

## PORTFOLIO HOLDER ENVIRONMENT AND TRANSPORT

|                             |  |
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| <b>DATE</b>                 | 8 <sup>th</sup> March 2021   |
| <b>REPORT OF</b>            | Councillor S. Swinburn. Portfolio Holder for Environment and Transport |
| <b>RESPONSIBLE OFFICER</b>  | Sharon Wroot, Executive Director, Environment, Economy and Resources   |
| <b>SUBJECT</b>              | Bereavement Service Fees and Charges                                   |
| <b>STATUS</b>               | Open   |
| <b>FORWARD PLAN REF NO.</b> | PHET 03/21/03  |

### CONTRIBUTION TO OUR AIMS

The recommendations within this report contribute to the strategic aims of the Council to promote a Stronger Economy and Stronger Communities and is directly linked to the priorities within the Outcomes Framework namely People in North East Lincolnshire:-

- **Benefit from Sustainable Communities** – Ensuring we maximise our opportunities to have sustainable communities which local people can be proud of.
- **Enjoy and benefit from a strong economy** – Ensuring improvements to an area, safe environments and quality of place encourage investment, bringing with it prosperity and jobs.

### EXECUTIVE SUMMARY

Fees and charges in Bereavement Services have not been reviewed in the last couple of years. A review of fees and charges ensures that the Council maintains its income base with rising cost to support provision of services within the agreed budget envelope.

The aim of the review is to achieve full cost recovery, along with providing reassurance from benchmarking with other Authorities to ensure we provide good value public services.

The revised fees and charges proposed within the report would benefit the Council in the delivery of its budget and medium-term financial plan and therefore contribute to both the delivery of a stronger economy and a stronger community.

### RECOMMENDATIONS

It is recommended that:

That the revised Fees and Charges, as set out in Appendix 1 of the report be approved for implementation from 1<sup>st</sup> April 2021.

## **REASONS FOR DECISION**

Approving the proposed revised Fees and Charges will enable Environmental Services to recover cost whenever this is possible, to contribute to the budget available to deliver services. This will allow the service a sustainable budget.

## **BACKGROUND AND ISSUES**

The proposals outlined within the report support the Council's key financial objective to commission services within the available budget envelope. The proposal further supports Environmental Services to continue to commission universal delivery for all and to offer optional additional services for those residents and businesses that wish to purchase such services.

The medium-term financial plan (MTFP) sets out the principal of recovery of costs associated with the provision of discretionary services. Approval of proposals to increase existing charges will contribute to the Council's financial sustainability.

The review has been completed using the following principles:

- i) Charges which do not achieve full cost recovery have been reviewed with an aim of increasing the charge to a level where full cost recovery is achieved.
- ii) Benchmarking of charges have further been completed to provide reassurance that all charges still provide good value.

## **1. RISKS AND OPPORTUNITIES**

- 1.1 There are a range of reputational and financial risks which relate to operational services. These services are high profile, customer facing, and often subject to a high level of public and elected member scrutiny.
- 1.2 Reputational risks from an increase in fees and charges have been mitigated by extensive benchmarking with other Authorities in the region to ensure we challenge our methods of service delivery to demonstrate good value.
- 1.3 By ensuring effective cost recovery, there is an opportunity to continue to provide a high-quality offer across Bereavement Services to ensure residents have access to a wide choice of services.

## **2. OTHER OPTIONS CONSIDERED**

The following options have been considered:

2.1 Retain current fees and charges. This option is not sustainable long term without further budget allocation, due to rising cost and already overstretched resources.

2.2 Review fees and charges to improve cost recovery. This is the preferred option presented in this report and will ensure the Council maintains its income base with rising cost and achieve better cost recovery of discretionary services to ensure a free universal service offer is maintained in priority areas.

### 3. REPUTATION AND COMMUNICATIONS CONSIDERATIONS

3.1 There are potential reputational implications for the Council resulting from the decision to increase charges or to introduce new charges which can be mitigated from good communication including the ability of demonstrating good value for money based on benchmarking results.

### 4. FINANCIAL CONSIDERATIONS

4.1 The report clarifies the current position and makes proposals to increase some existing charges for the services provided, achieving a balanced budget and sustainable medium term financial plan.

