



Wednesday, 8 March 2023

Dear Sir/Madam

A meeting of the Bramcote Bereavement Services Joint Committee will be held on Thursday, 16 March 2023 via Bramcote Crematorium, Coventry Lane, Bramcote, commencing at 6.30 pm.

Should you require advice on declaring an interest in any item on the agenda, please contact the Monitoring Officer at your earliest convenience.

Yours faithfully

Chief Executive

To: Members of the Bramcote Bereavement Services Joint Committee

## A G E N D A

1. APOLOGIES

To receive apologies for absence and to be notified of the attendance of substitutes.

2. DECLARATIONS OF INTEREST

Members are requested to declare the existence and nature of any disclosable pecuniary interest and/or other interest in any item on the agenda.

3. MINUTES

(Pages 3 - 4)

To approve the minutes of the previous meeting held on 19 January 2023.

4. CHARITABLE DONATIONS

(Pages 5 - 10)

To seek approval of the charitable organisation which will receive the charitable donation in 2023/24 from the funds raised through the metals recycling scheme.

5. CREMATION NUMBERS AND MARKETING STRATEGY (Pages 11 - 14)

To provide the Joint Committee with an update on cremation numbers and the marketing strategy.

6. FEES AND CHARGES 2023/24 (Pages 15 - 22)

To seek approval of the proposed fees and charges for the financial year 2023/24, in accordance with the service objective of providing efficient arrangements for funeral directors and clergy which meet the need of their service users at a reasonable cost.

7. REPLACEMENT CREMATOR (Pages 23 - 24)

To provide the Joint Committee with an update on the progress with regards replacement cremators.

8. PERFORMANCE MANAGEMENT UPDATE (Pages 25 - 30)

To advise the Joint Committee on the performance levels for Bramcote Crematorium for the financial year-to-date 2022/23.

9. WORK PROGRAMME (Pages 31 - 32)

To consider items for inclusion in the Work Programme for future meetings.

## **BRAMCOTE BEREAVEMENT SERVICES JOINT COMMITTEE**

**THURSDAY, 19 JANUARY 2023**

Broxtowe Borough Council:  
Councillors S J Carr  
M Radulovic MBE

Erewash Borough Council:  
C Hart  
W Major  
G Hickton (substitute)

Apologies for absence were received from Councillors V Clare and R I Jackson.

### 22 **DECLARATIONS OF INTEREST**

There were no declarations of interest.

### 23 **MINUTES**

The minutes of the meeting held on 13 October 2022 were confirmed and signed as a correct record.

### 24 **REVENUE ESTIMATES 2022/23 AND 2023/24**

The Joint Committee considered the revenue budget for financial year 2023/24, together with the revised estimate for the current year, in accordance with the service objective of providing efficient arrangements for funeral directors and clergy which meet the need of their service users at a reasonable cost.

It was proposed to distribute a total of £800,000 in both 2022/23 and 2023/24, split equally between Broxtowe and Erewash Borough Councils, given the level of estimated revenue account surplus as at 31 March 2023.

Members noted the need to maintain at least the minimum recommended balance of £100,000 to safeguard crematorium balances from the potential impact of new crematoria in the local area and the effect on cremation numbers.

#### **RESOLVED that:**

- 1. The revised estimate for 2022/23 and the base budget for 2023/24 as submitted at appendix 2 be approved.**
- 2. An amount of £60,000 be provided to cover capital developments during 2023/24 as outlined in appendix 3 be approved.**
- 3. The fees and charges as detailed in appendix 4 be implemented.**
- 4. An amount of £400,000 be distributed to each of the constituent authorities in 2023/24.**

25 MEDIUM TERM FINANCIAL STRATEGY 2022/23 TO 2026/27

The Joint Committee considered the Medium Term Financial Strategy for Bramcote Crematorium through to 2026/27.

The Joint Committee noted that expenditure can continue to be met whilst maintaining a level of distribution of at least £400,000 to each constituent authority in 2022/23 and 2023/24. There was likely to be a need to reduce the annual distribution to £350,000 to each constituent authority from 2024/25 if general balances are to be maintained above the minimum recommended level of £100,000 throughout the period.

**RESOLVED that the Medium Term Financial Strategy for Bramcote Crematorium be approved.**

26 UPDATE ON THE SALE OF SURPLUS LAND TO THE REAR OF THE CREMATORIUM

The Joint Committee noted the verbal update regarding the sale of the land to the rear of the crematorium.

27 CREMATOR UPDATE

The Joint Committee noted the verbal update regarding the replacement of the cremators.

28 CHRISTMAS SERVICE OF REMEMBRANCE 2022

The Joint Committee were provided an update on the Christmas Service of Remembrance 2022. It was noted that the service was attended by 140 members of the public and was well received.

29 CREMATION NUMBERS

The Joint Committee noted the update on cremation numbers. It was noted that there had been a slight decrease in cremations during the first 8 months of the year.

