

# Yeovil Crematorium & Cemetery Committee



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**The Meeting... Yeovil Crematorium and Cemetery Committee**

**The Time... 6.00pm**

**The Date... Wednesday 18 April 2012**

**The Place... Town House, 19 Union Street, Yeovil**

*The Committee will be discussing all the items listed overleaf*

If you need this information in large print, Braille, audio or another language, please ring 01935 382424

*Alan Tawse*

Alan Tawse  
Clerk to the Committee

12 April 2012

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Please contact Alan Tawse at the Town House for more information about this meeting

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**Yeovil Crematorium and Cemetery Committee**

**To: All Members of Yeovil Crematorium and Cemetery Committee**

J Vincent Chainey

Peter Dutton

John Hann

Alf Hill

Graham Oakes

David Recardo (Vice-Chairman)

Manny Roper

Alan Smith (Chairman)

Barbara Strong

Clive Wakely (Funeral Directors' Representative - co-opted non-voting)

Vacancy (Clergy Representative - co-opted non-voting – awaiting nomination)

## **A G E N D A**

Public Comment

1. **MINUTES**

To confirm as a correct record the Minutes of the previous meeting held on 18 January 2012 (previously circulated).

2. **APOLOGIES FOR ABSENCE**

3. **DECLARATIONS OF INTEREST**

**PAGE**

4. **CEMETERY – WORKS PLAN**

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5. **CREMATORIUM –WORKS PLAN**

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6. **CEMETERY RISK ASSESSMENT**

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7. **RISK MANAGEMENT STRATEGY – 2012/13**

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8. **STATISTICS – APRIL 2011 TO MARCH 2012**

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#### 4. **CEMETERY – WORKS PLAN**

Details of the various ongoing planned and capital works are set out below and the spreadsheet detailing all the works are included in the updated Ten Year rolling programme for 11/12 as attached at page 3.

##### **Revenue**

###### **Cemetery, General External Works**

All identified works completed

Entrance gates and railings to be painted this year

###### **Toilet Block**

Internal painting to be done April/May

###### **Cemetery Chapels**

Pointing and repairs to the Bell Towers completed

Parquet flooring to the Chapel has been cleaned and polished

Quotes for additional heating to the Chapels have been obtained and will be installed before August 2012 from within existing budgets (2 additional heaters at a cost of £550)

###### **Lodge**

Front door to be painted same colour as Chapels this year

##### **Capital works**

###### **Existing Garage adjacent to Mess Hut**

Refurbishment to the garage and removal of asbestos has been completed. Cladding to side of garage to be completed by end of April at cost of £640.

The Committee is **RECOMMENDED** to note the above matters

*(Garry Green, Property and Engineering Services Manager – 01935 462066)*

Capital		Year 1				Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Project	Officer Comments	2012/13 Estimated Spend	Actual Spend to	2012/13 Remaining Budget	2012/13 Committed (Orders)	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
External														
Repairs to boundary walls		6,093		6,093		4,500	3,310	3,000	3,650	3,000	3,000	3,000		
Resurfacing of footpaths/slabs												51,090		
Lodge														
Boiler	Awaiting estimate													
Chapels														
Repairs to external stonework		2,860		2,860			3,150			3,480				
Renew gutters									4,660					
Repair plaster to storage chapel	Building Surveyor to be instructed - GG	2,500		2,500										
Redecorate main chapel	Work completed in May 11							13,400						
Reslate roofs	Building Surveyor to be instructed - GG								27,930					
Vehicles														
Dumper	Purchased in 2007												11,750	
Digger	Purchased in 2004										15,000			
Garages														
Existing Garage adj to Mess Hut	Cladding	640												
Annual totals		11,453		11,453		4,500	6,460	16,400	36,240	6,480	18,000	54,090	11,750	
Add Consultants costs (2.5%)		286		286		113	162	410	906	162	450	1,352	294	
Add VAT 20%		70		70		28	40	101	223	40	111	333	72	
Gross Annual Totals		11,810		11,810		4,640	6,661	16,911	37,369	6,682	18,561	55,775	12,116	

## 5. **CREMATORIUM – WORKS PLAN**

Details of the various ongoing planned and capital works are set out below and the spreadsheet detailing all the works are included in the updated Ten Year rolling programme for 11/12 as attached at pages 6 and 7.

### **Revenue**

Connection of the Digital Book of Remembrance to the cremator router

Flues have been cleaned and now a lot more efficient

Future plans are replacement of carpets in the passageway and possibly the Chapel, funds permitting

Electrical spares purchased for existing distribution board due to the parts being discontinued in future

### **Capital works**

The investigating roof insulation works to Chapel on partial hold due to possible installation of PV panels

Investigation of cold water supply engineers report indicated no immediate actions required

### **Feasibility of Installation of PV Panels**

It was resolved at the meeting of the 18<sup>th</sup> January 2012 item 7 (6) that the Property and Engineering Services manager investigates the merits of installing Photo – Voltaic (PV's) panels on the Crematorium Chapel.

An energy condition survey was commissioned with a company known as Anesco who had previously been used for the installation of PV panels at Brympton Way and Petters House offices and also at Lufton Depot together with producing energy audits and recommendations

The energy report concluded that it would be feasible to install 100 sq m of PV panels on the roof at an estimated cost of £22k and a pay back period of 9 years

This information was relayed back to Clerk, Chairman, and Vice Chairman for discussion as agreed and it was decided to proceed with a planning application prior to this meeting for the PV panel installation.

This was agreed due to the tight timescales and minimal costs involved. If this proposal is to proceed then to take advantage of the maximum feed in tariffs (FIT's) then the panels need to be installed prior to the 1<sup>st</sup> July 2012 as the FIT's will be reduced after this date.

An order has been placed with Anesco and they are now progressing the planning application and, subject to the Committee's approval and the

necessary planning consent being granted, they will undertake the installation works.

Reports and findings from Anesco are attached at pages 8 to 48 for information.

The cost/benefit and pay back details are included in the report. The environmental gains are that this is classified as green energy from a renewable source.

The scope of possible funding of this capital project has not been determined at this stage. The Management Accountant will put forward suggested funding options at the meeting.

The report also looked at other energy efficiency's that could be undertaken at the Crematorium generally. The Summary of Findings Report attached details some measures that could be taken but recommends that the cost benefit of doing so does not warrant the initial capital expense

The report noted the number of energy saving measures already installed and complimented on these measures and stated that it is a very efficient building.

The only recommendation was that PV be considered to provide the site with a renewable energy source.

The Committee is **RECOMMENDED**

- (1) to note the above matters; and
- (2) to consider the installation of the proposed Photo-Voltaic panels on the Chapel roof having regard to the funding options available and subject to the necessary planning consent being granted.

***(Garry Green, Property and Engineering Services Manager – 01935 462066)***

## CAPITAL

CAPITAL				Year 1				Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Ref	Line No.	Location	Officer Comments	Estimated Spend 2012/13	Actual Spend	Remaining Budget 2012/13	Commitments 2012/13	2013/14	2014/15	2015/16	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Staff Room and WC																
11.5-6	1	Remove and replace kitchenette and flooring and redecorate							2,010							
Sound Lock																
12.1	2	Replace acoustic tiling to sound lock						1,590								
Crematory																
14.1	3	Installation of guard rail on mezzanine		560		560										
	4	Major Works/Replacement Parts		10000		10000		20,254	44,000	44,000	25,582					
14.4-6	5	Refurbishment of Crematory							7,750							
Boiler Room																
18.1	6	Remove existing ceiling and replace grid and ceiling									695					
	7	Remove and replacement of boiler								12,000						
Main Switch Gear																
16.3	8	Construct enclosure to electrical switch gear		310		310										
Hall of Remembrance																
27.1	9	Install mechanical extract		720		720										
27.2	10	Remove and replace area by planters with water resistant flooring						225								
27.4	11	Remove and replace automated door and controls														4000
	12	Organ						10,000								
Garden of Remembrance																
9.4/29.	13	Remove and replace/repair corroded steel columns and survey		9930		9930										
29.8-9	14	Fishpond replacement						8500								
Main Entrance/Exit Canopy																
1.4/32.	15	Remedial work to replace/repair corroded steel columns		4000		4000										
	16	Ventilation for waiting area toilets						800								



					Year 1			Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Ref	Line No.	Location	Officer Comments	Estimated Spend 2012/13	Actual Spend	Remaining Budget 2012/13	Commitments 2012/13	2013/14	2014/15	2015/16	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Exit Waiting Room																
28.1	17	Remove and replace existing sanitary ware and convector heaters									2,110					
	18	Replacement of hand dryers in waiting area toilets						1,598								
Building																
	19	DDA requirements - upgrade doors		7,140							9,120					
	20	Roof insulation to chapel		20,235												
Electrical works																
	21	Int and Exterior lighting						6,450								
Mechanical works																
	22	Cold water supply and associated works		9,300		9,300			3,100							
	23	Enhance refrigeration systems for body store						4,630								
	24	Upgrade ventilation plant - heat recovery units		2,620		2,620		1,660								
	25	Upgrade of controls linking to Brympton Way to improve fault recognition						2,500								
	26	Chapel air conditioning								9,000						
Rear Service Yard																
	27	Replace of garage roofs		32,210						1,320						
	28	Demolish and replace existing compost heap bunds									2,730					
		Contingency		20,601												
		Annual totals		117,626		117,626		58,207	56,860	66,320	40,237					4000
		Add Consultants costs (5%)		5,881		5,881		2,910	2,843	3,316	2,012					200
		Add VAT (20%)		24,701		24,701		12,223	11,941	13,927	8,450					840
		Gross annual totals		148,209		148,209		73,341	71,644	83,563	50,699					5,040
		Division of Funding														
		South Somerset District Council		131,906		131,906		65,273	63,763	74,371	45,122					4,486
		Yeovil Without Parish Council		16,303		16,303		8,067	7,881	9,192	5,577					554
				148,209		148,209		73,341	71,644	83,563	50,699					5,040



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## Energy Modelling Report for South Somerset District Council – Yeovil Crematorium

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**Prepared by:**

**Anesco Limited  
The Green, Easter Park  
Benyon Road, Reading  
RG7 2PQ**

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This report presents the results of an energy survey at Yeovil Crematorium.

South Somerset District Council has already implemented several energy saving measures throughout the Yeovil Crematorium site. The energy saving measures that have already been implemented are:

- Use of compact fluorescent and 2D fluorescent lighting with PIR controls in the waiting areas.
- A timer fitted to the main electric hot water heater.
- Instantaneous point of use water heater installed in the public toilets areas.
- Cloister lighting fitted with timer with a manual override facility for out of hours control.

The client should be commended for the positive work carried out to date.

### **Objectives**

The objectives of the survey are to carry out a review of the site to help to identify areas of energy use and the potential for Solar Photovoltaic (PV).

Although a great deal of work has been carried out in terms of energy efficiency upgrades at the site, Anesco were asked to look at the opportunities that had been missed and to look at the potential for PV. Some areas for improvement have been identified and included within this report. However, it is clear that further savings will require more detailed investigation work to provide realistic saving, costs and paybacks.

### **Risks and Uncertainties**

Savings have been added within the report as a guide to the likely achievable savings, based on the consumption figures provided.

Due to the amount of good work already carried out on site the scope for appropriate recommendations has been limited.

# Introduction

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The Anesco Energy Efficiency Team is currently undertaking a feasibility study for South Somerset District Council (SSDC) on the suitability of a selection of Energy Efficiency measures for installation at Yeovil Crematorium.

