

## Bereavement Services

### Best Value Fundamental Performance Review

#### 1 Background

Bereavement Services is a part of the Leisure and Community Development Department. Seven staff in the section operate three open Cemeteries and one Crematorium. These occupy 111 acres in the urban area but in addition to them we are responsible for the maintenance of six closed churchyards across the district.

Grounds Maintenance at these sites is carried out under contract by the in house DSO. This arrangement was established when Compulsory Competitive Tendering was in force and the cemetery workforce was moved to the DSO.

Since the cemetery first opened in 1855 it has received over 111,000 interments. To these are added about 450 new burials each year. In addition we conduct about 1700 cremations each year.

The service has always been highly regarded and extremely innovative. Amongst other achievements we are one of the Founder Members of the IBCA Charter for the Bereaved, we introduced Woodland Burial, pioneered the use of cardboard coffins and re-useable coffins. We were delighted to be chosen as Cemetery of the Year for the first such award in 1998.

Currently we are ranked equal 4th out of 74 Authorities in the Institute of Burial and Cremation Authorities Best Value Assessment League Table.

#### 2 Brief

To help define the scope of the review, on 20th December 2001 the Overview and Scrutiny Management Committee reviewed the following documents:

- Relevant Council Policies
- Budget for the Service
- Service Charges Policy
- Consultations with Funeral Directors and Clergy
- Charter for the Bereaved Returns
- The Cremations Society Returns
- CIPFA Returns

All of this material is available elsewhere in this report. On the basis of this information the Committee concluded that the Review should focus on the following issues:

"The service provided by the City Council should be extensive and able to cater for individual choices/needs. The following should be investigated:

- the possibility that the Council may also provide those services currently undertaken by Funeral Directors;
- a high quality Municipal Funeral Service endorsed by the City Council.
- as part of the challenge process the Council should look at how other Local Authorities managed their services.
- It was noted that space at all Cemeteries was likely to run out within 15/20 years and therefore the issue of capacity must be addressed.
- The issue of operational deficit must be considered. Although the service must be run on a business footing, it should not be totally cost focussed since there was a statutory duty to provide a service for the whole community.
- The future utilisation of the "Capital Fund", following completion of improvements to the Chapel, should be considered.
- When considering future charging policy the needs of those caught in the poverty trap should be addressed. People were not always in a position/able to purchase insurance to assist them i.e. in cases of infant mortality.
- Conditions for the sale of graves and memorials should be investigated.
- It was also suggested that charges could be varied according to whether the deceased was a resident or non-resident of Carlisle.
- The environmental issues associated with the service must be addressed.
- Notwithstanding the services high level of performance, it was important to strive for improvement.
- Members also felt that all service options should be publicised more widely to help inform the public of the environmentally friendly services offered i.e. "Carlisle Coffins and Woodland Graves" via the Focus Magazine, the press, etc. In addition, communication with users could also be improved.
- It was felt that the input of outside agencies, such as the Anti-Poverty Forum, Clergy, Funeral Directors, Age Concern, the Health Service and Bereavement Counsellors would also be beneficial for inclusion in the Review by the Community Overview and Scrutiny Committee."

### **3 Policy Base**

#### **3.1 Council Key Objectives**

The Council's Key Objectives are described in detail in the Best Value Performance Plan 2001/2. The following explains the contribution made by the services under review to relevant objectives.

#### **3.2 Improve Social Wellbeing Health**

The Council has a statutory responsibility to arrange for the disposal of the dead. The Council has never, and particularly over the last 20 years, limited itself to the public health aspects of this service. The Council has, by choice, enhanced the service to ensure that the needs of the recently bereaved and those who continue to cherish the memory of lost friends and relatives are met.

The Council has chosen to adopt a quality and range of services which offer choice and value to users helping them to come to terms with their grief. In this way the social well being and health of the community receives tangible benefits.

#### **3.3 Protect and Improve the Environment**

Carlisle's cemeteries, particularly Richardson St, are extensive and attractive, serving as parks, arboretums and archives for the city. They are enjoyed by their many visitors, not only the bereaved, but dog walkers, naturalists, school parties, local historians and genealogists. In the last ten years we have introduced areas of nature conservation into the cemeteries. We now have growing populations of flora and fauna (including a heronry!) alongside sections where the highest standards of horticultural maintenance provide floral displays and lawned areas of the highest standards including War Commission graves.

The introduction of Woodland Burial was a unique experiment. It has been so successful locally that we have already had to extend the area available and is an idea which has been taken up across the country and indeed, across the world.

#### **3.4 Advance Carlisle as a regional and cultural capital**

The cemetery and crematorium are open to resident and non residents alike. The crematorium in particular serves a wide geographical area covering north Cumbria and southern Scotland. People use the services not just for convenience but because of the quality and choice that we offer. In particular the woodland burial area and the environment options for burial and cremation attract individuals and families from far afield. We also find a significant number of Cumbrians, having moved away earlier in their lives, preferring their last resting place to be in Carlisle.

## 4 Carlisle Leisure Policy Context

City Council policy for provision and operation of these services is expressed in a range of Strategic documents which are reviewed below.

### 4.1 Leisure Strategy

The overarching objectives of the Council in the delivery of these services are currently:

"Carlisle City Council's Leisure and Community Development Department exists to provide, in partnership with residents, services which meet the needs of our community.

Our objectives are:

To identify and provide services that the community wants and needs.

At a price they can afford;

At a quality they will enjoy and wish to enjoy again.

The demography and geography of Carlisle is such that these overall objectives are most likely to be achieved by the application of policies which lead to:

The concentration of major facilities in the central area, if these facilities have a district wide appeal.

Strong neighbourhood and village facilities, including the dual use of Schools and other facilities, where appropriate, to enable local communities to have a wide range of choices and opportunities within their own district.

The management and promotion of facilities in such a way as to provide maximum and most efficient use.

A greater concentration of effort on creating and developing networks which ensure equal access to opportunities, facilities and information for all groups and individuals in the community, particularly the young, unemployed, over 50's, women, low income groups and the disabled."

## **4.2 Charter for the Bereaved**

In June 1996 the Council adopted the Charter for the Bereaved as the strategic and policy document for these services. A summary of the Charter is attached (Appendix 1)

## **4.3 Service Plan**

The Service Plan is attached (Appendix 2).

## **5 Financial Context**

### **5.1 Budget 2001/2**

The summary budget for the service is attached (Appendix 3)

### **5.2 Charges Policy**

The Council considered a major review of the impact of the present charging structure and the conditions for the sale of graves and memorials. A copy of this report is attached (Appendix 4). In reviewing the charges for 2002/3 the impact of this policy was taken into account.

### **5.3 Capital Fund**

In 1999 a "Capital Fund" was established in order to improve our facilities within our cemeteries and crematorium. It is funded through an increase in fees which was introduced in 1999. Our contribution this year was £41,940 and increases annually in line with inflation.

The chapel in our Richardson Street cemetery was built in 1855 and in order for us to comply with the Disabled Access Act and to improve our standing in the I.B.C.A. National Best Value Assessment Process considerable works were needed. These works have now been completed at a cost of just over £50,000 and the chapel now boasts disabled toilets, ladies and gent's toilets, a vestry, entrance hall and a more efficient heating system. As there are also much-needed works to be carried out at the crematorium these improvements will now enable us to close the crematorium chapel and use the burial chapel for all services.

It was anticipated that the long awaited upgrading of the crematorium would be complete in the summer of 2002 but the initial costs quoted are beyond or fund currently available. The crematorium was built in 1956 and as the number of cremations has increased dramatically over the years the entrance, chapel and exit are all inadequate to cope with the growing numbers of mourners attending funerals. The upgrade to all these areas of the building will improve our service to all our customers and users.

Beyond the improvements to the buildings we will also need to look the necessity of an extension to our Upperby cemetery in the near future and also our Richardson Street cemetery. The anticipated income and expenditure over the next 4 years is:

Expenditure Project	2002/3		2003/4		2004/5		2005/6	
	Inc.	Exp	Inc	Exp	Inc	Exp	Inc	Exp
	£43k		£43k		£43k		£43k	
Crematorium Upgrade	£179k			£225k				
Re-Brick Cremator No1						£16k		
Re Brick Cremator-No 2								£17k
New Hearth No 1		£2k						

## 6 Consultations

### 6.1 Citizens Panel

It can be difficult and insensitive to ask users of the service to provide feedback on quality and on room for improvement. A restricted set of questions have been put to the Citizens Panel in July 2000 (Appendix 5). We generally rely on unsolicited comment and feedback which, though unscientific, supports the view that the services are well respected and has provided useful guidance on potential improvements.

### 6.2 Funeral Directors and Clergy

In anticipation of this review we have surveyed the Clergy and Funeral Directors who are the indirect users of the services we provide. These are included (Appendix 6 and 7).

In addition a detailed discussions have been held with the Chaplain to the Council.

### 6.3 Focus Groups

Independently conducted focus groups have been convened for representatives of the Citizen's Panel, Funeral Directors, Monumental Masons and Clergy and staff of the Works Department. Notes of these meetings are included (Appendices 9,10,11)

## **7 Comparisons**

### **7.1 *Charter for the Bereaved***

Adoption of the Charter for the Bereaved leads to regular inspection of the services to check compliance with the elements of the code. The inspection covers both the provision of the rights described under the Charter and the commitment to continuous improvement of the service. A league table of Member Authorities then published. The latest scores are included (Appendix 12).

### **7.2 *The Cremations Society***

The Cremation Society publishes statistics and tables for the annual use of Cremators and the charges levied. (Appendix 13)

### **7.3 *CIPFA***

CIPFA annually publishes detailed statistical returns on the budgets, fees and services. The latest figures are attached (Appendix 14).

### **7.4 *Performance Indicators***

There are no National Performance indicators for this service. Local Performance Indicators can be found in the Service Plan (Appendix 2).

## **8 Key Service Issues Arising**

### **8.1 *Service Standards***

#### **8.1.1 *Grounds Maintenance***

Grounds Maintenance Standards at the all locations are high and, although there is no directly available performance data enabling comparisons with other authorities it seems likely that this element of the service costs will be high compared to other authorities. However there is also a high level of customer satisfaction with this aspect of the service. Efforts have been made in recent years to reduce these costs (by the introduction of conservation areas, reduction of edging lengths etc) and these seem to have been effective in reducing costs without diminishing the satisfaction with the services. Some limited scope to extend this exists.

Appendix 14 contains cost comparison information:

- Confirmation of the prices of tenders received when the service was last put out to competition (October 1998)
- Performance indicator information for the family group supplied by APSE

### **Recommendation**

That where the scope exists to reduce maintenance costs by the extension of conservation areas and practices then this should be done but that, in light of the high levels of satisfaction reductions in costs should not be sought through an overall reduction in the quality of the grounds maintenance service.

#### *8.1.2 Dog Fouling*

The extensive cemetery serve as popular local parks and recreation areas in addition to their ascribed function. They are used for dog walking and many owners behave responsibly in clearing up after their visit. Some do not and this can cause serious offence and upset to other cemetery users. The sites are not capable of being secured and it is not practical to introduce a ban on dogs for that reason. Measuring performance in reducing this problem is difficult and it is considered that the regular assessment of visitor satisfaction in this regard is the only realistic method.

### **Recommendation**

That through publicity and signage we should encourage a responsible approach by all dog owners and that faeces disposal facilities should be discretely located around the cemeteries. The Council's staff responsible for the control of dog fouling should be asked to begin patrols of these areas.

#### *8.1.3 Plastic Flowers and vases etc*

Judging from the frequency of their use many people find plastic flowers and the leaving of vases, windmills, teddy bears and other ornaments around graves to be a convenient and helpful way of expressing their grief. These items quickly deteriorate and can soon look untidy and out of place. This causes offence to other users of the services as well as increasing the costs of maintenance. There is substantial support for requiring the removal of artificial materials after due notice. In fact the information which we provide on Grave Owners Rights and the actual grave purchase form does state that these items are not allowed.

### **Recommendation**

That we should adopt a policy of removing such after eight weeks having given two weeks notice of our intention to do so.



## 8.2 Environmental

### 8.2.1 *Mercury Emissions*

It is not yet clear what the timetable will be for the requirement to control mercury emissions from the crematorium. The bulk of these emissions arise from mercury based tooth filling which are no longer used. The option of removing these filling after death are distasteful and unacceptable and it is unlikely that people will be easily encouraged to have their fillings replaced. The Council will therefore need to plan for the capital investment needed to upgrade the cremator emission control system. At the moment neither the timescale nor the likely costs of this upgrade are available.

#### **Recommendation**

That the Council notes the likely future requirement for capital investment and that provision for this is made in the Bereavement Services capital fund by increasing the present levy by an amount to be determined.

### 8.2.1 *Recycling Plant materials*

There is overwhelming public support (98%) for a scheme to recycle wreath components.

#### **Recommendation**

That we seek to introduce such a scheme.

## 8.3 Financial

### 8.3.1 *Charges*

In the light of "The Price is Right" the Council has already adopted a policy of increasing charges for this service above the rate of inflation to reach a position over time where the real costs of service provision are more closely matched by the charges levied. Appendix 14 contains information about the relative levels of charges between authorities.

#### **Recommendation**

That we should continue to apply the current policy.

### 8.3.2 *Non Residents Charges*

There is a case for a greater differential between charges for resident and non-residents.

#### **Recommended**

That future charges reviews increase this differential.

### 8.3.3 *Capital Fund*

The future use of the capital fund is considered elsewhere in these recommendations.

## 8.4 Asset Management

### 8.4.1 *Future Land Needs*

At the present rate of use we will need to extend the cemeteries at Upperby and at Dalston Rd within 10-15 years. Whilst this is clearly not urgent such an extension is likely to be expensive and we should be considering what steps can be taken now to reduce the pressure for extension. We should also be planning through the capital fund to provide for the cost of extension in due course.

#### **Recommendation**

That 5% of the annual contribution to the capital improvement fund should be set aside specifically to provide for future cemetery extensions.

### 8.4.2 *Period of Grave Rights*

Public opinion is divided on the issue of reducing the term of grave rights from 50 to 25/30 years with a substantial minority (39%) believing that the cost of this should continue to be borne by the Council Tax. Many Authorities have already reduce this period but it is a sensitive issue which needs to be approached carefully.

#### **Recommendation**

That we should introduce an option of purchasing a grave for a range of shorter periods whilst retaining the 50 year period for those who prefer it.

### 8.4.3 *Reuse of Grave Spaces*

Although this option might make a useful contribution to the problem of using up available land we are unable to take any action on it until the Home Office changes regulation to allow this to happen.

#### **Recommendation**

That no action be taken for now but that we respond as and when the Home Office makes the anticipated changes.

### 8.4.4 *Potential Income Streams*

A number of suggestions have arisen during the course of this review which may give rise to new income streams or to capital receipts these are use of the Richardson St premises for Florists/monumental Masons and the provision of a site for an independently provided catering facility. It is beyond the capacity of this review to examine these opportunities in detail but it is recommended that this work be done as part of the action plan.

### **Recommendation**

That the Property Services section be asked to consider the market potential of the suggestions above and propose a way to progress them if appropriate.

#### **8.4.5 Crematorium Improvements**

The Council is already aware, and the points have been raised independently in the course of consultations, of the need for improvements to the crematorium premises. These included the provision of a waiting area for mourners gathering before the service, improved toilets and other matters. These are already planned as the next element of the capital improvement programme and this should continue to be given first priority.

### **Recommendation**

That the existing proposals for capital improvements at the crematorium be followed through.

## **8.5 Operational**

### **8.5.1 Service Organisation**

There were a number of comments within the focus groups about the preference for a single organisation operating at the Cemetery and Crematorium. Presently the Bereavement Services section is part of the Leisure Services Department and the grounds maintenance work is carried out by the Works Department. Prior to 1989(?) the grounds maintenance staff were part of the Bereavement Service team. The split was established to accommodate CCT. Since the discontinuation of CCT the arrangements have worked much better and further improvement is being sought through the review of the structure of the Authority which is currently underway as a separate Best Value Review. The option of introducing further rounds of competition for grounds maintenance has been dealt with through the organisational review.

### **Recommendation**

That following the implementation of the organisational review it is recommended that closer liaison be established between the bereavement services team and the grounds maintenance team through joint team meetings.

### **8.5.2 Options for Service Provision**

We are aware that a number of other authorities have chosen to externalise some aspects of these services. Most commonly this has been done by the outright sale or lease of crematoria to private sector companies – an option which this Council has considered in the past but rejected.

The potential for private sector provision of the service was raised in the Citizens panel focus group and in the survey of funeral directors. In both cases there was unequivocal rejection of the idea. We have surveyed a number of Authorities which have taken this route but have so far had insufficient responses to reach any firm conclusions.

In general terms the advantages of such a move are perceived to be:

- Significant capital receipt or rental income from the disposal.
- Private capital investment in facility improvements

Whilst the disadvantages are perceived as:

- Increased levels of charges
- "Commercialisation" of the service
- Closure of local undertakers etc leading to reduced choice.
- Loss of existing surplus from the service

We have sought some basic information about the impact of these changes by conducting a telephone survey of a number of service providers. Information from these is included as Appendix 16. It would seem that there is satisfaction from these authorities with improved service standards and a wider range of services. However we are aware that in many instances they were starting from a low base particularly compared to the high standards enjoyed in Carlisle.

To understand more fully the implication for Carlisle would require a substantial investment of time in visiting these and other services and discussing the options with alternative providers. We are aware that the Council has no appetite for such a change and there is no public support for such a move either and so we do not propose that further work be carried out on this.

### 8.5.3 *Annual consultations*

The consultations carried out through this BV review have been well received by all those involved. It has been suggested that there should be annual consultations in some format with Funeral Directors, Clergy and others.

#### **Recommendations**

That such annual consultation meetings should be set up.

### 8.5.4 *Publicity*

A recurring issue in the consultations has been the lack of awareness about the nature and range of services on offer.

#### **Recommendation**

That we should work with the Communication Unit to devise and implement a strategy for increasing awareness of the service.

## 8.6 **Funeral Service Provision**

### 8.6.1 *Direct provision/ Quality Assurance*

Some support is shown in the consultations for the Council to directly provide a funeral service. This is a service which is customarily provided by the private sector and the Council is not equipped and does not have the spare capacity to

extend into provision of this kind. Nevertheless there are genuine concerns amongst users of our service that there are no standards of quality assurance.

This issue was raised by the O&S Management Committee in defining the scope of this report. The suggestions raised were that either the City could operate its own funeral service or that a quality assurance system could be introduced to provide a guarantee of quality /cost to users.

We have been unable to identify any local authority which operates such an arrangement. Some Authorities have provision for a low costs service which they secure by tender. None operate a quality assurance arrangement and the advice from the IBCA is that the introduction of such an arrangement would be difficult.

The Office of Fair Trading has recently produced a report on the provision of funeral services ( Summary - Appendix 18). Whilst acknowledging the nature of the problem the report does not go so far as to suggest the introduction of quality control mechanisms. Nevertheless the views expressed in focus groups and surveys suggest that the Council should be exploring this option.

#### **Recommendation**

That this matter should be discussed through the annual consultation meeting to determine a way in which these concerns can be addressed.

### **8.6.2 Pauper's Funerals**

An issue was raised in discussion with clergy about the need to ensure that a member of the clergy is available to officiate at paupers funerals which are organised by the Council for persons who have no traceable friends or relatives and no estate to pay for a funeral. The Council's Chaplain has kindly agreed to be available to officiate under these circumstances.

#### **Recommendation**

That the Chaplain to the Council be asked to officiate at all paupers funerals.

### **8.6.3 Ethnic Group Pricing**

We have sought information from other Authorities on how they deal with a request for burial at weekends etc. The results are included in Appendix 17.

As will be seen there is no standard practice in this matter and it is recommended that the present arrangement of charging extra to cover the higher costs of a weekend burial should continue.

9 A Plan for Improvement

<i>Bereavement Service Action Plan</i>								
Ref No	Issue	Improvement	User Benefits	Responsibility	Start Date	Timescale	End Date	Progress to Date
1	Standards of Grounds Maintenance	<p><b>OBJECTIVE</b> To maintain existing standards whilst minimising costs by a further 5% over 3 years.</p> <p><b>Action</b> A programme of limited extensions to conservation areas will be prepared and implemented but otherwise maintenance standards will be maintained.</p>	Continuing high standards of maintenance and associated high levels of user satisfaction.	June Carswell	September 2002	6 months	April 2003	
2	Dog Fouling	<p><b>OBJECTIVE</b> To reduce complaints received about dog faeces left in the cemetery by 50% over 3 years.</p> <p><b>Action</b> New signs to be erected at all entrances. Disposal facilities to be provided at all exits. Dog Fouling Officer to patrol the areas.</p>	Reduced offence to grave visitors.	June Carswell	July 2002	3 months	Nov 2002	

3	Plastic Flowers etc	<p><b>OBJECTIVE</b> To reduce the volume of this material (measure by the percentage of graves affected) in the cemeteries by 50% over 3 years.</p> <p><b>Action</b> The Council will propose the introduction of implement a policy of removing all such materials 4 weeks after their appearance having given two weeks notice of our intention to do so.</p> <p>That public response to this proposal be assessed through the citizens panel before implementation.</p>	Improved appearance of cemetery. Reduced offence to some whilst being sensitive to the wishes of others.	June Carswell	July 2002	6 months	Jan 2003	
4.	Mercury Emissions	<p><b>OBJECTIVE</b> To be in a position to comply with changes to the EPA regulations from within the Bereavement Services capital fund.</p> <p><b>Action</b> Charges to be increased by XXX to allow for a greater contribution to the improvements fund so that the cost of this work can be met from that source when needed.</p>	Ability to comply with anticipated changes to EPA regulations.	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Implementation awaits publication of a timetable by Central Government</div>				

5	Recycling Plant Materials	<p><b>OBJECTIVE</b> To recycle 75% of organic and inorganic floral tribute materials within 3 years.</p> <p><b>Action</b> We will find a partner to deliver a recycling scheme for the degradable and non-degradable components of wreathes etc.</p>	Contribution to Council waste recycling targets.	June Carswell	December 2002	12 months	December 2003
6.	Charges and Costs	<p><b>OBJECTIVE</b></p> <ol style="list-style-type: none"> <li>1) Increasing fees in real terms</li> <li>2) Real cost fees for high maintenance areas</li> <li>3) Increase fee income in real terms</li> <li>4) Increase cremation supplements</li> <li>5) Reduce costs through conservation</li> </ol> <p><b>Action</b> The existing policy on charges will continue to be applied and increase differentials will be introduced between residents and non-residents.</p>	Percentage of costs recovered will increase over time.	June Carswell	2002	3 years	2005



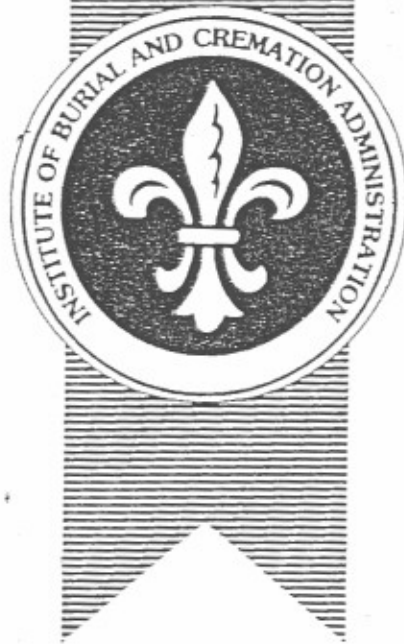
7.	Future Land Needs	<p><b>OBJECTIVE</b></p> <p>1) To defer the estimated date when cemetery extensions will be needed by 10 years.</p> <p>2) To reserve, annually, 5% of the capital fund as a provision for future extensions.</p> <p><b>Actions</b> See 8 and 9 below.</p>		June Carswell	Sept 2002	Annual		
8.	Period of Grave Right Purchase	<p><b>OBJECTIVE</b></p> <p>To defer "filling " of the cemetery and to cover real costs by reducing period of grave sales.</p> <p><b>Action</b></p> <p>The option of purchase for a range of shorter periods will be offered whilst retaining the right to a longer period for those who prefer it.</p>	Changes will only be in response to changes in public opinion.	June Carswell	September 2002	6 months	March 2003	

9.	Re-use of Grave Space	<p><b>OBJECTIVE</b> To defer "filling" of the cemetery.</p> <p><b>Action</b> Await decisions from the Home Office</p>							Implementation awaits Home Office decision
10.	Alternative Income Streams	<p><b>OBJECTIVE</b> To reduce net costs of service by making best use of property assets.</p> <p><b>Action</b> We will examine the market potential of property assets around the Richardson St cemetery.</p> <p>We investigate fund raising scheme operated by other Authorities and consider their relevance to Carlisle.</p>	<p>Increased income – reduced costs.</p> <p>Convenient service availability.</p>	June Carswell David Atkinson	July 2002	12 months	July 2003		
11	Crematorium Improvements	<p><b>OBJECTIVE</b> To respond to public demand for improvements to waiting facilities and associated areas.</p> <p><b>Action</b> We will pursue the present capital programme to completion by 2004.</p>	Improved service quality and comfort for mourners.	June Carswell	September 2002	2 years	Sept 2004		
12	Service Organisation	<b>OBJECTIVE</b>							

		<p>To provide seamless service provision from the customers perspective.</p> <p><b>Action</b> To arrange for joint team meetings between the Bereavement Services and Grounds Maintenance staff</p>	Improved communication for customer and clearer accountability.	June Carswell	January 2003	Ongoing		
13	Options for Service Provision	<p><b>OBJECTIVES</b></p> <p>To sustain the continuous improvement enjoyed by the service over many years.</p> <p><b>Action</b> To retain the present in house provision</p>						
14	Annual Consultations	<p><b>OBJECTIVES</b></p> <p>To improve communication and involvement of stakeholders in the planning and operation of the service.</p> <p><b>Action</b> We will introduce Annual consultation meetings with Clergy, undertakers, and other interested parties.</p>	Opportunity for continuous improvement in response to stakeholder comments.	June Carswell	October 2002	Annual		

15	Publicity	<p><b>OBJECTIVES</b> To increase public awareness of the decisions they will need to make and the options available to them in dealing with a bereavement.</p> <p><b>Action</b> We will use the "Focus " magazine to disseminate information about the range of services available</p> <p>We will distribute information on the arrangement of funeral services and grants available through the Advice Agencies and Solicitors offices.</p>	Increased customer satisfaction arising from greater knowledge and ability to make appropriate choices.	June Carswell	September 2002	To be repeated every 2 years		
16	Funeral Service Quality Assurance	<p><b>OBJECTIVES</b> To introduce such arrangements as are considered desirable by the consultation group</p> <p><b>Action</b> Item for agenda of first consultation group meeting</p>	Increased customer satisfaction	June Carswell	Sept 2002	Dependent upon consultation group views		

17	Pauper's Funerals	<p><b>OBJECTIVES</b> To ensure that clergy are available to officiate at all paupers funerals.</p> <p><b>Action</b> Ensure that the Chaplain to the City Council is informed of all such events.</p>		June Carswell	June 2002	Ongoing		
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# Charter for the Bereaved

# Charter for the Bereaved

In recent years, adverse criticism about modern funeral practices has been increasing. The Institute of Burial and Cremation Administration (IBCA) recognised this situation and in 1996 produced the Charter for the Bereaved specifically to improve funerals.

The content of the Charter is based on the experiences of cemetery and crematorium managers with bereaved families. Professional and charitable groups involved with the bereaved have also been consulted. Regrettably, the Charter has not been supported by organisations representing funeral directing and embalming. It is hoped that their support can be obtained at some stage in the future to enable rights to be offered when these professionals are employed.

The rights in this Charter will be available at any cemetery or crematorium whose management have formally adopted the Charter for the Bereaved. In this document they are referred to as "Charter Members".

- This Charter:*
- *is a commitment to improving the service by confronting rather than disguising the death experience, and by reducing ignorance;*
  - *is intended to define the rights of every individual who experiences bereavement;*
  - *will set standards of service related to burial, cremation and funerals generally. It is a written statement of what can be expected and this can act as a measure for judging the service received;*
  - *recognises that bereavement services are critical to the health of the nation. That the benefits of a meaningful funeral are immeasurable, influencing both the physical and mental wellbeing of us all;*
  - *will give the bereaved greater influence over the arrangement of funerals, thereby controlling costs and offering more satisfaction.*



## THE CHARTER IDENTIFIES THE FOLLOWING 33 RIGHTS

- Burial procedure*
- 1 It is your right to have a burial organised and conducted in a dignified and orderly manner, supported by competent, professional and caring cemetery staff.
  - 2 It is your right to inspect statutory cemetery records.
- Grave choice*
- 3 It is your right to purchase a private grave for a period not exceeding 100 years. (This "Right of Burial" is a grave for one or more burials, and upon which you can place a memorial. To this purchase cost, a burial fee is also payable.)
  - 4 It is your right to choose to be buried in an unpurchased grave. (You cannot reserve space for further burials in this type of grave, nor do you have any right to place a memorial. Further un-related burials will occur in the future, the grave being "re-cycled". For each burial, a fee is payable.)
- Cemetery memorials*
- 5 It is your right to place a memorial within the constraints of regulations in force or to leave the grave unmarked.
  - 6 It is your right and responsibility to maintain a memorial upon a grave during the period of grave rights granted to you. The memorial cannot be disturbed or moved during this period without your express permission, unless it poses a safety hazard. The safe erection and maintenance of the memorial is your responsibility.
  - 7 Except where Charter members are the sole suppliers of memorials, it is your right to use any memorial mason of your choice, provided they are not prohibited by the Charter member.
- Baby and infant graves*
- 8 It is your right to be offered an individual grave for a baby or infant.
  - 9 It is your right to be able to purchase an adult grave for the burial of a baby or infant, with sufficient depth remaining to allow adult burials.
- Burials in private land*
- 10 It is your right to receive factual information on burial in private land eg. gardens, farms, orchards, etc.
- Cremation procedure*
- 11 It is your right to organise and conduct a cremation in a dignified and orderly manner, supported by competent, professional and caring crematorium staff.
  - 12 It is your right to inspect the crematorium under normal working conditions.
- Cremated remains and memorialisation*
- 13 It is your right to be offered a Book of Remembrance memorial, set in a Hall of Remembrance. This must include a designated place for floral tributes.
- Ceremonies and belief*
- 14 It is your right to hold a burial or cremation service at the cemetery or crematorium and define the type of music and ceremony.



## Charter for the Bereaved *continued*

- 15 It is your right to define the type of religious or secular (non-religious) format of the service.
- Coffins and alternatives* 16 It is your right to choose the type and design of coffin, within the constraints of availability, regulations and safe materials.
- 17 It is your right to obtain a coffin via your Charter member (bio-degradable type.)
- Communication* 18 It is your right to receive a prompt response to any form of communication within the times specified by each Charter member.
- 19 It is your right to be given a table of cemetery and crematorium fees upon request.
- Environmental issues* 20 It is your right to be made aware of all known environmental issues relating to bereavement services. (Full details are given in the Reference Copy of the Charter for the Bereaved).
- Social and community aspects* 21 It is your right to receive a service that recognises your needs, without unfairness or discrimination eg. religious belief, ethnic needs, disability, etc.
- Funerals without a Funeral Director (independent funerals)* 22 It is your right to organise a funeral without the use of a funeral director.
- 23 It is your right, as executor (or next of kin) to be given the body by a mortuary, hospital, etc. in order to carry out a funeral.
- 24 It is your right to be given a leaflet by your Charter member describing how to arrange an independent funeral.
- Maintenance of grounds and gravedigging* 25 It is your right to be shown a specified standard of grounds maintenance. Where standards fail to meet the specification, you have the right to complain.
- Regulations* 26 It is your right to be given a list of regulations used by your Charter member.
- 27 It is your right to be given a written explanation of the reason why a regulation has been used to restrict or otherwise influence your rights.
- Staff and expertise* 28 It is your right to receive a quality service provided by trained and qualified staff. Where service standards fail, you have a right to question the level of expertise shown and to receive assurances regarding the ability of those involved.
- Inspection* 29 It is your right to be given an inspection of the cemetery or crematorium at any reasonable time.
- 30 It is your right to be given a copy of the "Guiding Principles of Burial and Cremation Services" or the "Code of Cremation Practice" under which your Charter member operates.



*Grievance procedure* 31 It is your right to use the grievance procedure if you are dissatisfied about any service provided by your Charter member. You can complain "on the spot" if you have the opportunity. If you continue to be dissatisfied, a series of stages leading to arbitration can be followed. Copies of the grievance procedure are available from your Charter member. Any Charter member who fails to offer the specified rights will have their Charter membership withdrawn.

*Using a Funeral Director* 32 It is your right to be given a copy of the item "Information on using a funeral director" (from the Reference Copy of the Charter for the Bereaved) by your Charter member. A small fee may be payable. This describes the funeral "package", the absence of price transparency, the impact of large commercial firms, funeral pre-payment plans, etc.

*Embalming* 33 It is your right to be given a copy of the item "Information on Embalming" (from the Reference Copy of the Charter for the Bereaved) by your Charter member. A small fee may be payable. This describes the process of embalming, often referred to as cosmetic treatment by funeral directors. It addresses the issues of environmental impact and whether the process is necessary.

#### IMPROVING SERVICES IN THE FUTURE

The IBCA have identified many "targets" to continuously improve the service for the bereaved. These may become rights after consultation and discussion. They are detailed in the Reference Copy of the Charter for the Bereaved, which is used by each Charter member. These targets often reflect new funeral innovations in various parts of the country but cannot be guaranteed nationwide. As they may be of interest to you, they are briefly described below.

*Burial procedure*

- Charter members will develop national service standards regarding the reception and handling of funerals.
- Charter members will improve protection against inclement weather at burial ceremonies.

*Grave choice*

- Charter members will consider improving grave choice by offering three grave designs; the lawn type with a headstone; the traditional grave with a full memorial; and a natural option such as woodland burial.
- Charter members will support a change in the law to allow the re-use of old graves, particularly in areas where burial is not possible due to a shortage of new ground.
- Charter members will provide graves for cremated remains.

*Cemetery memorials*

- Charter members will encourage greater artistic input into memorials. A memorial should reflect individuality and the spirit of the community.

## *Charter for the Bereaved continued*

- Regulations should be flexible, allowing for artistic use of wood or stone and artificial materials. This will widen choice and give the bereaved control over cost and design.
  - Charter members will appreciate that colloquial terms such as "mum" and "dad" and nicknames are appropriate for inscriptions. Bureaucratic regulations will not be applied.
  - Charter members will oppose the selling of a memorial as part of, or immediately after a funeral. The bereaved make a more meaningful purchase after they recover from the initial distress of the funeral.
- Baby and infant graves*
- Burial facilities should be developed to accommodate fetal remains, stillbirths and infants from local midwifery and gynaecology services. These facilities will allow for an individual grave and burial and the placing of a memorial, teddy bears, etc.
  - The graves should be on specific purpose-designed sections ie. Babies Memorial Garden.
  - Charter members will liaise with charities and support groups about the needs of bereaved parents.
  - Parents who wish to use an alternative to the standard coffin should be supported.
- Burials in private land*
- Charter members will consider providing a "green" burial scheme eg. woodland burial, as an alternative option to burial in private land.
- Cremation procedure*
- Charter members will develop service standards and arrange annual memorial services. They will also promote a reduction in the medical certificates for cremation, to reduce costs to the bereaved.
- Cremated remains and memorialisation*
- Charter members accept the benefits memorials can offer to the grieving process and will provide at least one type of inscribed memorial eg. plaque.
- Ceremonies and belief*
- Charter members will develop and manage facilities for use in a multi-cultural society without the permanent placement of religious symbols.
  - Charter members recognise that each ceremony is an highly individual and important occasion and will allocate a minimum 30 minutes for each service.
- Coffins and alternatives*
- Charter members will promote greater choice and will offer advice over coffins, containers and shrouds. A diagram showing the construction of a simple home made coffin will be provided.
- Communication*
- Charter members will improve education on bereavement. They will promote research into attitudes about death and the satisfaction levels related to funerals.



- Dignity, death and you* ■ Charter members will promote the value of a Will and funeral directives to ensure that every person obtains a funeral in accordance with their wishes.
- Environmental issues* ■ Charter members will improve the natural environment of cemetery and crematorium grounds, to encourage wildlife and use nature as an integral part of the bereavement experience.
- Charter members will promote research into issues which waste resources or may cause pollution or global warming, eg. gas usage for cremation, chipboard and plastics in coffins, embalming fluid, grass mowing, horticultural chemicals, etc.
- Social and community aspects* ■ Charter members will meet representatives of their community to identify the needs and wants of every individual. Individual needs should be met where this does not impinge upon the majority.
- Charter members will be receptive to suggestions that challenge conventions in order to improve choice and service delivery.
- Charter members will oppose the creation of monopolies within the funeral industry, eg. the sale of crematoria to companies with funeral directing interests.
- Funerals without a Funeral Director (independent funerals)* ■ Charter members should offer more advice about the supply of coffins, as these can be difficult to obtain in most areas. The bereaved should be able to obtain at least a standard veneered chipboard coffin or a bio-degradable type prior to a funeral.
- Charter members should consider whether new funeral options can be offered to the bereaved, which reduces costs and the monopoly control of funeral directors, eg. transferring the deceased directly to the crematorium to avoid the use of a hearse and limousines.
- Maintenance of grounds and gravedigging* ■ Charter members will develop minimum national standards of maintenance.
- Regulations* ■ Charter members will develop a standard list of regulations for use throughout the U.K.
- Staff and expertise* ■ Charter members will promote the employment of qualified staff in senior posts, eg. possession of the Diploma of the Institute of Burial and Cremation Administration.
- Charter members will support the employment of members of all ethnic groups, particularly where the community served is composed of various groups.
- Inspection* ■ Charter members will develop greater community awareness of cremation and burial facilities, in order to reduce ignorance. Malicious, misinformed comment can upset the bereaved and leave them feeling uneasy about the service.

## *Charter for the Bereaved continued*

**Conclusion** We want this Charter to improve funerals and we would like to take your views into account. Also, anything that interests you or leaves you with a feeling of disquiet is important to us. You can send your comments to the Charter organiser. If the cemetery or crematorium in your area does not have Charter membership, please encourage their management to join.

Finally, your Charter member has a 72 page Reference Copy of the Charter for the Bereaved. As well as giving extensive information on each of the topics in this Charter, it contains sections giving useful addresses and information about the Institute of Burial and Cremation Administration and the laws and regulations involved with bereavement.

The Reference Copy of the Charter for the Bereaved can be purchased as follows:

**Local authorities and companies = £25.00**

**Individuals and charities = £10.00**

Cheques payable to IBCA, p&p included.

Order from the following address.

**Charter Organiser** The Charter organiser deals with the sale of Charters, enquiries on national Charter issues, proposed amendments to the Charter and the grievance procedure. The Charter organiser will report annually to the IBCA about complaints and comments. To enquire about local services and issues, you can approach a local Charter member.

Charter Organiser  
Bereavement Services  
Cemetery Office  
Richardson Street  
Carlisle CA2 6AL  
Tel: 01228 625310  
Fax: 01228 625313

**Institute of Burial and Cremation Administration** The Institute produced the Charter for the Bereaved. For any enquiries regarding Institute activities contact:

Tim Morris  
National Executive Officer,  
107, Parlaunt Road,  
Langley,  
Slough,  
Berkshire SL3 8BE

Tel: 01753 771518  
Fax: 01753 770984



# **BEREAVERNMENT SERVICES**

**Service Plan**

**2001 / 2002**

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## Introduction

1. This document describes the work of the Council's Bereavement Services Unit, and identifies the actions to be implemented and measured for the period 2001/2002 to achieve the Council's Vision and Corporate Objectives.
2. The Council's Corporate Vision is currently based upon the mission statement, organisational values and key objectives that evolved during the 1990's and were agreed and consulted upon externally in 1998.
3. The present **Key Objectives** are:
  - ◆ Reduce Crime & Disorder
  - ◆ Promote Sustainable Transport
  - ◆ Improve Social well-being, Health and Education
  - ◆ Protect and Improve Our Environment
  - ◆ Develop Employment and Training Opportunities
  - ◆ Satisfy Housing Need
  - ◆ Advance Carlisle as a Regional and Cultural Capital
  - ◆ Spend the Community's Money Wisely

## The City Vision

The **draft** City Vision statement is:

*Carlisle is an attractive, vibrant historic city with a strong sense of community, well positioned as an evolving sub-regional centre.*

To ensure a high quality of life for all our people we will build on the best of our heritage and develop a diverse sustainable economy in an active, safe and inviting city.

