,000	
7	Cremators Contingency (see next page)		-	-	2,000	5,000	2,000	
			53,936.89	-	58,720	138,670	46,260	

NORTH EAST SURREY CREMATORIUM BOARD

REVENUE REPAIRS AND RENEWAL

2015/16

Job No.	Works	Order No.	Invoice Total £	Committed £	Forecast £	Budget		Notes
						Original	Revised £	
6	Repairs Contingency - details					6,000	10,000	
a	Repair fault on CCTV Camera	DS018180	180.02		180			
b	Repair door closer	DS018903	60.00		60			
c	Clear blocked drain	DS018364	125.00		130			
d	Replace light bulbs	DS018905	155.95		160			
e	Supply and fit glow plug electrode	DS019156	154.95		150			
f	Repair door handle	DS019334	230.00		230			
g	Rectify fault on smoke detection unit	DS019336	48.21		50			
h	Repair leak in fountain	DS019660	479.32		480			
i	Repair blocked Toilet	DS020148	142.15		140			
j	Deal with blocked over flowing drain	DS020215	1,875.00		1,880			
k	Undertake drainage works	DS020219	279.34		280			
l	Repair/replace hinges	DS021104	90.20		90			
m	General electrical works	DS021246	94.79		90			
n	Replace light bulbs	DS021450	53.48		50			
o	Deal with loss of electrical power	DS021588	240.93		240			
p	Undertake water checks	DS021787	159.12		160			
q	Rectify fault on CCTV Camera	DS021819	89.50		90			
r	Replace light bulbs	DS021868	442.11		440			
s	Repair leak in toilet	DS022358	190.00		190			
t	Rectify fault on CCTV camera	DS022513	360.38		360			
u	Clear blocked toilet in Gardeners Room	DS023167	195.00		200			
v	Rectify fault on boiler	DS014890	135.54		140			
w	Rectify fault on water fountain	DS015710	699.13		700			
x	Repair tarmac paving	DS016410	720.00		720			
y	Rectify fault on fire alarm	DS017221	62.75		60			
z	Clear blocked drain	DS022486	165.00		170			
aa	Restore water supply to Bearers Room	DS023547	165.00		170			
ab	Rectify fault on CCTV monitor	DS023718	83.90		80			
ac	Adjust door to electrical intake cupboard	DS023799	69.40		70			
ad	Check pumps	DS023925	46.92		50			
ae	Replace light bulbs	DS023993	621.20		620			
af	Rectify fault with security light	DS024135	282.93		280			
ag	Clear blocked toilet	DS024160	1,254.00		1,250			
ah	Rectify fault with security light outside main office	DS024317	48.44		50			
ai	Rectify faults with fire alarm	DS024486	365.22		370			
aj	Plumbing works	DS024212	434.29		430			
ak	Installation of smart water check meter	DS023832	275.49		270			
al	Fix fault on fire alarm	DS023774	86.72		90			
am	Replace batteries in smoke detector	DS025236	276.88		280			
an	Fix blocked toilets and hand basins	DS023316	125.00		120			

NORTH EAST SURREY CREMATORIUM BOARD

REVENUE REPAIRS AND RENEWAL

2015/16

Job No.	Works	Order No.	Invoice Total £	Committed £	Forecast £	Budget		Notes
						Original	Revised £	
ao	Repair leak in men's toilets	DS024677	495.00		490			
ap	Repair wire fencing	DS024666	570.00		570			
aq	Maintenance of mechanical items	DS026329	240.62		240			
ar	Public Toilet cistern not filling up	DS025384	50.01		50			
as	Repair thermostat on radiator in Bearers room	DS024722	91.48		90			
			13,010.37	-	13,010	6,000	10,000	
7	Cremators Contingency - details				2,000	5,000	2,000	
			-	-	2,000	5,000	2,000	

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NORTH EAST SURREY CREMATORIUM BOARD

REVENUE REPAIRS AND RENEWAL

2016/17

Job No.	Works	Order No.	Invoice Total £	Committed £	Forecast £	Budget		Notes
						Original	Revised £	
1	Chapel							
a	Redecoration of Chapel				8,000	8,000		
b	Deep cleanse of Upholstery & Carpets in Chapel				3,000	3,000		
2	Internal works & Service items							
a	Service gas equipment				600	600		Journal transfer from HCS budget
b	Service sewage pumps (part) BTU				500	500		Journal transfer from HCS budget
c	Service Air con equip.				200	200		
d	Service Fire Alarm System				400	400		
e	Service Intruder Alarm				500	500		
f	Annual inspection of Lightning Conductor				200	200		
g	Redecoration of Crematory				4,000	4,000		
h	Redecoration of Bearers area				1,750	1,750		
i	Redecoration of Kitchen area				1,750	1,750		
j	Update Telephone Lines to digital				5,000	5,000		
3	External Works							
a	Repairs to eroding brickwork in Cloisters				10,000	10,000		
b	Repairs to Slate Plinth				500	500		
c	Annual contract for fountain cleaning				650	650		
d	Rebedding of cremation plot memorials				5,000	5,000		
e	Redecoration of outside of main building				5,500	5,500		
f	Annual renovation of benches				1,000	1,000		
g	Repointing of brickwork in Cloisters				10,000	10,000		
h	Repointing of flower slabs in Cloisters				5,000	5,000		
i	Installation of removable bollard				750	750		
4	Cremators							
a	Annual testing				5,000	5,000		
b	Maintenance				46,000	46,000		
5	General							
6	Repairs Contingency (see next page)		1,938.46	-	10,000	10,000		
7	Cremators Contingency (see next page)		-	-	2,000	2,000		
			1,938.46	-	127,300	127,300	-	

