



Wednesday, 11 October 2023

Dear Sir/Madam

A meeting of the Bramcote Bereavement Services Joint Committee will be held on Thursday, 19 October 2023 in the Bramcote Crematorium, Coventry Lane, Bramcote, commencing at 6.30 pm.

Should you require advice on declaring an interest in any item on the agenda, please contact the Monitoring Officer at your earliest convenience.

Yours faithfully

Chief Executive

To Councillors: S J Carr  
H G Khaled MBE  
M Radulovic MBE

J Dawson (Chair)  
B. Everett  
C.M Poole

## AGENDA

1. APOLOGIES

To receive apologies for absence and to be notified of the attendance of substitutes.

2. DECLARATIONS OF INTEREST

Members are requested to declare the existence and nature of any disclosable pecuniary interest and/or other interest in any item on the agenda.

3. MINUTES

(Pages 5 - 8)

To approve the minutes of the previous meeting held on Thursday 15 June 2023.

4. CREMATION FEES AND CHARGES 2024 (Pages 9 - 12)  

To seek approval of the proposed fees and charges for 2024, in accordance with the service objective of providing efficient arrangements for funeral directors and clergy which meet the need of their service users at a reasonable cost.
5. FINANCIAL PERFORMANCE MANAGEMENT (BUDGETS) UPDATE (Pages 13 - 16)  

To advise the Joint Committee on the latest performance levels (budgets) for Bramcote Crematorium for 2023/24.
6. MARKETING AND PERFORMANCE STRATEGY REPORT (Pages 17 - 22)  

To provide the Joint Committee with an update on marketing and performance.
7. UPGRADE TO MEDIA AND AUDIO SYSTEM (Pages 23 - 26)  

To consider the options for upgrading the media and audio system, determine which option is to be explored and approve the appropriate budget for the cost of upgrade and installation.
8. WORK PROGRAMME (Pages 27 - 28)  

To consider items for inclusion in the Work Programme for future meetings.
9. CHARITABLE DONATIONS 2023 (Pages 29 - 32)  

To provide the Joint Committee with an update on the charitable donation approved by the Joint Committee March 2023 to The Children's Bereavement Centre and Cruse, and to seek approval of the charitable organisation which will receive the charitable donation from funds raised through the latest round of the metals recycling scheme.

10. EXCLUSION OF PUBLIC AND PRESS

**The Committee is asked to RESOLVE that, under Section 100A of the Local Government Act, 1972, the public and press 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 paragraphs 1 and 3 of Schedule 12A of the Act.**

11. APPENDIX 2 - CHARITABLE DONATIONS 2023 (Pages 33 - 36)

12. SALE OF LAND AT BRAMCOTE CREMATORIUM (Pages 37 - 38)

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## BRAMCOTE BEREAVEMENT SERVICES JOINT COMMITTEE

THURSDAY, 15 JUNE 2023

Broxtowe Borough Council:

H G Khaled MBE  
M Radulovic MBE

Erewash Borough Council:

J Dawson  
B Everett  
C M Poole

An apology for absence was received from Councillor S J Carr.

39 APPOINTMENT OF CHAIR

**RESOLVED that Councillor J Dawson be appointed Chair of the Committee.**

40 APPOINTMENT OF VICE - CHAIR

**RESOLVED that Councillor M Radulovic MBE be appointed Vice-Chair of the Committee.**

41 DECLARATIONS OF INTEREST

There were no declarations of interest.

42 MINUTES

The minutes of the meeting held 16 March 2023 were confirmed and signed as a correct record.

43 ANNUAL REPORT AND STATEMENT OF ACCOUNTS 2022/23

The Joint Committee considered the Annual Report and Management Statement of Accounts for 2022/23 in accordance with the vision of working to provide the most professional, compassionate and sensitive services to meet the needs and expectations of people using Bramcote Crematorium.

The accounts for the Bramcote Bereavement Services show a revenue account deficit of £74,186 for the financial year ended 31 March 2023. The surplus on operations for the year was £608,398, which is £79,948 higher than the original budget approved in January 2022. The accumulated revenue surplus as at 31 March 2023 was £376,100.

**RESOLVED that:**

- 1. The Annual Report and Management Statement of Accounts for the financial year 2022/23 be approved as the basis for generating accounting entries to the two constituent authorities.**
- 2. The accumulated revenue surplus and other investments be retained by the Joint Committee for future use with the position being reviewed when the 2023/24 revised estimates are considered.**
- 3. Budget carry forward requests totalling £49,500, as outlined in the report, be approved and included as development budgets in the 2023/24 budget.**

44 CREMATION NUMBERS

The Joint Committee were provided with an update on cremation numbers.

