

**Environment and  
Sustainable Communities  
Overview and Scrutiny  
Committee**

**24 February 2023**

**Bereavement Services**



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**Report of Alan Patrickson, Corporate Director of Neighbourhoods  
and Climate Change**

**Electoral division(s) affected:**

Countywide

**Purpose of the Report**

- 1 The purpose of the report is to provide members of Environment and Sustainable Communities Overview and Scrutiny Committee with information relating to the work of Bereavement Services.

**Executive summary**

- 2 This report provides members of Environment and Sustainable Communities Overview and Scrutiny Committee with an update on Bereavement Services.
- 3 A presentation by the Neighbourhood Protection Manager and Bereavement Services Manager accompanies this report.

**Recommendations**

- 4 That Environment and Sustainable Communities Overview and Scrutiny Committee receive the report and comment on it accordingly.

**Background**

- 5 The overall vision for all our cemeteries and crematoria is:
  - To provide a sensitive, respectful service fitting for the bereaved.
  - To ensure that sympathetic, supportive, and confidential advice is given to the recently bereaved on funeral service arrangements and give assistance in co-ordinating the funeral process if required.

- To provide suitable standards of maintenance in cemeteries and crematoria across County Durham, working to maximise value for money & biodiversity
- To ensure the proper respect of all Council cemeteries and crematoria with fair Rules and Regulations, which are explained to all visitors.

## **Statutory Requirements.**

- 6 Burial authorities are authorised, but not required, to provide burial grounds if they have available land. The Local Authorities' Cemeteries Order 1977 regulates depth of burial, the need for grave and burial records and their storage, and the management of memorials (including their removal). The Order also empowers a burial authority to manage, regulate and control cemeteries, to lay out, repair and provide access to the cemetery, apply for part of the cemetery to be consecrated or set apart for some denominations, to provide chapels or mortuaries, to set certain fees and charges, and to maintain graves
- 7 Durham County Council is responsible for some 46 open cemeteries carrying out more than 1,200 full burials/reopen and ashes graves per year. Durham County Council is also responsible for some 98 closed churchyards, there are also, several Parish Councils who are responsible for cemeteries and closed churchyards.
- 8 The service is also responsible for running 2 crematoriums at Mountsett and Durham which are managed by Joint committees working in partnership with other authorities. At Mountsett this is with Gateshead Borough Council and at Durham this is with Spennymoor Town Council. Overall, the service carries @ 3,900 cremations per year and 90% of DCC services are held through crematoria.
- 9 The role of bereavement services overall is to coordinate all the areas identified in Appendix 2, following a review in 2014 individual elements were split up and are now delivered by different teams from Clean and Green, Business Support and Bereavement Services.

## Clean and Green

- 10 The Clean and Green Team deliver all the grounds maintenance operations associated with bereavement services i.e., grass cutting, flower and shrub bed maintenance, tree works, roads, footpaths, fencing in cemeteries/closed churchyards.
- 11 They also undertaking grave digging operations and have been trained and have all achieved the Health and Safety and the Burial process certificate. This ensures all graves are dug and maintained in accordance with the Institute of Cemetery and Crematorium Management 'Charter for the Bereaved'.

- 12 Within the Clean and Green Team, they also deal with memorial inspections making safe etc, in total there are more than 75,000 memorials to be tested.

### Business Support

- 13 Currently within Business support there are a couple of dedicated staff who deal with all aspects of cemeteries including.
- Customer services
    - i. Families (grave bookings, family searches etc)
    - ii. Funeral Directors (funeral arrangements)
    - iii. Memorial Masons - Memorial applications and permits
  - Coordination of burials and memorials with the relevant teams
  - Paperwork
    - i. Cemetery registers and plans
    - ii. Financial aspects from invoices to reconciliation

### **Bereavement Services**

- 14 Bereavement services have 2 members of staff who deal with Memorial inspections, meeting families regarding unsafe headstones/damage to memorials, closed churchyard orders, infrastructure inspections, grave marking for funeral services, headstone marking for installations, faculty applications, complaints, etc.
- 15 They also carry out 'public health funerals' in response to our statutory duties. This is covered under the provision of section 46 (i) of the Public Health (Control of Diseases) Act 1984, "where the County Council of Durham must, cause to be buried or cremated the body of any person who has died or been found dead in their area, in any case where it appears to the Council that no suitable arrangements have been or are being made otherwise than by the Authority".
- 16 Over the years this type of service has increased mainly due to Funeral Poverty which is having an affect across the UK. Royal London (2019) reported that the average funeral costs £3,785. They also highlight that families are in debt for £1990 on average for each funeral. The Northeast average cost is £3,659. Recent research also shows that Universal Credit is now having an effect also.
- 17 In most instances, we are notified of the death by the Coroner's Officer. The Coroner's Office is involved in the investigation of certain deaths (for example, where the cause of death is uncertain). In these cases, the

Coroner's Officers will make attempts to trace any relatives of the deceased. If the Coroner's Office is unable to trace any relatives; or no person is willing or able to prepare and/or pay for a funeral; then the Coroner's Office notifies Bereavement Services of the death.