We will do this by:

- Working in representative partnerships, which make the best use of the skills and resources available.
- Encouraging innovation and positive changes, which lead to a prosperous and confident future.
- Nurturing a sustainable environment, in which all people can flourish and enjoy a good quality of life.

And

- Involving local people in the development of their City Vision



## City Vision Themes

A number of draft themes have been developed and will provide the basis of the City Vision objectives. They are:

- Infrastructure, Environment, and Transport
- Health & Well-being
- Communities
- Economic Prosperity
- Celebrating Carlisle

## Portfolios

Following the political reform of the Council, it is proposed that the Cabinet will be arranged using portfolios. The following portfolios are currently being developed to address the City Vision themes:

- Corporate Resources
  - Finance & Resources
  - Strategy & Performance
  - Community Activities
  - Infrastructure, Environment and Transport
  - Health & Well-being
  - Economic Prosperity
  - Promoting Carlisle
- 
- Once the City Vision Strategy has multi-agency agreement, our Corporate Vision and Objectives will be amended to reflect the City Vision Objectives. At this point, this Service Plan will also be amended to reflect the new Corporate Vision Objectives and the new political portfolios.

## Manager & Budget Holder

June Carswell, Head of Bereavement Services

## Summary of Services

The unit delivers a range of services including:

- Provide Burial and Cremation Services
- Provide a Funeral Advisory Service
- Advice on Memorials etc
- Provide coffins etc

## Links to Council's Objectives

This unit will link into the Council's objective of "Improve Social well-being, Health and Education."

## Big Issues Facing the Unit

For 2001 / 2002 the following are anticipated as the major issues: -

Best Value Review

Crematorium Upgrade

Changes to the Environmental Protection Act (Mercury Arrestment)

Extension or provision of new cemetery - Upperby

Grave Re-use

## Customer Consultation

To ensure we are fulfilling the requirements of our customers we will complete the following:

- Surveys - Funeral Directors  
Monumental Masons  
Outside Agency's  
Citizen Panel

## Benchmarking

- IBCA National Best Value Assessment Process

## Service Standards

Our standards of service:

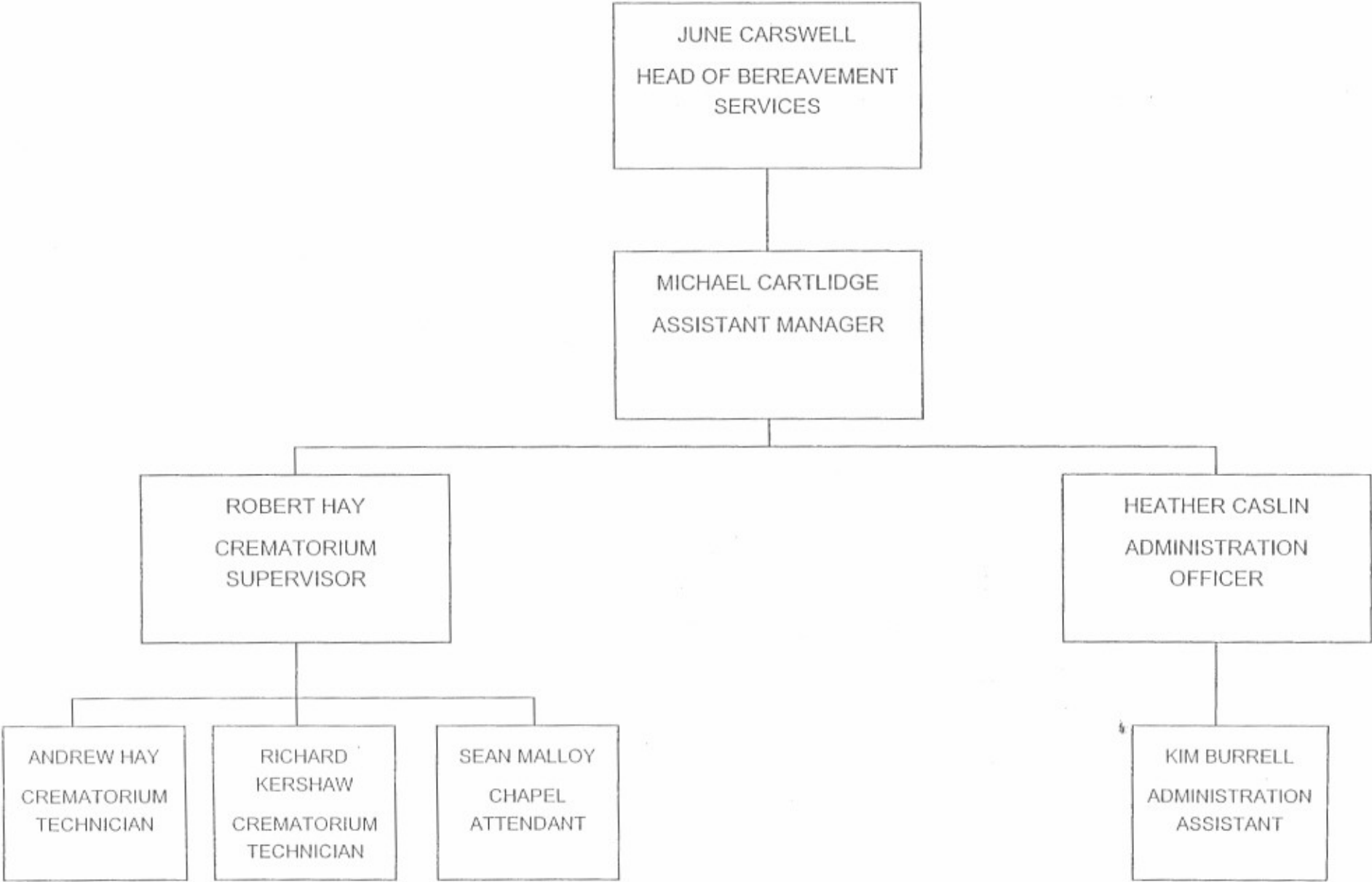
- To offer cremation services within 6 days of death
- To guarantee a minimum standard through our adoption of the Charter for the Bereaved and the 33 "Rights" contained therein
- To aim to gain the "Excellence Criteria"
- To reply to letters within 10 days of receipt or to have acknowledge receipt of letters within 5 days

## Staffing Structure & Budgets

Annex B details the full budget and staff contact information. However, for reference, the total budget, both controllable and non-controllable, amounts to £230,500

The unit comprises of seven full time staff (plus one temp at the moment to cover long term sickness) and the following is the staffing structure currently in place:

# BEREAVEMENT SERVICES STRUCTURE



## **Action Plan 2001/2002**

### **1. Section Aim**

*To provide facilities and a process for the burial and cremation of the dead, which meets the needs of the bereaved.*

### **2. Section Objectives**

- To comply with all relevant legislation
- To continue to help improve the environment
- To meet the standards defined in the Grounds Maintenance Specification
- Continue to improve facilities and meet the needs of the bereaved
- Continue Memorial Safety Programme to ensure Health & Safety for all Visitors

### **3. Delivery of Unit Objectives**

This action plan covers our predicted work commitments for the period 2001/2002.

- **Objective: To comply with all relevant legislation (EPA)**

Corporate Objective(s): "Improve social well-being, health and education"

Portfolio:

Indicator	Performance (previous year)	Target (2001/02)	Target (2002/03)	Reporting Process	Monitoring & evaluation comments
6 monthly report on % failure to meet emissions standards	Full Compliance	Full Compliance	Full Compliance	Report to Environmental Health Department	Weekly reports Produced by crematorium
Annual report on % failure to meet emissions standards	Full Compliance	Full Compliance	Full Compliance	Report to Environmental Health Department	Annual testing carried out by Independent Company

## Objective: Continue to help improve the Environment

Corporate Objective(s): "Improve Social Well-Being, Health and Education

Portfolio:

Indicator	Performance (2000/01)	Target (2001/02)	Target (2002/03)	Reporting process	Monitoring & evaluation comments
Tree Planting		12 new trees (various species)	12 new trees (various species)	TIR	
Area under Conservation	Currently 67,000 sq m	Maintain (extend where possible)	Maintain (extend where possible)	TIR	
Reduce fuel consumption on cremations – number of environmental cremations	15	18	20	TIR	
Increase the number of woodland burials	41	45	50	Annual Statistics – TIR	

**Objective: To meet the standards defined in the Grounds Maintenance Specification**

Corporate Objective(s): "Improve Social Well-Being, Health and Education"

Portfolio(s):

Indicator	Performance (2000/01)	Target (2001/02)	Target (2002/03)	Reporting process	Monitoring & evaluation comments
Number of rectification notices issued	62	56	50	TIR	
Number of Defaults issued	12	10	8	TIR	



**Objective: Continue to improve facilities and meet the needs of the bereaved**

Corporate Objective(s): "Improve Social Well-Being, Health and Education

Portfolio(s):Indicator	Performance (2000/01)	Target (2001/02)	get (2002/03)	Reporting process	Monitoring & evaluation comments
Report complaints related to funerals		Maximum 5 per year	Maximum 5 per year	TIR	
Report complaints related to aftercare services		Maximum 20 per year	Maximum 20 per year	TIR	
To obtain a high customer satisfaction level		95%	95%	TIR	

**Objective: Continue Memorial Safety Programme to ensure visitor Health & Safety**

Corporate Objective(s): "Improve Social Well-Being, Health and Education

Portfolio(s):

Indicator	Performance (2000/01)	Target (2001/02)	Target (2002/03)	Reporting process	Monitoring & evaluation comments
Report Annual memorial safety inspection failure rate	5.5%	4%	3%	TIR	Physical check of memorials on an annual basis

This unit is responsible for the following Local Performance indicators:

	<i>Performance Indicator</i>	<i>2000/01 (estimate)</i>	<i>2001/02 Target</i>
LP27	Level of satisfaction with quality of service to applicants for burial and cremation		95%
LP103	Position of Carlisle in the national Institute of Burial and Cremation Administration's Best Value Assessment Process		3 <sup>rd</sup> out of approx. 42

## Annex A

### **Summary of Services**

This can be found in our "Green Leaflet" which lists 20 available leaflets on our services.

## Budgetary Resources

The following tables detail the unit's current budgets:

### Controllable

<i>BUDGET NAME</i>	<i>ESTIMATE 2001 / 2002</i>
	<i>£</i>
Basic Salary	136290
Salaries NI	9070
Salaries Superannuation	13720
Additional Pay	0
Performance Related Pay	0
Savings Requirements	630
Overtime	9020
<b>EMPLOYEE COSTS</b>	<b>168730</b>
Lump Sum Allowance	1880
Mileage Allowance	2720
<b>TRANSPORT COSTS</b>	<b>4600</b>
Printing	5160
Stationery	2600
Reference Books/Publications	260
Postage's	1270
Telephones	1310

Office Subsistence	450
Seminar Fees	220
Repairs/Renewal Development Fund	41940
Security Systems	860
Book of Remembrance Incriptions	5350
Remembrance Cards	1240
Environmental Protection Act Licence	670
<b>ESTABLISHMENTS COSTS</b>	<b>61330</b>
Grounds Maintenance	392250
Metered Water	5220
Sewerage/Environmental Charges	2400
Cleaning Materials	390
Cremator Repairs	22010
Road/Footpath Maintenance	1670
<b>PREMISES RELATED COSTS</b>	<b>424050</b>
Gas	22040
Electricity	3540
<b>ENERGY COSTS</b>	<b>29660</b>
General Equipment	990
Conservation	610
<b>Memorial Safety</b>	<b>3290</b>

*Controllable continued ...*

Uniforms/Protective Clothing	1380
Organ Expenses	10730
Caskets/Urns	4990
Memorial Trees/Shrubs	270
Memorial Wall Expenses	6360
Laundry	500
SUPPLIES AND SERVICES	29120
<b>TOTAL CONTROLLABLE</b>	<b>717490</b>

*Uncontrollable*

<i>BUDGET NAME</i>	<i>ESTIMATE 2001 / 2002</i>
	<i>£</i>
Personnel Recharges	1020
Insurance	3070
Building Repairs	32510
Departmental Administration	236080
Capital Financing Costs	92450
Rent & Rates	32360
Central Administration	24840
<b>TOTAL UNCONTROLLABLE</b>	<b>422330</b>

**Staff contact information**

<i>Name</i>	<i>Job Titles</i>	<i>e-mail Address</i>	<i>Telephone Number</i>
June Carswell	Manager Bereavement Services	<a href="mailto:Junec@carlisle-city.gov.uk">Junec@carlisle-city.gov.uk</a>	01228 625310
Michael Cartlidge	Assistant Manager Bereavement Services	<a href="mailto:Michaelc@carlisle-city.gov.uk">Michaelc@carlisle-city.gov.uk</a>	01228 625310
Heather Caslin	Administration Officer	<a href="mailto:Heatherc@carlisle-city.gov.uk">Heatherc@carlisle-city.gov.uk</a>	01228 625310
Robert Hay	Crematorium Supervisor		01228 625310
Kim Burrell	Administration Assistant	<a href="mailto:Kimb@carlisle-city.gov.uk">Kimb@carlisle-city.gov.uk</a>	01228 625310
Andrew Hay	Crematorium Technician/Chapel Attendant		01228 625310
Sean Malloy	Temporary Chapel Attendant		01228 625310
Richard Kershaw	Crematorium Technician/Chapel Attendant		01228 625310
Fax			01228 625313



# Bereavement Services

An Introduction to services provided under the  
**CHARTER FOR THE BEREAVED**

City of Carlisle

Bereavement Services is operated by Carlisle City Council, and this leaflet describes the services we provide. It is our intention to offer a high standard of care and options which enable each member of the community to arrange a funeral which is meaningful to them and their family. An important part of this service is to care for the environment, and use nature and wildlife to enhance the beautiful cemetery and cremation grounds, which we maintain in Carlisle. We are a community service, and as such we have no commercial incentives, and can offer you free help and advice.

The Council has adopted the Charter for the Bereaved issued by the Institute of Burial and Cremation Administration. The Charter is a commitment to improving the service by confronting rather than disguising the death experience, and by reducing ignorance. It defines the rights of every individual who experiences bereavement, and gives the bereaved greater influence over the arrangement of funerals, thereby controlling costs and offering more satisfaction.

The Charter guarantees 33 rights and these are integrated into the services outlined in this leaflet. Indeed, we see the Charter Rights as a minimum and our service extends well beyond these requirements. If you require a copy of the Charter, please refer to our Funeral Advisory Service leaflets on the last page of this leaflet.

## Why you should read this leaflet

The majority of people know little about funerals and how they can organise a funeral to satisfy their belief, lifestyle or other needs. This leaflet outlines some of the options in order to help you make a decision, beginning with details of cremation, then burial and finally issues such as independent funerals and funeral costs. We recognise that these details

are particularly useful to people who consider funerals before a death occurs. Otherwise, at the time of death, the distress is often too great and indeed many wrong decisions are taken as part of this "crisis" arrangement.

Many people prefer to ignore death and



Diagram of the Peter Nicholson memorial in Carlisle Cemetery, which shows (from top) inverted torches signifying the end of life, carved thistles (on the corners) indicating his birth in Scotland, and a plumb board (just below the thistles and above the inscription) indicating his architectural profession. The design of the memorial illustrates "perspective", his lifetime interest.



indeed the death of someone close to us can be devastating. However, this crisis in our lives is only made worse when no Will or funeral instructions are left. It is caring and sensible to alleviate the distress of your partner and family by preparing for death, rather than ignoring it. It will also ensure that you get the type of funeral you want and it may greatly reduce funeral costs. Although Bereavement Services create cremation, burial, even "green" and "low costs" funerals, we are precluded by law from collecting the deceased and acting as a funeral director. Nonetheless, as the majority of local funerals are based at our facilities, we can advise you about how to organise the funeral and instruct a funeral director to meet your personal and financial needs. We are committed to giving you the knowledge to be in control when a funeral is required. A series of leaflets are available, and are listed on the last page of this leaflet.

## **CREMATION**

The crematorium was opened in Carlisle in 1956. Over 60,000 cremations have occurred since then, and around 1800 cremations take place each year. Three full time staff are employed on cremation duties, with the grounds being maintained by a Contractor. Two cremators are operated, each costing £150,000, and they comply with the Environmental Protection Act, in order to reduce air pollution. In view of our concern, we ask people not to use plastics, PVC and any material that causes pollution. The deceased can be dressed or shrouded in clothing of natural materials, but rubber soled shoes should be avoided.

Cremation services occur Monday to Friday from 9am to 4pm, with 40 minutes reserved for each ceremony. This is to enable each funeral to arrive, the ceremony to occur, and everyone to leave without seeing another funeral. Extra time can be requested without further charge. A religious or secular service (secular officiant now available) can be arranged, and we have an organist available at every

ceremony. Recorded music, tapes or CDs can be used, and some people bring musicians or singers, or perhaps read poetry. It is important to note that you can do whatever you wish. There is no legal necessity to hold a service and some people entirely dispense with this.

During the ceremony, the coffin rests on the "catafalque" (a stage upon which a royal coffin used to be placed) and a committal usually occurs. We have both a net and a velvet curtain which can be drawn as part of the committal. Alternatively, if you find the committal upsetting, the curtains can be left open and you can see the coffin, for the final time, just before you leave the chapel.

## **Environmental Cremation**

Conventional coffins are made of chipboard with plastics handles and nameplate, all of which create pollution. If you prefer to use a biodegradable coffin, and allow us to complete the cremation either same day, or the following morning, a reduced cremation fee applies. This is because it allows us to programme more cremations through a single cremator, avoiding the harmful emissions which arise from bringing a second cremator into use. Our re-useable "Carlisle Coffin" (details below) enables you to use this option, which cares for the environment and reduces costs.

## **Cremated Remains**

The cremated remains can either be taken away for strewing or burial elsewhere, or placed in one of the many locations we offer. For instance, in our Garden of Remembrance, they can be interred in one of our monthly gardens. If the death occurs in June, the June Garden can be used, and is planted with azaleas and trees that flower at that time of the year. A similar themed garden display occurs in each of the twelve monthly gardens. Alternatively, the cremated remains can be strewn in one of the six woods around the Garden of Remembrance. The woods are planted with native trees and many bulbs to give a

true woodland atmosphere. The use of the Garden of Remembrance is included in the cremation fee, but the following options require additional payment. For those who require a memorial, the Memorial Wall displays bronze and granite plaques, with the adjacent underground niches, in which cremated remains can be retained. Small cremated remains graves, on which you can place individual memorials, are available in each of our three cemeteries. There is also the "Heather Garden", which is described below.

#### **Heather Garden**

This paved garden is situated in Carlisle Cemetery, immediately next to the crematorium and accessible by car. It is designed for ease of access and is ideal for those with mobility problems, or wheelchair users. It contains "Sanctum 2000" units, which include a plaque with space for up to two caskets inside. The caskets are retained above ground, and not placed in the soil. Memorial Vase tablets are also available.

#### **Cremated Remains Containers**

A display cabinet in the crematorium has a selection of containers. They include wood caskets, as well as metal, stone and porcelain urns. An inexpensive plastic container is used for sending by carrier, or if the remains are to be strewn on mountains or in the Solway. If you do not like plastic, and prefer an alternative, please make your wishes known to us, or your funeral director.

#### **The Hall of Remembrance**

A Book of Remembrance is displayed in this room, with inscriptions entered by our artist. The inscription is usually viewed on anniversaries, and Memorial Card copies can also be purchased. These are all at additional cost, and the inscription is not made without an application being completed. A special Baby Book of Remembrance is also displayed in the Hall. This can be used to record either the burial or cremation of a fetus, a baby or an infant. On the walls of the Hall are poems by Alan

Pemberton, and books of his poems on bereavement are also available. Fresh flowers and pot plants can be placed in an adjacent room, or in various parts of the building.

#### **The "Carlisle Coffin"**

We are aware that many people find cardboard coffins visually unattractive, even though they save resources and reduce emissions. To overcome this problem, we offer this craftsman made coffin, in beautiful polished wood, which would normally retail for £2,000. It contains a cardboard "Compakta" coffin, which is removed for cremation after the service. The entire unit can be used by your funeral director over the full period of the funeral at a modest cost. A leaflet giving full details and prices is available.

(This coffin cannot be used for burial.) If you transfer the deceased to the crematorium in a cardboard coffin (see "Independent Funerals" later in leaflet) you can use the Carlisle Coffin free of charge at the service.



#### **Inspection**

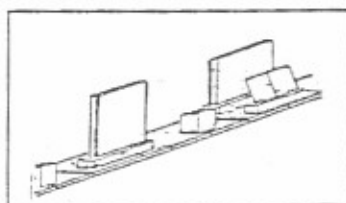
Cremation is completed on the day the ceremony occurs, except where Environmental Cremation is requested. Many rumours surround cremation, and these can cause distress to the bereaved. We operate to the "Guiding Principles for Burial & Cremation Services" set out in the Charter for the Bereaved (leaflet no.8). As part of this, we place the coffin in the cremator exactly as it is received and we carefully maintain the identity of the deceased. To guarantee this, we allow an inspection of the cremation process at any time, to prove the integrity of the process. Please ask a member of staff if you wish to inspect. Arrangements to visit by individuals or groups can be made at any time.

## BURIAL

The City Council have provided local burial for over 140 years. We manage three cemeteries. Richardson Street opened in 1855, Upperby opened in 1881 and Stanwix opened in 1887. They are well maintained and have many attractive trees. All "private" graves are permanently numbered. They have spaces for two burials, and are sold for a 50 year, renewable term. Many graves are sold in advance, and some people erect memorials prior to their death. A Chapel is available at Richardson Street and Stanwix, each with an organ. There are the following choices of grave at these cemeteries:-

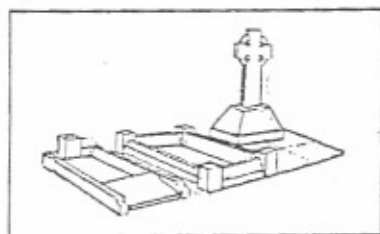
### Lawn Grave

These graves are situated on lawns, with a slabbed section at the head where a vase or headstone can be placed. The graves have a neat, though uniform appearance, and are mown every two weeks during the summer.



### Traditional Grave (Richardson St. only)

These graves are for those who want greater choice over the size or design of the memorial, or do not want people to walk over the grave. The entire grave area must be covered, and the whole maintained by the grave owner. A large memorial can be placed, or kerbs, to surround the grave, leaving an area which can be gardened. The grave can also be brick lined to ensure the coffin is soil and water free. Large memorials can be expensive, and this should be considered.



### Re-cycled Grave

There are many old graves owned by the Council, and last used for burial in Victorian times. These are now used for burial of those who do not want a private grave, or a memorial upon the grave. This form of

burial requires only the payment of the interment fee, saving the cost of making the grave private. An inexpensive bio-degradable coffin must also be used and space for a second burial cannot be reserved. The grave will be used again in about 100 years, when all the human remains have disappeared. This type of funeral is the least expensive that can be arranged.

### Woodland Grave (Richardson St. only)

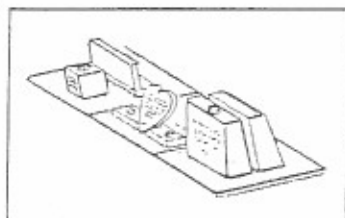
Our woodland grave option was the first in the world, and offers a "Return to Nature" burial, with the accumulating graves forming an Oak forest. This is not a suitable choice for people who require a neat, tidy grave. These graves may have long grass at times, to offer a habitat to wildlife, particularly voles and owls. Most people choose a bio-degradable coffin and avoid the use of embalming fluids, which may kill the trees. An oak tree is planted as a memorial, often by the family some weeks after the burial. Some of these trees will be thinned out after 10 years, and a tree to each grave cannot be guaranteed long term. The two burials are side by side, although a "half-grave" can be purchased for a single burial, at half the usual fee. A double grave should not be used if the second burial is likely to occur perhaps 20 years later, when the tree on the first burial may make access difficult for the second burial. We provide the oak tree and cover all the planting costs (see leaflet no. 1). If a bronze plaque is required, memorial wall plaques can be placed in the nearby "Sheepfold".

### Baby & Infant Graves

We offer small baby graves in all our cemeteries. The "Babies Memorial Garden" at Richardson Street is reserved for the burial of stillborn babies and fetal remains. All graves are individual and teddy bears and similar items can be placed on graves. Further details are available from staff.

### **Cremated Remains**

These small graves accept up to four caskets and are available at all cemeteries, upon payment of an additional fee. You



can place a small memorial or vase, which gives you a personal spot to visit after the cremation. These graves are mown every two weeks. If you require a service at the interment, we can provide this free of charge.

### **Independent Funerals**

The majority of people use a funeral director to organise a funeral "package" on their behalf. Although convenient, this increases costs and can reduce the amount of personal input the bereaved have in the funeral. If you have means of transporting the coffin and the body, you can make all the arrangements directly with Bereavement Services. If you cannot provide your own transport, you can use a funeral director to collect the deceased and transport the coffin to the crematorium or cemetery. We can retain the coffin and body in the overnight chapel, or a refrigerated unit, for however long you wish. A leaflet on Independent Burial or Independent Cremation is available to guide you through the arrangements.

### **FUNERAL COSTS**

The average funeral cost is £1200 for cremation and £2000 for burial with a memorial. If a funeral director is used to transport the coffin and body only, cremation can be reduced to approximately £450 and burial to under £650 (leaflets no. 3 & 5, etc). If you are on benefits, you may be entitled to Social Fund assistance, although this is increasingly more difficult. No other financial assistance is available, and there is increasing evidence of hardship over the payment of funeral costs.

### **COFFINS & SHROUDS**

To enable people to complete funerals independently and to offer greater

environmental choice, we supply coffins. Almost all traditional coffins used today are made of veneered chipboard, with plastic handles and linings. These cause a degree of air pollution when cremated and the plastic will never bio-degrade after burial. An alternative is to use less expensive and more earth friendly cardboard coffins, or more expensive pure wood or wicker. Some funeral directors now offer these coffins, or they can obtain them from us on your behalf. We stock at least three types of cardboard coffin. We have a traditional coffin and others made of re-cycled wood, for those who do not like cardboard. We will be pleased to show you our coffin display in the burial Chapel. We also offer a woollen shroud, specially designed for burial. We can also advise those who wish to make their own coffin.

### **ENVIRONMENTAL ISSUES**

With the environmental options already outlined, you can see that we take air and water pollution very seriously. As part of this commitment, we also avoid the use of horticultural chemicals and maintain many conservation areas. This is why parts of our grounds look a little untidy, for perhaps a month or two in the summer. Consequently, we have orchids, bats, owls, lizards, a large population of hedgehogs and many other creatures and birds on our cemeteries and churchyards.

### **CEMETERY WALK**

A self guided cemetery walk has been set out. A free walk leaflet is available (no. 19) pointing out interesting graves, trees and other features in the cemetery. Except for one avoidable section, it is level and on good surfaces. It take a few hours to complete, but can be covered in sections.

### **DISCRIMINATION**

We try to avoid discriminating against anyone because of race, religion, disability or belief. Please let us know if you have specific needs. We have funerals without religion, informal funerals for those who hate black to be worn, "green" funerals for those

who care about the environment and even funerals where families have a champagne toast in memory of the deceased. If you do not want a routine funeral, you must plan and set out your requirements, or it will not happen.

### **EMBALMING**

This is a temporary process of preserving the body, using the noxious chemical formaldehyde, for which an additional charge is made on the funeral account. It is only completed by a small number of funeral directors in this area, and may be carried out routinely as "Hygienic" or "Cosmetic" Treatment. There is some concern about the burial or cremation of formaldehyde and you may wish to avoid the process. A handout giving details is available.

### **REDUCING BUREAUCRACY**

The Council opposes unnecessary bureaucracy and is sympathetic to personal needs. Memorial regulations are kept to a minimum. Ceramic grave photographs, nicknames and personal inscriptions are welcomed. Many examples can be seen on our new grave areas, including quotes from pop songs. Artistic memorial designs can be used and these can be carved in wood if preferred.

### **REGISTRATION**

All cremations and burials are recorded on computer and retained forever. We have over 60,000 cremations, 117,000 burials and 70,000 graves on record.

### **GRIEVANCE PROCEDURE**

In the event that you are dissatisfied, please complain "on the spot" if you can. All staff wear identity labels so that you can recognise who is responsible, or to whom you are complaining. If you are not satisfied, please contact the Bereavement Services Manager as soon as possible for details of our grievance procedure.

### **EVENTS**

We hold a Crematorium Memorial Service

every July. An Easter Sunrise service often takes place in April. The Stillbirth and Neonatal Death Society (SANDS) organise a memorial service for parents and family of babies who have been interred. "Open Days" are organised every two years. Cemetery walks occur during the summer, when we visit the famous "Carved Owl", the Yew House, Fairy beck waterfalls and exceptional memorials. All events are advertised in local papers and you can contact us for confirmation of dates. Where dates are already agreed, they are shown on the back page of this leaflet.

### **BEREAVEMENT COUNSELLING**

We do not provide counselling, but we can put you in touch with the local branch of CRUSE, or the Stillbirth and Neonatal Death Society. Other counselling/befriending services may be available – please contact us.

### **WARNING – INCLEMENT WEATHER**

Please note that in the Winter, we do not clear snow or treat frozen surfaces on crematorium lawns or on any graves. Only roads and paths to immediate funerals are salted and/or gritted and the majority of paths, roads and parking places can be covered with ice and/or snow. As anniversaries occur every day of the year, and the bereaved feel a need to visit, we never close our sites, even though ice and snow exist. Please exercise extreme care throughout Winter, and avoid visits when ground conditions may result in a fall or some form of injury.

### **HOSPICE & CHARITY COLLECTIONS**

The number of family requests for mourners to subscribe to a collection instead of giving flowers is increasing. Collections at the crematorium may exceed £100,000 per year at the current time, and is an exceptional commemoration to those who have died. To ensure total security, we provide a free security box for any collection at a burial or cremation service. We suggest to the funeral director that this should be passed

direct to the family unopened. The box must then be torn open to remove the contents, which ensures that all the money is secure throughout the process.

### FUNERAL WREATHS

The use of plastic and oasis in wreath frames is increasing. This material cannot be re-cycled and two truck loads are sent to landfill each week. If you can use flowers in their natural state, and without artificial materials, it would be appreciated. Helping the hospice and charities by requesting a collection instead of flowers is the ultimate caring decision and also makes environmental sense.



We have a wheelchair available for use at both the crematorium chapel and Richardson Street burial chapel. Access is straightforward and ramps or low kerbs are in place. The chapels at the crematorium and Richardson Street cemetery have linked removable chairs. This enables a chair to be moved so that all wheelchair users can sit in the row and not be left out in aisles.

A toilet with wheelchair access is available at the crematorium entrance. A toilet is programmed for construction at Richardson Street burial chapel in the Summer of 2000.

This leaflet is typed in Arial 12 font, which is easier to read. If you have difficulty reading this print we can provide you with a large print copy or an audio copy within 5 working days. Hearing loop systems are fitted to all chapels and our reception area in Richardson Street office.

Please note that some clergy can use sign language at funeral services, which is greatly appreciated by the hard of hearing.

Contact Cumbria Deaf Association for details on 01228 522885 (voice/minicom). If you have a textphone, you can also contact us through the BT *typetalk* system.

If you have mobility problems and cannot visit our offices, we may be able to arrange a home visit. Please contact us on (01228) 625310 during office hours



### FUNERAL DELAYS

In many parts of the country, funerals can be delayed for many weeks during flu epidemics and as a consequence of long closures at Christmas and New Year. We are aware of the distress this causes and as part of our quality standard, a target of six days is set. We have failed to meet this target on two occasions, by extending to eight days. If you feel that your funeral arrangement has been delayed excessively, please let us know.

### DOGS

Please note that dogs on leash are allowed, but dog faeces must be removed and placed in bins. We are also approaching dog walkers to give them leaflets on this policy.

Our grounds are also included in **The Dogs (Fouling of Land) Act 1996**. Under this Act we can prosecute owners who fail to clean up after their dogs. In addition, the Council are to employ dog wardens to help us enforce the Act.

### OPENING HOURS

**Grounds** – All cemetery and the crematorium grounds are open every day from 9am until dusk. Dusk varies from 4.30pm in winter to 9.30pm in midsummer.

To allow ease of access to people with

mobility difficulties, all sites are open to vehicle access every day of the year.

Hall of Remembrance – open from 9am – 4.30pm Monday to Friday, 10am to 4.30pm on Saturday and 1pm to 4.30pm on Sunday.

Main Office – our main office is part of the Richardson Street Victorian cemetery entrance and is open Monday to Friday (9am to 4.30pm).

#### FUNERAL ADVISORY SERVICE (all leaflets free but SAE appreciated)

1. Woodland Burial
2. Environmental Issues (Local Agenda 21)
3. Guide to Independent Burial
4. Questions people ask about cremation
5. Guide to Independent Cremation
6. Cremation memorial facilities
7. Information on using a funeral director
8. Guiding Principals for Burial & Cremation Services
9. Funeral Pre-arrangement Details
10. Charter for the Bereaved
11. Bio-degradable coffins (3) "Carlisle Coffin" & Shroud
12. Copy of Living Will
13. Table of fees and charges
14. Details about the Natural Death Centre
15. Laying out and caring for the deceased
16. Cemetery, woodland burial & crematorium garden plans
17. Outline of secular service
18. Information on embalming
19. Walk leaflet – self guided around Carlisle cemetery
20. Poetry in funeral services – some examples.

#### OTHER PUBLICATIONS

The 72 page reference copy (of the Charter for the Bereaved) can be purchased for £25.00. Feasibility Study for Woodland Burial, and update £20.00. Book of Alan

Pemberton's poetry £4.50.

#### DATES FOR YOUR DIARY IN 2001

Cemetery Walks      During Summer –  
Please contact the  
office for dates &  
further details

Easter Sunrise Service      held each year –  
Please contact the  
office for dates &  
further details

See the sun rise over the Pennines and hear the dawn chorus of songbirds and owls. Parking is available in the crematorium car park, with a short walk to the adjacent cemetery for the service.

Annual Memorial Service      Sunday 8th July  
at the Crematorium  
at 3.00pm

Babies & Infants  
Memorial Service      Saturday  
1st September in  
the Richardson St  
Chapel at 3.00pm

Christmas Memorial  
Service      Saturday  
15 December at  
3.00pm

City of Carlisle Bereavement Services  
Serving the Community for 146 years  
1855 – 2001

BEREAVEMENT SERVICES, CEMETERY OFFICE, RICHARDSON STREET, CARLISLE  
CA2 6AL

TEL: 01228 625310 FAX: 01228 625313 E MAIL: [junec@carlisle-city.gov.uk](mailto:junec@carlisle-city.gov.uk)  
MONDAY TO FRIDAY 8.00am – 4.30pm

2002/03 ESTIMATES

LEISURE & COMMUNITY DEVELOPMENT SERVICES

	ORIGINAL ESTIMATE 2001/02 £	REVISED ESTIMATE 2001/02 £	ESTIMATE 2002/03 £
<b>BEREAVEMENT SERVICES ADMINISTRATION</b>			
-----			
DIRECTLY CONTROLLED			
R66-6773-0101 CEMS ADMIN-SALARIES	74,900	67,220	73,150
R66-6773-0102 CEMS ADMIN-SALARIES NAT INSUR	5,200	5,010	5,320
R66-6773-0103 CEMS ADMIN-SALARIES SUPERANN	8,170	7,330	7,970
R66-6773-0111 CEMS ADMIN-SALARIES OVERTIME	2,740	5,910	6,230
R66-6773-0999 CEMS ADMIN-SAL SAVINGS/(REQ)	570	0	0
EMPLOYEE COSTS	91,580	85,470	92,670
	-----	-----	-----
R66-6773-1611 CEMS ADMIN-PEST CONTROL	110	110	110
PREMISES RELATED COSTS	110	110	110
	---	---	---
R66-6773-2501 CEMS ADMIN-LUMP SUM CAR ALLCE	940	1,670	1,870
R66-6773-2502 CEMS ADMIN-OFFS MILEAGE ALLWCE	1,990	1,990	2,040
TRANSPORT COSTS	2,930	3,660	3,910
	-----	-----	-----
R66-6773-3302 CEMS ADMIN-PRINTING	5,160	5,160	5,160
R66-6773-3305 CEMS ADMIN-STATIONERY	2,600	2,600	2,600
R66-6773-3320 CEMS ADMIN-REF BOOKS/PUBLICITNS	260	260	270
R66-6773-3501 CEMS ADMIN-POSTAGES	1,270	1,270	1,300
R66-6773-3505 CEMS ADMIN-TELEPHONES	1,310	1,310	1,340
R66-6773-3601 CEMS ADMIN-OFFCRS SUBSISTENCE	450	450	460
R66-6773-3605 CEMS ADMIN-CONF/SEMINAR FEES	220	220	230
SUPPLIES AND SERVICES	11,270	11,270	11,360
	-----	-----	-----
TOTAL DIRECTLY CONTROLLED	105,890	100,510	108,050
	-----	-----	-----
INDIRECTLY CONTROLLED			
R66-6773-0650 CEMS ADMIN-TRAINING RECHARGES	510	510	520
TRAINING RECHARGES	510	510	520
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APPENDIX B



2002/03 ESTIMATES

LEISURE & COMMUNITY DEVELOPMENT SERVICES

	ORIGINAL ESTIMATE 2001/02 E	REVISED ESTIMATE 2001/02 E	ESTIMATE 2002/03 E
R66-6773-0801 CEMS ADMIN-E&PL INSURANCE	300	350	350
INSURANCES	300	350	350
R66-6773-6039 CEMS ADMIN-RECH FROM P&C SUPPT	2,620	2,860	2,920
R66-6773-6040 CEMS ADMIN-LEIS ADMIN RECHARGE	15,960	26,430	28,450
DEPARTMENTAL ADMINISTRATION	18,580	29,290	31,370
R66-6773-7003 CEMS ADMIN-ASSET MGMT CAP CHG	92,220	118,750	118,750
CAPITAL CHARGES	92,220	118,750	118,750
TOTAL INDIRECTLY CONTROLLED	111,610	148,900	150,990
R66-6773-8600 CEMS ADMIN-RECHARGES	217,500-	249,410-	255,390-
R66-6773-8606 CEMS ADMIN-C.D.C. RECHARGE	0	0	3,650-
INTERNAL RECHARGES	217,500-	249,410-	259,040-
TOTAL	0	0	0

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2002/03 ESTIMATES

LEISURE & COMMUNITY DEVELOPMENT SERVICES

	ORIGINAL ESTIMATE 2001/02 £	REVISED ESTIMATE 2001/02 £	ESTIMATE 2002/03 £
<b>CEMETERIES</b>			
-----			
<b>DIRECTLY CONTROLLED</b>			
R66-6771-1070 CEMETERIES-GROUNDS GEN MAINTCE	392,250	398,400	403,240
R66-6771-1401 CEMETERIES-METERED WATER	4,410	3,290	3,400
R66-6771-1403 CEMETERIES-SEWERAGE/ENV SERV C	980	360	360
R66-6771-1601 CEMETERIES-CLEANING MATERIALS	130	130	130
PREMISES RELATED COSTS	397,770	402,180	407,130
-----			
R66-6771-1103 CEMETERIES-GAS	1,910	2,440	2,960
R66-6771-1105 CEMETERIES-ELECTRICITY	690	640	660
ENERGY	2,600	3,080	3,620
-----			
R66-6771-3001 CEMETERIES-GENERAL EQUIPMENT	410	410	410
R66-6771-3027 CEMETERIES-CONSERVATION	610	610	630
R66-6771-3043 CEMETERIES-MAKING MEMORLS SAFE	3,290	3,290	3,370
R66-6771-3201 CEMETERIES-UNIFORMS/PROT CLOTH	650	650	650
R66-6771-3904 CEMETERIES-REP/RENEW&DEV FUND	41,940	41,940	42,990
SUPPLIES AND SERVICES	46,900	46,900	48,050
-----			
R66-6771-4011 CEMETERIES-SECURITY SYSTEMS	580	580	590
AGENCY & CONTRACTED SERVICES	580	580	590
-----			
R66-6771-8320 CEMETERIES-BURIAL RIGHTS	51,410-	51,410-	63,820-
R66-6771-8321 CEMETERIES-INTERMENTS	79,320-	79,320-	82,620-
R66-6771-8322 CEMETERIES-USE BURIAL CHAPEL	1,890-	1,890-	2,860-
R66-6771-8323 CEMETERIES-HEADSTONES	14,630-	14,630-	15,210-
R66-6771-8425 CEMETERIES-MEMORL REPS DONATNS	710-	710-	1,400-
R66-6771-8470 CEMETERIES-GENERAL RENTS	6,240-	6,760-	6,840-
R66-6771-8512 CEMETERIES-INVESTMENT INTEREST	4,730-	4,100-	4,100-
INCOME	158,930-	158,820-	176,850-
-----			
TOTAL DIRECTLY CONTROLLED	288,920	293,920	282,540
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2002/03 ESTIMATES