This report is an interim summary of the findings of our initial modelling and an explanation of the next stages.



**Figure 1 – Yeovil Crematorium**

# Introduction

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Yeovil Crematorium is a single storey brick building with pitched clad roof and wood framed double glazing.

The occupied building covers approximately 500m<sup>2</sup> with 3° pitched cladding roofing. There is approximately 250m<sup>2</sup> of flat roofed covered walkways with open courtyard and water feature areas. The useful roof area covers approximately 100m<sup>2</sup> and is south facing.

The windows are wood framed 10mm double glazed units typical of 1990's standards.



Figure 2 – Cremator Flue



Figure 3 – Control Room AC Condenser Fan

The offices are occupied between 08:30hrs to 17:00hrs Mon-Fri.

There is a fiscal electricity and gas meter.

**Heating** – is provided by a single 85kW gas fired Remeha 350 boiler of approximately 10 years of age. Heating is distributed by way of wet radiators fitted with thermostatic radiator valves.

The main entrance and waiting area doors are automatic thereby reducing heat loss during the winter months.

It was not possible to review all of the heating services during the survey, however all pipe work that was viewed had no insulation fitted.

**Hot Water** – A 70 litre, 3kW Heatrae Sadia electric hot water boiler provides hot water for the office and toilet areas. A timer is utilised to prevent hot water being generated out of office hours.

**Cooling** - The Chapel utilises two Daikin ceiling cassettes controlled locally by wall mounted controllers. The Cremator control room utilises a single wall mounted Daikin cassette. The total comfort cooling load is 5.2kW.



Figure 4 – Canopy Lighting

**Lighting** – is provided by T8 high frequency fluorescent fittings throughout the offices, recessed twin compact fluorescent down lighters for public areas and 2D bulkhead fittings for external canopies and courtyard areas.

The recently refurbished waiting room lighting utilises passive infra-red (PIR) controls.

Cloisters lighting is controlled by a time clock with manual override facility.

External street lighting is provided by 80W & 125W Mercury vapour light posts controller by individual light sensors on each lamp top.



## Energy Usage Profile

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Yeovil Crematorium consumes approximately 1.3GWh of energy per annum based on 2010/11 data, costing a total of £61k. All energy values are in terms of delivered energy.

A spreadsheet of meter readings was provided and has been used in this report. The data used in this report was for the 12 month period May 2010 to April 2011.

	Energy Consumption		Cost		CO <sub>2</sub> emissions
	kWh/year	%	£/year	%	tCO <sub>2</sub> e
Electricity	97,861	7%	£11,802	19%	53
Gas	1,228,860	93%	£49,941	81%	228
<b>Total</b>	<b>1,326,721</b>	<b>100%</b>	<b>£61,743</b>	<b>100%</b>	<b>281</b>

Table 1 - Energy Consumption 2010/11

The unit costs for electricity and gas used in calculating savings are 11.59p/kWh and 3.9p/kWh respectively excluding VAT. These values are average costs and they both include the Climate Change Levy (CCL) and standing charges where the data provided allows for this.





## Explanation of Process

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The initial Anesco audit is aimed at identifying building improvement areas which could improve the overall energy efficiency of a building, reduce energy consumption and assess its subsequent energy performance rating.

In summary the energy audit process is as follows:

- Pre-survey data gather
- Collect electric and gas billing information
- Comprehensive site survey by a CIBSE accredited assessor
- Assessment of equipment, operations and energy management awareness and practices
- Generation of baseline building model with HVAC and lighting attributes
- Scenario Modelling – individual options and impact assessment
- Combined co-variance model which includes all above options and total impact
- Recommendation report and supporting documentation
- Issue a scenario models for further analysis

### Software Simulation

Anesco's modelling for this report was carried out using Carbon Trust approved modelling software. This software calculates the monthly carbon dioxide emitted and energy used by a building given its construction, geometry, use, lighting equipment and HVAC. It then provides recommendations for energy saving measures and provides estimated savings from these measures.

Because of the potential for Heat Recovery from the cremation process, a different modelling technique was used from previous reports produced by Anesco for South Somerset District Council. This software is more focused on understanding energy usage of industrial processes and was used to identify any solutions for utilising the heat energy used during the cremation process. A result of this modelling is that no EPC graphical data has been produced as in previous reports.



## Overview of Findings

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As part of the modelling process, a number of energy efficiency measures have been identified as potential upgrades to Yeovil Crematorium. These are as follows:

- Replacement of T8 tubes with LED equivalents
- Replacement of mercury vapour street lamps with LED equivalents
- Installation of solar photovoltaics (PV)
- Installation of equipment for electrical generation from incineration process
- Insulation of the hot water and heating pipework

## Replace T8 Tubes with LED Equivalents

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There are 24 T8 high frequency fluorescent fittings in use on the site ranging from 4ft quad and 5ft single/double fittings. All have manual switch control.

A T8 tube lasts for 15-20,000 hours on average, whereas the LED tubes have an expected life of 50,000hrs. A 1,500mm 58W T8 lamp with conventional ballast consumes 64W of electricity; the same light output can be achieved with a 22W LED tube.

**Figure 5 – LED Equivalent Tube**

It is recommended that a trial replacement is carried out in a less busy area and if successful consideration given to block replacement across the site or replace when the current lighting reaches the end of its life and needs replacing.

The recommendations are that:

1. T8 tubes are replaced with LED equivalents.
2. Block replacement of existing lighting in areas where a large proportion of the lighting has failed is evaluated.
3. Fitting of automated controls where applicable should be continued.
4. Halogen spot lights in the office should be replaced with LED equivalents as and when they fail.

## Replace Mercury Vapour Street Lamps

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**Figure 6 – LED Equivalent Lamp**

efficiency and lengthen maintenance intervals.

The external car park and road lighting comprises of approximately 30 metal mercury vapour lamps of 80W & 125W.

It was indicated during the site survey that the external lights are owned by the site, so these have been considered for upgrade.

There are now modern LED equivalents available for such lamps and consideration should be given to utilising them to improve

LED light fittings can reduce energy consumption by as much as 70% as well as reducing maintenance costs by lasting 2-6 times longer than standard discharge lamps (average rated life of 50,000 hours with 70% lumen maintenance), they are instant start up, maintenance/flicker free and contain no mercury or UV.

The original control gear in each fitting may need to be removed as most lamps work with direct mains supply. This reduces the energy consumption further. Health and safety should not be compromised as a result of reducing lighting levels or on times.

### **LED Overview**

**LED Chip** - is the element that determines the brightness of the LED lamp. The more powerful the chip, the brighter the light emitted. High-powered LED chips can last 50,000+ hours.

**LED Driver** - regulates the current delivered to the LED chip and is responsible for making it more efficient, longer lasting and reliable.

**Heat Sink** - prolongs the life of the LED, and the driver, by dissipating the heat efficiently. This is crucial: if the driver gets too hot and burns out then the lamp will fail. It keeps the whole lamp cooler so that it operates more effectively.

**Colour Temperature** - the colour of light source measured in Kelvins. Varying levels of whiteness depend on the colour temperature, i.e. daylight white, natural white or warm white. The colours produced by LEDs can vary greatly therefore, it is important to use premium LED chips to ensure colour consistency.

## Install Solar Photovoltaics

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PV panels were considered for the Yeovil Crematorium site. Below is overview information for the site in terms of PV.



Figure 7 - Google Earth Image of Site

There is approximately 100m<sup>2</sup> of potential roof space available for photovoltaic panels of which 53% is flat, felt roofing and 47% is 3° pitched, metal clad roofing facing south, east and west.

The amount of sunlight available for the postal region of BA20 2EJ totals 1,083kWh/m<sup>2</sup>/year and can be seen in more detail on the next page.

Site Characteristics	
Site postcode	BA20 2EJ
Area Available (m <sup>2</sup> )	100
Orientation	South-East
Pitch (°)	0 - 3
Over Shading (%)	Less than 20
Building Use	Commercial
Onsite Usage (%)	100
Build Type	Retro Fit

Table 2: Site Characteristics

# Install Solar Photovoltaics

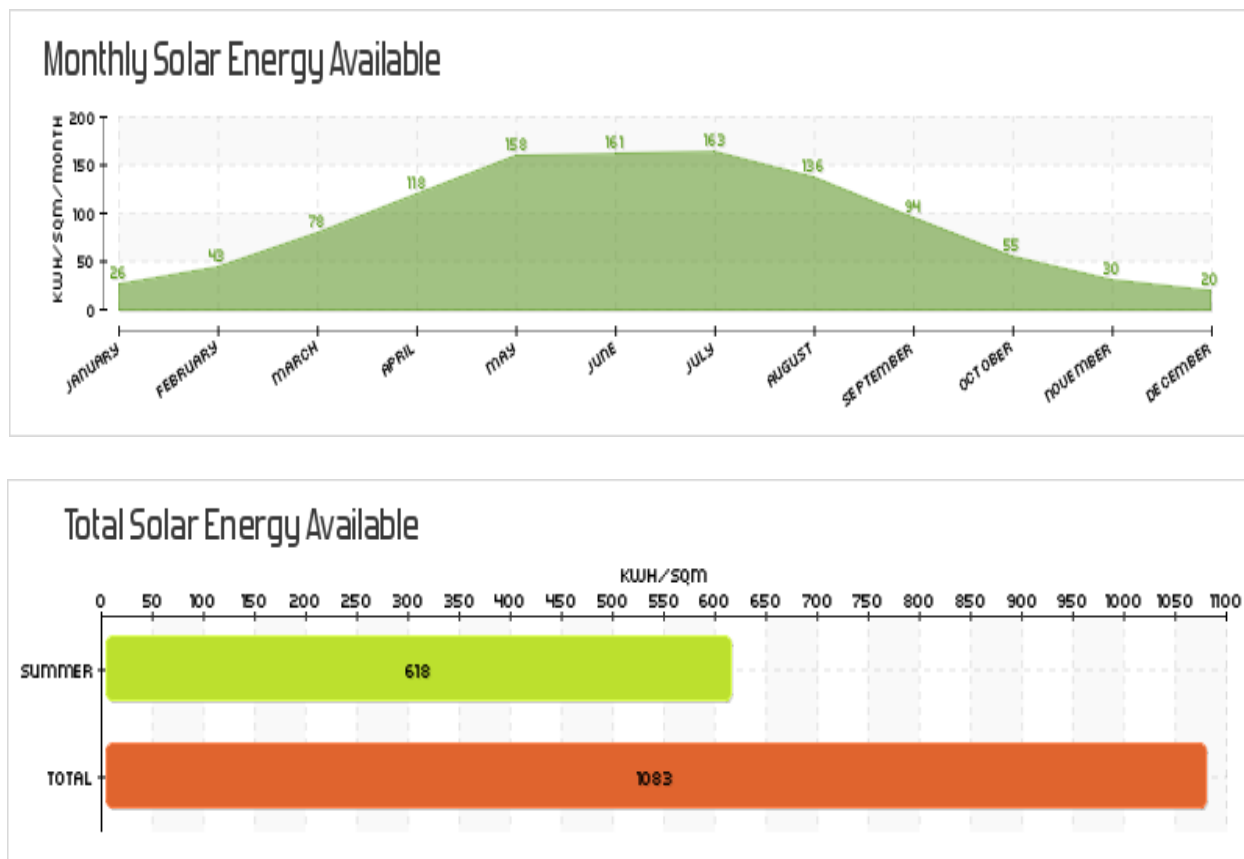


Figure 8 - Total Solar Energy Available

The table below gives an overview of the initial modelling by Anesco of the proposed PV system for Yeovil Crematorium. Further information on the PV system can be prepared. The PV is separate from the rest of the Energy Modelling.