It should be noted that the death rate in crematoriums core and targeted areas between 1 April 2022 and 31 March 2023 has decreased by 11.18% compared to the same period in 2021/22. Despite the decrease in the death rate the overall market share in the core and targeted areas has increased by 11.3% resulting in an increase of one adult cremation.

The overall growth in cremation numbers and increase in market share can be attributable in part to the successful implementation of the Marketing Strategy adopted by the Joint Committee in 2022.

45 WORK PROGRAMME/SCHEDULE OF MEETINGS

The Joint Committee considered the Work Programme. It was requested that a report on the Pamela Cottage and the crematorium land sale be added to a future meeting.

**RESOLVED that the Work Programme be approved, subject to the addition of reports on Pamela Cottage and the crematorium land sale be added to the Work Programme.**

46 EXCLUSION OF PUBLIC AND PRESS

**RESOLVED that, under Section 100A of the Local Government Act, 1972, the public and press 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 paragraphs 1, 2, and 3 of Schedule 12A of the Act.**

47 PROPOSED RESTRUCTURE

**RESOLVED that the revised structure within Bramcote Bereavement Services be approved, with the additional cost of £50,400 in 2023/24 being met by an increase of £25,000 in the total income budget with the balance being met from Revenue Account Balances.**

48 CREMATOR REPLACEMENT UPDATE

The Joint Committee noted the update.

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## Joint Report of the Treasurer and the Executive Director

**CREMATION FEES AND CHARGES 2024**1. Purpose of Report

To seek approval of the proposed fees and charges for 2024, in accordance with the service objective of providing efficient arrangements for funeral directors and clergy which meet the need of their service users at a reasonable cost.

2. Recommendation

**The Joint Committee is asked to RESOLVE that the fees and charges for cremations and associated services from 1 January 2024, as detailed in the appendix, be approved.**

3. Detail

Members will be aware of the inflationary pressures on prices for fuel, utilities and supplies. The information available at the time of setting the budget, suggested an allowance for inflation on energy was necessary and an additional £25,000 was included in the base budget for 2023/24. Since then, energy prices have risen to higher levels than anticipated. It is now forecasted that the cost of energy alone, based on regular annual consumption, will potentially add an extra £62,000 to operating costs in 2023/24.

In order to further improve operational efficiencies and reduce costs, Bramcote Bereavement Services is looking to implement strategic changes to the daily operations of the site. This will include operating only one cremator over a 12-hour working shift pattern, which will facilitate two extra cremations per day through one cremator. This practice will allow one cremator to remain on standby until required. A gas usage reduction of up to 15% is anticipated.

Whilst the uplift in energy costs can be partially mitigated by operational changes, the remainder will have to be met by service users. It is vital that fees and charges reflect the cost of the service and maximised to ensure that investment in the Crematorium and the budgeted surplus distribution can be maintained.

It is therefore proposed to uplift fees and charges relating to cremations and associated services from 1 January 2024. This is earlier than in previous years and will help to mitigate the impact of energy prices on the overall budget. The proposed increase in these fees for 2024 is around 9.1% and will see the cost of a full service increase from £820 to £895.

A benchmarking exercise of crematoria in the local area has been undertaken and it is anticipated that the proposed cremation fee at this level would still be within the mid-range fees charged across the region, keeping Bramcote Bereavement Services prices very competitive in the market.

The table below details fees and charges across the region in the current financial year 2023/24. It is expected that all crematoria will increase their prices again for 2024:

	Full Service £	Early Service £	Direct Service £	Attended Direct £	Chapel Hire £	Saturday Service £	Fuel Sur-charge £
Bramcote	<b>£820</b>	£642	£430	£530	£268	£1,105	Nil
Trent Valley	<b>£865</b>	£750	£325	£675	£375	£890	£35
Gedling	<b>£925</b>	£775	£475	Not Offered	£475	£1,155	£29
Wilford Hill	<b>£773</b>	£773	£450	Not Offered	£307	£1,082	Nil
Derby	<b>£829</b>	£623	£381	£562	£209	Not Offered	Nil
Rushcliffe	<b>£950</b>	£775	£475	£775	£450	Not Offered	Nil
Mansfield	<b>£941</b>	£749	£438	Not Offered	£303	£1,064	Nil

The proposed fees and charges for cremations and associated services from 1 January 2024 are provided in the appendix for Members' consideration.