30 WORK PROGRAMME

The Joint Committee considered the Work Programme.

**RESOLVED that the Work Programme be approved, subject to the addition of reports on the Cremator Replacement Update, Updated Fees and Charges and Review of ICT/Language Services provided during ceremonies.**

## Report of the Executive Director

### CHARITABLE DONATIONS 2023/24

#### 1. Purpose of Report

To seek approval of the charitable organisation which will receive the charitable donation in 2023/24 from the funds raised through the metals recycling scheme.

#### 2. Recommendation

**The Joint Committee is asked to CONSIDER the charitable organisations who will receive the donation from the funds raised through the metals recycling scheme and RESOLVE accordingly.**

#### 3. Detail

It is common place in modern medical practice for people to have artificial orthopaedic implants such as hip and knee replacement joints. Often these implants are metal. Following the cremation, the metal implants are extracted from the cremated remains. The separated metals are subsequently classified as waste and need to be disposed of accordingly.

The ICCM, as the recognised industry body, facilitates an approved national metal collection service. The metals are collected for recycling by a ICCM approved contractor. Bramcote Crematorium is one of the many crematoriums in the country which are part of this collaborative approach to metal recycling.

The ICCM receive payment from the contractor for the metals collected. The funds are then shared out equally on an annual basis amongst the crematoriums who support the national scheme. The funds are allocated on the basis that they are then given to local bereavement charities. Since its creation the national scheme has raised over £13 million for charities.

The recycling of metals resulting from cremation is only carried out with the written consent of each bereaved family. If a family wishes to have the metal implants returned to them this is arranged.

Two bereavement charities have approached Bramcote Crematorium requesting that they be considered for a donation in 2023/24. It is considered that members of the Joint Committee should make the decision with regards to which charity should receive the annual donation. Whilst Members may decide a different charity is more appropriate, the two charities which have expressed their interest in being considered for the donation are:

- Cruse Bereavement Support
- The Children's Bereavement Centre

Further information on the two charities is shown in the appendix.

4. Financial Implications

There are no direct financial implications that arise from this report.

5. Legal Implications

There are no direct legal implications that arise from this report.

6. Human Resources Implications

No comments

7. Union Comments

No comments

8. Data Protection Compliance Implications

No comments

9. Equality Impact Assessment

No comments

10. Background Papers

Nil

**APPENDIX****Cruse Bereavement Support**

Cruse Bereavement have provided the attached handouts and the following information.

Cruse Nottinghamshire is a local branch of Cruse Bereavement Support whose vision is a world where every bereaved person has somewhere to turn when someone dies. Our Cruse branch has been providing support to bereaved people locally for many years. We have wonderful Bereavement Volunteers who are highly trained to support people with person-centred bereavement support. Our support is open to anyone who is bereaved in the area. We support people who have suffered any kind of bereavement at any time, completely free of charge.

Ordinarily, around 7- 11% of people are likely to suffer 'complicated' or 'prolonged' grief following a death from natural causes. Over the past two years this figure has been much higher, resulting in an increase in people requiring specialist bereavement support.

The impact of Death for some of the bereaved has been devastating and without support, people can experience traumatic symptoms later on (including anxiety, depression and post-traumatic stress). Day-to-day life, employment and relationships can be affected.

The right support at the right time helps prevent and alleviate the negative impact of bereavement. Our Bereavement Volunteers are trained to use a person-centred approach to help bereaved people navigate complex feelings associated with loss, develop coping strategies, resilience and identify additional support networks.

"When my husband died, I didn't want to live. You've helped me to think of living again"

**Why we need your help**

We cover the cost of bereavement support, making the support we provide free to all those in the local area who would like to access it. Donations are absolutely vital, and without them we simply wouldn't be able to provide our wide reaching, life-changing support.

A donation to Cruse locally from your Crematorium would make an enormous difference to the lives of bereaved people here. Your support would enable us to grow our presence in the local community, up-skill our volunteers, train new ones and enable us to adapt our services, to ensure that no bereaved person is left to face grief alone.

If you have ideas of other ways we could work together, maybe teaming up to enable our volunteers to continue their professional development and take a tour of the crematorium or to be involved in a crematorium open day or memorial event then please do let us know.

**The Children's Bereavement Centre**

The Children's Bereavement Centre have provided the following information.

I have outlined below some information about the charity and how it helps and supports local children, young people, and their families. All its services are offered free of charge and with just 4% of the funding required to operate coming from any kind of statutory funding, other fundraising campaigns and initiatives are crucial to us.

The Children's Bereavement Centre is a local registered charity whose purpose is to relieve the distress and suffering of those children, and their families, who have experienced bereavement or loss by providing accessible information, guidance, and support. It aims to provide a network of effective support around every bereaved child, to ensure the best outcomes for all.