System Overview	
Estimated Size	9.84 kWp
Estimated Cost	£20,000
Expected Payback	8 / 9 years

Table 3 – PV System Overview

## Electrical Generation from Incineration Process

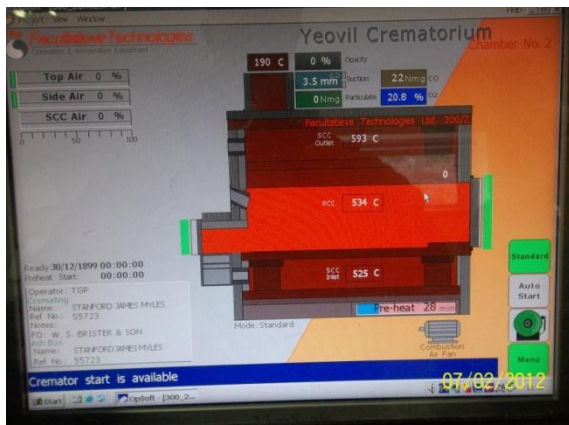


Figure 9 – Cremator Burner Schematic

chapel areas.

Such technology will reduce energy consumption and keep costs down. The amount of electricity/heat generation will depend on the frequency of use of the furnaces.

Turbines are powered by the production of steam from the cooling of the hot flue gasses that can reach temperatures of 800°C.

It should be noted however that the cremators are not running 24/7 and paybacks for such technology could be in excess of 20 years. This option should be considered during equipment replacement or new build.

The option of recovering the heat directly from the incinerators and using it to heat the crematorium or a nearby building was considered. As the modelling showed that the crematorium does not have a large heat load and there are no suitable buildings nearby for the heat to be used in, e.g. a swimming pool, the heat recovery option was rejected.

Consideration instead could be given to generating electricity. By installing turbines to the burners, the process heat generated will generate electricity. Also the burners can be used to provide heating for the sites offices and

## Insulate Hot Water and Heating Pipework

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**Figure 10 - Pipe Insulation**

Heating and hot water pipework viewed during the survey had not been insulated. This can result in spaces overheating even with thermostatic radiator valves (TRV) fitted.

Heat losses from pipes can be reduced by over 70% by fitting insulation.

Only suitable insulation fit for the purpose should be used. Due to the age of some of the buildings on site, staff should ensure that no asbestos is removed to install new insulation.

It is recommended that all hot distribution pipework is insulated.





## Measures not Included

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### **Biomass Boiler**

The replacement of the natural gas boiler for the offices etc. with a biomass boiler was considered. This was considered as there is currently a wet heating system i.e. radiators so the natural gas boiler could be replaced with little impact on the existing heating system. However, due to the low requirements on the heating system, a biomass boiler would not be operating for enough hours for it to be economical.

As the crematorium currently pays a similar price for its gas as it would for wood chip, and less than it would for wood pellet, there would be little benefit in replacing the existing natural gas boiler. The current natural gas boiler is already up to 92% efficient. There is also very little space for storing the pellet and housing the biomass boiler.



## Summary and Next Steps

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The modelling presented in this Energy Modelling report provides an overview of the current state of Yeovil Crematorium and the potential increase in energy efficiency from a proposed set of measures that could be installed under an Energy Performance Contract by Anesco. The modelled savings in cost, CO<sub>2</sub> and kWh are as follows:

	Estimated Annual Savings		
	£	tCO <sub>2</sub>	kWh
Replace T8 Tubes with LED Equivalents	430	2.0	3,640
Replace Mercury Vapour Street Lamps with LED Equivalents	1,160	5.3	9,680

**Table 4 – Summary of Measures and Estimated Annual Savings**

Some of the measures have not been included in this table, either due to the length of payback, the infancy of the technology or the difficulties in modelling the savings. In the next stage, these measures will be considered more fully, independent of the modelling report to establish their feasibility and appropriateness in a real world situation.

As mentioned above, our modelling can only produce scenarios based on pre-defined criteria as set out in the modelling programs. The numbers mentioned in the table above are therefore to be **viewed as estimated figures only**. The next stages in our ESCO model are to provide real world costs and savings based on supply chain analysis of the proposed measures.

These stages are as follows:

1. South Somerset District Council to complete a Property Information Sheet (included with this document) which includes running hours of site, utility data, property information and history of energy efficiency upgrades. The information in this sheet will be used to create the baseline data upon which energy savings are verified as well as calculations of savings from specific measures produced.
2. The Anesco Energy Efficiency Team to co-ordinate visits from their supply chain (which includes the sourcing of local suppliers where feasible)
3. To establish real world costs and savings. We will endeavour to get all supplier visits in the same day which is one agreeable to SSDC facility staff.
4. Using the data provided from the supply chain, the Anesco Energy Efficiency Team will analyse the synergistic effects of a combination of energy saving measures and establish a level of energy and cost savings that Anesco would be happy to guarantee.
5. All of the above data will be fed into our modelling program to provide a proposal to finance the works according to a set payback time period, which we will present to South Somerset District Council.



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## Yeovil Crematorium – Summary of Findings

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**Prepared by:**

**Anesco Limited  
The Green, Easter Park  
Benyon Road, Reading  
RG7 2PQ**

# Introduction

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The Anesco Energy Efficiency Team has recently undertaken a feasibility study for South Somerset District Council (SSDC) on the suitability of a selection of Energy Efficiency measures for installation at Yeovil Crematorium.



**Figure 1 – Yeovil Crematorium**

Yeovil Crematorium is a single storey brick building with pitched clad roof and wood framed double glazing.

The occupied building covers approximately 500m<sup>2</sup> with 3° pitched cladding roofing. There is approximately 250m<sup>2</sup> of flat roofed covered walkways with open courtyard and water feature areas. The useful roof area covers approximately 100m<sup>2</sup> and is south facing. Heating is provided by a single 85kW gas fired boilers, hot water by electric heaters and cooling in the chapel is provided by two Daikin ceiling cassettes.

Due to the nature of the site, Anesco used a process- focused modelling technique for the Yeovil Crematorium. This used Carbon Trust approved software for providing energy efficiency recommendations. This technique focused far more on the technical and mechanical aspects of the site due to the potential for heat recovery from the cremation process. It was also noted that energy efficiency upgrades in terms of the lighting and building fabric had already been implemented at Yeovil Crematorium, so it was decided that standard SBEM modelling techniques would be of little value.

## Summary of Findings - Yeovil Crematorium

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As mentioned, the Yeovil Crematorium has previously had a number of energy saving measures installed. These include:

- Use of compact fluorescent and 2D fluorescent lighting with PIR controls in the waiting areas.
- A timer fitted to the main electric hot water heater.
- Instantaneous point of use water heater installed in the public toilets areas.
- Cloister lighting fitted with timer with a manual override facility for out of hours control.

During the modelling process, a number of energy efficiency measures were identified as potential upgrades to Yeovil Crematorium. These are as follows:

- Replacement of T8 tubes with LED equivalents
- Replacement of mercury vapour street lamps with LED equivalents
- Installation of solar photovoltaics (PV)
- Installation of equipment for electrical generation from incineration process
- Insulation of the hot water and heating pipework

Unfortunately, after analysis it was found that heat recovery from the cremation process would not be suitable as the building does not use enough heat to make the costs worthwhile.

The modelling report presented an overview of the current state of Yeovil Crematorium and the potential increase in energy efficiency from a proposed set of measures that could be installed under an Energy Performance Contract by Anesco. The modelled savings in cost, CO<sub>2</sub> and kWh are as follows:

	Estimated Annual Savings		
	£	tCO <sub>2</sub>	kWh
Replace T8 Tubes with LED Equivalents	430	2.0	3,640
Replace Mercury Vapour Street Lamps with LED Equivalents	1,160	5.3	9,680
<b>Combined</b>	<b>1,590</b>	<b>7.3</b>	<b>13,320</b>



## Conclusion and Recommendations

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The Anesco Energy Efficiency Team analysed the various options for energy saving in the Crematorium using desktop analysis as well as supplier visits. Unfortunately they found no areas where energy savings could be made of any particular value to the client or to a funded model. Reasons for this include:

**Replacement of T8s and Street Lighting** - Anesco supply chain assessments concluded that due to the length of time the street lights are on for (i.e. a few hours in the evening during the winter) the savings produced would not merit an upgrade to LED.

**Pipework Insulation** - although this is a recommended measure, the amount of pipework where insulation is required is not conducive to producing savings of any value. This measure should be done by a facilities department as and when they come across it.

**Installation of electricity generators in flue pipework** – because of the cost of this measure and the fact that electricity produced would depend on Crematorium usage, and is therefore not predictable, it has not been considered. If the crematorium were to upgrade their flue due to regulations or similar then this method should be considered as part of the project.

**Installation of solar photovoltaic (PV)** – The site is suitable for PV installation as there is enough unshaded space to make this viable. The recommendation would be to install PV before July 2012 in order to benefit from the higher feed in tariffs. Anesco would fully design, supply & install the system for the proposed cost. This would include full planning and DNO (local network) liaison.

In conclusion, due mainly to previous energy efficiency upgrades the Yeovil Crematorium is unfortunately unsuitable for any further ESCO analysis. However- this is because the site has upgraded its facilities over time and is actually very efficient. Our only recommendation is that PV be considered to provide the site with a renewable energy source.



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## Proposal for the Installation of a Solar Photovoltaic System for SSDC Crematorium

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**Prepared by:**

**Anesco Limited  
The Green, Easter Park  
Benyon Road, Reading  
RG7 2PQ  
22<sup>nd</sup> March 2012**



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Anesco provide services covering a broad range of technologies and areas, including solar power, renewable heating, insulation, as well as other energy efficiency solutions, including lighting and building energy management systems. In addition, Anesco also provide energy services to businesses, including energy efficiency consultancy and a range of on-going energy monitoring solutions.

The organisation has an excellent supply chain providing unrivalled technical support, the most up-to-date technologies and among the best performing products in the industry. Anesco seek to continuously improve products, services and customer experience and have a dynamic team of industry professionals who are committed to delighting customers and driving the company forward.

## **Renewable Electricity Technology**

**Solar PV** – By installing a solar PV system, energy from the sun can be utilised to generate electricity with no waste and no emissions. This power can then be used to power appliances and lighting in your property, with any remaining electricity exported to the grid.

Anesco has industry-leading experience of solar PV, successfully carrying out some of the largest rooftop and ground mounted installations in the country, on time and on budget, delivering technical expertise and from inception through completion and throughout the life of the installations.

Anesco's unrivalled technical and operational expertise allows development the most efficient systems in the safest and most appropriate way possible, maximising both economic and environmental returns.



## Design Considerations

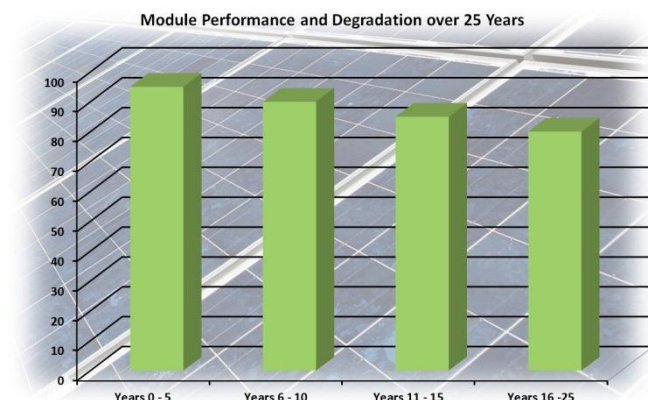
**Wind loading** – The structural design of the installation will be governed by the wind loads. Careful checks and considerations will be carried out to ensure the design complies with the British Standards as stated in BS EN 1991-1-4:2005.