#### 4. Financial Implications

The comments from the Head of Finance Services were as follows:

It is vital that fees and charges reflect the cost of the service provided and are maximised to ensure that investment in operations and the budgeted surplus distribution can be maintained. The approved budget for 2023/24 includes a surplus distribution of £800,000, split equally between Broxtowe and Erewash Borough Councils, given an assumed level of estimated revenue account surplus (minimum of £100,000).

The budgetary impact of fee increases will be costed into the overall budget setting process for 2024/25 with details presented to the Joint Committee for consideration as part of the Revenue Estimates budget report in January 2024.

#### 5. Legal Implications

The comments from the Head of Legal Services were as follows:

Local authority responsibilities for the management and protection of cemeteries and crematoria are set out in the Local Government Act 1972 (Section 214 and Schedule 26) and the Local Authorities' Cemeteries Order

1977. Section 9 Cremation Act 1972 allows the Council to set charges or fees for the burning of human remains in any crematorium provided by the Council.

Section 12 Cremation Act 1972 requires the Council to publish a table of fees, a fee may be fixed in respect of a burial service before, or after cremation, and, if no fee is fixed, the fee, if any, fixed in respect of a burial service shall apply. (section 12, Cremation Act 1972).

The provisions under the Local Authorities' Cemeteries Order 1977 state that in determining the fees to be charged the burial authority shall take into account the effect of any resolution under section 147(3) of, or under paragraph 6 of Schedule 26 to, the Local Government Act 1972.

6. Human Resources Implications

There are no direct human resources implications for this report.

7. Union Comments

Not applicable.

8. Climate Change Implications

There are no further climate change issues to report.

9. Data Protection Compliance Implications

There are no Data Protection issues in relation to this report.

10. Equality Impact Assessment

As there is no change to policy an equality impact assessment is not required.

11. Background Papers

Nil.

## APPENDIX

**Summary of Charges – Bramcote Bereavement Services**

		Approved Charges 2023/24 £	Proposed Charges 2024 £
Part 1	<b><u>Cremation Fee</u></b>		
	To include Cremation Fee; Medical Referee's Fee; Use of Music Facilities; and Scattering of Cremated Remains (Monday to Friday)	820	895
	<u>For the cremation of the body of:</u>		
	A person below the age of 18 years * No charge to the family – fee of £240 is claimed back from the Children's Funeral Fund	Nil*	Nil*
	A person aged 18 years and over	820	895
	School of Anatomy cadaver	528	575
	Body part	50	55
	Direct Cremation (Unattended)	430	470
	Direct Cremation (Attended)	530	580
	Committal Service	820	895
	Saturday Service* (prices have been combined to make it easier to understand)	1,105	1,205
Part 3	<b><u>Miscellaneous Fees and Charges</u></b>		
	Extended Service Fee	268	295
	Witness Charge	78	85
	Non cancellation fee (administration charge)	95	95
	Use of chapel for memorial service (in the week)	268	295
	Use of chapel for memorial service (at a weekend)	373	410
	Sunrise Service (09:00 Serenity Chapel only)	642	700
	Additional charge for weekend scattering	28	30
	Scattering of remains from another Crematoria	71	80
	Temporary deposit per month (first month free)	36	40

**Joint report of the Treasurer and the Executive Director****FINANCIAL PERFORMANCE MANAGEMENT (BUDGETS) UPDATE**1. Purpose of report

To advise the Joint Committee on the latest performance levels (budgets) for Bramcote Crematorium for 2023/24.

2. Recommendation

**The Joint Committee is asked to NOTE the report.**

3. Detail

The appendix sets out financial performance for period to April to August 2023, including the latest outturn projections, compared with the annual budget and the revised budget for the corresponding period.

4. Financial Implications

The comments from the Head of Finance Services were as follows:

The financial implications are included in the report narrative and appendices.

5. Legal Implications

The comments from the Head of Legal Services were as follows:

There are no direct legal implications that arise from this report.

6. Human Resources Implications

There were no comments from the Human Resources Manager.

7. Union Comments

There were no Union comments in relation to this report.

8. Climate Change Implications

There are no further climate change issues in this report.

9. Data Protection Compliance Implications

There are no Data Protection issues in relation to this report.

10. Equality Impact Assessment

As there is no change to policy an equality impact assessment is not required.