NORTH EAST SURREY CREMATORIUM BOARD

REVENUE REPAIRS AND RENEWAL

2016/17

Job No.	Works	Order No.	Invoice Total £	Committed £	Forecast £	Budget		Notes
						Original	Revised £	
6	Repairs Contingency - details				8,060	10,000		
a	Clear blocked drains	DS026484	995.00		1,000			
b	Investigate underground water leak near garden tap	DS025905	943.46		940			
			1,938.46	-	10,000	10,000	-	
7	Cremators Contingency - details				2,000	2,000		
			-	-	2,000	2,000	-	

NORTH EAST SURREYCREMATORIUM BOARD

CAPITAL PROGRAMME

	Order No.	14/15		15/16		16/17	17/18	18/19	19/20	20/21	21/22	22/23	23/24	24/25	Comments
		Actual	Revised Estimate	Actual	Original Estimate	Revised Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	
		£	£	£	£	£	£	£	£	£	£	£	£	£	
1	Major Repairs and Cleaning to External Surfaces				60,000	-	120,000								Originally indentified in Oct 06, updated Nov 10, slipped Nov-13
2	Mower/tractor			8,399	10,000	8,400				12,000					Replaced every 5 years
3	Contribution to resurfacing pathways and rest of main drive	4,000	5,000		85,000	-	125,000								Nov-13 Health & safety concerns about state of pathways.
4	New Engraving machine	405	400												Nov-13 New item
5	Re-roof Cloister walkway							30,000							Nov-13 New item
6	Cremator Replacement	29,579	20,000	760,871	960,000	900,000									Nov-14 Includes fees
7	Creation of new Cremated Remains Grave Circles						100,000								Nov-15 New item
8	New Intruder Alarm						10,000								Nov-15 New item
9	Development of new site for Granite Niche memorials and associated paving						30,000								Nov-15 New item
10	New Internet Music System						5,000								Nov-15 New item
		33,984	25,400	769,270	1,115,000	908,400	390,000	-	30,000	-	12,000	-	-		

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NORTH EAST SURREY CREMATORIUM BOARD

14th JUNE, 2016

REPORT OF THE TREASURER

- A) Performance against the 2015/16 Annual Budget under the Management Agreement, attached, for information.

- B) The Board's Accounts for 2015/16, attached, for information

- C) Annual Return for year ending 31st March 2016, attached, for approval.

The Town Hall
Wandsworth High Street
London, SW18 2PU
May, 2016

J M Stevenson
Treasurer to the Board

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NORTH EAST SURREY CREMATORIUM BOARD**MANAGEMENT STATEMENT****FOR YEAR: 2015/16**

		2014/15	2015/16	% of	Revised
(As at 31st March)		Outturn	Actual	Revised	Budget
		£	to Date	%	£
				100%	
<u>4254 NESCIB MANAGEMENT AGREEMENT</u>					
0001	SALARIES - MONTHLY	213,670.04	222,694.86	100%	223,800
0040	NATIONAL INSURANCE	15,692.86	15,183.40	93%	16,400
0045	EMPLOYER PENSION CONTRIBUTIONS	37,382.87	38,858.96	98%	39,800
0051	AGENCY STAFF	22,138.90	3,511.48		0
<u>SALARIES</u>		288,884.67	280,248.70	100%	280,000
0077	TRAINING - EXTERNAL COURSES	3,779.00	2,805.00	94%	3,000
0096	STAFF ADVERTISING - VACANCIES	1,101.63	-	0%	0
<u>INDIRECT EMPLOYEE EXPENSES</u>		4,880.63	2,805.00	94%	3,000
1017	ROSES & ROSE PLAQUES	2,411.51	2,701.89	75%	3,600
1070	ENERGY COSTS - ELECTRICITY	6,200.38	5,756.74	60%	9,600
1072	ENERGY COSTS - GAS & OTHER	53,668.76	52,296.67	92%	57,000
1207	SKIP HIRE	4,587.03	4,013.47	92%	4,380
1213	GROUNDS MAINTENANCE COSTS	6,458.00	5,458.70	78%	7,000
1301	CLEANING & DOMESTIC SUPPLIES	912.76	782.68	65%	1,200
1305	TOILET HYGIENE SERVICES	612.00	412.00	65%	630
1306	WINDOW CLEANING	990.00	990.00	99%	1,000
1380	SEWERAGE & ENVIRONMENTAL SVCS	- 1,089.34	522.96	174%	300
<u>PREMISES RELATED COSTS</u>		74,751.10	72,935.11	86%	84,710
2003	CAR ALLOWANCE	683.34	569.09	71%	800
2010	PUBLIC TRANSPORT FARES	59.30	145.40	73%	200
2041	HIRE - TRANSPORT	2,732.00	4,518.18	110%	4,100
<u>USE OF TRANSPORT</u>		3,474.64	5,232.67	103%	5,100
3000	EQUIPMENT, FURNITURE & MATS	3,685.76	2,643.74	66%	4,000
3014	ENGRAVING MATERIALS	92.99	25.00	83%	30
3015	FIRE EXTINGUISHERS	80.00	80.00	-80%	100
3037	PURCHASE OF SOUND RECORDINGS	6.49	73.62	74%	100
3104	FOOD & CONSUMABLES	658.18	417.88	60%	700
3150	CLOTHING & UNIFORMS	1,395.82	704.42	54%	1,300
3151	LAUNDRY	272.03	225.65	56%	400
3342	PRINTING AND STATIONERY	3,906.59	2,105.66	53%	4,000
3347	PUBLICITY	1,427.50	-	0%	1,500
3404	ANNUAL MEMORIAL SERVICE	1,686.20	1,691.00	89%	1,890
3414	BOOK OF REMEMBRANCE	5,142.94	3,797.24	69%	5,500
3416	CASH IN TRANSIT	867.00	187.00	21%	900
3427	CREMATION PLOTS	16,271.32	6,412.00	71%	9,000
3428	CREMATION REGISTER	-	273.96	91%	300
3435	ELECTRICAL TESTING	-	-	0%	60
3453	KERBSTONE MEMORIALS	720.75	3,197.18	107%	3,000
3462	MEDICAL REFEREES FEES	13,734.00	12,360.75	106%	11,630
3463	MEMORIAL PLAQUES	3,627.12	2,923.42	97%	3,000
3467	MINIATURE BOOKS AND CARDS	890.87	1,069.06	134%	800
3483	PURCHASE OF MEMORIAL BENCHES	2,124.38	642.15	64%	1,000