**Specification** – Computer modelling software allows site specific analysis including recreation of shade environments and electrical design, to maximise electrical yields and return-on-investment. Access to a wide range of technologies through numerous industry suppliers ensures the specification of the best technology for each individual site.



**Array Positioning** - Positioning of arrays is always carefully taken into consideration due to the varying nature of roof shapes and the shading effects of any protrusions from within the roof structure. The arrays will be positioned to maximise the efficiency of the system by avoiding partially shaded areas, allowing the most efficient system possible to be installed.

**Inverter Efficiency** – Our range of high quality inverters typically have a maximum efficiency of 98.1% and European standard efficiency of 97.7%. They have flexible functionality with grid management and utility interaction management functions. The Inverters can also be equipped with Bluetooth technology for wireless connectivity.



### **Module performance and degradation** –

MCS-compliant PV solar modules provide guaranteed high performance and reliability levels for 25 years

**Module tolerances** – predicted output over 25 years in 5 yearly increments, as guaranteed by the manufacturer.

**Connection** - After the DC side of the system has been commissioned the system is connected to the electricity supply grid in accordance with G83 or G59/2 regulations. A generation meter, with export capability if required, for the PV system will be fitted within the electrical housing and the metering will be co-ordinated within the installation. Failsafe isolation will be provided by means of incorporating “shunt trips” from the MCCB’s

### **Warranty and manufacturer credibility**

Our numerous market leading supply chain partners provide an unmatched reputation for quality, reliability and innovation. The brands are well respected in both public and private sectors, where Anesco are fast becoming synonymous with a commitment to supplying excellence and customer satisfaction. Our suppliers have a wealth of experience in manufacturing a range of renewable technologies such as ground and air source heat pumps, solar thermal systems, solar photovoltaic, heat recovery systems and low energy radiators.

Anesco supply a large range of MCS-compliant polycrystalline and thin-film solar PV modules, providing guaranteed high performance and reliability levels for 25 years with high module efficiency strenuous output tolerance standards. A 10 year product warranty is included as standard and all are suitable for vertical and horizontal roof and ground mounting providing great versatility

Our Inverters are G83 and G59/2 approved with a maximum efficiency of 98.1%. Again these are backed with a five year manufacturer's warranty. Extended warranties of up to 25 years are available; all quality brands can be specified at a client's request and will be fully supported to our usual exacting standards.

**System Summary** – Summaries of performance and detailed information for each system is provided to the client, in the form of detailed specifications, schematics and PV Sol reports.

**Mounting System** – A specific mounting system is specified to match the requirements of each property's roof, in order to ensure the integrity of the coverings are maintained throughout their design life. Our experienced installers will only fix to the roof in areas directly supported by the sub-structure to ensure no deflection of the upper surface when subjected to loads such as snow or wind. Where applicable, specialist consultants are commissioned to ensure the suitability of the system for the building.

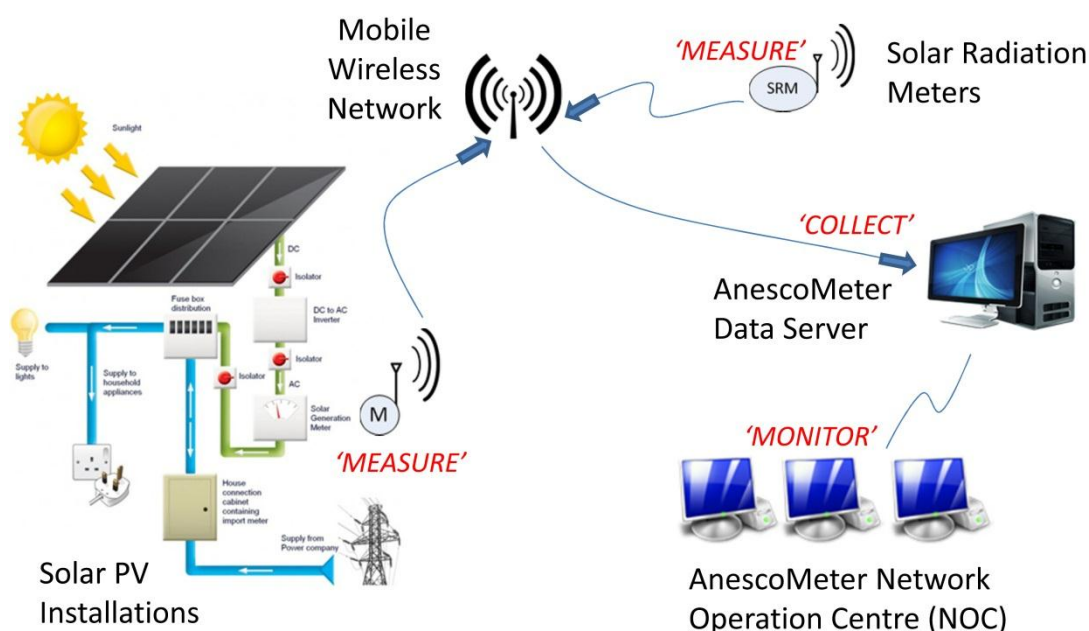


# AnescoMeter Monitoring and Maintenance

**Remote Management** – Anesco offers a comprehensive maintenance package and manages its own IP database for real time remote management of the Solar PV installation. Our application database will manage PV faults and preventative maintenance as well as providing installation support. The database will calculate the PV availability which will report on energy generation and efficiency. Engineering performance will be monitored to allow for efficiency improvement of the system.



Anesco engineers will be available to monitor the installation by utilising an incorporated workforce management package if the PV system reports a fault or does not match expected generated yield. The data base monitors the system on a real time basis and stores all historical reporting. Anesco will be able to use the maintenance data base to bill accurately for all units generated.



## Management and Resources

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**Management** - Anesco has been created by Chief Executive Officer, Adrian Pike and Chief Operating Officer, Tim Payne. Their unrivalled experience within the renewable energy sector and the unique level of expertise within the organisation places Anesco at the cutting edge of the industry.

**Workforce** – The installation will be completed by our own team of qualified engineers, who will be assisted in their work by specialist contractors where required. All work will be carried out in accordance with the Microgeneration Certification Scheme (MCS) safe practices and quality management standards.

Since its creation in December 2010, Anesco's workforce has expanded to 94 individuals, making up one of the country's leading energy consultancies alongside an unrivalled directly-employed workforce.

**Commissioning** - Once the installation is complete it will be commissioned by our Systems Commissioning team, and tested using a standardised photovoltaic testing procedure in accordance with the size of system installed.

**Quality** - Anesco encourages a culture of quality and pride amongst its workforce, its focus on localism instils a sense of pride and accountability. In house training facilities provide real-life experience to ensure high standards are achieved throughout.

**Health & safety** – At the front of our agenda is health and safety and we will review the health and safety implications of all decisions. We will always carry out any necessary Health & Safety assessments prior to any works commencing, and all site operations are monitored by competent qualified persons.





## Proposal Details

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### Client and Site Details

<b>Client Name</b>	Tom Pullin
<b>Phone Number(s)</b>	01935 476718
<b>Site Address</b>	Yeovil crematorium, Bunford Lane, Yeovil, BA20 2EJ

### Business Development Manager

<b>Contact Name</b>	Lee Adams
<b>Address</b>	Anesco Limited, The Green, Easter Park, Benyon Road, Reading, Berkshire, RG7 2PQ
<b>Phone Number</b>	01189 702506
<b>Mobile Number</b>	07872 463006
<b>Email Address</b>	lee.adams@anesco.co.uk

### Revision History

Version	Issue Date	Status	Reason for Issue
Issue 1	22 <sup>nd</sup> March 2012	Issued	First Issue



## Specification and Summary

	<b>Site Summary</b>
<b>Site Name</b>	Yeovil Crematorium
<b>System Output</b>	9.87 kWp
	<b>Works Specification</b>
<b>Modules</b>	235w, Polycrystalline Modules <i>to BS EN 61215</i>
<b>Inverters</b>	Three phase grid tied solar inverter <i>G59/2 approved CE marked</i>
<b>Mounting System</b>	Mage Suntech or approved alternative
	<b>Scope of Works Summary</b>
<b>Works Included</b>	<ul style="list-style-type: none"> <li>• Supply and installation of solar PV modules</li> <li>• Supply and installation of mounting system</li> <li>• Supply and installation of inverters</li> <li>• All DC and AC wiring to up to transformer</li> <li>• Project Management throughout contract</li> <li>• Commissioning and Testing</li> <li>• DNO Application</li> <li>• Planning Permissions</li> <li>• Structural Survey</li> </ul>
<b>Works Excluded</b>	<ul style="list-style-type: none"> <li>• Security Measures</li> <li>• Works to upgrade electrical infrastructure if required</li> </ul>





## Detailed Scope of Works

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Item	Description	By Anesco	By Others
<b>Electrical Design</b>	Design of system to BS7671	✓	
<b>Modules</b>	Supply and installation of modules	✓	
<b>Supply of Inverters</b>	Supply and installation of inverters	✓	
<b>Mounting System</b>	Supply and installation of mounting system	✓	
<b>DC Electrical</b>	Supply and installation of DC cables, connectors and isolators	✓	
<b>AC Electrical</b>	Supply and installation of AC cables, connectors and isolators	✓	
<b>Earthing</b>	Earth cabling and connection	✓	
<b>Metering</b>	Generation metering	✓	
<b>Local Distribution</b>	Supply and installation of distribution connection and MCCB	✓	
<b>Connection</b>	Connection to distribution network	✓	
<b>Network Upgrade</b>	Upgrade of distribution network if required by DNO		✓
<b>Labelling</b>	Warning labels and schematics as required	✓	
<b>Commissioning</b>	Testing and commissioning to of completed installation to BS 7671:2008	✓	
<b>DNO</b>	Notification and DNO agreement	✓	
<b>Planning &amp; consents</b>	Planning and other statutory authority requirements	✓	
<b>Welfare</b>	Site welfare facilities		✓
<b>Storage</b>	Site storage facilities (i.e. container)	✓	
<b>Documentation</b>	Handover, commissioning and O & M documentation	✓	
<b>Hazardous Materials</b>	Unforeseen Removal of Asbestos Containing Material		✓
<b>Building Condition</b>	Unforeseen Building/Roof Dilapidation Requiring Works		✓
<b>Environmental Concerns</b>	Unforeseen Works towards the Removal of Protected Wildlife		✓
<b>Structural</b>	Structural Survey	✓	

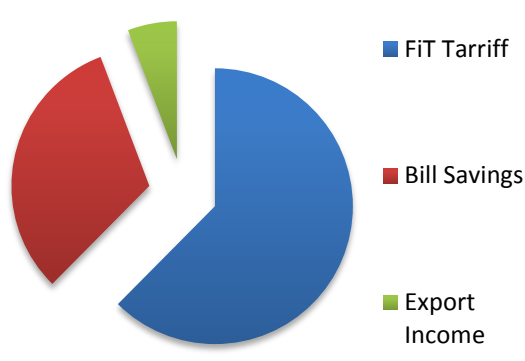


# Site Appraisal

Following an initial evaluation, Anesco have assessed the collected data and are pleased to make the following outline recommendation from the desktop survey, based on the Standard Assessment Procedure (SAP) 2009 model.