11. Background Papers – Nil.

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## APPENDIX

Budget / Indicator	Base Estimate 2023/24	Profiled Budget 31/08/23	Actual/ Committed 31/08/23	Variance to Estimate	Latest Projection 2023/24	Comments
<b>Key Budgets:</b>						
Employee Related Expenses (including Salaries and Agency)	528,550	220,351	187,394	(32,957)	540,000	Pay award still to be agreed for 2024/25. Maternity cover and cost of an agency worker to support the team, with an additional costs to follow due to restructure
Repairs and Maintenance - General and Cremators	135,000	56,278	43,623	(12,655)	135,000	Fewer repairs required to date in 2023/24 and spend has reduced accordingly.
Development – Consultancy	20,000	6,672	0	(6,672)	20,000	No spend required in this period 2023/24.
Development – Resurfacing	60,000	20,016	0	(20,016)	60,000	One-off development budget for consultancy advice on tender specification for new cremators with the cost being met from revenue reserves. The project will carry forward into 2024/25. Project meetings taking place including representatives from both Erewash and Broxtowe.
Development – Car Park	29,500	9,840	2,373	(7,467)	29,500	One-off development budget to improve the car park and drainage including surface repairs, patching and relining. The cost will be met equally between revenue reserves and Repairs and Renewals Fund. The project may need to carry forward to 2024/25.
Fuel, Light and Water	148,550	61,931	63,469	1,538	210,000	Actual spend can be affected by the timing of bills. Gas prices under the extended ESPO agreement have risen by 175% from April 2023. Based on previous usage the estimated cost will be £148k in 2023/24. Efforts are ongoing to reduce energy consumption with revised working practices.
Business Rates	106,100	106,100	137,921	31,821	138,000	Business rates bill paid for 2023/24. The variance is due to an increase in rateable value.

Budget / Indicator	Base Estimate 2023/24	Profiled Budget 31/08/23	Actual/ Committed 31/08/23	Variance to Estimate	Latest Projection 2023/24	Comments
Other Premises Related Expenses (incl. Trade Refuse)	31,800	13,260	10,716	(2,544)	31,800	Outturn expected to be in line with estimates.
Materials and Equipment	7,000	2,919	1,733	(1,186)	7,000	Outturn expected to be broadly in line with estimates.
Book of Remembrance and Other Memorialisation Costs	42,500	17,713	10,135	(7,578)	35,000	Lower spend anticipated with the death rate down 7.8%
Medical Referee Fees	47,000	19,592	17,106	(2,486)	47,000	Outturn expected to be in line with estimates.
Other Supplies and Services	161,800	67,465	43,571	(23,894)	161,800	Outturn expected to be in line with estimates.
Grounds Maintenance	35,900	0	0	0	35,900	Year-end internal recharge. It is likely that outturn will be higher when factoring in pay inflation and fuel costs.
<b>Income:</b>						
Cremation Fees Income	(1,985,750)	(827,854)	(717,906)	109,948	(1,880,000)	Target of 2,450 adult cremations and 50 direct cremations may not be achieved due to the death rate being down by 7.81% in 2023/24 compared to same period in 2022/23. Whilst the falling death rate will have a direct impact on the cremation numbers achieved, efforts continue to maintain and improve market share.
Memorialisation Income (including visual tributes, book of remembrance and others)	(113,500)	(47,316)	(48,582)	(1,266)	(113,500)	Outturn expected to be broadly in line with estimates.
Other Income (including rent income, miscellaneous income and vending receipts)	(19,900)	(8,295)	(14,760)	(6,465)	(19,900)	Outturn expected to be broadly in line with estimates.



## Report of the Executive Director

<b>MARKETING AND PERFORMANCE STRATEGY REPORT</b>
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1. Purpose of Report

To provide the Joint Committee with an update on performance and marketing.

2. Recommendation

**The Joint Committee is asked to NOTE this report.**

3. Detail

The details can be found at the appendix.

4. Financial Implications

The comments from the Head of Finance Services were as follows:

The variation in the number and type of cremations completed will have a direct impact on the Crematorium's income budget and overall financial performance.

5. Legal Implications

The comments from the Head of Legal were as follows:

There are no direct legal implications arising from this report.

6. Human Resources Implications

No comments

7. Union Comments

No comments

8. Data Protection Compliance Implications

No comments

9. Equality Impact Assessment

An Equality Impact Assessment was not required.

10. Background Papers

Nil.

