



CHESTERFIELD
BOROUGH COUNCIL



North East
Derbyshire
District Council

Please ask for Graham Ibberson
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The Chair and Members of
Chesterfield and District Joint
Crematorium Committee

9 December 2022

Dear Councillor,

Please attend a meeting of the CHESTERFIELD AND DISTRICT JOINT CREMATORIUM COMMITTEE to be held on MONDAY, 19 DECEMBER 2022 at 1.00 pm at North East Derbyshire District Council, 2013 Mill Lane, Wingerworth, Chesterfield S42 6NG, the agenda for which is set out below.

AGENDA

Part 1(Public Information)

1. Declarations of Interest by Members and Officers relating to items on the Agenda
2. Apologies for Absence
3. Minutes of the Joint Crematorium Committee held on 26 September, 2022 (Pages 3 - 6)
4. Estimates of Expenditure & Income for Years Ending 31/03/2023 Onwards (Pages 7 - 22)
5. Bereavement Services Manager's Report (Pages 23 - 34)
6. Recycling of Metals Charity Donation (Pages 35 - 42)
7. Chesterfield & District Crematorium Fees and Charges 2022/2023 (Pages 43 - 52)

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Yours sincerely,

A handwritten signature in black ink, appearing to be 'Randy', written in a cursive style.

Head of Regulatory Law and Monitoring Officer

CHESTERFIELD AND DISTRICT JOINT CREMATORIUM COMMITTEE

Monday, 26th September, 2022

Present:-

Councillor (Chair)

Councillors Blank

Councillors

Powell

*Matters dealt with under the Delegation Scheme

8 **DECLARATIONS OF INTEREST BY MEMBERS AND OFFICERS
RELATING TO ITEMS ON THE AGENDA**

No declarations of interest were received.

9 **APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors Innes, Ludlow, Mannion-Brunt and Renwick and Ian Waller.

10 **MINUTES OF THE JOINT CREMATORIUM COMMITTEE HELD ON 24
MAY, 2022**

RESOLVED –

That the Minutes of the Chesterfield and District Joint Crematorium Committee on 24 May, 2022 be approved as a correct record and signed by the Chair.

11 **BEREAVEMENT SERVICES MANAGER'S REPORT**

The Bereavement Services Manager submitted a report on matters relating to the operation of the Crematorium.

Information on cremation totals, comparisons with national and regional data, and geographical information on which areas funerals had been received from in 2022/23 was provided in Section 2 of the officer's report.

The committee heard that the Chesterfield and District Crematorium had received the Green Flag Award for the 10th consecutive year for its green spaces. An internal audit had taken place, conducted by the internal audit consortium and an assurance level of substantial assurance had been given.

An update on projects was provided advising that;

- the new music system was operational and good feedback had been received
- work to clear out the pond and create additional memorial areas had been commenced
- the air conditioning project had been postponed during the pandemic but the system design and budget costs were being refreshed in order to progress the work
- the ventilation system work was with the procurement team and would go back out to tender in order to find the most suitable proposal

The Bereavement Services Manager explained the recent changes to death certification and the new Medical Examiner Scheme which would come into effect in April 2023.

RESOLVED –

1. That the report be noted.
2. That the recent achievements in obtaining Green Flag Award and positive Audit report be noted as a reflection of the efforts of the Team.

REASON FOR DECISION –

To keep Members informed of matters relating to the operation of the Crematorium.

12 BUDGET MONITORING REPORT - PERIOD 5

The Senior Accounting Technician submitted a report on the Period 5 Budget Monitoring position as at the end of August 2022.

It was noted that there was a favourable variance and the reasons were presented as follows;

- Over profile income due to a higher number of cremations
- The delays in the service improvement plan caused by the pandemic in turn creating an underspend
- Staffing costs were above profile due to re-deployment costs and pay increases.
- Four capital improvement schemes had originally been planned for 2022/23, however, only one had been completed; the new music system.

The overall outlook was cautious due to the significant number of repairs/improvements to undertake which were subject to inflationary pressures. A more reflective budget would be presented to the next meeting of the committee.

It was acknowledged that the impact of the rise in energy costs had not yet been felt. This was as a result of the current tariffs for gas and electricity being fixed until the end of March 2023. Discussion took place around the potential impact of a significant

price rise in the next financial year. The committee heard that this was an unpredictable situation and it was necessary to gather as much data as possible before any budget decisions could be made.

Members discussed the options for setting fees and charges for 2023/24 and factors that would need to be taken into consideration such as;

- The fast moving economic climate
- The fees of the Chesterfield and District Crematorium compared with the local and national averages
- The standard of the service provided
- The impact on communities of any potential price increase
- The timescale for agreeing fees and publishing them and the effects of any delays
- Whether fees need to be set for a full year in advance or could be adjusted in response to changes to costs

RESOLVED –

That the report be noted.

REASONS FOR THE RECOMMENDATIONS –

To keep the Joint Committee informed about the financial performance of the Crematorium.

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ESTIMATES OF REVENUE EXPENDITURE & INCOME FOR YEARS ENDING 31ST MARCH 2023 onwards

Meeting:	Chesterfield and District Joint Crematorium Committee
Date:	19 th December 2022
Cabinet portfolio:	N/A
Report by:	Bereavement Services Manager Clerk & Treasurer

For publication

1.0 PURPOSE OF REPORT

1.1 To present for Members consideration the Committee's revenue estimates for 2022/23 to 2025/26, as detailed in the attached appendices:

- Appendix 1 - Detailed Estimates
- Appendix 2 - Details of Major variations in 2022/23
- Appendix 3 - Notes on 2023/24 estimates
- Appendix 4a - Reserves Forecasts
- Appendix 4b - Capital Improvement Reserve

2.0 RECOMMENDATIONS

- 2.1 That the revenue estimates be approved.
- 2.2 That the Capital schemes be approved. (para 3.4 & 6.6).

2.3 In line with the recommendation agreed at the Joint Board meeting on the 12th December 2016 that a re-distribution of £700,000 to the Constituent Authorities be approved for 2022/23.

2.4 That the planned use of reserves be approved (para 6.0).

3.0 Forecast 2022/23

3.1 In 2022/23 the Joint Crematorium is expected to achieve a breakeven position in line with the original budget.

3.2 Details of the variations are shown in **Appendix 2** and summarised below:

Table 1: Variances – Original to Forecast 2022/23			
Para. Ref.		Amount £	Increase/(Decrease)
	Original Budget	0	
	+/- Variances in the year:		
3.3.1	Employees	21,470	Increase
3.3.2	Premises	55,790	Increase
	Transport	150	Increase
3.3.3	Supplies & Services	4,730	Increase
	Central /Admin Support	(930)	Decrease
3.3.4	Income	(59,920)	Increase
3.3.5	Transfer from Summary Revenue Reserve	(21,290)	Increase
	Revised Out-turn	0	

Source: Appendix 1

3.3 Explanation of Significant Variances

3.3.1 Employees:

- There is a projected increase of £21k on staffing. £2k of this relates to the re-deployment of staff to maintain operational

resilience and a further £19k relates to increases to accommodate this year's pay award.

3.3.2 Premises:

- There is an increase of £56k on premises costs. £30k relates to carry forwards from 2021/22 in respect of the service improvement plan e.g. repairs to pond area £21k. These have already been approved by the Joint Board at the meeting on 24th May 2022. The remaining £26k relates to inflationary increases to utilities and the cremator maintenance contract.
- The Manager has reviewed the planned repairs/improvements scheduled for this year and has moved some back into 2023/24 e.g. crematory roof repairs. It should be noted that there is still an ambitious plan of repairs/improvements scheduled for this year, however the ability to complete this will depend on how busy the Crematorium is and whether contractors are able to carry out the works. Progress on these will be reported to the Joint Board at the year-end meeting.

3.3.3 Supplies & Services:

- £3k has been added to the memorials budget due to increases in supplier costs.
- There have been minor adjustments to other budgets.