The charity supports people from Nottinghamshire and South Lincolnshire at one of the most difficult times of their lives. It is run by professional practitioners who are qualified to help with the grieving process brought on by the death or terminal illness diagnosis of a loved one. It is open to 3–18-year-olds and offers a safe environment for them and their families. All the children accessing support have experienced trauma, as the deaths are often in problematic circumstances such as chronic illness, accident, murder, or suicide. The charity provides free, specialist 1:1 counselling for children, social events including group activities/workshops, peer support group, and bereavement camp.

Due to the traumatic loss, children are more likely to have behavioural problems. Grieving children are also vulnerable to mental health disorders as they may be confused by what they are feeling. Often adults attempt to protect children because their own feelings are too painful to discuss. They do not want their children to feel their pain. The charity's early interventions help bereaved families to build resilience and improve their wellbeing. Children and young people can adjust to their loss, reducing their risk of negative behaviour patterns and physical or mental health problems. They are able to grow up healthier and happier.

The Children's Bereavement Centre is the only dedicated children's bereavement service in this area and continues to fill a vital gap in local service provision.



# Children's grief

Children's understanding of grief and their reactions will depend on their age.

- A very young child **might not understand** that death is permanent.
- An older child or teenager **may use denial** to help them cope.
- Children may seem to **dip in and out of grief** – this doesn't mean they don't care.

## Supporting a child or young person

- **Page 9** Tell them what has happened using **clear language**. Check their understanding, and let them talk and ask questions.
- Reassure them that they are **still loved**.
- **It's OK** to let them see that you're sad too.
- **Let them join in** with funerals and memorials, but be led by them.
- Talk to their school and make sure **other adults** involved in their care know what has happened.

Children experience grief differently.



# Cruse Bereavement Support

We help people through one of the most painful times in life – with bereavement support, information and campaigning.

Visit our website at [www.cruse.org.uk](http://www.cruse.org.uk)

Email us at [helpline@cruse.org.uk](mailto:helpline@cruse.org.uk)

Telephone our national freephone helpline  
**0808 808 1677**

Can you help someone through the most painful time of their life?  
Donate at [cruse.org.uk/donate](http://cruse.org.uk/donate)

For more information on children and grief  
[www.cruse.org.uk/children](http://www.cruse.org.uk/children)  
Or see our website for young people  
[www.hopeagain.org.uk](http://www.hopeagain.org.uk)

## You're not alone

**Royal Patron:** Her Majesty The Queen

Registered charity no. 208078  
A company limited by guarantee 00638709  
Registered office: Unit 0.1, One Victoria Villas,  
Richmond, Surrey, TW9 2GW

# Cruse Bereavement Support

## Understanding grief



[cruse.org.uk](http://cruse.org.uk)

# After someone dies

If you're reading this because someone has died, we're so sorry. The death of someone close can be one of the hardest things we have to deal with.

There is no normal or 'right' way to grieve. How you react will depend on many things – who died and how, age and experience, personality and culture or religion.

Over time feelings usually become less intense, but you can't predict when it will happen, or force it to come sooner. But eventually most people feel able to cope with their lives, whilst remembering those who have died.

## Cruse can help

If as time goes on you find that you are struggling to cope, you can contact us for more support.

**Our Freephone helpline number 0808 808 1677**

You can find out more about our services on our website

**cruse.org.uk**



# What you may feel

There are no set stages or phases of grief which everyone goes through. But some feelings are very common.

- In the early days you may feel **shocked and numb**, or you may feel nothing at all.
- The **pain can be overwhelming**, and you may experience waves of intense feelings or mood swings. It's common to find yourself going over and over events.
- You may find yourself **searching for the person who has died**. It's normal to see the person, feel their presence or talk to them.
- You may **feel guilty** about things which happened before the death, or about how you feel now.
- You may **feel very angry** with yourself or others, or with the person who has died.
- You may have **trouble sleeping** or need to sleep more than usual. You may feel sick or panicky.
- As time goes on you may have strong feelings of **longing, sadness, loneliness** and sometimes hopelessness and fear about the future. If you are struggling with these feelings Cruse can help.

Everyone experiences grief differently, and there is no timeline for grief.

# Looking after yourself

It's important that you take care of yourself following a bereavement. These simple steps help many people.



## Treat yourself gently

Take one day at a time and give yourself permission to grieve. Don't feel guilty or weak if you're struggling to cope, or need help.



## Talk to someone

Talking can be really helpful. Often family or friends can help. You might also be able to talk to someone in your community, or to a faith or spiritual leader. Talk to your GP if your health is suffering.



## Diet and sleep

It's easier said than done, but try to eat properly and get enough rest (even if you can't sleep). Be careful if you use alcohol or other drugs. Any relief is only temporary.



## Routine

Sometimes it helps to develop a new routine of eating, sleeping and connecting with others.



## Exercise

Even a short walk to get some fresh air can help.