NORTH EAST SURREY CREMATORIUM BOARD

(As at 31st March)		2014/15	2015/16	% of Revised %	Revised Budget £
		Outturn £	Actual to Date £		
				100%	
3499	URNS/BOXES	1,899.50	4,043.97	101%	4,000
3522	CREMATION JEWELLERY	243.76	3,237.60	81%	4,000
3600	COMMUNICATIONS - POSTAGE	2,068.29	1,658.15	83%	2,000
3602	COMMUNICATIONS - TELEPHONES	720.15	435.67	58%	750
3621	I.T. EQUIPMENT & MAINTENANCE	3,490.67	1,888.07	54%	3,500
3764	SUBSCRIPTIONS	790.00	445.00	55%	810
<u>SUPPLIES AND SERVICES</u>		65,802.31	50,378.19	78%	64,270
<u>CENTRAL AND TECHNICAL SUPPORT</u>		1,388.82	1,110.47	56%	1,970
GROSS EXPENDITURE		439,182.17	412,710.14	94%	439,050
			-		
9328	NESCB REIMBURSEMENT	- 439,182.17	- 412,710.14	94%	-439,050
<u>INCOME</u>		-439,182.17	- 412,710.14	94%	-439,050
TOTAL INCOME		-439,182.17	- 412,710.14	94%	-439,050
<u>MAINCODE TOTAL</u>		-	0.00	0%	-

NORTH EAST SURREY CREMATORIUM BOARD

14th JUNE 2016

REPORT OF THE TREASURER

ACCOUNTS FOR THE YEAR ENDING 31st MARCH 2016

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Income and Expenditure Account	4-5
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ACCOUNTS FOR THE YEAR ENDING 31st MARCH 2016**FOREWORD**

The Local Audit & Accountability Act 2014 confirmed the Board's position as a "smaller authority". As such, the Board is required to prepare an income and expenditure account and a statement of balances in the form of a specified Annual Return. The Annual Return also includes an "Annual Governance Statement". The statements presented below are in line with these requirements. Some of the practices used in larger local authority accounts are specifically excluded from the requirements for smaller authorities. The Annual Return is the next item on this agenda and requires the Board's approval.

The Board's accounts are presented on the following pages. The Board is accustomed to receiving regular reports on its financial position against its approved estimates. The position for the year just ended is shown on the next two pages, and culminates in the Board's level of balances at 31st March. The next page is the Board's balance sheet, and shows the value of the Board's assets and liabilities. This is followed by notes to the accounts.

Income and Expenditure Account (page 4 & 5)

Expenditure (Line 18) was £33,030 less than anticipated. This was mainly due to lower than anticipated expenditure on the management agreement costs by the Board (Line 14 - £26,340), and lower than anticipated cost of purchasing Tradeable Mercury Abatement Credits (Line 15 - £6,050). The main reason for the underspend on the management agreement costs was the lower than anticipated cost of energy and a variety of supplies and services costs.

Income (Line 38) was £51,768 more than anticipated. This was due additional income from Cremation Fees (Line 20 - £45,922), with the final number of services undertaken being higher than the revised estimate and higher than expected sales across a variety of memorial types.

The net deficit for the year (Line 49) was £266,378. The effects of the variances on income and expenditure described above, coupled with a lower than anticipated capital spend resulted in the deficit being £229,622 less than estimated, meaning that the Board's balances at 31st March were £872,914. It is anticipated that a significant proportion of the Board's balances will be utilised in the 2016/17 financial year to fund the final costs of replacement of the cremators and other significant capital works.

Balance Sheet (page 6)

The Board's assets are reflected at cost or a proxy for cost, where it has not been possible to ascertain the actual historic cost – the 2009 insurance valuations (reinstatement cost assessments undertaken by Lambert Smith Hampton as at 6 August 2009) have been used for buildings.

The reduction in Debtors and Payments in Advance (£9,218) reflects improvement in credit control, with payments being received more promptly. Outstanding debts were substantially cleared by the middle of May 2016, however a bad debt provision has been established to cover one debt which is proving difficult to collect. Investments reduced (£325,000) in line with the reduction in reserves as the capital costs of the new cremators were met. The increase in Cash in Hand reflects the high volume payments received in the last few days of the financial year. Creditor balances were higher as there were outstanding costs on the management agreement at the end of the year, mainly related to energy bills.

