

Manager's Report

Statistics

Website

In the past 28 days to date, there have been 15537 views of the crematorium web pages.

MEMORIAL SALES

MONTH	VASE BLOCKS	SANCTUM 12	LEASE RENEWALS
January 2018	4	2	5
February 2018	4	1	9

CREMATIONS

	2018	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007
Jan	246	268	240	262	278	220*	254	278	254	283	298	279
Feb	254	258	243	262	254	200*	268	256	226	262	227	239
Mar		299	277	287	241	267	279	249	235	253	218	250
Apr		229	268	245	222	268	237	193	229	222	246	227
May		266	266	230	234	274	270	232	198	204	236	224
Jun		260	264	241	239	218	193*	232	235	206	201	224
Jul		219	211	237	257	211	175*	204	208	205	206	247
Aug		236	244	187	206	183	168*	241	198	191	223	220
Sep		228	228	232	204	194	158*	221	218	204	210	211
Oct		240	224	225	243	234	186*	233	232	225	251	241
Nov		251	239	249	222	226	176*	220	219	212	200	225
Dec		191	244	266	248	200	182*	234	227	238	234	207
	500	2945	2948	2913	2848	2695	2546*	2793	2679	2705	2750	2794

**Figures marked with an asterisk are at times with reduced service provision due to the installation of mercury abatement plant.*

There has been a strong recovery in cremation numbers in February, with a figure nearly five above the ten year mean (excluding 2013).

SNOW

During the period of extreme weather at the beginning of March, the crematorium remained fully staffed (including PL, who came back in from leave to help out). Although a small number of funerals were postponed by families and funeral directors, the majority took place as normal. Thanks are due to the gritting team from Torfaen County Borough Council, whose help with snow clearance was invaluable, and to Messrs Arthur Peake & Sons, and Newport City Council's Streetscene section for assisting with transport.

CANCELLATION OF FUNERALS

We continue to have a problem with funeral directors booking service times, then arranging to go elsewhere, but not cancelling the original booking. This is not discovered until the crematorium staff chase up missing paperwork, by which time it is too late for anyone else to use the time slot. This causes unnecessary delays to funerals, especially at busy times.

It is recommended that consideration is given to imposing a cancellation fee, for any funeral cancelled after, for example, 24 hours of the original booking time.