**Report of the Executive Director**

**CREMATION NUMBERS AND MARKETING STRATEGY**

1. Purpose of Report

To provide the Joint Committee with an update on cremation numbers and the marketing strategy.

2. Recommendation

**The Joint Committee is asked to NOTE this report.**

3. Detail

In accordance with the Joint Committee’s request shown below is a table detailing the number of adult cremations on a year by year basis. The number of adult cremations between April 2022 and January 2023 has increased by nineteen compared to the same period in 2021/22.

It should be noted that the death rate in our core & battleground areas between April 2022 and January 2023 has decreased by 9.7% compared to the same period in 2021/22. Despite the decrease in the death rate the overall market share in the core and battleground areas has increased by 11%. A more accurate report on the death rate and market share will be able to be ascertained at year end.

The overall growth in the cremation numbers and increase in market share can be attributable in part to the excellent work undertaken by employees at the crematorium and the activities which have been implemented as part of the marketing strategy.

Month	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
April	249	310	257	179	221	190	302	226	180
May	233	229	229	225	241	230	283	184	212
June	206	299	241	228	194	212	188	239	227
July	236	232	209	190	174	196	178	179	180
August	234	210	196	175	196	194	179	177	215
September	233	219	231	187	150	175	182	192	176
October	261	235	212	197	189	207	202	193	193
November	268	231	252	201	212	210	222	224	217
December	298	289	250	196	195	202	262	195	193
January	309	250	310	276	273	272	224	217	252
February	321	301	307	259	238	204	303	224	0
March	323	294	258	257	211	240	272	228	0
<b>Total</b>	<b>3171</b>	<b>3099</b>	<b>2952</b>	<b>2570</b>	<b>2494</b>	<b>2532</b>	<b>2797</b>	<b>2478</b>	<b>2045</b>

Further information relating to the breakdowns of the different service types are shown in the appendix.

Further information relating to the activities undertaken as part of the marketing strategy to increase the number of customers is also shown in the appendix.

4. Financial Implications

The comments from the Head of Finance Services were as follows:

Officers continue to monitor cremation numbers against the financial estimates as part of regular budget monitoring processes. Whilst the cremation numbers target for the year is expected to be achieved, income budgets are still under pressure. Members will recall that cremation fee income budgets had previously been based upon the legacy calculation of increasing the base budget by inflation only, rather than being more representative of the likely income levels based on actual services. This has been rectified for the 2023/24 financial estimates.

5. Legal Implications

There are no direct legal implications that arise from this report.

6. Human Resources Implications

No comments

7. Union Comments

No comments

8. Data Protection Compliance Implications

No comments

9. Equality Impact Assessment

No comments

10. Background Papers

Nil

## APPENDIX

**Types of Services breakdown**

The table below shows the different types of cremations which have taken place in 2022/23.

The key for the information in the table is show below:

**Full Service:** A normal 60-minute service and cremation.

**Committal Service:** The service was held at a church/chapel first then, a quick service and cremation.

**Direct Service:** A normal cremation but where there is no service.

**Hospital Body:** The cremation of a body received direct from the hospital.

**Hospital Body Part:** The cremation of a body part received direct from the hospital.

**Low Cost Service:** A normal cremation involving a 60-minute service only at 9:00am in the Serenity Chapel.

As is evident the majority of cremations are 'total cremations'. In 22/23 Directs have increased on the previous year, potentially highlighting a trend move in the market.

	<b>Full Service</b>	<b>Committal Service</b>	<b>Direct Service</b>	<b>Hospital Body</b>	<b>Hospital Body Part</b>	<b>Low Cost Service</b>	<b>Cremations Total</b>
<b>2021/22</b>	2227	133	58	15	36	9	2478
<b>2022/23</b>	1862	70	67	22	11	13	2045

Note: 2022/23 data is for April 2022 to January 2023.

**Marketing**

The following activities have been undertaken as part of raising the profile of the crematorium:

- Increased exposure and messages through social media channels
- Website migrated to new host and updates actioned to enhance the customers experience
- Partnered event with A W Lymn Funeral Directors and Broxtowe Women's Project to support the bereavement service wider community and other projects
- Treetops Hospice Community event attended by local Funeral Directors and crematorium team members discussing guidance and advice on the funeral industry
- Radio Nottingham interview covering the benefits of the metal recycling scheme and how money raised helps local charities

- Bereavement Services networking and charity event. This was a 5 A-side charity football tournament raising money and awareness for Portland College & Day Nursey. A charity which has huge relevance to the team on site at Bramcote Crematorium. All local Funeral Directors were approached and invited to submit a team. The Mayor attended the event to present the trophy to the winning team. The joint venture and event was promoted through the Councils social media channels to raise awareness of the charity and promote the good work being undertaken.

## **Joint Report of the Treasurer and the Bereavement Services Manager**

### **FEES AND CHARGES 2023/24**

1. Purpose of report

To seek approval of the proposed fees and charges for the financial year 2023/24, in accordance with the service objective of providing efficient arrangements for funeral directors and clergy which meet the need of their service users at a reasonable cost.