**APPENDIX****Marketing**

Bramcote Bereavement Services' target audience includes those of advanced age and those who have recently lost a loved one. The market also includes less obvious potential customers like middle-aged couples, single parents and non-religious people. These market segments are not mutually exclusive and many people will fall into multiple segments. By targeting these less-obvious segments of the market, Bramcote Bereavement Services will increase the chance of attracting more customers. Currently Bramcote Bereavement Services are crafting marketing messages to appeal to each segment. Messages can then resonate with the widest range of potential customers. Organisations in the community may also fall into Bramcote Bereavement Services target audience. Involving these organisations in joint projects has brought potential clients to Bramcote Crematorium to see the facilities, grounds etc. The following activities have been undertaken as part of raising the profile of the crematorium:

- Increased exposure and messages through social media channels. Bramcote Crematorium channel currently has a total of 872 followers and 742 page likes. 5888 page visits, an increase of 43.2% in the period 01/04/2023 and 31/08/2023 compared to the same period in 2022.
- Website updates actioned to enhance the customers experience including mobile device enabled. Regular updates of news and events.
- Bereavement Services joint charity fun day and football match with A W Lymn funeral directors raising money and awareness for Bens Den. Attended by Mayor of Broxtowe and Mayor of Erewash.
- Personalising the Crematorium chapels.
- First Saturday of every month hosting a connect and reflect coffee morning in the reflection chapel working with local bereavement charities. Attended by people experiencing loss and grief.
- Regular meetings with local community groups and charities to work closely promoting our services and organising joint events.
- Weekly discussions with funeral directors to look at potential improvements with the services offered.
- Bramcote Bereavement Services held their annual open day in partnership with funeral directors, civil celebrants and beneficiaries of the previous charitable donation. The event was very well received resulting in approximately 150 members of the public attending.
- Investigations have begun with regards working in partnership with Funeral Directors on pre-purchased services at a guaranteed fee to secure additional services at the crematorium.

**Performance**

The table below details the number of fee charging cremations on a year by year basis. The number of fee charging cremations achieved between 01/04/2023

and 31/08/2023 in the core, targeted and out of area has decreased by 113 compared to the same period 2022/23, resulting in 901 fee charging cremations.

Month	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24
April	257	179	221	187	300	226	180	166
May	229	225	241	226	280	184	212	195
June	241	228	194	211	183	239	227	181
July	209	190	174	187	176	179	180	197
August	196	175	196	192	178	177	215	162
September	231	187	150	171	181	192	176	112
October	212	197	189	203	199	193	194	5
November	252	201	212	208	217	224	217	
December	250	196	195	201	259	195	193	
January	310	276	273	270	222	217	252	
February	307	259	238	203	303	224	214	
March	258	257	211	239	267	228	219	
Total	2952	2570	2494	2498	2765	2478	2479	1018

### Types of Services breakdown

The table below shows the different types of cremations which have taken place between 01/04/2023 and 31/08/2023.

The key for the information in the table is as follows:

**Full Service:** A normal 60-minute service and cremation.

**Committal Service:** The service was held at a church/chapel first, then a short service and cremation.

**Direct Service:** A normal cremation but where there is no service.

**Attended Direct Service:** A normal cremation involving a 15-minute service at our direct times with limited mourners and eulogy delivered by Bramcote Crematorium staff.

**Hospital Body:** The Cremation of a body received direct from the hospital.

**Hospital Body Part:** The Cremation of a body part received direct from the hospital.

**Morning Sunrise Service:** A normal cremation involving a 60-minute service only at 9:00am in the Serenity Chapel.

	2022/23	2023/24
Full Service	2255	804
Committal Service	84	34
Direct Service	89	37
Attended Direct Service		11
Hospital Body	24	2
Hospital Body Part	11	
Morning Sunrise Service	16	3

Children Funeral Fund		10
Cremations Total	2479	901

Note: Attended direct service started in May 2023.  
2023/24 data is April to August 2023.

**Death rate and funerals available**

It should be noted that the death rate and funerals available in the core and targeted areas between 01/04/2023 and 31/08/2023 has decreased by 7.81% compared to the same period in 2022/23. This percentage equates to 140 cremations not being available. The graph provided below illustrates the data gathered from registered deaths in Bramcote Bereavement Services core and targeted areas.



