

Report

Report to:	Community and Enterprise Resources Committee
Date of Meeting:	3 September 2019
Report by:	Executive Director (Community and Enterprise Resources)

Subject:	Crematorium Order of Service
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ advise of the outcome of the review of Order of Service currently provided by Bereavement Services and associated proposed changes

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):-

- (1) that the content of the report be noted; and
- (2) that the proposed changes to the Order of Service and associated charges as set out in section 5, be approved.

3. Background

- 3.1. The Council's Bereavement Services continues to work with the Scottish Bereavement and Burial Group and with the Scottish Government in relation to the provision of bereavement services, including addressing funeral poverty. This work is complemented by John Birrell, Chair of Scottish Working Group on Funeral Poverty and the completion of The Funeral Poverty in Scotland report in February 2016.
- 3.2. A number of Burial and Cremation authorities, who manage crematoria have introduced various Order of Service options to bereaved families allowing them to choose the one that best suits their circumstances, e.g. direct cremations.
- 3.3. Officers understand from Funeral Directors that families resident in South Lanarkshire are deciding to use variable Order of Service times, including direct cremation services, being offered in surrounding Council areas, rather than using the service provided by the Council.

4. Current Position

- 4.1. Bereavement Services currently provide eight services per day carried out at 45 minute intervals between 9.30am and 3.30pm, Monday to Friday, with a further four at 30 minute intervals between 8.30am and 4.30pm (8.30am, 9.00am, 3.30pm and 4.00pm).

- 4.2. Availability on a Saturday consists of four services between 9.30am and 11.45am at 45 minute intervals and a further two at 30 minute intervals. (8.30am and 9.00am). There are no services available on a Sunday unless formally agreed by the Resources' Executive Director.
- 4.3. All services (45 and 30 minutes) are charged at a cost of £635.90 although it should be noted that there is no charge for children aged 0 to 17 years. This charge covers the cost of the cremation and the use of the service room.
- 4.5. Increasingly the 45 minute services are not providing enough time for the visitors to leave the crematorium before visitors for the next service arrive. This is especially difficult to manage when there are well attended back to back services.
- 4.6. Having reviewed the range of service times provided by other councils, the associated range of charges and the ongoing issues with the management of visitors within the current 45 minute interval, the service has identified a range of alternative service times to increase the range of options open to bereaved families from 1 April 2020.

5. Proposals

- 5.1. In order to alleviate the potential overlap in services, it is proposed to extend all 45 minute intervals to 1 hour. The service times will be promoted as being 45 minutes to minimise the likelihood of visitors leaving and arriving at the same time. The cost for this will remain at the full cost of a service, £635.90 (£391.89 cremation, £244.01 service room).
- 5.2. It is proposed to continue to offer the existing 30 minute interval but reducing to two occasions per day at 8.30am and 4.00pm Monday to Friday with one 30 minute interval commencing at 8.30am on a Saturday. It is intended to reduce the cost of this service to reflect the shorter length of time the service room is used. The costs for this service will be set at £554.57, being the cost of the cremation (£391.89) and a reduced cost for the use of the service room based on a 30 minute service rather than 45 minute (£162.68).
- 5.3. Finally, it is proposed to introduce a new 15 minute interval for direct cremation services but to limit this to two services per day at 8.00am and 8.15am at a cost of £391.89, being the cost of the cremation (£391.89) only as the service room would not be required. These would not be available on a Saturday.
- 5.4. The direct cremation services will consist of the coffin arriving at the front door of the crematorium and passing through the service room and being laid on the catafalque where the crematorium staff will say a few words of committal before taking the coffin to the cremators. It should be noted that the deceased will receive the same dignified level of service as that provided during the more traditional service.
- 5.5. There will be an overall reduction of one service per day from Monday to Friday, however, the Crematoria is not, and has not, operated at full capacity since it opened in 2006. It is anticipated that the loss of one service per day will be offset by the range of choice now offered that will meet the varying demands of the bereaved, keep services within South Lanarkshire and contribute to addressing Funeral Poverty issues.

- 5.6. The revised Order of Service will also be available to non-residents at no additional cost similar to the other Bereavement Services on offer.
- 5.7. Appendix 1 identifies the current schedule and the proposed Order of Service schedules.
- 6. Employee Implications**
- 6.1. There are no employee implications associated with this report.
- 7. Financial Implications**
- 7.1. The new proposed Order of Service will follow the current charging approach, but where the use of the service room is reduced, then the charge will reduce proportionately. It is anticipated that these changes will be cost neutral to the Service.
- 8. Other Implications**
- 8.1. There are no implications for risk or sustainability in terms of the information contained within this report.
- 9. Equality Impact Assessment and Consultation Arrangements**
- 9.1. There will be no requirement to complete an Equality Impact Assessment or Consultation as no individual group will be disadvantaged, but rather these proposals will assist the financially disadvantaged in South Lanarkshire.

Michael McGlynn
Executive Director (Community and Enterprise Resources)

23 July 2019

Link(s) to Council Values/Ambitions/Objectives

- ◆ Working with and respecting others.

Previous References

- ◆ Community and Enterprise Resources Committee – 21 August 2018 (Paragraph 16)

List of Background Papers

- ◆ None

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

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Current Order of Service

Time	Monday - Friday	Saturday	Sunday
8.30	30 minutes	30 minutes	No Services
9.00	30 minutes	30 minutes	
9.30	45 minutes	45 minutes	
10.15	45 minutes	45 minutes	
11.00	45 minutes	45 minutes	
11.45	45 minutes	45 minutes	
12.30	45 minutes		
1.15	45 minutes		
2.00	45 minutes		
2.45	45 minutes		
3.30	30 minutes		
4.00	30 minutes		

Proposed Order of Service

Time	Monday - Friday	Saturday	Sunday
8.00	15 minutes		No Services
8.15	15 minutes		
8.30	30 minutes	30 minutes	
9.00	60 minutes	60 minutes	
10.00	60 minutes	60 minutes	
11.00	60 minutes	60 minutes	
12.00	60 minutes	60 minutes	
1.00	60 minutes		
2.00	60 minutes		
3.00	60 minutes		
4.00	30 minutes		