2. Recommendation

**The Joint Committee is asked to RESOLVE that the fees and charges from 1 April 2023, as detailed in the appendix, be approved.**

3. Detail

The fees and charges for 2023/24 were agreed as part of the budget setting process at the Joint Committee meeting on 19 January 2023. Members were informed that a further report would be submitted relating to memorialisation charges. Some suppliers had not submitted their updated prices for 2023/24, whilst those prices subsequently received were higher than the current costs.

Most suppliers have now provided their revised prices for 2023/24, which has enabled officers to calculate the proposed fees and charges. It should be noted that, at the time of writing, the new prices for Wesley Media had not been received. As a result, a percentage increase has been applied. If further changes are needed once the prices for 2023/24 have been received a price variations report will be brought back to Joint Committee for approval.

There has been some confusion from customers with regards the charges for a Saturday cremation, as previously various different elements made up the fee. In order to simplify matters a new Saturday cremation fee is proposed together with a weekend chapel hire fee. The proposed fees consolidate the previous fees and makes it easier for customers to understand.

Members are also asked to note that it is proposed to offer some new options and rebranding of the services for 2023/24 in order to increase the number of cremations and make Bramcote the crematoria of choice.

The term low cost funeral will be rebranded and promoted as the Sunrise Service. This rebranding forms part of the marketing strategy to attract custom by giving families an enhanced experience and the feeling that when they are having a service for their loved ones at Bramcote Crematorium, they are not doing it at the lowest cost, but rather in the dedicated Sunrise Service slot.

It is also proposed to offer a service called an attended direct. This service will only be available at the times currently allocated for direct services but will be slightly more expensive. As part of the fifteen-minute service a maximum of ten people will be allowed to attend the service and families will be able to choose from the following:

- A piece of music to be played on entry and exit
- A short eulogy to be read by an attendee or a Crematorium employee.

The eulogy will consist of a generic opening and closing paragraph with the middle section generated from a standard set of questions with answers provided by the family.

The Joint Committee is asked to approve the fees and charges as shown in appendix 1.

#### 4. Financial Implications

The comments from the Head of Finance Services were as follows:

The revision in fees and charges to reflect the cost of supplies is welcomed. This will ensure that the net financial position relating to the sale of memorialisation is sustainable. Whilst it is not proposed to make any changes to income or expenditure budgets at this stage, officers will continue to monitor financial performance. Any significant variations required to budgets will be brought to the attention of the Joint Committee as part of the regular performance management reports.

#### 5. Legal Implications

The comments from the Head of Legal Services were as follows:

Local authority responsibilities for the management and protection of cemeteries and crematoria are set out in the Local Government Act 1972 (Section 214 and Schedule 26) and the Local Authorities' Cemeteries Order 1977. Section 9 Cremation Act 1972 allows the Council to set charges or fees for the burning of human remains in any crematorium provided by the Council. Section 12 Cremation Act 1972 requires the Council to publish a table of fees, a fee may be fixed in respect of a burial service before, or after cremation, and, if no fee is fixed, the fee, if any, fixed in respect of a burial service shall apply.

#### 6. Human Resources Implications

There are no direct human resources implications for this report.



7. Union Comments

Not applicable.

8. Data Protection Compliance Implications

There are no Data Protection issues in relation to this report.

9. Equality Impact Assessment

As there is no change to policy an equality impact assessment is not required.

10. Background Papers

Nil.

## APPENDIX 1

**Summary Of Charges – Bramcote Bereavement Services**

		Approved Charges 2022/23 £	Proposed Charges 2023/24 £
Part 1	<b><u>Cremation Fee</u></b>		
	To include Cremation Fee; Medical Referee's Fee; Use of Music Facilities; and Scattering of Cremated Remains (Monday to Friday)	748	820
	<u>For the cremation of the body of:</u>		
	A person below the age of 18 years * No charge to the family. A fee of £240 is claimed back from the Children's Fund	Nil	Nil*
	A person aged 18 years and over	748	820
	School of Anatomy cadaver	528	528
	Body part	50	50
	Direct Cremation (Unattended)	395	430
	Direct Cremation (Attended)	n/a	530
	Committal Service	748	820
	Saturday Service* (prices have been combined to make it easier to understand)	-	1,105
Part 2	<b><u>Urns and Caskets</u></b>		
	Urns	47	POA
	Caskets	106	POA
	Bio Box	6	6
	Polytainers	6	6
	Donation Box	4	4
Part 3	<b><u>Miscellaneous Fees and Charges</u></b>		
	Extended Service Fee	200	268
	Witness Charge	78	78
	Non cancellation fee (administration charge)	95	95
	Use of chapel for memorial service (in the week)	250	268
	Use of chapel for memorial service (at a weekend)	n/a	373
	Sunrise Service (09:00 Serenity Chapel only)	600	642
	Add'n charge for weekend-scattering	26	28
	Scattering of remains from another Crematoria	66	71
	Temporary deposit per month (first month free)	36	36