Due to the deficit for the year being lower than expected, the Board's balances are higher than planned. Any surplus balances would normally be considered for distribution to constituent authorities, however given the planned capital programme, a significant proportion of the balance will be used for capital purposes in 2016/17. Any surplus balances will be distributed in accordance with the constituent authorities' Council Tax bases.

Statement of Responsibilities for the Statement of Accounts

The Board is required: -

- to make arrangements for the proper administration of its financial affairs and to secure that one of its officers has the responsibility for the administration of those affairs. For the Board, that officer is the Treasurer to the Board.
- to manage its affairs to secure economic, efficient and effective use of resources and safeguard its assets.
- approve the statement of accounts

The Treasurer to the Board is responsible for the preparation of the Board's accounts in accordance with the Accounts and Audit Regulations 2015.

In preparing this statement of accounts, the Treasurer to the Board has: -

- selected suitable accounting policies and then applied them consistently;
- made judgements and estimates that were reasonable and prudent;
- complied with the relevant regulations;
- kept proper accounting records which were up to date;
- taken reasonable steps for the prevention and detection of fraud and other irregularities.

Certificate

I certify that the attached statement of accounts presents fairly the financial position of the North East Surrey Crematorium Board at 31st March 2016, and its income and expenditure for the year then ended.

Signed:

Signed:

Date: 24th May 2016

Date: 14th June 2016

J M STEVENSON
Treasurer to the Board
The Town Hall
Wandsworth High Street
London, SW18 2PU

Chairman presiding over meeting
North East Surrey Crematorium Board
Civic Offices
St. Nicholas Way
Sutton
Surrey, SM1 1EA

NORTH EAST SURREY CREMATORIUM BOARD**Report by the Treasurer****Income and Expenditure Account for the period 1st April 2015 to 31st March 2016**

		2014/15 <u>Actual</u> £	2015/16 <u>Estimate</u> £	2015/16 <u>Actual</u> £
<u>EXPENDITURE</u>				
<u>EMPLOYEES</u>				
Salaries	(1)	13,942	14,660	12,537
	(2)	<u>13,942</u>	<u>14,660</u>	<u>12,537</u>
<u>PREMISES</u>				
Maintenance of Buildings and Plant	(3)	57,861	46,260	46,975
Maintenance of Grounds	(4)	20,326	3,420	3,480
Rents	(5)	9,763	9,810	9,763
Rates	(6)	65,260	66,690	66,690
	(7)	<u>153,210</u>	<u>126,180</u>	<u>126,908</u>
<u>SUPPLIES AND SERVICES</u>				
Audit, Actuary and Bank Fees	(8)	2,902	3,780	3,731
Environmental Protection Act Fees	(9)	1,111	1,120	1,111
Expenses	(10)	533	450	627
Subscriptions etc	(11)	900	310	952
Insurance	(12)	12,589	13,250	13,244
	(13)	<u>18,035</u>	<u>18,910</u>	<u>19,665</u>
<u>THIRD PARTY PAYMENTS</u>				
Wandsworth Borough Council	(14)	439,182	439,050	412,710
Tradeable Mercury Abatement Credits	(15)	55,099	35,000	28,950
Clerical and Accounting Assistance	(16)	19,370	18,330	18,330
	(17)	<u>513,651</u>	<u>492,380</u>	<u>459,990</u>
<u>TOTAL EXPENDITURE</u>	(18)	698,838	652,130	619,100
<u>INCOME</u>				
<u>FEES AND CHARGES</u>				
Agency Reimbursement - LBW	(19)	7,010	7,150	7,150
Cremation Fees	(20)	942,336	799,350	845,272
Inscriptions in Books of Remembrance	(21)	13,492	13,560	13,420
Miniature Books and Cards	(22)	1,505	600	658
Rose Trees & Bushes	(23)	47,860	48,000	50,588
Memorial Plaques	(24)	17,059	17,100	18,614
Memorial Stones	(25)	408	400	424
Cremation Plots	(26)	18,358	16,460	16,743
Memorial Tablets	(27)	1,936	2,000	2,685
Kerbstone Vase Memorials	(28)	7,583	12,060	14,371
Teak Seats	(29)	1,202	1,200	1,556
Cremated Remains Graves	(30)	106,335	68,300	67,561
Flower Vases	(31)	11,018	9,600	10,307
Crystal Plaques	(32)	8,702	11,070	17,332
Granite Niches	(33)	13,608	15,000	31,462
Fountain Leaves	(34)	1,200	1,500	2,160
Ashes into Glass	(35)	325	6,500	5,571
Cremation Urns, postage etc.	(36)	13,114	8,700	9,444
Tradeable Mercury Abatement Credits	(37)	25,378	25,000	27,355
<u>TOTAL INCOME</u>	(38)	1,238,429	1,063,550	1,115,318

<u>TOTAL INCOME</u>	(Line 38)	(39)	1,238,429	1,063,550	1,115,318
<u>Less: TOTAL EXPENDITURE</u>	(Line 18)	(40)	(698,838)	(652,130)	(619,100)
NET SERVICE INCOME/(EXPENDITURE)		(41)	539,591	411,420	496,218
Interest and Investment Income		(42)	1,924	980	2,674
NET OPERATING INCOME	(Lines 38 to 39)	(43)	541,515	412,400	498,892
<u>APPROPRIATIONS</u>					
Contribution to Capital Reserves:					
Replacement Cremator Project		(44)	(29,579)	(900,000)	(760,871)
Resurfacing of driveways and pathways		(45)	(4,000)	0	4,000
New engraving machine		(46)	(405)	0	0
New Mower		(47)	0	(8,400)	(8,399)
Refurbishment of External Surfaces		(48)	0	0	0
		(49)	(33,984)	(908,400)	(765,270)
SURPLUS/(DEFICIT) FOR YEAR	(Line 40 + 43)	(50)	507,531	(496,000)	(266,378)
<u>BALANCES</u>					
Balance at 1st April		(51)	731,761	1,239,292	1,239,292
Distribution of Surplus Balances		(52)	0	(100,000)	(100,000)