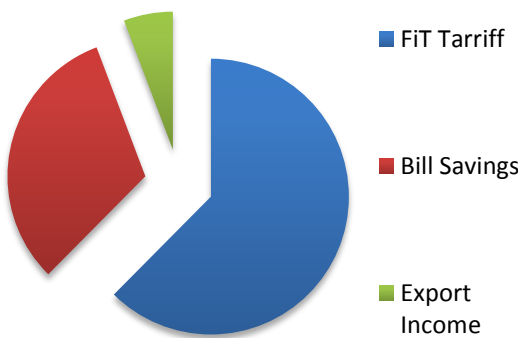
Building Name	Yeovil Crematorium	
Environment	Suburban	<b>Site Location Plan</b> 
Orientation	Approximately 5°	
Shade Environment	Some shading from trees, trimming recommended	
Eaves Height & Access Method	Assumed 3.5m, access by scaffold	
Roof Pitch	Assumed 6°	
Roof Material	'Kalzip' type standing seam	
Proposed System Output	9.87 kWp	
Proposed Number of Modules & Specification	42 x 235w Polycrystalline	
Proposed Inverter	Power One 10.0 three phase, grid tied	
Site Specifics	Active Crematorium	
Client Display	None	

## System Performance and Key Assumptions Table - SAP

System Summary	
PV System Size	9.87 kWp
Active PV Area	68.66 m <sup>2</sup>
Energy Produced	7,589 kWh / annum
Payback Details – Standard Assessment Procedure	
Year 1 CO2 Savings based on current Carbon Content of UK Grid	4,100 Kg
25 Yr Payback at 80% energy usage: Payback Year:	£69,585 Year: 10/11
FiT Tariff Income	£ 43,442
Energy Bill Savings	£ 22,135
Export Income	£ 4,009
	
Cost Summary	
Total Cost	£ 22,660
Cost per kWp	£ 2,296
AnescoMeter Cost	£ 300 / annum (RPI index lined in line with FiT)
<p><b>Notes:</b></p> <p>The performance of solar PV systems is impossible to predict with certainty due to the variability in the amount of solar radiation (sunlight) from location to location and from year to year. This estimate is based upon the Government's standard assessment procedure for energy rating of buildings (SAP) and is given as guidance only. It should not be considered as a guarantee of performance.</p> <p>Over 25 years the energy produced could decrease gradually by up to 20% as a result of normal solar panel efficiency reduction. This has been taken into account in the projected savings.</p> <p>The projected savings and income assumes current electricity price of 10p/kwh. As the FIT is indexed linked, we have used assumed an annual index rate of 3.5%, with annual electricity prices also rising at 3% compound.</p> <p>All stated prices are exclusive of VAT, applied at the relevant rate at time of invoice.</p>	

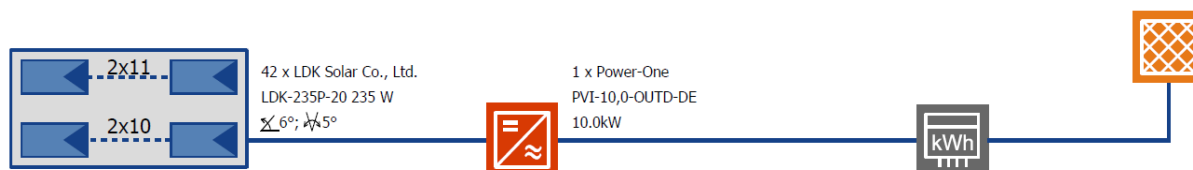
## System Performance and Key Assumptions Table - PVSol

System Summary	
PV System Size	9.87 kWp
Active PV Area	68.66 m <sup>2</sup>
Energy Produced	9,131.2 kWh / annum
Payback Details – PVSol	
Year 1 CO2 Savings based on current Carbon Content of UK Grid	4,940 Kg
25 Yr Payback at 80% energy usage: Payback Year:	£83,733 Year: 9
FiT Tariff Income	£ 52,276
Energy Bill Savings	£ 26,633
Export Income	£ 4,824



- FiT Tarriff
- Bill Savings
- Export Income

PVSol Modelling Results	
Location:	Yeovil
Climate Data Record:	Yeovil (1981-1990)
PV Output:	9.87 kWp
Gross / Active Surface Area:	68.66 m <sup>2</sup>
PV Array Irradiation:	75,323 kWh
Energy Produced by PV Array (AC):	9,131.2 kWh
System Efficiency:	12.1 %
Performance Ratio:	84.2 %
Specific Annual Yield:	923.5 kWh/kWp



## Accreditations

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Anesco possess the following industry-recognised accreditations:

### **NICEIC MCS**



### **NICEIC Approved Contractor**



### **REA Membership**



### **REAL Membership**



### **Constructionline**



## GENERAL TERMS & CONDITIONS

DATED.....OF.....20.... JOB No.....

CLIENT NAME.....

ADDRESS.....

PHONE NUMBER(S).....

THE CLIENT WISHES TO INSTRUCT ANESCO TO CARRY OUT THE WORKS IDENTIFIED IN THE QUOTATION AND ANESCO AGREES TO CARRY OUT THE WORKS AND THE CLIENT AGREES TO PAY THE CONTRACT PRICE ON THE TERMS AND CONDITIONS SET OUT BELOW.

### 1. DEFINITIONS

In this Contract the following words have the following meanings:

**Anesco** means Anesco Limited, a company incorporated in England and Wales with company number 07443091, whose registered office is at The Green, Easter Park, Benyon Road, Reading, Berkshire RG7 2PQ .

**Anesco Representative** means the person appointed by Anesco to manage the Works.

**Commencement Date** means the estimated date for the commencement of the Works, or such other date as Anesco may specify.

**Contract Price** means the price specified in the Quotation as payable by the Client to Anesco (any change or variation to the Contract Price must be agreed in accordance with the terms of this Contract).

**Contract** means this Contract and the Client's acceptance of the Quotation in accordance with the terms and conditions of this Contract.

**Contract Date** means the date on which this Contract is signed by the Parties.

**Completion** means the date on which Anesco completes the Works.

**Completion Date** means the date for completion of the Works as specified in the Quotation (any change or variation to the Completion Date must be agreed in accordance with the terms of this Contract).

**Client** means the individual person or body corporate to whom the Quotation is addressed.

**Goods** means the materials or goods provided by Anesco for the purpose of the completion of the Works.

**Hazardous Materials** means any substance or material which could adversely affect the health & safety of the public or the environment, including (but not limited to) asbestos, polychlorinated biphenyls (PCB) and contaminated oil.

**Party** means a party to this Contract, and **Parties** means all or any party to this Contract.

**Quotation** means the quotation provided by Anesco to the Client, such Quotation should include details of the price payable for the Works and the scope of the works to be completed by Anesco on the Clients behalf.

**Quotation Date** means the date on which the Quotation is submitted to the Client by Anesco.

**Client Representative** means the person appointed by the Client to manage the Works.

**Site** means the location at which the Works are to take place.

**Works** means the work specified in the Quotation.

## **2. GENERAL**

### ***Acceptance of the Quotation***

(a) The Quotation is valid for a period of 30 days from the Quotation Date (provided always that Anesco has the right to withdraw the Quotation without prior notification before its expiry).

(b) For the avoidance of doubt, the Quotation excludes the following:

- (i) any builders work and making good;
- (ii) the boring of holes in excess of 24mm in diameter to accommodate cables, pipes or ducting;
- (iii) any excavations through rock, concrete or any other hard materials;
- (iv) trench routes through surfaced footways;
- (v) disposing of excavated materials; and
- (vi) all structural reinforcements required to support or accommodate the Works.

(c) The Quotation is subject to the Client obtaining the necessary consents, easements and wayleaves and Anesco makes no commitment to commence or complete the Works until the Client obtains, and has satisfactory evidence of, the appropriate approvals.

(d) All provisional sums contained within the Quotation are deemed to be 'undefined'.

### ***Contract***

(e) The Works shall be carried out in accordance with this Contract.

(f) This Contract prevails over any inconsistent terms or conditions contained in, or referred to, in the Client's purchase order, confirmation of order, acceptance of a Quotation or implied by way of practice or a course of dealing, and the Client's terms and conditions (if any) shall not apply. This Contract may not be altered without Anesco's express written consent and the Client acknowledges that any change or amendment to this Contract will be automatically rejected unless:

- (i) the Client submits an instruction in accordance with clause 4(a) of this Contract; or
- (ii) Anesco agrees to the amendment in writing, and when doing so, specifically refers to this clause 2(f).

(g) In the case of conflict between the terms of this Contract and the Quotation, this Contract shall prevail.

(h) The Client agrees to pay for the Works at the Contract Price specified in the Quotation. In the event that the Quotation does not contain the correct Contract Price due to error or otherwise, the Client agrees to reimburse Anesco for any additional costs that it incurs in connection with the completion of the Works on a fair and reasonable basis.

(i) Unless specifically stated in the Quotation, the Works shall be carried out:

- (i) During normal working hours (if the Client requests an extension to the working hours, the Client acknowledges that Anesco will be entitled to an additional payment (such amount to be agreed between the Parties));
- (ii) under normal conditions (i.e. continuous working, unhindered access etc) and if Anesco suffers any delay or disruption, the Client agrees to reimburse Anesco for any additional costs that are incurred in connection with the completion of the Works after the Completion Date.

### ***Anesco's Obligations***

(j) Anesco shall:

- (i) use reasonable endeavours to manage and complete the Works in accordance with the Quotation;
- (ii) use reasonable endeavours to observe all applicable health & safety regulations and any other reasonable security

requirements that Client has communicated to Anesco; and

- (iii) prepare working drawings in accordance with clause 5 of this Contract.

***Client's Obligations***

(k) The Client shall:

- (i) co-operate with Anesco and any of its agents, sub-contractors and suppliers in all matters relating to the Works;
- (ii) appoint a Client Representative who has the authority to bind the Client on all matters relating to the Works;
- (iii) provide, in a timely manner and at no cost to Anesco, information as Anesco may request from time to time, and to ensure that such information is true and accurate in all material respects;
- (iv) provide for Anesco and any of its agents and sub-contractors, in a timely manner and at no cost to Anesco, safe and suitable access, water supply, working areas, appropriate hygiene and storage facilities and electricity supplies;
- (v) set out and agree with Anesco the position of all points and equipment before the Works commence;
- (vi) inform Anesco of all reasonable and applicable health & safety regulations and other restrictions which may affect the Works before Anesco's Quotation is submitted;
- (vii) ensure the Client's equipment and/or the structure to which Anesco's Works are to be affixed is in good working order and fit for the purpose which it is intended; and
- (viii) obtain and maintain all necessary licences and consents for the Works and indemnify Anesco against any costs, losses or damage that Anesco suffers in this regard.

***Prevention, Delay and Damages***

(l) If the performance of Anesco's obligations under this Contract is prevented or delayed by any act or omission of the Client or any of its agents or sub-contractors, Anesco shall not be liable for any costs, charges or losses sustained or incurred by the Client arising directly or indirectly from such prevention or delay.

(m) The Client is liable to pay Anesco on demand, all reasonable costs, charges or losses sustained or incurred by Anesco (including direct, indirect or consequential losses, loss of profit, loss or damage to property and any other such losses) arising directly or indirectly from the Client's

negligence, failure to perform or delay in the performance of any of its contractual obligations, subject to Anesco confirming such costs and losses in writing.