- 18 We may also receive notification from hospitals if a person has been found to be deceased upon arrival at hospital (and the Coroner's Office is not involved in the investigation of the death); and there are no persons or relatives to arrange and/or pay for the funeral. We may also be notified of a death by residential homes, hospices and nursing homes.
- 19 This involves carrying out house searches to identify if there is a valid will, any next of kin, assets etc. that may assist with the funding of the funeral arrangements. In carrying out this service we may also use genealogy companies to assist in finding next of kin.
- 20 Whenever the views of the deceased are known, the funeral is arranged accordingly. Most funerals are cremations unless the deceased person's wish to be buried has been expressed in a signed, written statement. A public health funeral arranged by Durham County Council includes the following:
  - Appropriate advice and support
  - Liaison with third parties and personnel required to arrange a funeral
  - provide care and preparation of the deceased
  - carry out the local removal of the deceased from either their home or mortuary
  - provide a standard Windsor type coffin
  - provide a hearse to attend the service at crematorium/cemetery
  - provision of a minister/ celebrant.

### Burial space

- 21 Unlike Crematoriums which has a fixed asset base, burial space continues to be used up and maintenance of these community spaces will continue ad infinitum.
- 22 Therefore, we continue to look at areas in which we can suitably extend or create new burial grounds where possible, however this is subject to Environment Agency approval regarding groundwater pollution. Also, availability of either DCC owned land or private land that landowner may be willing to sell.

23 Several of our existing cemeteries are now full, and several others are starting to reach a critical point where decisions need to be made to find alternative sites or re-locate families to the nearest existing cemetery.

- Barnard Castle
- Bishop Auckland
- Meadowfield
- Witton Park

24 Although some sites have run out of space there are alternatives for most sites within 4 miles. A Full list of all cemeteries and current life span can be found in Appendix 3.

#### Memorials and the use of herbicides

25 Members will recollect at a scrutiny meeting in 2020 a question was raised by a member of the public regarding weedkilling around headstones and its impact on the creation of 'bare earth' and an ascertain that this was the source of memorial instability.

26 Based on this description the Council's has reviewed its approach to spraying around headstones as a potential contributor. This has resulted in sections within cemeteries being identified where strimming as an alternative to spraying will be employed. This has been completed and reduced the volume of headstones that are sprayed although it should be noted this strimming has created complaints related to the spraying of grass across memorials and damage to headstones. A key driver to this change has been the ecological commitments that the Council has made and the desire to find alternatives to certain chemicals that are used.

27 It should be noted that the drive to be more sustainable extends to how the Council manages its cemeteries, the service has already had a range of sites which reflect local circumstances with some left to create wildflower meadows and other which have areas that are totally wild with minimal grass cutting or use of herbicides.

28 Memorials can be affected by a range of factors, including the ground maintenance regime, animals, tree roots, topographic structure along with how they are installed.

29 For headstone stability the service implemented a national standard for all new headstones after Local Government Reorganisation in line with BS8415 which provides greater foundations and so improved stability. Additionally in some cemeteries concrete rafts have been installed that allows monumental masons to attach to a firm fixing. Both measures assist with ensuring headstones remain in place and are supported by headstone testing.

- 30 The future sees the service to continue to update the approach to maintenance within cemeteries (as with all open space) reflecting the climate and ecological commitments.

### Woodland Burial Site

- 31 An area of land to the bottom of South Road Cemetery and Durham crematorium which is owned by Durham County Council was established as a community owned woodland burial site which was created by the Woodland Burial Trust by way of a lease agreement, however this went into administration and Durham County Council have now taken this over and continue to work with a friend's group on this site.
- 32 The site has become popular and gives another alternative for the bereaved when making funeral arrangements.