3.3.4 Income:

- The fee increase to the cremation fees in Bands C and D is being proposed from January 2023 (see Managers Fees and Charges Report) and has been included in the budgets.
- The budgets for the miscellaneous income and other sales have increased by £6k. This is to reflect the proposed increases in the pricing of memorials etc in order to offset the increases in supplier costs outlined in para 3.3.3.
- The budget for the interest received on the Crematorium's cash balances has been increased by £46k to reflect the sharp increases in the Bank of England base rate.
- A payment of £5k has been estimated from CAMEO.

3.3.5 Reserves

- An additional £21k retained in the Summary Revenue Reserve in 2021/22 has been utilised during the year. This relates to some of the carry forwards approved by the Joint Board on 24th May 2022 (see para 3.3.2)

3.4 Capital Projects

- Capital Improvement Reserve (see para 6.6) – this year there is a budgeted spend of £125k on ventilation work in the crematory, air conditioning in the chapel, lighting/CCTV improvements in the car park and a new music system.

4.0 ESTIMATES 2023/24

4.1 There is an estimated revenue surplus for the next financial year of **£645,220 (Appendix 1)** prior to any re-distribution after allowing for:

- Cremation fee increases across Bands C and D in January 2024 of 3.0%
- A pay award of 4% for 2023/24
- Revised cremation income based on 2,100 cremations

4.2 Expenditure to be funded from reserves

- It is proposed to spend an additional of £28k from reserves in 2022/23 (see para 6.6).

5.0 MEDIUM TERM FORECASTS

5.1 The key assumptions made in producing the forecasts in Appendix 1 for 2024/25 and 2025/26 include:

- Pay award of 2.0% in 2024/25 and 2025/26.
- Cremation fee increases across all Bands C and D in 2024/25 and 2025/26 of approximately 3.0%
- Setting aside the Mercury Abatement surcharge income of £117,600 pa into a reserve for future replacements
- A revenue contribution of £90k in 2024/25 and 2025/26 into the Capital Improvement Reserve
- Re-distribution of £600k to the constituent authorities.

6.0 RESERVES

- 6.1 The Joint Crematorium maintains five reserves:
- Revenue Reserve (including the minimum Working Balance)
 - Mercury Abatement Reserve
 - Equipment Replacement Reserve
 - Capital Improvement Reserve
 - Cremator Repairs Reserve
- 6.2 **Revenue Reserves** – the forecasts in **Appendix 4a** includes the proposed fee increases from January 2023. It was approved at the Joint Board meeting on the 12th December 2016 to re-distribute any surplus over the £250k minimum working balance to the constituent authorities provided that the surplus exceeded £100k. A re-distribution of £700k to the three constituent authorities leaves a projected balance of £499k.
- 6.3 **Mercury Abatement Reserve – Appendix 4a** shows the contributions which will be made each year from income collected of £117.6k for 2022/23 onwards. The projected balance on the reserve at the end of 2022/23 is £1,226,516. The £56 charge per cremation is still being made even though the plant is installed and will be set aside for future replacement works. It is estimated that the cremators are now over halfway through their original useful life. The Bereavement Services Manager has reviewed the balance on the reserve and projected contributions and currently views these to be sufficient. However, due to the potential significant cost of replacing the cremators in the future this reserve will be reviewed annually.
- 6.4 **Equipment Replacement Reserve – Appendix 4a** shows that the opening balance at the start of 2022/23 was £27,700. The contribution this year and in future will be £5,360. The next planned expenditure from this reserve is for a replacement mower and tractor (£60k) scheduled for 2030.
- 6.5 **Cremator Repairs Reserve – Appendix 4a** shows an opening balance of £333k. The Crematorium has entered into a 5 year servicing agreement which covers the majority of the routine maintenance required by the cremators. This reserve is maintained

to cover unforeseen works outside of the contract e.g. duct work, waste heat cooler etc. This situation will be kept under review.

6.6 Capital Improvement Reserve – Appendix 4b shows the contributions made from the revenue account to fund capital schemes, and in which year the scheme will take place. A detailed condition survey was undertaken in 2015 and the management improvement plan has been reviewed again in 2019 and approved by the Joint Board on 23rd May 2019. The revised management improvement plan (revenue & capital) has now been built into the budgets. This leaves a projected balance on the reserve of £779k at the end of 2025/26. The costs of all current major repairs/improvements have been reviewed and reflected in the revised budget and it is viewed that the balance of the reserve and budgeted contributions (£90k) are currently sufficient to meet the crematoriums medium term requirements.

6.8 Reserves summary

The table below shows that based on current estimates the earmarked reserves will continue to grow and it is viewed that these are sufficient to meet the Crematoriums requirements over the medium term.

Reserve	2022/23 Original £000	2022/23 Revised £000	2023/24 Estimate £000	2024/25 Estimate £000	2025/26 Estimate £000
Mercury Abatement	1,212	1,227	1,344	1,462	1,579
Equipment	33	33	38	44	49
Cremator Repairs	333	333	333	333	333
Capital Improvement	659	570	599	689	779
Total Earmarked Reserves	2,237	2,163	2,314	2,528	2,740

Revenue Reserves	262	499	545	629	741
Total Reserves	2,499	2,662	2,859	3,157	3,481

7.0 REDISTRIBUTION TO CONSITUENT AUTHORITIES

7.1 At the Joint Board meeting on the 12th December 2016 approval was given to redistribute any surplus provided that it exceeded £100k and that the minimum working balance (£250k) was maintained in the Revenue Reserve. A re-distribution of £700k has been budgeted for in the 2022/23 financial year.

7.2 Based on the number of cremations from each area over 3 years the distribution of the £700,000 would be as follows:

Proposed Distribution to Constituent Authorities

	Proportion	Share
Chesterfield	55%	£385,000
North East Derbyshire	31%	£217,000
Bolsover	14%	£98,000
Total	100%	£700,000

8 OTHER MATTERS

8.2 Current employer pension contributions remain at 18.8% which have already been included in budgets and there are no increases to past service contributions.

9.0 RECOMMENDATIONS

9.1 That the revenue estimates be approved.

9.2 That the Capital schemes be approved (para 3.4 & 6.6).

9.3 In line with the recommendation agreed at the Joint Board meeting on the 12th December 2016 that a re-distribution of £700,000 to the Constituent Authorities be approved for 2022/23.

9.4 That the planned use of reserves be approved (para 6.0).

10.0 Reasons for recommendations

10.1 To enable the Crematorium to set a balanced budget and maintain adequate reserves for 2022/23 and in future years.

Decision information

Key decision number	
Wards affected	All
Links to Council Plan priorities	To provide value for money services

Document information

Report author	Contact number/email
David Corker	01246 936279 david.corker@chesterfield.gov.uk
Background documents These are unpublished works which have been relied on to a material extent when the report was prepared. <i>This must be made available to the public for up to 4 years.</i>	
Annexes to the report	
Annexe 1	Detailed estimates
Annexe 2	Details of major variations in 2022/23
Annexe 3	Notes on 2023/24 estimates
Annexe 4a	Reserves Forecast
Annexe 4b	Capital Improvement Reserve

CHESTERFIELD AND DISTRICT JOINT CREMATORIUM COMMITTEE
Estimates of Revenue Expenditure and Income
2022/23, 2023/24, 2024/25 & 2025/26

