


**NORTH LINCOLNSHIRE COUNCIL
OFFICER DECISION NOTICE AND RECORD
(PUBLISHED)**

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| 1. DECISION TAKEN | | |
| Approval of Fees and Charges relating to Bereavement Services | | |
| EXECUTIVE | NON-EXECUTIVE | (Please tick either) |
| | <input checked="" type="checkbox"/> | |
| IS THIS A 'KEY DECISION' ? (see definition overleaf) | | No |
| DOES THIS DECISION RELATE TO EXEMPT INFORMATION? | | No |
| EXEMPT PARAGRAPH REFERENCE (NOT TO BE PUBLISHED) | | |

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| 2. OFFICER DECISION TAKER | <p>NAME: Simon Green</p> <p>POSITION/POST: Deputy Chief Executive Director/Executive Director (Commercial)</p> <p style="text-align: center;"></p> <p>SIGNATURE</p> <p>DATE 24 December 2020</p> |
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| 3. REASONS FOR THE DECISION (Please ref to any report/minute/background documents attached) | To approve revised fees and charges for Bereavement Services with effect from 1 st January 2021 |
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| 4. ALTERNATIVE OPTIONS CONSIDERED AND REJECTED (BY DECISION TAKER(S)) | |
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TO BE COMPLETED BELOW - ONLY WHEN A DELEGATED OFFICER DECISION REQUIRES PRIOR CONSULTATION WITH A MEMBER (LEADER OF THE COUNCIL, CABINET MEMBER/CHAIRMAN OF A COMMITTEE) IN ACCORDANCE WITH THE 'SCHEME OF DELEGATIONS TO OFFICERS' OR DECISION/MINUTE OF COUNCIL/COMMITTEE OR DECISION/MINUTE OF CABINET/CABINET MEMBER.

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| 5. DECISION REQUIRED TO BE TAKEN IN CONSULTATION WITH RELEVANT MEMBER | <p>COUNCILLOR</p> <p>POSITION</p> <p>SIGNATURE</p> <p>DATE</p> |
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| <p>6. ANY CONFLICT OF INTEREST DECLARED BY ANY EXECUTIVE (CABINET) MEMBER (S) CONSULTED, WHICH RELATES TO THE DECISION, OR (NON-EXECUTIVE) – ANY MEMBER OF THE COMMITTEE THAT DELEGATED THE DECISION TAKEN</p> | |
| <p>7. WITH REFERENCE TO 6. ABOVE - HAS ANY DISPENSATION BEEN GRANTED TO THE EXECUTIVE (CABINET) MEMBER? (ONLY APPLIES TO EXECUTIVE)</p> | |

PLEASE REMEMBER TO ATTACH ANY ACCOMPANYING REPORT.

WHEN COMPLETE, PLEASE SEND TO SERVICE MANAGER: DEMOCRACY FOR PUBLISHING

(The definitions of a key decision are when an executive decision is likely -

(i) to result in the Council incurring expenditure or the making of savings (including the receipt or loss of income) over £350,000 in any one financial year; or

(ii) to be significant in terms of its effect on communities living or working in an area comprising two or more wards or electoral divisions in the area of the local authority).

NORTH LINCOLNSHIRE COUNCIL

DEPUTY CHIEF EXECUTIVE

**BEREAVEMENT SERVICES FEES AND
CHARGES REVIEW JANUARY 2021**

1. OBJECT AND KEY POINTS IN THIS REPORT

1.1 To approve changes to fees and charges for Bereavement Services

1.2 The key points in this report are

- A full cost recovery exercise has been undertaken for all Bereavement Services fees and charges
- Consideration of the provisional conclusions as part of the Competition and Markets Authority funeral market investigation has been considered when reviewing current fees and charges for cremations and burials
- A review of the service offer has been undertaken to improve the range of services available to enhance the customer experience
- Proposals for changes to fees and charges are included
- We are seeking to introduce changes to fees and charges from 1st January 2021

2. BACKGROUND INFORMATION

2.1 Bereavement Services needs to periodically review the fees and charges of the services we provide to ensure full cost recovery and continue to deliver customer focused and financially sustainable services.

2.2 Fees and charges have not been reviewed since 2018/19 and a decision to delay the review was made at the start of this financial year pending the outcome of the Competition and Markets Authority investigation into the funeral market. The investigation was initially delayed due to the pandemic and has impacted on possible remedies, conclusions have now been published.