**Market Share**

With the decrease in the death rate and cremations available, the overall market share in the core and targeted areas has decreased by 0.71% from 48.71% to 48.00%. This may be attributable to the opening of Rushcliffe Oaks Crematorium in April 2023. In 2017/18 Bramcote Bereavement Services cremations decreased on the previous year by 382, 12.94%. This may be attributable to the opening of Gedling Crematorium in January 2017. The graph below details the market share in Bramcote Bereavement Services core and targeted areas. The implementation of the Marketing Strategy is helping to achieve the retention of majority market share of 48.00%.



**Strategic Operational Improvement**

To further improve operational costs Bramcote Bereavement Services will be looking to implement strategic changes to the daily operations of the site. This will include operating only one cremator over a 12 hour working shift pattern. This will facilitate two extra cremations per day through one cremator. This practice will allow one cremator to remain in standby until required. A gas usage reduction of between 10-15% is anticipated.

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## Report of the Executive Director

**UPGRADE TO MEDIA AND AUDIO SYSTEM**1. Purpose of Report

To consider the options for upgrading the media and audio system, determine which option is to be explored and approve the appropriate budget for the cost of upgrade and installation.

2. Recommendation

**The Joint Committee is asked to consider the options for the upgrade of the audio and media system and RESOLVE accordingly.**

3. Detail

There is an opportunity to upgrade the media and audio system at Bramcote Crematorium which would enhance the services offered to users and raise standards in line with other local crematoria.

The current media and audio system has been in place since 2005 with the latest contract ending November 2024. A review has suggested that moving the service to the new provider would enhance both the user and customer experience. The preferred supplier is the leading supplier of funeral industry media and audio solutions, operating in 71% of the crematoria in the UK.

The current provider has lost market share, seemingly due to lack of investment in the customer experience and market trends. This has been evidenced by the number of crematoria who have already made the transition. The new provider would deliver new innovative ideas and products to ensure the service remains current. A quotation on a number of options has been obtained from the market leader. As part of the initial procurement exercise a quote has also been obtained for upgrading the webcast system and the media control systems within the chapel to bring that up to modern standards. Further details of the cost and benefits of upgrading the system are provided in the appendix.

4. Financial Implications

The comments from the Head of Finance Services were as follows:

The total cost of the upgrade of the media and audio systems is in the region of £29,000. Whilst there is currently no budget in 2023/24 for the cost of upgrading the media and audio systems, it is not anticipated that any funds required would be required until summer 2024. As such, this proposal (if agreed) will be added to the list of revenue developments put forward as part of the budget proposals for 2024/25 to be considered by the Joint Committee in January 2024.

5. Legal Implications

The comments from the Head of Legal Services were as follows:

There are no direct legal implications arising from the recommendations in this report.

6. Human Resources Implications

No comments

7. Union Comments

No comments

8. Climate Change Implications

There are no further climate change issues in this report.

9. Data Protection Compliance Implications

No comments

10. Equality Impact Assessment

No comments

11. Background Papers

Nil



## APPENDIX

**Cost for upgrading the system**

The different costs associated with upgrading the media and audio system are shown in the table below:

<b>Options – Description</b>	<b>Cost</b>
Option 1: No upgrade	-
Option 2: Replacement and upgrade of all hardware associated with current levels of media, audio and webcast systems in both chapels. Current chapel screens to be relocated in Serenity chapel waiting area	£20,439
Option 3: Replacement and upgrade of all hardware associated with current levels of media, audio and webcast systems in both chapels. Current chapel screens to be relocated in Serenity chapel waiting area. Upgrade to webcast tribute switching, improving customer experience and bring it up to end user expectation.	£24,853
Option 4: Replacement and upgrade of all hardware associated with current levels of media, audio and webcast systems in both chapels. Current chapel screens to be relocated in Serenity chapel waiting area. Upgrade to webcast tribute switching, improving customer experience and bring it up to end user expectation. Lectern touch remote system enhancing celebrant and minister interaction within any service.	£28,993

**Option 1 – Total Cost: £0**

No changes to the current system.

**Option 2 – Total Cost £20,439**

The upgrade would include:

- A 55” display screen and all associated media/audio hardware replacement for the Reflection Chapel
- Two 55” display screen and all associated media/audio hardware replacement for the Serenity Chapel
- Relocation of current chapel display screens to the Serenity Chapel waiting area and all associated relocation costs
- Complete Maestro music system in both chapels
- Remote fobs in both chapels
- Webcast encoder, camera, audio processor and microphone in both chapels
- HDMI amplifier in both chapels

**Option 3 – Total Cost £24,853**

In addition to option 2 above, the upgrade would include for both chapels:

- Webcast tribute switching capability
- HDMI switcher, custom software, HDMI converter and HDMI amplifier

**Option 4 – Total Cost £28,993**

In addition to option 3 above, the upgrade would include for both chapels:

- Lectern touch remote system and all associated hardware

**Benefits of the Upgrades**

The improvement and upgrade to modern standards will enhance the funeral directors, service users and families experience. This will offer a far superior service than currently being offered.