	Actual 2022/23	Original Budget 2022/23	Revised Budget 2022/23	Original Budget 2023/24	Original Budget 2024/25	Original Budget 2025/26
Expenditure						
Employee Expenses	393,840	390,660	412,130	425,050	434,140	442,770
Premises Related Expenses	269,981	257,690	313,480	448,710	458,530	455,890
Minor Capital expenditure direct from revenue		10,000	10,000	16,650		14,000
Transport Related Expenses	2,719	4,800	4,950	4,970	4,990	5,010
Supplies & Services	155,906	135,080	139,810	140,820	143,270	141,560
Agency & Contracted Services	14,352	14,990	14,990	16,510	17,170	17,520
Central, Departmental and Technical Support	94,398	108,180	107,250	111,630	116,200	116,600
Capital Charges	117,511	114,900	116,590	114,710	113,290	112,230
Direct Revenue Financing of Capital	461	470	470	470	480	490
Total Expenditure	1,049,168	1,036,770	1,119,670	1,279,520	1,288,070	1,306,070
Income						
Fees & Charges - Cremation Fees	1,643,261	1,523,820	1,526,650	1,642,330	1,690,320	1,738,300
- Sales	16,735	14,370	15,770	15,770	15,770	15,770
- Other	61,685	49,150	52,760	52,760	52,760	52,760
- Mercury Abatement	137,967	117,600	123,100	117,600	117,600	117,600
Other Income	67,856	78,780	125,360	194,530	195,710	193,950
Total Income	1,927,504	1,783,720	1,843,640	2,022,990	2,072,160	2,118,380
Net (Cost)/Income of Service	878,336	746,950	723,970	743,470	784,090	812,310
Asset Charge Contribution	117,511	114,900	116,590	114,710	113,290	112,230
Contribution to Capital Replacement Reserve	(90,000)	(90,000)	(90,000)	(90,000)	(90,000)	(90,000)
Surcharge to Mercury Abatement Reserve	(131,712)	(117,600)	(117,600)	(117,600)	(117,600)	(117,600)
Contribution (to)/from Organ Reserve	0	0	0	0	0	0
Contribution to Cremator Repairs Reserve	0	0	0	0	0	0
Contribution to Equipment Replacement Reserve	(5,360)	(5,360)	(5,360)	(5,360)	(5,360)	(5,360)
Appropriations (to)/from Reserves	0	51,110	72,400	0	0	0
Redistribution to Constituent Authorities	(600,000)	(700,000)	(700,000)	(600,000)	(600,000)	(600,000)
SURPLUS/ (DEFICIT) IN YEAR	168,775	0	0	45,220	84,420	111,580
Reserves Brought Forward	403,060	313,040	571,835	499,435	544,655	629,075
Transfer from/(to) another Reserve		(51,110)	(72,400)			
Transfer from/(to) Revenue		261,930	499,435	544,655	629,075	740,655
Revenue Reserve Carried Forward	571,835	261,930	499,435	544,655	629,075	740,655
Number of Cremations	2,533	2,100	2,100	2,100	2,100	2,100

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CHESTERFIELD AND DISTRICT JOINT CREMATORIUM COMMITTEE

Revised Estimate 2022/23 – Details of Major Variations Net Expenditure	+Increase (Reduction)
1. <u>Employee Expenses</u> Re-deployment of staff due to Covid Salary increases mainly due to pay award	2,040 19,430
2. <u>Premises Related Expenses</u> Service Improvement Plan – c/fwd from 21/22 Utilities Cremator Maintenance Contract	30,230 23,500 2,060
3. <u>Transport</u> Minor misc items	150
4. <u>Supplies & Services</u> Memorials Minor misc items	2,560 2,170
5. <u>Central Admin Support</u> Increase in various recharges	(930)
6. <u>Income</u> Increase in Cremation income CAMEO income Memorial income Estimated increased interest on balances Other	(2,830) (5,500) (4,210) (45,850) (1,530)
7. Contribution from Summary Revenue Reserve	(21,290)
<hr/> Total	<hr/> 0.00

**CHESTERFIELD AND DISTRICT JOINT CREMATORIUM
COMMITTEE**

Notes on 2023/24 Estimates

1. Inflation
 - a) Pay Award of 4.0%

2. Premises
 - a) £17k included for repairs to the crematory roof (see management improvement plan).

4. Income
 - a) Based on 2,100 Cremations (147 at Bands A & B, 168 at Band C & 1,785 at Band D).
 - b) The estimates include a recharge to Chesterfield Borough Council for the cost of a Joint Bereavement Service.
 - c) An increase to Bands C & D cremations of 10% in 2023 and 3% in 2024.

Revenue Reserves						
	Outturn 2021/22	Original Budget 2022/23 £	Revised Budget 2022/23 £	Original Budget 2023/24 £	Original Budget 2024/25 £	Original Budget 2025/26 £
Bal b/fwd at start of year after redistribution	403,060	313,040	571,835	499,435	544,655	629,075
Surplus / (Deficit) in the year	168,775	0	0	45,220	84,420	111,580
Transfer to revenue		(51,110)	(72,400)			
Transfer from other reserve						
Bal before c/fwd	571,835	261,930	499,435	544,655	629,075	740,655
Carry forward to 2022/23	66,560	0	0	0	0	0
Bal c/fwd	505,275	261,930	499,435	544,655	629,075	740,655
Minimum working balance required - (10%) of turnover b/f	(250,000)	(250,000)	(250,000)	(250,000)	(250,000)	(250,000)

Mercury Abatement Reserve						
	Outturn 2021/22	Original Budget 2022/23 £	Revised Budget 2022/23 £	Original Budget 2023/24 £	Original Budget 2024/25 £	Original Budget 2025/26 £
Bal b/fwd at start of year	977,204	1,094,804	1,108,916	1,226,516	1,344,116	1,461,716
Surcharge	131,712	117,600	117,600	117,600	117,600	117,600
Transfer to Capital Reserve						
	1,108,916	1,212,404	1,226,516	1,344,116	1,461,716	1,579,316

Equipment Replacement Reserve						
	Outturn 2021/22	Original Budget 2022/23 £	Revised Budget 2022/23 £	Original Budget 2023/24 £	Original Budget 2024/25 £	Original Budget 2025/26 £
Bal b/fwd at start of year	22,340	27,700	27,700	33,060	38,420	43,780
Contributions from revenue	5,360	5,360	5,360	5,360	5,360	5,360
Expenditure in year						
Balance c/fwd at end of year	27,700	33,060	33,060	38,420	43,780	49,140

Cremator Repairs Reserve						
	Outturn 2021/22	Original Budget 2022/23 £	Revised Budget 2022/23 £	Original Budget 2023/24 £	Original Budget 2024/25 £	Original Budget 2025/26 £
Bal b/fwd at start of year	332,984	332,984	332,984	332,984	332,984	332,984
Contributions from revenue	-		-	-	-	-
Expenditure in year						
Balance c/fwd at end of year	332,984	332,984	332,984	332,984	332,984	332,984

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Capital Improvement Reserve – (at current prices + separate inflation provision)

	Outturn 2021/22	Original Budget 2022/23 £	Revised Budget 2022/23 £	Original Budget 2023/24 £	Original Budget 2024/25 £	Original Budget 2025/26 £
Mercury Abatement Plant, Cremators & building works						
Balance b/fwd		0	0			
In year spend			(40,000)			
Transfer to/from other reserves			40,000			
Contribution to other reserves			0			
C/fwd end of year	0	0	0			
Chapel Refurbishment						
Balance b/fwd						
In year spend			(20,000)			
Transfer from other reserves			20,000			
Contribution from revenue						
C/fwd end of year	0	0	0	0	0	0
Car Park						
Balance b/fwd						
In year spend			(47,850)			
Transfer from other reserves			47,850			
Contribution from revenue						
C/fwd end of year	-	0	-	0	0	0
Gutters, Soffits & Facia's						
Balance b/fwd						
In year spend				(28,350)		
Transfer from other reserves				28,350		
Contribution from revenue						
C/fwd end of year	-	-	-	0	0	0
Strewing Grounds						
Balance b/fwd				-		
In year spend						
Contribution to other reserves						
Contribution from revenue						
C/fwd end of year	-	-	-	-	-	-
Music System						
Balance b/fwd						
In year spend			(16,905)			
Transfer from other reserves			16,905			
Contribution from revenue						
C/fwd end of year	-	-	-	-	-	-
Garage Area						
Balance b/fwd						
In year spend				(32,530)		
Transfer from other reserves				32,530		
Contribution from revenue						
C/fwd end of year	-	-	-	-	-	-
Unallocated						
B/fwd start of year	514,833	569,333	604,833	570,078	599,198	689,198
In year spend						
Transfer to/from other reserves			(124,755)	(60,880)		
Appropriation to revenue						
Contribution from revenue	90,000	90,000	90,000	90,000	90,000	90,000
C/fwd end of year	604,833	659,333	570,078	599,198	689,198	779,198
Total - all schemes						
B/fwd start of year	514,833	569,333	604,833	570,078	599,198	689,198
In year spend	0	0	(124,755)	(60,880)	0	0
Transfer to/from other reserves						
Appropriation to revenue						
Contribution from revenue	90,000	90,000	90,000	90,000	90,000	90,000
C/fwd end of year	604,833	659,333	570,078	599,198	689,198	779,198

