

NORTH EAST SURREY CREMATORIUM BOARD

TUESDAY 13 SEPTEMBER 2016

10.00 am at the

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

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

Sutton: Councillors Paul Wingfield and Vincent Galligan

Merton: Councillors Philip Jones, Geraldine Stanford and Abdul Latif

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

Clerk to the Board
Civic Offices
St Nicholas Way
Sutton
SM1 1EA

2 September 2016

Enquiries to: Amy Dumitrescu, Clerk to the Board.
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Copies of reports are available in large print on request

AGENDA

- 1. APOLOGIES FOR ABSENCE**
- 2. DECLARATIONS OF INTEREST**
- 3. MINUTES OF THE LAST MEETING** (Pages 3 - 6)

To approve as a correct record the Minutes of the meeting held on 14 June 2016.

- 4. REPORT OF THE SURVEYOR** (Pages 7 - 20)
- 5. REPORT OF THE TREASURER** (Pages 21 - 62)

- 6. 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.”

- 7. ANY URGENT ITEMS BROUGHT FORWARD AT THE DISCRETION OF THE CHAIR**

The Chair must approve the reason for urgency.

- 8. DATE OF NEXT MEETING**

The next meeting of the Board will take place on 6 December 2016 at 10:00am at Civic Offices, Sutton.

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 14 June 2016 at 10.00 am****MEMBERS
(*absent)**

Merton: Councillors Philip Jones, Abdul Latif and Geraldine Stanford.

Sutton: Councillors Vincent Galligan and Paul Wingfield.

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

OFFICERS

Amy Dumitrescu (Clerk)
Jean Stevenson (Treasurer)
Clive Andrews (Surveyor)

33. APOLOGIES FOR ABSENCE

Apologies were received from Councillor Michael Ryder.

34. DECLARATIONS OF INTEREST

There were no declarations of interest.

35. MINUTES OF THE LAST MEETING

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

36. ELECTION OF CHAIR

It was proposed by Councillor Geraldine Stanford and seconded by Councillor Abdul Latif that Councillor Philip Jones be elected Chair for the municipal year 2016/17.

A vote was taken and it was:

RESOLVED: That Councillor Philip Jones be elected Chair for the municipal year 2016/17.

37. ELECTION OF VICE-CHAIR

It was proposed by Councillor Candida Jones, seconded by Councillor Paul Wingfield and:

RESOLVED: That Councillor Vincent Galligan be elected Vice-Chair for the municipal year 2016/17.

38. APPOINTMENT OF CLERK TO THE BOARD

RESOLVED: To Appoint Amy Dumitrescu as Clerk to the Committee.

39. REPORT OF THE SURVEYOR

The Surveyor presented his report in depth and Board members asked questions and made comment as appropriate.

A discussion was had in regards to the accident which had taken place during the winter period, which the insurance were currently assessing. It was raised that this is the only accident of this type to their knowledge, but that there may be signage required in future during periods of inclement weather to warn of areas which are not gritted.

The Surveyor outlined the details of the internet based music system discussed at the previous meeting. Councillor McKinney asked if this would affect the organists who were currently providing music for services. The Surveyor confirmed that the music service was to run alongside organists, and that the crematorium would still provide an organist if

**North East Surrey Crematorium Board
14 June 2016**

requested. The Surveyor noted that 75% of clients now used pre-recorded music and this was a way to move away from CDs etc which needed more time and staffing and left more margin for error.

Councillor Wingfield asked if the music system could play music from USB sticks, Bluetooth and directly from CDs, and it was confirmed that yes, it could, which gives a wide range of options.

Discussions were had in regards to the concerns of the costings, and it was noted that organists cost £80-90 whilst the music service would be of no charge, or for a minimal charge included in the fee.

The Committee were reminded that the decision would not be taking place as yet, and it was purely gathering information at this stage.

The Committee noted that the crematorium had retained gold status and recorded their thanks to everyone involved for all their hard work.

At the request of the Board, from the previous meeting, the Design Services Project Officer attended the meeting to discuss the proposed replacements to the crematorium lighting. He explained that there would be 12 in the lobby area that would not be renewed as they had been replaced recently and therefore it would not be cost effective to replace them again, however all others would be replaced. The assumption was that the lights would last at least 6 years (LED lights can last anywhere from 10-20 years).

All present agreed and it was therefore:

RESOLVED: To proceed with replacements of crematorium lighting.

The Surveyor advised that the costings for the heat exchanger has not been received, and he would bring more information including a cost comparison with other environmental alternatives to the September meeting.

There was a discussion in regards to the Recycling of Metals from cremations donation, and which charities would be nominated to receive a donation. It was decided to make a nomination to the ICCM of 3 charities with a lead charity for each year from 2016 to 2019. The Committee all agreed and it was:

RESOLVED:

That the Committee agrees to nominate the following charities to receive a donation and the order in which to be the lead charity:

1. St Raphaels Hospice (2016/17)
2. Trinity Hospice (2017/18)
3. Royal Marsden (2018/19)

The Surveyor advised that the intruder alarm order has been placed and is almost complete.

Councillor Candida Jones requested information on the take-up for the early morning reduced-rate services. Figures were sent to the board following the meeting.

It was clarified that in Appendix 9 the cost of the internet music system would be £5000 to install, and then an additional £5000-6000 in maintenance costs. This would be discussed further at the December meeting.

The Chairman, Councillor Phillip Jones, reminded the Committee that the Annual Service of Remembrance would be held on Sunday 3rd July 2016. Regrettably he would be unable to attend this year and Deputy Chairman Vincent Galligan would confirm if he will be able to attend.

40. REPORT OF THE TREASURER

The Treasurer introduced her report and invited comments and questions.

The Treasurer advised the board that all areas were mostly on budget, with an underspend on supplies and services on the management agreement.

The Treasurer advised that it had been agreed that the NESCB was a joint board and therefore Public Sector Audit Appointments could still appoint the external auditors, consequently we would remain with the current auditors and would not need to undertake a procurement exercise for new auditors for a couple of years.

Due to changes in legislation, records now needed to open for public inspection for 30 working days (previous 20) included the first 2 weeks of July. Therefore the accounts would be made available from 20 June 2016 for 30 working days. The Annual return would also be submitted to the External Auditors.

RESOLVED: The Committee approved the Annual Governance Statement and the accounts for 2015/2016 and authorised the Chairman to sign.

41. EXCLUSION OF THE PRESS AND PUBLIC

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

There was no urgent business.

43. DATE OF NEXT MEETING

The next meeting will take place on 13 September 2016 at Civic Offices, Sutton.

The meeting ended at 11.30 am

Chair:
Date:

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NORTH EAST SURREY CREMATORIUM BOARD**13 September 2016****REPORT OF THE TREASURER****A. Management Agreement - performance 1st April 2016 to 30th June 2016 against Annual Budget, attached, for information.**

Transactions incurred under the Management Agreement are reflected in the attached and are compared with the Annual Budget approved by the Board in December 2016.

Costs from Wandsworth's sub-contractor, Enable, are shown up June 2016, the latest month invoiced. The figures also include adjustments made by Wandsworth for the previous year.

B. Interim accounts for the period 1st April 2016 to 12th August 2016, attached, for information.

(Line 3 + Lines 44-51) Progress on the major elements of the capital programme and the maintenance of buildings and plant is the subject of the Surveyor's report elsewhere on this agenda.