2.3 Each local authority is responsible for setting fees and charges for a range of Bereavement Services.

2.4 A full cost recovery exercise has been undertaken which confirmed burials and cremations are at full cost recovery. Some other fees and charges need to change to ensure full cost recovery, increases are attributable to supplier costs which we need to recover.

2.5 The range of the services on offer was also considered with some new services

now available, the most notable one being tribute screens which display photos or video on large screens installed in the entrance foyer and the main chapel.

- 2.6 The refunding of Exclusive Right of Burial of unused Cremated Remains Plot or Grave has been formalised to allow the buy back of an unwanted plot. This will consist of a refund of the original purchase payment, less the years of Ownership and an administration fee.

3. OPTIONS FOR CONSIDERATION

- 3.1 Option 1: To make no changes and keep the current fees and provision.
- 3.2 Option 2: To approve the proposed changes to Bereavement Service fees and charges as set out in Appendix 1 with effect from 1 January 2021 to ensure full cost recovery and improve the service offer. Option 2 is the preferred option.

4. ANALYSIS OF OPTIONS

- 4.1 A full cost recovery exercise has been undertaken which confirmed burials and cremations are at full cost recovery and hence no changes are proposed to the fees and charges other than the introduction of a shorter cremation service offer of 10 minutes at a reduced cost as an alternative to direct cremations.
- 4.2 Continuation of burial and cremation fees at current levels ensures full cost recovery and during a global pandemic and given the CMA report it would be insensitive to increase these. The CMA conclusions identified a range of remedies, publication of transparent pricing is recognised as a step that can be taken immediately and North Lincolnshire already publishes transparent pricing.
- 4.3 The full cost recovery exercise confirms changes are required to some other fees and charges which are set out at Appendix 1.
- 4.4 We have also reviewed our service offer and introduced a number of new services which are set out at Appendix 1.
- 4.5 Implementation of the revised fees for Bereavement Services increases the offer to our customers and delivers full cost recovery.
- 4.6 Continuation of burial and cremation fees at current levels ensures full cost recovery and during a global pandemic and given the CMA report it would be insensitive to increase these.
- 4.7 Benchmarking has been carried out to ensure our fees and charges are in line with other local authority operated crematorium and burial services.

5. FINANCIAL AND OTHER RESOURCE IMPLICATIONS (e.g. LEGAL, HR, PROPERTY, IT, COMMUNICATIONS etc.)

- 5.1 The current and proposed fees are set to ensure cost recovery and avoid any subsidy for local taxpayers.
- 5.2 There are no staffing, property, IT or HR implications.

6. OTHER RELEVANT IMPLICATIONS (e.g. CRIME AND DISORDER, EQUALITIES, COUNCIL PLAN, ENVIRONMENTAL, RISK etc.)

6.1 No negative impact on customers is expected.

7. OUTCOMES OF INTEGRATED IMPACT ASSESSMENT (IF APPLICABLE)

7.1 Not applicable

8. OUTCOMES OF CONSULTATION AND CONFLICTS OF INTERESTS DECLARED

8.1 No formal consultations required.

9. RECOMMENDATIONS

9.1 That the Deputy Chief Executive approves the proposed changes to Bereavement Services fees and charges as set out at Appendix 1