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For publication

Bereavement Services Manager's Report

Meeting:	Chesterfield and District Joint Crematorium Committee
Date:	19 December 2022
For publication	

1.0 Purpose of the report

- 1.1 To keep Members informed of matters relating to the day-to-day operation of the Crematorium.

2.0 Cremation Figures

- 2.1 This part of the report details cremation service totals, comparisons and from which constituent area funerals have been received from.

	CBC	WEST	NEDDC	BDC	AV	OUTSIDE
APR- OCT 2019	480	74	334	185	4	79
APR – OCT 2020	629	82	409	154	16	127
APR – OCT 2021	545	103	386	175	4	86
APRIL – OCT 2022	606	70	369	125	6	112

	CJCC Cremations	Derbyshire Registered Deaths	England and Wales Registered Deaths
APR – OCT 2019	1156	4,550	293,767
APR – OCT 2020	1417	5,306	349,445
APR – OCT 2021	1298	4,819	300,765
APRIL – OCT 2022	1288	5,120	324,242

3.0 Bereavement Services Questionnaire

In August 2022, Funeral Directors, Ministers, Celebrants and Memorial Masons were invited to take part in the annual satisfaction survey.

The results of the survey are attached at Appendix 1.

Members will note that the results are generally pleasing, particularly around the attitude and helpfulness of staff, Grounds Maintenance, Chapel and services in general.

4.0 Recommendations

That the report is noted.

Document information

Report author	
<i>Bereavement Services Manager c/o Chesterfield and District Crematorium</i>	
Background documents These are unpublished works which have been relied on to a material extent when the report was prepared.	
N/A	
Appendices to the report	
Appendix 1	Customer Satisfaction Survey Results Report

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Bereavement Services Questionnaire Report, August 2022

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1. Summary

Questionnaire format: *Web/online/paper*
Responses: *35 Total*
Date range: *24th August 2022 to 5th October 2022*

2. Introduction

The Borough Council and Joint Committee aim to provide caring and quality services to meet expectations of their clients. Services are provided at: Chesterfield and district crematorium, Spital cemetery, Staveley cemetery, Boythorpe cemetery and Brimington cemetery. To help improve the service, an online questionnaire was distributed by email to funeral directors, ministers, celebrants and memorial masons to capture feedback.

Please note due to rounding, percentages may not add up to 100%.

3. Questionnaire results

Q1. How regularly do you visit the following?									
	Often		Sometimes		Seldom		Never		
	No.	%	No.	%	No.	%	No.	%	
Chesterfield and District Crematorium	24	70.6%	7	20.6%	3	8.8%	0	0%	
Crematorium Reception	14	43.8%	9	28.1%	7	21.9%	2	6.3%	
Boythorpe Cemetery	6	21.4%	8	28.6%	8	28.6%	6	21.4%	
Brimington Cemetery	3	10.3%	12	41.4%	6	20.7%	8	27.6%	
Spital Cemetery	2	7.1%	6	21.4%	9	32.1%	11	39.3%	
Staveley Cemetery	3	10.7%	7	25.0%	6	21.4%	12	42.9%	
Crematorium Chapel	18	64.3%	6	21.4%	3	10.7%	1	3.6%	

Q2. Thinking about the full range of services we provide (including at the Crematorium, Cemeteries, Crematory, Chapel and the office) how do you rate the following:										
	Very good		Good		Neither		Poor		Very poor	
	No.	%	No.	%	No.	%	No.	%	No.	%
Attitude of staff (polite and courteous)	29	85.3%	5	14.7%	0	0%	0	0%	0	0%
Helpfulness of staff	29	85.3%	5	14.7%	0	0%	0	0%	0	0%
How easy it is to get information or assistance	29	85.3%	5	14.7%	0	0%	0	0%	0	0%
Office and reception areas	28	84.8%	5	15.2%	0	0%	0	0%	0	0%

Please add any more detailed comments about our service here:

- Always greeted by friendly staff, either on the phone or in person.
- All staff are so helpful.
- I visit other local Crematoriums to take services. I have never found any of them that come up to your very high standard in ALL areas. Well done.
- Your team always go above and beyond, from office staff to chapel workers. Other council run crematoria could take some lessons.
- Can't offer enough praise for ALL staff. A real credit to the Borough Council. Very good rating seems inadequate - they are exceptional.
- It is a joy to work with such a helpful and respectful team. Nothing is too much trouble.
- Nothing is ever too much trouble. Great team all round.
- The staff are very professional, caring and compassionate.

Q3. Thinking about the Chesterfield and District Crematorium, how do you rate the following?												
	Very good		Good		Neither		Poor		Very poor		Not used	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Online booking facility for Crematorium Chapel	16	47.1%	4	11.8%	1	2.9%	0	0%	0	0%	13	38.2%
Grounds maintenance and the Gardens of Remembrance	28	84.8%	2	6.1%	0	0%	0	0%	0	0%	3	9.1%
Chapel for Cremation services	22	64.7%	9	26.5%	1	2.9%	0	0%	0	0%	2	5.9%

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Please add any more detailed comments about the Crematorium here:

- Always clean and tidy. Gardens are beautiful and immaculate.
- Noise from the next service waiting outside has been a big problem through these hot summer months. Maybe air conditioning so the windows can stay shut would help for future hot days.
- Grounds are always colourful, neat and clean.
- I find the staff both professional and go out of their way to be helpful and supportive at all times.
- Funeral directors should not be able to book 'regular slots' but only book when they have the name of the deceased and celebrant/minister arranged.
- Air conditioning would be a welcome addition.
- As a celebrant, I would like to see the screens from where I stand.
- Improvements to the Chapel are good and sensitive.

Q4. Thinking about the full range of services each media supplier provides, how do you rate the following?

	Very good		Good		Neither		Poor		Very poor		Not used	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Wesley tributes screens	7	21.9%	10	31.3%	2	6.3%	1	3.1%	0	0%	12	37.5%
Wesley webcasting	8	25.0%	7	21.9%	1	3.1%	1	3.1%	0	0%	15	46.9%
Wesley downloads / USBs	6	18.8%	8	25.0%	2	6.3%	0	0%	0	0%	16	50.0%
Obitus tributes screens	19	55.9%	7	20.6%	0	0%	0	0%	0	0%	8	23.5%
Obitus webcasting	17	50.0%	7	20.6%	0	0%	0	0%	0	0%	10	29.4%
Obitus keepsakes	11	32.4%	3	8.8%	1	2.9%	0	0%	0	0%	19	55.9%

Q5. Thinking just about the cemeteries, how do you rate the following?

	Very good		Good		Neither		Poor		Very poor		Not used	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Grounds maintenance	21	63.6%	4	12.1%	1	3.0%	0	0%	0	0%	7	21.2%
Cemetery burial services	21	63.6%	4	12.1%	0	0%	0	0%	0	0%	8	24.2%

Please add any more detailed comments about the cemeteries here:

- I have never come across any other cemetery grounds that comes up to the very high standard of maintenance. Well done. They bring pleasure to all who visit.