(Line 14) The expenditure on the Management Agreement represents the total invoiced by Enable and adjustments made by Wandsworth for the previous year.

(Lines 19-37). Income reflects cash received to 13th August, and takes account of amounts outstanding on Funeral Directors' accounts to the end of July. Income as a proportion of estimates at 33.1% is less than the equivalent position at this time last year (40.8%). The main reason for the downturn is that the sales of cremated remains graves have temporarily stopped pending the development of new grave circles.

C. Annual review of risks, attached, for information.

Members are asked to formally note the annual review of risks.

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

J M Stevenson
Treasurer to the Board

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A**NORTH EAST SURREY CREMATORIUM BOARD****MANAGEMENT STATEMENT
FOR YEAR: 2016/17**

	2015/16	2016/17	% of	Budget
(As at 12 August - 3 months data from Enable)	Outturn	Actual	Budget	Budget
	£	to Date	%	£
		£	25%	

4254 NESCIB MANAGEMENT AGREEMENT

0001	SALARIES - MONTHLY	222,694.86	44,957.44	20%	228,300
0040	NATIONAL INSURANCE	15,183.40	4,035.01	19%	20,900
0045	EMPLOYER PENSION CONTRIBUTIONS	38,858.96	7,735.23	19%	40,600
0051	AGENCY STAFF	3,511.48	0.00	0%	0
<u>SALARIES</u>		<u>280,248.70</u>	<u>56,727.68</u>	<u>20%</u>	<u>289,800</u>
0077	TRAINING - EXTERNAL COURSES	2,805.00	435.00	26%	1,700
0096	STAFF ADVERTISING - VACANCIES	0.00	0.00	0%	0
<u>INDIRECT EMPLOYEE EXPENSES</u>		<u>2,805.00</u>	<u>435.00</u>	<u>26%</u>	<u>1,700</u>
1017	ROSES & ROSE PLAQUES	2,701.89	-616.33	-17%	3,600
1070	ENERGY COSTS - ELECTRICITY	5,756.74	2,011.77	19%	10,400
1072	ENERGY COSTS - GAS & OTHER	52,296.67	13,466.20	23%	58,000
1207	SKIP HIRE	4,013.47	-657.39	-15%	4,470
1213	GROUNDS MAINTENANCE COSTS	5,458.70	223.61	3%	7,000
1301	CLEANING & DOMESTIC SUPPLIES	782.68	152.87	13%	1,200
1305	TOILET HYGIENE SERVICES	412.00	0.00	0%	630
1306	WINDOW CLEANING	990.00	150.00	15%	1,000
1380	SEWERAGE & ENVIRONMENTAL SVCS	522.96	729.72	228%	320
<u>PREMISES RELATED COSTS</u>		<u>72,935.11</u>	<u>15,460.45</u>	<u>18%</u>	<u>86,620</u>
2003	CAR ALLOWANCE	569.09	0.00	0%	850
2010	PUBLIC TRANSPORT FARES	145.40	0.00	0%	200
2041	HIRE - TRANSPORT	4,518.18	567.88	19%	3,000
<u>USE OF TRANSPORT</u>		<u>5,232.67</u>	<u>567.88</u>	<u>14%</u>	<u>4,050</u>
3000	EQUIPMENT, FURNITURE & MATS	2,643.74	348.15	9%	4,000
3014	ENGRAVING MATERIALS	25.00	0.00	0%	0
3015	FIRE EXTINGUISHERS	-80.00	0.00	0%	100
3037	PURCHASE OF SOUND RECORDINGS	73.62	0.00	0%	9,000
3104	FOOD & CONSUMABLES	417.88	36.36	5%	800
3150	CLOTHING & UNIFORMS	704.42	0.00	0%	1,300
3151	LAUNDRY	225.65	46.05	12%	400
3342	PRINTING AND STATIONERY	2,105.66	82.08	2%	4,000
3347	PUBLICITY	0.00	0.00	0%	1,500
3404	ANNUAL MEMORIAL SERVICE	1,691.00	0.00	0%	1,890
3414	BOOK OF REMEMBRANCE	3,797.24	337.40	6%	5,500
3416	CASH IN TRANSIT	187.00	0.00	0%	900
3427	CREMATION PLOTS	6,412.00	5,782.40	96%	6,000
3428	CREMATION REGISTER	273.96	0.00	0%	150
3435	ELECTRICAL TESTING	0.00	0.00	0%	60
3453	KERBSTONE MEMORIALS	3,197.18	-73.30	-4%	2,000
3462	MEDICAL REFEREES FEES	12,360.75	-3,999.00	-24%	17,000
3463	MEMORIAL PLAQUES	2,923.42	819.44	27%	3,000

NORTH EAST SURREY CREMATORIUM BOARD

		2015/16	2016/17	% of	Budget
		Outturn	Actual	Budget	Budget
		£	to Date	%	£
				25%	
(As at 12 August - 3 months data from Enable)					
3467	MINIATURE BOOKS AND CARDS	1,069.06	39.08	5%	800
3483	PURCHASE OF MEMORIAL BENCHES	642.15	0.00	0%	1,000
3499	URNS/BOXES	4,043.97	859.00	21%	4,000
3522	CREMATION JEWELLERY	3,237.60	1,646.92	41%	4,000
3600	COMMUNICATIONS - POSTAGE	1,658.15	452.68	23%	2,000
3602	COMMUNICATIONS - TELEPHONES	435.67	265.19	35%	750
3621	I.T. EQUIPMENT & MAINTENANCE	1,888.07	0.00	0%	3,500
3764	SUBSCRIPTIONS	445.00	445.00	54%	830
<u>SUPPLIES AND SERVICES</u>		50,378.19	7,087.45	10%	74,480
6002	CSS - ADMIN DEPT. OVERHEAD	80.00	0.00	0%	0
6022	CSS - IT INFRASTRUCTURE	290.00	0.00	0%	280
6063	CSS - PAYROLL SLA	380.45	0.00	0%	550
6070	CSS - IN SERVICE TRAINING	0.00	0.00	0%	450
6102	DSS - FINANCE	360.02	0.00	0%	360
6105	DSS - PERSONNEL	0.00	0.00	0%	330
<u>CENTRAL AND TECHNICAL SUPPORT</u>		1,110.47	0.00	0%	1,970
GROSS EXPENDITURE		412,710.14	80,278.46	18%	458,620
9328	NESCB REIMBURSEMENT	-412,710.14	-80,278.46	18%	-458,620
<u>INCOME</u>		-412,710.14	-80,278.46	18%	-458,620
TOTAL INCOME		-412,710.14	-80,278.46	18%	-458,620
<u>MAINCODE TOTAL</u>		-	-	-	-

NORTH EAST SURREY CREMATORIUM BOARD**Report by the Treasurer****Income and Expenditure Account for the period 1st April 2016 to 31st March 2017**