***Statutory Requirements and Health & Safety***

(n) If applicable, the Client will be responsible for all 'Client' obligations under the Construction (Design and Management) Regulations 2007.

(o) The Client is responsible for the preparation of a waste management plan under the Site Waste Management Regulations 2008.

(p) Any statute, statutory instrument, rule, order, permission is deemed to include any amendment or re-enactment appropriate to the Works.

***Programmes***

(p) Programmes provided by Anesco are approximate only.

**3. HAZARDOUS MATERIALS**

The Quotation does not include for the working, handling and/or disposal of Hazardous Materials. If Hazardous Materials are encountered, Anesco shall advise the Client and seek its instructions for safe disposal of any Hazardous Materials and may suspend the Works until the Site is made safe. The Client agrees to reimburse Anesco for any costs that it incurs during the period of suspension on a fair and reasonable basis.

**4. CHANGES AND VARIATIONS**

(a) If either Party requests a change to the Works, the Client is responsible for preparing a written change or variation instruction to the

Anesco Representative to confirm the change to the Works. The Client's change or variation instruction must specify the following:

- (i) the additional Works to be carried out by Anesco; and
- (ii) any additional charge payable by the Client.

If the Client's instruction fails to properly specify the additional work and/or the additional charge, then the Client agrees to reimburse Anesco for its costs on a fair and reasonable basis.

(b) The Client agrees that it is responsible for, and will reimburse Anesco for, any costs which arise as a consequence of the following events:

- (i) a Client instruction to carry out additional work that was not specified in the Quotation;
- (ii) ground or physical conditions which were not reasonably foreseeable from the documents supplied by the Client to Anesco when Anesco submitted the Quotation; and
- (iii) any delay or disruption caused by the Client or any of its agents (including other sub contractors) as stated in clause 2(l).

#### **5. DRAWINGS AND INTELLECTUAL PROPERTY RIGHTS**

(a) The Quotation allows for the preparation of working drawings necessary to execute the Works, provided the Client has supplied the necessary information, including (but not limited to) detailed and dimensioned drawings. Design or detailed drawings may be supplied, at the request of the Client, in accordance with clause 4(a) and 4(b) (above).

(b) Anesco retains all intellectual property rights in the Works and grants to the Client a licence and all such rights to the Client, free of charge and on a non-exclusive basis, necessary to enable the Client to make reasonable use of the Works.

#### **6. PRICE ADJUSTMENTS**

The Quotation is based on prices current at the Quotation Date. Anesco reserves the right to adjust its prices in the event of an increase in the cost of Goods or otherwise.

#### **7. PAYMENT**

(a) Anesco shall submit its invoices at monthly intervals (on a date to suit Anesco) unless the contrary is stated in the Quotation. All invoices shall be the sum of:

- (i) the value of the Works carried out to date;
- (ii) the Goods delivered to Site; and
- (iii) Goods manufactured and stored off-site.

(b) The Client shall pay each invoice submitted by Anesco, in full and cleared funds, within 28 days of the date of the invoice. If the Client disputes or disagrees with an invoice, the Client must advise Anesco in writing within 7 days of receiving the invoice. If the Client fails to notify Anesco within this period, the Client is deemed to have accepted liability to pay the invoice in full.

(c) Without prejudice to any other right or remedy that it may have, if the Client fails to pay Anesco's invoice in full and on time (in accordance with clause 7(b)), Anesco may charge interest on the unpaid invoice at a rate of 6% per annum above the base rate of the Bank of England.

(d) If an invoice is not paid in accordance with clause 7(b), Anesco may suspend Works and treat this Contract as having been repudiated by the Client and can recover its costs for Work carried out and materials ordered on a quantum meruit basis, without prejudice to its right to claim damages.

(e) The Client is not entitled to withhold payment from Anesco, whether by way of set off, counterclaim or for any other reason whatsoever.

#### **8. TITLE & RISK**

The Goods will not be supplied by Anesco to the Client until:

- (i) the Client has provided Anesco with full details of its interest in the Site; and
- (ii) in the event that the Client is a tenant at the Site, the Client has provided Anesco with written acceptance from the



landlord of the Site of the following terms:

- (A) that once delivered to the Site, the Goods will legally constitute a tenant's fixture;
- (B) that until title to the Goods has passed in accordance with the provisions below, Anesco be entitled to enter the Site to repossess the Goods at any time;
- (C) that Anesco's rights to enter the Site and repossess the Goods are independent of the Client's continuing interest in the Site.

Once Anesco has supplied Goods to the Client, the Goods immediately become the Client's risk in respect of insurance. However, title to the Goods will remain with Anesco until all sums due by the Client to Anesco in relation to all dealings between the Parties of whatsoever nature have been paid in full. The Client agrees that Anesco can enter the Site to repossess the Goods at any time until such payment in full is made and will indemnify Anesco against any claim or loss incurred by Anesco as a result of such repossession.

#### **9. AVAILABILITY OF GOODS**

If the Works are dependant on the availability of Goods, Anesco will make reasonable endeavours to obtain the Goods specified in the Quotation. In the event that the Goods are not reasonably available, Anesco reserves the right, in accordance with good practice, to substitute the Goods for reasonably equivalent substitutes.

#### **10. DELIVERY**

Anesco shall, at its sole discretion, be entitled to deliver the Goods to the Client's premises or to the Site. The Client shall notify Anesco when any Goods arrive at the Client's premises or the Site. If the Goods are damaged, the Client is required to notify Anesco in writing within 3 days of delivery, failing which the Client is deemed to have accepted the Goods.

#### **11. ELECTRICITY SUPPLY**

If the Client requires Anesco to install a new electrical supply, or to reinforce/upgrade an existing electrical supply, then such Works shall form the basis of a separate Quotation, in accordance with clause 4 (a) and 4(b) above.

#### **12. WARRANTY**

(a) Anesco warrants that the electrical installations shall comply with the Regulations for Electrical Installations published by the Institution of Electrical Engineers (current edition).

(b) When undertaking any design work, Anesco warrants to use the reasonable skill and care to be expected of an appropriately qualified and experienced mechanical and electrical contractor.

(c) Provided that the Client has paid Anesco the agreed Contract Price, Anesco warrants the Works (including any agreed changes/variations) for a period of twelve months after Completion provided that the Client promptly and within 12 months of Completion demonstrates to the reasonable satisfaction of Anesco that the Works are defective due to faulty workmanship or defective design (Anesco shall not be liable for fair wear and tear, improper use, neglect, accident or other failure on the Client's behalf), then Anesco shall remedy the defect at its own cost provided that:

- (A) the Works have been properly operated and maintained by the Client and no repairs or alterations were carried out without Anesco written consent;
- (B) the Client notifies Anesco of the defect promptly and within 12 months of Completion;
- (C) where defects are to be remedied by the manufacturer under the terms of the manufacturer's warranty and it requires the payment of labour charges, then such charges shall be paid by the Client; and
- (D) Anesco is not obliged to replace lamps, fuses or re-set protective devices (except where they have operated or failed due to the negligence of Anesco).

(d) The Client warrants that the Client Representative has sufficient authority to contractually bind the Client.

(e) The Client shall ensure all users understand how to operate the Works and the Works are properly maintained.

#### **13. LIABILITY**

(a) Anesco is not liable for any indirect or consequential loss (including, but not limited to, loss of profit, loss of business, etc) arising out

of or in connection with this Contract and/or the Works.

(b) Anesco's total liability under or in connection with this Contract, the Quotation and/or the Works for any breach of contract, any delay, any equipment failure, or any other reason whatsoever shall not exceed the Contract Price.

(c) Nothing in this Contract limits or excludes the liability of Anesco or any of its sub-contractors or agents for death or personal injury resulting from negligence.

#### **14 TERMINATION**

(a) This Contract shall terminate on Completion.

(b) Anesco may terminate this Contract by giving 7 days written notice to the Client's registered office address (or the Client's address as it appears in the Quotation) in the event of the following:

- (i) the Client commits a material breach of this Contract and fails to remedy that breach within 14 days of being notified of it in writing by Anesco; and/or
- (ii) the Client ceases, or threatens to cease trading, or an order is made for the appointment of an administrator or a receiver.

In the event of termination, the Client agrees that all sums owed to Anesco shall become immediately due and payable and the Client agrees to reimburse Anesco any costs it may incur on a fair and reasonable basis.

#### **15. FORCE MAJEURE**

Anesco has no liability under this Contract if it is prevented or delayed from carrying out the Work by acts, events, omissions or accidents beyond its reasonable control, including strikes, floods, fire or any act of God.

#### **16. GENERAL**

(a) If any provision (or part of a provision) of this Contract is found by any court or administrative body to be invalid, unenforceable or illegal, the other provisions will remain in force. If any invalid, unenforceable or illegal provision would be valid, enforceable or legal if some part of it were deleted, that provision will apply with whatever modification is necessary to make it valid, enforceable and legal.

(b) The Client shall not (without Anesco's prior written consent) assign, transfer, charge or sub-contract all or any of its rights or obligations under this Contract. Anesco may assign, transfer, charge, sub-contract or deal in any other manner with all or any of its rights or obligations under this Contract in any way as Anesco, its sole discretion, sees fit.

(c) A person who is not a party to this Contract shall not have any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this Contract.

(d) Notices given under this Contract shall be in writing and sent for the attention of the relevant Client Representative or Anesco Representative and to the address given in the Quotation.

#### **17. DISPUTES AND GOVERNING LAW**

(a) This Contract and any dispute or claim arising out of or in connection with it (including non-contractual disputes or claims) shall be governed by, and construed in accordance with the laws of England and Wales.

(b) The Parties irrevocably agree that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with this Contract or its subject matter or formation (including non-contractual disputes or claims).

(c) Any dispute or difference shall, in the first instance, be referred to senior management for resolution.

**SIGNED by CLIENT REPRESENTATIVE**, (duly authorised for and on behalf of the Client)

.....

**SIGNED by ANESCO REPRESENTATIVE**, (duly authorised for and on behalf of the Anesco)

.....

## 6. **CEMETERY RISK ASSESSMENT**

Risk assessment work continues to be carried out at the Cemetery in accordance with the strategy adopted by the Committee.

It is just over ten years since the inspection/testing work began and the Committee has agreed that progress be reviewed on an annual basis.

As previously reported, a total of 12,136 memorials have been assessed of which 2,320 (19%) have been classed as unstable – which is consistent with similar tests carried out elsewhere in the UK.

The work involved in fitting temporary supports to the unstable headstones was completed in April 2002 when all 2,320 were secured on a temporary basis - pending permanent repairs being carried out by their respective owners. The results of the testing were fully documented.

To date, 770 (743) of these headstones have been repaired and 0 (0) jobs are in hand – giving a total of 770 (743) completed/arranged repairs. This represents 33.2% (32.0%) of unstable memorials. The figures in brackets relate to the position in April 2011.

Experience has shown that a significant number of relatives visit their loved one's graves on a particular anniversary or occasion. In addition, some repairs are delayed until a second interment has taken place.

Bearing these factors in mind and taking into consideration the fact that the initial inspection/testing work and the fitting of the temporary supports has been carried on a phased basis, the Committee agreed last April to wait a further twelve months before deciding on a long-term strategy to deal with the remaining unstable memorials.