LEISURE & COMMUNITY DEVELOPMENT SERVICES

	ORIGINAL ESTIMATE 2001/02 £	REVISED ESTIMATE 2001/02 £	ESTIMATE 2002/03 £
INDIRECTLY CONTROLLED			
R66-6771-1701 CEMETERIES-FIRE INSURANCE	450	510	520
R66-6771-1702 CEMETERIES-ENGINEERING INSCE	40	60	60
INSURANCES	490	570	580
R66-6771-1093 CEMETERIES-PROG REPAIR & MAINT	14,590	14,590	14,960
R66-6771-1094 CEMETERIES-REACT REP & MAINT	7,510	7,510	7,700
BUILDING REPAIRS	22,100	22,100	22,660
R66-6771-1303 CEMETERIES-NNDR RATES	4,410	5,010	5,140
RENT AND RATES	4,410	5,010	5,140
R66-6771-6013 CEMETERIES-CENT ADMIN COMPUTER	5,140	5,140	12,370
R66-6771-6014 CEMETERIES-CENT ADMIN C T	2,580	2,580	1,380
R66-6771-6022 CEMETERIES-CENT ADMIN PERSONNL	3,910	3,910	4,720
R66-6771-6080 CEMETERIES-DES BUILD/CONT SERV	4,430	4,430	4,460
CENTRAL ADMINISTRATION	16,060	16,060	22,930
R66-6771-6040 CEMETERIES-DEPARTMENTAL ADMIN	110,920	127,200	130,250
DEPARTMENTAL ADMINISTRATION	110,920	127,200	130,250
TOTAL INDIRECTLY CONTROLLED	153,980	170,940	181,560
TOTAL	442,900	464,860	464,100

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2002/03 ESTIMATES

LEISURE & COMMUNITY DEVELOPMENT SERVICES

	ORIGINAL ESTIMATE 2001/02 £	REVISED ESTIMATE 2001/02 £	ESTIMATE 2002/03 £	
<b>CREMATORIUM</b>				
-----				
<b>DIRECTLY CONTROLLED</b>				
R66-6772-0101	CREMATORIUM-SALARIES	52,170	51,930	53,490
R66-6772-0102	CREMATORIUM-SALARIES NAT INSUR	3,320	3,660	3,770
R66-6772-0103	CREMATORIUM-SALARIES SUPERANN	5,550	5,600	5,770
R66-6772-0111	CREMATORIUM-SALARIES OVERTIME	6,280	7,040	7,250
R66-6772-0999	CREMATORIUM-SAL SAVINGS/(REQ)	60	0	0
	<b>EMPLOYEE COSTS</b>	67,380	68,230	70,280
		-----	-----	-----
R66-6772-1022	CREMATORIUM-CREMATOR REPAIRS	22,010	22,010	22,560
R66-6772-1081	CREMATORIUM-ROAD&FOOTPATH MNTC	1,670	1,670	1,710
R66-6772-1401	CREMATORIUM-METERED WATER	810	480	500
R66-6772-1403	CREMATORIUM-SEWAGE/ENV SERV CH	1,420	780	790
R66-6772-1601	CREMATORIUM-CLEANING MATERIALS	260	260	270
	<b>PREMISES RELATED COSTS</b>	26,170	25,200	25,830
		-----	-----	-----
R66-6772-1102	CREMATORIUM-GAS	20,130	23,520	28,590
R66-6772-1105	CREMATORIUM-ELECTRICITY	2,850	2,020	2,070
R66-6772-1110	CREMATORIUM-CLIM CHANGE LEVY	4,080	3,830	3,830
	<b>ENERGY</b>	27,060	29,370	34,490
		-----	-----	-----
R66-6772-3001	CREMATORIUM-GENERAL EQUIPMENT	580	580	580
R66-6772-3011	CREMATORIUM-ORGAN EXPENSES	10,730	10,730	11,000
R66-6772-3022	CREMATORIUM-CASKETS & URNS	4,990	4,990	5,110
R66-6772-3032	CREMATORIUM-MEM TREES & SHRUBS	270	270	280
R66-6772-3035	CREMATORIUM-MEMORIAL WALL EXPS	6,360	6,360	6,520
R66-6772-3201	CREMATORIUM-UNIFORM/PROT CLOTH	730	730	730
R66-6772-3220	CREMATORIUM-LAUNDRY	500	500	510
R66-6772-3310	CREMATORIUM-BOOK OF REM INSCRIP	5,350	5,350	5,480
R66-6772-3311	CREMATORIUM-REMEMBRANCE CARDS	1,240	1,240	1,270
R66-6772-3410	CREMATORIUM-LICENCE ENV PR ACT	670	670	690
	<b>SUPPLIES AND SERVICES</b>	31,420	31,420	32,170
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R66-6772-4011	CREMATORIUM-SECURITY SYSTEMS	280	280	290
	<b>AGENCY &amp; CONTRACTED SERVICES</b>	280	280	290
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2002/03 ESTIMATES

LEISURE & COMMUNITY DEVELOPMENT SERVICES

	ORIGINAL ESTIMATE 2001/02 E	REVISED ESTIMATE 2001/02 E	ESTIMATE 2002/03 E
R66-6772-8225	3,540-	3,540-	5,200-
R66-6772-8226	2,620-	2,620-	630-
R66-6772-8229	4,930-	4,930-	5,060-
R66-6772-8325	15,040-	15,040-	16,060-
R66-6772-8326	432,290-	432,290-	446,740-
R66-6772-8327	23,550-	23,550-	21,360-
R66-6772-8328	580-	580-	520-
R66-6772-8329	5,690-	5,690-	5,570-
INCOME	488,240-	488,240-	501,140-
TOTAL DIRECTLY CONTROLLED	335,930-	333,740-	338,080-
INDIRECTLY CONTROLLED			
R66-6772-0650	510	510	520
TRAINING RECHARGES	510	510	520
R66-6772-0801	180	300	310
R66-6772-1701	460	520	530
R66-6772-1702	180	250	260
R66-6772-3803	1,460	1,610	1,650
INSURANCES	2,280	2,680	2,750
R66-6772-1093	4,020	4,020	4,120
R66-6772-1094	6,390	6,390	6,550
BUILDING REPAIRS	10,410	10,410	10,670
R66-6772-1303	27,950	43,620-	28,760
RENT AND RATES	27,950	43,620-	28,760
R66-6772-6013	0	0	510
R66-6772-6014	4,070	4,070	1,780
R66-6772-6022	900	900	1,070
R66-6772-6080	3,810	3,810	3,860

2002/03 ESTIMATES

LEISURE & COMMUNITY DEVELOPMENT SERVICES

	ORIGINAL ESTIMATE 2001/02 £	REVISED ESTIMATE 2001/02 £	ESTIMATE 2002/03 £
CENTRAL ADMINISTRATION	8,780	8,780	7,220
R66-6772-6040 CREMATORIUM-DEPARTMENTAL ADMIN DEPARTMENTAL ADMINISTRATION	106,580	122,210	125,140
R66-6772-7022 CREMATORIUM-CREM LEASING CHRGS CAPITAL CHARGES	230	230	240
TOTAL INDIRECTLY CONTROLLED	156,740	101,200	175,300
TOTAL	179,190-	232,540-	162,780-

2002/03 ESTIMATES

LEISURE & COMMUNITY DEVELOPMENT SERVICES

	ORIGINAL ESTIMATE 2001/02 £	REVISED ESTIMATE 2001/02 £	ESTIMATE 2002/03 £
BEREAVEMENT SERVICES MEDICAL REFEREES			
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DIRECTLY CONTROLLED			
R66-6774-0102 MEDICAL REFEREES-SALARIES N.I.	550	110	110
R66-6774-0111 MEDICAL REFEREES-SALS OVERTIME	9,220	9,710	10,000
EMPLOYEE COSTS	9,770	9,820	10,110
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R66-6774-2502 MEDICAL REFEREES-MILEAGE ALLCE	730	730	750
TRANSPORT COSTS	730	730	750
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R66-6774-0301 MEDICAL REFEREES-GEN FEES	12,370-	12,370-	12,890-
INCOME	12,370-	12,370-	12,890-
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TOTAL DIRECTLY CONTROLLED	1,870-	1,820-	2,030-
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INDIRECTLY CONTROLLED			
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TOTAL	1,870-	1,820-	2,030-
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- LCD 51 -

# CARLISLE CITY COUNCIL

Report to:- **Leisure and Community Development Committee**  
 Date of Meeting:- **27th November 2000** Agenda Item No:-

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**Public**

**Policy**

**Delegated: Yes**

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**Accompanying Comments and Statements**

**Required**

**Included**

City Treasurers Comments:

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Title:- **CHARGES REVIEW 2001/2**  
 Report of:- **Director of Leisure and Community Development**  
 Report reference:- **LCD 121/00**

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## Summary:-

The report reviews present charges so as to yield 3% inflation plus a further 1% overall. There is a detailed review of the Cemetery and Crematorium Charges in the Light of the District Audit report and it is proposed that this should be a model for further reviews of all this committee's services in coming cycles. In so far as income exceeds inflation these have already been written in to estimates and are declared in the savings report.

## Recommendation:-

That the proposed scales of charges are agreed and that further detailed review reports be produced for future meetings.

**Contact Officer:** Euan Cartwright;7350

**Ext:**

**Euan Cartwright**  
 Director of Leisure and Community Development  
 14 November 2000

Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers: None



# Review of Charges 2001/2

## Background

- 1 The review of charges this year has been deferred a cycle to allow some initial consideration to be given to the report from District Audit on the City Council's charging policy. In addition the Council has decided that the review should be conducted so as to achieve an increase in income of 3% (for inflation) plus an additional 1%.

## District Audit Report

- 2 As an example of what might be done in other areas we have produced a detailed consideration of the charge structure and discount structure at the Cemeteries and Crematorium (Appendix 1). This has been used as the basis for a significant revision of the scale of charges.
- 2.0 A similar approach will be applied to other service areas in the coming cycles. There is a need to co-ordinate, across the authority the approach to discounts and there is a need to determine an overall structure for this.

## Budgetary Impact

- 3 These charges have been determined to yield at least 3% inflation plus 1%. The extent to which they exceed the inflation target is taken into account in the report on savings elsewhere on this agenda.

## City Treasurer's Comments

4

## Recommendations

- 5 That the charges as listed be approved.

Euan Cartwright

Director of Leisure and Community Development

APPENDIX 1  
CORPORATE CHARGING POLICY  
BEREAVEMENT SERVICES

## 1.0 INTRODUCTION

1.1 In order to devise a clear charging policy, this report considers the potential for consistent concessions, and income targets and subsidy.

## 2.0 CONCESSIONS

2.1 Concessions offer a number of problems to Bereavement Services. In particular, whether the concession should apply to the deceased person, or the person paying the bill?

2.2 If it were the deceased person, then we would be subsidising their estate. In this event, it can be generally assumed that the beneficiaries of the estate will be the same person as is paying the funeral bill. In almost all cases, we will be simply subsidising the person paying the funeral bill. This person may well be in funds, may be on benefit (and able to obtain financial help) and in about 50% of cases, will live outside the Carlisle District. The fact is, the benefit does not get to the person who has died, and only benefits their beneficiaries!

2.3 Where funeral payment is a problem, and the person paying for the funeral is in receipt of Income Support, Housing benefit, Council Tax Benefit, Jobseekers Allowance or family Credit, or the deceased was a War Pensioner, the Social Fund may pay for all or part of the funeral. This payment ignores the financial status of the deceased and only relates to the person paying the funeral bill. If we were to offer concessions in these cases (said to be 6% of all funerals), then the conceded sum would not be paid from the Social Fund. We would simply be subsidising the Social Fund.

2.4 A more detailed look at the target groups indicates the following:

2.4.1 Unemployed/Registered Disabled/People in receipt of Family Credit/ Students in Full-Time Higher Education – these people receive no concessions from Bereavement Services. If in financial difficulty, and provided they qualify under 2.3 above, they may obtain a funeral grant to pay for part or all of the funeral, from the Social Fund.

2.4.2 Young Persons under the age of 18 - we currently charge reduced fees to inter or cremate bodies of those who were under 18 at the time of death. Approximately 3 arise each year, and as the contracting costs often exceed the fees paid, we make a loss on each occasion. As young people have no estate, the concession applies to the person paying the funeral. This person may receive Social Fund assistance, if they qualify.

2.4.3 OAPS – These people receive no concessions, and should they do so, it would have a considerable impact on income. An analysis of the most recent 100 cremations indicates the following percentages - 49% were non-residents or under pension age, and would not qualify for a concession; 33% are women over 60 and 18% are men over 65. Using these figures, a concession would be due to 867 (of 1700) cremation fees each year. A 50% concession on the cremation fee (£266.00) would cost £109,675 per annum.

For burial, 43% were women over 60, 26% men over 65 and 31% were non-residents or people under pension age. With 227 interments each year, a concession would apply to 157 interment fees. A 50% concession on the interment fee (£236.00) would cost £18,526 per annum.

Some of these OAP's will be on benefits and qualify for Social Fund help. Others will be financially comfortable. To isolate the most needy would require some form of "means test".

2.5 This information suggests that to offer concessions, additional staffing and skills would be required. In addition, we do not routinely receive information on the financial, employment or benefit status of either the deceased or the applicant for a burial or cremation. Additional concessions would also involve a loss of income, and ultimately lead to higher deficits or higher fees to those not receiving concessions. In view of this, no further concessions are recommended.

### 3.0 INCOME TARGETS AND SUBSIDY

3.1 In the past, Bereavement Services have not been set any specific financial targets, or level of subsidy.

3.2 Cemeteries routinely operate at a loss, and because almost all private cemetery operations went bankrupt, the private sector rarely provide burial services. Those that still exist maintain very poor standards, and are often criticised through the media. The loss arises through the gradual increase in grave maintenance costs, which over time always exceeds any income. This is particularly true prior to 1977, when all graves were sold in perpetuity. Owners of perpetuity graves assume that maintenance will continue ad infinitum, without further payment. This problem was made doubly worse because authorities utilised all income as it arose, and did not reserve a portion to cover future maintenance costs. Neither was money reserved to buy land to replace that used as graves were sold.

3.3 Carlisle has followed this historical national pattern. We maintain over 75,000 graves dating back to 1855 in cemeteries, and longer in churchyards. The situation in Carlisle is particularly bad because the historical death rate was double the national rate for long periods. This has resulted in us maintaining twice as much cemetery space as most similar authorities, and therefore funding much higher maintenance costs.

3.4 As a public authority, we have maintained high standards and charged the necessary deficits to council tax. The deficit is currently £280,000 each year. Had this deficit been maintained at 1983 levels, when a saving strategy began, it would be approximately £560,00 at the current time. The reduction of £280,000 has occurred through supplements drawn from cremation surpluses, reductions in grounds work including cemetery conservation, CCT, increased memorial sales, and more latterly, increasing income from woodland burial. Fees have also increased above the rate of inflation in some years.

3.5 A strategy to remove all deficits would involve a massive increase in fees charged to the bereaved, which would undoubtedly cause hardship. For instance, an additional payment of £150.00 would have to be added to each cremation and interment fee charged to recoup the present deficit.

3.6 How to manage these deficits can be viewed in a variety of ways, and this is discussed below:

3.6.1 The deficit accrues through the maintenance of graves already sold at a loss to the residents of Carlisle. As it is impracticable to recover these costs individually from grave owners, we allow the deficit to be charged against existing council taxpayers. With 47,000 listed, the cost per taxpayer for the entire bereavement service deficit is about £6.00 per year.

- 3.6.2 A second view is that existing cemetery (and crematorium) users should cover the deficit through the fees they pay. This is clearly unfair, as current users are effectively subsidising the lower fees paid by earlier users, and the fact that some of this income was not reserved to cover future maintenance costs. Nonetheless, most authorities take this approach and some cemetery grave fees (grave purchase plus first burial) now cost in excess of £1,000 compared to our current charge of £461.00.
- 3.6.3 If we charged the current deficit against current grave purchase and interment fees (no. 748), it would amount to £374.00 per fee payer. As some fee payers are paying twice (to buy a grave and have an interment) then they would be paying an extra £748.00. The total fees for buying a grave and arranging an interment would be £1209, which appears an intolerable increase.
- 3.6.4 To spread the increase, we could add all cremations to the burial figure, giving a total figure of 2468 fees from which to recover the deficit. This would increase each fee by £113.45. It would also raise the cremation fee to £365.00, which is only £4.00 below the highest fee in the country (York = £369.00). Such a fee increase would lead to adverse media attention, and would be opposed by the Anti Poverty Action Group.
- 3.6.5 Although raising any income to subsidise the burial service could be seen as unfair to cremation users, there are mitigating considerations. These include the fact that cremation customers often have family buried in our cemeteries, and they routinely purchase a cremated remains grave or use an old grave for placing cremated remains. Secondly, cremation customers benefit from the integrated burial and cremation service we provide, which seeks to offer free advice and meaningful, affordable services to everybody. The cemeteries also offer recreational benefits to cremation advocates, as well as others, who use them as "memorial parks" in Carlisle. Consequently, we can support the use of cremation income, to some degree, in maintaining our burial service. This, in a sense, is no different to council taxpayers funding parks and green spaces, which many taxpayers may not use themselves.
- 3.6.6 A strategy to remove our deficit should appear fair. This suggests a variety of actions, which should include an improved apportionment of real costs to grave purchasers, together with a reduction in maintenance costs, the whole being staged over a period of time. This continues the progressive reduction in the deficit, which has occurred each year since 1983.

#### 4.0 PROPOSED CHARGING POLICY

- 4.1 The policy would need to focus on five objectives:

1. Increasing fees in real terms.
2. Applying real cost fees for high maintenance lawn graves.
3. Increasing income in real terms i.e. Woodland Burial & memorials.
4. Increasing cremation supplements to cover cemetery deficits.
5. Reducing maintenance standards on old graves via conservation.

4.2 It will also be necessary to identify issues that pose financial risks to the continuation of the service, to meet District Audit requirements. Such issues include the need for a cemetery extension within 10 years (Upperby) and Carlisle (20 years), and cremator emission monitoring equipment in the next 5 years, and new cremators within 10 years. Financing these is essential.

4.3 If a policy of increasing fees is accepted, it is also necessary to raise standards to meet customer expectations based on the higher fee. In this respect, our crematorium building, cemetery chapels and all cemetery toilets are poor quality. We also lack disabled toilets, and we fail to offer some memorial options to the bereaved, such as the electronic Book of Remembrance.

4.4 It will also be necessary to reconsider our current grounds contract with Carlisle Works. As we progressively save money by reducing grave maintenance standards, and putting areas into conservation, we find ourselves in conflict over meeting the original contract price, and are unable to show the sums as savings.

## **5.0 PROPOSED CHARGING POLICY – THE FIVE OBJECTIVES**

5.1 The financial operation of cemeteries and crematoria at a deficit has existed since 1850, and to change this requires a fundamental review of how we operate. The five objectives are summarised below.

### **5.2.0 INCREASE FEES IN REAL TERMS**

5.2.1 There is scope to increase fees in real terms to reflect the quality of the service we offer after we complete improvements to the burial chapel and crematorium waiting room (year 2001). Any increase will need to be integrated into our Best Value service review.

### 5.3.0 REAL COST FEES FOR HIGH MAINTENANCE LAWN GRAVES

- 5.3.1 Our current deficit arises because we have sold, and continue to sell, lawn graves too cheaply for the period involved. This is because the costs need to be calculated over the 50 year term during which we guarantee a specific maintenance standard. The loss is estimated at £783.00 per grave over the period 1999 - 2049. This loss is further highlighted by the fact that where people choose woodland burial, which carries a much less onerous maintenance liability, the council makes an estimated profit of approximately £100.00 per grave.
- 5.3.2 To reduce this loss, we would need to change the way we sell grave rights, and increase maintenance costs for specific graves. These two issues are discussed below:
- 5.3.3 Reduce the period of grave rights - The decision to sell graves for 50 years rather than the pre-existing perpetuity was taken in 1984. At that time it was a bold step, although many authorities have since reduced their periods lower than this. The problem with a long period is that because it exceeds the life span of most aged grave purchasers, they can ignore what happens in the future. Most people also assume that a good standard of maintenance will be maintained, even though a standard has not been specified in the past, and that they will never have to pay again. Similarly, they ignore any long-term maintenance of the memorial placed on the grave, and leave the inevitable safety checks and repairs to be completed by the council. It is these costs which create our present deficit. Councils have often accepted this scenario as part of their social commitment, even though it passes onerous commitments down to future generations and is clearly not "sustainable". The council is fully entitled to continue with such a view, if Bereavement Services is to be seen as a "social service". Nonetheless, such a view creates the current deficit and elsewhere, has led to the neglect and/or closure of cemeteries.
- 5.3.4 If Bereavement Services is to operate more efficiently, and be more sustainable in not passing onerous maintenance debts down to future generations, a more objective policy is necessary. Such a policy will also help to maintain cemeteries as a viable business, and ensure that long term, a burial option is maintained.

- 5.3.5 A strong argument for reducing the period is that it allows us to keep in contact with the grave owner. Currently, few people survive the current 50 year period, and their survivors are rarely interested in repairing the memorial upon the grave or, indeed, in paying for continuing maintenance. A shorter period will ensure contact is maintained because grave owners will need to pay for extensions to the period, if they are interested, otherwise, the grave ownership will lapse back to the council. This will also maintain an annual income stream every year after the period elapses.
- 5.3.6 Deciding on the length of the period is difficult. Some authorities are opting for short periods, say, 20 years, and allowing for 5 year extension periods, each upon payment of a fee. The most logical solution is to match the period with the safe erection of the memorial from new. This is anticipated by common law to be 30 years, after which safety repairs are inevitable, and which often fall to the council to complete. At the current time we spend £7,000 each year on this work, and it will increase if we do not change the process. Consequently, if we sell the right for 30 years, and send renewal reminders at 28 years, this allows two years for renewal to be purchased, in (say) five-year increments. Then, at 30 years, if no renewal has been purchased, the council can remove the memorial, or remove it later as a safety problem arises. Any memorials removed will be put in a compound for a period before actual destruction is contemplated.
- 5.3.7 To assess the impact on people of reducing rights to a period of thirty years, we checked 154 graves first used around 1970. Each grave was assessed on the level of memorial cleanliness, the number of flowers present, and whether any regular gardening was occurring. This showed that 72% of graves were not being visited at all. Of these, 22% had no memorial present whatsoever. Of the remaining 28% of visited graves, 13% were visited infrequently. This was evident from dirty memorials and decrepit plastic flowers. Only 12% were frequently cleaned and/or showed fresh flowers, garden plants etc. This indicates that 85 graves in every 100 were rarely or not attended at all, and any safety checks or work required on these memorials would almost certainly fall to the council.
- 5.3.8 If the rights were restricted to 30 years, more people would stay in contact, particularly if they were aware we might remove their unsafe memorial. We would also have the right to reduce maintenance standards if the right was not extended.



- 5.3.9 It is important to note that when the rights end and whether we remove the memorial or not, we cannot remove or disturb the remains in the grave. This could occur through an exhumation licence issued by the Home Office, although it will probably not be economic to do this until 100 years after burial. By this time, only a few bone fragments will remain and exhumation is less expensive. At whatever point the remains are removed, and perhaps buried deeper in the same grave, the council will have the right to sell the grave for two further burials. This means that at the very least, graves will be re-used every 100 years or so, and the cemetery made far more sustainable. Legislation allowing this is expected within a few years.
- 5.3.10 It is important to note that if we reduce grave rights to 30 years, we allow future elected members to make the necessary decisions in 2031. They can extend the grave period free of charge, and do whatever they wish in the light of then existing legislation. We give them the freedom from onerous grave maintenance and memorial safety repair costs which we have to carry ourselves due to perpetuity and 50 year commitments.
- 5.3.11 The grave maintenance standard also needs to be considered. Since the 1950's, and the introduction of petrol mowers, we have progressively raised mowing standards. Indeed, the standard of our Victorian graves is far higher than when they were purchased, and grass was hand scythed. This has created an expectation in residents that we will simply continue high cost maintenance forever, which is clearly not sustainable.
- 5.3.12 A solution to this problem would be to link the maintenance with the period of the rights. Assuming this period is agreed at 30 years, we agree a standard of maintenance for this period. After this, we reduce the standard unless a periodic payment is made, say, every 5 years. This payment would be to extend the grave ownership, and continue maintenance. A payment of £25.00 for each five years, at current values, would seem appropriate.
- 5.3.13 Earlier in this item, it was recorded that each lawn grave will lose £783.00 per grave over the period 1999 - 2049. This loss will reduce by £425.00 simply by reducing the maintenance period from 50 years to 30 years. Overall, the loss will then be approximately £358.00 over the 30 year term. This loss results from high cost maintenance, which does not apply to woodland graves or re-cycled graves. Consequently, we should increase grave costs to lawn graves (including traditional and cremated remains), whilst holding them to a minimum for people choosing the woodland option, or the re-cycled option, options which saves the council future expenditure.

5.3.14 This policy should increase woodland grave sales, and the associated sale of bio-degradable coffins, and bronze plaques in the Sheepfold. This increase in income together with low maintenance costs will have a dramatic effect on our operation over the next decades. The woodland grave also spearheads our Agenda 21 strategy for the future.

5.3.15 It is important to note that if we restrict grave rights to an initial 30 years, we ought to offer longer periods, say 50, 75 and 100 years upon payment of a realistic sum to cover maintenance. These additional sums ought to be placed in a reserve fund, and used to fund the actual period of maintenance involved.

#### **5.4.0 INCREASE INCOME IN REAL TERMS i.e. WOODLAND BURIAL AND MEMORIALS**

1.0.1 Our woodland burial income has increased to £30,000 each year, and this figure should increase progressively. The woodland graves are sold to people throughout north Cumbria, an area corresponding with the area from which we draw cremations, and the potential for more sales exists.

5.4.2 The sale of memorials by private memorial masons in our cemeteries has a value of approximately £140,00 each year. We need to consider whether the council can complete some of these sales, perhaps in conjunction with masons.

5.4.3 Innovative income generation is possible, such as annual flower bedding sold as "Memorial Planting". Licensing masons and florists to sell or display on our sites is another option, as well as offering maintenance/planting/memorial cleaning contracts to grave owners.

5.4.4 The provision of new memorial schemes is severely limited by the lack of finance. We need to consider ways of diverting money spent maintaining old graves into income generating memorial schemes. Many authorities now employ a "Memorial Officer" to generate income.

## **5.5.0 INCREASE CREMATION SUPPLEMENTS TO COVER CEMETERY DEFICITS**

- 5.5.1 We ought to prescribe a portion of the cremation fee to supplement grave maintenance. Currently, our cremation fee is 68th highest nationally (of 240) based on 1999 figures. In 1998, we were 51st in the table, and we anticipate falling again this year. This allows some leeway to increase fees in real terms. Also, with half of our cremations coming from outside the Carlisle District, raising this fee has the least impact on residents.
- 5.5.2 Once our new waiting room is completed and quality raised, we can certainly justify increases moving us from our current cremation fee of £253.00. York crematorium, for instance, is the highest fee in the country at £369.00 and we provide at least a comparable quality service to them.

## **5.6.0 REDUCE MAINTENANCE STANDARDS ON OLD GRAVES VIA CONSERVATION**

- 5.6.1 The greatest percentage of our expenditure goes on the maintenance of old graves. From the 1950's to the 1980's, we slowly improved maintenance standards, and created an expectation with residents that this would continue. Since 1983, we have reversed this policy, firstly by removing paths and path edging, then by using low cost ground cover and mulches. In the past 6 years, we have progressively turned old, unvisited grave areas into conservation zones. These are mown once each year, rather than 16 times, which greatly reduces costs. This policy has also contributed to wildlife diversity, without leading to complaints. Approximately 5 hectares are designated this way, leaving approximately 35 hectares under more intensive and expensive management. We can increase conservation, although the savings need to be removed from the fixed contract price with Carlisle Works.
- 5.6.2 Our conservation policy must be compatible with Best Value. Under Best Value, many people will be seeking higher standards, and conservation may not be favoured. Nonetheless, if we wish to reduce our deficits, this must be part of our strategy, unless people prefer to pay higher charges.

## **6.0 THE INCOME & CHARGING POLICY**

- 6.1 The proposed income and charging policy will need to meet the new Community Plan being prepared for the city. As Bereavement Services is missing from the existing Community Plan, some consideration on our strategic objective is essential. Two options have been considered:

6.2 Operating as a Business Unit - this report has been prepared based on achieving this status, which is the general trend in the U.K. It sets "breaking even" as the principal objective, and yet, in Carlisle, achieving this within a social context as part of Best Value. This means, for instance, that the "pressure" selling of memorials will not occur. A business status is clearly in conflict with giving concessions, and it requires more focus on income generation than is currently the case, with positive action to drive down costs. As part of the Corporate Charging Policy, 25% of the additional income raised to be re-invested in the service. Nonetheless, we need to increase fees considerably, which will oppose the corporate anti-poverty strategy.

6.3 Operating as a Social Service - this tended to be the approach in the past, with some emphasis on low fees supported by council tax subsidy. This dependency culture is not sustainable. It has resulted in little investment in the service and allowed the cemetery fabric, particularly chapels and boundaries, and the crematorium facility, to seriously decline. Neither has it reserved money for future needs. Long term, this approach will result in decrepit cemeteries and facilities.

## 7.0 CITY TREASURER COMMENTS

## 8.0 SUMMARY

8.1 The above information describes the reasons why Bereavement Services operates at a deficit, and outlines five objectives within a new charging policy. If Members approve this report in principle, officers will then formulate specific reports on the new charges programme to be introduced April 2002 and phased over an agreed period.

## 9.0 CHARGES REVIEW FOR 2001 – 2002

9.1 The basic principle behind the City Council's policy for reviewing charges has been to approve increases in line with inflation so that the council can maintain its income in real terms. Inflation, as measured by the Retail Price Index, is forecast to be at 3% per annum during 2001/02 and therefore charges need to be increased by this percentage to maintain income in real terms.

9.2 To meet the Budget Resolution at P & R Committee dated 30/8/00, additional 2% savings are required from each Department and this sum amounts to £10,800 for Bereavement Services. The savings cannot be achieved by reducing services and increased charges are recommended. To achieve this, the proposed charges set out below include an increase of 5% overall.

9.3 The fees below for the burial or cremation of a person up to the age of 18 years have not been increased, to meet our concession policy. Similarly, the Heather Garden plaques have not been increased. This is because they are new products and are priced a little too high when compared to alternative memorials. It is intended that we hold the price for this year, at least, to see if sales increase.

## Bereavement Services

	Current Charge	Proposed Charge
<u>Cemeteries</u>		
Interment fees (exempt VAT)		
Interment of child (foetal remains to 1 month)	23.50	23.50
Interment of child over 1 month to 17 years	45.00	45.00
Interment of person 18 years +	224.00	236.00
Non resident of Carlisle District	245.00	258.00
Interment of cremated remains	63.00	66.00
Purchase of Exclusive Right of Burial (50 years) exempt VAT		
For grave used for burial of child up to 17 years	31.00	31.00
For grave used for burial of person 18 years +	237.00	249.00
For cremated remains grave (size 4' x 2')	86.00	91.00
Annual Maintenance of Graves (exempt VAT)		
Existing contracts only		
- Summer plants	19.00	20.00
- Winter plants	19.00	20.00
Erection of Memorials (exempt VAT)		
For placing Headstone/Monument etc.	44.00	46.50
For placing additional inscriptions or vase	27.00	28.50
Use of Burial Chapel (secular or religious service)		
Chapel at Richardson Street cemetery	40.00	42.00
Chapel at Stanwix cemetery, Kingstown Road	40.00	42.00
Miscellaneous		
Transfer of Grave Rights/Statutory Declaration	13.00	13.50
<b>Environmental options (adult funerals only)</b>		
Woodland Grave		
Exclusive Right of Burial (50 years)		
For 2 burials	237.00	249.00
For 1 burial	118.50	124.50
For Cremated remains	118.50	124.50

Interment	- Resident	224.00	236.00
	Non resident	245.00	258.00
	Cremated remains	63.00	67.00
(Exempt VAT, except supply of trees)			
Re-cycled Grave (One burial only)	Resident	224.00	236.00
	Non resident	245.00	258.00
Environmental Cremation (with bio-degradable coffin)		227.00	239.00

## CREMATORIUM

Cremation fees (exempt VAT) Fee includes Medical Referee, use of organ, cremation certificate, etc

Cremation Stillborn/child up to 1 month		38.50	38.50
Cremation 1 month – 17 years		62.00	62.00
Cremation 18 +		253.00	266.00

Inscriptions (VAT inclusive)

Book of Remembrance	2 lines	28.00	29.50
	5 lines	53.50	56.50
	5 lines with emblem etc.	76.50	80.50
	8 lines	60.00	63.00
	8 lines with emblem etc.	89.00	93.50
Remembrance Cards	2 lines	16.00	17.00
	5 lines	30.00	31.50
	5 lines with emblem etc.	55.00	58.00
	8 lines	38.00	40.00
	8 lines with emblem etc.	63.50	66.50

Baby Book of Remembrance per line of inscription		3.60	3.60
	Motif, flower, etc.	30.75	30.75

Memorial Wall

Granite plaque with 2 lines –	with niche	203.00	213.00
	Without niche	173.00	182.00
Granite plaque with 3 lines –	with niche	224.00	235.00
	Without niche	194.00	204.00

Granite plaque with 4/5 lines –	with niche	260.00	273.00
	Without niche	230.00	241.00
Additional lines of inscription		34.00	36.00
Bronze plaques	with niche	158.00	166.00
	Without niche	128.00	135.00
Woodland Burial Sheepfold bronze plaques		159.00	167.00
Heather	Sanctum 2000 plaque with base unit	453.00	453.00
Garden	Extra letters of figures	1.89	1.89
	Replacement Plaque	108.50	108.50
	Memorial Vase with tablet	243.00	243.00
	Replacement Plaque	105.00	105.00

#### Other Charges (exempt VAT)

Use of Chapel of Rest	per 24 hours	9.50	) 6.50
	per 48 hours	13.00	) per
	72 hours or over	16.50	) day
Placing cremated remains from other crematoria		24.00	25.00
Transit of Cremated Remains by T.N.T (UK)		18.00	18.00
Container	Plastic urn	7.00	7.25
	Metal urn	7.50	8.00
	Casket	17.00	18.00
Provision of bearer at Cremation Service		7.00	7.25
6	Coffins (VAT incl)		
	Standard coffin	139.00	146.00
	Compakta	67.00	70.00
	Ecology (Peace Box)	122.00	128.00
	Bamboo (new model)	138.00	145.00
	Shroud	135.00	142.00
Carlisle Coffin (and "Cocoon" – a new addition)			
	For use at funeral	92.00	97.00
	Lining for same	10.50	11.00



## CARLISLE CITY COUNCIL'S CITIZENS PANEL SIXTH QUESTIONNAIRE

*Outline of results from the sixth Citizens Panel, carried out in July 2000. 875 respondents returned their questionnaires. These figures only show unweighted quantitative responses. Please note not all percentages sum to 100% as some questions were not answered by all respondents.*

*\*When weighted for urban/rural location and age, percentages in final reports may change slightly.*

- Q41 We are aware that many local people die without making a will or leaving funeral directives, often because they or their families will not discuss the implications of death. This can lead to serious difficulties, and often family arguments. To raise awareness about the issues involved and prevent difficulties arising, we arrange an Open Day every two years and we talk to community groups. Did you know we hold Open Days every two years?
- |     |     |              |    |
|-----|-----|--------------|----|
| Yes | 11% | Not answered | 1% |
| No  | 88% |              |    |
- Q42 Have you ever attended an Open Day or community talk about these issues?
- |     |     |           |              |    |           |
|-----|-----|-----------|--------------|----|-----------|
| Yes | 2%  | Go to Q45 | Not answered | 1% | Go to Q43 |
| No  | 97% | Go to Q43 |              |    |           |
- Q43 Would you attend an Open Day or community talk regarding these issues?
- |     |     |              |    |
|-----|-----|--------------|----|
| Yes | 38% | Dont know    | 0% |
| No  | 61% | Not answered | 1% |
- Q44 If not, can you say why?
- 80%
- Q45 The crematorium waiting room is being extended in 2001 to avoid people having to wait outside. Are there any other aspects of the crematorium which you would like to see improved?
- 42%
- Q46 At the moment the rights to a grave are sold for 50 years, in fact the maintenance costs of graves over the 50 years exceed the income by around £500.00. This loss is charged to the Council Tax (at £6.07 each). Which of the following options do you think the Council should do ...
- |  |     |
|--|-----|
| Continue to charge the loss to the Council Tax?                                      | 39% |
| Increase fees by £500.00 over the next few years?                                    | 14% |
| Reduce the 50 year term to 25 years and charge an annual maintenance fee thereafter? | 44% |
| D/K  | 3%  |
| Not answered   | 1%  |

Q47 Increasing numbers of vases, ornaments, plastic railings etc are being placed on the lawned part of the grave, even though this is not allowed in our regulations. This prevents us maintaining the grass in a neat and tidy state. Other grave visitors are complaining about the appearance of these mainly plastic items, do you think we should....

Remove the items, after a warning	81%
Ignore the situation (and the resulting untidiness)	5%
Stop any maintenance on the grave in question	12%
Other	1%
Not answered	2%

Q48 Dog fouling in cemeteries is a constant complaint. Although is it an offence not to pick up dog faeces in cemeteries, a number of persistent dog owners will not comply. It is also impossible to patrol 120 acres at all times, do you think we should.....

Continue as at present, issuing warnings about dogs on a leash and the need to remove all dog faeces	22%
Ban all dogs in cemeteries?	63%
Take other action	16%
Not answered	1%
If other please specify:	100%

Q49 A new computer based memorial record may be considered in the future, allowing pages of text which could depict a record of the life and achievements of people including photos of partners, children etc. Entries would probably cost in the region of £100.00, do you think this is a good idea?

Yes	54%	Dont know	1%
No	43%	Not answered	3%

Q50 Huge numbers of artificial flowers are placed each year in our cemeteries, crematorium grounds and inside the building. When disposed of by family members or friends these flowers will not biodegrade when taken to the tip. It has been suggested that we ban artificial flowers, as has begun to happen in other churchyards. Would you support the ban?

Yes	76%	Dont know	0%
No	22%	Not answered	1%

Q51 The council disposes of two truckloads of wreaths each week to a landfill site, at a cost of £5,000 each year. Wreath frames made of plastic and the oasis material used will never biodegrade. We are considering an environmentally friendly recycling scheme, with the wreaths being stripped down by a local group with learning difficulties. They would sell the old frames back to the florist trade and use the income to support their training. NONE of this income would go to the cemetery. The old flower heads would be composted and the council would save on the tipping costs. Would you support this proposal?

Yes	98%	Not answered	1%
No	1%		

**CARLISLE  
CITY COUNCIL**



# RESULTS FROM THE FUNERAL DIRECTORS' QUESTIONNAIRES

SEPTEMBER 2001

Corporate Policy & Strategy Unit  
Lynne Wild

## RESULTS FROM THE FUNERAL DIRECTORS' BEST VALUE REVIEW QUESTIONNAIRE

### Introduction:

During Summer 2001, as part of Bereavement Services Best Value Review process, staff distributed self-completion questionnaires to Funeral Directors and Monumental Masons in and around the Carlisle area (including southern Scotland and Northumberland). 64 Funeral Directors were sent questionnaires and 25 were returned, giving a response rate of 39%. When reading the results in the report, please note the high confidence limit of + or - 15%, due to the small target number involved. 8 Monumental Mason's questionnaires were sent out and 2 were returned, comments are included.