	2015/16 <u>Actual</u> £	2016/17 <u>Estimate</u> £	2016/17 <u>Actual</u> £
<u>EXPENDITURE</u>			
<u>EMPLOYEES</u>			
Salaries	(1) 12,537	14,940	6,225
	(2) <u>12,537</u>	<u>14,940</u>	<u>6,225</u>
<u>PREMISES</u>			
Maintenance of Buildings and Plant	(3) 46,975	120,650	7,606
Maintenance of Grounds	(4) 3,480	10,130	1,450
Rents	(5) 9,763	9,840	5,713
Rates	(6) 66,690	67,210	33,605
	(7) <u>126,908</u>	<u>207,830</u>	<u>48,374</u>
<u>SUPPLIES AND SERVICES</u>			
Audit, Actuary and Bank Fees	(8) 3,731	3,860	641
Environmental Protection Act Fees	(9) 1,111	1,150	0
Expenses	(10) 627	380	0
Subscriptions etc	(11) 952	70	0
Insurance	(12) 13,244	14,380	14,537
	(13) <u>19,665</u>	<u>19,840</u>	<u>15,178</u>
<u>THIRD PARTY PAYMENTS</u>			
Wandsworth Borough Council	(14) 412,710	458,620	80,270
Tradeable Mercury Abatement Credits	(15) 28,950	0	0
Clerical and Accounting Assistance	(16) 18,330	18,650	7,771
	(17) <u>459,990</u>	<u>477,270</u>	<u>88,041</u>
<u>TOTAL EXPENDITURE</u>	(18) 619,100	719,880	157,818
<u>INCOME</u>			
<u>FEES AND CHARGES</u>			
Agency Reimbursement - LBW	(19) 7,150	7,270	3,029
Cremation Fees	(20) 845,272	907,410	302,066
Inscriptions in Books of Remembrance	(21) 13,420	13,740	4,008
Miniature Books and Cards	(22) 658	610	35
Rose Trees & Bushes	(23) 50,588	48,000	21,822
Memorial Plaques	(24) 18,614	17,380	6,701
Memorial Stones	(25) 424	400	166
Cremation Plots	(26) 16,743	16,670	1,604
Memorial Tablets	(27) 2,685	2,000	238
Kerbstone Vase Memorials	(28) 14,371	12,210	5,923
Teak Seats	(29) 1,556	1,200	1,062
Cremated Remains Graves	(30) 67,561	51,210	9,323
Flower Vases	(31) 10,307	9,600	3,804
Crystal Plaques	(32) 17,332	11,270	5,019
Granite Niches	(33) 31,462	15,000	11,382
Fountain Leaves	(34) 2,160	1,500	1,320
Ashes into Glass	(35) 5,571	6,500	1,892
Cremation Urns, postage etc.	(36) 9,444	8,700	2,855
Tradeable Mercury Abatement Credits	(37) 27,355	25,000	0
<u>TOTAL INCOME</u>	(38) 1,142,673	1,155,670	382,249

Income and Expenditure Account for the period 1st April 2016 to 31st March 2017

			2015/16 <u>Actual</u> £	2016/17 <u>Estimate</u> £	2016/17 <u>Actual</u> £
<u>TOTAL INCOME</u>	(Line 38)	(39)	1,142,673	1,155,670	382,249
<u>Less: TOTAL EXPENDITURE</u>	(Line 18)	(40)	(619,100)	(719,880)	(157,818)
NET SERVICE INCOME/(EXPENDITURE)		(41)	523,573	435,790	224,431
Interest and Investment Income		(42)	2,674	400	0
NET OPERATING INCOME	(Lines 41 to 42)	(43)	526,247	436,190	224,431
<u>APPROPRIATIONS</u>					
Contribution to Capital Reserves:					
Replacement Cremator Project		(44)	(760,871)	0	(2,160)
Resurfacing of driveways and pathways		(45)	4,000	(125,000)	0
Cremated Remains Grave Circles		(46)	0	(100,000)	0
New Mower		(47)	(8,399)	0	0
New Intruder Alarm		(48)	0	(10,000)	(1,650)
Granite Niche Development		(49)	0	(30,000)	0
New Music System		(50)	0	(5,000)	0
Refurbishment of External Surfaces		(51)	0	(120,000)	0
		(52)	(765,270)	(390,000)	(3,810)
SURPLUS/(DEFICIT) FOR YEAR	(Line 43 + 52)	(53)	(239,023)	46,190	220,621
<u>BALANCES</u>					
Balance at 1st April		(54)	1,239,292	643,292	900,269
Distribution of Surplus Balances		(55)	(100,000)	(350,000)	0
Balance at 31st March	(Lines 53 to 55)	(56)	900,269	339,482	1,120,890

NORTH EAST SURREY CREMATORIUM BOARD**13th September 2016****REPORT OF THE TREASURER ON BEHALF OF THE CHIEF OFFICERS****Risk Management Strategy and
Annual Review of Risks****Risk Management Strategy**

1. Risks can be simply defined as:
 - Things that can go wrong and prevent the achievement of business objectives.
 - Unwanted outcomes, potential failures and the prevention of desired results.
 - The probability that an event or action may adversely affect the achievement of business objectives.
2. Risk management is a planned and systematic approach to the identification, evaluation and control of risk having regard to:
 - Levels of risk
 - Cost and effort to control risks.
 - Acceptable residual exposure to risks.
3. The following pages provide a structured and documented approach to Risk Management, but equally risks are dealt with either as part of the day-to-day management of the Service by the Crematorium management and staff or through the work of the Board's officers.
4. Risks are reviewed annually by the Board's Chief Officers for the Board's consideration, and in order that actions may be taken to minimise risks to the Board in achieving its objectives. The Board's strategy consists of identifying risks, key controls, assurances obtained, responsibilities for areas of risk, and an action plan to address areas of concern. It is anticipated future reports will continue to be presented at the September meeting each year.

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

J M STEVENSON
Treasurer to the Board

Annual Review of Risks

Key Business Risks

Principal Risks	Key Controls	Assurances	Responsible Officer	Action Plan
Financial Viability - General				
1. Financial misstatements	Segregation of duties. Regular reporting and reconciliation. Checking of invoices from WBC for reimbursement.	Satisfactory	Treasurer	No action proposed
2. Inadequate working balance	Regular monitoring and reporting	Satisfactory	Treasurer	No action proposed
3. Incorrect distributions to/levies on constituent authorities	Report to Board and letters to constituent councils	Satisfactory	Treasurer	No action proposed
Financial Viability - Income				
4. Reduced mortality rates	Regular monitoring and reports to Board, including comparisons with previous years and neighbouring crematoria, and a 10 year financial projection to assist/inform in the review of service and income.	Satisfactory	Surveyor/Treasurer	No action proposed
5. Memorial sales are subject to price sensitivity and the volume of sales is difficult to estimate.	Estimates and charges reviewed annually, and performance monitored and reported at Board meetings. Business Plan includes review of memorialisation	Satisfactory	Surveyor/Treasurer	Business plan being reviewed.
6. Extent/impact (if any) of competition	As 4. and 5. above	As 4. and 5. above	As 4. and 5. above	No action proposed
7. Failure to maintain expected standards for the crematorium and grounds - appearance/attractiveness of facility; image and impression of Board to	Management Agreement defines expected standards and reports are presented to the Board at each meeting. Crematorium regularly inspected to assess works required. At least one Board meeting per year held at Crematorium. Complaints procedure in place.	Satisfactory	Surveyor	NESC has achieved gold status for the Charter for the Bereaved representing the crematorium nationally in the upper quartile of services to the bereaved.