In the meantime, and in line with the Committee's wishes, advisory notices have continued to be placed in each section of the Cemetery - to ensure that all visitors were aware of the adopted approach.

It was recognised that such an approach should not present any practical difficulties as the temporary supports are made from treated timber and the Cemetery Foreman was confident that they would continue to provide the necessary security over this period.

Five years ago arrangements were made for all 12,136 memorials to be retested - in line with the 5-year risk management strategy - and the documentation updated.

The situation has recently been further reviewed by the Cemetery Foreman who has arranged for all 12,136 memorials to be retested in line with the 5-year strategy.

The exercise was conducted without any problem and the documented condition of all memorials has been further updated. An additional memorial was found to be unstable and a letter has been sent to the registered owner of

this memorial advising them of the situation and requesting that they arrange for repairs to be carried out.

The review included an assessment of the timber supports, all of which are still in good condition. Taking this factor into consideration, it is suggested that the adoption of a long-term strategy for the remaining memorials be deferred a further year until April 2013, and that the advisory notices be amended accordingly.

This approach is in line with the advice and guidance of the Local Government Ombudsman who has emphasised the need to avoid laying down memorials, and advice subsequently issued by the Department for Constitutional Affairs. It is also consistent with the risk-based proportionate approach advocated in practical advice issued by the Ministry for Justice for dealing with unstable memorials.

In the case of larger memorials (the vast majority of which are in the oldest section of the Cemetery) specialist advice on the options available to the Committee will be sought at an appropriate time.

At present, those classed as unstable have been cordoned off and warning signs erected. The age of these memorials make it unlikely that they will be repaired by their owners and their size requires a different approach to be taken. However, the acquisition of a mechanical digger has increased the options available to Cemetery Staff to deal with these memorials.

The Committee is **RECOMMENDED** to note these developments and to endorse the above-outlined proposals.

*(Alan Tawse, Town Clerk - 01935 382424)*

7. **RISK MANAGEMENT STRATEGY – 2012/13**

The Committee's adopted risk management strategy (copy attached at pages 52 to 61) has been revised and developed for the forthcoming financial year.

The adoption of the strategy, which pulls together into one document many of the contingency plans, procedures and arrangements that the Committee has already adopted, helps to demonstrate that the Committee has adequate corporate governance arrangements in place.

To ensure that these arrangements remain relevant and up-to-date and in line with best practice, it has been agreed that the adopted Strategy be reviewed by the Committee on an annual basis.

The areas set out in the strategy reflect those areas identified in the Practitioners' Guide on Governance and Accountability in Local Councils in England and Wales, which is published jointly by the National Association of Local Councils (NALC) and the Society of Local Council Clerks (SLCC) in conjunction with the Audit Commission.

It is **RECOMMENDED**

(1) that the report be noted; and

(2) that the draft revised risk management strategy for 2012/13 be adopted.

*(Alan Tawse, Town Clerk - 01935 382424)*

# **Yeovil Crematorium and Cemetery Committee**

## **Risk Management Strategy**

Yeovil Crematorium and Cemetery Committee is committed to identifying and managing risks, using the following procedures, and to ensuring that risks are maintained at an acceptable level. The Committee will take any action that is deemed necessary.

The Clerk to the Committee reviews risks on a regular basis, including any newly identified risks, and will report on such matters to the Committee. The review will include identification of any unacceptable levels of risk.

The Local Councils' Governance and Accountability Guidance (published jointly by the National Association of Local Councils and the Society of Local Council Clerks) makes the following observations regarding risk management:

1. Risk management is not just about financial management: it is about setting objectives and achieving them in order to deliver high quality public services.
2. The new approach places emphasis on local councils strengthening their own corporate governance arrangements, improving their stewardship of public funds and providing assurance to taxpayers.

It goes on to make the point that Members are ultimately responsible for risk management because risks threaten the achievement of policy objectives. Members should, therefore –

- a. take steps to identify key risks facing the Committee
- b. evaluate the potential consequences to the Committee if an event identified as a risk takes place
- c. decide upon appropriate measures to avoid, reduce or control the risk or its consequences.

To identify the risks facing a council, the Guidance recommends beginning by grouping the three main types of decisions that have to be taken into the following areas:

- i. Areas where there may be scope to use insurance to help manage risk
- ii. Areas where there may be scope to work with others to help manage risk
- iii. Areas where there may be need for self-managed risk.

## **SECTION 1**

### **AREAS WHERE THERE MAY BE SCOPE TO USE INSURANCE TO HELP MANAGE RISK**

#### **1 A RISK IDENTIFICATION**

**a. Protection of physical assets e.g. buildings, furniture, equipment, vehicles and plant**

All physical assets are insured with Zurich Municipal.

**b. Risk of damage to third party property or individuals as a result of the Council providing services or amenities to the public**

The Committee has the following insurances: Public Liability Insurance of £20,000,000. Employee/Members Liability Insurance of £25,000,000 and Personal Accident, which covers bodily injuries by accidental external violence of visible meaning. All policies mentioned are provided under the South Somerset District Council's Policies.

**c. Risk of consequential loss of income or the need to provide essential services following critical damage, loss or non-performance by a third party (consequential loss)**

Additional Expenses Cover: 10% of building value.

Loss of Gross Revenue: Based on income budget. (Only available to the Crematorium as cover is premises dependent).

**d. Loss of cash through theft or dishonesty (fidelity guarantee)**

The Committee has fidelity guarantee cover up to £6,000,000 (by any one employee), for all members and employees. Cover is provided with the policy held by South Somerset District Council.

Theft of money (including cash and non-negotiable money) is insured up to £30,000 under supervision of the employee(s), whether on the premises or in transit. Otherwise, the Committee is covered £500 in cash and up to £10,000 non-negotiable money.

**e. Legal liability as a consequence of asset ownership (public liability)**

See b. above

#### **1 B INTERNAL CONTROLS**

**a. Maintain an up-to-date register of Assets and Investments**

An Asset Register is compiled annually by the Responsible Financial Officer (RFO) of the relevant local authority. In the case of the Cemetery, this is Yeovil Town Council. In the case of the Crematorium,

this is South Somerset District Council. Investments are reviewed on a monthly basis.

**b. Regular maintenance arrangements for physical assets**

The Crematorium Operations Manager and the Cemetery Foreman, in consultation with the Property Management Officer, undertake regular inspection of the properties in their respective facilities under the Committee's direct management. Maintenance of buildings, sites and equipment is undertaken on a responsive basis.

Additional checks are made of memorials in the Cemetery, the results recorded and appropriate action taken in line with Government advice.

**c. Annual Review of risk and the adequacy of insurance cover**

The Insurance and Accounting Technician reviews the insurance cover annually, makes recommendations, as necessary, to the Committee and updates cover as required.

**d. Ensuring robustness of insurance providers**

There is one main insurer for South Somerset District Council - Zurich Municipal. The Committee is confident that the company is sufficiently robust.

*1 C INTERNAL AUDIT ASSURANCE*

**a. Review of internal controls in place and their documentation**

Internal controls are reviewed as necessary by the RFO (SSDC), the Management Accountant and the Internal Auditor. Their recommendations are submitted to the Clerk to the Committee and implemented accordingly.

**b. Review of management arrangements regarding insurance cover**

This forms part of the RFO's (SSDC) review at time of annual renewal.

**c. Testing of specific internal controls and reporting findings to management**

This is undertaken as part of the audit process. Reports are presented to the Clerk to the Committee.

**SECTION 2**

**AREAS WHERE THERE MAY BE SCOPE TO WORK WITH OTHERS TO HELP MANAGE RISK**

*2 A RISK IDENTIFICATION*



**a. Security for vulnerable buildings, amenities or equipment**

Appropriate security devices are fitted to all of the Committee's buildings and linked, as necessary, to a central control station. Designated staff are responsible for the security of these buildings.

In the event of any breaches of security, appropriate measures are taken as soon as practicable to re-secure the property. Crime reports are obtained for all breaches of security by contacting Avon and Somerset Constabulary.

**b. Maintenance for vulnerable buildings, amenities or equipment**

All premises are maintained within the approved budget. Maintenance is undertaken in-house where possible and external contractors used as required.

**c. Banking Arrangements, including borrowing or lending**

Reviewed periodically by South Somerset District Council on behalf of the Committee. The Committee reviews income and expenditure as part of the budget process and the financial outturn analysis.

**d. Professional services, contractors etc.**

With the exception of the services provided by South Somerset District Council under the Annual Service Level Agreement, Procurement Procedural Rules and Financial Procedural Rules, the Committee endeavours to ensure that wherever possible it has the opportunity to select (from several) the provider of any professional service it requires. Where necessary, all prospective contractors are required to provide references of other organisations for which they have recently undertaken similar work.

**2 B INTERNAL CONTROLS**

**a. Procurement Procedural Rules and Financial Procedural Rules dealing with the award of contracts for services or the purchase of capital equipment**

The Committee complies with the Procurement Procedural Rules, adopted by South Somerset District Council that govern the awarding of contracts. These are reviewed on a regular basis.

**b. Clear statements of management responsibility for each service**

The Committee has established separate revenue and capital budgets for each of the two services that it manages. All of these budgets are set, monitored and reviewed by the Committee with the day-to-day control delegated to designated budget holders, who regularly liaise with the Management Accountant.

**c. Arrangements to detect and deter fraud and/or corruption**

Invoices are subjected to scrutiny by both the Clerk to the Committee and the Management Accountant. Monthly BACS payments are similarly scrutinised.

**d. Regular bank reconciliations, independently reviewed**

Bank statements are received monthly and a reconciliation undertaken by the Management Accountant, which are inspected by the Responsible Financial Officer.

**2 C INTERNAL AUDIT ASSURANCE**

**a. Review of internal controls in place and their documentation**

Internal controls are reviewed as necessary by the Clerk to the Committee and the Internal Auditor, in consultation with the Responsible Financial Officer (SSDC). Their recommendations are submitted to Committee as necessary.

**b. Review of minutes to ensure legal powers are available and the basis of the powers recorded and correctly applied**

The Clerk to the Committee gives advice and makes recommendations to the Committee, and endeavours to ensure that the Committee's decisions are lawful. Where appropriate, the relevant legal powers upon which decisions are made are recorded in the minutes of meetings. The minutes of meetings are reviewed during the audit process.

**c. Review and testing of arrangements to prevent and detect fraud and corruption**

The use of Procurement Procedural Rules, Financial Regulations and the Delegation Scheme form part of the internal controls that contribute towards the prevention and detection of fraud and corruption.

**d. Review of adequacy of insurance cover provided by suppliers**

Where appropriate, suppliers are required to submit evidence of appropriate insurance cover.

**e. Testing of specific internal controls and report findings to management**

This is undertaken as part of the audit process. Reports are presented as necessary to the Committee and minuted accordingly.

**SECTION 3**

**AREAS WHERE THERE MAY BE A NEED TO SELF-MANAGE RISK**

### 3 A *RISK IDENTIFICATION*

**a. Keeping proper financial records in accordance with statutory regulations**

Financial records are kept in accordance with the statutory requirements and are reviewed as part of the Audit process.

**b. Ensuring all business activities are within legal powers applicable to Councils**

See Section 2 Internal Audit Assurance (b)

**c. Complying with restrictions on borrowing**

The Committee currently have no loan arrangements.

**d. Ensuring that all requirements are met under employment law and Inland Revenue regulations**

Inland Revenue calculations are made undertaken as part of the monthly payroll arrangements and are subject to the audit process. Salary forecasts are undertaken as part of the budget setting process and incremental increases paid in accordance with adopted national agreements. Regular advice is provided by the South West Employers on employment matters, and independent legal advice is taken as necessary.