DEPUTY CHIEF EXECUTIVE

Author: S Newbould

Date: 24th Dec 2020

**Background Papers used in the preparation of this report :
Current and proposed fees for Bereavement Services**

Appendix 1 – Proposed fees for Bereavement Services

| Fees & Charges | Where applicable, charges are inclusive of VAT |
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| Administration fees (per hour) | £35.00 |
| Fees for late burial or cremation paperwork** <i>** applicable to late paperwork is <u>any</u> paperwork, forms etc., which are not received in this office by 3pm two working days prior to the funeral service (in line with our current Preliminary Booking Form. This fee will apply to where forms are missing or incomplete.</i> | £60.00 |
| Genealogy search (1hr, first 30mins free of charge) | £18.00 |
| Cremation Fees <i>We recognise that many people may wish to personalise the funeral of loved ones so to assist with this we offer a range of additional services and features that can enhance our standard funeral arrangements. These can be found below:</i> | |
| Adult, 18 years and over To include a 40-minute use of chapel, environmental fees and scattering of cremated remains in the Garden of Remembrance at Woodlands Crematorium (if requested) | £715.00 |
| Child, aged 17 years and under To include a 40-minute use of chapel, environmental fees and strewing in the Garden of Remembrance at Woodlands Crematorium (if requested) <i>**Please note there is NO CHARGE to the families, these charges are claimed for from the Ministry of Justice Children's Funeral Fund for England**</i> | £715.00 |
| Direct Cremation Please note that a direct cremation is a cremation with no funeral service, no ceremony performed beforehand, and there should be no attendees attending our premises. This service is offered Monday to Wednesday at 8:45am and by arrangement, Monday to Friday at 9:20am. Music is not permitted via our Wesley portal. <i>**Please note there is NO CHARGE to the families of Children aged 17years and under, these charges are claimed for from the Ministry of Justice Children's Funeral Fund for England**</i> | £515.00 |
| Simple Cremation To include a 10-minute use of chapel (appointments available Monday to Friday, 9:20am and 9:40am) and the option to have (one) piece of entry music and 1 (one) piece of exit music <u>only</u> . <i>**Please note there is NO CHARGE to the families of Children aged 17years and under, these charges are claimed for from the Ministry of Justice Children's Funeral Fund for England**</i> | £600.00 |
| Body Parts | £66.00 |
| Chapel 20-minute extended service time | £150.00 |
| Chapel 40-minute extended service time | £200.00 |
| Chapel over-running service | £150.00 |
| Chapel used for 40-minute memorial service | £200.00 |
| Late cancellation charge - applies to 72 hours prior to time of service | £150.00 |
| Organist* <i>**The availability of an organist cannot be guaranteed, and we would encourage you to liaise with our music media provider who may be able to meet the needs of your families.</i> | £60.00 |
| Replacement Cremation Certificate | £16.00 |
| Consultation and help with completing forms for independent funerals | £85.00 |
| Garden of Remembrance Scattering of Cremated Remains From Another Cremation Authority | |
| Adult, aged 18 years and over | £75.00 |
| Child, aged 17 years and under <i>**Please note there is NO CHARGE to the public, these charges are claimed for from the Ministry of Justice Children's Funeral Fund for England**</i> | £75.00 |

| Fees & Charges | Where applicable, charges are inclusive of VAT |
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| Wesley Media <i>Please be aware that due to the nature of the Internet, no guarantee is given that delivery of audio/visual data will be uninterrupted or error free.</i> | |
| Webcasting Per service including 7 days On Demand | £50.00 |
| Recording of service and presented as a download link | £50.00 |
| Additional service recording request (can be made up to 3 months after the webcast event has completed) | £10.00 |
| Visual tribute up to 1 to 5 images, plus musical tribute from central library | £40.00 |
| Visual tribute up to 6 to 20 images, plus musical tribute from central library | £58.00 |
| Visual tribute up to 21 to 40 images or 5 mins of video plus a musical tribute from our central library | £82.00 |
| Visual tribute up to 1 to 5 images, plus musical tribute from central library includes download link* | £76.00 |
| Visual tribute up to 6 to 20 images, plus musical tribute from central library includes download link* | £94.00 |
| Visual tribute up to 21 to 40 images or 5 mins of video plus a musical tribute from our central library includes USB/download* | £136.00 |
| <i>Visual tributes - less than 48 hours (2 working days) before funeral service - visual tribute up to 5 images, plus musical tribute from central library</i> | £130.00 |
| <i>Visual tributes - less than 48 hours (2 working days) before funeral service - Visual tribute up to 20 images, plus musical tribute from central library</i> | £166.00 |
| <i>Visual tributes - less than 48 hours (2 working days) before funeral service - Visual tribute up to 40 images or 5 mins of video plus a musical tribute from our central library</i> | £196.00 |
| Music not ordered by FD/Celebrant same day before service charge** **We operate an automated scheduling music and tribute service and we have limited ability to change music at the time of the planned event | £20.00 |
| Urns & Caskets | |
| Wooden casket/metal urn | £39.00 |
| Adult cardboard ashes box | £8.00 |
| Child cardboard ashes box **Please note there is NO CHARGE to the public, these charges are claimed for from the Ministry of Justice Children's Funeral Fund for England** | £2.00 |
| Poly urns | £12.00 |
| Memorials | |
| Book of Remembrance | |
| Two line - permanent entry | £66.00 |
| Five line - permanent entry | £107.00 |
| Eight line - permanent entry | £148.00 |
| Crests, badges, motifs added (min 5-line entry) | £58.00 |
| Floral design | £41.00 |
| Reserved line - each line (inscription done at current rate) | £13.00 |
| Miniature book - plus one line | £69.00 |
| Additional lines to miniature book, each line | £11.04 |
| Memorial Cards | |
| Including up to 2 lines (personal copy of entry in the Book of Remembrance) | £22.00 |
| Including up to 5 lines (personal copy of entry in the Book of Remembrance) | £32.00 |
| Including up to 8 lines (personal copy of entry in the Book of Remembrance) | £38.00 |
| Crests, badges, motifs added to books or cards | £58.00 |
| Floral designs | £41.00 |