Principal Risks	Key Controls	Assurances	Responsible Officer	Action Plan
bereaved - professionalism, helpfulness	Board has reviewed quality of facilities and has invested in improvements. Board has Charter for the Bereaved status.			No other action proposed other than to continue reviewing service and facilities, and identify improvements
8. Unfavourable relationships with Funeral Directors (FDs)	Daily contact with FDs. Liaison visits to FDs undertaken.	Satisfactory	Surveyor	Officers visit FD premises to discuss the merits of using NESC and associated matters of the crematorium.
9. Incomplete and/or inaccurate invoicing/ineffective recovery	Charges reviewed in December and implemented on 1 st January each year. New charges published immediately after December approval. Invoicing undertaken monthly in accordance with Management Agreement, using BACAS system. Regular statements passed to Treasurer. Procedures subject to annual audit.	Satisfactory	Treasurer	No action proposed other than to keep under review the charges made for larger cremations to ensure adequate recovery of costs
10. Insufficient abated cremations undertaken to meet burden sharing arrangement with Putney Vale	Work with supplier to ensure that both cremators are used with abatement switched on at all times.	Satisfactory	Surveyor	The crematorium has replaced the cremators / abatement equipment and associated plant with fully abated Facultatieve Technologies equipment.
11. The exhaustion of land for future cremated remains graves circles	Estimates of income from this memorial are reviewed annually, both for the current and forthcoming year. The annual production of the ten year plan also will incorporate any variable of this nature.	Satisfactory	Surveyor	Options for the future placement of cremated remains graves continue to be explored.

Principal Risks	Key Controls	Assurances	Responsible Officer	Action Plan
Financial Viability - Expenditure				
12. Unexpected costs	Annual Budget under Management Agreement subject also to WBC controls. Board accounts regularly monitored and reported to Board. Adequate working balance maintained and 10 year projection regularly reported. Planned maintenance regime with service contracts for cremator and plant maintenance. Insurance policies in force.	Satisfactory	Clerk/Surveyor/ Treasurer	With WBC sub-contracting the Management Agreement to Enable, new monitoring procedures have been developed and will be reviewed in late 2016.
13. Uninsured losses	Board has insurance for most risks with the exception of subsidence. This residual risk is accepted and the regular surveys and repairs programme ensures that the building is suitably maintained.	Satisfactory	Clerk/Surveyor/ Treasurer	No action proposed
14. Budget overspends	As 12. and 13. Above			No action proposed
15. Overpayments	WBC systems of internal control. Segregation of duties both at WBC and the Board. Monitoring against budget and reports to Board.	Satisfactory	Treasurer	No action proposed
16. Changes in legislation - e.g. Environmental Protection Act, Pollution Prevention and Control Regulations 2000 and the Environmental Permitting (England and Wales) Regulations 2007.	Experienced and professionally qualified officers with industry experience. Enhanced by Management Agreement with WBC Bereavement Services/Enable. Reports to Board on impact. Any required financing strategy approved by Board and financial implications incorporated within 10 year projections. Feedback through membership of appropriate professional bodies.	Satisfactory	Clerk/Surveyor/ Treasurer	Officers continue to liaise with Merton EHO in accordance with the crematoriums permit to cremate

Principal Risks	Key Controls	Assurances	Responsible Officer	Action Plan
Business Continuity				
17. Non-availability of necessary staff - operational/managerial (sickness, recruitment/retention)	Day to day management of operation performed by WBC (Enable) under Management Agreement.	Satisfactory	Surveyor	Arrangements with WBC sub-contractor (Enable) are monitored.
18. Non-availability of Chief Officers	Robustness of provision of substitute officers by constituent authorities	Satisfactory	Clerk/Surveyor/ Treasurer	No action proposed
19. Failure of Management Agreement - termination	Terms and conditions of Management Agreement. Monthly reporting arrangements in place	Satisfactory	Surveyor	Board to keep sub-contract with Enable under review.
20. Failure of gas supply	Reciprocal arrangements with Putney Vale crematorium in place.	Satisfactory	Surveyor	No action proposed
21. Failure of electricity supply	Full back up plan in place to deal with loss of power during a service. Ongoing power loss as per 20 above.	Satisfactory	Surveyor	No action proposed
22. Failure of cremator/equipment	As 20 above. Coffin storage facility created during 2010/11 with capacity for 6 coffins.	As 20 above	Surveyor	No action proposed
23. Inability to use building (fire, flood etc.)	Regular maintenance and inspection of buildings and equipment. As 20.per 22. above	Satisfactory	Surveyor	No action proposed
24. IT/systems failure	PCs, file storage and BACAS system all integrated with Wandsworth systems and back-up arrangements. PCs and IT kit on support contract with WBC.	Satisfactory	Surveyor	No action proposed
25. Failure of a key supplier	Ensure new contractors are screened before orders are placed. Monitor existing contractors	Satisfactory	Treasurer/Surveyor	Ensure key suppliers are identified and work with Wandsworth's Procurement Team
26. Inability to use WBC Town Hall	Reliance on WBC business continuity arrangements	Satisfactory	Surveyor/Treasurer	No action proposed

Principal Risks	Key Controls	Assurances	Responsible Officer	Action Plan
General				
27. Unauthorised/uncertified cremations	Procedures in accordance with Code of Cremation Practice and the Cremation Regulations 2008, require various checks to be undertaken before cremation.	Satisfactory	Surveyor	No action proposed
28. Authorised/certificated body not cremated	2 operators required to attend cremations. Procedures in accordance with Code of Cremation Practice	Satisfactory	Surveyor	No action proposed
29. Breach of legislation or statutory obligation or Board policies and procedures	WBC corporate systems in place. Documented procedures and monthly reports under Management Agreement. Trained and qualified operational staff working to national Code of Cremation Practice. Operation monitored by Board. Adequate and appropriate insurance cover. Replacement mercury abatement equipment being installed.	Satisfactory	Clerk/Surveyor/ Treasurer	No action proposed
30. Infection Control (Legionella)	Cooling Towers regularly inspected and treated. Water in Fountain regularly treated.	Satisfactory	Treasurer	No action proposed
31. Fraud and corruption (including theft)	Segregation of duties. Regular reconciliations. Income records account for sequentially numbered receipts. Annual audits	Satisfactory	Surveyor/Treasurer	No action proposed
32. Pandemic plan	To ensure the crematorium has a plan in place to manage excess deaths, and the potential impact on resources, in the event of a pandemic.	Satisfactory	Surveyor	The plan is included as part of and in conjunction with Wandsworth Council's pandemic plan. Notice taken of Sutton's & Merton's equivalent plans.
33. Under/over utilisation	Estimates of throughput regularly monitored and reported to Board. Having reviewed throughput over the past few years since the crematorium reduced from three cremators to two in 2006. Adequate provision is in place for the number of cremations undertaken.. . 2 EPA compliant cremators in use, including	Satisfactory	Surveyor/Treasurer	No action proposed

Principal Risks	Key Controls	Assurances	Responsible Officer	Action Plan
	large capacity cremator, and use of burial chapel for services. Coffin storage facility developed to cater for increased demand. See 4, 6, 7, and 22 above			
34. Breach of Health and Safety regulations - staff and public (machinery, fire, lifting, disease, hazards)	Reliance on WBC procedures and terms of Management Agreement. Quarterly hazard inspections and annual risk assessments undertaken. Health and safety incorporated in monthly reports under the Management Agreement	Satisfactory	Surveyor	No action proposed
35. Loss of cash/cheques	Staff utilise safe and bankings collected weekly by security company minimising cash/cheque holdings. A number of FDs are using BACS transfers to the Board's account for debts due. Many payments increasingly made by debit/credit cards	Satisfactory	Surveyor/Treasurer	No action proposed
36. Vandalism/damage to site	Staffing presence in daylight hours. Member of staff currently resides on site and part of his duties includes locking/ unlocking the gates and regular patrols throughout the week and at weekends. CCTV installed in buildings.	Satisfactory	Surveyor	No action proposed
Management of Board's affairs				
37. Inadequate Governance arrangements	The Board, as a Smaller Relevant Body, approves an Annual Return which includes an Annual Governance Statement, and is subject to audit by the Board's external auditors. The Board receives regular reports on governance issues throughout the year.	Satisfactory	Clerk/Treasurer	No action Proposed
38. Non-availability of Chief Officer.	See 18. above	Satisfactory	Clerk/Surveyor/ Treasurer	No action proposed
39. Failure of Management	See 19 above	Satisfactory	Clerk/Surveyor/ Treasurer	No action proposed

