

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	<u>Cremation Fee</u>		
	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	<u>Urns and Caskets</u>		
	Urns	47	POA
	Caskets	106	POA
	Bio Box	6	6
	Polytainers	6	6
	Donation Box	4	4
Part 3	<u>Miscellaneous Fees and Charges</u>		
	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	<u>Wesley Media Visual Tributes</u>		
	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
	<u>Wesley Media Recording of Service</u>		
	Downloadable MP4 Video File	35	39
	Including Visual Tribute	46	51
	<u>Wesley Media Webcast</u>		
	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
	<u>Wesley Media Visual Tributes – Urgent Services</u>		
	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
	<u>Memorials and Inscriptions</u>		
Part 5	<u>Entries in Book of Remembrance (including VAT)</u>		
	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	<u>Private Graves</u>		
	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