

Joint report of the Deputy Chief Executive and the Executive Director

PERFORMANCE MANAGEMENT 2021/22 PROGRESS REPORT

1. Purpose of report

To advise the Joint Committee on the performance levels for Bramcote Crematorium for the year-to-date 2021/22.

2. Detail

The appendix sets out financial and other performance for period to April 2021 to January 2022 and outturn projections, compared with the annual budget and budget for the corresponding period.

Recommendation

The Joint Committee is asked to NOTE the performance levels for 2021/22.

Background papers

Nil

APPENDIX

Budget / Indicator	Original Estimate 2021/22	Budget to 31/01/22	Actual/ Committed 31/01/22	Variance to Estimate	Latest Projection 2021/22	Comments
Key Budgets:						
Employee Related Expenses (including Salaries and Agency)	379,200	301,950	302,222	272	390,000	Pay award pending. Also the net impact of a Senior Administrator post being vacant and the cost of an agency worker to support the team.
Repairs and Maintenance - General and Cremators	136,000	113,342	144,485	31,143	180,000	Predicted overspend of up to £50k for repairs and maintenance. An earlier report informed Members of this overspend due to unforeseen but necessary works to reline a cremator.
Fuel and Light	72,800	60,672	63,596	2,924	75,000	Spend is affected by the timing of bills, although fuel usage and cost increases are anticipated.
Rates and Water	111,200	106,977	107,204	227	111,200	Business rates bill now paid for 2021/22.
Other Premises Related Expenses (incl. Trade Refuse)	15,530	14,832	13,595	(1,237)	15,530	Outturn expected to be broadly in line with estimates
Materials and Equipment	7,000	5,834	7,388	1,554	9,000	Outturn expected to be above the budget.
Book of Remembrance	7,500	6,250	3,621	(2,629)	7,500	Spend is affected by the timing of bills, although outturn expected to be in line with budget.
Medical Referee Fees	47,000	39,170	36,306	(2,864)	47,000	Spend is affected by the timing of bills, although outturn expected to be in line with budget.

Budget / Indicator	Original Estimate 2021/22	Budget to 31/01/22	Actual/ Committed 31/01/22	Variance to Estimate	Latest Projection 2021/22	Comments
Supplies and Services	104,004	64,318	151,051	86,733	170,000	Spend is affected by the timing of bills on the other budgets within 'supplies and services'. Around £50,000 of the overspend relates to other memorialisation and miscellaneous music costs. This is due to an increase in demand for these tributes and memorials that has seen fee income increase to offset this cost.
Grounds Maintenance	30,400	0	0	0	30,400	Year-end internal recharge
Income:						
Cremation Fees Income	(1,824,100)	(1,520,204)	(1,472,125)	48,079	(1,824,100)	Whilst cremation numbers are down on 2020/21 numbers, current performance is comparable with earlier years. It is still anticipated that the budgeted target of 2,450 cremations will be achieved.
Memorialisation Income (including visual tributes, book of remembrance and others)	(71,200)	(59,338)	(118,761)	(59,423)	(130,000)	As referred to above, the additional income relates to demand for tributes and other memorialisation, offset by increase in costs.
Other Income	(13,400)	(11,168)	(12,890)	(1,722)	(14,000)	This includes miscellaneous/other income, vending and rental receipts. Outturn expected to be slightly above estimates.

Indicator	Actual to 31/01/22	Comments
Performance Indicators:		
Undisputed invoices paid within 30 days	80%	Target 99%
Cremation fees received by end of month following that in which income was raised	80%	Target 96%
Number of written complaints	0	
Number of written compliments	1	
Usage Information:		
Cremation Numbers (breakdown below):	2,047	Annual target 2,450
- Full Services	1,842	
- Committal Service	111	
- Direct Funerals	44	
- Hospital Body/Parts	45	
- Low Cost Funeral	5	
Memorial Sales (breakdown below):		
- Memorial Service No Cremation	44	
- Barbican Plaques	23	
- Miniature Book of Remembrance	2	
- Book of Remembrance – Entries	113	
- Columbarium Plaque	28	
- Cremated Remains From Away	46	
- Donations	39	
- DVD/CD/USB Tributes	1,378	
- Cremated Remains Grave Plots	2	
- Memorial Rose Plaque	47	
- Memorial Seat Plaque	39	
- Memorial Wall Plaque	13	
- Memory Pin	145	
- Mulberry Tree	43	
- Online Memorial Applicants	7	
- Wall of Hearts Plaque B.O.R Room	2	
- Weekend Scattering Of Ashes	59	