Principal Risks	Key Controls	Assurances	Responsible Officer	Action Plan
agreement				
40. Loss of reputation, compensation claims	Terms of Management Agreement, regular inspections of buildings, procedures in accordance with Cremation Regulations 2008. Complaints procedure, regular reports to the Board. Freedom of Information Publication Scheme	Satisfactory	Clerk/Surveyor/ Treasurer	No action proposed

NORTH EAST SURREY CREMATORIUM BOARD**Report by the Surveyor to the Board – September 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 five months of this financial year. Appendix 2 shows the same information in a graph. Cremation numbers for the first five months of the year show an overall increase of 11% on the first five months of 2015/16 and a 1% average increase 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 June, July and August 2016. These are included as Appendices 3, 4 and 5. Member's attention is drawn to these appendices and the information included as part of appendix 6. There is duplication in the information presented and I would ask the Board if they are agreeable to the information being redesigned and reduced into one appendix for each quarter year. This will both address the repetition and reduce the number of appendices to the Surveyors report.

This item is for decision.

2.3 A summary of the information included in the monitoring forms follows below.

2.2 Appendix 6 provides the recent performance overview for the past quarter for Enable Leisure and Culture which is monitored by Wandsworth Councils client side section. The report shows Enable LC, continuing to deliver professional and sensitive facilities to the bereaved on behalf of the crematorium, successfully meeting all of the statutory and non statutory duties of the service. Notably the new alarm system will soon be commissioned at the crematorium, emissions results are now automatically received by the crematorium as part of the new IT new crematory equipment and emission results continue to meet the criteria set out in the permit to cremate. Arrangements are in place to replace the current website host who is no longer able to provide the service. The new company, Media on Demand, will host the website with effect from October 2016.

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** three complaints were received in the past quarter, two of which involved missing personal items on two cremated remains graves and difficulties in hearing the PA system in the waiting area whilst a service was taking place in the chapel. Responses with accompanying advice and explanations were sent which seems to have concluded the areas of concern. Members are advised that two compliments were received during June, July and August.

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 the first assignment of the fifth module, Human Resource Management.
- NVQ in Business Administration - Karen Levi (Administration Assistant) has completed her units and is awaiting her certificate. Jo Benjafield (Administration Assistant) has also completed her units and is awaiting her results.
- BTEC Advanced Certificate for a Crematorium Technician - Adam Petry (Crematorium Technician) has now successfully completed his qualification.

2.6 CUSTOMER STATISTICS. All statistics have been produced as required.

2.7 HEATH AND SAFETY MATTERS.

2.8 There are no updates or new matters to bring to members attention.

This item is for information.

3. FUTURE SUPPORT FROM WANDSWORTH COUNCIL/ENABLE LEISURE AND CULTURE

3.1 Wandsworth Council agreed to the creation of a staff mutual, Enable Leisure and Culture, granting a four year contract with effect from 1st October 2015. The Board agreed at its June 2015 meeting for Wandsworth Council via Enable Leisure and Culture (effectively the Councils sub contractor) to provide operational support for one year which culminates on the 30th September 2016.

3.2 Members are advised that the performance of Enable Leisure and Culture during the past year continues to compliment the operations of North East Surrey crematorium. Performance monitoring reports during this time has shown a professional level of competence for all administrative and operational duties of the crematorium. Attention is drawn to the professional way the crematorium was managed whilst the new crematory equipment was replaced without any complaints from either the Funeral Directors, clergy or the public whilst the crematorium remained open.

3.3 The service continues with its challenges during this Summer, with the extensive exterior refurbishment of the crematorium, the redecoration of the chapel, crematory area and the construction of the new cremated remains circles, above ground cremation niches within the Garden of Remembrance. Wandsworth client services are satisfied with both the performance and continued support from Enable LC in delivering a sensitive service at such a demanding time.

3.4 Therefore my considered opinion is for the Board to agree on continuing with the contractual agreement with Wandsworth council which allows the services for North East Surrey crematorium to be sub contracted to Enable Leisure and Culture for the remainder of the contract which concludes on the 30th September 2019.

3.5 There is no reason to suggest, at this point in time, that the level of performance will decline in any way and the continued monitoring of the contract by Wandsworths client services section will ensure all aspects of service delivery are carried out to the expected standards. However the Board retain the right to serve a period of one years notice on Wandsworth Council during the contract

period should they decide to seek the services of an alternative provider..

This item is for decision.

4. CHILDRENS BOOK OF REMEMBRANCE.

4.1 I am pleased to report to members, that the children's book has now been placed in the remembrance building next to the traditional book of remembrance Appendix 7 Sample inscriptions are included in the book to help people decide upon a fitting tribute to a loved one. An order has already been placed for an inscription and the book is intended to enhance the range of memorial choices for the bereaved.

This item is for information.

5. FUTURE ENVIRONMENTAL ISSUES FOR THE CREMATORIUM

5.1 Members agreed at the last meeting to pursue further investigations into providing options for the more efficient use of the crematoriums equipment, the reduced usage of fossil fuels and the reduction of associated CO2 emissions. Part of these investigations have resulted in the Boards agreement to replace the crematoriums existing lighting with LED lights and energy saving light fittings, reducing CO2 emissions by an estimated 3.5 tonnes per annum.

5.2 Members also agreed for Wandsworth Councils Design Services to continue with these Investigations and to examine further options for the efficient use of the equipment.

5.3 Preliminary investigations have shown the chosen options for further consideration and members are asked for their preferences as to which of the options they wish to take forward:

5.4 Option 1 – Heat Exchanger

5.5 A heat exchanger connected to the crematory system provides the opportunity to recycle the heated water from the cremators filtration system and utilise the lost heat which would otherwise naturally cool. This continues to waste both the energy and the associated costs of a gas powered central heating system.

5.6 The exchanger is connected via pipework into the existing heating system to extract energy from the cremator flue gases and heat generation from the filtration system is expected to generate 350 Kwh per occasion which would comfortably heat the crematorium whilst the machinery is in operation.

5.7 Members are advised that a heat exchanger will only serve the heating system while the filtration system is in operation and the existing central heating system will be relied upon to heat the buildings at other times, typically at weekends, when the machines aren't in operation.

5.8 Energy generation – 2,100 kwh per day (350kwh per operation x 2 machines based on average 6 services per day)

Annual gas usage for heating the crematorium buildings - **£4,000**

Estimated cost to install a heat exchanger - **£25,000**

Payback period on capital costs – approximately **6- 7 years**.

6.0 Option 2 – Ground Source Heat Pump

6.1 A ground source heat pump absorbs natural heat from underground by pumping water through the heating system. The pump * compresses the fluid and releases it at a higher temperature for use within the heating system. The heat pump performs the same role as a boiler, but it uses ambient heat from the ground rather than the use of the gas powered heating system.