**e. Ensuring all requirements are met under Customs and Excise regulations (especially VAT)**

All such requirements are met by the Responsible Financial Officer (SSDC) and the Internal Audit process.

**f. Ensuring the adequacy of the annual precept within sound budgeting arrangements**

Each year the Committee reviews its income and expenditure, having regards to financial forecasts and sets a revenue budget to meet the costs of operating both facilities.

In the case of the Cemetery this enables the level of the operating deficit to be determined and apportioned amongst the constituent authorities, who in turn take this into consideration in calculating their respective annual precepts.

In the case of the Crematorium this enables the net operating costs to be identified and any required revenue contributions to be met by the joint owners.

This process also enables the method of financing the capital of both facilities to be assessed and determined.

**g. Ensuring the proper use of funds granted to local community bodies under specific powers or Section 137**

Not applicable.

**h. Proper, timely and accurate reporting of the Council business in the minutes**

The Clerk to the Committee is responsible for ensuring that minutes are prepared in respect of meetings of the Committee. Minutes are distributed to Members in advance of the subsequent meeting, verified as a correct record as one of the first items of business of that meeting and signed at the meeting. Failure to do so along with any amendments is recorded. Committee minutes are copied to all the constituent Councils.

**i. Responding to electors wishing to exercise their rights of inspection**

The rights of inspection to electors are adhered to in accordance with current legislation. Each of the constituent Councils have adopted a publication scheme, which sets out the rights of members of the public to access documents under the Freedom of Information Act 2000.

**j. Meeting the laid down timetables when responding to consultation invitations**

Every effort is made to meet specified timetables when responding to consultation invitations.

**k. Meeting the requirements for Quality Town Council status or other accreditation**

The Crematorium has been inspected by representatives of the Federation of Burial and Cremation Authorities (FBCA) and the Department for Constitutional Affairs (DCA) who gave a positive report and made no recommendations for change.

**l. Proper document control**

Paperwork is retained in accordance with national guidelines and relevant documents are available for viewing on request. All incoming mail is date stamped.

**m. Register of members' interests and gifts and hospitality is place, complete, accurate and up-to-date**

A copy of the Register is held by the Monitoring Officer at South Somerset District Council. It is the responsibility of individual members to notify the Monitoring Officer of any amendments.

### **3 B INTERNAL CONTROLS**

**a. Regular scrutiny of financial records and proper arrangements for the approval of expenditure**

Comprehensive measures are in place for the monitoring and review of expenditure. These include the preparation of detailed annual budgets setting out heads of authorised expenditure, and regular reports to the Committee on actual/budgeted expenditure to date.

**b. Risk assessments carried out and recorded**

These are undertaken as appropriate with the results of the assessments recorded and any required action undertaken.

**c. Recording in the minutes the precise powers under which expenditure is being approved**

See Section 2 Internal Audit Assurance (b.)

**d. Regular returns to the Inland Revenue; contracts of employment for all staff; systems of updating records for any changes in relevant legislation reviewed by Council**

Inland Revenue Returns are completed and salaries calculated on a monthly basis, and are subject to internal audit. All members of staff are issued with contracts of employment by South Somerset District Council, and their terms and conditions of employment reviewed as necessary. Staffing issues are referred to the Committee. Systems are in place for updating records for any changes in relevant legislation.

**e. Regular returns of VAT**

The Responsible Financial Officer (SSDC) is responsible for the regular completion and submission of VAT returns, and for ensuring that adequate training is in place for the staff responsible for their preparation.

**f. Developing system of performance measurement**

Staff appraisals are undertaken on an annual basis with a written summary of the points covered during each appraisal issued to the staff concerned.

**g. Procedures for dealing with and monitoring grants, or loans, made or received**

Not applicable.

**h. Minutes properly numbered with a master copy kept in safekeeping**

All Committee minutes are correctly numbered. These are loose-leaf and the approved signed copies are bound and retained in a fireproof safe.

**i. Documented procedures to deal with enquiries from the public**

Telephone calls, letters and e-mails are dealt with as soon as practicable and an appropriate response made.

**j. Documented procedure to deal with responses to consultation requests**

Consultation requests are referred to the Committee, and the agreed response is minuted.

**k. Monitoring arrangements regarding Quality Council status**

Not Applicable.

**l. Documented procedures for document receipt, circulation, response, handling and filing**

The Crematorium Administration Manager and the Cemetery Foreman receive and distribute all mail for their respective facilities. All matters for referral to the Committee are identified and allocated. Mail for action by administration is dealt with accordingly and filed when actions are completed.

**m. Procedures in place for recording and monitoring members' interest and gifts and hospitality received**

See Section 3 Risk identification (l.)

**n. Adoption of Codes of Conduct for members and employees**

All the constituent Councils have adopted the provisions of the Local Authorities (Model Code of Conduct) Order 2007. The Code relating to Members of the Committee will need to be reviewed later this year following the planned publication of new regulations by the Government as part of the Localism Act 2011. The conduct expected of employees is set out in their individual contracts of employment. At present, there is no statutory code for employees.

**3 C INTERNAL AUDIT ASSURANCE**

**a. Review of internal controls in place and their documentation**

The Clerk to the Committee and the Internal Auditor, in consultation with the Responsible Financial Officer (SSDC), review internal controls as necessary. Their recommendations are submitted to the Committee.

**b. Review of minutes to ensure legal powers in place, recorded and correctly applied**

See Section 2 Internal Audit Assurance (b.)

**c. Testing of income and expenditure from minutes to accounting system, from bank statements to accounting system, from minutes to statements etc. including petty cash transactions**

The testing of these procedures forms part of the internal controls currently in place. The system is also tested during the audit process.

**d. Review and testing of arrangements to prevent and detect fraud and corruption**

The testing of these arrangements forms part of the internal controls currently in place. The system is also tested during the audit process.

**e. Testing of specific internal controls and reporting findings to management**

Where appropriate, the results of such testing as part of the internal controls will be reported to the Committee. Similar reporting to the Committee will be made as part of the internal audit.

**f. Computer data safety**

All necessary procedures and documents are computerised and all data is regularly backed-up and stored off-site.

**March 2012**

8. **STATISTICS – APRIL 2011 TO MARCH 2012**

Cremations for the period April 2011 to March 2012 were 1470 compared to 1671 for the same period in the previous financial year, a decrease of 201 cremations.

This trend reflects the impact of the anticipated reduction in the volume of cremations arising from the operation of the Mendip Crematorium, which opened in March 2011.

The number of burials over this period was 54 compared to 62 over the same period during the previous year, a decrease of 8 burials.

A breakdown of income in 2011/12 is attached at page 63.

*(Paula Taylor, Administration Manager – 01935 476718)*



Crematorium Revenue	April 2011 - March 2012													
Month	No Crem	Cremation	Other reven	Donations	Tab.Right	Tablet	B.o R.	Urns	Plaques	Misc.	Rose right	Rose	TOTAL	
April	110	53900.00	333.00	66.18	539.00	1360.00	405.00	0.00	0.00	0.00	0.00	0.00	56603.18	plus 3 NRF
May	154	74970.00	229.00	56.32	1386.00	2944.00	976.00	23.00	40.00	0.00	102.00	204.00	80930.32	plus 1 NRF & 1 Baby
June	121	59290.00	238.00	56.21	693.00	1965.00	870.00	34.00	150.00	0.00	153.00	306.00	63755.21	plus 1 NRF
July	110	53410.00	382.00	57.42	308.00	659.00	301.00	68.00	0.00	0.00	0.00	0.00	55185.42	plus 2 NRF & 1 Baby
Aug	109	53410.00	387.00	29.00	1078.00	2513.00	2037.00	46.00	0.00	0.00	255.00	510.00	60265.00	plus 1 NRF
Sept	122	58800.00	362.00	21.60	693.00	1657.00	767.00	0.00	0.00	0.00	306.00	510.00	63116.60	plus 2 Babies
Oct	122	59290.00	388.00	32.26	1001.00	2229.00	496.00	0.00	55.00	0.00	153.00	306.00	63950.26	plus 2 NRF & 1 Baby
Nov	122	59780.00	175.00	47.48	539.00	1470.00	885.00	0.00	0.00	0.00	51.00	102.00	63049.48	plus 4 NRF
Dec	88	43120.00	416.00	32.11	539.00	1407.00	509.00	0.00	0.00	0.00	51.00	102.00	46176.11	plus 1 NRF
Jan	161	78890.00	158.00	65.39	924.00	1612.00	392.00	0.00	0.00	0.00	102.00	204.00	82347.39	plus 1 NRF
Feb	109	53410.00	76.00	35.76	770.00	1647.00	436.00	0.00	55.00	0.00	0.00	0.00	56429.76	plus 3 NRF
Mar	143	70070.00	45.00	9.11	1078.00	2497.00	1409.00	23.00	0.00	0.00	408.00	714.00	76253.11	plus 2 NRF
Total	1471	718340.00	3189.00	508.84	9548.00	21960.00	9483.00	194.00	300.00	0.00	1581.00	2958.00	768061.84	
	Cemetery Revenue		April 2011 - March 2012											
	No of													
Month	Burials	Interm.	Chapel	Purch.	Ashes	Memorials	Total							
April	2	1110.00	0.00	0.00	0.00	770.00	1880.00							
May	5	1850.00	150.00	347.00	495.00	1045.00	3887.00							
June	4	1850.00	300.00	1777.00	1320.00	687.00	5934.00							
July	3	740.00	0.00	888.00	0.00	396.00	2024.00							
Aug	8	3330.00	150.00	3675.00	990.00	958.00	9103.00							
Sept	8	3330.00	300.00	2399.00	371.00	458.00	6858.00							
Oct	3	1110.00	150.00	3227.00	371.00	875.00	5733.00							
Nov	3	1480.00	75.00	4206.00	1072.00	749.00	7582.00							
Dec	5	1850.00	225.00	1419.00	206.00	727.00	4427.00							
Jan	6	2220.00	228.00	837.00	41.00	790.00	4116.00							
Feb	2	740.00	76.00	582.00	165.00	437.00	2000.00							
Mar	5	1850.00	152.00	2777.00	825.00	1144.00	6748.00							
Total	54	21460.00	1806.00	22134.00	5856.00	9036.00	60292.00							
Number of Cremations							Number of Burials							
Month	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	Month	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	
April	131	127	143	142	149	110	April	4	2	6	5	7	2	
May	130	123	118	154	105	154	May	7	7	4	5	7	5	
June	118	119	123	139	128	121	June	5	5	4	3	4	4	
July	123	124	131	138	147	110	July	7	3	4	3	5	3	
Aug.	93	122	117	108	121	109	Aug.	0	2	4	4	4	8	
Sept.	128	101	125	127	120	122	Sept.	5	0	6	2	1	8	
Oct.	126	129	136	136	132	121	Oct.	8	10	5	2	4	3	
Nov.	134	149	111	129	139	122	Nov.	6	4	7	4	6	3	
Dec.	135	121	172	123	145	88	Dec.	7	1	1	9	4	5	
Jan.	169	191	206	180	180	161	Jan.	0	7	13	7	7	6	
Feb.	138	153	144	155	143	109	Feb.	7	2	7	10	4	2	
March	150	121	142	138	162	143	March	4	4	5	5	9	5	
Total	1575	1580	1668	1669	1671	1470	Total	60	47	66	59	62	54	