

Report of the Interim Deputy Chief Executive

SUMMER OPEN DAY – 8 SEPTEMBER 2018

1. Purpose of report

To provide the Joint Committee with an update regarding the open day held on 8 September 2018.

2. Background

Each year the crematorium holds at least one Service of Remembrance. The purposes are various, but include:

- Comfort and reassurance.
- Promotion of the crematorium and its work.
- The opportunity to gain customer feedback at a time when it is more appropriate to do so.

This year, an open day was also held on Saturday 8 September.

The open day is an opportunity for bereaved people and the general public to see “behind the scenes” at the crematorium and to better understand the care and attention shown to the deceased.

3. Detail

This is given in the appendix.

4. Financial implications

The cost of providing the open day was approximately £1,020 and was contained within existing approved budgets.

<u>Recommendation</u>

The Joint Committee is asked to NOTE the report.

Background papers

Nil

APPENDIX

Details of the open day

Around 150 people attended.

Crematorium employees were on hand to give guided tours of the premises, explaining the systems and procedures used in the daily routine of the crematorium, including the internet-based "Wesley Music" system which provides the varied and detailed musical requirements for many of the services.

The open day gave people the opportunity to see the recent developments at the crematorium, including improvements to the Serenity and Reflection chapels and also to ask questions about cremation and the bereavement process in general.

Local funeral directors, clergy and representatives of other support organisations also attended all of whom had displays of information and advice. There was also a calligraphist giving demonstrations of the calligraphy used in the crematorium's remembrance books.

Light refreshments were available throughout the day.

The comments are detailed below:

So glad I came Interesting Tour
Really enjoyed the tour, lovely Crematorium
So Interesting, nice crematorium, staff puts you at ease.
Eye-opening. Really nice refreshments
Very Interesting Tour
First time touring around the grounds found it very interesting, learned a lot about the process that we didn't know. Had a great time
Fantastic Improvements around the crematorium and will be the place I would come to.
I feel I have to put pen to paper to congratulate you on the organisation of the Open Day at the crematorium yesterday.
The tour was excellent. The process of a cremation was explained in full and was delivered with respectful sensitivity.
All of your staff were friendly and welcoming which created an atmosphere of interest not melancholy.
The funeral homes who were represented all gave useful and interesting information. Looking at the amount of people who came along and who were genuinely interested, you and your staff can be very proud of yourselves.
The refreshments were excellent, a 'cuppa' and a cake is always welcome.
Well done, Regards to all