The additional screen within the Serenity Chapel, together with larger size screens, would provide the congregation with an improved visual user experience. In addition the larger size screens in the Serenity Chapel waiting area would improve the user experience for those members of the congregation that cannot have access to the chapel area.

The user experience would benefit from enlarging the size of screens within the chapel areas and having two screens within the Serenity Chapel. It is believed that the current audio system is around 18 years old. The latest equipment would provide a much improved quality of sound within the chapels so enhancing the user experience.

The webcast tribute switching will enhance the experience for those who cannot attend the service in person further promoting the sale of the webcast facility.

**Report of the Executive Director**

**WORK PROGRAMME/SCHEDULE OF MEETINGS**

1. Purpose of Report

To consider items for inclusion in the Work Programme for future meetings.

2. Recommendation

**The Joint Committee is asked to CONSIDER the Work Programme and the Schedule of Meetings and RESOLVE accordingly.**

3. Detail

Items which have already been suggested for inclusion in the Work Programme of future meetings are given below. Members are asked to consider any additional items that they may wish to see in the Programme.

18 January 2024	<ul style="list-style-type: none"> <li>• Financial Estimates 2023/24 and 2024/25</li> <li>• Medium Term Financial Strategy 2023/24 to 2027/28</li> <li>• Update on Replacement cremators</li> <li>• Update on cremation numbers</li> <li>• Christmas Service of Remembrance</li> </ul>
21 March 2024	<ul style="list-style-type: none"> <li>• Update on Replacement Cremators</li> <li>• Update on Cremation Numbers</li> <li>• Charitable Donations</li> <li>• Performance Management Update</li> </ul>

4. Financial Implications

Head of Finance Services were as follows:

There are no financial implications.

5. Legal Implications

The terms of reference are set out in the Council's constitution. It is good practice to include a work programme to help the Council manage the portfolios.

6. Background Papers

Nil.

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## Report of the Executive Director

### **CHARITABLE DONATIONS 2023**

#### 1. Purpose of Report

To provide the Joint Committee with an update on the charitable donation approved by the Joint Committee March 2023 to The Children's Bereavement Centre and Cruse, and to seek approval of the charitable organisation which will receive the charitable donation from funds raised through the latest round of the metals recycling scheme.

#### 2. Recommendation

**The Joint Committee is asked:**

1. **to NOTE the report of the charitable donation approved March 2023.**
2. **to RESOLVE that the charitable organisation which will receive the charitable donation from funds raised through the latest round of the metals recycling scheme be approved.**

#### 3. Detail

The Joint Committee considered the charitable organisation which would receive the charitable donation in round one from the funds raised through the metals recycling scheme. The Joint Committee resolved that Cruse Bereavement and The Children's Bereavement Centre receive the funds.

Both charitable organisations were present at Bramcote Bereavement Services open day where the presentation of cheques was carried out. Both charities are in discussions with Bramcote Bereavement Service's to progress relations for future events. Bramcote Bereavement Services have received the letter from both charities which are included at appendix 1. Appendix 2 is included later in the agenda as an exempt item as it contains a number of case studies to illustrate the work of Me & Dee charity.

It is usual practice for the scheme to operate one nomination round each year. The ICCM for 2023 have opened a second nomination round for charitable organisations to benefit. It is anticipated that £12,000 will be the donation to the successful charitable organisation. However, the amount cannot be confirmed at this stage.

It is common place in modern medical practice for people to have artificial orthopaedic implants such as hip and knee replacement joints. Often these implants are metal. Following the cremation, the metal implants are extracted from the cremated remains. The separated metals are subsequently classified as waste and need to be disposed of accordingly. The ICCM, as the recognised industry body, facilitates an approved national metal collection service. The metals are collected for recycling by a ICCM approved contractor. Bramcote

Crematorium is one of the many crematoria in the country which are part of this collaborative approach to metal recycling.