Q6. Table 1: When choosing where to arrange a burial or cremation, which of the following are the main priority when making that decision?

Please choose your top five reasons. (Respondents were limited to select five reasons only)

In this table, the responses given have been weighted to generate a score for each reason listed. Reasons selected as 1st priority were given a score of 5, reasons selected as 2nd priority were given a score of 4, 3rd priority scored 3 and so on.

Reason	Score	Chart
Proximity of the crematorium/cemetery to home of the deceased	74	
Waiting times and service time availability	65	
Cremation and burial fees	55	
Condition and presentation of buildings, grounds and facilities	29	
Helpfulness of staff	26	
Family traditions	25	
Length of service allowed	23	
Religious considerations	17	
Funeral directors influence	15	
Size of chapel	12	
Audio visual options	7	
Range of times available including evenings and weekends	6	
Memorial options available	5	
Environmentally friendly options available on-site	4	
Options for the disposal of ashes on-site	3	
Size of car park	3	
Type and size of coffins allowed	2	
Public transport links	0	
Coffin charging viewing facilities	0	
If there is a café on site	0	

Q6. Table 2: When choosing where to arrange a burial or cremation, which of the following are the main priority when making that decision?

Please choose your top five reasons. (Respondents were limited to select five reasons only)

This table shows the number of respondents that indicated a top five priority rating for each reason listed.

	Priority 1	Priority 2	Priority 3	Priority 4	Priority 5
	No.	No.	No.	No.	No.
Waiting times and service time availability	4	9	3	2	2
Proximity of the crematorium/cemetery to home of the deceased	10	3	3	1	1
Cremation and burial fees	4	6	2	2	1
Environmentally friendly options available on-site	0	1	0	0	0
Options for the disposal of ashes on-site	0	0	1	0	0
Helpfulness of staff	1	1	2	5	1
Size of car park	0	0	0	0	3
Size of chapel	0	0	2	3	0
Audio visual options	0	0	1	1	2
Length of service allowed	1	0	2	4	4
Range of times available including evenings and weekends	0	0	1	1	1
Type and size of coffins allowed	0	0	0	1	0
Memorial options available	0	1	0	0	1
Public transport links	0	0	0	0	0
Condition and presentation of buildings, grounds and facilities	1	1	4	3	2
Funeral directors influence	1	0	2	0	4
Family traditions	2	2	1	1	2
Coffin charging viewing facilities	0	0	0	0	0
Religious considerations	2	1	1	0	0
If there is a café on site	0	0	0	0	0

Q7. Overall how satisfied are you with the services provided by Chesterfield Borough Council and the Chesterfield and District Joint Crematorium Committee:

	Very satisfied		Fairly satisfied		Neither		Fairly dissatisfied		Very dissatisfied	
	No.	%	No.	%	No.	%	No.	%	No.	%
Cemeteries	25	75.8%	5	15.2%	3	9.1%	0	0%	0	0%
Crematorium	29	85.3%	5	14.7%	0	0%	0	0%	0	0%

Q9. Do you have any other comments or suggestions to improve our service?

- Longer service times, even by just five minutes may help. Families have often spoken how it is like a conveyor belt and you can see the next hearse waiting to come down whilst still in chapel for their service. Or a traffic light further up the drive so the next hearse cannot come down until the chapel is completely empty and won't be seen by the previous funeral mourners.
- Continue what you are doing now and you will do nothing but enhance your very positive contribution you make already.
- Would be helpful is staff at Chesterfield Crematorium could have an audio link in the sound/PC room as it can sometimes be too loud in the chapel. Would be helpful to have a speaker in the 'vestry' for Funderal Directors to hear better with a service if we end up in there because the chapel is full.
- Crematorium Chapel and car park need investment- no air conditioning and not enough disabled car parking.
- I think you've done that by changing over to Obitus, they are more professional. Keep up the good work. ***** and the rest of the boys do a blinding job. They are there to help us, not hinder us. Council run crematoria is poor in ***** and the staff are not a patch on yours, my opinion of course.
- You are now the only cemetery locally that doesn't have one ceremony per hour. I find that extra time takes the pressure off when dealing with families getting in and out.
- Thank you for what you do and give for the bereaved and clergy officiating.

Are you:

	No.	%
Minister / Celebrant	12	34.3%
Funeral Director	20	57.1%
Memorial Mason	0	0%
Not answered	3	8.6%

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For Publication

Recycling of Metals – Donation to Charity

Meeting:	Chesterfield and District Joint Crematorium Committee
Date:	19 December 2022
For Publication	

1.0 PURPOSE OF THE REPORT

- 1.1 To recommend a proposal for the distribution of surplus derived from the recovery of metals following cremation. The proposal is for distribution to Charities for 2023.
- 1.2 To update Members on an alternative scheme and a recommendation that a visit is arranged to inspect their processes, following which the Manager will report back to the Committee with any further recommendations.

2.0 REPORT DETAILS

- 2.1 In 2007, the Joint Committee agreed to participate in a national scheme for the recovery of metals following cremation. Metals are retained at the Crematorium for collection by a waste metal collection and recycling company, Orthometals Limited, on behalf of the Institute of Cemetery and Crematorium Management (ICCM), who are the scheme administrators.
- 2.2 Metals are only recovered and recycled with the consent of the Applicant for Cremation (usually Next of Kin or Executor).
- 2.3 The terms of the ICCM's scheme require that any surpluses generated from this process shall be donated to a national or local charity that supports the bereaved in some way. Member's have previously steered towards Charities that can demonstrate direct support and assistance to the Constituents of Chesterfield, Bolsover and North East Derbyshire Districts.
- 2.4 Locally, nominations have previously been approved by the Committee for donations made to CRUSE Bereavement Counsellors, SANDS (Stillbirth and Neo-Natal Charity), Weston Park Cancer Charity, Ashgate Hospice Care, Bluebell Wood Children's Hospice, MacMillan Cancer Support, Derbyshire Asbestos Support Team, Alzheimer's Research UK, Nenna Kind Cancer Charity, The Air Ambulance and Young Lives -v- Cancer.

2.5 In the months since the last nominations were decided, the Manager has received 8 applications from Charities wishing to be nominated as recipient of surplus in 2023. An overview of each application can be found below.

Charity	Bereavement Function (Core -v- Element)	Direct Assistance to Constituents
Lily's Legacy – Baby Loss and Beyond	<p>Lily's Legacy is set up to achieve;</p> <ul style="list-style-type: none"> • Provide Financial Assistance to low income bereaved parents who cannot afford to buy a headstone or memorial plaque for their baby's grave. • To provide specific baby loss counselling to local bereaved families. • To provide self care box with tools to support their grief and wellbeing. 	Local Charity supporting families living in Chesterfield, Sheffield, Derbyshire and South Yorkshire
Royal National Institute for the Blind	Unable to demonstrate	National Charity
SUDEP Action "Making every epilepsy death count"	<p>Overview states;</p> <p>"At least 21 people with epilepsy in the UK who are otherwise healthy and often completely unaware of their epilepsy mortality risk, die each week, many young children or adults. SUDEP Action is the only UK Charity Dedicated to raising awareness of risks and tackling deaths in people with epilepsy".</p>	National Charity
MacMillan Cancer Support	<p>At the centre we see people at various stages throughout their cancer and this includes bereaved relatives. This may be discussing and signposting to local and national counselling services if this is required when there is complex bereavement. Often it will be talking through the persons loss and grief and in most situations further counselling is not required.</p> <p>While we do not run bereavement groups in the centre, we do have a unique pre-bereavement service for parents diagnosed with cancer who have dependent children, this is to help them talk with and explain to their children about their very limited life expectancy which is difficult but if done in the right way can have lasting benefits in the child's life and memory of their parent. This was a service we found was needed and we have won a national oncology nurse award for this pre-bereavement service.</p>	NGS Macmillan Unit supports the bereaved in Chesterfield.