| Fees & Charges | Where applicable, charges are inclusive of VAT |
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| Memorials cont'd | |
| Tree of Remembrance | |
| Tree of Remembrance Leaf - leaf plus initial 5 year lease | £70.00 |
| Tree of Remembrance Leaf - renewal for a further 5 years | £50.00 |
| Tree of Remembrance Leaf - return of leaf to applicant when item not renewed | £12.50 |
| Rose Boulder – Garden of Remembrance | |
| Rose Boulder - boulder plus initial 5-year lease | £280.00 |
| Rose Boulder - renewal for a further 5 years | £200.00 |
| Rose Boulder - return of plaque to applicant when item not renewed | £25.00 |
| Ashes to Glass Products | |
| Ashes to Glass | Price on Application |
| Tower Plaques including Baby Barbican | |
| Tower plaque - plaque plus initial 5-year lease | £180.00 |
| Tower plaque - renewal for a further 5 years | £130.00 |
| Crests, badges, motifs | £25.00 |
| Oval photograph | £70.00 |
| Tower plaque - return of plaque to applicant when item not renewed | £75.00 |
| Sundial | |
| Plaque plus initial 5-year lease | £235.00 |
| Plaque - renewal for a further 5 years | £150.00 |
| Photograph | £75.00 |
| Motif | Price on Application |
| Military Barbican | |
| Plaques | £250.00 |
| Badges, emblems etc | Price on Application |
| Memorial Seats | |
| Dedication of whole seat for initial 5-year period | £800.00 |
| Dedication renewal of whole seat for a further 5 years | £300.00 |
| Dedication of one third (1/3) share for initial 5-year period | £300.00 |
| Dedication renewal one 1/3 bench for a further 5 years | £116.00 |
| Return of seat plaque to applicant when item not renewed | £12.50 |
| Ash Vaults | |
| 10-year lease of Ash Vault, to include a maximum of 80 characters | £750.00 |
| Ash Vault renewal further 10yrs | £325.00 |
| 20-year lease of Ash Vault, to include a maximum of 80 characters | £1,250.00 |
| Ash Vault renewal further 20yrs | £650.00 |
| Extra characters over and over 80 included | £2.50 |
| Additional inscription added to an existing vault (maximum 80 characters) | £215.00 |
| Photograph | £80.00 |
| Motifs and badges | Price on Application |
| Additional designs at manufacturer's costs | Price on Application |
| Additional placement into an existing vault (per casket) | £50.00 |