4.2 The table below provides information on the current fee for some of the services provided along with the proposed fee. Please note that not all fees have been increased, see appendix 1 for full list of fees and charges for Bereavement Services.

| Service   | Current Fee | Proposed |
|---|-------------|----------|
| Chapel and Cremation (40 minutes including entering and exiting)  |             |          |
| Medical Referee Fee/ Wesley and/or organist included  | £705.00     | £757     |
| Direct Cremation (No attendance) Medical Referee included   | £507.00     | £545     |
| Double cremation (to be added to chapel and cremation charge)   | £391.00     | £420     |
| Chapel extension time   | £200.00     | £215     |
| Memorial Service (dependent on availability)  | £200.00     | £215     |
| Simple service cremation (Tuesday and Wednesday's only – Appointment 9.00 or 9.20 a.m. includes 10 minutes use of chapel) and | £494.00     | £531     |
| Human Body parts/Organs resulting from post mortem  | £65.00      | £70      |
| Purchase of Exclusive Right of Burial for 50  | £995.00     | £1,100   |
| Interment Fee   | £765.00     | £822     |
| Incorrect coffin size   | £52.50      | £53      |
| Purchase of Exclusive Right of Burial for 4 sets of Cremated Remains for  | £578.50     | £639     |
| Cremated Remains Interment Fee  | £105.00     | £140     |
| Interment Fee for Organs and Body Parts   | £99.75      | £105     |
| Scattering of ashes on grave  | £55.00      | £60      |
| Other Memorials NOT exceeding 12"x12"x12" high inc. one name  | £77.50      | £84      |
| Other Memorials exceeding 12"x12"x12" inc. one name   | £109.00     | £142     |
| Additional inscriptions (per name)  | £56.00      | £60      |
| Single Burial Plot including interment  | £856.80     | £925     |
| Reserved Burial Plot  | £503.00     | £543     |
| Use of Cemetery Chapel  | £109.00     | £109     |
| Ashes Plot including interment and small sapling  | £321.30     | £347     |
| Reserved Ashes Plot   | £267.75     | £289     |
| Tree  | £126.00     | £136     |
| Pet Ashes plot including small sapling  | £267.75     | £289     |
| Attention Only  | £78.25      | £85      |
| Planting & Attention(Full Grave)  | £125.50     | £136     |
| Planting & Attention (Lawn Grave)   | £106.00     | £114     |

### 5. CLIMATE CHANGE AND ENVIRONMENTAL IMPLICATIONS

- By leading North East Lincolnshire towards consuming resources more efficiently, eliminating waste and supporting & developing the green economy & infrastructure.
- By recognising and realising the economic and social benefits of a high quality environment

- By working towards a low carbon North East Lincolnshire that is prepared for, and resilient to, the impacts of climate change.

## **6. CONSULTATION WITH SCRUTINY**

6.1 The report is listed on the Forward Plan which is circulated to allow further consideration by scrutiny on request.

## **7. FINANCIAL IMPLICATIONS**

7.1 The proposed fees and charges are estimated to generate additional income of £129k per annum that will help towards full cost recovery and managing resources with the services budget envelope.

## **8. LEGAL IMPLICATIONS**

8.1 The Council is able to make charges for discretionary and other services under a range of statutory provisions. This is permitted by s93 Local Government Act 2003 and further underpinned by the Localism Act 2011.

8.2 In making such charges the Council must be mindful of only recovering the cost of providing services or improvements to services. The above report suggests that the necessity to raise charges has been tempered by prudence by, in the main, taking into account of rising staff, maintenance and other fixed costs.

8.3 Constitutionally the Portfolio Holder is permitted to approve modifications to existing policies affecting the services within his portfolio, including those having a borough wide application.

## **9. HUMAN RESOURCES IMPLICATIONS**

There are no direct HR implications arising from the contents of this report.

## **10. WARD IMPLICATIONS**

The proposed fees and charges proposed in this report relate to services delivered in all Wards.

## **11. BACKGROUND PAPERS**

Not applicable.

## **12. CONTACT OFFICER(S)**

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**Councillor S. Swinburn**  
**Portfolio Holder for Environment and Transport**

**North East Lincolnshire Crematorium & Cemetery Charges**  
**1 April 2021 – 31 March 2022**

**CREMATORIUM CHARGES**

The following applies to babies and children up to and including the age of 18 years:

Children can either be cremated or interred free of charge (not both). There is a charge that applies to all purchases of grave plots for the Exclusive Right of Burial for 50 years, as is stated in the fees/charges. Please note there are sections within the cemeteries where only single depth burials are allowed.