CRUSE Bereavement Support (Chesterfield)	Cruse Bereavement Support is open to anyone who is bereaved in the area. CRUSE offer support and counselling	CRUSE Chesterfield is a local branch of CRUSE Bereavement Support
SoBS "Survivors of Bereavement by Suicide" – Chesterfield Branch	<p>Overview provided;</p> <p>"Peer-to-peer support is available for anyone over 18 impacted by suicide loss in the UK. We help those bereaved by suicide to support each other, at the time of their loss and in the months and years that follow. Funding will be used for Suicide Prevention, leaflets, CBT Therapy, flowers on anniversary of suicide, group activities (Walks, fund day out etc).</p>	In June 2022, the Chesterfield Group was formed with support available for constituents of all three Authorities.
Sunshine and Shade 'A Friendship and Bereavement Group'	<p>Aims</p> <ul style="list-style-type: none"> • To provide an environment where it is permissible to assert and express feelings, Sunshine and Shade encourages expression, knowing this is part of the 'healing' process. • To encourage useful exchanges of experience; legitimising personal understanding knowing this provides useful context, perspective, strength and support to navigate through grief. • To encourage community connections, and open new doors for personal growth • To signpost and encourage familiarity in community conversations about death. 	Presently Sunshine and Shade has been operating in Clay Cross since September 2021 and has supported and continues to support 16 people, in two groups, we want to create opportunities for the people of Chesterfield, and have local groups available throughout the area, to include Bolsover, Dronfield, Whittington, Staveley, Town Centre / Grangewood, Ashgate / Holmehall

Ashgate Hospice	The funding is also enabling us to create the specialist packs needed by the loved ones of our community patients to support them following bereavement.	Care provided for the people of North Derbyshire
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2.5 The ICCM have confirmed to the Manager that in 2023, a maximum number of 4 Charities can be nominated, an increase on the previous limit of 2 per annum.

2.6 Regarding the alternative scheme, the Manager has recently been contacted by representatives of RS Bruce Metal Recovery Specialists of Sheffield who gave a background to what the company may have to offer as an alternative to the current scheme. The company have recently become an Affiliate Member of the Federation of Burial and Cremation Authorities who recently published an article in their Autumn Issue of the Resurgam Journal following their recent visit and inspection. Members can read more at Appendix A. In the initial contact from the Company, the Manager was informed that their processes may produce a higher financial return and more regular collections are available - reducing any risks of larger amounts of precious metals stored on site. Their scheme offers more flexibility on how the funds raised are distributed and there may also be an environmental benefit of the metals being recycled in Sheffield when currently the metals travel to the Netherlands for processing.

3.0 RECOMMENDATIONS

3.1 That four Charities are nominated to receive an equal share of the surplus derived from the metal recycling scheme and that those charities are;

CRUSE Bereavement Support (Chesterfield Branch)
 SoBS – Survivors of Bereavement by Suicide (Chesterfield Branch)
 Lily’s Legacy – Baby Loss and Beyond
 Sunshine and Shade ‘A Friendship and Bereavement Group’

3.2 That Member’s give approval for the Manager to visit the site of an alternative recycling of metals scheme and report back to a future meeting of the Committee with any recommendations.

4.0 Reason for recommendations

4.1 The CRUSE Bereavement Support Local Branch will directly support bereaved people from the three constituent areas. Dawne Hart, Regional Fundraising and Engagement Manager wrote in application ***"Your support would enable us to grow our presence in the local community, upskill our volunteers, train new volunteers and reduce waiting times to ensure that no bereaved person is left to face grief alone"***.

- 4.2** The SoBS Local Branch will provide direct support to people bereaved by suicide within the three constituent areas. ***This support would come at a time of increased bereavement from suicide. Sadly, 5219 suicides were registered in England in 2021, an increase of 307 from 2020 (Source: <https://www.samaritans.org/about-samaritans/research-policy/suicide-facts-and-figures/latest-suicide-data/>)***
- 4.3** Lily's Legacy is a local charity supporting bereaved parents following the loss of an infant and funding would assist bereaved parents on low income to afford a plaque for their baby's grave, provide counselling and self care advice.
- 4.4** Sunshine and Shade are a community support group who the founder, Rachel Snowball, describes ***"meet regularly to provide consideration, care, companionship and community connections following bereavement"***. The group has been operating in Clay Cross since 2021 and financial support would assist their goal of creating opportunities and new local groups to then include Bolsover, Dronfield, Whittington, Staveley, Grangewood, Ashgate and Holme Hall.

5.0 Alternative options

- 5.1** Member's may decide to replace or swap any of the recommended nominations with either McMillan Cancer Support or Ashgate Hospice. Both are also eligible for nomination with definable elements of the Charities supporting bereaved people whilst direct assistance to local constituents is demonstrated. Members may recall that both Charities were recipients in recent years, nominated by this Committee.

It is a number of years since CRUSE were nominated recipients whilst the other three nominated Charities have never benefited from the scheme previously. For information, The RNIB were not recommended at this time as their email application didn't demonstrate support to bereaved people or people within the constituent areas. Although SUDEP demonstrated support to those bereaved through Epilepsy, no details were provided on how local people would be supported and were not recommended on this occasion.

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Executive Committee Visit to RS Bruce Metal Recovery Specialists, Sheffield

In this edition we welcome new Affiliate Member RS Bruce and give a background to what the company have to offer to members.

RS Bruce are a Precious Metal Recovery and Toll Processing company founded in 1974 in Sheffield England.

The company specialises in the recovery and processing of precious and valuable metals, priding themselves on playing a key role in the innovation of the techniques used today for the removal, recovery and recycling of precious metals, primarily the Platinum Group Metals (PGMs), Gold and Silver.

In the years since their inception in 1974, RS Bruce have developed innovative methods to achieve higher yields and recoveries from the most challenging opportunities.

Although RS Bruce also operates globally, recovering precious and valuable metal resources from chemical plant and equipment, parts, electronics, and both solid and liquid wastes the companies roots and indeed entire operation are UK based.

Using a wide range of technologies and equipment, developed to enable recovery of value in the form of metals, whether that be Platinum Group Metals or Metals such as Gold, Molybdenum, Cobalt, Titanium, Silver or Copper, the company is able to achieve optimum extraction levels increasing the payback to the customer.

RS Bruce recovers precious and valuable metal resources from solid and liquid wastes, chemical plant and

equipment, parts, electronics and a wide range of materials from many industries.

With the company welcoming visitors who wish to witness or audit the process the Executive Committee Members were able to witness the process as metals collected from an individual crematorium were processed.

The metals for recycling are stored at the crematorium in the boxes used for processing. At the time of collection, they are sealed and weighed before being removed from site and the receipt left with crematorium staff.

The sealed boxes are then taken to the RS Bruce works in Sheffield where they are processed in a dedicated crematorium metals sorting building set up for the process and stored on the ground floor pending processing. Most boxes are processed within a week, but the company allows for up to six weeks depending on the demand for the service.





After being reweighed, and the weight checked against the collection sheet weight the individual box is lifted to the top floor of the sorting building where, once the seal is removed, the contents are transferred to the sorting tray.

Once the ferrous metal has been extracted using a magnet-based system the ferrous weight is recorded on the collection sheet. The joints are separated out manually at the same time and the weight recorded on the collection sheet.

The remaining items are then processed to remove all impurities including any bone fragments displaced as joints are moved in the collection process or fragments trapped in intricate metal. The company offer a unique facility, due to the individual processing for these finely ground fragments to be returned to the crematorium for burial or strewing should the crematorium request this. The alternative is for these to be retained by R S Bruce for disposal.

Once the precious metals have been fully isolated from the bulk of material, the metals are then subjected to various chemical processes to remove impurities and increase precious metal concentrations. Once concentrated the material is then weighed and recorded again before going through the final smelting process to generate precious metal bullion.