BALANCE SHEET

<u>As at 31/03/2012</u>			<u>As at 31/03/2013</u>	
£	£		£	£
		Non-Current Assets		
		Operational Assets		
	1,890,000	- Crematorium and Land		1,890,000
	<u>670,933</u>	- Plant		<u>880,841</u>
	2,560,933			2,770,841
		Current Assets		
123,808		Debtors and Payments in Advance	114,590	
1,085,000		Investments	760,000	
<u>76,048</u>		Cash in Hand	<u>90,008</u>	
1,284,856			964,598	
		Current Liabilities		
		Creditors	<u>64,330</u>	
<u>45,565</u>	1,239,291			900,268
	<u>3,800,224</u>	Total Assets less Current Liabilities		<u>3,671,109</u>
	0	Long-Term Borrowing		0
	<u>3,800,224</u>	Total Assets less Liabilities		<u>3,671,109</u>
		Capital Reserves		
		Revaluation Reserve	<u>2,770,841</u>	
<u>2,560,933</u>	2,560,933	Common Fund Cumulative Surplus		900,268
	1,239,291			
	<u>3,800,224</u>	Total Equity		<u>3,671,109</u>

NOTES TO THE ACCOUNTS

1. **Accounting Policies**

General Principles

The Statement of Accounts summarises the Board's transactions for the 2015/16 financial year and its position at 31st March 2016. It has been prepared on a consistent basis with previous years in accordance with proper accounting practice.

Non-Current Assets

Operational assets have been included in the balance sheet at historic cost, or a proxy for historic cost. The building values used in the accounts are primarily based upon professional reinstatement valuations for insurance purposes which were undertaken in June 2009 by Lambert Smith Hampton. The valuation date is 1st April 2009.

Plant has been included at historic cost.

Basis of Provision for Redemption of Debt

The Board became debt-free following repayment of its remaining loan on 31st March 2007.

Revaluation Reserve

The Revaluation Reserve records unrealised revaluation gains arising from holding assets. The Reserve reflects the current carrying value of the Board's non-current assets.

Basis on which Debtors and Creditors at Year-End are Included in the Accounts

For all transactions, the Board operates on a system of income and expenditure attributable to the year.

Debtors - All sums due to the Board are set up in the accounts at the time they are due.

Creditors - At the year end, estimates of the amounts payable in respect of goods and services received before 31st March are made.

Basis of Valuation of Investments

All investments are shown at their cost price.

2. Non-Current Assets

	Operational Assets	
	Crematorium Building	Cremators Plant & Equipment
	£	£
Valuations at beginning of year	1,890,000	670,933
Additions	-	799,254
Disposals/Write-offs	-	(589,346)
Revaluations	-	-
Net book value at end of year	2,510,000	880,841

Non Current Assets are valued at historic cost or a proxy for historic cost where this is not available.

3. Debtors

	2015/16	2014/15
	£	£
Debtors – Funeral Directors	108,344	121,783
Debtors – Other	6,246	-
Payments in Advance	-	2,025
	114,590	123,808

4. Investments

Investments reflect the amounts held by Wandsworth Council, redeemable on seven days' notice.

5. Audit Fees

Fees payable to BDO LLP with regard to external audit services carried out as the appointed auditor under the Audit Commission's *Code of Audit Practice* in accordance with section 5 of the Audit Commission Act 1998 amounted to £2,030 in 2015/16 (2014/15 = £2,000).

6. Contingent Liabilities and Contingent Assets

As at 31st March 2016, the Board had no contingent liabilities or contingent assets.

7. Capital Commitments

As at 31st March 2016, the Board had an outstanding capital commitment of £44,942.

NORTH EAST SURREY CREMATORIUM BOARD**14th June 2016****REPORT BY THE TREASURER****Requirement to approve and submit an Annual Return
under the Accounts and Audit Regulations 2016****Introduction**

1. The Local Audit and Accountability Act 2014 (Section 6) defines the meaning of a “smaller authority” as follows: -

“(1) For the purposes of section 5, a relevant authority is a “smaller authority” for a financial year if –

- (a) where that year is the year in which the authority was established, the qualifying condition is met for that year,
- (b) where that year is the year following that in which the authority was established, the qualifying condition is met for that year or the previous year, and
- (c) where that year is the second or any subsequent year following that in which the authority was established, the qualifying condition is met for that year or either of the two previous years.

(2) The qualifying condition is met for a relevant authority and a financial year if the higher of the authority’s gross income for the year and its gross expenditure for the year does not exceed £6.5 million.”

The Board currently falls into the category of a smaller authority and consequently produces an Annual Return which is subject to audit, with a reduced audit fee compared to a larger authority.

2. Guidelines were received from BDO LLP, the Board's appointed external auditor, including deadlines for the completion and submission of the Annual Return for 2015/16, the opening of the accounts for inspection, and the appointed day on which any local government elector for the area served by the Board may ask the appointed auditor questions. The published dates are as follows: -

Records available for inspection (30 working days) - 20th June to 29th July 2016

3. Legislation dictates that the Board must approve the statement of governance and statement of accounts by 30th June 2016.
4. The notice of public rights was posted on the Board's website.

