

Manager's Report

Statistics

MEMORIAL SALES

MONTH	VASE BLOCKS	SANCTUM VAULTS	LEASE RENEWALS – vase blocks	LEASE RENEWALS - vaults
JANUARY	2	3	12	1
FEBRUARY	7	2	6	0
MARCH	6	0	12	3
APRIL	3	2	4	3
MAY	5	0	7	2
JUNE	1	3	15	3
JULY	2	4	17	2
AUGUST	2	3	7	0

CREMATATIONS

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	2011	2010	2009
Jan	241	211	233	246	268	240	262	278	220	254	278	254	283
Feb	225	197	211	254	258	243	262	254	200	268	256	226	262
Mar	148	196	204	230	299	277	287	241	267	279	249	235	253
Apr	111	223	178	237	229	268	245	222	268	237	193	229	222
May	93	240	195	219	266	266	230	234	274	270	232	198	204
Jun	83	140	150	164	260	264	241	239	218	193	232	235	206
Jul	100	91	212	186	219	211	237	257	211	175	204	208	205
Aug	121	98	165	176	236	244	187	206	183	168	241	198	191
Sep	142**	149	181	173	228	228	232	204	194	158	221	218	204
Oct		141	206	193	240	224	225	243	234	186	233	232	225
Nov		186	169	190	251	239	249	222	226	176	220	219	212
Dec		215	197	166	191	244	266	248	200	182	234	227	238
		2087	2301	2434	2945	2948	2913	2848	2695	2546*	2793	2679	2705

**preliminary figures – subject to amendment

Website

In the past 28 days to date, there have been approximately 17000 views of the crematorium web pages.

Installation of Audio-Visual Equipment

The installation of the new audio visual equipment went to plan and is fully operational. The sound in the chapel and outside is hugely improved, and the visual tributes have proved very popular.

It is suggested that a replacement screen in the cloisters which would allow the visual tributes to be relayed there would be a good additional service to offer. Currently the screen is only capable of showing a general view of the chapel. I have obtained a cost for this of £2885.94 including the additional cabling, interfaces and installation.

Pricing Structure – discretionary items

A number of amendments need to be made to the table of fees to reflect changes in services offered.

Orders placed for visual tributes after Wesley Media's 48 hour cut off £75
(This directly mirrors the charge made by Wesley Media)

Record onto CD – **DELETE** (currently £46)

Record onto DVD/USB – **DELETE** (currently £92)

Downloadable MP4 video file	£92
Downloadable MP4 video file including visual tribute	£92
DVD or USB recording	£92
DVD or USB recording including visual tribute	£92

Service Times

The increase in service times, together with increased numbers allowed in the chapel for services has been instrumental in increasing the number of funerals per month.

Extensions to services

It is proposed that this service is dropped, now that the standard service times is 45 minutes.

Memorial Services

It is proposed that the charge for the use of the chapel for a memorial service is set at the cost of a standard cremation fee minus the cost of an unattended cremation. Thus, £828-£450 = £378

Green Flag Award

The crematorium has been successful in keeping its Green Flag Accreditation for the fifth consecutive year.

Charter for the Bereaved

The crematorium has again achieved Gold Award status in the ICCM Charter for the Bereaved benchmarking scheme for the third consecutive year. The move to longer service times and the introduction of visual tributes will increase our score in the benchmarking, and will consolidate our position.

Retirement of Medical Referee

Dr Bryan Wilcox, who has held the post of Medical Referee at the crematorium since 1982, and previously was deputy medical referee, is taking retirement from 30th September. Dr Wilcox is, I believe, the longest serving medical referee in the country. He has been an enormous asset the running of the establishment, and has been a wonderful friend and colleague to all the staff here. I am sure that the Committee will wish to pass on their good wishes to him in his retirement.