		Approved Charges 2022/23 £	Proposed Charges 2023/24 £
Part 4	<b><u>Wesley Media Visual Tributes</u></b>		
	Single Still Image	19	21
	Slideshow – max 25 images, no music	39	43
	For additional 25 images	22	25
	Slide Show - max 25 images with music	76	84
	For additional 25 images	22	25
	Family Video File	19	21
	Download MP4 Video File	19	21
	DVD or USB of Visual Tribute only	26	29
	<b><u>Wesley Media Recording of Service</u></b>		
	Downloadable MP4 Video File	35	39
	Including Visual Tribute	46	51
	<b><u>Wesley Media Webcast</u></b>		
	Webcast of service	35	60
	DVD or USB of webcast	61	68
	DVD or USB of webcast Including Visual Tribute	66	73
	Additional DVDs or USB of webcast	26	29
	<b><u>Wesley Media Visual Tributes – Urgent Services</u></b>		
	Prices for Visual Tributes - Requests made after the 48-hour cut-off are subject to an additional fee of £76.	76	84
	Administration Fee	15	15
	<b><u>Memorials and Inscriptions</u></b>		
Part 5	<b><u>Entries in Book of Remembrance (including VAT)</u></b>		
	For each 2 line entry	78	85
	For each 5 line entry	127	138
	For each 5 line entry & motif	198	215
	For each 8 line entry	204	222
	For each 8 line entry & motif	275	299

	Approved Charges 2022/23 £	Proposed Charges 2023/24 £
<u>Digital Display (including VAT)</u>		
Additional swipe card	6	7
Extra page (each)	57	62
<u>Miniature Books (including VAT)</u>		
For each 2 line entry	106	116
For each 5 line entry	129	140
For each 5 line entry & motif	199	216
For each 8 line entry	181	197
For each 8 line entry & motif	252	274
<u>Memorial Plaques (including VAT)</u>		
Wall Plaque - 10 Years Lease	540	594
Wall Plaque plus metal posy vase	640	704
Wall Plaque Renewal (10 Years)	325	358
Bench Plaque - 10 Years Lease	540	595
Bench Renewal (10 Years)	325	358
Rose Plaque - 5 Years Lease	540	594
Rose Plaque Renewal (5 Years)	193	213
Rose Plaque Renewal (10 Years)	325	358
Replacement Wall or Rose or Bench Plaque	126	139
Barbican Plaque - 10 Years Lease	540	584
Barbican Renewal (10 years)	325	351
Barbican Plaque - Replacement	POA	POA
Reflection Garden Wall Plaque - 5 Years Lease	165	182
Reflection Garden Wall Plaque - Motif	21	31
Reflection Garden Wall Plaque - Replacement	65	75
Reflection Garden Wall Plaque Renewal (5 years)	91	101
Book Room Wall Heart Plaque - 5 Years Lease	215	237
Book Room Wall Heart Plaque - Motif	21	31
Book Room Wall Heart Plaque - Replacement	65	75
Book Room Wall Heart Plaque Renewal (5 years)	91	101

	Approved Charges 2022/23 £	Proposed Charges 2023/24 £
Mulberry Tree Plaque - 5 Years Lease	165	182
Mulberry Tree Plaque - Motif	21	31
Mulberry Tree Plaque - Replacement	65	75
Mulberry Tree Plaque Renewal (5 years)	91	101
New/Upgrade memorial (Granite plaques)	110	121
<u>Columbarium Charges</u> (including VAT)		
<u>Level A (top)</u>		
5 year lease	860	948
10 year lease	1,290	1,422
25 year lease	2,050	2,255
<u>Level B</u>		
5 year lease	861	946
10 year lease	1,292	1,419
25 year lease	2,050	2,255
<u>Level C</u>		
5 year lease	779	857
10 year lease	1,158	1,274
25 year lease	1,845	2,030
<u>Level D</u>		
5 year lease	687	756
10 year lease	1,025	1,128
25 year lease	1,640	1,804
5 year renewal	608	80% of current lease fee
10 year renewal	1,094	80% of current lease fee
First 80 letters on plaque	Included	Included