Annual Return - requirements

5. The return requires completion of a total of four sections: -
 - (a) Section 1 - Annual governance statement
 - (b) Section 2 - Statement of accounts
 - (c) Section 3 - External auditor's certificate and opinion
 - (d) Section 4 - Annual internal audit report

6. Sections 1 and 2 have to be approved by the Board, and together with a completed Section 4, the Annual Return has to be submitted to the auditors.
7. A copy of the Annual Return for 2015/16 is attached, and is subject to audit.
8. For the 2015/16 accounts, the return must be submitted to the auditor by 20th July 2016. The Board's Accounts appears elsewhere on this agenda, and the Annual Return is based on the figures reported.

Statement of Governance 2015/16

9. In approving the Statement of Governance, the Board acknowledges responsibility for the preparation of the Statement of Accounts and the Board's internal controls. The statement defines specific responsibilities which require individual confirmation.
10. The Board can take assurance from the services provided by Wandsworth Council's internal audit service, together with the regular reports presented throughout the years concerned, including:-
 - (a) Review of risk management strategy and annual review of risks (8/09/15)
 - (b) Conclusion of the audit for the year ended 31st March 2015 (8/12/15)
 - (c) Review of internal control including a review of the effectiveness of Internal Audit (8/03/16)

Recommendations

11. For the Annual Return for the year ending 31st March 2016, the Board is recommended: -
 - (a) approve Section 1 - Statement of governance, and
 - (b) approve Section 2 - Statement of accounts

The Town Hall
Wandsworth High Street
London SW18 2PU
May, 2016

J M Stevenson
Treasurer to the Board

Local Councils, Internal Drainage Boards and other Smaller Authorities in England

Annual return for the year ended 31 March 2016

Every smaller authority in England with an annual turnover of £6.5 million or less must complete an annual return at the end of each financial year in accordance with proper practices summarising its activities. In this annual return the term 'smaller authority'* includes a Parish Meeting, a Parish Council, a Town Council and an Internal Drainage Board.

The annual return on pages 2 to 4 is made up of three sections:

- Sections 1 and 2 are completed by the smaller authority. Smaller authorities must approve Section 1 before Section 2.
- Section 3 is completed by the external auditor.

In addition, the **internal audit report** is completed by the smaller authority's internal audit provider.

Each smaller authority must approve Sections 1 and 2 of this annual return no later than 30 June 2016.

Completing your annual return

Guidance notes, including a completion checklist, are provided on page 6 and at relevant points in the annual return.

Complete all highlighted sections. Do not leave any highlighted box blank. Incomplete or incorrect returns require additional external auditor work and may incur additional costs.

Send the annual return, together with the bank reconciliation as at 31 March 2016, an explanation of any significant year on year variances in the accounting statements, **your notification of the commencement date of the period for the exercise of public rights** and any additional information requested, to your external auditor by the due date.

Your external auditor will ask for any additional documents needed for their work. Unless requested, do not send any original financial records to the external auditor.

Once the external auditor has completed their work, certified annual returns will be returned to the smaller authority for publication or public display of Sections 1, 2 and 3. You must publish or display the annual return, including the external auditor's report, by 30 September 2016.

It should not be necessary for you to contact the external auditor for guidance.

More guidance on completing this annual return is available in the Practitioners' Guides that can be downloaded from www.nalc.gov.uk or from www.slcc.co.uk or from www.ada.org.uk

*for a complete list of bodies that may be smaller authorities refer to schedule 2 to Local Audit and Accountability Act 2014

Section 1 – Annual governance statement 2015/16

We acknowledge as the members of:

Enter name of
smaller authority here:

NORTH EAST SURREY CREMATORIUM BOARD

our responsibility for ensuring that there is a sound system of internal control, including the preparation of the accounting statements. We confirm, to the best of our knowledge and belief, with respect to the accounting statements for the year ended 31 March 2016, that:

	Agreed		'Yes' means that this smaller authority:
	Yes	No*	
1. We have put in place arrangements for effective financial management during the year, and for the preparation of the accounting statements.	Yes		prepared its accounting statements in accordance with the Accounts and Audit Regulations.
2. We maintained an adequate system of internal control, including measures designed to prevent and detect fraud and corruption and reviewed its effectiveness.	Yes		made proper arrangements and accepted responsibility for safeguarding the public money and resources in its charge.
3. We took all reasonable steps to assure ourselves that there are no matters of actual or potential non-compliance with laws, regulations and proper practices that could have a significant financial effect on the ability of this smaller authority to conduct its business or on its finances.	Yes		has only done what it has the legal power to do and has complied with proper practices in doing so.
4. We provided proper opportunity during the year for the exercise of electors' rights in accordance with the requirements of the Accounts and Audit Regulations.	Yes		during the year gave all persons interested the opportunity to inspect and ask questions about this authority's accounts.
5. We carried out an assessment of the risks facing this smaller authority and took appropriate steps to manage those risks, including the introduction of internal controls and/or external insurance cover where required.	Yes		considered the financial and other risks it faces and has dealt with them properly.
6. We maintained throughout the year an adequate and effective system of internal audit of the accounting records and control systems.	Yes		arranged for a competent person, independent of the financial controls and procedures, to give an objective view on whether internal controls meet the needs of this smaller authority.
7. We took appropriate action on all matters raised in reports from internal and external audit.	Yes		responded to matters brought to its attention by internal and external audit.
8. We considered whether any litigation, liabilities or commitments, events or transactions, occurring either during or after the year-end, have a financial impact on this smaller authority and, where appropriate have included them in the accounting statements.	Yes		disclosed everything it should have about its business activity during the year including events taking place after the year-end if relevant.
9. (For local councils only) Trust funds including charitable. In our capacity as the sole managing trustee we discharged our accountability responsibilities for the fund(s)/assets, including financial reporting and, if required, independent examination or audit.	Yes	No	has met all of its responsibilities where it is a sole managing trustee of a local trust or trusts.
		NA	