6.2 Seven boreholes would be drilled at a depth of 120 metres (395 feet) along the main drive. Ground loop flow and return coils are installed and connected to the ground source heat pump. The heat pump then increases the temperature and the heat can then be used within the buildings central heating system.

6.3 The renewable heat incentive (RHI) is now in operation and with feed in tariffs available from the government. At this present time the system is eligible for non domestic RHI.

Energy generation – 304 kwh per day (based upon the heat pump generating 38kwh x operating 8 hours per day) *

Annual gas usage for heating the crematorium buildings - **£4,000**

Estimated cost to install a ground source heat pump - **£100,000**

RHI payment - **£5,000 per annum**

Payback period on capital costs – approximately **11 years**.

*Members are advised that the heat pump will require electricity to operate but is expected to use less electrical energy than the heat it produces.

7.0 Option 3 – Photovoltaic Panels

7.1 photovoltaic (PV's) panels convert light into electricity. The installation of PV's is usually suited to very large roof areas. Comparisons were analysed with two major schemes carried out by Wandsworth Council in the last two years each covering roof areas of approximately 400m².

7.2 each installation used approximately 200 PV panels respectively at a cost of £100,000 – £150,000. The installations predicted a maximum output of 50kw per hour however, the Installation has been in place for 4 years and to date has only achieved a maximum of 30kw per hour.

7.3 Initial assessments estimate the roof at NESC would only facilitate a maximum of 20 PV panels and would not generate a sufficient amount of electricity. Feed in tariffs apply to this type of installation although are subject to change with a current downward payback.

8.0 Summary

8.1 Option 1, the Installation of a heat exchanger would represent the smallest initial capital Investment of the three initiatives. Whilst there is a lower heating cost, the technology is also Proven and has been installed in other crematoriums in the UK.

8.2 Installation of a heat exchanger can be managed to ensure disruption to the working pattern of the crematorium can be kept to minimum while the equipment is installed. Upon completion scheduled maintenance of the heat exchanger can be included as part of the filtration equipment.

8.3 the heat exchanger would transfer heat that is currently lost through the filtration systems cooling system and redirected into the buildings heating system. In comparison to the ground source heat pump the system is estimated to generate seven times more energy per day.

8.4 members are advised of the perceived sensitivities involved in transferring heat from the equipment into the buildings heating system. Should the option be decided upon for further Investigation, then it is suggested prudent that this would include contact with other Crematoriums who have successfully installed the equipment to obtain their views and its general acceptance.

8.5 Option 2, a ground source heat pump system is a more ambitious project and at an estimated cost of £100,000 the more costly of the two heating options. The construction works are extensive and are accompanied by additional unknown risks due to the extent of the excavation works. Morden Cemetery is recognised as land that was previously marsh land and with a high water table and a predominant ground make up of London clay, these will add to potential excavation issues with and potential associated additional costs. The sensitivities of drilling deep into land which forms part of the cemetery and crematorium must also be considered.

8.6 Option 3, Photovoltaic Panels, present a number of issues. There is insufficient roof space to hold the required number of panels to generate enough electricity. Even if the required 400m² of roof space had been available it would generate less than 15% of the power generated by a heat exchanger.

8.7 Pro rata Installation costs based upon a much larger installation are the most expensive out of the three options and government feed in tariffs continue to decrease year on year. The visual impact of PV panels is considered not to be in keeping with the crematorium building.

8.8 I have asked Mr Ferguson from Design Services to attend this meeting to answer questions members may have relating to the different environmental options.

This item is for decision.

9. ACTION PLAN – BUSINESS PLAN

9.1 Appendix 8 gives the Board's current 2016/17 action plans, updated in bold to reflect actions taken since the last meeting.

This item is for information.

10. REPAIR AND RENEWAL – ROUTINE WORKS

10.1 Appendix 9 provides information on the repairs and renewals revenue programme for 2015/16 and 2016/17.

This item is for information.

12. REPAIR AND RENEWAL – CAPITAL WORKS

12.1 Appendix 10 provides information on the repairs and renewals capital programme with expenditure requirements forecast through until 2024/25,

This item is for information.

13th September 2016

**Clive Andrews
Surveyor to the Board**

NORTH EAST SURREY CREMATORIUM BOARD

13th September 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	165	123	128							
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

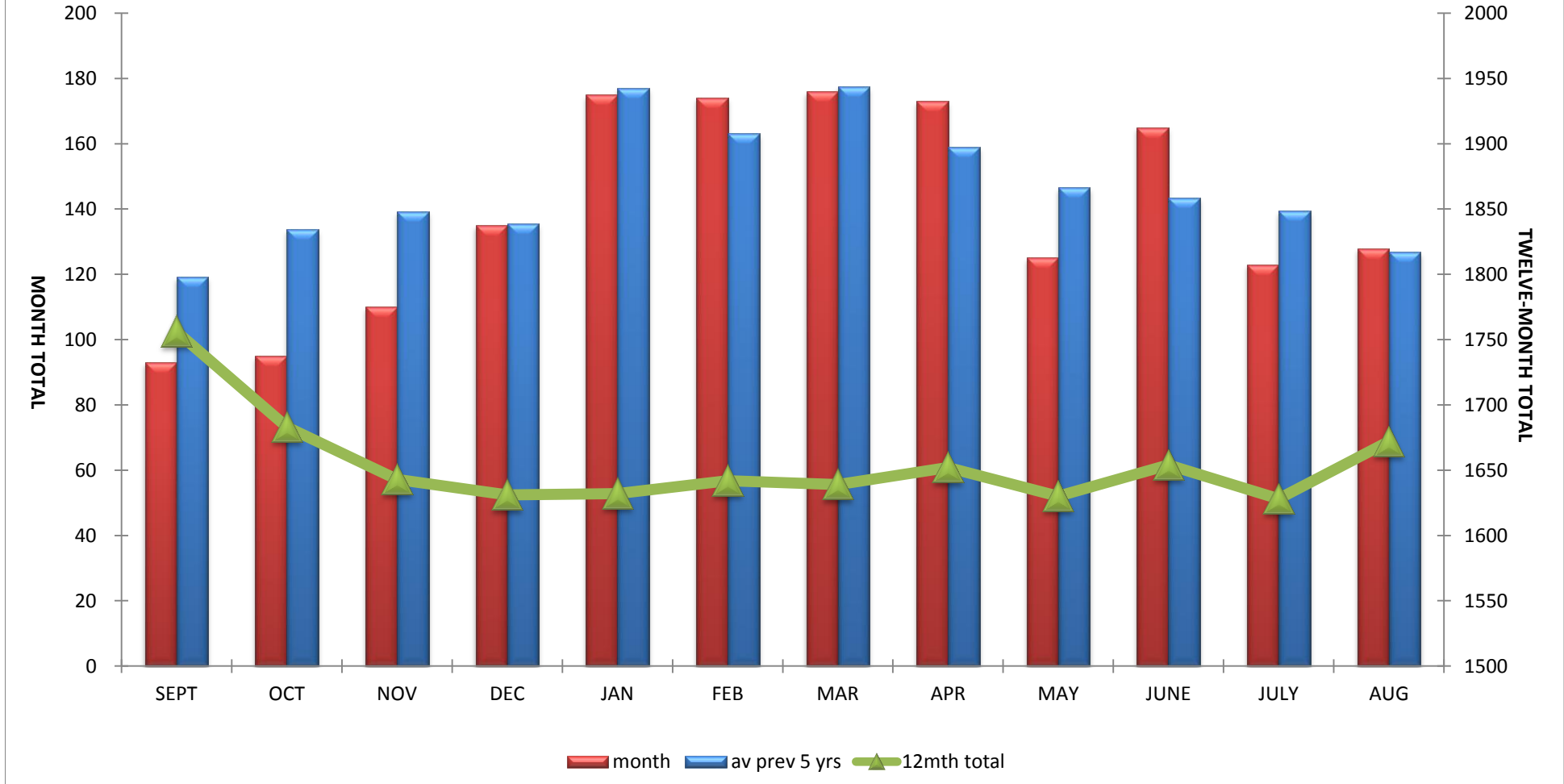
YEAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR
2011/12	125	273	410	547	676	809	922	1,051	1,163	1,323	1,462	1,654
2012/13	153	300	446	577	719	824	965	1,137	1,269	1,432	1,600	1,770
2013/14	168	328	453	599	747	889	1,041	1,176	1,327	1,540	1,711	1,881
2014/15	141	295	435	583	715	838	1,006	1,156	1,303	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	463	586	714							
% (+)/(-) PREVIOUS YEAR	8%	-3%	3%	-2%	5%							
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%	6%	1%	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 & Culture Management Contract****Monthly Monitoring Sheet – June 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?	√		1) Several concerns raised regarding a cremated remains grave. Apology sent with reassurance and plan of repairs.
2.	Compliments / expression of thanks from service users	√		
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?	√		165
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	√		Risk assessment