		Approved Charges 2022/23 £	Proposed Charges 2023/24 £
	Additional letters (beyond first 80)	2	2.50
	Photo on plaque (7"x5")	113	135
	Metal flower container	44	53
	Other plaque designs/various ash containers	POA	POA
	<u>Children's Columbarium Charges (including VAT)</u>		
	<u>Level 1 (top)</u>		
	Plaque & Ashes (25 Years)	750	750
	Renewal	380	380
	<u>Level 2</u>		
	Plaque & Ashes (25 Years)	750	750
	Renewal	380	380
	<u>Level 3</u>		
	Plaque & Ashes (25 Years)	750	750
	Renewal	380	380
	<u>Level 4</u>		
	Plaque & Ashes (25 Years)	750	750
	Renewal	380	380
	<u>Level 5</u>		
	Plaque & Ashes (25 Years)	750	750
	Renewal	380	380
	<u>Granite Mushroom Plaques (including VAT)</u>		
	10 Year Lease	220	220
	10 Year Renewal	110	110
Part 6	<b><u>Private Graves</u></b>		
	Transfer of grave rights (simple)	41	43
	Transfer of grave rights (complex)	66	69
	Exhumation of Ashes	225	236
	Renewal of lease for 99 years	343	360

**Report of the Executive Director**

<b>REPLACEMENT CREMATORS</b>
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1. Purpose of Report

To provide the Joint Committee with an update on the progress with regards replacement cremators.

2. Recommendation

**The Joint Committee is asked to NOTE this report.**

3. Detail

The project working group continues to meet on a scheduled basis with regards the procurement of new cremators. The working group consists of representatives from both Broxtowe and Erewash Borough Councils.

Rochdale Borough Council are currently going through a replacement cremator exercise similar to that of Bramcote Crematorium. A site visit was recently undertaken to learn from their experiences. The site visit was extremely useful with insights being gained in how they procured the services of both a consultancy and the suppliers needed to deliver a successful project.

A consultancy specification is currently being drawn up which details the assistance and project management which will be required to assist and lead in the delivery of this project. At the time of writing, the timescales for the framework to be live which the cremators are likely to be sourced from is March 2023.

The project is programmed to be delivered in the summer of 2024 with the capital commitment being included in the respective Capital Programmes and the Medium Term Financial Strategy for 2024/25.

4. Financial Implications

The comments from the Head of Finance Services were as follows:

The budget for the replacement of the cremators will be included in the respective Capital Programmes and Medium Term Financial Strategies for 2024/25. A budget allocation of £20,000 is included within the agreed budgets for 2022/23 for consultancy fees for assistance with the project delivery. Should there be a need to increase this allocation in order to progress the project, a further report will be brought to Joint Committee for Members' consideration.

5. Legal Implications

The comments from the Head of Legal Services and Deputy Monitoring Officer were as follows:

There are no direct legal implications that arise from this report.

6. Human Resources Implications

No comments

7. Union Comments

No comments

8. Data Protection Compliance Implications

No comments

9. Equality Impact Assessment

No comments

10. Background Papers

Nil



## Joint report of the Deputy Chief Executive and the Executive Director

**PERFORMANCE MANAGEMENT UPDATE**1. Purpose of report

To advise the Joint Committee on the performance levels for Bramcote Crematorium for the financial year-to-date 2022/23.

2. Recommendation

**The Joint Committee is asked to NOTE the performance levels for 2022/23.**

3. Detail

The appendix sets out financial and other performance for period to April 2022 to January 2023 and outturn projections, compared with the annual budget and the revised budget for the corresponding period.

4. Financial Implications

The comments from the Head of Finance Services were as follows:

The financial implications are included in the report narrative and appendices.

5. Legal Implications

The comments from the Head of Legal Services and Deputy Monitoring Officer were as follows:

There are no direct legal implications that arise from this report.

6. Human Resources Implications

There were no comments from the Human Resources Manager.

7. Union Comments

There were no Union comments in relation to this report.

8. Data Protection Compliance Implications

There are no Data Protection issues in relation to this report.

9. Equality Impact Assessment

As there is no change to policy an equality impact assessment is not required.

10. Background Papers

Nil

## APPENDIX

Budget / Indicator	Revised Estimate 2022/23	Profiled Budget 31/01/23	Actual/ Committed 31/01/23	Variance to Estimate	Latest Projection 2022/23	Comments
<b>Key Budgets:</b>						
Employee Related Expenses (including Salaries and Agency)	412,240	343,562	347,560	3,998	412,240	Pay award; maternity cover; net impact of vacant posts and the cost of an agency worker to support the team.
Repairs and Maintenance - General and Cremators	126,000	93,512	94,721	1,209	115,000	Fewer repairs required in 2022/23 and spend has reduced accordingly.
Development – Cremator Reline and Hearth	50,000	41,670	40,384	(1,286)	41,000	Completed, with costs within the budget.
Development – Consultancy Fees for New Cremators	20,000	20,000	-	-	20,000	One-off development budget for consultancy advice on tender specification for new cremators with the cost being met from revenue reserves. The project may need to carry forward into 2023/24. Project meetings are now taking place including representatives from both Erewash and Broxtowe Borough Councils.
Development – Car Park	60,000	60,000	30,460	(29,540)	60,000	One-off development budget to improve the car park and drainage including surface repairs, patching and relining. The cost will be met equally between revenue reserves and Repairs and Renewals Fund. The project may need to carry forward to 2023/24.
Development – New Sliding Doors	10,000	10,000	9,331	(669)	9,500	Completed, with costs within the budget.