### Summary of main findings:

- 100% of those who have used the Richardson St Office are satisfied with the staff
- 100% of Funeral Directors say the maintenance of grounds in the Crematorium is good
- 100% of Funeral Directors are satisfied with the 40 minute booking time
- 100% of Funeral Directors and both Monumental Masons support the scheme to allow recycling of old funeral and holly wreaths.
- 100% think we provide sufficient information about changes to our services
- 96% think we provide sufficient information about closures at public holidays
- 96% are satisfied with arrangements for the disabled, 4% say they are adequate
- 92% are satisfied that cremation services start on time
- 88% are satisfied with staff at the Crematorium, 12% say staff is adequate
- 84% will use 24 hour telephone cremation booking service if introduced
- 83% are satisfied with the cleanliness of the Chapel, 79% are satisfied with the layout and 71% are satisfied with the Chapel's exit arrangement
- 67% are satisfied with the Waiting Room, 29% say it is adequate
- 6 out of 10 prefer the current Management structure for Bereavement Services. Operating all the cemeteries and the crematorium in one unit.

## FUNERAL DIRECTORS & MONUMENTAL MASONS PROFILE

### Type of business

All 25 Funeral Directors and one Monumental Mason describe their companies as "local independent businesses or companies". The other Monumental Mason describes his company as a "branch of a co-operative organisation".

### Business Region – Funeral Directors

Most of the Funeral Directors that responded are from the Scotland/Carlisle area.

Carlisle	7	(28%)
Allerdale	3	(12%)
Eden	4	(16%)
Copeland	0	(0%)
Northumberland	0	(0%)
Scotland	8	(32%)
Other	3	(12%)

Other regions mentioned are Longtown & rural area, Stewartry - Dumfries and Galloway and Eskdalemuir, Dumfriesshire.

### Business Region – Monumental Masons

Both Monumental Masons cover Scotland and one also works "throughout England". A summary of the two responses from Monumental Masons can be found in Appendix 1.

## FUNERAL DIRECTORS:

### "How often do you usually use the crematorium?"

7 use the crematorium at least once a week, 5 use it at least once a month, 8 use it every 2-3 months, one uses it every 7-12 months and 4 use it occasionally.

### "How often do you use the Carlisle/Upperby/Stanwix cemeteries?"

1 uses the cemeteries more than once a week, 2 use them at least once every three weeks, 3 use them at least once a month, 2 use them once every 2-3 months, 1 uses them every 7-12 months and 4 use it occasionally. 12 say they never use them.

**“How would you describe the current booking system for cremations and burials?”**

Cremations

Over 8 out of 10 think the booking system for cremations is good. The remainder think it is adequate:

Very good	15	(60%)
Good	6	(24%)
Adequate	4	(16%)
Poor/Very Poor/Never used it	0	(0%)

Over half the sample, 13 (52%) think the forms to complete for cremations are very easy, 7 (28%) say they are easy to complete and 5 (20%) think they are ok.

21 (84%) say they will use a 24-hour telephone cremation booking service if it is introduced. 4 (16%) will not use it.

Burials

Of the 10 that have used the burials booking system, 6 think it is very good, 1 thinks it is good, 2 think it is adequate and 1 thinks it is poor.

3 think the forms to complete for burials are very easy, 4 think they are easy, 2 think they are ok and 1 thinks they are difficult.

Comments for improving the booking system are as follows:

- Time - burials seem to take longer. Forms must be in the office 48 hours before funeral. Instead of times getting quicker (i.e. date of death to funeral) they seem to be getting slower
- Fax!
- On Form A (declaration by applicant) have space for printing MR MRS MISS MS
- Having the information and the applicants signature on the pink form, put on the reverse of the form "A", many crematoria just have all the information on the form "A"
- No. Satisfactory for my requirements

**“How satisfied are you with staff in the Crematorium/Richardson St Office?”**

All 25 gave comments on staff in the Crematorium. Over half (52%) are very satisfied with staff, 36% are satisfied and 12% said adequate. 22 commented on staff in the Richardson St Office, 64% are very satisfied and 36% are satisfied. See Appendix 2 for comments on staff and standards in Bereavement Services.

**“How would you rate the following?”**

Grounds maintenance in Crematorium

68% say it is very good and 32% say it is good. All 25 answered.

Grounds maintenance in Cemeteries

From the 12 that answered, 8 say it is very good, 3 say it is good and 1 says it is poor.

Quality of Richardson St Burial Chapel

From the 9 that answered, 3 say the quality is very good, 5 say it is good and 1 says it is adequate.

Quality of Stanwix Burial Chapel

From the 8 that answered, 1 says it is very good, 3 say it is good and 4 say it is adequate.

**"At Richardson St and Stanwix Burial Chapels we provide an organ and electronic music, how satisfied are you with this?"**

From the 16 that answered, 44% are very satisfied and 66% are satisfied.

**"How satisfied are you with the following aspects of burial facilities?"**

10 answered this question.

Presentation of graves

7 are very satisfied and 3 are satisfied with the presentation of graves.

Gravediggers/machinery being out of sight

6 are very satisfied, 3 are satisfied and 1 said adequate to gravediggers/machinery being out of sight.

Attendance of Bereavement Services Staff

7 are very satisfied with the attendance of Bereavement Services staff, 2 are satisfied and 1 says adequate.

Choice of graves

7 are very satisfied with the choice of graves, 3 are satisfied.

Selection of booking times

4 are very satisfied with the selection of booking times, 3 are satisfied, 2 say they are adequate and 1 is dissatisfied.

"How satisfied are you with the following aspects of crematorium facilities?"

24 answered the following:

Waiting Room

6 are very satisfied, 10 are satisfied, 7 say it is adequate and 1 is dissatisfied.

Chapel Layout

7 are very satisfied, 12 are satisfied, 4 say it is adequate and 1 is dissatisfied.

Chapel Cleanliness

10 are very satisfied and 10 are satisfied, 4 say it is adequate.

Chapel exit arrangement (to the rear doors)

6 are very satisfied, 11 are satisfied, 6 think it is adequate and 1 is dissatisfied.

Facilities for playing tapes, CD's etc

9 are very satisfied, 14 are satisfied and 1 thinks it is adequate.

Arrangements for the disabled

5 are very satisfied, 18 are satisfied and 1 thinks they are adequate.

23 people answered the following:

Service control buttons on the lectern

6 are very satisfied, 13 are satisfied, 3 think they are adequate and 1 is dissatisfied.

Flower display area

7 are very satisfied, 13 are satisfied, 2 think it is adequate and 1 is dissatisfied.

"How satisfied are you with the following aspects of Crematorium Services?"

24 answered the following:

Staff being prepared when your cortege arrives

9 are very satisfied, 10 are satisfied, 3 say adequate and 2 are dissatisfied.

Cremation services start on time

8 are very satisfied, 14 are satisfied and 2 say adequate.

The 40 minute booking time

13 are very satisfied and 11 are satisfied.



23 answered the following:

Organist being prepared when your cortege arrives

9 are very satisfied, 11 are satisfied, 2 say adequate and 1 is dissatisfied.

Staff, including organist, neatly dressed

11 are very satisfied, 11 are satisfied and 1 says adequate.

Staff, including organist, being courteous

10 are very satisfied and 13 are satisfied.

22 answered the following:

Organist meeting all your music requests

9 are very satisfied and 13 are satisfied.

Provision made for all religious services

8 are very satisfied, 13 are satisfied and 1 says it is adequate.

Provision made for all secular services

7 are very satisfied and 15 are satisfied.

See Appendix 2 for comments on burial and crematorium services.

“During times of high death rates, we allocate extra weekday times and open the Crematorium on Saturdays. This means funeral waits are no more than 6 days, do you think this is satisfactory?”

Yes – 24 (100%).

A comment offered is “maybe another way around this problem might be to add 4.40 to the times instead of Saturday?”

“To avoid tipping non-biodegradable plastic and oasis, we are considering introducing a scheme to allow recycling of old funeral and holly wreaths. A unit which trains people with disabilities would carry out the recycling and would keep any proceeds they make. Would you support such a scheme?”

Yes – 24 (100%). Both Monumental Masons also supported the scheme.

“Do you think we need any of the following...?”

Refreshment facilities (funeral teas) on site

Yes 4 (16%), No 21 (84%)

Refreshment facilities for crematorium mourners/visitors

Yes 6 (24%), No 19 (76%)

Refreshment facilities for bearers at crematorium

Yes 4 (17%), No 20 (83%)

On-site florist

Yes 2 (8%), No 22 (92%)

Underground bricked graves or vaults

No 20 (100%)

Additional cremation memorial schemes

Yes 4 (18%), No 18 (82%)

**“At the moment, Funeral directors are invoiced either per funeral, per week or per month. Which of these invoice arrangements do you use?”**

Per Funeral	19	(76%)
Per week	4	(16%)
Per month	2	(8%)

**“Do you prefer this payment system?”**

Yes	21	(84%)
No	4	(16%)

**“If not, what would you prefer?”**

- Per month \*2
- Monthly would be better, but much harder for yourselves
- Were not aware that you could pay monthly

**“Overall, a deficit of £280,000 arises each year from the maintenance of 75,000 old graves. This deficit may not be sustainable and we would like to know your views on the action we can take to reduce it. Would you support...”**

Reducing maintenance on old grave areas

Yes 6 (29%), No 14 (67%), Don't Know 1 (4%)

Increasing the cost of high maintenance lawn graves

Yes 13 (62%), No 7 (33%), Don't Know 1 (5%)

Increasing the cost of cremation and using the extra income to pay for grave maintenance

Yes 4 (17.4%), No 18 (78.3%), Don't Know 1 (4.3%)

Charging the deficit to council tax

Yes 10 (43.5%), No 12 (52.2%), Don't Know 1 (4.3%)

Suggested proposals from Funeral Directors:

- Making graves deeper, to 4 burials per grave, making a family plot

- Residents of Carlisle have paid rates all their lives, so there should be no charges when they have gone

**“Is there anything we can do which would encourage you to bring more burials or cremations to Carlisle?”**

- The facilities at Carlisle are excellent. The crematorium is the nearest to Newcastleton and my clients make their choice to come to Carlisle
- Not really, people either want one crematorium or the other and it's a long journey - especially if just for committal
- No, we are very happy with all at the crematorium. This is a family preference
- Don't think so. Just keep up your high standards in chapel and grounds
- We have to carry out wishes of relative who is ordering funeral
- Almost all our cremations are at Carlisle
- We recommend your services if we are asked

**“The existing Bereavement Services could be placed in a self managing Trust, initially supported by Council grants. Over time, the Trust would have to raise income and be independent. Would you support this option?”**

Yes 1 (5%), No 6 (30%), Uncertain 13 (65%)

For comments on existing Bereavement Services becoming a self-managing Trust, see Appendix 3

**“Bereavement Services could work in a partnership with other crematoria and cemetery services in all or part of Cumbria. This could result in a single centralised office with 24-hour booking and identical application forms and other processes. Is this a development you would support?”**

Yes 4 (16%), No 13 (52%), Uncertain 8 (32%)

For comments on existing Bereavement Services working in a partnership with other crematoria and cemetery services in all or part of Cumbria, see Appendix 3

**“The entire service could be sold to the private sector. Do you support this option?”**

Yes 1 (4%), No 20 (80%), Uncertain 4 (16%)

For comments on existing Bereavement Services being sold to the private sector, see Appendix 3

**“If the private sector are reluctant to buy loss making cemeteries, we could sell the crematorium separately and use some other form of management for the cemeteries. Would you support this option?”**

Yes 0 (0%), No 16 (64%), Uncertain 9 (36%)

For comments on Bereavement Services selling crematorium separately and using some other form of management for the cemeteries, see Appendix 3

**“Do you support Bereavement Services operating all the cemeteries and the crematorium in one unit?”**

Yes 15 (60%), No 2 (8%), Uncertain 8 (32%)

For comments on Bereavement Services operating all the cemeteries and the crematorium in one unit, see Appendix 3

**“Do you think we provide sufficient information about closures at public holidays?”**

Yes 24 (96%), No 1 (4%)

**“Do you think we provide sufficient information about changes to our services?”**

Yes 24 (100%), No 0 (0%)

## APPENDIX 1

### Monumental Masons Views (8 sent out, 2 responses received)

- One does memorial work in Bereavement Services cemeteries at least once every three weeks and the other at least once a month.
- One thinks Bereavement Services application forms are very easy to complete and the other thinks they are easy.
- Both think Bereavement Services respond very quickly to applications to do memorial work.
- One thinks Bereavement Services responds very quickly to enquiries and the other thinks they respond quickly.
- Both are very satisfied with staff in the Richardson St Office.
- Both rate the standard of grounds maintenance in the cemeteries as very good.
- They are very satisfied and satisfied with the design of lawn graves.
- Both are very satisfied with the design of traditional graves, the memorial specification and the design of cremated remains graves.
- One said he would like to see a possible waiver of height restrictions to allow cross and die up to about 4' 6" on lawn. However he does warn that this could lead to an increase in vandalism.
- Both are in favour of recycling old funeral and holly wreaths.
- Both prefer the current payment system of a monthly account.
- They are divided on the issue of reducing maintenance on old grave areas, or charging a deficit to council tax, one is in favour and one against.
- Both are against increasing the cost of high maintenance lawn graves.
- Both are in favour of increasing the cost of cremation and using the extra income to pay for grave maintenance.
- Both are uncertain about Bereavement Services being placed in a self-managing Trust. One made the comment:

*"Cemetery management, in my opinion, should always stay under the overall control of the Council".*

## APPENDIX 1 (CONT)

- They are divided between 'no and 'uncertain' over the possibility of Bereavement Services working in a partnership with other crematoria and cemetery services in all or part of Cumbria. One said:

*"Bigger is not necessarily better! The local offices, whether it be Carlisle, Allerdale or Eden etc all know their own areas and staff and this results in a more personal atmosphere to both the trade and public".*

- They are against the entire service being sold to the private sector:

*"Where would it all end? Increased costs across the board, staff selling funerals and memorials direct - if you don't buy you can't come in! SCI No Thank You!!"*

- They are against the crematorium being sold separately and using some other form of management for the cemeteries.
- They both support Bereavement Services operating all the cemeteries and the crematorium in one unit:

*"It works! If it ain't broke don't fix it. If it was fragmented it could lead to delays, mistakes and possibly confusion to the general public (and the trade!)"*

- They both think Bereavement Services provide sufficient information about closures at public holidays and changes to services.

## APPENDIX 2

### Comments about staff or standards in Bereavement Services:

- We cannot fault the extremely high standards of the staff who now work within the bereavement services
- I have been very touched by the kindness and helpfulness of all the staff
- No problems with any
- Always pleasant and helpful
- I have found your staff to be excellent at all times
- Smokers at crem, but (good for business to someone) One too smart, one cottery, one spot on including shoes
- On some occasions at the crematorium your staff on duty to receive cortege are not present and I feel they should be there in advance of cortege arriving, always. Twice recently the exit door at the crem was opened by staff in shirt sleeves

### Comments made about burial or crematorium facilities:

- Booking time – burial. Having another member of staff able to take a burial service might help, in the fact that leaving 1 hour in between services can be a bit much when we and you are busy
- One of my clients recently turned and tripped over one of name display stands - mainly her own fault, but it is one area which could be looked at
- Mostly understaffed in burial department
- The bell for summoning the attendant could be more clearly displayed. A second wheeled beir would be useful (one in use, one ready at entrance). I would like the surrounds to be more natural, more mature trees, running water rather than formal flower beds "secret gardens" for private contemplation
- Need a better shelter at rear exit of crem for mourners
- Entrance doors heightened for ease of bearers shouldering coffins
- The main priority must be to enlarge chapel and waiting area and also the flowers on display left by families should be left longer when appropriate. So perhaps the display area should be larger

### Comments made about crematorium services:

- 101%!
- They seem to be satisfactory so why change?
- Change the donation box to a sealable bag, less bulky and just as secure
- The doors should be much higher at the entrance of the Crematorium
- More service books required for people standing at large funerals

### Facilities Funeral Directors would like Bereavement Services to have:

- More covered area for mourners in winter times
- Second wheeled beir would be useful (one in use, one ready at entrance)
- Resident minister
- I know people like a memorial of some kind, but I personally don't think the memorial wall does anything for the grounds at all
- We think provision of catering and florists would not be fair to local traders

## APPENDIX 3

### Comments on existing Bereavement Services becoming a self managing Trust:

#### Support self managing Trust option \*1

- Increases are bound to happen as everything else increases

#### Don't support option \*6

- The present system works and in many cases where something is passed over to a trust it doesn't work
- City council should run as service and not as profit making. If its other departments were run better the cemeteries would probably make a running economy for the city
- Costs would probably rise, poorer service, not accountable, take it or leave it attitude
- It should remain in the hands of the City Council
- Happy with all aspects of the service at present, why change?
- No comment made \*1

#### Uncertain \*13

- Not sure this would benefit Funeral Directors, family or Carlisle
- More information needed on implication of where costs would go
- We would need more information before we would support this option
- Don't know enough about trusts. To me it might create high salaried jobs, and lower standards
- I don't understand the financial constraints or what being independent would mean
- Would costs rise higher, service suffer or co-ops etc be involved with the trust?
- We think the existing Bereavement Services should be kept under council control
- No comment made \*6

### Comments on existing Bereavement Services working in a partnership with other crematoria and cemetery services in all or part of Cumbria:

#### Support partnership option \*4

- Improved service
- It works with Allerdale cemeteries over quite a large area, why not with crematoria?
- 24 hours
- No comment made \*1

## APPENDIX 3 (CONT)



#### Don't support option \*13

- Happy with system now of speaking with someone personally
- Carlisle is the only one I am interested in
- Once again it comes down to costs. I feel this would not show any harmony because of the different parts of the county
- Too impersonal and greater scope for errors to occur
- Keep things simple and more personal
- We believe in keeping our services local, as we work well together with the Carlisle bereavement services team. I do not believe this would be beneficial to our local community if this service was moved to a centralised office
- Would not be efficient and then favouritism would start to creep in. The whinging would start
- I value the personal interaction of a small scale operation
- Each crematorium should look after itself
- This would become less of a personal service which makes it so helpful at the moment
- Carlisle is large enough to be self supporting
- No comment made \*2

#### Uncertain \*8

- Not too keen on centralisation and prefer the more personal contact who know who we are as undertakers
- What would be the benefits from the way it is now?
- The present system is first class
- See Q31 (Happy with all aspects of the service at present, why change?)
- No comment made \*4

#### *Comments on existing Bereavement Services being sold to the private sector:*

##### Support private sector option \*1

Efficiency

##### Don't support option \*20

- Profits come before accountability
- Cremations could increase and funerals are getting more and more expensive on the official charges.
- Privatisation would mean increases
- Independents are better
- Same as Q32 ("Improved service")
- Once again, it all comes down to service
- Costs would rise and poor service
- I feel it is the responsibility of the local authority to provide this service and keep things personal to the area, not on a national scale or as the case maybe

#### APPENDIX 3 (CONT)

- Prices would rise dramatically and the standard of service would decline Standards would drop, costs would go up
- Privatisation would attract people who know the cost of everything, but the value of nothing
- Big organisations would favour their own directors and times would be limited to others, costs would also rise dramatically
- I have no complaint about present service
- Services would decrease. Charges would spiral
- Bereavement services are very specialised and we do not think that handing these services over to private sector would be a good idea, as service would be injuriously affected
- Cost would rise
- Thinking that SCI could take over and that would be disaster
- Privatisation rarely works for the better in the long run!
- Refer to Q31 (Happy with all aspects of the service at present, why change?)
- No comment made \*2

Uncertain \*4

No comment made \*4

*Comments on Bereavement Services selling crematorium separately and using some other form of management for the cemeteries:*

Support selling crematorium separately option \*0

Don't support option \*16

- Profits come before accountability
- I don't think you would be serving the family by separating cem and crem
- See Q32 ("Improved service")
- Profit
- As above ("I feel it is the responsibility of the local authority to provide this service and keep things personal to the area, not on a national scale or as the case maybe")
- We have always believed that the crematorium and cemeteries should work together. Mistakes will always occur when the two services are run separately
- We have the best service and standards in Gt Britain why change to something inferior?
- As Q35 ("Privatisation would attract people who know the cost of everything, but the value of nothing")
- Same as Q35 ("Big organisations would favour their own directors and times would be limited to others, costs would also rise dramatically")
- See answer to Q35 ("I have no complaint about present service")
- Again - charges would spiral making cost to users excessive
- It should remain in City Council control

**APPENDIX 3 (CONT)**

- Refer to Q31 ("Happy with all aspects of the service at present, why change?")
- No comment made \*3

Uncertain \*9

How would this arrangement be applied?

Not without more information

No comment made \*7

**Comments on Bereavement Services operating all the cemeteries and the crematorium in one unit:**

Support all cemeteries and crematorium in one unit \*15

- Otherwise profits come before accountability
- I only use the crematorium
- Profit
- The many awards Carlisle Bereavement Services have won proves to us that "one unit" does work
- As Q35 ("Privatisation would attract people who know the cost of everything, but the value of nothing")
- It all works well
- Ease of access to local information and services
- It seems to work OK at the moment
- No comment made \*7

Don't support option \*2

- See answer to Q35 ("I have no complaint about present service")
- No comment made \*1

Uncertain \*8

- Very little to do with cemeteries
- Never used your cemetery, so I can't give an opinion
- No comment made \*6

**CITY OF CARLISLE BEREAVEMENT SERVICES  
RESULTS OF CLERGY/SECULAR OFFICIANT QUESTIONNAIRE  
ABOUT OUR SERVICES**

I have summarised below the answers from the 28 completed questionnaires we received, and how we have or intend to respond to the replies.

**CREMATORIUM CHAPEL SERVICES**

**When asked whether the chapel and the various facilities were satisfactory:**

27 said YES  
1 did not answer

The following comments were added:

**Lectern** – eight requests were made about improving the buttons arrangement, perhaps by putting them on the top. Three individual requests were for a shelf under the top, a safe position to place a glass of water and for the clock to be fixed more firmly. One request was for the lectern to be placed in front of the family.

**Service Books** – Three requests were made for us to provide the new Common Worship Funeral Service.

**Hymns** – Three requests were made for a greater choice of modern hymns be provided. A single request was made for all hymns to be in the same book. One request for Psalm 100 metrical version was made on behalf of Scottish mourners. One comment was made that the crematorium staff often have no knowledge of music/hymns requested, and why is this?

**Vestry** – Three requests were made for a lockable wardrobe for cloaks and valuables. Two comments were made that the vestry is too small, and one that a private toilet is needed.

**BEREAVEMENT SERVICES STAFF**

**When asked whether the staff were efficient, well presented at funerals, and whether telephones were answered quickly and courteously, and information clear and helpful, the response was:**

24 said YES  
1 did not answer  
1 said no dealings with staff  
1 said staff sometimes difficult to find and exit doors sometimes opened too late  
1 said staff invariably excellent

**MANAGEMENT & RESOURCES**

**When asked whether Bereavement Services was managed sensitively with regard to the needs of the bereaved, the answer was:**

25 said YES  
1 said unable to answer  
2 did not answer

## BUILDINGS

When asked whether the general condition of buildings was satisfactory, the response was:

- 24 said YES
- 1 did not answer
- 1. said NO – constant attention to the toilets was needed
- 1 said NO – always room for improvement
- 1 said NO – the crematorium chapel heating is not sufficient on occasion, and the lighting can be dull

## SIGNING

When asked whether the crematorium and cemeteries were well signed, the answer was:

- 25 said YES
- 1 said NO – bigger crematorium entrance sign is needed
- 1. said NO – bigger crematorium signs needed for the elderly
- 1 said NO – Stanwix cemetery was not signed at the gate

## MEETINGS

When asked whether Bereavement Services should hold periodic meetings with the clergy, the answer was:

- 11 said NO
- 3 did not answer
- 1 said did not know
- 13 said YES (8 said annually, one of these said with Clergy Chapter, one with Rural Deans and Archdeacon, one said we should contact all Deaneries, one said we may need an intermediate liaison group, one said we should invite all who take funerals. One said quarterly. One said fortnightly with all clergy in catchment area. One said perhaps every other year, with everybody involved to be invited, and one gave no period but said we should invite funeral directors)

## SUGGESTIONS FOR IMPROVEMENT

When asked to suggest any improvements, there were the following 9 responses:

- 1. A book to sign in the vestry (signifying attendance)
- 2. Some coat hooks in the vestry
- 3. A screen to prevent the organist being seen by congregation
- 4. More air freshener to be used in the chapel
- 5. Provide water and glass by lectern
- 6/7. Extend the exit lobby to clear the chapel quicker
- 8. Empty the waste paper bin and clean the toilets more often
- 9. More reserved parking space for the clergy

### UNSOLICITED COMMENTS (added by respondents)

1. Carlisle crematorium services are as good as it is possible to find anywhere in my opinion.
2. Keep up the good work, this is a good crematorium.
3. I think that the service provided is first class, far superior to that I have experienced in other parts of the country. Well done!
4. I have the highest regard for all you do, comparison with other cemeteries and crematoria leaves them trailing far behind Carlisle.
5. Just to say "YES" to certain questions understates by a long way my own appreciation of your service here in Carlisle.
6. The services of the organist are top notch.
7. The services of the chapel staff are always very helpful.
8. I take the opportunity to thank you all for the help you have been to me, from the very outset.
9. I would like to thank you and June and all your staff for the excellent service you provide and also to say that the support and care you take at the services of committal in the gardens is much appreciated by the bereaved families.

### CEMETERIES

Some questions were specifically on cemeteries (which fewer ministers use), and the results were:

**Do you support the provision of toilets at burial chapels**

11 all responses said YES

**Are graveside arrangements satisfactory**

10 said YES

1 did not answer

One comment was made to say that the service books in cemetery chapels varied in hymn numbers. (We are aware of this, and a new supply of books will shortly solve the problem.)

## RESPONSE TO THE QUESTIONNAIRES FROM THE BEREAVEMENT SERVICES MANAGER

### CHAPEL SERVICES

**Lectern** – our most obvious failing is the lectern arrangement, something we have looked at previously but failed to put right. This is because it requires a complex re-wiring, and possibly an alteration to the lectern itself. We will proceed with this!

**Service Books** – three requests were for provision of the new Common Worship Funeral Service. At the current time, there are no proposals to provide this book. This is because we routinely use the "Funeral Services" book devised by the Churches Group on funeral services at cemeteries and crematoria. This is the standard book agreed between all Christian churches. We currently have 175 new books in stock, which will last two years. It also costs about £1,000 every two years to re-stock our chapels with new books, and we would need the funds to meet this.

**Hymns** – three requests were made for a greater choice of modern hymns. As part of using our existing stock of the Funeral Services book (which includes extra hymns), we are adding a separate hymn booklet with a number of additional hymns, which may meet these requests. As requested by one minister, we cannot add hymns to the Joint Service Book, as this is a standard production. Producing a bespoke book for our service would be too expensive.

If the separate hymn booklet (which we have already printed) is successful, we will add the Psalm 100 metrical version, as requested.

I am puzzled at the comment about our staff not knowing the hymns or music. The staff are aware of the music submitted by funeral directors on the cremation application forms, or where it is given subsequently by telephone, sometimes by the minister. If hymns and music is not notified in this way, they will be unaware of needs.

**Vestry** – we will quickly meet the requests for a lockable cupboard in this room. The other comments on room size and a private toilet will be met when we create a new vestry as part of the waiting room improvements in Summer 2002 or 2003.

### BEREAVEMENT SERVICES STAFF

The responses here were very positive. The one negative comment about staff being difficult to find and the doors being opened late reflects some inconsistency in out service. At times, there are simply too few staff to cope, particularly at periods of high death rates. We will consider ways to improve this.

### MANAGEMENT & RESOURCES

The responses here were also very supportive. We were seen to be sensitive to the bereaved and to manage our buildings in good condition. The negative comment about toilet cleansing again relates to inconsistency resulting from too few staff at times. A further comment about poor heating and lighting is something we appreciate, and are trying to improve. cont.

Signing was seen as generally good. When we improve the crematorium waiting room, we will try to place larger signs in the building. We are also aware that Stanwix cemetery is unsigned, due to poorly shaped gate pillars, but will address this too.

### MEETINGS WITH THE CLERGY AND SECULAR OFFICIANTS

Around half the respondents requested a periodic meeting, the period varying from two weeks to two years. I propose that we organise a meeting next winter and measure the response. If it proves effective, we will organise a meeting annually. We will also invite funeral directors to the same meeting, if they also request meetings in the questionnaires we will shortly be sending out to them.

### SUGGESTIONS FOR IMPROVEMENT

Nine suggestions were made. Of these, the following two will not be acted upon for the reasons given below:

1. *A book to sign in the vestry* – the ministers name is normally recorded on the cremation forms by the funeral director and entered by us into our computer data base for each cremation. Any further record, particularly in manual form, would serve no purpose.
2. *A screen to prevent the organist being seen by the congregation* – our current view is that the organist and the expensive organ are part of the package paid for within the cremation fee. As such, they should be clearly visible at services to the bereaved (the customer) and the mourners. Also, all previous attempts to find an attractive method of screening the organist, whilst also enabling them to see the minister and the congregation, failed dismally.

Three of the suggestions, including two to extend the exit lobby to clear the chapel quicker, and one for more clergy parking, will be solved by the building improvements already proposed within the next two years.

Three of the suggestions included requests for coat hooks in the vestry, more air freshener in the chapel and more toilet cleansing and waste bin emptying. All of these will be addressed.

The final suggestion was for a water jug and glass by the lectern. We discounted this as unhygienic, and placed a water chiller in the waiting room, with plastic cups. As soon as a shelf can be placed on the lectern, we will meet this suggestion.

### CONCLUSION

May I thank all the ministers and the secular officiant who responded. The comments were extremely helpful and have clearly shown us where we succeed, and where we fall short. All Bereavement Services staff recognise the importance of your work, and the need for us to support your services and work together for the benefit of the bereaved.

Ken West, on behalf of the Bereavement Services team 11/6/01



**Carlisle City Council**  
**Best Value Review**  
**Bereavement Services- Citizens Panel**

The focus group was held on Tuesday 12<sup>th</sup> March 2002 in the Civic Centre, Carlisle.

**Personal**

The focus group was made up of 11 people (5 males and 6 females). About half of the group was now retired. Their occupations or previous occupations were shop work, the civil service, a training officer, a school nurse, a housing officer and a Macmillan Nurse.

**Have you ever used Bereavement Services (regarding either burials or the crematorium)?**

Only a small number of the group had actually used the services of the Bereavement Services.

**Having used Bereavement Services, is there anything that you think should be improved?**

Of the few that had actually used the Bereavement Services first hand, one lady felt that some of the staff weren't as friendly and as sympathetic as they should be. Although she had not been upset by her treatment, she felt that many people would have been.

**Comments**

"Improve the quality of the staff in the Richardson Street office. I got the impression that the woman wanted me out as quickly as possible. I went back and the second, young, lady was much nicer. It was an attitude problem. They need to be sympathetic towards you. My husband thought that she was like that too."

"Richardson Street office is very small. It could be that they try to distance themselves from the people so that they don't be emotionally involved."

"Then they shouldn't be working in the field."

"I didn't have direct contact with Bereavement Services as the funeral director dealt with them."

The moderator was asked as to what Bereavement Services actually do. After his explanation the comments were as follows: -

"What after sales care do they have?"

"The state of the burial plots up at Upperby Cemetery leaves a lot to be desired. They go along with rotary mowers. If the grass is wet then the grass clogs and it ends up looking like a farmer's field that has been cut for silage. My wife and her sister have complained but nothing has been done. The grave has sunk and has never been levelled. We've asked but never

seemed to get anything done. I've even asked if I can go and lift the turf and level it myself, but they weren't very happy with it."

"A lot of plastic flowers and ornaments get left on the grass at the Dalston Road cemetery. There should be a standard of service to keep it tidy."

"I have known a disabled lady use plastic flowers on her husband's grave as she was unable to get to the cemetery on a regular basis."

"It has got very regimental. At one time, there were a lot of interesting headstones. Why does everyone now have to have identical headstones now?"

"Personally I do agree with you, but it offends people if they have things that stand out."

"The Council make extra charges for adding extra names on to a headstone."

"Some of the graves leave a lot to be desired, but it's partly because people can't get there to tend to them."

"I thought that the Council removed unsightly flowers."

"As long as everyone knows what happens then that's fine."

"It's a touchy subject. You feel more irrational after a death and something that wouldn't normally offend you does when you feel vulnerable."

"One thing that does upset a lot of people is dog owners taking their pets into the cemetery and fouling the area. They should always clean up after them."

"Maybe Dog Patrol Officers should go around the cemeteries as well."

"It's down to the number of staff that they have. It's like everything, they cut it down to the bare minimum."

"I agree and I think that they should remove the loose grass after the grass cutting."

"There is also a problem with youths causing vandalism and breaking trees."

### **For those who have not used the service, what is your impression of Bereavement services? Have you heard anything about the Bereavement Services?**

Those members of the group that had simply visited the crematorium and cemetery for a funeral felt that they appeared to be well kept. One gentleman suggested that the chapel should be larger and a second had been to the funeral of an ex-policeman and many of the mourners had had to stand out in the car park, as the chapel wasn't big enough.

#### **Comments**

"I've visited a number of funerals at the main cemetery and my first impression was what a beautiful place it was- the flower beds and the trees and I thought what a nice place to end your days. I thought that it was very, very nice."

"At the present chapel it can be quite small and having to stand outside isn't good. In Edinburgh, you can choose between a large and a small chapel, depending upon the size of the congregation."

"They don't need a waiting room, they need a larger chapel. I've been to funerals with people standing in the car park."

## What does Bereavement Services do well?

It was felt that, on the whole, the service provided is good, comparing well with other areas of the country. The group also came up with a number of suggestions that have been noted below in the comments. One particular idea, which all of the group agreed with was that Bereavement Services should go into secondary schools to talk to pupils about what they do.

### Comments

"Stanwix cemetery is a very nice cemetery."

"On the whole I think that they offer a very good service. I have been to funeral services in the Manchester area and a lot of the cemeteries leave a lot to be desired. I came to Carlisle 30 years ago and it was nice to see a well-kept cemetery. I don't think that we've got a lot to complain about, but there's always room for improvements."

"You do get a choice here, whereas in other areas you don't- you can be buried, cremated, have a woodland burial or a memorial stone. Personally, I think that Carlisle Bereavement Services is pretty good."

"I do think that Ken West did a good job. He made people interested in the cemetery."

"I had a walk around the cemetery with my kids and looked at all the interesting things."

"I work as a school nurse and I get children coming to me and saying that they are going to a funeral and asking what to expect. I think that people from Bereavement Services should go into school and talk to them about it or take children on trips there so they aren't afraid of it and stop it becoming a taboo subject."

"I think that that's an excellent idea."

"Maybe you could get volunteers to help warden in the cemetery to keep it tidy."

"One thing that I think that Carlisle crematorium does very well is the curtaining of the flames. At one crematorium that I went to, my sister was stood near the front and the floor lifted up and the coffin went down into the flames. My sister went rigid. It is wonderfully discrete. It does them an admirable service."

"I think it is nice when they leave the curtain closed and the mourners are able to walk past the coffin on the way out."

"They try and do whatever people want which is very good."

"We are all tied up with Victorian taboos."

## What do you think of the grounds?

The group had virtually already covered this question, however one lady asked is anyone had any experience of the woodland burials. One gentleman commented: -

"My friend who is a funeral director isn't keen on them as it can be wet underfoot. The ground looks nice and natural though."

### **How do you think Bereavement Services should raise income in order to maintain and improve the facilities?**

The group had no particular ideas as to how the Service could generate extra income, other than selling flowers and plants to the public.

#### Comments

"We had to pay extra to add another name onto the grave which we hadn't expected."

"They obviously get something from the plot fees."

"I don't think that they are trying to make a profit, but everyone will benefit from it if they increase the Council tax."

"It did get an award."

"Personally I thought that we were up to standard, so why does it say in the Carlisle City Council Focus magazine that we aren't?"

The moderator then explained that it was probably referring to pollution from cremations. The lady who had made the previous point asked why it didn't state this.

"Funeral directors expenses can be quite large. Sometimes you can almost fall off your seat."

"They could sell some of the flowers that they grow to generate some money."

"I was under the impression that James Rennie children helped out there and perhaps got something back from any plant sales."

"They sell compost now."

### **Do you think it would be a good idea for the Council to offer a municipal funeral service?**

The entire group thought that it would be a good idea as it would cut the costs of a funeral. It was commented that Bereavement Services should however show the same degree of compassion as funeral directors, if they are to do so.

#### Comments

"They can do if you want them to. I've been to a funeral done by a Bereavement Service member of staff."

"I think that it's great, it cuts out the middleman. You can do a funeral yourself if you want to."

"You can get these cardboard coffins now. I think that it is a good idea."

"You would cut out these exorbitant fees paid to funeral directors."

"It would still have to be done with the same amount of compassion."

"They sometimes act with little compassion."

### **Do you think that the private sector could provide a better service?**

It was agreed that the public sector provides a better service for this type of thing. There was concern that if it were to go into private hands then there may be a repeat of the situation in America.

#### Comments

"There is a public expectation that the Council provide a good service. We don't want a situation like in America with the private crematorium that didn't cremate the bodies."

### **As ratepayers of the City, do you object to people from outside Carlisle being buried/ cremated here?**

The group was in agreement that people from outside the city should be allowed to be buried here should they want to. It was felt that by doing so it would generate income for the city Council and thereby keep the costs down for local residents.

#### Comments

"They must be paying the same fees so I don't object."

"It generates income for the city."

"There should be a surcharge to be buried here."

"There is a problem with space. Stanwix cemetery is getting full."

"It should keep the costs fairly stable for people if people from outside Carlisle are subsidising the service."

### **Do you think people from outside Carlisle should pay the same charges as residents who have lived in Carlisle?**

The consensus of opinion was that everyone using the service should be charged the same.

#### Comments

"I don't see why people from Dumfries should have to pay more for a cremation in Carlisle if they are taking the ashes away. They have already had to pay more for the transport."

### **How do you feel about the possible introduction of a florist and monumental mason on site at Richardson Street cemetery?**

The group had mixed views as to whether this would be a good idea. A number felt that it was unnecessary and would cause car parking problems, however some thought that it would bring in some rental income from the shop/ offices used and would provide a useful service for those who hadn't perhaps managed to get to a florist prior to a funeral or cemetery visit.

#### Comments

"I don't think that it's a very good idea."

"How would it be funded?"

"A lot of cemeteries do have flower sellers."

"I think it is a brilliant idea. It could generate a rent and provide a good service for those who haven't got to a florist."

"If we are going to extend the crematorium by having a florist and a stone mason then how are we going to control the car parking. If there is a big funeral in then it can be difficult for the next lot of mourners to get in and park."

**We are committed to helping improve the environment. In Richardson Street cemetery, 25% is under conservation (i.e. the area is only cut once per year). Can you suggest other ways of improving the environment in Bereavement Services grounds?**

The vast majority of the group felt that the cemetery was already very good. One lady again suggested that dog fouling should be monitored in order to improve the environment.

#### Comments

"I think that they do a good job anyway."

"All these things got put in place when Ken West started and they are still there."

"On the whole they do a marvellous job, that includes at Upperby and Stanwix cemetery."

"The consensus is that we have a smashing place. We can't think of any improvements there. The set up that we have here seems to be very acceptable. I find Carlisle crematorium quite acceptable."

"There needs to be a flexible approach to artificial flowers which allows their use, but stops graves being covered in rows and rows of faded flowers and ornaments."

"Why can't someone be seconded to make sure that people comply with the dog fouling regulations? - It's a socially unacceptable thing to do. We must change the community's perception of it."

#### Any other comments

"What does Carlisle do for other religions?"

The moderator explained that there are graves available facing east.

"In Carlisle there is very little counselling available for children who have lost a parent or a sibling. I think that this should be addressed by the Bereavement Services. It is available for parents who have lost a child."

"Details of where counselling is available should also be passed on. There should be visits to Women's Institutes and schools by the Bereavement Service."

"Perhaps Bereavement Services should be more high profile."

"I think that more young people are prepared to talk about death now."

"Death seemed to be remote in the past and people didn't want to think about it. They are more prepared to think about it now."