| Fees & Charges | Where applicable, charges are inclusive of VAT |
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| Purchase of Exclusive Rights for Burial (Grave) & Interment of Cremated Remains | |
| Adult, 18 years and over, full lawned grave burial rights for 50 years | £997.00 |
| Adult, 17 years and under, full lawned grave burial rights for 50 years <i>**Please note there is NO CHARGE to the public, these charges are claimed for from the Ministry of Justice Children's Funeral Fund for England**</i> | £997.00 |
| Adult, 18 years and over, cremated remains lawn grave burial rights for 50 years | £578.00 |
| Adult, 17 years and under, cremated remains lawn grave burial rights for 50 years <i>**Please note there is NO CHARGE to the public, these charges are claimed for from the Ministry of Justice Children's Funeral Fund for England**</i> | £578.00 |
| Adult, 18 years and over, full traditional grave burial rights for 50 years | £1242.00 |
| Adult, 17 years and under, full traditional grave burial rights for 50 years <i>**Please note there is NO CHARGE to the public, these charges are claimed for from the Ministry of Justice Children's Funeral Fund for England**</i> | £1242.00 |
| Adult, 18 years and over, burial rights for 50 year cremated remains lawn grave | £700.00 |
| Adult, 17 years and under, cremated remains lawn grave burial rights for 50 years <i>**Please note there is NO CHARGE to the public, these charges are claimed for from the Ministry of Justice Children's Funeral Fund for England**</i> | £700.00 |
| Exclusive Rights of Burial refunds: The Council may be able to buy back the plot and issue you with a refund of the original purchase payment, less the years of Ownership and an administration fee. <i>The formal date of Surrender is when the Bereavement Office receives your letter of surrender instruction together with the Deed of Grant(s). When received, the Bereavement Services Office will calculate the refund owing for purchased remaining years on the Exclusive Right of Burial. Any calculations prior to the formal date of Surrender will be approximate refund figures only.</i> | Price on Application |
| Burial Fees | |
| Adult, 18 years and over - full size grave | £822.00 |
| Child, 17 years and under - full size grave <i>**Please note there is NO CHARGE to the public, these charges are claimed for from the Ministry of Justice Children's Funeral Fund for England**</i> | £822.00 |
| Burials, weekend or bank holiday excluding Christmas and Easter public holidays, where available* | |
| Adult, 18 years and over - full size grave | £1533.00 |
| Child, 17 years and under - full size grave <i>**Please note there is NO CHARGE to the public, these charges are claimed for from the Ministry of Justice Children's Funeral Fund for England**</i> | £1533.00 |
| Burial of Cremated Remains | |
| Adult, 18yrs and over - the burial of single cremated remains | £140.00 |
| Adult, 18yrs and over - the burial of 2 sets of cremated remains in the same plot, at the same time as each other | £200.00 |
| Child, 17 years and under - burial of single cremated remains <i>**Please note there is NO CHARGE to the public, these charges are claimed for from the Ministry of Justice Children's Funeral Fund for England**</i> | £140.00 |
| Adult, 18yrs and over - the burial of single cremated remains from another Burial and Cremation Authority | £148.00 |
| Child, 17 years and under - the burial of single cremated remains from another Burial and Cremation Authority <i>**Please note there is NO CHARGE to the public, these charges are claimed for from the Ministry of Justice Children's Funeral Fund for England**</i> | £148.00 |
| Burial of Cremated Remains - Saturdays only, where available | |
| Adult, 18yrs and over - the burial of single cremated remains | £204.00 |
| Adult, 18yrs and over - the burial of 2 sets of cremated remains in the same plot, at the same time as each other | £265.00 |
| Child, 17 years and under - burial of single cremated remains <i>**Please note there is NO CHARGE to the public, these charges are claimed for from the Ministry of Justice Children's Funeral Fund for England**</i> | £204.00 |
| Adult, 18yrs and over - the burial of single cremated remains from another Burial and Cremation Authority | £204.00 |

| Fees & Charges | Where applicable, charges are inclusive of VAT |
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| Child, 17 years and under - the burial of single cremated remains from another Burial and Cremation Authority <i>**Please note there is NO CHARGE to the public, these charges are claimed for from the Ministry of Justice Children's Funeral Fund for England**</i> | £204.00 |
| Excavation of a grave space subsequently not used | £375.00 |
| Exhumations | |
| Exhumation (this does not include any re-burial costs) | £902.00 |
| Exhumation of Cremated Remains (this does not include any re-burial costs) | £324.00 |
| Grave Plaques | |
| New grave plaque (to include plinth and legs) including 50 characters | £456.00 |
| Existing plaque - additional inscription up to 50 characters | £318.00 |
| Additional characters over the 50 in items 100 and 101 (if space permitting) | £6.00 |
| Engraved badges or motifs (available on mock stone plaques only) | Price on Application |
| Ceramic photo plaque (available on mock stone plaques only) | Price on Application |
| Butterfly baby plaque (or similar) | £100.00 |
| Cemetery Memorial Fees | |
| Permit to erect a single memorial headstone, vase and/or kerb edging (on one single application)* <i>*Please refer to the cemetery and crematorium rules and regulations as to the permitted sizes and type of headstone that are acceptable within our local authority managed cemeteries before committing to</i> <i>Please note that no work should be carried out on a memorial without:</i> <ul style="list-style-type: none"> •The authority of the person holding the Right of Burial to the grave •Your memorial mason submitting an application form and fee to the Council before commencing works •The Council issuing a permit Please note that our aim is to process permit applications within 10 working days from receipt in this office. | £112.50 |
| Permit to Erect a memorial retrospectively. Please note that our aim is to process permit applications within 10 working days from receipt in this office. | £312.20 |
| Permit to subsequently erect kerb edging to each grave where a previous permit has been issued. This includes mini-kerb sets where applicable (upgrade and traditional section areas only)* <i>*Please refer to the cemetery and crematorium rules and regulations as to the permitted sizes and type of headstone that are acceptable within our local authority managed cemeteries) as not all areas will be permitted to erect kerb edging to graves</i> Please note that our aim is to process permit applications within 10 working days from receipt in this office. | £85.00 |
| Permit for additional inscription. Please note that our aim is to process permit applications within 10 working days from receipt in this office. | £65.00 |
| Permit for professional cleaning and or refurbishment of headstone! Please note that our aim is to process permit applications within 10 working days from receipt in this office. | £25.50 |