**Cremation Fees**

|   |        |
|---|--------|
| Chapel and Cremation (40 minutes including entering and exiting)<br>Medical Referee Fee/ Wesley and/or organist included                                | 757.00 |
| Direct Cremation (No attendance) Medical Referee included   | 545.00 |
| Double cremation (to be added to chapel and cremation charge)<br>Medical Referee fee included   | 420.00 |
| Chapel extension time   | 215.00 |
| Memorial Service (dependent on availability)  | 215.00 |
| Simple service cremation (Tuesday and Wednesday's only –<br>Appointment 9.00 or 9.20 a.m. includes 10 minutes use of<br>chapel) and Medical Referee fee | 531.00 |
| Music (if required)   | 35.00  |
| Human Body parts/Organs resulting from post mortem  | 70.00  |
|   |        |
| <b>Obitus Media System:</b>   |        |
| <b>Webcast Services:</b>  |        |
| Live Webcast  | 35.00  |
| Live Webcast + 28 Day Downloadable (A live webcast plus access to the<br>recording of a webcast to watch for 28 days)                                   | 45.00  |
| Keepsake Copy - DVD/Blu-Ray/USB Stick (A recording of the webcast on<br>your chosen format)   | 50.00  |
| <b>Visual Tribute Services:</b>   |        |
| Single Photograph (Shown throughout the service or at a time of your choosing)  | Free   |

|   |                  |
|---|------------------|
| Slideshow <i>(Up to 25 photos with simple fade transitions, played on a loop or at the time of your choosing)</i>                         | 38.00            |
| Pro Tribute <i>(up to 25 photos set to music, professionally edited into a video-style tribute, and shown at a time of your choosing)</i> | 70.00            |
| Family-made <i>(checking and preparation of a video created by you, shown at a time of your choosing)</i>                                 | 18.00            |
| Keepsake copy of Visual Tribute – DVD/Blu-Ray/USB Stick   | 26.75            |
| Downloadable copy of Visual Tribute   | 10.00            |
| <b>Variances:</b>   |                  |
| Additional Keepsake copies <i>(for each additional copy of a DVD/Blu-Ray/USB Stick already ordered)</i>                                   | 25.50            |
| Each extra 25 photos <i>(For each 25 extra photos on a 'Slideshow' or 'Pro tribute')</i>  | 21.00            |
| Extra work <i>(For adding video to the 'Pro tribute', any revisions, or any major departure from a standard product)</i>                  | 21.00            |
| <i>For baby services, or those aged 18 or under, we offer a free live webcast and a free single photo and Slideshow.</i>                  |                  |
|   |                  |
| Extension use of Obitus Media System and/or/both Organist   | 25.00            |
|   |                  |
| <b>Scattering of Cremated Remains in the Gardens of Remembrance:</b>  |                  |
| Cremation took place at North East Lincolnshire Crematorium   | No charge        |
| Cremation took place elsewhere  | 53.00            |
|   |                  |
| Temporary Deposit of Cremated Remains (after 1 month)   | 17.00 per month  |
|   |                  |
| Searches of cremation records (after initial free entry)  | 10.50 (per name) |
|   |                  |
| <b>Urns &amp; Caskets</b>   |                  |
| Bronze Urn  | 39.80            |
| Wooden Casket & Sanctum Casket  | 45.00            |
|   |                  |
| <b>Inscription in the Crematorium Book of Remembrance:</b>  |                  |
| 2 Line Entry  | 56.50            |
| 5 Line Entry  | 105.00           |
| 8 Line Entry  | 151.00           |
|   |                  |
| <b>Personal / Private Book of Remembrance</b>   | 43.00            |
| 2 Line Entry  | 32.50            |
| 5 Line Entry  | 41.75            |
| 8 Line Entry  | 49.35            |
|   |                  |
| <b>Remembrance Card &amp; inscription:</b>  |                  |
| 2 Line Entry & Card   | 37.30            |
| 5 Line Entry & Card   | 44.00            |
| 8 Line Entry & Card   | 53.50            |
|   |                  |
| <b>Embellishment to inscriptions (5 &amp; 8 Line Entry only):</b>   |                  |

