

**Rugby and West Northants Crematorium Joint Committee**

**25 April 2023**

**Rainsbrook Crematorium Operational Update**

**Overview**

Rainsbrook Crematorium continues to operate effectively and have introduced the new fees as from 1<sup>st</sup> April 2023. The crematorium offers 75 full service slots per week and 30 no service slots as the increase of no service continues to rise with the cost of living crisis.

The crematorium is currently delivering approximately 21 services per week.

After a discussion with Funeral Directors officers reacted to a request for an afternoon slot to be put aside for no services to keep the costs down for families. Additional charges were payable by the family to Funeral Directors for early morning slots and it was felt this minor change to timings would be advantages to families. It will remain possible to accommodate all requests for a full service slot.

The number of cremations rose during February and March but will naturally decline during the summer months due to the death rate.

**Covid-19 update**

There are currently no restrictions in place in relation to Covid-19 and no significant deaths from Covid.

**Gas**

The cost of gas usage is being monitored on a monthly basis and the team are cremating, where possible, with one cremator only. Officers will continue to look at ways of reducing the gas usage and have been successful in keeping the gas usage down by no cremations taking place on a Monday, where possible.

**Report from FT**

Following on from the report from FT for gas savings, officers will be taking monthly gas readings to evaluate any cost savings. The savings identified by FT relate to 2,000 cremation per year, however, there are approximately 1000 per year and the cost of implementation may outweigh the savings.

**PG5/2 (23)**

The Statutory Guidance notes were due to be changing in April 2023. The current update is that the draft report has not gone through formal public consultation by DEFRA and this will happen at some point this year although the exact timeframes are still not set.

## **Fees and Charges**

The fees have now been increased and have been sent to all Funeral Directors and on display at Rainsbrook in line with the CMA (Competition and Markets Authority). 8 out of 12 local crematoriums have a surcharge for each cremation ranging from £35 to £113 to cover their extra cost of gas, this surcharge is not part of their fees and charges but charged on each cremation whilst the gas price is high and will be removed when the price lowers. Officers currently advise Funeral Directors there may be a surcharge for families that do not agree to our Environmental policy and the service is taking place on a Monday. It is requested that a surcharge of £75 is introduced to cover crematoriums on a Monday that do not agree with the Environmental policy.

## **Organist/Obitus**

The organists last working day with Rainsbrook was 28<sup>th</sup> February 2023. The chapel attendant is now responsible for checking the music prior to the service and playing the first piece of music. The responsibility of playing the remaining pieces falls to the minister or celebrant taking the service. This is in line with all crematoriums in the local area and indeed the country. Families can still have the use of an organist but the organist is now employed by the Funeral Director.

The new equipment was installed in the Drayton room on 11<sup>th</sup> April allowing celebrants/ministers to operate the system themselves.

## **New Memorial Area**

There have been no changes to the new memorial area. Officers are currently waiting for the work to start again. As there has been no work carried out by Works Services, Rugby Borough Council, officers will be looking at other contractors to carry out the work. Once completed, Rainsbrook will be able to offer the bereaved a further memorial area in the gardens of remembrance.

## **Car Park**

Removal of some of the plastic grasscrete paving has taken place. The remainder of the car park will have this removed over the next six months.

A request was received for Rainsbrook car park to be opened up over the weekend to allow parking for visitors to St Andrews Rugby Club. Petitions have been received from the club and local residents, and the local councillors are also involved. Visitors have previously caused issues, but parking is causing local issues, so it is recommended it is approved subject to suitable controls e.g. marshals to ensure responsible parking, cleaning of the car park after use, no studs allowed on the car park surface.

## **Staffing**

There are vacancies within the team that are being covered by agency staff. The Chief Officer will be undertaking a review of staff requirements before permanent positions will be advertised.

The team have successfully been working on a shift pattern to ensure more efficient working. Formal consultations will take place as part of the Chief Officer review.

## **Servicing of cremators**

The servicing of cremators took place over a full week commencing 20<sup>th</sup> February 2023. Some work in relation to this service still needs to be carried out, however the work required is not urgent and cremations can still continue without the work being carried out.

## **Fire**

On 28<sup>th</sup> February 2023 there was a small fire which resulted in the fire brigade being called to Rainsbrook. The Council's Health and Safety team and Warwickshire Fire Brigade also reviewed our procedures and were happy that all was in order.

Additional controls are now being used and we have asked Facultatieve Technologies to review the health in our cremators.

## **Use of Crematorium**

A request was received from Rugby Borough Council Control Centre to use the premises for emergency cover, in the event that all phone lines are down at the Town Hall. It is requested that consideration is given to allow this to happen, the advice given is that there is no permanent place for them, however, we would accommodate in an emergency but any cost incurred would be payable by them and not Rainsbrook.

## **Land Swap**

A Deed of Variation has now been signed and sealed by West Northamptonshire Council and Rugby Borough Council dated 6<sup>th</sup> March 2023 amending the original plan in the Collaboration Agreement dated March 2013. Please see Appendix A.