"Funerals should be a celebration of someone's life." "The best funerals are those which are planned by the dying person."

**Carlisle City Council**  
**Best Value Review**  
**Bereavement Services- Funeral Directors,**  
**Monumental Masons & Clergy**

The focus group was held on Tuesday 12<sup>th</sup> March, 2002 in the Civic Centre, Carlisle.

### **Personal**

The group was made up of 9 people (8 males and 1 female). There were 5 funeral directors, 2 curates, a monumental mason and a representative of the British Humanist Society.

### **How does Carlisle City Council's Bereavement Services compare to other local authority Bereavement Services and private sector Bereavement Services?**

It was agreed that the standard of service was quite good, although had deteriorated over the last 20 years.

#### **Comments**

"Personally, I think the service that they give is quite good, although I don't think that the service is as good as it was 20 years ago. Although it is probably the best in the country as they have got an award. 20 years ago you wouldn't have found an undressed grave in any of the cemeteries."

"I feel that the Carlisle Crematorium is far more satisfactory than in other areas of the country, in Edinburgh it is much more of a conveyor belt system with the time allotted a lot less, sometimes just 20 minutes."

### **Can you suggest any improvements to Bereavement Services?**

The group came up with a wide range of points relating to the service. There were practical suggestions like increasing the height of the doors to help the coffin bearers and also to reverse the use of the entrances so that the mourners can wait inside prior to the funeral and then have space to talk to the family after the funeral. It was also suggested that the public should be made far more aware of what options Bereavement Services can offer anyway, rather than being approached by them after a death when they are in no position to cope with the information. It was queried as to why information about cardboard coffins is sent out after the funeral.

#### **Comments**

"They started to bring in things like you could buy a coffin directly from them for a lower price which I think is well within their rights. I think that the lady who is in charge there is very approachable. You don't feel as though you are being ignored when you are dealing with her. Now that it is "Bereavement Services", rather than just a cemetery office I think that it is muddying the water somewhat. They shouldn't be trying to act as funeral directors- they should just be cemetery officials."

"I thought that it was unfair that after a recent survey undertakers and clergy were criticised for keeping people back or arriving late."

"I think that they are going to increase the height of doors so it is easier when carrying coffins."

"I think that mourners should be able to go straight into the chapel and not have to stand outside and wait for the family of the deceased. The family also finds this more distressing. This could be overcome if you arrived at what is now the exit and left by the present entrance. This would allow more space for people to talk undercover after the funeral."

The moderator then asked whether the group had any comments regarding burials: -

"48 hours notice is rather tight, it used to be only 36 hours. You have to get all your paperwork in."

"I had a family last week who didn't realise that you could collect the ashes on the same day. I think that the Council should issue a leaflet along with the Council magazine which states what options there are and how much they all cost, rather than the undertaker having to do so."

"You sometimes feel that you are selling the Bereavement Service's products. Perhaps once a funeral has been booked in they could send the family details of what is available."

"I don't think people would want information posted out to them. We go through these things, but they can't always remember because they are too distressed."

"People are numb for the first 2 days, they just can't remember what is happening."

"People should know what happens at the Crematorium anyway, before a death takes place."

"People get all this literature within a day of the funeral from the Bereavement Service, but they find it very upsetting."

"I feel that the Council is undermining us by sending out details of things like card board coffins after the funeral has taken place. Many of the coffins that we use are made of recycled materials which are more environmentally friendly than the card board ones."

"I don't think that they should send out literature until the week after the funeral. They don't need to tell them about cardboard coffins then. It's inappropriate after the event."

"I think that they think that we don't offer the card board coffins to the bereaved, but we do. We are responsible, professional people. We aren't trying to sell them solid oak or elm coffins to take them up to the crematorium."

"They are wanting the customer to buy everything from them, as well as have the cremation service, which is a lot more than others do. I actually rang 6 other crematoriums this morning, Dipton, Saltburn, Newcastle, Ayr and two others and they were all cheaper for the fees than Carlisle- some were £180 for a cremation, comparing £260 in Carlisle."

"I can only approach 2/3 customers per week for a headstone as part of my work, but the Bereavement Service can approach the family of all the deceased going to them. I think that it is unfair practice. I don't get a chance to tender."

"I think that on the pink form there should be an option for whether they want literature sending out."

"There is little competition as the next crematorium is in Ayr."



"I think that Bereavement Services felt that they wanted the public to be given options at a lower price."

"They are making a profit on the cardboard coffins, we can buy a coffin made of recycled materials for less than the £112 that they charge for a cardboard one."

"You have to line and dress these cardboard coffins which makes them more expensive."

"I think that there was bad press about one funeral director as being expensive and everyone was tarred with the same brush."

"Bereavement Services want the public to know that a funeral director doesn't have to be part of it."

"We will do any part of the service, just the transportation from the hospital up to the refrigerators at the Crematorium. One funeral director from Keswick refused to do it and we all got accused of being mercenary."

"Bereavement Services said in a minuted meeting with the NAFD that funeral directors were buying coffins for £5 and selling them for £185."

"The new lady is good. We aren't criticised all the time."

### **Do you think that the environmental option of a Woodland Burial will become a popular choice for the public?**

It was thought that they would become more popular over time.

#### Comments

"Yes, I'm certain it will. We received letters from all over the country from people asking to buy places in the woodland cemetery. Everybody is more into the environment and more are wanting more of this kind of thing."

"It's down to tradition and beliefs about reusing graves."

"How long are they going to leave the oak trees up if they are being planted 4ft apart?"

### **Do you think the 40-minute time available at the crematorium is adequate? (If not, what could we do to enable more time to be available?)**

Everyone agreed that the 40-minutes offered was just the right length of time.

#### Comments

"40 minutes is right- 30 minutes in the chapel and 10 minutes to clear the chapel and hallway."

"I think that 40 minutes is respectful. In Newcastle you only get 20 minutes which is hardly time to say a prayer and sing a hymn."

"I think it is just about right. Quite often you've already had a service at the church. It's just the committal service that is often being held."

"As I mentioned earlier I think that the entrances should be reversed in order to give more space for the mourners to talk after the service."

**If weekend and bank holiday burials and cremations were available, would you like to see this happening and how would it affect your business?**

The group was against offering a weekend service unless it was a particularly busy period. The clergy felt that they would have particular problems with it, as they were busy with weddings on a Saturday and regular church services on a Sunday. The group believed that only a very limited number of families would want a weekend cremation anyway.

Comments

"No, I'm not at home enough as it is."

"They do sometimes open up on a Saturday if they are particularly busy, but for cremations only."

"Clergy would struggle on a Sunday and Saturdays are weddings."

"One of the crematoriums that I called this morning said that you could have a Saturday cremation, but the cost went up by £100."

"I would like to see them drop the 9.00am service, as no one ever wants it, and add another at the end of the day."

"25 years ago they had 5 men working in Upperby cemetery. The standard of upkeep and service was better."

"At church funerals it is the grave digger who stands there and deals with any problems. Why does it have to be a Bereavement Service official at the cemetery?"

"I think that there would be some families, but only the odd one who might be going on holiday on the following Monday who would want to cremate on a Saturday."

"As clergy we wouldn't want people working on a Saturday."

**Weekend and bank holiday services would be at a higher cost, as our contractors charge extra at these times. How do you feel about the extra cost?**

The group was split as to whether higher charges should be made. Although it was agreed that staff would want to be paid more for working weekends others felt that shops didn't charge more for their goods on a Saturday or a Sunday.

Comments

"I feel that they would have to charge more if they are asking people to work on their weekends."

"But it doesn't cost more to shop at B&Q on a Saturday or a Sunday."

"As funeral directors we don't go charging more at weekends."

"I think that Bereavement Services are undermanned and it shows through sometimes."

**What sort of relationship do you have with the bereaved and is there any way that it could be improved?**

The group agreed that they all had a good relationship with the bereaved as many families always use the same funeral director. It was pointed out that one problem that they sometimes encounter is meeting the print deadline for the newspaper.

**Comments**

"You have a relationship with the funeral director that you have chosen, precisely because you have chosen them. If you wanted someone else or Bereavement Services then you would go them. They don't want me poking my nose into their business if they have chosen a different funeral director."

"It is good thing that you have a choice of funeral directors in Carlisle."

"Bereavement Services and funeral directors have to rush to find clergy in order that they can get it into the newspaper notices. The deadline for the paper is ridiculously early."

"If you have a death on a Wednesday evening and you can't get hold of the clergy until Thursday lunchtime then it won't be in the paper until Saturday afternoon, for a funeral on the following Monday."

"People are sometimes embarrassed if they aren't churchgoers to get the parish clergy to do a funeral, and would rather ask for someone from outside the parish to do it, so they won't ask them to go to church the following Sunday."

**What sort of relationship do you have with the Council and is there any way we can work better together?**

One of the curates made a comment to this question, feeling that the Council should consult more with interested parties, before making decisions.

**Comments**

"As curates we went on a training day at Carlisle Crematorium and I asked which curates did paupers funerals. Apparently Carlisle City Council had made the decision not to have a member of the clergy present. The churches didn't know that this was the case. Consultation wasn't carried out. A minister has now said they'll do it."

**We are looking at the possibility of reducing the "Right of Burial" from a 50-year term to 30 years. This is mainly due to the fact that the safety of a headstone is reportedly 30 years. As Health and Safety in cemeteries is becoming more high profile, how do you think this change would affect you and your customers?**

Everyone in the group disagreed with reducing the period of time it was felt that couples, where one spouse dies young, will have to rebuy the plot after 30-years, in order that the

other can be buried there. It was also commented that the bereaved have to sign to maintain the headstone anyway, so it shouldn't really be an issue.

#### Comments

"I feel as though it is just a moneyspinner. The public are actually responsible for the maintenance of the headstones anyway."

"They lease the graves now for 50 years, but it used to be forever. Carlisle City Council actually sell you the land, so they can't take it off you."

"30 years is absolutely ridiculous. If someone is widowed at 30 years of age then they will have to rebuy the grave at 60 years old, if they are wanting to be buried there as well."

"As people are living longer, why shorten the length of time that they own the grave."

"If they are short of land then they should be buying land now."

#### **Do you think the national trend of people moving more towards the secular type service is increasing here in Carlisle? How important do you feel religion is to the bereaved?**

It was thought that whilst the number of people wanting secular type funerals was on the increase, the increase probably wasn't as fast as elsewhere because people in this area tend to be more traditional and want a religious element to the funeral.

#### Comments

"I want to offer people who are unreligious a dignified service. People just must be guided by what the family want."

"Over the last 5 years I have found that they are getting more popular, but this is purely because of guilt as they don't go to church, so they don't like to use the church facilities."

"I am doing 5-6 a year as a funeral director."

"I am doing 9 humanist services per month."

"I think that Carlisle people hang onto their religion and their beliefs. People use the same funeral directors as the parents."

"Carlisle Bereavement Services aren't known to everyone, whereas everybody recognises their funeral director."

"The trend is less for secular services in this area as people are more traditional."

"Religion is less important to young people."

"Sometimes it is death that makes people turn to religion."

**New legislation will soon be introduced which will prevent the use of mercury in the cremation process. We will have to invest in new technology to accommodate this, which will lead to a high rise in cremation fees. How do you think we can address this situation and minimise the effect on the bereaved?**

The group was split as to what should be done. Some thought that fillings should be replaced now, rather than waiting until people died. Others felt that if this legislation is coming in anyway then they should just get on and install the "scrubber units". It was again split as to how the cost of the units should be financed.

#### Comments

"Why can't the Government get dentists to have mercury fillings changed?"

"When someone is 80 years old most don't have their own teeth anyway."

"Surely if they have to do it, then why are they asking us?"

"Get family to answer questions about whether people have dentures or a pacemaker."

"They should be constantly investing in their business. Why should customers be charged to pay for their equipment?"

"It shouldn't automatically mean a price rise."

"I don't think that they should have to absorb the costs, a private company wouldn't do it."

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**Carlisle City Council**  
**Best Value Review**  
**Bereavement Services- Carlisle Works**

The focus group was held on Tuesday 12<sup>th</sup> March, 2002 in the Civic Centre, Carlisle.

**Personal**

The group was made up of 8 people (6 males and 2 females). Four of the group were from Bereavement Services (an administration assistant, an officer and cremation assistants) and the other half were from Carlisle Works (ground staff and a supervisor).

**Do you think there would be any benefits for the service if staff worked for the same department?**

The group all agreed that this would be a very good idea, believing that it would save time and money and raise the morale of the department as a whole.

**Comments**

"Yes I do- it's getting the workers and the goods out. Instead of going around the houses, from department to department, it would be more direct."

"We'd have better control. You wouldn't have to write and ask permission to do something with another department."

"It would be like it was 20 years ago. You would just ring up and someone would come out and do the job that day, or at least the next day. Nowadays perhaps three trades have to visit the site, before the job is actually tackled."

**The moderator then asked- "Why was it changed originally?"**

"The idea was to save money, but you have to go all around the houses to get an emergency job done for you."

"We have to make a profit, but if we were in with Bereavement Services then as we are having to make a profit it would cost them less overall."

"It worked 20 years ago, but they made it into a multi-business industry and it has gone slowly, but surely down hill since then."

"I don't think splitting a group is a good idea, but they took people from different areas to make up new departments and now you have to go through more channels to get a job done. I think it causes quite a lot of grievances on both sides and I think a lot of people left and weren't replaced. The quality of the work has gone down due to too few staff."

"The Council shouldn't really be there to make a profit."

"They should just be economically viable."

**Do you see any advantages or disadvantages to the service if we opened longer at the crematorium and have staff working split shifts?**

It was felt that there was no need to change to longer opening hours as it was very unlikely that anyone would want to have a funeral before 9.00am or at 6.00 or 7.00pm

Comments

"People with young families wouldn't mind if it increased their wages, but personally I wouldn't want it."

"Funeral directors wouldn't come before 9.00am or want a funeral at 6.00-7.00pm."

"On Thursdays and Fridays we always have 11 cremations, but Mondays, Tuesday and Wednesdays are quieter. We always have someone on site, so if a funeral director could be present on perhaps a Saturday or Sunday then we could hold 4 funerals and refrigerate the bodies until Monday for cremation. The problem is that funeral directors want everything done in the same day and want the ashes back by 3.00pm to take to the graveyard. You have to get over things like this."

"In Germany refrigerated wagons pick up bodies, take them to a central crematorium and then post the ashes back to the funeral director."

"Problems with pollution requirements is a big consideration. Instead of having dentists attending funeral directors to remove fillings from teeth, they are going to install very expensive filters that remove the toxins. I can really see us have to go down the route of 5-6 crematoriums nationally."

"I don't see the point of a shift system as there is no call for it."

"I think that people want to have a funeral in the morning, not later in the day."

"People want the cremation done immediately after the funeral, they don't want their loved one waiting around for 4-5 days."

**Can you think of any measures to keep our high standards of maintenance and yet still continue with our support for the environment?**

The main issue raised here was the pollution that can be caused by the cremation process of bodies that contain mercury fillings, those that are not dressed in the correct clothing or those who have polluting mementos placed in the coffin. It was felt that funeral directors should be made far more accountable for the latter two points and that spot checks should be made on them to ensure that they are doing things correctly. It was agreed that by doing this, even just once, the word would spread that they were being watched on this point. The group also made a number of other points about service, which are noted below.

Comments

"The Clean Air side of things costs us a fortune for the monitors. The cost of the checks is approximately £1000, for trained staff to come up from Manchester to check emissions and the cost of any parts if very high, everything seems to cost £300+. The monitoring equipment has to be right, most cremations are absolutely fine, but one every so often causes a lot of problems. Why can't we have a national department which checks emissions on an audit basis, rather than paying out thousands of pounds for constant monitoring?"

"I think that funeral directors should be checked regularly to make sure that the bodies haven't got suits on and are wearing the proper clothing. We have even had bottles of whiskey and aerosol can exploding in the cremator. More and more now keep the body at home and things that are untoward get left in it."

"You only have 4ft for a grave. Funeral directors must give accurate details of size, but they exaggerate it so that it doesn't stick, but it causes us a lot of problems if it is the wrong size."

"The undertakers should be much more accountable."

"The funeral directors don't always know the options that are available and so don't offer them anything else. We do the afterwork."

"It's a shame that we can't contact the public before the cremations take place."

"They didn't like the woodland burials when we brought them out as they don't make anything on the £100 paper coffin and as there is no headstone then they don't make a back-hander from the stone masons."

"Some local authorities do have their own funeral directors, who work purely on a salary basis, so it is all done for the benefit of the family."

"Many of our staff help arrange funerals, all that we can't do is to coffin and transport a body as we aren't funeral directors, but the public aren't aware of this."

"Money isn't the main concern. People want to do it properly."

"The old fashioned undertakers are so different to the modern ones."

"The funeral directors pass the buck and blame us, even though we've acted on their instructions."

### **The maintenance costs of the cemetery are very high. Are our standards too high? Could we think of other ways of maintaining the cemetery that might cost less?**

The group all agreed that this was the standard that people in the area had come to expect and they believed that the public was prepared to pay for it. It was also felt that by offering a high quality, award winning, service the crematorium and cemetery attracted more business.

#### Comments

"It's the standard that the customer wants. We get people coming from elsewhere in the country and saying that it's the best cemetery that they've ever seen."

"It's what people in Carlisle want. It's always been like this."

"We won the Best Kept Cemetery in Britain award in 2000."

"It's also good for business- people like having their families buried there."

"It's also a leisure facility for many. If the standard were to drop then the number of complaints would be huge."

"It may be a high cost, but people can see what they are getting for the money."



"The vast majority of the public want the cemetery kept tidy and neatly cut, which isn't always best for the wildlife."

**New legislation will soon be introduced which will prevent the use of mercury in the cremation process. We will have to build "scrubber units" to accommodate this, which will lead to a high rise in cremation fees for customers. How do you think we can address this situation and what options can we give the bereaved?**

The group had mixed feelings as to what should be done. A number of them thought that the deceased's fillings should be removed prior to cremation, whilst others felt that this was an unacceptable thing to do. It was pointed out that pacemakers are already removed after death and that organs are donated. It was agreed that whether the cost of "scrubber units" is passed on directly to the family of the deceased or via taxation then the public will ultimately pay. It was again mentioned that in order to avoid addition pollution spot checks should be made on funeral directors premises.

#### Comments

"There is a move that after the final visit, a dentist should visit and remove all the deceased's fillings in order to remove the mercury. The money that this would save is unbelievable."

"I don't think that the public would stand for this."

"Dentists should use different types of fillings."

"People have pacemakers removed."

"I think that if it gets too expensive for cremations then people will go back to burials, which will use vast areas of land."

"I think that the undertakers should be responsible for the removal of fillings."

"Anyone can set themselves up as an undertaker and they haven't get the expertise to remove fillings."

"If the "scrubber units" have got to be brought in then we will have to pass the cost on to the bereaved."

"The only other option is burial and they may start saying that fillings have to be removed prior to burial as well."

"The public will have to pay for it ultimately as either the cost of cremations will go up or the council tax."

"It sounds like the Government will have to look at it and fund it."

"The Government will still get it back in taxes."

"It's EU legislation, rather than Government, maybe they should fund it."

"I certainly wouldn't mind having my fillings taken out when I'm dead if it will help the environment."

"I don't like the idea of removing fillings."

"Relatives wouldn't really see as many undertakers sew up the mouths of the deceased to keep them closed."

"People donate their kidney's after death, so I don't see a difference."

"People still see them as a person when they are dead, not just a body."

"There are still councils operating without monitoring equipment in place and no one does anything about it."

"With us having some of the cleanest air in Britain, the Environmental Health Officer is very keen to keep it so."

"I still believe that the cremators that we have are the best on the market. They look good and they are the most efficient. We can tell if it's polluting without any monitors, due to experience."

"We should limit the size of coffins to help the emissions."

"Larger people (26-30 stones) have to be sent to London to be cremated in one of the large American cremating machines."

"Someone should go and check an undertaker, just once, and it would be around everywhere, to ensure that people are being buried in the correct clothing."

**IBCA – CHARTER FOR THE BEREAVED  
BEST VALUE ASSESSMENT PROCESS – NATIONAL RANKINGS  
STATUS A – AUTHORITIES PROVIDING BURIAL, CREMATION AND  
SOCIAL & ENVIRONMENTAL SERVICES**

POSITION	AUTHORITY	CHARTER RIGHTS SCORE (Max. = 415)	TARGETS SCORE (Max. = 245)	TOTAL SCORE IN ALL SECTIONS (Max. = 660)
1.	City of London	415	229	644
2.	Stoke on Trent	410	209	619
3.	Stafford Borough Council	415	197	612
4.	Easthampstead Park	395	215	610
5.	City of Belfast	410	196	606
5.	City of Carlisle	415	191	606
7.	Warrington	415	190	603
7.	City of Cardiff	415	188	603
9.	Preston Borough Council	415	185	600
10.	Peterborough City Council	415	184	599
11.	Borough of Crewe & Nantwich	415	185	598
12.	New Southgate Cem & Crem	405	182	587
13.	Wakefield MBC	410	176	586
14.	City of Coventry	415	170	585
15.	Newcastle City Council	415	168	583
16.	North Lincolnshire Council	405	172	577
16.	Middlesbrough (p)	415	162	577
16.	City of Gloucester	410	167	577
19.	Bath & North East Somerset	405	169	574
20.	Bedford	415	154	569
20.	Boston Borough Council	415	154	569
22.	Eastbourne Borough Council	415	145	560
23.	Pembrokeshire County Council	415	144	559
23.	Kingston upon Thames	415	144	559
25.	Kings Lynn	400	141	541
26.	Newcastle under Lyme BC	390	150	540
27.	Taunton Deane	365	174	539
28.	Sunderland	415	120	535
29.	Colchester Borough Council	360	171	531
30.	Trafford	375	147	522
31.	Hyndburn Borough Council	385	135	520
32.	Tendring District Council	375	144	519
33.	Shrewsbury	385	131	516
34.	Bolton Metro	395	120	515
34.	Kirklees Metropolitan BC	370	145	515
36.	Kent & Sussex Crematorium	375	136	511
37.	Barnet (Hendon)	355	143	498
38.	Wolverhampton	360	137	497
39.	Doncaster	350	145	495
40.	Thanet	365	126	491
41.	City of Salford	350	132	482
42.	Burnley	340	135	475
42.	Islington Cem Services	325	150	475
44.	Redditch (p)	340	121	461
45.	Barrow in Furness	335	124	459
46.	Cambridge	320	136	456
47.	Stockport Metropolitan BC	305	133	438
48.	Barnsley Met Borough	305	123	428
49.	Dudley MBC	310	116	426
50.	Isle of Wight Council	305	113	418
51.	Borough of Macclesfield	300	99	399
52.	Sandwell Metropolitan BC	270	105	375

(p) denotes authorities in pilot study, yet to be formally assessed

IBCA – CHARTER FOR THE BEREAVED  
 BEST VALUE ASSESSMENT PROCESS – NATIONAL RANKINGS  
 STATUS B – AUTHORITIES PROVIDING BURIAL WITH SOCIAL & ENVIRONMENTAL SERVICES

POSITION	AUTHORITY	CHARTER RIGHTS SCORE (Max 355)	TARGETS SCORE (Max 202)	TOTAL SCORE IN BOTH SECTIONS (Max. 557)
1.	City of London	355	186	541
2.	Stoke on Trent	350	169	519
3.	Stafford Borough Council	355	157	512
4.	Easthampstead Park	335	176	511
4.	City of Carlisle	355	156	511
6.	City of Belfast	350	160	510
7.	City of Cardiff	355	151	506
8.	Borough of Crewe & Nantwich	355	150	505
9.	Preston Borough Council	355	148	503
10.	Warrington	355	146	501
11.	Peterborough City Council	355	144	499
12.	Wakefield MBC	350	143	493
13.	City of Coventry	355	136	491
13.	London Borough of Sutton	355	136	491
15.	New Southgate Cem & Crem	345	144	489
16.	Newcastle City Council	355	132	487
17.	Middlesbrough (p)	355	131	486
18.	City of Gloucester	350	134	484
19.	Bath & North East Somerset	345	137	482
20.	Richmond upon Thames	355	125	480
21.	North Lincolnshire	345	134	479
22.	Boston Borough Council	355	123	478
23.	Broxbourne	350	125	475
23.	Bedford	355	120	475
25.	Pembrokeshire County Council	355	115	470
25.	Kingston upon Thames	355	115	470
27.	Eastbourne Borough Council	355	110	465
28.	London Borough of Ealing	340	123	463
29.	Kings Lynn	340	106	446
29.	Chester-Le-Street	325	121	446
31.	Sunderland	355	90	445
31.	Newcastle under Lyme	330	115	445
33.	Taunton Deane	305	136	441
33.	Exeter	355	86	441
35.	Colchester Borough Council	300	138	438
36.	Telford & Wrekin Council	325	107	432
37.	Hyndburn	325	106	431
38.	Shrewsbury	325	103	428
39.	Bolton Metro	335	92	427
40.	Trafford	315	111	426
40.	Tendring District Council	315	111	426
42.	Kent & Sussex Crematorium	320	104	424
42.	Kirklees Metropolitan BC	310	114	424
44.	London Borough of Camden	325	98	423
45.	Amber Valley	315	98	413
46.	Kensington & Chelsea	310	101	411
47.	Doncaster	295	114	409
48.	Wolverhampton	300	108	408
49.	Barnet (Hendon)	295	111	406
50.	Mole Valley	320	85	405
51.	Thanet	305	98	403
52.	Charnwood	305	92	397
53.	City of Salford	290	106	396
54.	Burnley	280	108	388
55.	Barking & Dagenham	290	96	386
56.	Islington Cem-Services	265	120	385
57.	Redditch (p)	285	95	380
58.	Portsmouth City Council	270	106	376
59.	Barrow in Furness	280	95	375
59.	Wyre BC	280	95	375
61.	Dacorum	295	78	373
61.	West Wiltshire	265	108	373
63.	Mansfield District Council	275	95	370
64.	Cambridge	260	106	366
65.	Gosport	260	95	355
66.	Stockport Metropolitan BC	250	102	352
67.	New Forest DC	265	72	337
68.	Dudley MBC	250	86	336
69.	Barnsley Met. Borough	245	90	335
70.	Lancaster City Council	265	66	331
71.	Isle of Wight Council	245	83	328
72.	Borough of Macclesfield	240	71	311

73.  
74.

Waltham Forest  
Sandwell Metropolitan BC

250  
215

54  
70

304  
285

IBCA – CHARTER FOR THE BEREAVED  
 BEST VALUE ASSESSMENT PROCESS – NATIONAL RANKINGS  
 STATUS C – AUTHORITIES PROVIDING CREMATION  
 WITH SOCIAL & ENVIRONMENTAL SERVICES

POSITION	AUTHORITY	CHARTER RIGHTS SCORE (Max. =200)	TARGETS SCORE (Max. = 208)	TOTAL SCORE IN BOTH SECTIONS (Max. = 408)
1.	City of London	200	192	392
2.	Stoke on Trent	195	177	372
3.	Stafford Borough Council	200	166	366
4.	City of Belfast	195	169	364
5.	City of Carlisle	200	163	363
6.	Easthampstead Park	180	182	362
7.	Peterborough City Council	200	156	356
8.	Preston Borough Council	200	154	354
8.	Borough of Crewe & Nantwich	200	154	354
10.	City of Cardiff	200	150	350
11.	North Lincolnshire	200	144	344
12.	New Southgate Cem & Crem	195	147	342
12.	Coventry MBC	200	142	342
14.	Middlesbrough (p)	200	140	340
15.	Wakefield MBC	195	144	339
16.	Newcastle City Council	200	138	338
16.	Bath & North East Somerset	195	143	338
18.	City of Gloucester	195	141	336
19.	Bedford	200	132	332
20.	Boston Borough Council	200	131	331
21.	Warrington (p)	200	128	328
22.	Llwydcoed (Aberdare)	200	127	327
23.	Eastbourne	200	124	324
24.	Kingston upon Thames	200	123	323
25.	Pembrokeshire County Council	200	119	319
26.	Harwood Park	195	123	318
27.	Newcastle under Lyme BC	190	127	317
28.	Kings Lynn	200	116	316
29.	Shrewsbury	200	110	310
30.	Colchester Borough Council	165	143	308
31.	Taunton Deane	200	102	302
31.	Sunderland	200	102	302
33.	Trafford	180	121	301
34.	Hyndburn Borough Council	180	114	294
35.	Mortlake	180	112	292
36.	Tendring District council	170	121	291
37.	Kent & Sussex Crematorium	175	115	290
38.	Portchester Joint Committee	200	89	289
39.	Bolton Metro	180	101	281
40.	Wolverhampton	160	116	276
41.	Kirklees Metropolitan BC	155	120	275
41.	Doncaster	150	125	275
43.	Thanet	165	108	273
43.	Barnet (Hendon)	150	123	273
45.	City of Salford	155	116	271
46.	Islington Cemetery Services	160	103	263
47.	Burnley	150	111	261
47.	Cambridge	140	121	261
49.	Chilterns Crematorium	150	98	248
50.	Barrow in Furness	140	106	246
51.	Durham JCC	150	91	241
51.	Isle of Wight Council	145	96	241
53.	Stockport Metropolitan BC	125	110	235
54.	Dudley MBC	140	93	233
55.	Barnsley Met Borouh	125	106	231
56.	Sandwell Metropolitan BC	130	91	221
57.	Borough of Macclesfield	125	83	208

**IBCA – CHARTER FOR THE BEREAVED  
BEST VALUE ASSESSMENT PROCESS – NATIONAL RANKINGS  
STATUS A – AUTHORITIES PROVIDING BURIAL, CREMATION AND  
SOCIAL & ENVIRONMENTAL SERVICES**

POSITION	AUTHORITY	CHARTER RIGHTS SCORE (Max. = 415)	TARGETS SCORE (Max. = 245)	TOTAL SCORE IN ALL SECTIONS (Max. = 660)
1.	City of London	415	229	644
2.	Stoke on Trent	410	209	619
3.	Stafford Borough Council	415	197	612
4.	Easthampstead Park	395	215	610
5.	City of Belfast	410	196	606
5.	City of Carlisle	415	191	606
7.	Warrington	415	190	603
7.	City of Cardiff	415	188	603
9.	Preston Borough Council	415	185	600
10.	Peterborough City Council	415	184	599
11.	Borough of Crewe & Nantwich	415	185	598
12.	New Southgate Cem & Crem	405	182	587
13.	Wakefield MBC	410	176	586
14.	City of Coventry	415	170	585
15.	Newcastle City Council	415	168	583
16.	North Lincolnshire Council	405	172	577
16.	Middlesbrough (p)	415	162	577
16.	City of Gloucester	410	167	577
19.	Bath & North East Somerset	405	169	574
20.	Bedford	415	154	569
20.	Boston Borough Council	415	154	569
22.	Eastbourne Borough Council	415	145	560
23.	Pembrokeshire County Council	415	144	559
23.	Kingston upon Thames	415	144	559
25.	Kings Lynn	400	141	541
26.	Newcastle under Lyme BC	390	150	540
27.	Taunton Deane	365	174	539
28.	Sunderland	415	120	535
29.	Colchester Borough Council	360	171	531
30.	Trafford	375	147	522
31.	Hyndburn Borough Council	385	135	520
32.	Tendring District Council	375	144	519
33.	Shrewsbury	385	131	516
34.	Bolton Metro	395	120	515
34.	Kirklees Metropolitan BC	370	145	515
36.	Kent & Sussex Crematorium	375	136	511
37.	Barnet (Hendon)	355	143	498
38.	Wolverhampton	360	137	497
39.	Doncaster	350	145	495
40.	Thanet	365	126	491
41.	City of Salford	350	132	482
42.	Burnley	340	135	475
42.	Islington Cem Services	325	150	475
44.	Redditch (p)	340	121	461
45.	Barrow in Furness	335	124	459
46.	Cambridge	320	136	456
47.	Stockport Metropolitan BC	305	133	438
48.	Barnsley Met Borough	305	123	428
49.	Dudley MBC	310	116	426
50.	Isle of Wight Council	305	113	418
51.	Borough of Macclesfield	300	99	399
52.	Sandwell Metropolitan BC	270	105	375

(p) denotes authorities in pilot study, yet to be formally assessed

IBCA – CHARTER FOR THE BEREAVED  
 BEST VALUE ASSESSMENT PROCESS – NATIONAL RANKINGS  
 STATUS B – AUTHORITIES PROVIDING BURIAL WITH SOCIAL & ENVIRONMENTAL SERVICES

POSITION	AUTHORITY	CHARTER RIGHTS SCORE (Max 355)	TARGETS SCORE (Max 202)	TOTAL SCORE IN BOTH SECTIONS (Max. 557)
1.	City of London	355	186	541
2.	Stoke on Trent	350	169	519
3.	Stafford Borough Council	355	157	512
4.	Easthampstead Park	335	176	511
4.	City of Carlisle	355	156	511
6.	City of Belfast	350	160	510
7.	City of Cardiff	355	151	506
8.	Borough of Crewe & Nantwich	355	150	505
9.	Preston Borough Council	355	148	503
10.	Warrington	355	146	501
11.	Peterborough City Council	355	144	499
12.	Wakefield MBC	350	143	493
13.	City of Coventry	355	136	491
13.	London Borough of Sutton	355	136	491
15.	New Southgate Cem & Crem	345	144	489
16.	Newcastle City Council	355	132	487
17.	Middlesbrough (p)	355	131	486
18.	City of Gloucester	350	134	484
19.	Bath & North East Somerset	345	137	482
20.	Richmond upon Thames	355	125	480
21.	North Lincolnshire	345	134	479
22.	Boston Borough Council	355	123	478
23.	Broxbourne	350	125	475
23.	Bedford	355	120	475
25.	Pembrokeshire County Council	355	115	470
25.	Kingston upon Thames	355	115	470
27.	Eastbourne Borough Council	355	110	465
28.	London Borough of Ealing	340	123	463
29.	Kings Lynn	340	106	446
29.	Chester-Le-Street	325	121	446
31.	Sunderland	355	90	445
31.	Newcastle under Lyme	330	115	445
33.	Taunton Deane	305	136	441
33.	Exeter	355	86	441
35.	Colchester Borough Council	300	138	438
36.	Telford & Wrekin Council	325	107	432
37.	Hyndburn	325	106	431
38.	Shrewsbury	325	103	428
39.	Bolton Metro	335	92	427
40.	Trafford	315	111	426
40.	Tendring District Council	315	111	426
42.	Kent & Sussex Crematorium	320	104	424
42.	Kirklees Metropolitan BC	310	114	424
44.	London Borough of Camden	325	98	423
45.	Amber Valley	315	98	413
46.	Kensington & Chelsea	310	101	411
47.	Doncaster	295	114	409
48.	Wolverhampton	300	108	408
49.	Barnet (Hendon)	295	111	406
50.	Mole Valley	320	85	405
51.	Thanet	305	98	403
52.	Charnwood	305	92	397
53.	City of Salford	290	106	396
54.	Burnley	280	108	388
55.	Barking & Dagenham	290	96	386
56.	Islington Cem Services	265	120	385
57.	Redditch (p)	285	95	380
58.	Portsmouth City Council	270	106	376
59.	Barrow in Furness	280	95	375
59.	Wyre BC	280	95	375
61.	Dacorum	295	78	373
61.	West Wiltshire	265	108	373
63.	Mansfield District Council	275	95	370
64.	Cambridge	260	106	366
65.	Gosport	260	95	355
66.	Stockport Metropolitan BC	250	102	352
67.	New Forest DC	265	72	337
68.	Dudley MBC	250	86	336
69.	Barnsley Met. Borough	245	90	335
70.	Lancaster City Council	265	66	331
71.	Isle of Wight Council	245	83	328
72.	Borough of Macclesfield	240	71	311



73.	Waltham Forest	250	54	304
74.	Sandwell Metropolitan BC	215	70	285

IBCA – CHARTER FOR THE BEREAVED  
 BEST VALUE ASSESSMENT PROCESS – NATIONAL RANKINGS  
 STATUS C – AUTHORITIES PROVIDING CREMATION  
 WITH SOCIAL & ENVIRONMENTAL SERVICES

POSITION	AUTHORITY	CHARTER RIGHTS SCORE (Max. =200)	TARGETS SCORE (Max. = 208)	TOTAL SCORE IN BOTH SECTIONS (Max. = 408)
1.	City of London	200	192	392
2.	Stoke on Trent	195	177	372
3.	Stafford Borough Council	200	166	366
4.	City of Belfast	195	169	364
5.	City of Carlisle	200	163	363
6.	Easthampstead Park	180	182	362
7.	Peterborough City Council	200	156	356
8.	Preston Borough Council	200	154	354
8.	Borough of Crewe & Nantwich	200	154	354
10.	City of Cardiff	200	150	350
11.	North Lincolnshire	200	144	344
12.	New Southgate Cem & Crem	195	147	342
12.	Coventry MBC	200	142	342
14.	Middlesbrough (p)	200	140	340
15.	Wakefield MBC	195	144	339
16.	Newcastle City Council	200	138	338
16.	Bath & North East Somerset	195	143	338
18.	City of Gloucester	195	141	336
19.	Bedford	200	132	332
20.	Boston Borough Council	200	131	331
21.	Warrington (p)	200	128	328
22.	Llwydcoed (Aberdare)	200	127	327
23.	Eastbourne	200	124	324
24.	Kingston upon Thames	200	123	323
25.	Pembrokeshire County Council	200	119	319
26.	Harwood Park	195	123	318
27.	Newcastle under Lyme BC	190	127	317
28.	Kings Lynn	200	116	316
29.	Shrewsbury	200	110	310
30.	Colchester Borough Council	165	143	308
31.	Taunton Deane	200	102	302
31.	Sunderland	200	102	302
33.	Trafford	180	121	301
34.	Hyndburn Borough Council	180	114	294
35.	Mortlake	180	112	292
36.	Tendring District council	170	121	291
37.	Kent & Sussex Crematorium	175	115	290
38.	Portchester Joint Committee	200	89	289
39.	Bolton Metro	180	101	281
40.	Wolverhampton	160	116	276
41.	Kirklees Metropolitan BC	155	120	275
41.	Doncaster	150	125	275
43.	Thanet	165	108	273
43.	Barnet (Hendon)	150	123	273
45.	City of Salford	155	116	271
46.	Islington Cemetery Services	160	103	263
47.	Burnley	150	111	261
47.	Cambridge	140	121	261
49.	Chilterns Crematorium	150	98	248
50.	Barrow in Furness	140	106	246
51.	Durham JCC	150	91	241
51.	Isle of Wight Council	145	96	241
53.	Stockport Metropolitan BC	125	110	235
54.	Dudley MBC	140	93	233
55.	Barnsley Met Borouh	125	106	231
56.	Sandwell Metropolitan BC	130	91	221
57.	Borough of Macclesfield	125	83	208

# Table of Cremations carried out in the United Kingdom

The Cremation Society acknowledges with thanks the co-operation of the Federation of British Cremation Authorities in compiling these statistics

\* The total crematorium charges include the following services: Use of chapel, waiting rooms and all attendances, Floral Decoration, Music (recorded or organ), Scattering/strewing of ashes, Medical Referee's Fee. N/A (Not available) N/R (Not recorded)