This annual governance statement is approved by this smaller authority and recorded as minute reference:

MINUTE REFERENCE
dated DD/MM/YY

Signed by:

Chair

SIGNATURE REQUIRED

dated

DD/MM/YY

Signed by:

Clerk

SIGNATURE REQUIRED

dated

DD/MM/YY

*Note: Please provide explanations to the external auditor on a separate sheet for each 'No' response. Describe how this smaller authority will address the weaknesses identified.

Section 2 – Accounting statements 2015/16 for

Enter name of
smaller authority here:

NORTH EAST SURREY CREMATORIUM BOARD

	Year ending		Notes and guidance
	31 March 2015 £	31 March 2016 £	
1. Balances brought forward	731,761	1,239,292	Total balances and reserves at the beginning of the year as recorded in the financial records. Value must agree to Box 7 of previous year.
2. (+) Precept or Rates and Levies	NIL	NIL	Total amount of precept or (for IDBs) rates and levies received or receivable in the year. Exclude any grants received.
3. (+) Total other receipts	1,240,355	1,145,345	Total income or receipts as recorded in the cashbook less the precept or rates/levies received (line 2). Include any grants received.
4. (-) Staff costs	(13,942)	(12,536)	Total expenditure or payments made to and on behalf of all employees. Include salaries and wages, PAYE and NI (employees and employers), pension contributions and employment expenses.
5. (-) Loan interest/capital repayments	NIL	NIL	Total expenditure or payments of capital and interest made during the year on the smaller authority's borrowings (if any).
6. (-) All other payments	(718,882)	(1,471,832)	Total expenditure or payments as recorded in the cashbook less staff costs (line 4) and loan interest/capital repayments (line 5).
7. (=) Balances carried forward	1,239,292	900,269	Total balances and reserves at the end of the year. Must equal (1+2+3) – (4+5+6)
8. Total value of cash and short term investments	1,161,048	850,008	The sum of all current and deposit bank accounts, cash holdings and short term investments held as at 31 March – To agree with bank reconciliation.
9. Total fixed assets plus long term investments and assets	2,560,933	2,770,841	The original Asset and Investment Register value of all fixed assets, plus other long term assets owned by the smaller authority as at 31 March
10. Total borrowings	NIL	NIL	The outstanding capital balance as at 31 March of all loans from third parties (including PWLB).
11. (For Local Councils Only) Disclosure note re Trust funds (including charitable)	Yes —	No —	The Council acts as sole trustee for and is responsible for managing Trust funds or assets. N.B. The figures in the accounting statements above do not include any Trust transactions.

I certify that for the year ended 31 March 2016 the accounting statements in this annual return present fairly the financial position of this smaller authority and its income and expenditure, or properly present receipts and payments, as the case may be.

Signed by Responsible Financial Officer

M. Stenerson SIGNED

Date 24/05/2016

I confirm that these accounting statements were approved by this smaller authority on this date:

DD/MM/YYYY

and recorded as minute reference:

MINUTE REFERENCE

Signed by Chair of the meeting approving these accounting statements.

SIGNATURE REQUIRED

Date DD/MM/YYYY

Section 3 – External auditor certificate and report 2015/16 Certificate

We certify that we have completed our review of the annual return, and discharged our responsibilities under the Local Audit and Accountability Act 2014, for the year ended 31 March 2016 in respect of:

Enter name of smaller authority here:

NORTH EAST SURREY CREMATORIUM BOARD

Respective responsibilities of the body and the auditor

This smaller authority is responsible for ensuring that its financial management is adequate and effective and that it has a sound system of internal control. The smaller authority prepares an annual return in accordance with proper practices which:

- summarises the accounting records for the year ended 31 March 2016; and
- confirms and provides assurance on those matters that are relevant to our duties and responsibilities as external auditors.

Our responsibility is to review the annual return in accordance with guidance issued by the National Audit Office (NAO) on behalf of the Comptroller and Auditor General (see note below). Our work does not constitute an audit carried out in accordance with International Standards on Auditing (UK & Ireland) and does not provide the same level of assurance that such an audit would do.

External auditor report

(Except for the matters reported below)* on the basis of our review of the annual return, in our opinion the information in the annual return is in accordance with proper practices and no matters have come to our attention giving cause for concern that relevant legislation and regulatory requirements have not been met. (*delete as appropriate).

(continue on a separate sheet if required)

Other matters not affecting our opinion which we draw to the attention of the smaller authority:

(continue on a separate sheet if required)

External auditor signature

External auditor name Date

Note: The NAO issued guidance applicable to external auditors' work on 2015/16 accounts in Auditor Guidance Note AGN/02. The AGN is available from the NAO website (www.nao.org.uk)

Annual internal audit report 2015/16 to

Enter name of
smaller authority here:

NORTH EAST SURREY CREMATORIUM BOARD

This smaller authority's internal audit, acting independently and on the basis of an assessment of risk, carried out a selective assessment of compliance with relevant procedures and controls expected to be in operation during the financial year ended 31 March 2016.