## **Upgrade to IT software**

The current IT software provider has been asked to look at upgrading the system and the cost implications that run with this.

This will allow the Funeral Directors access to an online booking system, which will reduce the number of phone calls to the office by 50%. The initial costings for this will be £20,000. The annual licence for the system will increase, which can be paid by through the reduction of staffing levels of the admin when reviewed by the Chief Officer.

## **Complaints**

We have received no complaints so far for the month of April, attached is the list of complaints that have been received during the past 12 months. (Appendix B)

Summary of recommendations for consideration by the Committee

- The £75 surcharge for cremation on a Monday
- The request from St Andrews Rugby Club to use the car park at weekends
- The request from Rugby Borough Council Control Centre to use the premises for emergency cover

DATED

16<sup>th</sup>            march 2013

**DEED OF VARIATION OF**

**A COLLABORATION AGREEMENT DATED MARCH 2013**

**relating to**

Rainsbrook Crematorium and Cemetery  
Off Ashlawn Road Rugby

## CONTENTS

---

### CLAUSE

1. Interpretation
2. Variation
3. Governing Law
4. Jurisdiction
5. Third Party Rights

This deed is dated 6<sup>th</sup> March 2023

**Between**

- (1) **RUGBY BOROUGH COUNCIL** of Town Hall, Evreux Way, Rugby Warwickshire CV21 2RR ("RBC")
- (2) **WEST NORTHAMPTONSHIRE COUNCIL** of One Angel Square, Northampton NN11 1ED ("WNC"); and

each a **Party** and together the **Parties**.

**BACKGROUND**

- (A) In March 2013 Rugby Borough Council ("RBC") and Daventry District Council ("DDC") entered into the Rugby and Daventry Crematorium Collaboration Agreement ("the Collaboration Agreement") in the design, construction and operation of a crematorium and adjacent cemetery located at land off Ashlawn Road, Rugby ("Rainsbrook Crematorium").
- (B) Pursuant to the Northamptonshire (Structural Change) Order 2020 (No.156), on 1<sup>st</sup> April 2020 West Northamptonshire Council of One Angel Square, Northampton NN11 1ED replaced Daventry District Council and as a Party to the Collaboration Agreement.
- (C) The Parties have agreed to vary the Crematorium Site and its definition from that shown in the Collaboration Agreement, which better suits the operational needs of the Rainsbrook Crematorium and the adjacent cemetery by substituting the Old Plan in Schedule 2 to the Collaboration Agreement with the New Plan as set out in this deed.

**Agreed Terms**

**1. Interpretation**

The following definitions and rules of interpretation apply in this deed.

**1.1 Definitions:**

**Collaboration Agreement** : an agreement dated March 2013 and made between (1) Rugby Borough Council and (2) Daventry District Council relating to the design, construction and operation of Rainsbrook Crematorium.

**Crematorium Site** : the land 7.656 Ha in extent being the freehold land owned by RBC under title number WK 448410 off Ashlawn Road, Rugby and shown shaded red on the New Plan or as may be varied by agreement between WNC and RBC.

**New Plan** : the plan "Rainsbrook Crematorium and Cemetery - 2021 agreement layout" to show the layout of the land for use as crematorium and cemetery land and attached to this deed.

**Old Plan** : the plan currently in Schedule 2 to the Collaboration Agreement showing the layout of the land for use as crematorium and cemetery land.

- 1.2 In this Deed unless the context otherwise requires all expressions shall have the meaning given to them by the Agreement save for those above.
- 1.3 Unless the context otherwise requires, words in the singular shall include the plural and in the plural shall include the singular.
- 1.4 Unless the context otherwise requires, a reference to one gender shall include a reference to the other genders.
- 1.5 Except where a contrary intention appears, a reference to a clause is a reference to a clause of this deed.
- 1.6 Clause headings shall not affect the interpretation of this deed.
- 1.7 The Deed varies and is supplemental to the Collaboration Agreement.