CREMATORIA	1 Jan – 31 Dec 1999	1 Jan – 31 Dec 2000	Total Since Opening	2000 Total for County	RCs Recorded	April 2000 Cremation Fee from	April 2001 Cremation Fee from	*Total Crematorium Charges from
<b>AVON (6)</b>								
Bath	2,230	2,105	99,128		N/A	270.00	285.00	285.00
Bristol (Arno's Vale)	0	0	102,827				CLOSED	
Bristol (Canford)	2,050	1,961	100,723		82	275.00	290.00	290.00
Bristol (South)	2,024	2,040	47,754	9,489	91	275.00	290.00	290.00
Westerleigh	1,638	1,699	11,762		59	275.00	290.00	290.00
Weston Super Mare	1,705	1,684	45,470		N/A	270.00	290.00	290.00
<b>BEDFORDSHIRE (2)</b>								
Bedford	1,526	1,525	52,468		N/R	210.00	235.00	258.00
Luton	2,051	1,956	92,357	3,481	N/R	203.00	213.00	233.00
<b>BERKSHIRE (3)</b>								
Bracknell	1,611	1,583	34,798		90	255.00	262.00	262.00
Reading	2,204	2,043	100,164	5,363	101	245.00	262.00	262.00
Slough	1,811	1,737	59,293		98	210.00	235.00	235.00
<b>BUCKINGHAMSHIRE (2)</b>								
Amersham (Chilterns)	3,188	3,062	83,870		N/R	190.50	198.00	198.00
Milton Keynes	1,582	1,575	23,087	4,637	N/R	272.00	288.00	288.00
<b>CAMBRIDGESHIRE (2)</b>								
Cambridge	2,815	2,795	117,590		N/R	288.00	320.00	320.00
Peterborough	2,269	2,317	76,336	5,112	N/A	225.00	230.00	230.00
<b>CHESHIRE (5)</b>								
Chester	1,879	1,832	57,796		189	230.00	263.00	263.00
Crews	1,252	1,200	40,006		N/A	223.00	251.00	256.00
Macclesfield	1,524	1,548	46,218	6,952	N/R	210.00	242.50	242.50
Warrington	1,684	1,811	55,255		N/A	237.00	250.00	250.00
Widnes	643	561	22,483		N/R	221.00	250.00	269.00
<b>CLEVELAND (2)</b>								
Hartlepool	956	863	37,128		72	205.00	214.00	214.00
Middlesbrough	3,690	3,646	123,380	4,509	434	250.00	264.00	264.00
<b>CORNWALL (2)</b>								
Bodmin	1,066	1,168	9,851		39	257.00	265.00	265.00
Truro	2,653	2,612	91,753	3,780	69	190.00	205.00	205.00
<b>CUMBRIA (3)</b>								
Barrow-in-Furness	906	913	31,420		N/R	220.00	225.00	225.00
Carlisle	1,681	1,663	61,780	3,397	N/R	251.00	266.00	266.00
Distington (Whitehaven)	855	821	21,119		69	221.00	246.00	246.00

CREMATORIA	1 Jan - 31 Dec 1999	1 Jan - 31 Dec 2000	Total Since Opening	2000 Total for County	RCs Recorded	April 2000 Cremation Fee from	April 2001 Cremation Fee from	*Total Crematorium Charges from
<b>DERBYSHIRE (2)</b>								
Chesterfield	2,123	2,188	74,885		67	140.00	144.00	144.00
Derby	3,215	2,951	137,186	5,139	99	220.00	235.00	235.00
<b>DEVON (5)</b>								
Barnstaple	1,419	1,400	37,344		31	215.00	225.00	243.00
Exeter	3,286	3,272	109,310		106	296.00	311.00	311.00
Plymouth (Efford)	755	1,312	86,213	10,170	N/A	233.50	245.00	245.00
Plymouth (Weston Mill)	1,983	1,483	47,196		N/R	233.50	245.00	245.00
Torquay	2,704	2,703	105,650		91	250.00	285.00	285.00
<b>DORSET (3)</b>								
Bournemouth	3,315	3,624	193,189		137	215.00	232.50	232.50
Poole	2,644	2,436	32,635	7,292	N/R	233.00	260.00	260.00
Weymouth	1,166	1,232	51,431		N/R	246.00	259.00	259.00
<b>DURHAM (2)</b>								
Darlington	1,951	1,908	89,318		N/R	260.00	278.00	278.00
Durham	2,287	2,232	72,374	4,140	101	165.00	187.50	187.50
<b>ESSEX (7)</b>								
Basildon	1,607	1,650	4,100		96	250.00	260.00	260.00
Chelmsford	2,591	2,578	71,282		N/A	232.00	241.00	241.00
Colchester	1,471	1,505	79,640		N/R	223.00	249.00	249.00
Harlow	1,744	1,844	49,787	15,772	93	217.00	230.00	230.00
Southend-on-Sea	2,670	2,693	129,712		N/R	236.00	243.00	243.00
South Essex	3,805	3,832	145,641		N/A	230.00	266.00	266.00
Weeley	1,688	1,670	21,731		N/A	256.00	286.00	300.10
<b>GLOUCESTERSHIRE (3)</b>								
Cheltenham	2,033	2,063	89,915		N/R	247.00	267.00	267.00
Forest of Dean	639	666	2,474	4,376	9	255.00	270.00	270.00
Gloucester	1,693	1,647	66,319		46	250.00	275.00	275.00
<b>HAMPSHIRE (4)</b>								
Aldershot	1,806	1,824	77,390		N/R	240.00	260.00	260.00
Basingstoke	1,395	1,631	3,576		88	260.00	273.00	273.00
Portchester	4,303	4,178	151,071	11,301	N/A	205.00	235.00	235.00
Southampton	3,806	3,668	163,379		N/A	250.00	275.00	275.00
<b>HEREFORDSHIRE (1)</b>								
Hereford	1,220	1,333	40,974	1,333	N/R	226.00	260.00	277.00
<b>HERTFORDSHIRE (2)</b>								
Harwood Park	1,783	1,833	6,467		106	245.00	255.00	255.00
West Hertfordshire	3,329	3,226	136,827	5,059	N/A	206.00	211.00	211.00
<b>HUMBERSIDE (3)</b>								
Great Grimsby	1,763	1,790	74,272		43	230.00	295.00	295.00
Hull	2,214	2,235	146,381	5,401	85	283.00	292.00	292.00
Scunthorpe	1,425	1,376	43,677		N/A	270.00	300.00	300.00
<b>ISLE OF MAN (1)</b>								
Douglas	642	603	17,888	603	48	268.00	276.00	276.00

CREMATORIA	1 Jan - 31 Dec 1999	1 Jan - 31 Dec 2000	Total Since Opening	2000 Total for County	RCs Recorded	April 2000 Cremation Fee from	April 2001 Cremation Fee from	*Total Crematorium Charges from
<b>ISLE OF WIGHT (1)</b>								
Whippingham	1,447	1,467	47,839	1,467	66	309.00	321.00	333.00
<b>KENT (7)</b>								
Barham	2,330	2,390	95,559		99	244.00	255.00	255.00
Charing	1,395	1,451	94,768		40	244.00	255.00	255.00
Folkestone	701	672	30,335		N/R	245.00	258.00	258.00
Maidstone	2,127	2,060	64,132	13,608	N/A	231.00	265.00	270.00
Margate	1,793	1,764	58,153		N/R	220.00	230.00	230.00
Medway	2,883	3,043	97,360		128	230.00	240.00	240.00
Tunbridge Wells	2,203	2,228	78,842		N/R	235.00	250.00	250.00
<b>LANCASHIRE (7)</b>								
Accrington	992	950	40,664		99	190.00	199.00	199.00
Blackburn	1,487	1,540	57,993		279	225.00	236.00	236.00
Blackpool	2,181	2,003	129,907		200	233.00	241.00	241.00
Burnley	1,676	1,569	72,865	10,970	137	200.00	218.00	218.00
ancaster & Morecambe	1,984	1,907	67,552		131	267.00	281.00	281.00
Lytham St Annes	1,453	1,408	51,281		N/R	190.00	196.00	196.00
Preston	1,658	1,593	59,909		366	234.50	244.00	244.00
<b>LEICESTERSHIRE (2)</b>								
Leicester	3,675	3,585	161,662		N/R	205.00	228.00	228.00
Loughborough	1,709	1,660	52,883	5,245	N/R	260.00	274.00	274.00
<b>LINCOLNSHIRE (3)</b>								
Boston	2,016	1,838	46,135		N/R	200.00	230.00	230.00
Grantham	1,206	1,193	29,815	4,712	33	225.00	232.00	232.00
Lincoln	1,675	1,681	45,007		43	184.10	220.00	220.00
<b>LONDON (24)</b>								
Beckenham	2,243	2,361	90,739		N/R	296.00	305.00	305.00
Croydon	2,137	2,150	138,436		187	263.00	271.00	271.00
Eltham	4,516	3,827	165,416		253	260.00	267.00	267.00
Enfield	3,100	3,039	208,679		N/A	245.00	255.00	255.00
Golders Green	2,196	2,155	306,011		195	280.00	295.00	295.00
ndon	916	960	46,993		117	205.00	210.00	210.00
Honor Oak	1,458	1,523	118,356		N/R	239.00	253.00	253.00
Islington	1,086	1,008	47,018		N/R	207.60	215.00	215.00
Kingston-upon-Thames	941	915	60,606		N/A	242.00	265.00	265.00
Lambeth	854	880	42,544		88	255.00	266.00	266.00
Lewisham	1,725	1,770	72,923		N/A	235.00	260.00	260.00
London (City of)	4,146	4,072	223,576	43,699	N/A	266.00	277.00	277.00
London (East)	853	835	25,588		N/R	220.00	245.00	245.00
London (South)	1,460	1,466	195,954		N/R	281.00	296.00	296.00
London (West)	1,307	1,405	72,891		N/R	215.00	230.00	230.00
Manor Park	714	655	35,432		N/A	240.00	255.00	257.00
Mortlake	2,469	2,420	148,085		N/R	170.00	175.00	175.00
New Southgate	894	924	30,994		89	240.00	268.50	278.50
North East Surrey	1,866	1,818	72,923		N/R	230.00	250.00	250.00
Putney Vale	1,689	1,555	97,416		179	231.00	245.00	245.00
Ruislip	4,246	3,999	175,042		333	175.00	186.00	186.00
St Marylebone	733	742	77,842		100	240.00	255.00	255.00
South West Middlesex	2,737	2,643	124,707		N/R	155.00	160.00	160.00
West Norwood	585	577	36,470		N/R	255.00	266.00	266.00

CREMATORIA	1 Jan - 31 Dec 1999	1 Jan - 31 Dec 2000	Total Since Opening	2000 Total for County	RCs Recorded	April 2000 Cremation Fee from	April 2001 Cremation Fee from	*Total Crematorium Charges from
<b>MANCHESTER (GREATER) (13)</b>								
Altrincham	1,893	1,795	61,793		N/R	238.00	249.00	249.00
Atherton (Howe Bridge)	353	578	931		N/R	225.00	235.00	235.00
Bolton	3,655	3,388	165,421		398	214.00	235.00	235.00
Dukinfield	2,069	2,084	89,154		N/R	225.00	240.00	240.00
Eccles	896	834	43,818		110	238.00	246.00	246.00
Manchester (Blackley)	1,265	1,196	53,892		N/R	230.00	235.00	235.00
Manchester (Chorlton-cum Hardy)	2,640	2,484	220,472		343	190.00	247.00	247.00
Middleton	505	476	23,197	20,828	N/R	230.00	245.00	245.00
Oldham	1,724	1,614	71,218		150	240.00	246.00	246.00
Rochdale	1,562	1,447	93,937		N/R	230.00	245.00	245.00
Salford	1,186	1,206	48,190		131	238.00	246.00	246.00
Stockport	2,468	2,364	126,509		N/R	245.00	253.00	259.00
Wigan	1,373	1,362	52,628		N/R	178.50	190.00	190.00
<b>MERSEYSIDE (6)</b>								
Birkenhead	3,162	3,141	138,186		376	215.00	230.00	230.00
Liverpool (Anfield)	2,149	2,064	156,001		N/A	227.00	273.00	273.00
Liverpool (Springwood)	2,435	2,258	57,351	12,904	N/A	227.00	273.00	273.00
St Helens	2,227	2,078	58,029		N/A	154.78	157.87	157.87
Southport	1,905	1,846	62,899		224	175.00	212.00	212.00
Thornton (Crosby)	1,579	1,517	48,470		509	175.00	212.00	212.00
<b>NORFOLK (4)</b>								
Great Yarmouth	1,911	1,802	45,248		N/A	200.00	220.00	220.00
King's Lynn	1,932	1,923	30,100		N/R	220.00	235.00	235.00
Norwich (Earlham Road)	1,363	1,315	36,648	7,690	54	242.00	250.00	250.00
Norwich (Horsham St Faith)	2,670	2,650	120,929		55	278.00	292.00	292.00
<b>NORTHAMPTONSHIRE (2)</b>								
Kettering	2,425	2,387	92,733		N/R	205.00	245.00	245.00
Northampton	1,910	1,942	81,526	4,329	N/R	285.00	300.00	300.00
<b>NORTHUMBERLAND (1)</b>								
Blyth	1,665	1,517	54,915	1,517	N/R	134.50	140.50	140.50
<b>NOTTINGHAMSHIRE (3)</b>								
Bramcote	3,070	2,915	55,884		66	170.00	200.00	200.00
Mansfield	2,966	2,930	95,465	8,073	N/A	180.00	194.00	194.00
Nottingham	2,447	2,228	191,759		97	170.00	185.00	185.00
<b>OXFORDSHIRE (2)</b>								
Banbury	404	604	1,008		27	270.00	288.50	288.50
Oxford	2,924	2,830	130,519	3,434	119	285.00	300.00	300.00
<b>SHROPSHIRE (2)</b>								
Shrewsbury	2,585	2,046	79,560	2,733	N/R	175.00	234.50	234.50
Telford (opened Jan 2000)		687	687		N/R	225.00	243.00	243.00
<b>SOMERSET (2)</b>								
Taunton	2,338	2,409	69,009		N/R	208.00	219.00	219.00
Yeovil	1,597	1,642	37,571	4,051	N/R	219.00	230.00	230.00

CREMATORIA	1 Jan – 31 Dec 1999	1 Jan – 31 Dec 2000	Total Since Opening	2000 Total for County	RCs Recorded	April 2000 Cremation Fee from	April 2001 Cremation Fee from	*Total Crematorium Charges from
<b>STAFFORDSHIRE (4)</b>								
Bretby	1,323	1,363	30,151		N/R	225.00	278.00	278.00
Newcastle-under-Lyme	1,435	1,450	41,661		N/A	245.00	275.00	275.00
Stafford	1,602	1,495	36,983	6,257	N/R	222.00	245.00	245.00
Stoke-on-Trent	2,013	1,949	101,750		N/A	270.00	285.00	285.00
<b>SUFFOLK (2)</b>								
Bury St. Edmunds	1,718	1,686	17,354		69	275.00	295.00	295.00
Ipswich	2,339	2,372	101,117	4,058	80	177.00	217.00	217.00
<b>SURREY (3)</b>								
Guildford	1,686	1,722	51,070		N/R	240.00	260.00	260.00
Leatherhead	2,582	2,551	74,245	5,978	152	296.00	311.00	311.00
Woking	1,742	1,705	134,110		105	280.00	295.00	295.00
<b>SUSSEX (EAST) (4)</b>								
Brighton (The Downs)	1,345	1,416	160,259		66	227.00	234.00	234.00
Brighton & Hove (Woodvale)	2,271	2,150	91,356		N/R	204.00	215.00	215.00
Eastbourne	2,867	3,003	99,891	8,046	146	270.00	275.00	275.00
Hastings	1,428	1,477	66,848		N/R	231.00	237.00	237.00
<b>SUSSEX (WEST) (3)</b>								
Chichester	2,421	2,398	65,231		103	291.00	306.00	306.00
Crawley (Surrey & Sussex)	3,371	3,370	117,493	9,066	174	291.00	311.00	311.00
Worthing	3,378	3,298	109,288		402	251.00	298.00	298.00
<b>TYNE &amp; WEAR (8)</b>								
Birtley	589	591	30,589		N/R	182.00	185.00	192.20
Gateshead	1,320	1,383	42,393		N/R	182.00	192.20	192.20
Mountsett	1,267	1,269	42,083		87	186.00	196.00	196.00
Newcastle-upon-Tyne	3,264	3,155	206,144		N/R	270.00	285.00	285.00
South Shields	1,460	1,492	50,338	12,326	162	196.00	206.00	206.00
Sunderland	2,651	2,610	112,688		N/R	212.05	224.85	224.85
Tynemouth	1,741	1,184	39,621		N/R	258.00	266.00	266.00
Whitley Bay	0	642	27,209		N/R	258.00	266.00	266.00
<b>WARWICKSHIRE (3)</b>								
Leamington Spa	2,043	1,919	47,461		N/R	175.00	190.00	190.00
Nuneaton	1,851	1,773	50,559	3,742	N/R	290.00	305.00	305.00
Colehill (Woodlands) (opened Nov 2000)		50	50		N/R	—	300.00	300.00
<b>WEST MIDLANDS (12)</b>								
Birmingham (Lodge Hill)	2,428	2,312	154,964		198	286.70	298.00	298.00
Birmingham (Perry Barr)	1,256	1,206	133,185		N/R	290.00	299.00	299.00
Birmingham (Sutton Coldfield)	2,281	2,242	65,592		140	286.70	298.00	298.00
Birmingham (Yardley)	1,949	1,971	103,158		146	286.70	298.00	298.00
Coventry	2,860	2,803	136,711		N/R	237.00	252.00	252.00
Dudley	1,671	1,735	53,020	23,725	100	272.00	280.00	280.00
Rowley Regis	927	1,042	27,575		N/R	280.00	290.00	290.00
Solihull	2,216	2,160	75,809		N/R	290.00	300.00	300.00
Stourbridge	1,806	1,629	55,909		N/R	272.00	280.00	280.00
Walsall	1,925	1,960	59,693		N/A	225.00	236.00	236.00
West Bromwich	1,971	1,996	62,209		N/R	280.00	290.00	290.00
Wolverhampton	2,741	2,669	109,261		N/R	245.00	280.00	280.00

CREMATORIA	1 Jan - 31 Dec 1999	1 Jan - 31 Dec 2000	Total Since Opening	2000 Total for County	RCs Recorded	April 2000 Cremation Fee from	April 2001 Cremation Fee from	*Total Crematorium Charges from
<b>WILTSHIRE (3)</b>								
Salisbury	1,653	1,660	58,728		41	225.00	232.00	232.00
Swindon	1,992	1,891	53,198	5,058	124	253.00	266.00	266.00
West Wiltshire	1,300	1,507	6,330		58	263.00	280.00	280.00
<b>WORCESTERSHIRE (2)</b>								
Redditch	1,140	1,181	21,608		N/R	250.00	260.00	260.00
Worcester	1,901	2,008	61,874	3,189	N/A	215.00	235.00	235.00
<b>YORKSHIRE (EAST) (2)</b>								
East Riding	872	929	3,407		27	195.00	215.00	215.00
Haltemprice	1,191	1,193	2,919	2,122	N/R	242.00	242.00	242.00
<b>YORKSHIRE (NORTH) (4)</b>								
Harrogate	1,507	1,396	55,945		N/R	291.00	301.00	301.00
Scarborough	1,236	1,171	58,355		N/R	255.00	280.00	280.00
Skipton	984	975	43,165	5,651	N/A	180.00	190.00	190.00
York	2,135	2,109	75,988		106	335.00	365.00	365.00
<b>YORKSHIRE (SOUTH) (6)</b>								
Barnsley	1,890	1,864	67,691		N/R	255.00	280.00	280.00
Doncaster	2,707	2,453	85,133		N/R	245.00	262.20	262.20
Rotherham	1,944	1,851	57,941		N/A	256.00	270.00	270.00
Sheffield (City Road)	1,863	1,811	183,459	11,359	N/R	255.00	265.00	265.00
Sheffield (Grenoside)	1,192	1,368	3,022		49	255.00	265.00	265.00
Sheffield (Hurtlecliffe)	2,075	2,012	58,258		N/R	255.00	265.00	265.00
<b>YORKSHIRE WEST (11)</b>								
Bradford	1,398	1,378	106,700		184	220.00	233.00	233.00
Dewsbury Moor	1,378	1,355	57,948		N/A	250.00	270.00	270.00
Halifax	1,673	1,657	84,321		N/R	232.00	260.00	260.00
Huddersfield	1,798	1,719	78,481		N/R	250.00	270.00	270.00
Keighley	545	529	20,276		63	220.00	233.00	233.00
Leeds (Cottingley Hall)	1,488	1,443	78,556	16,662	N/R	245.00	270.00	270.00
Leeds (Lawnswood)	2,405	2,419	181,189		N/R	245.00	270.00	270.00
Pontefract	1,753	1,699	60,694		N/R	247.00	266.00	266.00
Rawdon	1,943	1,947	68,379		N/R	245.00	270.00	270.00
Shipley	1,424	1,339	55,443		92	220.00	233.00	233.00
Wakefield	1,204	1,177	38,020		N/R	247.00	266.00	266.00
<b>SCOTLAND (22)</b>								
Aberdeen	2,567	2,457	110,263		N/A	300.00	340.00	340.00
Ayr	1,709	1,639	63,214		N/R	242.00	250.00	250.00
Cardross	550	529	17,848		N/A	265.23	273.18	273.18
Clydebank	1,821	1,737	47,280		211	210.00	260.00	260.00
Dundee	1,776	1,719	100,726		192	323.00	340.00	340.00
Dunfermline	775	738	18,855		27	250.00	260.00	260.00
Edinburgh (Mortonhall)	2,842	2,926	68,150		N/R	294.00	332.00	332.00
Edinburgh (Seafield)	795	832	43,044		N/R	310.00	330.00	330.00
Edinburgh (Warriston)	2,512	2,389	206,506		N/R	310.00	330.00	330.00
Falkirk	2,221	2,193	57,254		N/R	190.00	200.00	200.00
Friockheim	576	589	3,926	34,628	14	313.00	348.00	348.00
Glasgow (Craigton)	1,133	1,056	56,316		185	270.00	280.00	280.00
Glasgow (Daldowie)	4,310	4,175	154,725		593	224.80	231.00	231.00
Glasgow (The Linn)	2,740	2,687	94,634		422	224.80	231.00	231.00
Glasgow (Maryhill)	1,853	1,676	132,599		345	210.00	230.00	230.00
Greenock	1,057	1,088	36,609		155	271.00	279.15	279.15
Inverness	576	512	2,911		18	218.00	278.00	278.00
Irvine	817	1,002	2,808		70	246.00	258.00	258.00



CREMATORIA	1 Jan - 31 Dec 1999	1 Jan - 31 Dec 2000	Total Since Opening	2000 Total for County	RCs Recorded	April 2000 Cremation Fee from	April 2001 Cremation Fee from	*Total Crematorium Charges from
<i>Scotland continued</i>								
Kirkcaldy	1,781	1,728	67,124		N/R	250.00	260.00	260.00
Moray	141	295	436		14	272.00	335.00	335.00
Paisley	1,635	1,569	88,239		125	262.00	290.00	290.00
Perth	1,126	1,092	38,770		49	320.00	330.00	330.00
<b>WALES (12)</b>								
Aberdare	1,343	1,274	31,698		N/R	160.00	170.00	170.00
Aberystwyth	457	418	2,560		14	260.00	270.00	270.00
Bangor	1,020	958	22,620		42	143.50	150.50	150.50
Bridgend	1,760	1,686	30,671		N/A	214.25	220.00	233.60
Cardiff	2,609	2,495	116,354		202	217.25	224.75	224.75
Colwyn Bay	2,016	1,884	71,361		N/R	200.00	210.00	210.00
Gwent	2,846	2,724	91,826	20,108	84	192.00	199.00	199.00
Margam	1,539	1,601	41,209		70	175.00	200.00	200.00
Narberth	1,345	1,343	32,119		5	190.00	195.00	195.00
Pontypridd	1,413	1,377	95,012		N/A	165.00	170.00	170.00
Swansea	2,726	2,772	107,278		121	170.00	192.00	192.00
Wrexham (Pentrebychan)	1,568	1,576	38,899		N/R	238.00	244.00	244.00
<b>CHANNEL ISLANDS (2)</b>								
Guernsey	300	323	11,037		N/R	122.00	128.00	128.00
Jersey	499	492	15,515	815	76	155.00	159.00	159.00
<b>NORTHERN IRELAND (1)</b>								
Belfast	2,403	2,253	51,625	2,253	168	100.00	104.00	104.00
<b>TOTALS</b>	<b>444,169</b>	<b>437,609</b>	<b>17,782,084</b>	<b>437,609</b>				

\* The total crematorium charges include the following services: Use of chapel, waiting rooms and all attendances, Floral Decoration, Music (recorded or organ), Scattering/strewing of ashes, Medical Referee's Fee.

2001 average cremation fee £251.72

2001 average total crematorium charge £252.42

2000 average cremation fee £234.67

2000 average total crematorium charge £235.38

## Facts and Figures 1960 to 2000

Year	Operating Crematoria	New Crematoria	Deaths**	Cremations	Percentage
1960	148	17	588,032	204,019	34.70
1970	206	2	638,834	353,957	55.41
1980	220	1	644,684	420,717	65.26
1990	225	0	629,629	438,066	69.58
1991	225	0	634,339	441,108	69.54
1992	226	1	622,410	437,000	70.21
1993	227	1	646,477	453,045	70.08
1994	228	1	616,719	434,223	70.41
1995	229	3*	649,635	445,574	68.59
1996	230	1	640,081	445,934	69.67
1997	234	4	633,635	446,305	70.44
1998	238	4	635,062	439,145	69.37
1999	241	3	635,785	444,169	69.86
2000	243 <sup>1</sup>	2	617,001+	437,609	70.93+

\* Includes replacement of existing crematorium.

\*\* Source: Office for National Statistics. Crown copyright

+ Provisional figures as at 20th February 2001

<sup>1</sup> Includes Arnos Vale which closed in 1998.

# Cremations per Crematorium

## (Highest-Lowest)

1	Portchester	4,178	52	Kettering	2,387	102	Chester	1,832
2	Glasgow (Daldowie)	4,175	53	Ipswich	2,372	105	Aldershot	1,824
3	London (City of)	4,072	54	Stockport	2,364	106	North East Surrey	1,818
4	Ruislip	3,999	55	Beckenham	2,361	107	Sheffield (City Road)	1,811
5	South Essex	3,832	56	Peterborough	2,317	108	Warrington	1,811
6	Eltham	3,827	57	Birmingham (Lodge Hill)	2,312	109	Great Yarmouth	1,802
7	Southampton	3,668	58	Liverpool (Springwood)	2,258	110	Altrincham	1,795
8	Middlesbrough	3,646	59	Belfast	2,253	111	Great Grimsby	1,790
9	Bournemouth	3,624	60	Birmingham (Sutton Coldfield)	2,242	112	Nuncaton	1,773
10	Leicester	3,585	61	Hull	2,235	113	Lewisham	1,770
11	Bolton	3,388	62	Durham	2,232	114	Margate	1,764
12	Crawley (Surrey & Sussex)	3,370	63	Tunbridge Wells	2,228	115	Clydebank	1,737
13	Worthing	3,298	64	Nottingham	2,228	116	Slough	1,737
14	Exeter	3,272	65	Falkirk	2,193	117	Dudley	1,735
15	West Hertfordshire	3,226	66	Chesterfield	2,188	118	Kirkcaldy	1,728
16	Newcastle-upon-Tyne	3,155	67	Solihull	2,160	119	Guildford	1,722
17	Birkenhead	3,141	68	Golders Green	2,155	120	Huddersfield	1,719
18	Amersham (Chilterns)	3,062	69	Brighton & Hove (Woodvale)	2,150	121	Dundee	1,719
19	Medway	3,043	70	Croydon	2,150	122	Woking	1,705
20	Enfield	3,039	71	York	2,109	123	Pontefract	1,699
21	Eastbourne	3,003	72	Bath	2,105	124	Westerleigh	1,699
22	Derby	2,951	73	Dukinfield	2,084	125	Bridgend	1,686
23	Mansfield	2,930	74	St Helens	2,078	126	Bury St. Edmunds	1,686
24	Edinburgh (Mortonhall)	2,926	75	Liverpool (Anfield)	2,064	127	Weston Super Mare	1,684
25	Bramcote	2,915	76	Cheltenham	2,063	128	Lincoln	1,681
26	Oxford	2,830	77	Maidstone	2,060	129	Glasgow (Maryhill)	1,676
27	Coventry	2,803	78	Shrewsbury	2,046	130	Weeley	1,670
28	Cambridge	2,795	79	Reading	2,043	131	Carlisle	1,663
29	Swansea	2,772	80	Bristol (South)	2,040	132	Loughborough	1,660
30	Gwent	2,724	81	Sheffield (Hutcliffe Wood)	2,012	133	Salisbury	1,660
31	Torquay	2,703	82	Worcester	2,008	134	Halifax	1,657
32	Southend-on-Sea	2,693	83	Blackpool	2,003	135	Basildon	1,650
33	Glasgow (The Linn)	2,687	84	West Bromwich	1,996	136	Gloucester	1,647
34	Wolverhampton	2,669	85	Birmingham (Yardley)	1,971	137	Yeovil	1,642
35	Norwich (Horsham St Faith)	2,650	86	Bristol (Canford)	1,961	138	Ayr	1,639
36	South West Middlesex	2,643	87	Walsall	1,960	139	Basingstoke	1,631
37	Truro	2,612	88	Luton	1,956	140	Stourbridge	1,629
38	Sunderland	2,610	89	Stoke-on-Trent	1,949	141	Oldham	1,614
39	Chelmsford	2,578	90	Rawdon	1,947	142	Margam	1,601
40	Leatherhead	2,551	91	Northampton	1,942	143	Preston	1,593
41	Cardiff	2,495	92	King's Lynn	1,923	144	Bracknell	1,583
42	Manchester		93	Leamington Spa	1,919	145	Wrexham (Pentrebychan)	1,576
	(Chorlton-cum-Hardy)	2,484	94	Darlington	1,908	146	Milton Keynes	1,575
43	Aberdeen	2,457	95	Lancaster & Morecambe	1,907	147	Burnley	1,569
44	Doncaster	2,453	96	Swindon	1,891	148	Paisley	1,569
45	Poole	2,436	97	Colwyn Bay	1,884	149	Putney Vale	1,555
46	Mortlake	2,420	98	Barnsley	1,864	150	Macclesfield	1,548
47	Leeds (Lawnswood)	2,419	99	Rotherham	1,851	151	Blackburn	1,540
48	Taunton	2,409	100	Southport	1,846	152	Bedford	1,525
49	Chichester	2,398	101	Harlow	1,844	153	Honor Oak	1,523
50	Barham	2,390	102	Boston	1,838	154	Blyth	1,517
51	Edinburgh (Warriston)	2,389	103	Harwood Park	1,833	155	Thornton (Crosby)	1,517

156 West Wiltshire	1,507	186 Aberdare	1,274	216 London (East)	835
157 Colchester	1,505	187 Mountsett	1,269	217 Eccles	834
158 Stafford	1,495	188 Weymouth	1,232	218 Edinburgh (Seafield)	832
159 South Shields	1,492	189 Birmingham (Perry Barr)	1,206	219 Distington (Whitehaven)	821
160 Plymouth (Weston Mill)	1,483	190 Salford	1,206	220 St Marylebone	742
161 Hastings	1,477	191 Crewe	1,200	221 Dunfermline	738
162 Whippingham	1,467	192 Manchester (Blackley)	1,196	222 Telford (opened Jan 2000)	687
163 London (South)	1,466	193 Grantham	1,193	223 Folkestone	672
164 Charing	1,451	194 Haltemprice	1,193	224 Forest of Dean	666
165 Newcastle-under-Lyme	1,450	195 Tynemouth	1,184	225 Manor Park	655
166 Rochdale	1,447	196 Redditch	1,181	226 Whitley Bay	642
167 Leeds (Cottingley Hall)	1,443	197 Wakefield	1,177	227 Banbury	604
168 Brighton (The Downs)	1,416	198 Scarborough	1,171	228 Douglas	603
169 Lytham St Annes	1,408	199 Bodmin	1,168	229 Birtley	591
170 London (West)	1,405	200 Perth	1,092	230 Fricockheim	589
171 Barnstaple	1,400	201 Greenock	1,088	231 Atherton (Howe Bridge)	578
172 Harrogate	1,396	202 Glasgow (Craigton)	1,056	232 West Norwood	577
173 Gateshead	1,383	203 Rowley Regis	1,042	233 Widnes	561
174 Bradford	1,378	204 Islington	1,008	234 Cardross	529
175 Pontypridd	1,377	205 Irvine	1,002	235 Keighley	529
176 Scunthorpe	1,376	206 Skipton	975	236 Inverness	512
177 Sheffield (Grenoside)	1,368	207 Hendon	960	237 Jersey	492
178 Bretby	1,363	208 Bangor	958	238 Middleton	476
179 Wigan	1,362	209 Accrington	950	239 Aberystwyth	418
180 Dewsbury Moor	1,355	210 East Riding	929	240 Guernsey	323
181 Narberth	1,343	211 New Southgate	924	241 Moray	295
182 Shipley	1,339	212 Kingston-upon-Thames	915	242 Coleshill (Woodlands)	
183 Hereford	1,333	213 Barrow-in-Furness	913	(opened Nov 2000)	50
184 Norwich (Earlham Road)	1,315	214 Lambeth	880		
185 Plymouth (Efford)	1,312	215 Hartlepool	863		

## Cremation Fee League Table

1 York	365.00	23 Solihull	300.00	45 Weeley	286.00
2 Fricockheim	348.00	24 Birmingham (Perry Barr)	299.00	46 Bath	285.00
3 Aberdeen	340.00	25 Birmingham (Lodge Hill)	298.00	47 Newcastle-upon-Tyne	285.00
4 Dundee	340.00	26 Birmingham		48 Stoke-on-Trent	285.00
5 Moray	335.00	(Sutton Coldfield)	298.00	49 Torquay	285.00
6 Edinburgh (Mortonhall)	332.00	27 Birmingham (Yardley)	298.00	50 Lancaster & Morecambe	281.00
7 Edinburgh (Seafield)	330.00	28 Worthing	298.00	51 Barnsley	280.00
8 Edinburgh (Warriston)	330.00	29 London (South)	296.00	52 Dudley	280.00
9 Perth	330.00	30 Bury St. Edmunds	295.00	53 Glasgow (Craigton)	280.00
10 Whippingham	321.00	31 Golders Green	295.00	54 Scarborough	280.00
11 Cambridge	320.00	32 Great Grimsby	295.00	55 Stourbridge	280.00
12 Crawley (Surrey & Sussex)	311.00	33 Woking	295.00	56 West Wiltshire	280.00
13 Exeter	311.00	34 Hull	292.00	57 Wolverhampton	280.00
14 Leatherhead	311.00	35 Norwich (Horsham St Faith)	292.00	58 Greenock	279.15
15 Chichester	306.00	36 Bristol (Canford)	290.00	59 Bretby	278.00
16 Beckenham	305.00	37 Bristol (South)	290.00	60 Darlington	278.00
17 Nuneaton	305.00	38 Paisley	290.00	61 Inverness	278.00
18 Harrogate	301.00	39 Rowley Regis	290.00	62 London (City of)	277.00
19 Coleshill (Woodlands)		40 West Bromwich	290.00	63 Douglas	276.00
(opened Nov 2000)	300.00	41 Westerleigh	290.00	64 Eastbourne	275.00
20 Northampton	300.00	42 Weston Super Mare	290.00	65 Gloucester	275.00
21 Oxford	300.00	43 Banbury	288.50	66 Newcastle-under-Lyme	275.00
22 Scunthorpe	300.00	44 Milton Keynes	288.00	67 Southampton	275.00

68	Loughborough	274.00	127	Coventry	252.00	185	Harlow	230.00
69	Cardross	273.18	128	Crewe	251.00	186	London (West)	230.00
70	Basingstoke	273.00	129	Ayr	250.00	187	Margate	230.00
71	Liverpool (Anfield)	273.00	130	North East Surrey	250.00	188	Peterborough	230.00
72	Liverpool (Springwood)	273.00	131	Norwich (Earlham Road)	250.00	189	Yeovil	230.00
73	Croydon	271.00	132	Tunbridge Wells	250.00	190	Leicester	228.00
74	Aberystwyth	270.00	133	Warrington	250.00	191	Barnstaple	225.00
75	Dewsbury Moor	270.00	134	Widnes	250.00	192	Barrow-in-Furness	225.00
76	Forest of Dean	270.00	135	Altrincham	249.00	193	Sunderland	224.85
77	Huddersfield	270.00	136	Colchester	249.00	194	Cardiff	224.75
78	Leeds (Cottingley Hall)	270.00	137	Manchester		195	Bridgend	220.00
79	Leeds (Lawnswood)	270.00		(Chorlton-cum-Hardy)	247.00	196	Great Yarmouth	220.00
80	Rawdon	270.00	138	Distington (Whitehaven)	246.00	197	Lincoln	220.00
81	Rotherham	270.00	139	Eccles	246.00	198	Taunton	219.00
82	New Southgate	268.50	140	Oldham	246.00	199	Burnley	218.00
83	Cheltenham	267.00	141	Salford	246.00	200	Ipswich	217.00
84	Eltham	267.00	142	Kettering	245.00	201	Brighton & Hove (Woodvale)	215.00
85	Carlisle	266.00	143	London (East)	245.00	202	East Riding	215.00
86	Lambeth	266.00	144	Middleton	245.00	203	Islington	215.00
87	Pontefract	266.00	145	Plymouth (Efford)	245.00	204	Hartlepool	214.00
88	South Essex	266.00	146	Plymouth (Weston Mill)	245.00	205	Luton	213.00
89	Swindon	266.00	147	Putney Vale	245.00	206	Southport	212.00
90	Tynemouth	266.00	148	Rochdale	245.00	207	Thornton (Crosby)	212.00
91	Wakefield	266.00	149	Stafford	245.00	208	West Hertfordshire	211.00
92	West Norwood	266.00	150	Preston	244.00	209	Colwyn Bay	210.00
93	Whitley Bay	266.00	151	Wrexham (Pentrebychan)	244.00	210	Hendon	210.00
94	Bodmin	265.00	152	Southend-on-Sea	243.00	211	South Shields	206.00
95	Kingston-upon-Thames	265.00	153	Telford (opened Jan 2000)	243.00	212	Truro	205.00
96	Maidstone	265.00	154	Macclesfield	242.50	213	Bramcote	200.00
97	Sheffield (City Road)	265.00	155	Haltemprice	242.00	214	Falkirk	200.00
98	Sheffield (Grenoside)	265.00	156	Blackpool	241.00	215	Margam	200.00
99	Sheffield (Hutcliffe Wood)	265.00	157	Chelmsford	241.00	216	Accrington	199.00
100	Middlesbrough	264.00	158	Dukinfield	240.00	217	Gwent	199.00
101	Chester	263.00	159	Medway	240.00	218	Amersham (Chilterns)	198.00
102	Doncaster	262.20	160	Hastings	237.00	219	Lytham St Annes	196.00
103	Bracknell	262.00	161	Blackburn	236.00	220	Mountsett	196.00
104	Reading	262.00	162	Walsall	236.00	221	Narberth	195.00
105	Aldershot	260.00	163	Atherton (Howe Bridge)	235.00	222	Mansfield	194.00
106	Basildon	260.00	164	Bedford	235.00	223	Gateshead	192.20
107	Clydebank	260.00	165	Bolton	235.00	224	Swansea	192.00
108	Dunfermline	260.00	166	Derby	235.00	225	Leamington Spa	190.00
109	Guildford	260.00	167	King's Lynn	235.00	226	Skipton	190.00
110	Halifax	260.00	168	Manchester (Blackley)	235.00	227	Wigan	190.00
111	Hereford	260.00	169	Portchester	235.00	228	Durham	187.50
112	Kirkcaldy	260.00	170	Slough	235.00	229	Ruislip	186.00
113	Lewisham	260.00	171	Worcester	235.00	230	Birtley	185.00
114	Poole	260.00	172	Shrewsbury	234.50	231	Nottingham	185.00
115	Redditch	260.00	173	Brighton (The Downs)	234.00	232	Mortlake	175.00
116	Weymouth	259.00	174	Bradford	233.00	233	Aberdare	170.00
117	Folkestone	258.00	175	Keighley	233.00	234	Pontypridd	170.00
118	Irvine	258.00	176	Shipley	233.00	235	South West Middlesex	160.00
119	Barham	255.00	177	Bournemouth	232.50	236	Jersey	159.00
120	Charing	255.00	178	Grantham	232.00	237	St Helens	157.87
121	Enfield	255.00	179	Salisbury	232.00	238	Bangor	150.50
122	Harwood Park	255.00	180	Glasgow (Daldowie)	231.00	239	Chesterfield	144.00
123	Manor Park	255.00	181	Glasgow (The Linn)	231.00	240	Blyth	140.50
124	St Marleybone	255.00	182	Birkenhead	230.00	241	Guernsey	128.00
125	Honor Oak	253.00	183	Boston	230.00	242	Belfast	104.00
126	Stockport	253.00	184	Glasgow (Maryhill)	230.00			

# Cremation Comparisons

CREMATORIA carrying out the HIGHEST NUMBER of cremations in 2000

PORTCHESTER	4,178
GLASGOW (Daldowie)	4,175
CITY OF LONDON	4,072
RUISLIP	3,999
SOUTH ESSEX	3,832
ELTHAM	3,827
SOUTHAMPTON	3,668
MIDDLESBROUGH	3,646
BOURNEMOUTH	3,624
LEICESTER	3,585

COUNTIES carrying out the HIGHEST NUMBER of cremations in 2000

LONDON	(24 crematoria)	43,699
SCOTLAND	(22 crematoria)	34,628
WEST MIDLANDS	(12 crematoria)	23,725
GREATER MANCHESTER	(13 crematoria)	20,828
WALES	(12 crematoria)	20,108
YORKSHIRE WEST	(11 crematoria)	16,662
ESSEX	(7 crematoria)	15,772
KENT	(7 crematoria)	13,608
MERSEYSIDE	(6 crematoria)	12,904
TYNE & WEAR	(8 crematoria)	12,326

CREMATORIA having the highest percentage INCREASES on previous full year

IRVINE	22.64%
BASINGSTOKE	16.92%
WEST WILTSHIRE	15.92%
SHEFFIELD (Grenoside)	14.77%
ROWLEY REGIS	12.41%
BODMIN	9.57%
BOURNEMOUTH	9.32%
HEREFORD	9.26%
GUERNSEY	7.67%
WARRINGTON	7.54%

CREMATORIA which have carried out MOST cremations since date of opening

GOLDERS GREEN (1902)	306,011
LONDON (City of) (1904)	223,576
MANCHESTER (Chorlton-cum-Hardy) (1892)	220,472
ENFIELD (1938)	208,679
EDINBURGH (Warriston) (1929)	206,506
NEWCASTLE UPON TYNE (1934)	206,144
LONDON (South) (1936)	195,954
BOURNEMOUTH (1938)	193,189
NOTTINGHAM (1931)	191,759
SHEFFIELD (City Road) (1904)	183,459

CREMATORIA carrying out the MOST (recorded) CATHOLIC CREMATIONS in 2000

GLASGOW (Daldowie)	593	BOLTON	398
THORNTON (Crosby)	509	BIRKENHEAD	376
MIDDLESBROUGH	434	PRESTON	366
GLASGOW (The Linn)	422	GLASGOW (Maryhill)	345
WORTHING	402	MANCHESTER (Chorlton-cum-Hardy)	343

List of the first ten and the last ten CREMATORIA to be opened in Great Britain

WOKING, Surrey	1885	HOLMSFORD BRIDGE, Scotland	30 October 1997
MANCHESTER (Chorlton-cum-Hardy)	1892	BASILDON & DISTRICT, Essex	30 April 1998
GLASGOW (Maryhill) Scotland	1895	BASINGSTOKE, Hampshire	1 June 1998
LIVERPOOL (Anfield) Merseyside	1896	HALTEMPRIJCE, Yorkshire	29 June 1998
HULL, Humberside	1901	GRENOSIDE, Sheffield, Yorkshire	14 August 1998
DARLINGTON, Durham	1901	BANBURY, Oxfordshire	15 February 1999
LEICESTER, Leics.	1902	HOWE BRIDGE, Greater Manchester	6 May 1999
GOLDERS GREEN, London	1902	MORAY, Scotland	June 1999
BIRMINGHAM (Perry Barr) West Mids.	1903	TELFORD, Shropshire	24 January 2000
LONDON (City of)	1904	COLESHILL, Warwickshire	6 November 2000

**Crematoria  
Statistics  
1999-2000  
Actuals**

APPENDIX 13a

**CIPFA**

Statistical  
Information  
Service

S 3 Ref.  
61.01

# CREMATORIA STATISTICS 1999-2000 ACTUALS

## COMMENTARY

### Introduction

Details were requested from 191 crematoria; of these, 32 were not returned: Belfast (City of), Blyth Valley and Wansbeck, Breakspear/Hillingdon, Burnley, Cardiff, Cheltenham, Chilterns/Amersham, Coventry, Craven/Waltonwrays, Gateshead/Birtley, Hartlepool, Kingston upon Hull, Lewisham, Neath Port Talbot County/Margam, North Devon/Barnstaple, North Tyneside/Tynemouth, North Tyneside/Whitley Bay, Oldham, Reading, Redditch, Rochdale/Middleton, Rochdale/Rochdale, Shepway/Hawkinge, Slough, Southampton, Swansea, Tameside/Dunkinfield, Walsall/Streetly, West Hertfordshire/Watford, Weymouth and Portland, Wolverhampton, and Worthing.