Budget / Indicator	Revised Estimate 2022/23	Profiled Budget 31/01/23	Actual/ Committed 31/01/23	Variance to Estimate	Latest Projection 2022/23	Comments
Fuel, Light and Water	103,600	85,892	63,562	(22,330)	103,600	Actual spend is affected by the timing of bills, although fuel usage and cost increases are anticipated.  In terms of pricing, early indications are that gas prices under the extended ESPO agreement could rise by up to 120% from April 2023 (these prices could be higher if the agreement is ended). The budget impact of this uplift in gas prices could be £70k for the Crematorium.
Business Rates	106,040	106,040	106,035	(5)	106,035	Business rates bill paid for 2022/23.
Other Premises Related Expenses (incl. Trade Refuse)	27,700	23,088	20,220	(2,868)	32,800	There is a slightly overspending on Factivate due to the need to comply within the tolerance of emissions with regards to abated cremations.
Materials and Equipment	7,000	5,834	1,383	(4,451)	3,000	Less spending then budgeted.
Book of Remembrance and Other Memorialisation Costs	47,500	39,586	15,198	(24,388)	23,000	Less spending then budgeted.
Medical Referee Fees	47,000	39,170	36,000	(3,170)	47,000	Outturn expected to be in line with estimates.
Other Supplies and Services	161,410	138,692	132,997	(5,695)	162,350	Outturn expected to be in line with estimates.
Grounds Maintenance	31,610	0	0	0	34,000	Year-end internal recharge. It is likely that outturn will be higher when factoring in pay inflation and rising fuel costs.
<b>Income:</b>						
Cremation Fees Income	(1,862,950)	(1,552,584)	(1,459,021)	93,562	(1,825,000)	Target of 2,500 cremations anticipated to be achieved. Latest projection for cremation fees represents the levels of income based on actual services rather than the legacy calculation of increasing the base income budget by inflation only.

Budget / Indicator	Revised Estimate 2022/23	Profiled Budget 31/01/23	Actual/ Committed 31/01/23	Variance to Estimate	Latest Projection 2022/23	Comments
Memorialisation Income (including visual tributes, book of remembrance and others)	(112,000)	(93,340)	(82,078)	11,262	(112,000)	Outturn expected to be broadly in line with estimates.
Other Income (including rent income, miscellaneous income and vending receipts)	(14,650)	(12,210)	(31,169)	(18,959)	(14,650)	Outturn expected to be broadly in line with estimates.

Indicators / Data	Actual to 31/01/23	Comments
<b>Performance Indicators:</b>		
Undisputed invoices paid within 30 days	99%	Target 99%
Cremation fees received by end of month following that in which income was raised	99%	Target 96%
Number of written complaints	0	
<b>Usage Information:</b>		
<b>Cremation Numbers</b> (breakdown below):	2,045	Annual target 2,450
- Full Services	1,862	
- Committal Service	70	
- Direct Funerals	67	
- Hospital Body/Parts	33	
- Low Cost Funeral	13	
<b>Memorial Sales</b> (breakdown below):		
- Memorial Service No Cremation	26	
- Barbican Plaques	16	
- Miniature Book of Remembrance	0	
- Book of Remembrance – Entries	88	
- Columbarium Plaque	14	
- Cremated Remains From Away	72	
- Donations	35	
- DVD/CD/USB Tributes	1,101	
- Cremated Remains Grave Plots	0	
- Memorial Rose Plaque	35	
- Memorial Seat Plaque	21	
- Memorial Wall Plaque	13	
- Memory Pin	107	
- Mulberry Tree	23	
- Online Memorial Applicants	0	
- Wall of Hearts Plaque B.O.R Room	3	
- Weekend Scattering Of Ashes	56	

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**Report of the Executive Director**

**WORK PROGRAMME/SCHEDULE OF MEETINGS**

1. Purpose of Report

To consider items for inclusion in the Work Programme for future meetings.

2. Recommendation

**The Joint Committee is asked to CONSIDER the Work Programme and the Schedule of Meetings and RESOLVE accordingly.**

3. Detail

Items which have already been suggested for inclusion in the Work Programme of future meetings are given below. Members are asked to consider any additional items that they may wish to see in the Programme.

15 June 2023	<ul style="list-style-type: none"><li>• Review of the Change Cremation Costs</li><li>• Month Review of the Change in Cremation Times</li><li>• Marketing Strategy</li><li>• Cremator Replacement Update</li><li>• Annual Report and Statement of Accounts 2022/23</li></ul>
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4. Financial Implications

Head of Finance Services were as follows:

There are no financial implications.

5. Legal Implications

The terms of reference are set out in the Council's constitution. It is good practice to include a work programme to help the Council manage the portfolios.

6. Background Papers

Nil.

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