	in the past 12 months (provide date and report any actions outstanding)			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.

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Appendix 4**NORTH EAST SURREY CREMATORIUM BOARD****Enable Leisure & Culture Management Contract****Monthly Monitoring Sheet – July 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?	√		1) Personal items going missing from cremated remains grave. Operations Manager met with complainant and explained that it is difficult to police the Gardens out of hours. Advised not to leave things of monetary/sentime
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				ntal value on the grave. 2) Large attendance - mourner had to sit outside chapel and watch the service on screen. Could not understand a word that was spoken. Apology sent and adjustments have been made to the audio settings on the television.
2.	Compliments / expression of thanks from service users	√		Thanks for prompt and efficient assistance.
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?	√		123
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 26th July 2016
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.

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Appendix 5**NORTH EAST SURREY CREMATORIUM BOARD****Enable Leisure & Culture Management Contract****Monthly Monitoring Sheet – August 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?	√		
2.	Compliments / expression of thanks from service users	√		Thanks to the helpful and friendly staff from the Ministers at St Johns Church
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?	√		128
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 26th July 2016
4.	Has a Hazard Control Inspection been	√		Hazard Control

	carried out in the past 3 months (provide date and report any actions (outstanding))			Inspection carried out on the 27.06.2016.
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Bereavement Visit Report – BUILDING AND SERVICES Quarter 4

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: 12.08.16

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 has been agreed to be rescheduled for 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			

Bereavement Visit Report – BUILDING AND SERVICES Quarter 4

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: 12.08.16

Y, N, NC (not checked) n/a – not applicable	OK?	Comments/Actions	Site response	Urgent	O/s from
		Gold)			
Clean and secure	Y				
CCTV					
Operational	Y	Screens now working at both the office and chapels with a number of cameras monitoring the main drive, chapels and various areas of the associated buildings..			
Appropriate notices displayed	Y	Notices now displayed in the remembrance building, chapels x2 and rear of the chapel.			
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	Y				
Personal hygiene bins	Y				
Environment – Internal					
Clean flooring	Y				
Windows clean	Y				
Paintwork clean	Y				
Ventilation / Odours	Y				
Temperature	Y				
Lighting	Y				

Bereavement Visit Report – BUILDING AND SERVICES Quarter 4

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: 12.08.16

Y, N, NC (not checked) n/a – not applicable	OK?	Comments/Actions	Site response	Urgent	O/s from
Blinds	Y				
State of decoration	Y				
Intruder Alarm					
Alarm operational	N	Crematorium has an alarm for the roof which will be incorporated into the new alarm system. The alarm in the office (Lodge) is working, no firm plans to update the system at the moment. Update – alarm now installed, BT have installed the line for the alarm, cabling now installed awaiting for the alarm company to commission.			
Alarm tested regularly	Y	Tested in the office by being set each night. See above regarding the chapel and crematory.			
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				
Security mark all assets	Y				
Any Design Services issues	Y	Follow up with Design Services for			

Bereavement Visit Report – BUILDING AND SERVICES Quarter 4

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Y, N, NC (not checked) n/a – not applicable	OK?	Comments/Actions	Site response	Urgent	O/s from
		various repairs to paving and potholes which needs to be a priority .Recent replacement of the fence line along Garth road has left holes on the perimeter of the footpath. All has been reported to Design Services and discussed with their Head of Service.			
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	Cost per cremation forms part of the local burden sharing agreement with Putney Vale crematorium who will purchase 50% their tradable mercury abatement cremations (TMAC's) for 2016 from NESCB. The number of TMAC's will be known at the end of 2016/early 2017. The information will be provided to Merton and Wandsworth Environmental Health Officers (EHO)/CAMEO/DEFRA in January 2017.			
Permit to cremate at NESCB	Y	Permit issued by Merton Environmental Health . Ongoing daily, weekly, monthly maintenance checks continue to be carried out in accordance with the permit.			

Bereavement Visit Report – BUILDING AND SERVICES Quarter 4

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Y, N, NC (not checked) n/a – not applicable	OK?	Comments/Actions	Site response	Urgent	O/s from
		<p>Monthly emissions reports now being produced which will form part of the six monthly returns to EHO. The cremators computer system now sends emissions reports automatically to MS/AH for perusal before being sent to Merton EHO</p> <p>Janray – June inclusive emmsion reports snet to merton EHO .Due to teething problems with the system hard copies were sent with the intention for thee to be sent electronically in future.</p> <p>Six monthly servicing carried out on the 11.07.2016.</p> <p>Awaiting confirmation from FT to be able to record gas usage for each cremation to identify the associated cost per cremation.</p> <p>Daily olfactory reports seen, the latest report dated 12.08.16 including visual assessments.</p>			
Administration/General					
Memorialisation - appropriate variety	Y	Good, also forms part of the NESCB action plan.			

