

Robert Swanson QPM
Senior Inspector of Burial, Cremation and Funeral Directors

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Inspection of Crematoria

Name and Address of Crematorium: Greenock Crematorium 1 South Street, Greenock PA16 8UG	
Name of Cremation Authority: Inverclyde Council	Date of Inspection: Tuesday 18 th June 2024
Undertaken by: Robert Swanson QPM Senior Inspector of Burial, Cremation and Funeral Directors (Scotland)	In the presence of: Ian Kearns Team Leader

1. Cremation Fees (as advertised)	
Adult Full Service	£880.05
Adult Committal Service Only (no attendance).....	£467.90
Child (17 years and under)	No Charge

2. Staffing levels

Staff certificated to carry out cremations:

4 members of staff qualified to carry out all cremations.

3. Office Management

Administration Procedure:

There have been no notable changes since the date of the last inspection, other than the appointment of two replacement senior clerical assistants.

The administration procedure and process was examined from point of first intimation to dispersal of the ashes with checks carried out on a random selection of application forms.

All were found to be of a high standard with noted great care and attention to detail.

One noted example of good practice being the use of a different coloured form to highlight to staff when ashes are to be collected by a family member.

Computer System:

BACAS

4. Total Number of Cremations Carried Out (2023)

Breakdown by category	
Adult:	823
Baby/Infant/Child	0
Stillbirth:	0
Pregnancy Loss:	50
Body Parts:	0
Anatomical Body Parts:	0

5. Cremation / Identity Card Process

There has been no change to the process since the date of the last inspection.

The ongoing work referred to in the last report is now complete, without the need to change working practices in respect of cremation procedure.

The process and all related documentation was examined from point of arrival of the coffin prior to it entering the chapel, cremation, cooling, cremulation, storage and dispersal of the ashes, and updating of records.

All were found to be of a very high standard with a number of in-built safeguards to ensure continuity of identification throughout the different stages, measures to minimise the risk of human error resulting in the mislabelling of ashes, and total compliance with the instructions of the applicant at all times.

6. Recovery of Ashes

Ashes have been recovered from all cremations.

7. Ashes Policy

There has been no change to policy since the date of the last inspection.

Ashes are dispersed in accordance with the instructions of the applicant.

The options available at Greenock Crematorium have not changed and are retain pending a decision from the applicant, collection by the applicant, a nominated representative or the funeral director, scatter within the Garden of Remembrance, or inter within a lair in the Cemetery.

Ashes of babies can be dispersed within a dedicated section of the Garden of Remembrance, whilst ashes of adults are strewn in one of three sperate sections.

The dispersal can be witnessed by family, or carried out by crematorium staff with no family present.

Ashes awaiting collection are stored securely within the office, whilst ashes to be scattered or interred are stored within a secure room within the crematory.

Provision is made for a change of instruction by the applicant prior to dispersal of the ashes.

A check on a random selection of application forms was found to accurately reflect the disposal outcome

8. Cremators

Number of cremators: 2 (fully abated)

Make (s): FT3

Size (s): Large

9. Sample of Cremation Register

Category: Adult

Cremation number: 59960

Result: All documentation and records examined and found to be in order. The cremations was carried out on 13th May 2024 with the ashes collected by the applicant on 1st June 2024.

Category: Adult

Cremation number: 59925

Result: All documentation and records examined and found to be in order. The cremation was carried out on 26th April 2024 with the ashes scattered by staff in the Garden of Remembrance on 29th April 2024.

Category: Adult

Cremation number 59831

Result: All documentation and records examined and found to be in order. The cremation was carried out on 27th March 2024 with the ashes scattered by staff in the Garden of Remembrance on 21st April 2024.

Category: Adult

Cremation number: 59751

Result: All documentation and records examined and found to be in order. The cremation was carried out on 28th February 2024 with the ashes collected by the nominated representative on 29th February 2024.

Category: Adult

Cremation number: 59720

Result: All documentation and records examined and found to be in order. The cremation was carried out on 16th February 2024 with the ashes scattered by staff in the Garden of Remembrance on 22nd February 2024.

10. Use of Baby Tray

Number / Source:

Several Baby Trays in use, as Crematorium is a Training Centre for crematorium operatives.

11. Pregnancy Loss Policy / Procedure

NHS / Shared:

There has been no change to policy or procedure since the date of the last inspection.

The Cremation Authority have a Service Level Agreement with NHS (Inverclyde Royal Hospital) and a local funeral director for cremation of individual pregnancy loss, transported to the crematorium on the last Wednesday of each month.

This arrangement, and with the agreement of all concerned allows the scheduled training of crematoria operatives on fixed days most months.

Greenock Crematorium do not carry out cremation of shared pregnancy loss, although under exceptional circumstances ie twins, a joint cremation can be considered.

Individual:

The policy and procedure for cremation of individual pregnancy loss does not differ from that of an infant or young child.

During 2023 Greenock Crematorium carried out a total of 50 individual pregnancy loss cremations.

A Baby Tray is used for all cremations of pregnancy loss.

12. Metal Extraction

Policy:

There has been no change to policy since the date of the last inspection.

Metal extracts are dispersed in accordance with the instructions of the applicant.

Unless otherwise instructed by the applicant metal extracts are sensitively recycled as part of the ICCM scheme, with revenue accrued distributed to nominated charities.

The Cremation Authority made a recent donation of £12,000 to a local hospice.

13. Crematorium Management Plan

Implementation of the Cremation (Scotland) Regulations 2019 on 4th April 2019 required Cremation Authorities to prepare and maintain a Crematorium Management Plan to be made available for inspection by Inspectors of Cremation and members of the public.

The Regulations list a number of matters to be included within the Plan.

These are, as follows:

a) Name, address, and business hours of crematorium

b) Procedures for:

1. The carrying out of cremations
2. Dealing with any unexpected increase in number of cremations
3. The operation and servicing of all equipment used in cremation process
4. The disposal of cremation residue
5. The disposal of ashes
6. Contingency arrangements for unexpected disruption or loss of services

c) Review of the Plan

These are the minimum, allowing Cremation Authorities to also include other matters they consider worthy of inclusion.

The Greenock Crematorium Management Plan was examined during the course of the inspection and was found to be of a very high standard, incorporating a great deal more than that required under the Regulations.

The Plan was found to have been updated and included changes to staff, training equipment etc.

The Plan is held both electronically and in hard copy.

14. General Observations / Recent Changes

The extensive major refurbishment referred to in the last report was completed a few months later than planned, with no delays to services encountered during the prolonged period of construction.

The result has been welcomed by all, providing staff with greatly improved working conditions and equipment.

The installation and upgrading of music and streaming systems has been welcomed by attendees and officiates.

The crematorium remained operational throughout the period of refurbishment.

All private and public areas seen during the course of the inspection were found to be clean, tidy and in a state of good repair.

The grounds and gardens were seen to be well maintained.

15. Overall Assessment

Greenock Crematorium continues to provide a high level of service, and, as has been the case during previous inspections, no shortcomings were noted in any area of the cremation process, with good practice noted throughout the different stages.

The crematorium continues to operate as a National Training Centre for operatives, and it is with great credit to staff that attendees all speak highly of the training on their return to their home crematoria.

As referred to earlier, there have been recent changes of staff within the office, however as they are under the direct guidance and support of a highly regarded and experienced team leader the Inspector does not anticipate any drop in the high standards the crematorium continues to provide.

Overall the inspection found Greenock Crematorium to be providing a first class service to the local community and beyond.

Signed: Robert Swanson QPM,
Senior Inspector of Burial, Cremation and Funeral Directors (Scotland)

Date: 21st June 2024