The valuation of the bullion is carried out by a third party, which are one of the leading testing and assaying facilities and provides the majority of jewellery hallmarking in the UK. Whilst R S Bruce has its own testing and laboratory facilities using a third party for valuation ensures credibility and full transparency throughout the process.

For each metal collected the weight and value is recorded on the valuation sheet which is returned to the individual crematorium. The proceeds can then be allocated as the cremation authority wishes, whether a charitable donation of their choice or, for example, to fund a special feature or facility for the crematorium.

What was very surprising for most members of the Executive was the high value of the collected metals, with most of the value from fillings and dental work rather than the metal joints.

A full tour of the site followed, from battery processing to cleaning and retrieving precious metals from process equipment from a wide range of industries. All of the processes follow a similar pattern from checking collection and arrival weights to maintaining separate processing batches from different contracts.

The Executive Committee will review the findings of the visit at their meeting on 12 September 2022, the findings and any recommendations will then be published in the Winter edition of Resurgam.



For Publication

Crematorium Fees and Charges 2023/24

Meeting:	Chesterfield and District Joint Crematorium Committee
Date:	19 December 2022
For publication	

1.0 Purpose of the Report

- 1.1 To seek approval for implementation of fees and charges for the crematorium from 1st January 2023.
- 1.2 To seek approval for delegated authority to be given to the Manager to introduce an **"Energy Cost Surcharge"** according to any increases in Gas and Electricity Prices over and above what has been budgeted for.

2.0 Recommendations

- 2.1 To approve Fees and Charges for 2023 according to Appendix A.
- 2.2 To introduce a new Band A – Direct Cremation (Unattended) Fee of £385.00.
- 2.3 To introduce Band B – Direct Cremation (Attended) Fee of £485.00.
- 2.4 To introduce 'Cancellation of Cremation Service Fee Within 2 Working Days' of £100.00.
- 2.5 To introduce an 'Out of Time' Penalty, remitted to the waiting family of £100.00.
- 2.6 Delegated Authority be given for the Manager to introduce an **"Energy Cost Surcharge"** during 2023 but with suitable notice given to Funeral Director's before any surcharge is made. Any decision will be taken in consultation with the Treasurer, Chair of the Committee and Lead Authority Service Director.

3.0 Reason for Recommendations

- 3.1 To ensure sufficient funds to maintain high levels of standards for the bereaved, reach a balanced budget and to maintain sufficient reserve levels to meet any future pressures.
- 3.2 To provide an affordable option for cremation for all with comparable fees and high standards.

- 3.3 To ensure that the Crematorium can provide a suitable option for Direct Cremation.
- 3.4 To assist with the smooth running and timings of funeral services. The 'Out of Time Penalty' shall be charged to the Funeral Director responsible for the Service leading to the delay but then deducted from the charge to the waiting family.
- 3.5 It is anticipated that the recommended Fees and Charges will cover the increases in staffing, maintenance, supplies and services budgets if approved. However, due to the volatility and risk around Energy Costs, the Crematorium reserves the right to add an "Energy Cost Surcharge" during 2023. This is in order to mitigate the risks should prices rise higher than what has been taken into consideration using the most accurate predictions and budgets set at this time.

4.0 Report Details

4.1 Background

Members will be aware that fees and charges are normally reviewed on an annual basis and adjusted accordingly from 1st January.

The proposed changes to fees have been based on a robust estimate of the impact of cost increases and demand within the services. This includes assessing the affordability of any of these increases to our residents and customers. Cost pressures and changes in demand include:

- Increases in energy costs
- Inflationary increases (October CPI 11.1%) resulting in increases in supplier costs and materials and in Cremator Maintenance Costs
- NJC Pay Claim for 2022-23 which has resulted in a higher than budgeted for pay increase for staff and a higher than anticipated budget for the 2023-24 Pay Claim
- A possible reduction in cremation numbers after excess deaths during the Covid 19 Pandemic

4.2 Service Analysis and Comparison

An annual table of standard cremation fees is published each year by The Cremation Society of Great Britain. The table shows that as of 1st January 2022, Chesterfield and District was ranked 174th of 314 Crematoria (1st being most expensive) in the United Kingdom.

The current standard cremation fee of £830.00 is below the national average. In the United Kingdom, the average standard cremation charge as of 1st

January 2022 was £855.00. (*Source, The Cremation Society of Great Britain; Cremation Statistics*).

The current standard cremation fee of £830.00 is also below the local average of £898.00. The table attached at Appendix 2 details local Cremation Fees for comparison. It is expected that other local crematoria will review and increase their fees from 1st April 2023.

Although the Cremation Fee is below the national and local averages, there is evidence to suggest a high standard of service including;

- Positive results in the 2022 Stakeholder Satisfaction Survey.
- Retaining the Green Flag Award for 2022 which recognises well managed parks and green spaces.
- Charter for the Bereaved Gold Award
- FBCA Inspection Results

The proposed Fee of £905.00 will still be lower than a number of other local crematoria who are expected to increase their costs in April 2023. It is expected that the new fee will be around the Regional and National Averages once other authorities have amended their fees.

4.3 Direct Cremation

Changing attitudes to rites around death are leading to a rise in people choosing Direct Cremation.

A Direct Cremation is a lower cost cremation - often with no service, mourners, ceremony or visitors to the funeral home.

Direct cremations will reach or exceed 10% of all UK deaths by 2030 according to finalchoices.co.uk and Dignity Funerals research.

Four years ago, a Direct Cremation option (Band A) was introduced here. The coffin always enters through Chapel, the family have the option to attend if they wish, music can be played, and the family are informed what time the service takes place if they do not attend, and cremated remains are available for delivery or collection the following day.

Although, the dignified service we offer is generally appreciated, many do not attend, listen to music or accompany the coffin into chapel. Not knowing when or where the cremation will take place, or delays in receiving cremated remains also does not appear to be a barrier for many. Therefore, other providers are still chosen by constituents from the three authorities, similar to those specialist providers advertising direct cremation on TV.

It is therefore proposed and recommended that a new Band A Cremation Service is introduced, named Direct Cremation (Unattended) at 08.10am and 08.20am for a fee of £386.00.

And that a new Band B Cremation charge, named Direct Cremation (Attended) for those who do wish to accompany the coffin, listen to music etc is introduced for a fee of £486.00 at 08.30am and 08.50am.

The old Band B, reduced fee for a full service earlier in the day, would become Band C at 9.10am, 9.30am and 9.50am. By continuing to offer this reduced fee, it offers an incentive to use underutilised times in the diary and offers a lower cost option to the bereaved.

Full Services from 10.10am onwards would be renamed Band D.

If approved, opportunities to provide the full range of Direct Cremation Services for constituents should be secured.

4.4 Introduction of new Fees and Charges

It is recommended that the Crematorium introduce a new fee for the cancellation of a cremation service time within two working days of the appointment of £100.00. This charge would be made at the discretion of the Manager and only if an unavoidable cancellation. Most crematoria make similar charges.

It is recommended that the Crematorium introduce a new 'Out of Time Penalty', applicable if the following cortege is kept waiting (but remitted to the waiting family) of £100.00. Most crematoria also make similar charges, and the fee would be applied only if unavoidable (e.g., not made during extreme weather disruption or following the illness of a person attending the funeral).

4.5 Competition and Markets Authority

Members may recall from previous meetings that the Competition and Markets Authority (CMA) launched a study into the funerals market in the UK. A link to the Final Report Summary can be found below. Due to the impact and consequences of Covid-19 on the funeral sector, it was recommended that the CMA should consider another future market investigation when the sector is more stable.