Bereavement Visit Report – BUILDING AND SERVICES Quarter 4

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Y, N, NC (not checked) n/a – not applicable	OK?	Comments/Actions	Site response	Urgent	O/s from
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 May, June, July. Respective cremation no's 98936 – 03.05.16, 99169 – 21.06.16 and 99320 – 28.07.16 Notice of cremation, application form, coroners form (where necessary) green form , forms 4,5 and 10 all signed and completed with associated costs correctly applied in accordance with the charges paper.			
Offices – clear desk policy	Y				
Storage of personal data	Y	All sensitive documents securely stored			
Annual Memorial Service	Y	The service took place on the 3 rd July 2016. This was well attended and the Mayor of Merton,3 councillors and clergy presided over the occasion.			
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. Update - data received from current host and now awaiting the domain name for the transfer of web hosting to take place.			
Website links with Council site	Y	Enable site now activated with associated links to bereavement			

Bereavement Visit Report – BUILDING AND SERVICES Quarter 4

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

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Appendix 6

Date: 12.08.16

Y, N, NC (not checked) n/a – not applicable	OK?	Comments/Actions	Site response	Urgent	O/s from
		services. It notified to achieve a link automatically from Enable website to Wandsworth Councils.			
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	The next nomination is due October 2016. The Board have decided to share future nominations between three charities ,one from each of the constituent boroughs.			
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 of the chapel and crematory areas for August 2016. Services to be relocated to the burial chapel..			
Garden of Remembrance	Y	Three additional circles to be constructed to include niches.			
Staffing					
Adequate staffing level	Y				

Bereavement Visit Report – BUILDING AND SERVICES Quarter 4

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Date: 12.08.16

Y, N, NC (not checked) n/a – not applicable	OK?	Comments/Actions	Site response	Urgent	O/s from
Staff presentable	Y				
Wearing ID badge	Y				
Staff have the required level of qualification	Y	<p>Diploma for the Institute of Cemetery and Cremation Management – MS received a distinction for the crematorium management module. Now began the 5th module for Human Resource Management, working toward the ICCM Diploma.</p> <p>Cremator Technical Certificate: three staff qualified to cremate. AP currently completing his advanced cremator technician’s qualification which the ICCM has recently discontinued. People currently studying the qualification will upon completion receive the award.</p>	AP has completed his studies and now holds the advanced qualification.		
Health & Safety					
Fire Risk Assessment available	Y	Fire Risk Assessment carried out 12.01.16, copy provided.			
Has Fire Risk Assessment any outstanding issues	N	Design Services contacted over the smoke alarms to ensure these are fully functional. This is being carried out as a priority. Update – Design services have visited the building and still awaiting them to connect / install the alarms.	Contractor attended site 18.05.16 and will report back findings to Design Services. Regarding the smoke alarms for the office – DS came in May and said that a whole new system would have to be installed as the current smoke alarms are extremely old and not connected to anything – the contractor that visited in May was supposed to feed that back to DS		

Bereavement Visit Report – BUILDING AND SERVICES Quarter 4

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: 12.08.16

Y, N, NC (not checked) n/a – not applicable	OK?	Comments/Actions	Site response	Urgent	O/s from
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.			
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	Q1 received – Office 27.06.16 crematorium – 04.06.16.			
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			

Bereavement Visit Report – BUILDING AND SERVICES Quarter 4

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Date: 12.08.16

Y, N, NC (not checked) n/a – not applicable	OK?	Comments/Actions	Site response	Urgent	O/s from
		01.04.16. Staff carrying out and recording tests in conjunction with T,Browns who carry out the remainder of the tests. Copies provided dated 11.08.16.Enable staff members arerecording their inspections attending a Legionella/water test training seminar arranged by Design Services.			
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</p> <p>Mrs Singh continues to manage the office professionally particularly with the extensive works being carried out to the crematorium and garden of remembrance. This includes the refurbishment of the outside of the building, the redecoration of the chapel and crematory and the establishment of new cremated remains circles and niches. Similarly Mr Hume continues to manage the crematorium whist these works are carried out. Improvements to the reporting system for the cremators are now in place with emissions reports being generated automatically for Merton EHO. Areas of concern are the outstanding repairs to the potholes outside the entrance and the connection of the smoke alarms in the office.</p>	<p>Staff Response - Mrs. Margi Singh, Assistant Bereavement Services Manager:</p>
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Bereavement Visit Report – BUILDING AND SERVICES Quarter 4

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: 12.08.16

Inspection completed by: Clive Andrews, Contract Compliance Officer	Signature:
Accompanying Enable Manager: Mrs. Margi Singh, Assistant Bereavement Services Manager	Signature:

Copies: Site Manager/ Enables Representative/ File

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ACTION PLAN 2016/17 September (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.	Achieved, January 2106.	Surveyor, Treasurer. Enable LC.	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.	2016	Surveyor, Design Services.	Three new circles and above ground niches within the grounds of the garden of remembrance will be constructed during the Summer of 2016. During preparatory works for the new circles, a number of tree roots have been found which are essential to the well being of the surrounding trees. Two cremated remains circles will now be provided and the land designated for the third circle will incorporate additional above ground cremation niches. A new drawing of the area with an amended number of graves and niches will be provided as part of the Surveyors December 2016 report.
3.	Review the range of memorials	On going	Enable LC.	The children's book of remembrance will be placed in the remembrance building

Item	Action	By When	By Whom	Progress/Comment
	offered by the Board.			during July 2016. The children's book is now in place with the first inscription ordered.
4.	Hold a focus group meeting with Funeral Directors.	2017	Enable LC..	Visits to local Funeral Directors are scheduled biannually with the next series of visits planned for 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	Surveyor, Treasurer, Enable LC.	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. Arrangements are in place for the new website host to commence on the 1st October 2016.
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.		Surveyor, Wandsworth Council, Enable LC	<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> The permit to cremate is in operation and all areas of the permit are being adhered to.
7.	Progress the development of staff employed to provide the Board's services.	Ongoing	Enable LC.	The Surveyor has updated staff progress in his report.

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	DS018447	1,031.54		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	DS023671	2,740.00		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)		3,834.58	-	10,000	10,000		
7	Cremators Contingency (see next page)		-	-	2,000	2,000		
			7,606.12	-	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				6,160	10,000		
a	Clear blocked drains	DS026484	995.00		1,000			
b	Investigate underground water leak near garden tap	DS025905	943.46		940			
c	Deal with low battery on Fire Alarm Panel	DS026424	76.74		80			
d	Supply and install doorbell	DS025768	130.99		130			
e	Deal with fault on CCTV Camera covering drive	DS025869	141.34		140			
f	Repair Garage Door	DS021998	117.16		120			
g	Rectify falut on CCTV montior at The Lodge	DS026453	1,026.07		1,030			
h	Repair ceiling in staff kitchen	DS023994	208.82		210			
i	Unblock drains/toilets	DS027125	195.00		190			
			3,834.58	-	10,000	10,000	-	
7	Cremators Contingency - details				2,000	2,000		
			-	-	2,000	2,000	-	

NORTH EAST SURREYCREMATORIUM BOARD

CAPITAL PROGRAMME

	Order No.	15/16		16/17			17/18	18/19	19/20	20/21	21/22	22/23	23/24	24/25	25/26	Comments
		Actual	Revised Estimate	Actual	Original Estimate	Revised Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	
		£	£	£	£	£	£	£	£	£	£	£	£	£	£	
1	Major Repairs and Cleaning to External Surfaces				120,000											Originally indentified in Oct 06, updated Nov 10, slipped Nov-13
2	Mower/tractor	8,399	8,400						12,000						14,000	Replaced every 5 years
3	Contribution to resurfacing pathways and rest of main drive				125,000	-										Nov-13 Health & safety concerns about state of pathways.
4	Re-roof Cloister walkway								30,000							Nov-13 New item
5	Cremator Replacement	760,871	900,000	2,160	-											Nov-14 Includes fees
6	Creation of new Cremated Remains Grave Circles				100,000											Nov-15 New item
7	New Intruder Alarm			1,650	10,000											Nov-15 New item
8	Development of new site for Granite Niche memorials and associated paving				30,000											Nov-15 New item
9	New Internet Music System				5,000											Nov-15 New item
		769,270	908,400	3,810	390,000	-	-	30,000	-	12,000	-	-	-	-	14,000	

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