Internal audit has been carried out in accordance with this smaller authority's needs and planned coverage. On the basis of the findings in the areas examined, the internal audit conclusions are summarised in this table. Set out below are the objectives of internal control and alongside are the internal audit conclusions on whether, in all significant respects, the control objectives were being achieved throughout the financial year to a standard adequate to meet the needs of this smaller authority.

Internal control objective	Agreed? Please choose only one of the following		
	Yes	No*	Not covered**
A. Appropriate accounting records have been kept properly throughout the year.	YES		
B. This smaller authority met its financial regulations, payments were supported by invoices, all expenditure was approved and VAT was appropriately accounted for.	YES		
C. This smaller authority assessed the significant risks to achieving its objectives and reviewed the adequacy of arrangements to manage these.	YES		
D. The precept or rates requirement resulted from an adequate budgetary process; progress against the budget was regularly monitored; and reserves were appropriate.	YES		
E. Expected income was fully received, based on correct prices, properly recorded and promptly banked; and VAT was appropriately accounted for.	YES		
F. Petty cash payments were properly supported by receipts, all petty cash expenditure was approved and VAT appropriately accounted for.	YES		
G. Salaries to employees and allowances to members were paid in accordance with this smaller authority's approvals, and PAYE and NI requirements were properly applied.	YES		
H. Asset and investments registers were complete and accurate and properly maintained.	YES		
I. Periodic and year-end bank account reconciliations were properly carried out.	YES		
J. Accounting statements prepared during the year were prepared on the correct accounting basis (receipts and payments or income and expenditure), agreed to the cash book, supported by an adequate audit trail from underlying records and where appropriate debtors and creditors were properly recorded.	YES		
K. (For local councils only) Trust funds (including charitable) – The council met its responsibilities as a trustee.	Yes	No	Not applicable

For any other risk areas identified by this smaller authority adequate controls existed (list any other risk areas below or on separate sheets if needed)

Name of person who carried out the internal audit

PAULIE GUILLIOTTI

Signature of person who carried out the internal audit



Date

25/5/16

*If the response is 'no' please state the implications and action being taken to address any weakness in control identified (add separate sheets if needed).

**Note: If the response is 'not covered' please state when the most recent internal audit work was done in this area and when it is next planned, or, if coverage is not required, internal audit must explain why not (add separate sheets if needed).

Guidance notes on completing the 2015/16 annual return

1. You must apply proper practices for preparing this annual return. Proper practices are found in the Practitioners' Guide* which is updated from time to time and contains everything you should need to prepare successfully for your financial year-end and the subsequent work by the auditor. NALC, SLCC and ADA have helplines if you want to talk through any problem you encounter.
2. Make sure that your annual return is complete (i.e. no empty highlighted boxes), and is properly signed and dated. Avoid making amendments to the completed return. Any amendments must be approved by the smaller authority, properly initialled and explanation provided. Annual returns containing unapproved or unexplained amendments will be returned and may incur additional costs. **Smaller authorities must approve the annual governance statement before approving the accounts.**
3. Use the checklist provided below. Use a second pair of eyes, perhaps a Councillor or Board Member, to review the annual return for completeness before sending it to the external auditor.
4. Do not send the external auditor any information not specifically asked for. Doing so is not helpful. However, you must tell the external auditor about any change of Clerk, Responsible Finance Officer or Chair.
5. Make sure that the copy of the bank reconciliation which you send to your external auditor with the annual return covers all your bank accounts. If your smaller authority holds any short-term investments, note their value on the bank reconciliation. The external auditor must be able to agree your bank reconciliation to Box 8 on the accounting statements (**Section 2 on page 3**). You must provide an explanation for any difference between Box 7 and Box 8. More help on bank reconciliation is available in the Practitioners' Guide*.
6. Explain fully significant variances in the accounting statements on **page 3**. Do not just send in a copy of your detailed accounting records instead of this explanation. The external auditor wants to know that you understand the reasons for all variances. Include complete analysis to support your explanation. There are a number of examples provided in the Practitioners' Guide* to assist you.
7. If the external auditor has to review unsolicited information, or receives an incomplete bank reconciliation, or you do not fully explain variances, this may incur additional costs for which the auditor will make a charge. **From 2016 onwards, you must inform the auditor of the date set for the commencement of the period for the exercise of public rights.**
8. Make sure that your accounting statements add up and the balance carried forward from the previous year (Box 7 of 2015) equals the balance brought forward in the current year (Box 1 of 2016).
9. Do not complete Section 3 which is reserved for the external auditor.

Completion checklist – 'No' answers mean you may not have met requirements		Done?
All sections	All highlighted boxes have been completed?	
	All additional information requested, including the dates set for the period for the exercise of public rights , has been provided for the external auditor?	
Section 1	For any statement to which the response is 'no', an explanation is provided?	
Section 2	Smaller authority approval of the accounting statements is confirmed by the signature of the Chair of the approval meeting?	
	An explanation of significant variations from last year to this year is provided?	
	Bank reconciliation as at 31 March 2016 agreed to Box 8?	
	An explanation of any difference between Box 7 and Box 8 is provided?	
Sections 1 and 2	Trust funds – all disclosures made if a Council is a sole managing trustee? NB: Do not send trust accounting statements unless requested.	
Internal Audit report	All highlighted boxes completed by internal audit and explanations provided?	

*Note: Practitioners' Guides are available from your local NALC, SLCC or ADA representatives or from www.nalc.gov.uk or www.slcc.co.uk or www.ada.org.uk.