The Manager has taken the opportunity in the Fees and Charges Report to ask Members to bear in mind that further protections could include, if appropriate, price regulation remedies.

https://assets.publishing.service.gov.uk/media/5fdb24dd8fa8f54d564af127/Final_report_summary.pdf

4.6 Memorialisation Fees

Fees for memorialisation had not seen an increase for 5 years before the 2021 fees were set. The freeze was made in an attempt to offset the increasing number of cremated remains that leave the crematoria and the loss from the aesthetic value that memorials add.

However, suppliers have continued to increase their costs (e.g., to supply marble, inscriptions, roses and trees) and it is therefore recommended that an increase of between 6%-10% is implemented for 2022/2023.

The Manager has conducted a review of the costs of providing memorials for the bereaved and whilst we know that all costs have increased, some more dramatically than others. For example, the cost of timber/benches, marble and granite has increased more than the costs of producing a Book of Remembrance Entry. Therefore, a blanket approach has not been taken on Memorial Increases, rather according to the cost of providing individual memorials.

5.0 Implications for consideration – Financial and value for money

The fees have been based on a robust estimate of the impact of cost increases and demand within the services and the Committees overall financial position. This includes assessing the affordability of any of these increases to our residents and customers. Cost pressures and changes in demand include:

- Increases in energy costs
- Inflationary increases (October CPI 11.1%) resulting in increases in supplier costs and materials and in Cremator Maintenance Costs
- NJC Pay Claim for 2022-23 which has resulted in a higher than budgeted for pay increase for staff and a higher than anticipated budget for the 2023-24 Pay Claim
- A possible reduction in cremation numbers after excess deaths during the Covid 19 Pandemic

It is estimated that, should the recommended Fees and Charges be approved, an additional £150,000 income will be raised in the 2023/24 Financial Year. The Standard Cremation Fee would raise by around 10% from £830.00 to £905.00.

The Fee of £905.00 will still be lower than a number of other local crematoria who are expected to increase their costs in April 2023. It is expected that the new fee will be around the Regional and National Averages once other authorities have amended their fees.

Report author	
Bereavement Services Manager Committee Treasurer	
Background documents These are unpublished works which have been relied on to a material extent when the report was prepared.	
Appendices to the report	
Appendix 1	Fees and Charges Table
Appendix 2	Comparison Table

Appendix 1

Service		Current	Proposed
		Total Fee	
Cremations			
Child up to 18 years old		No Charge	No Charge
Extra time slot (per 20 minutes)		£195.00	£140.00
18 years + Direct Cremation 10 Minutes Unattended 8.10/8.20 BAND A			£385.00
18 years + Direct Cremation 20 Minutes Attended 8.30/8.50 BAND B		£436.00	£485.00
18 years + BAND C 9.10, 9.30, 9.50		£619.00	£675.00
18 years + BAND D 10.10 ONWARDS		£830.00	£905.00
Saturday service 9.00am – 13.00		£897.00	£980.00
Urns and caskets		From £46.00	From £50.00
All cremation Fees Inclusive of £56.00 Environmental Surcharge and £20.35 Medical Referee Fee			
Deposit of Cremated Remains			
Temporary deposit for up to 1 month		No Charge	No Charge
Deposit after 1 month (per month or part month)		£10.00	£10.00
Strewing of cremated remains in Garden of Remembrance following cremation at any other crematorium		£53.00	£60.00
Additional charge for witnessed strewing of cremated remains following Cremation here.		£22.00	£25.00
Memorialisation			
Book of Remembrance:		Including VAT	
Two-line entry		£77.00	£80.00
Per additional line (a maximum of 8 Lines)		£39.00	£40.00
Motif, Badge, Crest		£171.00	£180.00
Miniature Books of Remembrance			
Standard edition with 2-line entry		£65.00	£70.00
Deluxe edition with 2-line entry		£90.00	£95.00
Each additional line		£13.00	£15.00
Memorial cards			
With 2-line entry		£43.00	£45.00
Roses			
Memorial Rose – 5 yrs		£198.00	£215.00
Memorial Rose – 10 yrs		£331.00	£355.00
Rose Bed Renewal – 5 yrs		£250.00	£270.00
Rose Bed Renewal – 10 yrs		£500.00	£540.00
Memorial Shrub – 5 yrs		£198.00	£215.00
Memorial Shrub – 10 yrs		£331.00	£355.00
Memorial tree			
Initial adoption – 10 years		£778.00	£840.00
Memorial seat			
Initial adoption – 10 years		£1099.00	£1210.00
Memorial Vault (Sanctum)			

Service		Current	Proposed
		Total Fee	
Cremated Remains Interment in Vault including Casket and 80 years – 5 yrs		£739.00	£815.00
Cremated Remains Interment in Vault including Casket and 80 letters – 10 yrs		£1003.00	£1105.00
Renewal of lease 5 Years		£375.00	£410.00
Renewal of lease 10 Years		£502.00	£550.00
Additional lettering/design/photo plaques/replacement plaques		At Cost	At Cost
Mushroom			
Replacement of disc		£110.00	£120.00
Renewal of lease communal Mushroom – 3 yrs		£121.00	£135.00
Renewal of lease communal Mushroom – 5 yrs		£182.00	£200.00
Renewal of lease individual Mushroom (3, 4 or 5 discs) – 3 yrs		£243.00	£265.00
Renewal of lease individual Mushroom (3, 4 or 5 discs) – 5 yrs		£363.00	£400.00
Pond Markers			
Cremated Remains Interment in Pond Marker – 5 yrs		£496.00	£545.00
Cremated Remains Interment in Pond Marker – 10 yrs		£634.00	£695.00
Renewal of lease – 5 yrs		£220.00	£240.00
Renewal of lease – 10 yrs		£375.00	£410.00
Additional lettering		At Cost	At Cost
Additional design		At Cost	At Cost
Photograph plaques		At Cost	At Cost
Replacement plaque		At Cost	At Cost
Kerb Unit with Flower Vase			
Kerb unit for initial period – 5 yrs		£430.00	£475.00
Kerb unit for initial period – 10 yrs		£523.00	£575.00
Renewal of lease – 5 yrs		£220.00	£240.00
Renewal of lease – 10 yrs		£358.00	£395.00
Neverland Baby Garden Barbican Plaque			
Barbican Plaque - Initial 10 years		£171.00	£190.00
Barbican Plaque Renewal – 10 yrs		£80.00	£90.00
Miscellaneous			
Additional lettering		At Cost	At Cost
Additional design		At Cost	At Cost
Photograph plaques		At Cost	At Cost
Replacement plaque		£269.00	£295.00
Use of chapel of rest (coffin on catafalque)		£36.00	£40.00
Register search fee		£5.00	£5.00
Use of chapel for memorial service		£248.00	£270.00
Provision of pallbearer		£48.00	£55.00
Webcasting/Family Tribute		At Cost	At Cost
Out of Time Penalty Remitted to Waiting Family		NEW	£100.00
Cancellation of Cremation Service Within 48 Hours		NEW	£100.00

Appendix 2

Please see below regional cremation fees with our Current and Proposed Fees and Charges. Members will also acknowledge that other authorities will almost certainly increase their own fees in the next Financial Year.

CREMATORIUM	OWNER/ AUTHORITY	STANDARD CREMATION FEE
Sherwood Forest	Private (Dignity)	£999.00
Rotherham	Private (Dignity)	£999.00
City Road	Municipal (Sheffield City Council)	£935.00
Hutcliffe Wood	Municipal (Sheffield City Council)	£935.00
Alfreton	Private (Memoria)	£930.00
Chesterfield and District	Municipal (CBC, NEDDC, BDC)	£905.00 (Proposed)
Mansfield	Municipal (Mansfield District)	£858.00
Chesterfield and District	Municipal (CBC, NEDDC, BDC)	£830.00 (Current)
Derby (Markeaton)	Municipal (Derby City Council)	£805.00
Grenoside	Private (Dignity)	£792.00
Regional Average	All Fees Inclusive of Medical Referee and Environmental Surcharge Fees	£898.00

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