The ICCM receive payment from the contractor for the metals collected. The funds are then shared out equally on an annual basis amongst the crematoria who support the national scheme. The funds are allocated on the basis that they are then given to local bereavement charities. Since its creation the national scheme has raised over £15 million for charities. The recycling of metals resulting from cremation is only carried out with the written consent of each bereaved family. If a family wishes to have the metal implants returned to them this is arranged.

A Charity currently working closely with Bramcote Crematorium supporting families has been identified. It is considered that Members of the Joint Committee should be the deciding arm with regards to which charity should receive the annual donation. Whilst Members may decide a different charity is more appropriate, the charity which has been identified and is to be considered for the donation is:

- Me & Dee Charity

Further information on the charity is shown in the confidential appendix 2.

4. Financial Implications

The comments from the Head of Finance Services were as follows:  
There are no direct financial implications for the service arising from this report.

5. Legal Implications

The comments from the Head of Legal Services were as follows:  
No comments

6. Human Resources Implications

No comments

7. Union Comments

No comments

8. Data Protection Compliance Implications

No comments

9. Equality Impact Assessment

No comments

10. Background Papers

Nil.



# SUPPORTING LOCAL CHILDREN AND THEIR FAMILIES

FAO Richard Mott  
Bramcote Crematorium  
Coventry Lane  
Beeston  
Bramcote  
Nottinghamshire  
NG9 3GJ

June 5th, 2023

Dear Richard

On behalf of everyone at the Children's Bereavement Centre, I would like to thank you for your recent donation of £6,000 from your metal recycling scheme. This is significant amount of money and will have a huge impact here at the Centre. To give you some context it costs approx. £200 for a child or young person to receive eight weeks of one-to-one bereavement support with a counsellor or bereavement support worker. This means your donation could help us change the lives of 30 local children and their families. On their behalf thank you.

Your support will help to make sure that local children and young people who experience trauma due to the terminal illness or bereavement of someone they love, receive the right kind of support and guidance they need at what is probably one of the most difficult times in their lives. It costs £200 to fund eight weeks of one-to-one support for a child or young person so your donation will help us change the lives of ten local children and their families.

In 2022 1,165 local children, young people and their parents/carers benefited from the 1:1 bereavement support, counselling and/or group activities that we provided. A further 111 professionals/parents & carers benefited from advice calls and 86 professionals benefited from Bereavement & Loss training to help better support 100s of locally bereaved families.

Despite this, demand for our service remains unprecedentedly high and our wait list is longer than it's ever been, but thanks to your help, support is available now and into the future.

Giving is not just about donating, it's about making a difference. Thank you for helping us make a difference to the children and young people we support.

A heartfelt thank you.

Yours sincerely,

[Redacted Signature]  
Fundraising Manager

T 01636 551739

E [info@childrensbereavementcentre.co.uk](mailto:info@childrensbereavementcentre.co.uk)

W [childrensbereavementcentre.co.uk](http://childrensbereavementcentre.co.uk)

Page 31 Kings Road, Newark, Notts NG24 1EW  
Registered charity number 1098935  
Company number 4747134



16 August 2023

Dear Claire,

I am writing on behalf of Cruse Bereavement Support to thank you for your incredibly generous donation of £6,000 through the ICCM recycling metals scheme. Your donation is so important in helping us continue to be there to offer support, advice and information to children, young people and adults when someone dies.

Our dedicated local Bereavement Volunteers have received extensive specialist training in supporting bereaved people, including help to navigate complex feelings associated with loss, developing coping strategies and support returning to everyday life; while remembering and celebrating the lives of those they have lost. Our volunteers give thousands of hours to deliver support to people locally, free of charge.

Our work with bereaved people has dramatically increased since 2020 and the need for our vital services has never been greater. Our 1-2-1, face to face and online support ensure all bereaved people have access to the support they need.

Your donation will enable us to support more bereaved people locally. It costs £558.00 to train a volunteer to work with adults, £710.00 to train a volunteer to work with Children, £15.73 to answer a call to someone in need on our helpline, £149.13 is an average cost to support one bereaved person with 1-2-1 sessions.

If there is anything we can do to offer our support or if you would like any further information about our work please do contact me on [dawne.hart@cruse.org.uk](mailto:dawne.hart@cruse.org.uk) or visit our website [www.cruse.org.uk](http://www.cruse.org.uk).

Thank you again for your support, it is very much appreciated.

Kind regards,

*Dawne*

Dawne Hart  
Community Fundraising and Engagement Manager – East Midlands and East of England

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[Redacted]

Facebook Dawne Hart Cruse



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