## **2. Variations to the Collaboration Agreement**

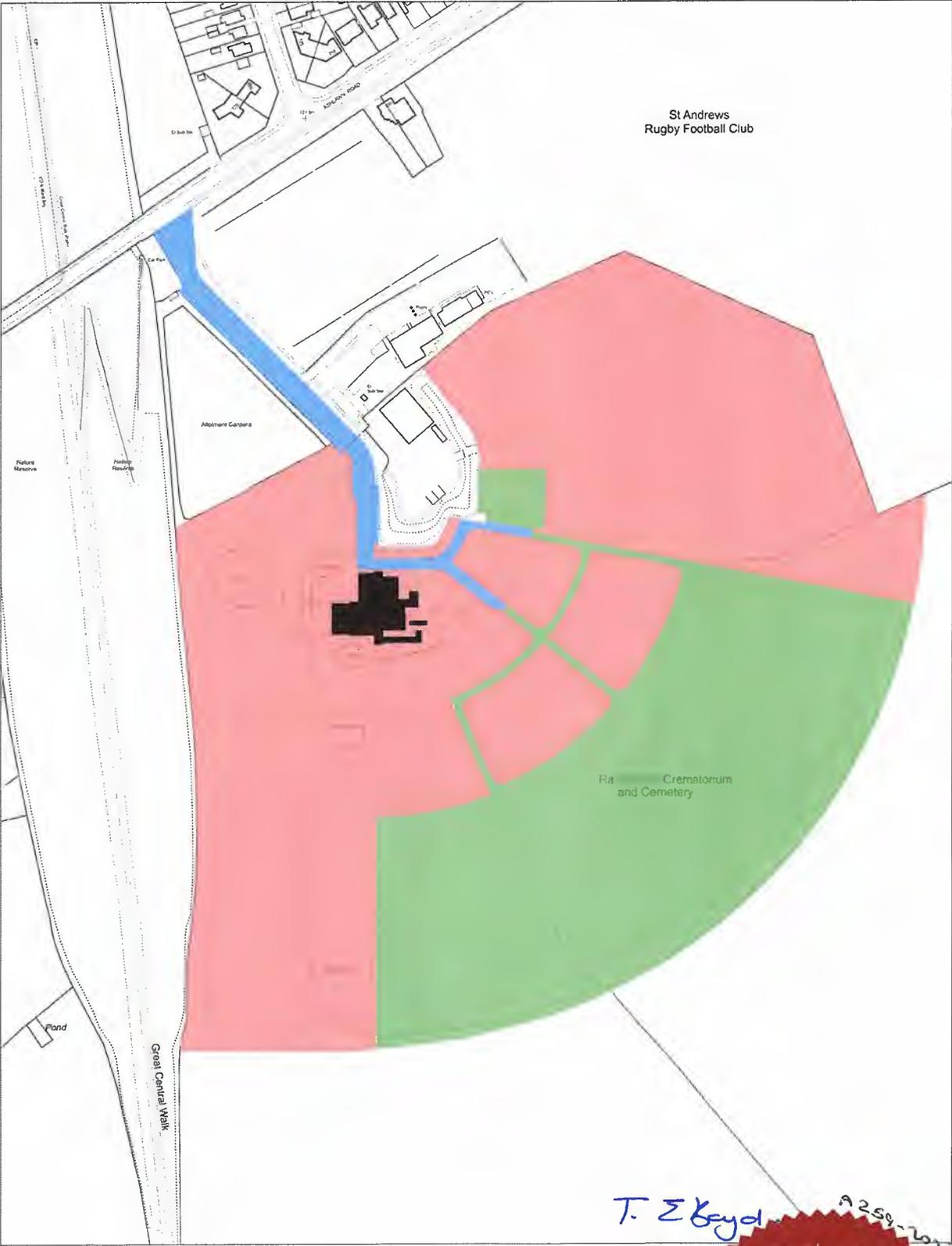
- 2.1 With effect from the date of this deed, the Parties agreed the following amendment to the Collaboration Agreement:

(a) the New Plan shall be substituted for the Old Plan.

- 2.2 In all other respects the Collaboration Agreement shall remain fully effective as varied by this deed.

## **3. Governing law**

This deed and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter or formation shall be governed by and construed in accordance with the law of England and Wales.



**4. Jurisdiction**

Each party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with this deed or its subject matter or formation.

**5. Third party rights**

This deed does not give rise to any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this deed.

This document has been executed as a deed and is delivered and takes effect on the date stated at the beginning of it.

Executed as a Deed by  
RUGBY BOROUGH COUNCIL

in the presence of:

Legal & Governance Manager      sealing no.  
Sarah Chapman

Executed as a deed by  
WEST NORTHAMPTONSHIRE  
COUNCIL

in the presence of:



*T. E Boyd.*  
.....  
Signature of authorised officer

*THERESA BOYD*  
.....  
Print name (ALL CAPITALS)

New Plan

## Complaints for April 22 to March 2023

MONTH	NUMBER OF COMPLAINTS	DETAILS
April	2	I do not have the details of these as dealt with by Lisa Handy
May	2	I do not have the details of these as dealt with by Lisa Handy
June	1	I do not have the details of these as dealt with by Lisa Handy
July	0	-
August	1	Funeral director complaining about charges
September	2	2 re boulder memorials - We had problems with the supply of boulders.
October	3	1 re boulder memorial – as above it was due to a supply of boulders.
		1 family upset about an ashes plot adjacent to their daughters plot
		Verbal complaint that the chapel needed more floral displays
November	0	
December	2	Funeral Director complaining about charges
		1 complaint re RBC burials – should not have been included in the numbers
January	0	-
February	0	-
March	2	1 complaint but 2 separate complaints received from different members of the same family regarding the removal of flowers placed on the scatter bank.