|  |              |
|--|--------------|
| Floral Emblem – per inscription                                | 71.50        |
| Badge/Crest – per inscription                                  | 77.25        |
|  |              |
| <b>Memorials - Includes inscription</b>                        |              |
| Leaf Remembrance Tree – 5 year lease                           | 65.00        |
| Leaf Remembrance Tree – 5 year renewal                         | 35.00        |
|  |              |
| Marble Vase Block – 10 year lease                              | 475.00       |
| Marble Vase Block – renewal of 10 year lease                   | 140.00       |
|  |              |
| Photo  | 100.00       |
| Flower emblem  | 80.00        |
| Replacement 3” & 4” Vase insert                                | 6.50         |
| Replacement 6” Vase Insert                                     | 8.00         |
|  |              |
| Sanctum 10 year renewal  | 360.00       |
|  |              |
| Granite Wall Plaque – 10 year lease                            | 380.00       |
| Granite Wall Plaque – renewal of 10 year lease                 | 135.00       |
|  |              |
| Memorial Bench Plaque 5/10 year lease                          | 170/240.00   |
| Memorial Bench Plaque – renewal of 5/10 year lease             | 70.00/100.00 |
| Memorial Bronze Plaque – renewal of 10 year lease              | 130.00       |
|  |              |
| Memorial Vault (2 caskets) – 10 year lease                     | 765.00       |
| Memorial Vault – renewal of 10 year lease                      | 363.00       |
| Additional inscription (per character)                         | 2.00         |
|  |              |
| Additional/Replacement Vase Block Tablet, Bench or Wall Plaque | 146.90       |
| Cloisters Plaque 10 year lease                                 | 300.00       |
| Cloisters Plaque Renewal Only 10 year lease                    | 100.00       |
|  |              |
| <b>New Memorial Garden</b>                                     |              |
| Barbican Tower Plaque – 10 year lease                          | £300.00      |
| Barbican Tower – renewal 10 year lease                         | £100.00      |
|  |              |
| Memorial Vault (2 caskets) – 10 year lease                     | £675.00      |
| Memorial Vault – renewal of 10 year lease                      | £340.00      |
|  |              |
|  |              |

## CEMETERY CHARGES

The following applies to babies and children up to the age of 18 years:

Children can either be cremated or interred free of charge (not both). There is a charge that applies to all purchases of grave plots for the Exclusive Right of Burial for 50 years, as is stated in the fees/charges. Please note there are sections within the cemeteries where only single depth burials are allowed. **Should a double/triple depth plot be required by the family then a charge of £100 at the time of the first interment.**

### Traditional Burials

|   |         |
|---|---------|
| Purchase of Exclusive Right of Burial for 50                                      | 1100.00 |
| Interment Fee   | 822.00  |
| Incorrect coffin size   | 53.00   |
|   |         |
| Use of Cemetery Chapel  | 109.00  |
| Extension of Chapel Use (60% normal fee)  | 65.00   |
|   |         |
| Purchase of Exclusive Right of Burial for 4 sets of Cremated Remains for 50 years | 639.00  |
|   |         |
| Cremated Remains Interment Fee  | 140.00  |
|   |         |
| Interment Fee for Organs and Body Parts   | 105.00  |
|   |         |
| Scattering of ashes on grave  | 60.00   |
|   |         |

|  |                |
|--|----------------|
| <b>MEMORIALS</b><br><i>Applications are required for all memorials with exception to vase blocks less than 6"x6"x6" without an inscription</i> |                |
| Kerb Sets including one name   | 298.00         |
| Other Memorials <u>NOT</u> exceeding 12"x12"x12" high inc. one name  | 84.00          |
| Other Memorials <u>exceeding</u> 12"x12"x12" inc. one name   | 142.00         |
| Additional inscriptions (per name)   | 60.00          |
|  |                |
| Searches of burial records (after initial free entry)  | 10.50 per name |
|  |                |
| Statutory Declaration, Registration of Transfer of Grave Deed Owner (per Deed)   | 45.00          |
|  |                |
| Grave Marker   | 5.00           |
|  |                |

## **Woodlands Burial Area including pet ashes**

|  |              |
|--|--------------|
| Single Burial Plot including interment                 | 925.00       |
| Reserved Burial Plot                                   | 543.00       |
| Use of Cemetery Chapel                                 | 109.00       |
| Extension of Chapel Use (60% normal fee)               | 65.00        |
| Ashes Plot including interment and small sapling       | 347.00       |
| Reserved Ashes Plot                                    | 289.00       |
| Tree   | 136.00       |
| Pet Ashes plot including small sapling                 | 289.00       |
| Memorial plaques for benches & pergola (5 year lease)  | 178.50       |
| Memorial plaques for benches & pergola (10 year lease) | 252.00       |
| Renewal of plaque for a further 5 years/10 years       | 73.50/105.00 |

## **Grave Maintenance Contract for traditional burials only \***

|                                      |        |
|--------------------------------------|--------|
| Attention Only                       | 85.00  |
| Planting & Attention<br>(Full Grave) | 136.00 |
| Planting & Attention<br>(Lawn Grave) | 114.00 |

\*Existing contracts only