Of the 159 returned, one establishment is not included in the table below or the Average Cost of Cremation shown at the bottom of each page. Crewe and Nantwich are unable to provide the number of cremations undertaken. Therefore the table below relates to 158 crematoria.

TABLE: ANALYSIS OF AVERAGE EXPENDITURE AND INCOME PER CREMATION

	1996-1997		1997-1998		1998-1999		1999-2000		Increase/ (decrease) from last year
	£	%	£	%	£	%	£	%	
Employees	47.72	36.9	52.06	37.0	52.09	36.2	55.80	35.1	7.12
Premises expenditure	34.14	26.4	38.73	27.6	39.74	27.6	43.77	27.6	10.14
Central administrative costs	12.91	10.0	13.66	9.7	14.08	9.8	16.06	10.1	14.06
Other running costs	34.69	26.7	36.11	25.7	38.08	26.4	43.22	27.2	13.50
<b>Total expenditure</b>	<b>129.46</b>	<b>100.0</b>	<b>140.56</b>	<b>100.0</b>	<b>143.99</b>	<b>100.0</b>	<b>158.85</b>	<b>100.0</b>	<b>10.32</b>
Fees and charges	190.79	95.9	208.79	96.0	228.29	96.5	244.75	96.4	7.21
Other income	8.24	4.1	8.60	4.0	8.16	3.5	9.24	3.6	13.24
<b>Total income</b>	<b>199.20</b>	<b>100.0</b>	<b>217.39</b>	<b>100.0</b>	<b>236.45</b>	<b>100.0</b>	<b>253.99</b>	<b>100.0</b>	<b>7.42</b>
Surplus/(Deficit)	69.57		76.83		92.46		95.14		2.90
Capital charges	20.18		21.13		24.44		27.80		13.75

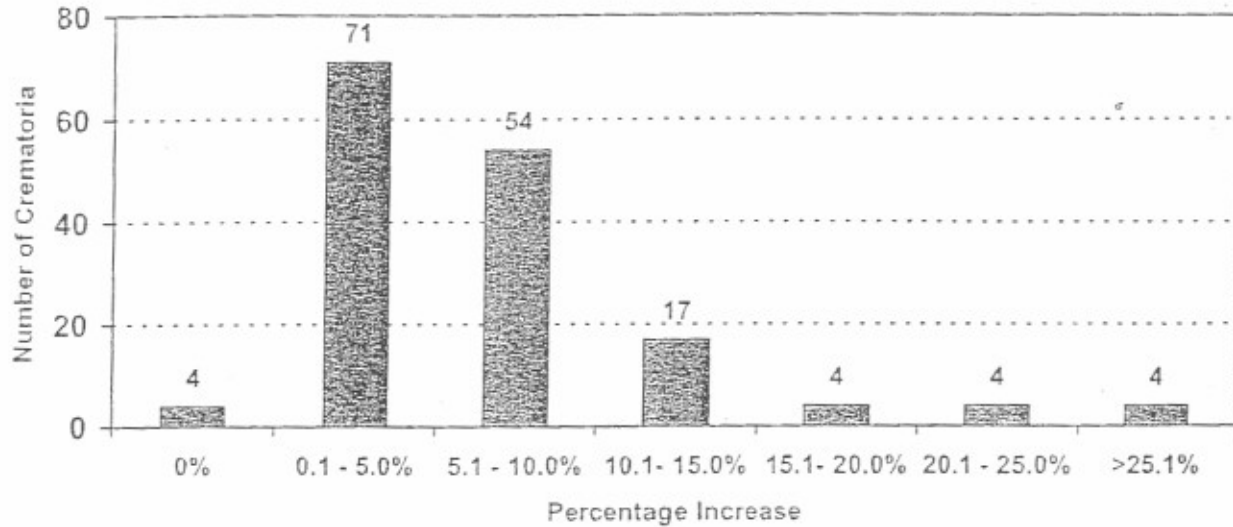
The table gives a breakdown of average cost per cremation for the 158 authorities.

### Analysis of Changes in Charges (including Environmental Surcharge)

Increases in crematoria charges between 1<sup>st</sup> April 1999 and 1<sup>st</sup> April 2000 averaged 6.86%. The graph on page 3 illustrates the pattern of change.

### Increase in Adult Cremation Fee

1st April 1999 - 1st April 2000



### Analysis of Surplus/(Deficit)

The majority of crematoria (151) have made a surplus in 1999-2000, with the range of surplus/(deficit) being quite wide.

The difference between the straight average (total of each authority's surplus/(deficit) per cremation, divided by the number of authorities) and the weighted average (which reflects the number of cremations undertaken by each crematorium) is significant:

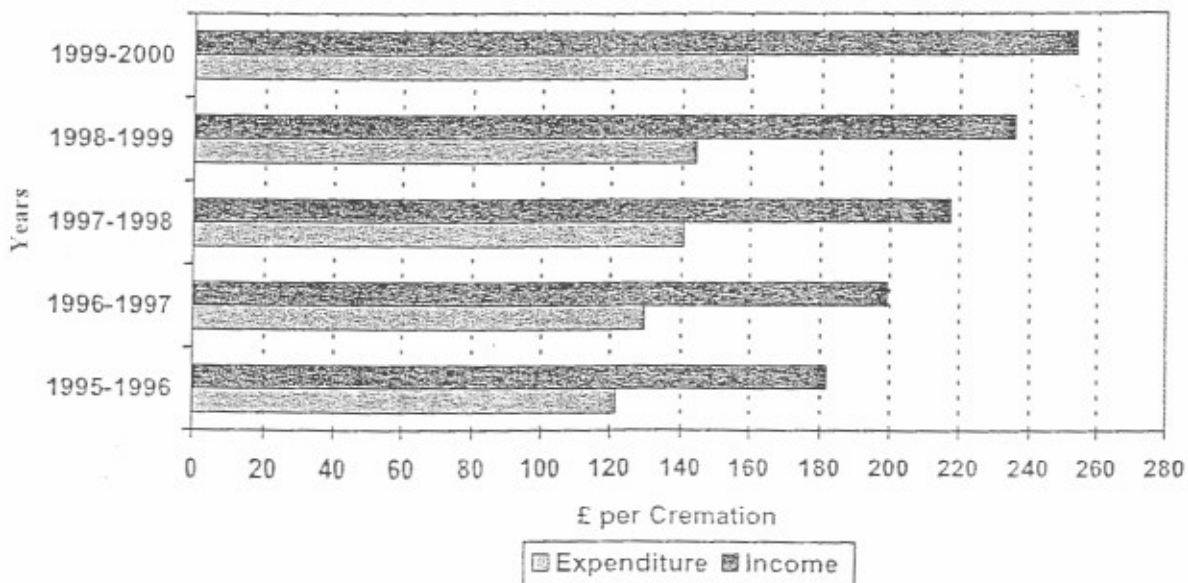
Straight average per cremation - £90.28

Weighted average per cremation - £95.14

This suggests that profitability is linked to the number of cremations undertaken, ie. the greater the number of cremations undertaken, the greater the surplus.

### Comparison of Average Income and Expenditure

1995-1996 to 1999-2000





Authority / Crematorium	Expenditure incurred during 1999/2000 to conform with the Environmental Protection Act 1990 (17)	Expenditure incurred up to 31.3.2000 to conform with the Environmental Protection Act 1990 (18)	FINANCIAL INFORMATION FOR THE YEAR ENDING 31 MARCH 2000					
			Expenditure (excluding Capital financing / Asset rental)					
			Employees (19)	Premises Related Expenses (20)	Transport Related Expenses (21)	Supplies and Services (22)	Hired and Contracted Services (23)	Central Support Services (24)
Aberdeen	-	-	116	89	4	52	47	
Argyll and Bute / Cardross	-	174	33	20	2	37	13	
Barnet/Handon	-	9	81	56	-	49	-	3
Barnsley	-	-	156	96	3	32	50	5
Barrow in Furness/Thorncliffe	-	-	49	34	1	32	15	1
Bath and North East Somerset	a	1	130	38	1	139	-	
Belfast (City of)	-	-	-	-	-	-	-	-
Birmingham/Lodge Hill	-	-	127	64	-	81	-	29
Birmingham/Sutton Coldfield	-	-	100	103	-	98	-	20
Birmingham/Yardley	-	-	100	43	1	30	-	21
Blackburn with Darwen/Pleasington	a	-	24	47	-	38	68	1
Blackpool	-	10	63	79	3	81	-	17
Blyth Valley and Wansbeck	-	-	-	-	-	-	-	-
Bolton Metro / Overdale	JB	-	187	235	2	102	14	8
Boston	-	-	66	96	-	18	12	4
Bournemouth	-	**	186	96	2	54	46	1
Bracknell Forest/Easthampton	-	**	115	219	1	43	-	123
Bradford/Nab Wood	-	-	103	24	2	25	7	1
Bradford/Oakworth	-	-	184	40	1	10	3	
Bradford/Scholemoor	-	-	103	23	2	26	8	1
Breakspear/Hillingdon	-	-	-	-	-	-	-	-
Bridgend County	JC	-	126	79	1	59	62	34
Brighton and Hove	a	-	108	1	-	97	-	11
Bristol/Canford	BB	-	225	212	2	201	-	12
Bristol/South Bristol	BB	-	See Notes	See Notes	See Notes	See Notes	See Notes	See Notes
Broxtons/Bramcote	JC	a	438	160	89	49	-	28
Burnley	-	-	-	-	-	-	-	-
Calderdale/Parkwood	-	15	261	117	95	2	93	24
Cambridge	-	16	648	139	135	10	86	40
Cardiff	-	-	-	-	-	-	-	-
Carlisle	a	-	312	110	82	1	40	9
Central Durham	JC	a	400	120	87	1	30	41
Chelmsford	-	-	459	116	114	1	46	26
Cheltenham	-	-	-	-	-	-	-	-
Chester	-	-	136	111	110	1	14	22
Chesterfield and District	JC	a	329	147	86	2	43	6
Chillerns/Amersham	-	-	-	-	-	-	-	-
Colchester	a	-	**	87	129	-	46	-
Conwy County/Colwyn Bay	-	-	347	91	99	1	88	5
Copeland/Distington Hall	-	-	401	-	46	-	15	211
Cornwall/Carrick	JC	a	466	239	101	-	130	30
Coventry	-	-	-	-	-	-	-	-
Craven/Wallonways	-	-	-	-	-	-	-	-
Crewe and Nantwich	a	1	166	102	35	14	47	4
Croydon	-	1	50	214	194	9	128	-
Cynfor Gwynedd/Bangor	-	-	-	86	73	1	22	-
Darlington	-	**	29	163	163	2	22	-
Derby/Markeaton	a	-	136	119	119	1	119	19
Derwentside/Mountsett	JC	a	-	74	44	-	13	14
Doncaster/Rosehill	-	19	19	61	98	10	58	31
Douglas (Isle of Man)	-	-	-	60	48	2	18	-
Dudley/Gornal Wood	-	-	130	110	110	2	40	30
Dudley/Stourbridge	-	-	117	47	47	2	35	29
East Staffordshire/Bretby	JC	a	-	97	167	1	43	-
Eastbourne	-	**	**	159	75	4	56	62
Edinburgh/Mortonhall	-	-	476	164	288	-	122	-
Falkirk	a	-	-	107	60	-	37	60
Fife/Dunfermline	a	**	**	83	55	-	28	45
Fife/Kirkcaldy	a	**	**	113	106	2	87	73
Fylde/Lytham St Anne	a	-	230	57	62	-	73	-
Galeshead/Birtley	-	-	-	-	-	-	-	-
Galeshead/Saltwell	-	-	123	162	162	-	56	-
Glasgow/Dalduie	-	6	323	163	113	2	33	-
Glasgow/The Linn	-	5	163	148	102	1	28	-
Gloucester	-	-	124	93	93	2	46	182
Great Yarmouth	-	-	399	81	128	-	18	-
Greenwich/Eltham	JC	a	136	458	190	3	131	-
Guernsey	a	-	-	57	21	-	9	-
Average Cost per Cremation			56	44	1	28	11	16

FINANCIAL INFORMATION FOR THE YEAR ENDING 31 MARCH 2000								
Miscellaneous Expenses (25)	TOTAL EXPENDITURE (26)	Income			NET EXPENDITURE (Surplus)/ Deficit (30)	Capital Charges (excluded from Net Expenditure) (31)	Authority / Crematorium	
		Fees and Charges (27)	Other Income (28)	TOTAL INCOME (29)				
£'000	£'000	£'000	£'000	£'000	£'000	£'000		
1	309	790	18	808	(499)	109	Aberdeen	-
-	114	154	2	156	(42)	25	Argyll and Bute / Cardross	-
-	189	261	-	261	(72)	2	Barnet/Hendon	-
-	342	568	1	569	(227)	43	Barnsley	-
-	143	223	-	223	(80)	20	Barrow in Furness/Thorndiffe	-
-	308	556	168	725	(417)	32	Bath and North East Somerset	a
-	-	-	-	-	-	-	Belfast (City of)	-
-	301	658	-	658	(357)	-	Birmingham/Lodge Hill	-
-	330	744	3	747	(417)	49	Birmingham/Sutton Coldfield	-
-	203	563	2	563	(360)	-	Birmingham/Yardley	-
-	187	348	-	348	(161)	51	Blackburn with Darwen/Pleasington	a
-	243	498	-	498	(255)	24	Blackpool	-
-	-	-	-	-	-	-	Blyth Valley and Wansbeck	-
-	622	847	63	910	(268)	108	Bolton Metro / Overdale	JB
-	240	388	2	390	(150)	92	Boston	-
-	392	793	-	793	(401)	99	Bournemouth	-
-	501	499	19	518	(17)	48	Bracknell Forest/Easthampton	-
-	162	326	2	328	(166)	19	Bradford/Nab Wood	-
-	64	125	1	125	(62)	8	Bradford/Oakworth	-
-	164	324	3	327	(163)	20	Bradford/Scholemoor	-
-	-	-	-	-	-	-	Breakspears/Hillingdon	-
15	376	438	-	438	(62)	68	Bridgend County	JC
83	307	529	-	529	(222)	2	Brighton and Hove	a
-	652	1,272	-	1,272	(621)	-	Bristol/Canford	BB
-	See Notes	See Notes	-	See Notes	See Notes	-	Bristol/South Bristol	BB
19	346	516	31	547	(201)	103	Broxtowe/Bramcote	JC
-	-	-	-	-	-	-	Bumley	-
1	332	412	3	415	(83)	75	Calderdale/Parkwood	-
-	451	895	7	902	(451)	113	Cambridge	-
-	-	-	-	-	-	-	Cardiff	-
-	242	452	-	452	(210)	45	Carlisle	a
10	289	546	13	559	(270)	30	Central Durham	JC
-	348	648	-	648	(300)	32	Chelmsford	-
-	-	-	-	-	-	-	Cheltenham	-
-	295	480	18	498	(203)	79	Chester	-
-	300	370	8	378	(78)	111	Chesterfield and District	JC
-	-	-	-	-	-	-	Chilterns/Amersham	-
-	263	381	-	381	(98)	26	Colchester	a
-	276	394	31	425	(149)	27	Conwy County/Colwyn Bay	-
4	290	231	-	231	59	93	Copeland/Distington Hall	-
13	513	546	24	570	(57)	112	Cornwall/Carrick	JC
-	-	-	-	-	-	-	Coventry	-
-	-	-	-	-	-	-	Craven/Waltonways	-
3	243	292	-	292	(49)	6	Crewe and Nantwich	a
132	678	857	33	890	(12)	-	Croydon	-
-	171	186	-	186	(15)	30	Cyngor Gwynedd/Bangor	-
2	227	434	48	482	(255)	19	Darlington	-
-	418	742	9	751	(333)	248	Derby/Markaton	a
-	150	223	20	243	(93)	9	Derwentside/Mountsett	JC
-	329	746	18	766	(437)	-	Doncaster/Rosehill	-
-	134	158	7	165	(31)	55	Douglas (Isle of Man)	-
-	328	566	-	566	(238)	4	Dudley/Gornal Wood	-
-	246	513	-	513	(267)	4	Dudley/Stourbridge	-
2	324	271	41	312	12	32	East Staffordshire/Bretby	JC
-	421	846	-	846	(425)	24	Eastbourne	-
-	604	923	-	923	(319)	59	Edinburgh/Mortonhall	-
-	295	555	1	556	(261)	84	Falkirk	a
1	220	214	14	228	(8)	66	Fife/Dunfermline	a
1	394	427	42	469	(75)	27	Fife/Kirkcaldy	a
-	202	300	-	300	(98)	95	Fyde/Lytham St Anne	a
-	-	-	-	-	-	-	Gateshead/Birtley	-
-	357	342	-	342	15	101	Gateshead/Saltwell	-
2	386	1,273	-	1,273	(887)	-	Glasgow/Dalrowie	-
1	321	768	-	768	(447)	-	Glasgow/The Linn	-
-	489	617	3	620	(131)	142	Gloucester	-
-	243	424	1	425	(182)	52	Great Yarmouth	-
1	821	1,242	39	1,281	(460)	-	Greenwich/Etham	JC
-	95	103	-	103	(8)	-	Guernsey	a
3	159	245	9	254	(95)	28	Average Cost per Cremation	-

Authority / Crematorium	CHARGES (TO THE NEAREST £)						
	Fees as at 1 April 1999			Fees as at 1 April 2000			
	Cremation Fee (including Environmental Surcharge)		Book of Remembrance (2 line entry)	Cremation Fee (including Environmental Surcharge)		Book of Remembrance (2 line entry)	
	Adult Inhabitant (32)	Adult Non Inhabitant (33)		Adult Inhabitant (35)	Adult Non Inhabitant (36)		
£	£	£	£	£	£		
Aberdeen	-	240	360	22	-	450	27
Argyll and Bute / Cardross	-	258	258	15	-	265	11
Barnet/Hendon	-	189	189	75	-	205	7
Barnsley	-	242	242	35	-	255	37
Barrow in Furness/Thorncliffe	-	214	214	13	-	220	13
Bath and North East Somerset	a	255	255	50	-	270	5
Belfast (City of)	-	-	-	-	-	-	-
Birmingham/Lodge Hill	-	272	272	41	-	287	41
Birmingham/Sutton Coldfield	-	272	272	41	-	287	42
Birmingham/Yardley	-	272	272	41	-	287	47
Blackburn with Darwen/Plessington	a	217	217	34	-	225	31
Blackpool	-	217	217	20	-	233	2
Blyth Valley and Wansbeck	-	-	-	-	-	-	-
Bolton Metro / Overdale	JB	205	205	43	-	214	45
Boston	-	185	185	24	-	200	2
Bournemouth	-	207	207	35	-	212	31
Brecknell Forest/Earthampton	-	250	250	35	-	255	31
Bradford/Nab Wood	-	209	209	36	-	220	36
Bradford/Dakworth	-	209	209	36	-	220	38
Bradford/Schole Moor	-	209	209	36	-	220	31
Breakspear/Hillingdon	-	-	-	-	-	-	-
Bridgend County	JC	186	186	29	-	214	30
Brighton and Hove	a	196	196	29	-	204	31
Bristol/Canford	BB	260	260	28	-	275	21
Bristol/South Bristol	BB	260	260	28	-	275	21
Broxtowe/Bramcote	JC	160	160	20	-	170	24
Burnley	-	-	-	-	-	-	-
Calderdale/Parkwood	-	223	223	44	-	232	50
Cambridge	-	275	275	40	-	288	41
Cardiff	-	-	-	-	-	-	-
Carlisle	a	243	243	27	-	251	28
Central Durham	JC	140	210	29	-	160	30
Chelmsford	-	220	220	32	-	232	35
Cheltenham	-	-	-	-	-	-	-
Chester	-	195	265	32	-	230	34
Chesterfield and District	JC	133	197	26	-	140	28
Chilterns/Amersham	-	-	-	-	-	-	-
Colchester	a	212	212	25	-	223	33
Conwy County/Colwyn Bay	-	192	192	25	-	200	26
Copeland/Distington Hall	-	212	226	24	-	218	25
Corwall/Carrick	JC	170	170	21	-	190	23
Coventry	-	-	-	-	-	-	-
Craven/Waltonwrays	-	-	-	-	-	-	-
Crewe and Nantwich	a	209	232	-	-	220	-
Croydon	-	255	255	42	-	263	63
Cyngor Gwynedd/Bangor	-	140	210	19	-	144	20
Darlington	-	200	250	28	-	260	29
Derby/Marksaton	a	183	183	27	-	187	28
Derwentside/Mountsett	JC	170	170	17	-	180	19
Doncaster/Rosehill	-	230	287	48	-	245	50
Douglas (Isle of Man)	-	260	260	31	-	268	37
Dudley/Gornal Wood	-	266	266	34	-	272	35
Dudley/Stourbridge	-	266	266	34	-	272	35
East Staffordshire/Bretby	JC	200	200	26	-	225	27
Eastbourne	-	250	250	40	-	270	40
Edinburgh/Mortonhall	-	280	280	54	-	294	57
Falkirk	a	177	224	36	-	195	40
Fife/Dunfermline	a	230	230	22	-	250	22
Fife/Kirkcaldy	a	230	230	22	-	250	22
Fylde/Lytham St Anne	a	185	185	24	-	190	25
Gateshead/Birtley	-	-	-	-	-	-	-
Gateshead/Saltwell	-	157	157	16	-	162	16
Glasgow/Dalrowie	-	218	327	40	-	225	41
Glasgow/The Linn	-	218	327	40	-	225	41
Gloucester	-	210	210	26	-	240	30
Great Yarmouth	-	180	202	40	-	200	41
Greenwich/Eltham	JC	250	250	26	-	260	27
Guernsey	a	105	120	-	-	122	-

CHARGES (TO THE NEAREST £)						Authority / Crematorium
Items included in the Cremation Fee						
Medical Referee's Fee (38)	Strewing of Cremated Remains at own Site (39)	Music (recorded) (40)	Organ Music (41)	Organist's Fee (42)		
Yes	Yes	Yes	Yes	Yes	Yes	Aberdeen
Yes	No	Yes	Yes	Yes	Yes	Argyll and Bute / Cairdross
Yes	Yes	Yes	Yes	Yes	Yes	Barnet/Hendon
Yes	Yes	Yes	Yes	No	No	Barnsley
Yes	Yes	Yes	Yes	Yes	Yes	Barrow in Furness/Thorndiffe
Yes	Yes	Yes	Yes	Yes	Yes	Bath and North East Somerset
-	-	-	-	-	-	Belfast (City of)
Yes	Yes	Yes	Yes	Yes	Yes	Birmingham/Lodge Hill
Yes	Yes	Yes	Yes	Yes	Yes	Birmingham/Sutton Coldfield
Yes	Yes	Yes	Yes	Yes	Yes	Birmingham/Yardley
Yes	Yes	Yes	Yes	No	No	Blackburn with Darwen/Pleasington
Yes	Yes	Yes	Yes	No	No	Blackpool
-	-	-	-	-	-	Blyth Valley and Wanbeck
Yes	Yes	Yes	Yes	No	No	Bolton Metro / Overdale
Yes	Yes	Yes	Yes	Yes	Yes	Boston
No	Yes	Yes	Yes	Yes	Yes	Bournemouth
Yes	Yes	Yes	Yes	Yes	Yes	Bracknell Forest/Easthampton
Yes	Yes	Yes	Yes	Yes	Yes	Bradford/Nab Wood
Yes	Yes	Yes	Yes	Yes	Yes	Bradford/Oakworth
Yes	Yes	Yes	Yes	Yes	Yes	Bradford/Scholemoor
-	-	-	-	-	-	Breakspear/Hillingdon
Yes	No	Yes	Yes	Yes	Yes	Brigend County
Yes	Yes	Yes	Yes	No	No	Brighton and Hove
Yes	Yes	Yes	Yes	Yes	Yes	Bristol/Cantford
Yes	Yes	Yes	Yes	Yes	Yes	Bristol/South Bristol
Yes	Yes	Yes	Yes	Yes	Yes	Broxtowe/Bramcote
-	-	-	-	-	-	Burnley
Yes	Yes	Yes	Yes	Yes	Yes	Calderdale/Parkwood
Yes	Yes	Yes	Yes	Yes	Yes	Cambridge
-	-	-	-	-	-	Cardiff
Yes	Yes	Yes	Yes	Yes	Yes	Carlisle
No	Yes	Yes	Yes	No	No	Central Durham
Yes	Yes	Yes	Yes	Yes	Yes	Chelmsford
-	-	-	-	-	-	Cheltenham
Yes	Yes	Yes	Yes	Yes	Yes	Chester
Yes	No	Yes	Yes	Yes	Yes	Chesterfield and District
-	-	-	-	-	-	Chilterns/Amersham
Yes	Yes	Yes	Yes	Yes	Yes	Colchester
Yes	Yes	Yes	Yes	Yes	Yes	Conwy County/Colwyn Bay
No	Yes	Yes	Yes	No	No	Copeland/Darlington Hall
Yes	Yes	Yes	Yes	Yes	Yes	Cornwall/Carrick
-	-	-	-	-	-	Coventry
-	-	-	-	-	-	Craven/Waltonways
No	Yes	Yes	Yes	Yes	No	Crewe and Nantwich
Yes	Yes	Yes	Yes	Yes	Yes	Croydon
Yes	Yes	Yes	Yes	Yes	No	Cyngor Gwynedd/Bangor
Yes	Yes	Yes	Yes	Yes	No	Darlington
Yes	Yes	Yes	Yes	No	No	Derby/Markeaton
No	Yes	Yes	Yes	No	No	Derwentside/Mountsett
Yes	Yes	Yes	Yes	No	No	Doncaster/Rosehill
Yes	Yes	Yes	Yes	No	No	Douglas (Isle of Man)
Yes	Yes	Yes	Yes	Yes	Yes	Dudley/Gornal Wood
Yes	Yes	Yes	Yes	Yes	No	Dudley/Stourbridge
Yes	Yes	Yes	Yes	No	No	East Staffordshire/Bretby
Yes	Yes	Yes	Yes	Yes	Yes	Eastbourne
Yes	Yes	Yes	Yes	Yes	Yes	Edinburgh/Mononhall
Yes	Yes	Yes	Yes	No	No	Falkirk
Yes	Yes	Yes	Yes	Yes	Yes	Fife/Dunfermline
Yes	Yes	Yes	Yes	Yes	Yes	Fife/Kirkcaldy
Yes	Yes	Yes	Yes	Yes	No	Fyde/Lytham St Anne
-	-	-	-	-	-	Gateshead/Birtley
Yes	Yes	Yes	Yes	No	No	Gateshead/Saltwell
Yes	Yes	Yes	Yes	Yes	Yes	Glasgow/Dalkeith
Yes	Yes	Yes	Yes	Yes	Yes	Glasgow/The Linn
No	Yes	Yes	Yes	No	No	Gloucester
Yes	Yes	Yes	Yes	No	No	Great Yarmouth
Yes	Yes	Yes	Yes	Yes	Yes	Greenwich/Etham
No	Yes	Yes	Yes	No	No	Guernsey

**Cemeteries  
Statistics  
1999-2000  
Actuals**

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**CIPFA**

Statistical  
Information  
Service

CIPFA

The Chartered Institute of Public Finance and Accountancy  
Registered with the Charity Commissioners of England and Wales Number 231060

Table 1 summarises trends in expenditure and income over the past 5 years:

**TABLE 1 - Expenditure and Income 1995/96 to 1999/2000**

	1995/96	1996/97	1997/98	1998/99	1999/2000
	£,000	£,000	£,000	£,000	£,000
Employees	16,208	15,600	17,528	17,618	19,028
Other Costs	59,174	58,764	61,960	60,384	64,405
<b>Total Expenditure</b>	<b>75,382</b>	<b>74,364</b>	<b>79,448</b>	<b>78,002</b>	<b>83,433</b>
Fees and Charges	34,884	34,423	39,949	42,309	46,028
Other Income	2,507	2,478	2,460	2,002	2,088
<b>Net Expenditure</b>	<b>37,991</b>	<b>37,463</b>	<b>37,079</b>	<b>33,691</b>	<b>35,317</b>
Capital Charges	5,457	5,076	5,759	5,812	6,283
<b>Fees and Charges - Percentage of Gross Costs</b>	<b>46.3%</b>	<b>46.3%</b>	<b>50.3%</b>	<b>54.2%</b>	<b>55.2%</b>

There is however a very wide dispersion in the charges made by local authorities, as illustrated in Tables 2 and 3 below, which would suggest that for most authorities the cost of cemetery services is dependent on particular local circumstances.

**TABLE 2 - Fees and Charges 1999/2000**

	London Boroughs		Metropolitan Districts		English Unitaries		English Districts		Wales	
	Highest	Lowest	Highest	Lowest	Highest	Lowest	Highest	Lowest	Highest	Lowest
	£	£	£	£	£	£	£	£	£	£
<b>Fees/Charges - Adult Parishioner</b>										
Exclusive Rights of Burial	1,114	236	914	140	540	47	565	42	365	40
Interment Fees (inc. excavation fee)										
Adult	1,114	178	485	175	517	136	525	8	320	110
Cremated Remains (Adult)	212	41	233	38	200	29	201	10	190	34
Memorials & Inscriptions										
Table/Headstone	198	30	253	40	125	21	170	5	86	14
Kerbing	175	30	389	9	168	43	211	17	81	38
Charge for Additional Inscription	85	15	41	7	50	6	84	5	30	6
Maintenance Charges										
Annual Maintenance	202	27	59	14	62	20	146	11	32	25
<b>Fees/Charges - Adult Non-Parishioner</b>										
Exclusive Rights of Burial	2,103	270	2,958	174	1,000	94	2,920	42	730	100
Interment Fees (inc. excavation fee)										
Adult	1,536	270	1,236	216	652	148	1,194	8	640	166
Cremated Remains (Adult)	465	41	465	57	272	37	402	20	358	60

The net cost to the public (including Capital Charges) in 1999/2000 was £0.99 for every man, woman and child, the cost in Wales being substantially higher than in other areas.

**TABLE 3 - Net Expenditure Per Head 1999/2000**

	London Boroughs	Metropolitan Districts	English Unitaries	English Districts	Wales	All Authorities
	£	£	£	£	£	£
Net Expenditure per Head	0.82	0.87	0.97	1.04	1.92	0.99

Because of the pattern of cemeteries statistics across local authorities, and because of differential responses to the survey by class of authority, grossed up data are not provided in this volume.

TABLE 4 - How Expenditure on Cemeteries was Financed

	London Boroughs		Metropolitan Districts				English Unitaries				English Districts				Wales				All Authorities							
	1998/99		1999/2000		1998/99		1999/2000		1998/99		1999/2000		1998/99		1999/2000		1998/99		1999/2000		1998/99		1999/2000			
	£'000	%	£'000	%	£'000	%	£'000	%	£'000	%	£'000	%	£'000	%	£'000	%	£'000	%	£'000	%	£'000	%	£'000	%		
Expenditure funded from:																										
General Fund	4,479	29.9	4,103	26.8	6,705	30.4	7,200	30.6	6,819	50.5	6,729	46.5	13,406	56.3	14,382	56.0	2,282	63.7	2,903	65.9	33,691	43.2	35,317	42.3		
Fees and Charges	9,829	65.6	10,711	69.9	14,802	66.9	15,716	66.7	6,617	48.9	7,544	52.1	9,808	41.2	10,620	41.3	1,253	35.0	1,437	32.7	42,309	54.2	46,028	55.2		
Other Income	677	4.5	499	3.3	608	2.7	636	2.7	82	0.6	200	1.4	589	2.5	693	2.7	46	1.3	60	1.4	2,002	2.6	2,088	2.5		
Total Expenditure	14,985	100.0	15,313	100.0	22,115	100.0	23,552	100.0	13,518	100.0	14,473	100.0	23,803	100.0	25,695	100.0	3,581	100.0	4,400	100.0	78,002	100.0	83,433	100.0		

TABLE 5 - Subjective Analysis of Expenditure (excluding capital charges)

	London Boroughs		Metropolitan Districts				English Unitaries				English Districts				Wales				All Authorities					
	1998/99		1999/2000		1998/99		1999/2000		1998/99		1999/2000		1998/99		1999/2000		1998/99		1999/2000		1998/99		1999/2000	
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	
Employees	30.8	31.3	23.0	22.2	22.8	23.9	16.7	16.4	24.3	30.4	22.6	22.8												
Premises	23.3	26.3	17.5	25.1	30.8	29.9	20.8	23.9	32.3	24.5	22.6	25.8												
Third Party Payments	27.7	23.9	40.3	34.9	29.5	31.2	43.2	41.1	30.3	18.5	36.4	33.3												
Central Support Services	8.6	8.4	8.3	9.0	9.4	8.0	12.8	12.7	7.0	19.0	9.9	10.4												
Other Running Expenses	9.6	10.1	10.9	8.8	7.5	7.0	6.5	5.9	6.1	7.6	8.5	7.7												

NOTE: These figures reflect returns from responding authorities only. For this reason the proportions are relevant, and the figures are not strictly comparable between years.



Proportion of Returning Authorities --->  
where fees equal or are less than  
the amounts shown below:-

100%	20%	30%	40%	50%	60%	70%	80%	90%
------	-----	-----	-----	-----	-----	-----	-----	-----

**FEES/CHARGES FOR ADULT PARISHIONER (£)**

	100%	20%	30%	40%	50%	60%	70%	80%	90%	
<b>Exclusive Rights of Burial</b>										
	1.4.99	115	154	174	205	230	257	289	336	412
	1.4.00	129	165	190	223	245	274	318	350	450
<b>Interment Fees (including excavation fee)</b>										
- Adult	1.4.99	130	150	170	190	210	234	258	285	331
	1.4.00	135	161	181	202	224	250	275	306	353
- Cremated Remains (Adult)	1.4.99	34	40	46	53	60	65	74	83	100
	1.4.00	35	44	50	56	63	70	79	89	105
<b>Memorials and Inscriptions</b>										
- Tablet/Headstone	1.4.99	33	41	46	51	57	61	68	80	91
	1.4.00	36	43	49	54	60	65	71	85	96
- Kerbing	1.4.99	30	40	46	57	66	74	89	101	125
	1.4.00	33	42	50	60	70	80	95	114	139
- Additional Inscription	1.4.99	11	13	16	18	21	23	26	30	36
	1.4.00	12	14	17	20	22	25	28	32	39
<b>Annual Maintenance</b>										
	1.4.99	19	26	30	35	37	44	49	58	80
	1.4.00	20	27	32	37	40	46	50	55	76

**FEES/CHARGES FOR ADULT NON-PARISHIONER (£)**

	100%	20%	30%	40%	50%	60%	70%	80%	90%	
<b>Exclusive Rights of Burial</b>										
	1.4.99	175	230	298	342	400	454	554	664	840
	1.4.00	194	261	324	390	441	501	580	700	922
<b>Interment Fees (including excavation fee)</b>										
- Adult	1.4.99	200	260	290	320	360	396	450	517	684
	1.4.00	220	270	310	350	390	428	496	580	726
- Cremated Remains (Adult)	1.4.99	50	61	75	86	98	110	130	158	222
	1.4.00	54	68	81	90	105	120	140	164	229

NOTE: These figures reflect returns from responding authorities only. For this reason the proportions are relevant and the figures are not strictly comparable between years.

Authority	Population of Authority (Registrar General's Estimate June 1999) (1)	Area of Cemeteries at 31 March 2000			Number of Cemeteries for which Local Authority is Responsible (5)	Number of Crematoria within Local Authority's Area (6)	Distance to Nearest Crematorium (If no Crematorium within Local Authority's Area) (7)
		Area (2)	Maintained by Authority (3)	Set Aside for Future Use (4)			
		Hectares	Hectares	Hectares			Miles
<b>CORNWALL</b>							
Caradon	81,600	66,754	32	2	6	-	-
Carnick	86,100	46,564	(n)	(n)	(n)	(n)	-
Kernar	-	-	-	-	-	-	-
North Cornwall	81,000	119,246	(n)	(n)	(n)	(n)	(n)
Penwith	60,100	30,320	21	1	6	-	30
Restormel	92,600	45,092	12	-	10	-	-
<b>CUMBRIA</b>							
Allerdale	95,400	125,403	22	5	6	-	-
Barrow-in-Furness	70,800	12,038	24	-	3	1	-
Carlisle	102,300	105,264	48	6	3	1	-
Copeland	69,800	74,348	20	-	5	1	-
Eden	50,300	214,891	11	3	5	-	-
South Lakeland	103,200	154,380	17	1	8	-	-
<b>DERBYSHIRE</b>							
Amber Valley	118,200	26,456	20	3	6	-	10
Bolsover	71,300	15,982	(n)	(n)	(n)	(n)	-
Chesterfield	99,900	6,562	20	-	4	1	-
Derbyshire Dales	71,300	79,267	13	-	6	-	-
Erewash	-	-	-	-	-	-	-
High Peak	89,300	53,853	12	3	4	-	15
North East Derbyshire	98,900	27,474	4	-	4	-	-
South Derbyshire	81,200	33,708	7	-	6	1	-
<b>DEVON</b>							
East Devon	126,200	81,297	4	1	3	-	14
Exeter	-	-	-	-	-	-	-
Mid Devon	67,800	91,028	6	-	2	-	-
North Devon	87,700	109,315	7	1	2	1	-
South Hams	81,100	89,646	1	-	1	-	-
Teignbridge	-	-	-	-	-	-	-
Torridge	55,800	97,899	-	-	4	-	10
West Devon	47,700	116,123	4	-	8	-	13
<b>DORSET</b>							
Christchurch	44,300	5,148	7	-	1	-	-
East Dorset	83,600	35,344	(n)	(n)	(n)	(n)	(n)
North Dorset	61,400	60,762	(n)	(n)	(n)	(n)	(n)
Purbeck	46,400	40,662	(n)	(n)	(n)	(n)	(n)
West Dorset	-	-	-	-	-	-	-
Weymouth & Portland	-	-	-	-	-	-	-
<b>DURHAM</b>							
Chester-le-Street	57,600	6,742	5	-	4	-	6
Derwentside	87,300	26,964	19	-	7	1	-
Durham City	91,400	18,603	-	-	5	1	-
Easington	-	-	-	-	-	-	-
Sedgefield	89,500	21,601	(n)	(n)	(n)	(n)	(n)
Teesdale	-	-	-	-	-	-	-
Wear Valley	62,400	50,287	31	-	17	-	12
<b>EAST SUSSEX</b>							
Eastbourne	91,600	4,411	16	-	2	1	-
Hastings	83,000	2,964	28	-	1	1	-
Lewes	87,200	29,212	7	2	2	-	7
Rother	91,600	51,053	10	-	3	-	5
Wealden	142,700	83,251	(n)	(n)	(n)	(n)	-
<b>ESSEX</b>							
Basilston	166,300	11,006	17	Col 3	3	1	-
Braintree	132,300	60,949	14	-	4	-	12
Brentwood	71,500	15,260	6	2	2	-	-
Castle Point	84,800	4,695	4	2	2	-	-
Chelmsford	155,100	34,113	18	-	1	1	-
Colchester	158,800	33,358	19	8	1	1	-
Epping Forest	120,700	33,789	(n)	(n)	(n)	(n)	(n)
Harlow	76,100	3,044	7	3	1	1	-
Maldon	57,300	36,246	9	-	3	-	-
Rochford	78,300	17,207	4	2	2	-	-
Tendring	135,300	33,548	19	13	4	1	-
Uttlesford	69,800	63,897	-	-	1	-	18
<b>GLOUCESTERSHIRE</b>							
Cheltenham	-	-	-	-	-	-	-
Cotswold	83,600	116,123	7	-	2	-	-
Forest of Dean	78,300	56,010	3	-	2	1	-
Gloucester	109,300	4,070	25	4	2	1	-
Stroud	109,300	47,469	1	-	2	-	10
Tewkesbury	75,200	41,376	4	5	2	-	-
<b>HAMPSHIRE</b>							
Basingstoke & Deane	-	-	-	-	-	-	-
East Hampshire	112,600	51,301	9	4	5	-	18
Eastleigh	-	-	-	-	-	-	-
Fareham	105,500	7,436	10	-	8	1	-
Gosport	76,100	2,575	12	-	1	-	-
Hart	87,000	21,465	2	2	1	-	-
Havant	118,600	5,540	-	-	-	-	-
New Forest	172,000	76,381	10	1	6	-	12
Rushmoor	88,100	3,893	10	1	3	1	-
Test Valley	112,200	62,592	35	-	4	-	-
Winchester	111,100	65,928	9	4	2	-	-



Authority	EXPENDITURE								Total Expenditure (£'000)
	Employees (£'000)	Premises Related Expenses (£'000)	Transport Related Expenses (£'000)	Supplies and Services (£'000)	Third Party Payments (£'000)	Central Support Services (£'000)	Miscellaneous Expenses (£'000)		
	(14)	(15)	(16)	(17)	(18)	(19)	(20)	(21)	
<b>CORNWALL</b>									
Caradon	Col 19	13	-	11	61	41	-	-	73
Carrick	(n)	(n)	(n)	(n)	(n)	(n)	(n)	-	-
Kemner	-	-	-	-	-	-	-	-	-
North Cornwall	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)
Penwith	See Note	23	-	-	121	16	21	-	31
Restormel	Col 18	5	1	1	103	18	-	-	28
<b>CUMBRIA</b>									
Allerdale	17	-	-	21	162	73	-	-	3
Barrow-in-Furness	30	27	1	4	158	21	-	-	241
Carlisle	44	30	1	51	381	19	-	-	526
Copeland	30	8	-	4	6	10	-	-	-
Eden	Col 19	14	-	2	69	57	8	-	-
South Lakeland	Col 19	125	-	6	22	53	-	-	-
<b>DERBYSHIRE</b>									
Amber Valley	Col 19	31	1	20	157	63	-	-	272
Bolsover	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	-
Chesterfield	21	44	-	3	151	15	-	-	-
Derbyshire Dales	9	15	1	9	99	9	3	-	-
Erewash	-	-	-	-	-	-	-	-	-
High Peak	20	16	2	2	74	13	-	-	-
North East Derbyshire	Col 19	3	-	1	49	14	-	-	127
South Derbyshire	17	4	1	1	43	15	3	-	57
<b>DEVON</b>									
East Devon	See Note	74	-	8	60	8	-	-	150
Exeter	-	-	-	-	-	-	-	-	-
Mid Devon	27	2	2	2	69	6	-	-	-
North Devon	29	17	-	-	55	19	-	-	1
South Hams	See Note	4	-	-	4	2	11	-	-
Teignbridge	-	-	-	-	-	-	-	-	-
Tonridge	6	82	-	4	-	16	1	-	109
West Devon	-	-	-	-	12	-	-	-	12
<b>DORSET</b>									
Christchurch	See Note	4	-	-	45	21	-	-	-
East Dorset	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)
North Dorset	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)
Purbeck	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)
West Dorset	-	-	-	-	-	-	-	-	-
Weymouth & Portland	-	-	-	-	-	-	-	-	-
<b>DURHAM</b>									
Chester-le-Street	20	11	-	7	130	11	-	-	179
Derwentside	12	7	2	-	188	11	-	-	200
Durham City	Col 18	2	-	-	73	-	-	-	-
Easington	-	-	-	-	-	-	-	-	-
Sedgefield	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)
Teesside	-	-	-	-	-	-	-	-	-
Wear Valley	21	28	-	-	196	47	-	-	292
<b>EAST SUSSEX</b>									
Eastbourne	24	21	2	-	141	33	-	-	2
Hastings	64	14	3	9	58	6	-	-	154
Lewes	10	22	1	3	84	20	-	-	140
Rother	29	11	-	2	91	1	-	-	134
Wealden	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)
<b>ESSEX</b>									
Basildon	See Note	198	-	3	-	39	-	-	240
Braintree	39	21	-	2	103	81	(1)	-	245
Brentwood	19	8	-	2	58	12	8	-	107
Castle Point	Col 20	81	-	1	-	-	64	-	1
Chemsford	95	12	5	1	1	3	-	-	1
Colchester	31	118	2	15	-	14	-	-	16
Epping Forest	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)
Harlow	69	15	-	24	-	1	-	-	109
Maldon	25	11	1	8	53	15	-	-	1
Rochford	See Note	5	-	1	60	13	-	-	-
Tendring	18	31	1	4	153	6	-	-	2
Uttlesford	See Note	6	-	1	18	4	-	-	29
<b>GLOUCESTERSHIRE</b>									
Cheltenham	-	-	-	-	-	-	-	-	-
Cotswold	9	-	-	3	85	-	-	-	-
Forest of Dean	34	6	4	5	-	25	16	-	1
Gloucester	20	15	1	6	162	20	-	-	244
Stroud	See Note	-	-	-	7	21	-	-	28
Tewkesbury	14	9	-	6	13	15	-	-	57
<b>HAMPSHIRE</b>									
Basingstoke & Deane	-	-	-	-	-	-	-	-	-
East Hampshire	36	9	-	2	55	18	-	-	120
Eastleigh	-	-	-	-	-	-	-	-	-
Fareham	22	163	-	3	3	3	-	-	15
Gosport	58	24	5	6	56	7	-	-	15
Hart	3	15	-	1	-	4	-	-	2
Havant	61	90	-	-	-	-	5	-	156
New Forest	46	2	-	2	112	6	-	-	168
Rushmoor	36	10	-	19	96	15	-	-	176
Test Valley	-	28	-	1	102	50	-	-	15
Winchester	See Note	16	-	1	65	25	-	-	10



Authority	FEES AND CHARGES												£
	Exclusive Right of Burial				Interment Fee (Single depth)				Interment Fee (Cremated remains)				
	Adult Parishioner		Adult Non-Parishioner		Adult Parishioner		Adult Non-Parishioner		Adult Parishioner		Adult Non-Parishioner		
	1.4.99 (31)	1.4.00 (32)	1.4.99 (33)	1.4.00 (34)	1.4.99 (35)	1.4.00 (36)	1.4.99 (37)	1.4.00 (38)	1.4.99 (39)	1.4.00 (40)	1.4.99 (41)	1.4.00 (42)	
£	£	£	£	£	£	£	£	£	£	£	£	£	
<b>CORNWALL</b>													
Caradon	92	93	92	93	158	160	158	160	30	30	30	30	
Carrick	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	
Kemer	..	..	..	..	..	..	..	..	..	..	..	..	
North Cornwall	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	
Penwith	150	160	300	320	140	150	280	300	36	38	72	76	
Restormel	182	200	364	400	166	183	332	366	49	55	99	109	
<b>CUMBRIA</b>													
Allerdale	108	120	114	270	164	180	172	270	51	55	54	63	
Barrow-in-Furness	222	229	222	229	182	188	279	287	52	54	52	54	
Carlisle	229	237	229	237	216	224	237	245	60	63	60	63	
Copeland	186	190	186	190	275	282	388	399	42	43	42	43	
Eden	154	158	308	316	125	128	250	256	30	31	60	62	
South Lakeland	150	170	300	340	160	180	320	360	45	50	90	100	
<b>DERBYSHIRE</b>													
Amber Valley	176	175	264	264	161	161	242	242	34	34	51	51	
Bolsover	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	
Chesterfield	139	143	209	215	162	167	243	251	29	30	44	45	
Derbyshire Dales	137	145	274	290	154	162	308	324	27	28	54	56	
Erewash	..	..	..	..	..	..	..	..	..	..	..	..	
High Peak	221	243	221	243	260	286	260	286	47	52	47	52	
North East Derbyshire	160	170	320	340	160	170	320	340	36	40	72	80	
South Derbyshire	125	132	375	396	146	155	439	465	34	36	102	108	
<b>DEVON</b>													
East Devon	170	174	340	347	62	63	123	126	36	37	72	74	
Exeter	..	..	..	..	..	..	..	..	..	..	..	..	
Mid Devon	135	138	135	138	143	150	143	150	33	35	33	35	
North Devon	102	105	102	105	308	316	308	316	50	51	50	51	
South Hams	175	177	175	177	183	184	183	184	45	46	45	46	
Tepnbridge	..	..	..	..	..	..	..	..	..	..	..	..	
Torridge	108	110	108	110	261	266	521	531	46	47	91	93	
West Devon	..	..	..	..	..	..	..	..	..	..	..	..	
<b>DORSET</b>													
Christchurch	185	213	371	416	185	213	371	416	175	201	350	42	
East Dorset	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	
North Dorset	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	
Purbeck	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	
West Dorset	..	..	..	..	..	..	..	..	..	..	..	..	
Weymouth & Portland	..	..	..	..	..	..	..	..	..	..	..	..	
<b>DURHAM</b>													
Chester-le-Street	220	225	440	450	220	225	440	450	60	65	120	130	
Derwentside	230	245	230	245	225	235	225	235	55	60	55	60	
Durham City	115	120	201	210	105	110	184	193	35	45	61	69	
Easington	..	..	..	..	..	..	..	..	..	..	..	..	
Sedgefield	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	
Teesdale	..	..	..	..	..	..	..	..	..	..	..	..	
Wear Valley	80	85	160	170	305	310	415	422	55	70	130	133	
<b>EAST SUSSEX</b>													
Eastbourne	300	350	600	700	400	400	800	800	80	80	160	160	
Hastings	180	185	360	370	242	248	484	496	47	48	47	48	
Lewes	248	260	248	260	210	220	210	220	44	46	44	46	
Rother	200	262	400	524	200	262	400	524	50	66	100	132	
Wealden	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	
<b>ESSEX</b>													
Basildon	172	177	343	412	187	193	374	449	43	44	43	102	
Braintree	220	270	441	540	200	210	399	420	58	63	116	126	
Brentwood	278	292	2,780	2,920	200	210	200	210	42	45	42	45	
Castle Point	336	344	672	688	336	344	672	688	55	55	110	110	
Chelmsford	315	325	630	650	170	180	340	360	70	70	140	140	
Colchester	180	185	180	185	233	245	318	335	64	67	64	67	
Epping Forest	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	
Harlow	565	565	565	565	517	517	517	517	98	101	98	101	
Maldon	213	218	427	436	160	163	308	314	61	62	113	113	
Rochford	299	308	598	616	277	285	554	570	105	108	210	210	
Tendring	168	250	336	499	220	241	440	483	80	72	160	160	
Uttlesford	100	102	200	204	50	51	100	102	25	26	50	51	
<b>GLOUCESTERSHIRE</b>													
Cheltenham	..	..	..	..	..	..	..	..	..	..	..	..	
Cotswold	98	101	196	202	114	117	228	234	46	48	92	95	
Forest of Dean	71	89	213	267	72	90	216	270	21	27	63	81	
Gloucester	330	350	660	700	310	330	310	330	96	100	96	100	
Stroud	128	135	128	135	174	183	174	183	48	51	48	51	
Tewkesbury	109	113	219	225	258	265	515	530	53	56	106	111	
<b>HAMPSHIRE</b>													
Basingstoke & Deane	..	..	..	..	..	..	..	..	..	..	..	..	
East Hampshire	272	450	704	1,070	330	525	783	1,194	87	171	303	365	
Eastleigh	..	..	..	..	..	..	..	..	..	..	..	..	
Fareham	221	235	442	470	195	205	390	410	60	63	120	120	
Gosport	105	111	210	222	151	160	302	320	58	61	115	120	
Hart	161	222	322	444	38	52	76	104	38	52	98	130	
Havant	244	250	488	500	186	190	372	380	111	114	222	222	
New Forest	119	200	119	200	218	223	436	446	135	138	270	276	
Rushmoor	335	343	670	685	288	295	576	590	43	44	86	88	
Test Valley	174	178	174	178	46	47	268	275	46	47	145	145	
Winchester	178	187	410	430	283	298	566	596	59	70	118	120	

FEES AND CHARGES												Authority
Memorials and inscriptions												
Tablet/Headstone				Kerping				Charge for Additional Inscription				
Adult Parishioner		Adult Non-Parishioner		Adult Parishioner		Adult Non-Parishioner		Adult Parishioner		Adult Non-Parishioner		
4.99 (43)	14.00 (44)	14.99 (45)	14.00 (46)	14.99 (47)	14.00 (48)	14.99 (49)	14.00 (50)	14.99 (51)	14.00 (52)	14.99 (53)	14.00 (54)	
£	£	£	£	£	£	£	£	£	£	£	£	
<b>CORNWALL</b>												
-	-	-	-	-	-	-	-	-	-	-	-	- Caradon
(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	- Carnock
-	-	-	-	-	-	-	-	-	-	-	-	- Kerrier
(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n) North Cornwall
50	52	100	104	60	63	120	126	5	6	10	12	12 Penwith
25	26	51	56	25	26	51	56	-	-	-	-	- Restormel
<b>CUMBRIA</b>												
40	42	42	63	-	-	-	-	-	-	-	-	- Allerdale
40	41	40	41	-	-	-	-	-	-	-	-	- Barrow-in-Furness
43	44	43	44	-	-	-	-	26	27	26	27	27 Carlisle
37	38	37	38	-	-	-	-	7	7	7	7	7 Copeland
25	26	25	26	-	-	-	-	5	5	5	5	5 Eden
24	25	45	50	-	-	-	-	10	12	20	24	24 South Lakeland
<b>DERBYSHIRE</b>												
54	54	81	81	-	-	-	-	17	17	26	26	26 Amber Valley
(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n) Bolsover
57	59	86	89	29	30	44	45	9	10	14	14	14 Chesterfield
46	49	92	98	31	33	62	66	10	11	20	22	22 Derbyshire Dales
-	-	-	-	-	-	-	-	-	-	-	-	- Erewash
59	65	59	65	-	-	-	-	19	21	19	21	21 High Peak
56	60	56	60	-	-	-	-	11	12	11	12	12 North East Derbyshire
29	30	29	30	29	30	29	30	11	12	11	12	12 South Derbyshire
<b>DEVON</b>												
62	63	123	126	70	71	140	142	30	30	59	60	60 East Devon
-	-	-	-	-	-	-	-	-	-	-	-	- Exeter
49	50	49	50	75	76	75	76	28	29	28	29	29 Mid Devon
47	48	47	48	-	-	-	-	17	17	17	17	17 North Devon
66	67	66	67	34	35	34	35	12	13	12	13	13 South Hams
-	-	-	-	-	-	-	-	-	-	-	-	- Teignbridge
57	58	57	58	-	-	-	-	-	-	-	-	- Torridge
-	-	-	-	-	-	-	-	-	-	-	-	- West Devon
<b>DORSET</b>												
42	49	85	98	55	63	109	126	21	24	42	48	48 Christchurch
(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n) East Dorset
(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n) North Dorset
(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n) Purbeck
-	-	-	-	-	-	-	-	-	-	-	-	- West Dorset
-	-	-	-	-	-	-	-	-	-	-	-	- Weymouth & Portland
<b>DURHAM</b>												
48	50	96	100	-	-	-	-	22	25	44	50	50 Chester-le-Street
50	55	50	55	-	-	-	-	-	-	-	-	- Derwentdale
40	42	40	42	40	42	40	42	13	14	13	14	14 Durham City
-	-	-	-	-	-	-	-	-	-	-	-	- Easington
(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n) Sedgefield
-	-	-	-	-	-	-	-	-	-	-	-	- Teesdale
35	37	70	74	-	-	-	-	25	27	50	54	54 Wear Valley
<b>EAST SUSSEX</b>												
60	65	120	130	60	65	120	130	20	20	40	40	40 Eastbourne
Col 31	Col 32	Col 33	Col 34	Col 31	Col 32	Col 33	Col 34	Col 31	Col 32	Col 33	Col 34	Col 34 Hastings
47	49	47	49	93	97	93	97	25	26	25	26	26 Lewes
25	33	25	33	25	33	25	33	25	13	25	13	13 Rother
(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n) Wealden
<b>ESSEX</b>												
37	38	75	77	-	-	-	-	19	20	38	39	39 Basildon
63	66	63	66	70	74	70	74	32	35	32	35	35 Braintree
93	98	93	98	32	33	32	33	26	28	26	28	28 Brentwood
34	35	34	35	-	-	-	-	22	22	22	22	22 Castle Point
91	91	182	182	91	91	182	182	34	34	64	64	64 Chelmsford
58	62	58	62	100	106	100	106	17	35	17	35	35 Colchester
(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n)	(n) Epping Forest
49	49	49	49	-	-	-	-	20	20	20	20	20 Harlow
58	59	58	59	113	115	113	115	32	33	32	33	33 Maldon
52	54	104	108	105	108	210	216	24	25	48	50	50 Rochford
61	66	61	66	-	66	-	66	44	48	44	48	48 Tendring
25	26	25	26	-	-	-	-	13	14	13	14	14 Uttlesford
<b>GLOUCESTERSHIRE</b>												
-	-	-	-	-	-	-	-	-	-	-	-	- Cheltenham
56	57	112	114	-	-	-	-	36	37	72	74	74 Cotswold
20	25	20	25	-	-	-	-	20	25	20	25	25 Forest of Dean
170	170	170	170	-	-	-	-	37	46	37	45	45 Gloucester
86	91	86	91	-	-	-	-	31	33	67	71	71 Stroud
71	74	143	147	58	60	116	119	24	25	48	49	49 Tewkesbury
<b>HAMPSHIRE</b>												
-	-	-	-	-	-	-	-	-	-	-	-	- Basingstoke & Deane
106	128	106	128	106	128	106	128	23	26	23	28	28 East Hampshire
-	-	-	-	-	-	-	-	-	-	-	-	- Eastleigh
56	59	56	59	-	-	-	-	11	12	11	12	12 Fareham
42	45	84	90	42	45	84	90	10	10	20	20	20 Gosport
54	84	106	168	97	150	194	300	54	84	108	168	168 Hart
78	80	157	160	21	22	43	44	15	16	31	32	32 Havant
41	60	41	60	41	60	41	60	22	23	22	23	23 New Forest
57	59	114	117	57	59	114	117	25	26	50	52	52 Rushmoor
69	71	69	71	93	95	93	95	10	10	10	10	10 Test Valley
58	61	116	122	-	-	-	-	17	19	34	38	38 Winchester



M. Thompson,  
General Manager,  
Carlisle Works,  
Bousteads Grassing,  
Carlisle

Dear Mr. Thompson,

29th October 1998

CONTRACT FOR GROUNDS MAINTENANCE,  
GRAVE EXCAVATION & RELATED WORKS IN  
CEMETERIES, CREMATORIUM & CHURCHYARDS  
1ST JANUARY 1999 - 30TH MARCH 2004

I am writing to confirm the decision taken on the above contract by the Recreation Sub-Committee at their meeting on Friday 11th September 1998. Three Tenders were received, and were priced as follows:

TENDER 1	= £600,537.31
TENDER 2	= £518,967.02
TENDER 3	= £374,811.13

The above Tender No. 3 submitted by Carlisle Works was accepted and this letter is confirmation of that decision.

The existing contract has developed a very professional working relationship between yourselves and Bereavement Services, and extremely high standards. I look forward to maintaining and strengthening this relationship over the next five years.

Yours faithfully

Director of Leisure & Community Development

cc Town Clerk & Chief Executive



## GROUNDS

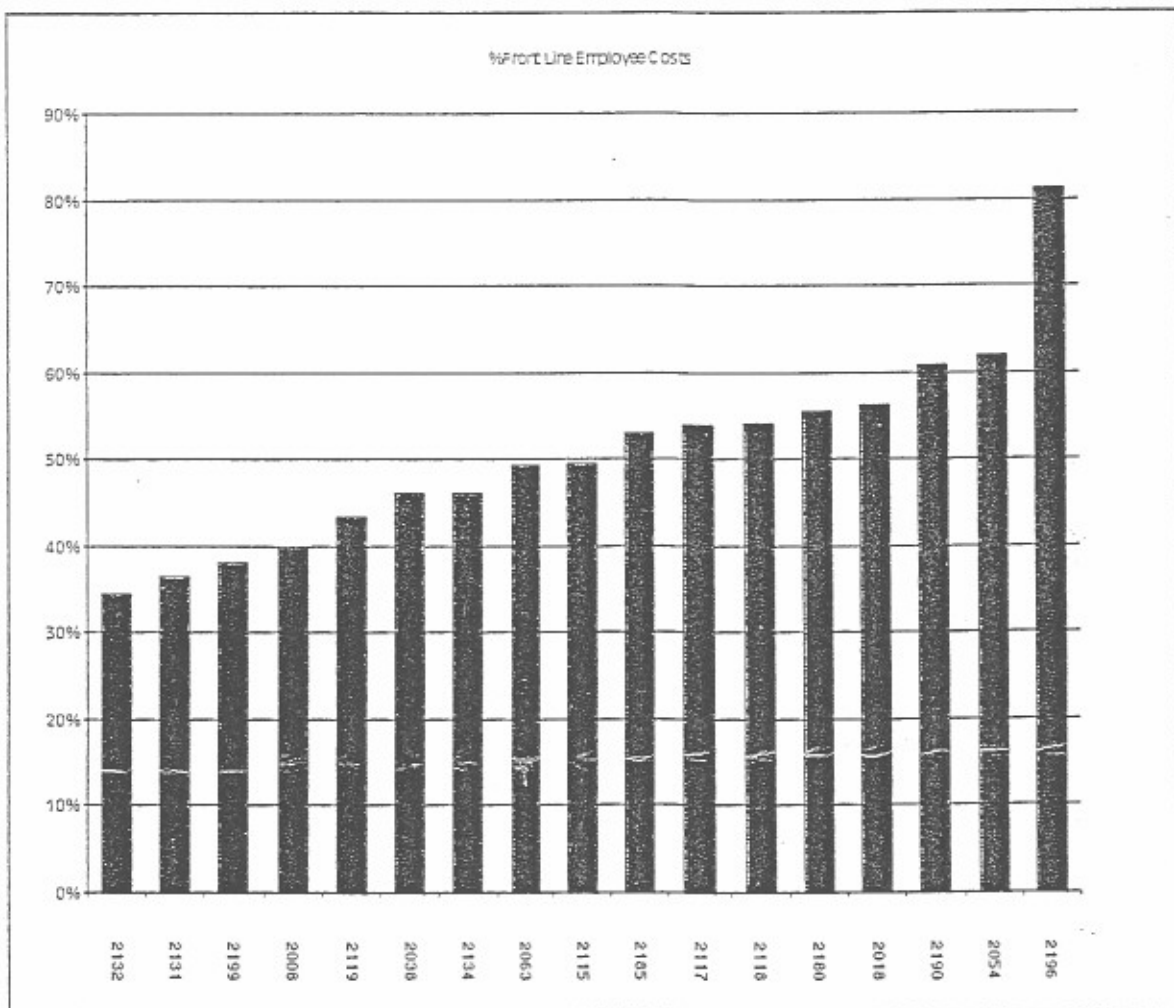
		2132 Value	Family Average	Participants
PI03	Charge per Hectare - Countryside/Country Parks	£2,167	£801.69	7
PI06	Cost per 1,000 Head of Population (excl CEC)	£14,068	£20,372.49	18
PI10	Charge per Hectare - Council Housing Land	£9,975	£5,750.93	16
PI11	Charge per Hectare - Council Highways Land	£2,792	£3,480.39	13
PI13	Staff Absence Percentage	3.40%	5.02%	18
PI14	Total Employee Costs as % of Total Service Cost	60%	59.42%	17
PI17	Cost per 1,000 Head of Population (incl CEC)	£14,523	£21,505.71	18
PI18	Playgrounds per 1,000 children under 12 and NPFA Standards Playgrounds	8.47%	3.75%	18
PI20	Cost per Household (excl CEC)	£31.74	£47.86	18
PI21	Cost per Household (incl CEC)	£32.77	£50.54	18
PI23	Output Specification Performance Indicator	76.67%	51.67%	18
PI25	Charge per Hectare - High Mtce Country parks and Estates	£6,846	£2,203.89	6
PI26	Front Line Employee Costs as % of Total Service Costs	34.30%	50.62%	17

# Performance Networks

## PI 26 - Front Line Employee Costs as % of Total Service Costs

Category / Family Group H3

	Front Line Employee Costs	Total Service Costs excl CEC	% Front Line Employee Costs
Average for Category			50.62%
Lowest for Category			34.37%
Highest for Category			81.35%
Lowest in Range	£588,310	£822,578	
Highest in Range	£3,909,569	£7,224,616	



Source Data :

% Cost - Front Line:  $\frac{([spfst]+[mofst])}{([dsotc]-[dsocs]+[clntc]-[clncs]-[cnout])}$

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**APPENDIX 15**  
**League Table of Charges**

Based on April 2002

**Cremation Fee (242 crematoria)**

1 <sup>st</sup>	Highest cost	Location	Number of cremations
	£400	York	2078
104 <sup>th</sup>	£277-00	Carlisle	1701
242 <sup>nd</sup>	Lowest cost £128	Guernsey	338

**Burial Fees (only looking at Cumbria – based on April 2000 figures available)**

**Exclusive Right of Burial**

Resident			Non Resident		
Location	No Years	Cost	Location	No Years	Cost
Carlisle	50	£237	South Lakes	100	£340
Barrow	100	£229	Eden	100	£316
Copeland	50	£190	Allerdale	75	£270
South Lakes	100	£170	Carlisle	50	£237
Eden	100	£158	Barrow	100	£229
Allerdale	75	£120	Copeland	50	£190

**Interment Fees**

Resident		Non Resident	
Location	Cost	Location	Cost
Copeland	£282	Copeland	£399
Carlisle	£224	South Lakes	£360
Barrow	£188	Barrow	£287
South Lakes	£180	Allerdale	£270
Allerdale	£180	Eden	£256
Eden	£128	Carlisle	£245

## External Service Provider Survey

## SERVICE STANDARDS – LEASED CREMATORIA

Authority	Crematorium	Contact	No of Cremations	Lease Period	Annual Lease Income
South Kesteven District Council	Grantham	Kevin Martin 01476 406080	1183 (1998)	April 97 80 years	One off fee paid of £1,400,000 (Equates to £17,500 per year)

1. Have any improvements been made to the existing facilities i.e. disabled access/chapel-seating etc?

Since Dignity UK Limited (SCI) have taken over they have had new seats, carpets, catafalque and a vestry built at a cost of £200,000.

2. Have any new Memorial Schemes been incorporated and what types?

Niches, Children's sections, Cleopatras Needle and lots of new memorial choices. Work completed by their own engravers and stonemasons.

3. Can you tell me the percentage price rises since the take over?

Information not forthcoming.

4. In your opinion has the service to the public improved or deteriorated since privatisation?

Much improved, the overall service has been "smartened up" generally across the board.

5. Have the grounds maintenance standards improved or deteriorated?

Sections owned by Dignity UK Ltd are now much better. In response the Council has improved their sections to bring them in line.

## SERVICE STANDARDS – LEASED CREMATORIA

Authority	Crematorium	Contact	No of Cremations	Lease Period	Annual Lease Income
Charnwood Borough Council	Loughborough	Nellie Callaghan 01509 634704	1644 (1998)	1993 50 years	Annual fee £20,000 + profit related income after profits of

					£200,000
--	--	--	--	--	----------

Unable to contact anyone – answering machine on all the time.

1. Have any improvements been made to the existing facilities i.e. disabled access/chapel-seating etc?
2. Have any new Memorial Schemes been incorporated and what types?
3. Can you tell me the percentage price rises since the take over?
4. In your opinion has the service to the public improved or deteriorated since privatisation?
5. Have the grounds maintenance standards improved or deteriorated?

#### SERVICE STANDARDS – LEASED CREMATORIA

Authority	Crematorium	Contact	No of Cremations	Lease Period	Annual Lease Income
Norwich City Council	Norwich Earlham	Clive Morley 01603 212293	1304 (1998)	1997 99 years	One off fee paid of £1,900,000 (Equates to £20,000 per year)

6. Have any improvements been made to the existing facilities i.e. disabled access/chapel-seating etc?

Standards have improved but Clive was not very helpful and would not expand on this comment.

7. Have any new Memorial Schemes been incorporated and what types?

Numerous new schemes – unwilling to give examples.

8. Can you tell me the percentage price rises since the take over?

Medium to high price rises but no exact figures.

9. In your opinion has the service to the public improved or deteriorated since privatisation?

Infrastructures better. Customer care improved and "front of house" much better.

10. **Have the grounds maintenance standards improved or deteriorated?**

Standards higher.

They don't see their crematorium and Council cemetery as a joint business so they don't take notice of cemetery standards in general.

#### SERVICE STANDARDS – LEASED CREMATORIA

Authority	Crematorium	Contact	No of Cremations	Lease Period	Annual Lease Income
Shepway District Council	Hawkinge	Sandra Francis 01303 850388	754 (1998)	October 98 80 years	Annual rent paid on numbers of cremations carried out.

11. Have any improvements been made to the existing facilities i.e. disabled access/chapel-seating etc?

Greatly improved. Chapel re-furnished, disabled toilets and enclosure for flower Viewing.

12. **Have any new Memorial Schemes been incorporated and what types?**

Lots of new choices and enhanced grounds.

13. **Can you tell me the percentage price rises since the take over?**

Actual figures not available but competitive with other crematoria?

14. **In your opinion has the service to the public improved or deteriorated since privatisation?**

Improved greatly.

15. **Have the grounds maintenance standards improved or deteriorated?**

They have their own gardener on site full time, so the standards have improved.

APPENDIX 17

Muslim/Ethnic Burial Comparisons

	PRESTON	NEWCASTLE	KIRKLEES	BRADFORD	CARLISLE
Right of Burial (single depth graves)	382.40	470.00	385.00	466.00	135.00
Interment Fee Normal Working Hours (Mon-Fri)	272.60	395.00	340.00	382.00	246.00
Interment Fee Weekends	272.60	810.00	340.00	382.00 (Plus call out fee)	406.00?
Stock Graves Available	Yes	No	Yes	Yes	?

# RIP

## But was the final service good enough?

Bereaved people are at their most vulnerable when faced with the task of arranging a funeral – and the OFT has been working to ensure that customers have access to the right advice.

**B**uying a funeral is a unique purchase. You're distressed and under pressure and yet you don't have the option to put the purchase off or time to research the best buy.

Most buyers have no complaints but, as people buy funerals when they are vulnerable, there is a case for studying the industry to look at value and service to consumers. The results of an Office of Fair Trading inquiry into the industry suggested a range of ways to improve the experience of buying a funeral.

#### Improvements suggested include:

- prominently displayed price lists
- written estimates for services
- spelling out who has ultimate ownership of individual funeral businesses (see panel for full list).

The OFT is working with the National Funerals College to provide independent advice on funerals. Encouraging the funeral trade associations to incorporate the recommendations into their codes of practice is also seen as key.

"The representative associations for the industry were very co-operative during the inquiry and we are hoping that these recommendations will be adopted," says Debbie Samosa, investigations officer in the OFT. "We also hope that the trade associations will seek approval for their codes under the OFT's guidelines to codes of practice."

#### Pledge

A previous OFT inquiry into the UK's £800 million-a-year funerals industry focused on competition in the market and promised a future report looking at the scale and nature of the problems people face when arranging a funeral.

The new report fulfils that pledge.

What makes the purchase of funerals different is that people rarely shop around, use funeral businesses recommended to them and tend not to ask too closely about the cost. The report found that sometimes the first people learn about the >>

#### The funeral market

- In 1999 there were 630,000 deaths in the UK.
- In 1998 three-quarters of funerals were cremations; one-quarter burials. The cost of a cremation is significantly lower than a burial.
- Last year, the average cost of a funeral, including burial, was £2,048 compared to £1,215 for a cremation but there are significant regional differences in costs.
- There are about 3,000 funeral directors operating out of 4,200 outlets.
- Of these round 65 per cent are independently owned.
- The Co-operative movement has the largest number of outlets with a single brand name in the UK.
- Private individuals form the largest group of clients – but local health authorities, hospitals and coroners' offices also use funeral firms' services.
- Funeral directors are not subject to licensing or control nor do they need to have professional qualifications or be registered.
- A steady decline in the death rate means the only scope for growth in this industry is provision of additional services. Reputation is a key factor in building business.





cost of a funeral is when they get the bill afterwards.

Debbie Samosa says: "It is important that information is available at an earlier stage in the purchase so that people make informed choices.

"We hope that, as a result of this work, people will have easier access to information about arranging funerals than they have had in the past."

Launched last year, the inquiry invited comment from industry representatives, local authorities, NHS Trusts and 400 individuals with experience of arranging a funeral. Nearly 200 submissions were received and 2,000 funeral outlets responded to an OFT questionnaire.

### Emotional factors

Some 96 per cent of those arranging funerals were content, saying they were satisfied or very satisfied with the service. Official complaints about funeral services are few but, as the report indicates, "complex emotional factors are involved, particularly the desire to 'move on', so the actual level of dissatisfaction may be understated."

Emotional pressures and the fact that few people have experience of arranging

### THE PSYCHOLOGY OF LOSS

*As part of its inquiry, the OFT commissioned a study\* to assess the emotional and psychological impact of death on those arranging a funeral and whether this affected people's ability to make informed choices.*

- People are particularly vulnerable arranging a funeral when they have never done so before – or if they did not have an opportunity to discuss arrangements with the deceased before they died.
- People look to others for advice and in doing so seem susceptible to influence.
- People do not understand the process of arranging a funeral or the organisations involved – nor indeed their own responsibilities. They rely on the funeral director to tell them.
- The language of "shopping around", "cost", "prices" and "purchases" is incongruous with the way in which many bereaved people think and feel.
- Money is often not a principal concern. The bereaved do not see meeting the funeral director as a business transaction but as a service.
- People preferring a more independent approach might find it hard to sort through the options.
- People do not behave like normal consumers looking for value or exercising choice.
- There is a strong need to feel that people are "doing the right thing" by the deceased person.

*\*The Psychology of Death: an exploration of the impact of bereavement on the purchases of at-need funerals. co-ordinated by Professor Malcolm Johnson of the University of Bristol.*

funerals act as a dampener to competition, says the report. This makes it "all the more important that measures are in place to give consumers protection and encourage long-term changes to increase the overall competitiveness of the market."

The inquiry found that while there is a lot of information around, from a wide variety of sources, it often fails to focus on the practicalities of arranging a funeral. At a time of stress people need advice about how to choose a funeral director and what type of funerals are available. For example, some funeral directors didn't detail prices, written estimates and information about the ultimate ownership of the business. "Failure to provide adequate information on these matters means that people have to make decisions without seeing the full picture," says the report.

### Rights

The report identifies important changes in the funerals market that could inhibit consumer choice if people are not made aware of their rights. These include:

- ❑ The increased use by local authorities of single funeral firm contracts for the removal of bodies on behalf of coroners.
- ❑ Contracts between hospitals and funeral directors for mortuary facilities.

*"We hope that, as a result of this work, people will have easier access to information about arranging funerals than they have in the past."*

Such trends may lead to situations where individuals are unaware that they have a choice over the funeral business they use and the type of funeral.

Although the report concluded that people are vulnerable to unfair trading practices, the OFT takes the view that recommending new legislation is a "disproportionate" solution. Consumer safeguards can best be achieved by using the OFT's new guidelines for encouraging trade associations to develop robust industry codes of practice.

The OFT will be working closely with the three trade associations over the coming months to encourage them to take on board the recommendations and to obtain approval for their codes of practice under the new codes guidelines.

Funerals will never be an easy thing for people to arrange, but in future the hope is that consumers will have the information they need earlier to make more informed choices.

## Funeral inquiry The main recommendations:

- Price lists, including the price of each coffin, should be prominently displayed, given to people to take away and to customers during home visits.
- Fully itemised written estimates and invoices, in plain English, should be given out during a first meeting with a customer.
- Every funeral outlet should prominently publicise details of the organisation which has ultimate control of the business.
- Local authorities and hospitals should ensure that funeral businesses, contracted on their behalf, do not attempt to influence the customer's final choice of funeral director. They must ensure that written information is given to the bereaved at the time the body is removed, setting out the consumer's rights in respect of choosing a funeral director.
- Any contracted funeral business should give written information to the person arranging the funeral about their rights.
- The relevant trade associations should get OFT approval for their codes under the OFT's new approach to codes of practice.
- Funeral businesses offering credit to their customers should find out whether or not they need to get a consumer credit licence from the OFT.
- The literature produced by local authorities and NHS trusts should be more widely available in places where those arranging a funeral are likely to visit – especially the Registrar's Office.