### Crematoria

- 33 There are two crematoria in Durham, both are partnerships and managed through Durham County Council. Both have separate legal status, Central Durham is a partnership with Spennymoor Town Council and Mountsett in partnership with Gateshead Borough Council as Joint Committees. In Durham 90% of services are through a Crematoria.
- 34 All crematoria must follow the legislation in the Cremation Acts 1902, Cremation Regulations (England and Wales 2008), regarding the disposal of the dead.
- 35 There are a number of areas of change that have affected delivery of the service. The main challenge to the service was the requirement (from 1<sup>st</sup> January 2013) for 50% of all cremations to be mercury abated. Should this not be achievable, legislation would be introduced whereby all crematoria undertaking excess of 1,970 cremations during 2003 would be required to install abatement equipment.
- 36 The Federation of Burial and Cremation Authorities felt that rather than the cost of Mercury Abatement being met by the busiest crematoria the cost should be shared around the industry and introduced the CAMEO scheme (a burden sharing scheme where those who with abatement equipment would receive payment from those without, based on the number of cremations undertaken).
- 37 In 2003 Durham Crematorium carried out significantly more cremations than the threshold set out in the 2003 legislation (1,326) and was therefore compelled to install equipment in line with legislation. In consideration of this Members of the Joint Committee agreed to install abatement equipment.
- 38 In 2003 Mountsett Crematorium carried out significantly less cremations than the threshold set and was therefore not compelled to install

equipment in line with legislation. In consideration of this Members of the Joint Committee agreed that Mountsett Crematorium should join the CAMEO scheme rather than install abatement equipment.

- 39 Whilst it was envisaged that the number of projected cremations would continue to be lower than the legislative threshold, there were strong environmental reasons why, the old cremators at Mountsett Crematorium were replaced with Mercury Abatement equipment.
- 40 There has been significant capital investment of over £4.1m at Durham Crematorium since 2009, with further investments of nearly £1.7 million planned for the coming years in line with the Service Asset Management Plan for the site. The three cremators at the crematorium were installed in 2012/13, with full mercury abatement equipment being installed at that time. They have a life expectancy of 20 years, so the next cremator replacement programme of £1.6 million, based upon today's market prices, is not scheduled until approximately 2032.

<b>Project</b>	<b>Cost £</b>
New additional car parking	182,899
Crematorium extension	953,983
New cremators and mercury abatement plant	1,292,918
Improvement to office facilities	145,000
Alterations to book of remembrance room	171,463
Refurbishment of chapel	122,698
Refurbishment of internal waiting rooms	131,819
Replacement of copper roofing canopies	277,184
Improvement to office	183,950
Staff car Parking	56,466

- 41 Since 2009 there has also been significant investment in the Mountsett Crematorium totalling of over £4.1m with further investments of nearly £175k planned for the coming years in line with the Service Asset Management Plan for the site. The two cremators at the crematorium were installed in 2022, with full mercury abatement equipment being installed at that time. They have a life expectancy of 20 years, so the next cremator replacement programme of £1.6 million, based upon today's market prices, is not scheduled until approximately 2042.

Project	Cost £
Installation of Memorial Towers	21,530
Road Widening	24,973
Tarmac Access to Car Park	62,200
Car Park Extension	88,398
Cremator Replacement and Extension	1,564,515
Energy improvement works	111.824
Install temporary cremator	334,929
Cremator Replacement	1,593,884

### Re-cycling of Metals

- 42 The recycling of metals resulting from cremation is only carried out with the written consent of each bereaved family. Following a cremation of a deceased person the cremated remains contain metals such as items used in the construction of the coffin and on numerous occasions, orthopaedic implants such as hip and knee replacement joints. In the past this metal was removed from the cremated remains and buried within the grounds of the crematorium as the bereaved had never expressed any desire for its return to them. With the onset of modern waste management regulations, the Environment Agency indicated that once the metal is removed from the cremated remains it becomes waste albeit a very sensitive material.
- 43 The Institute of Cemetery and Crematorium Management (I.C.C.M.) consulted with the Royal Dutch Cremation Federation, which has a metals recycling scheme currently in operation in the Netherlands and decided to model the UK scheme on its experiences. A specialist company called OrthoMetals has been contracted to provide special containers to UK scheme members and to carry out periodic collections. The recycling of pacemakers is also undertaken by the same company.
- 44 The Dutch company then return a payment for the metals/pacemakers collected to the I.C.C.M. which is the distributed to those crematoriums who have nominated a death related charity. Starting in 2023 we have now been able to nominate more than one charity to distribute funds.
- 45 So far £284,276 has been given to local death related charities by both crematoriums.



## Memorialisation

- 46 Memorialisation is the commemoration of the lives of those loved, revered and respected. The cemetery and crematorium offers a number of ways in which memorialisation can take place, including large/small memorial plaques, vase blocks, niche units, seats, entries in the book of remembrance, miniature books, remembrance cards and Ancillary income is generated from the sale of these, the majority of these can be found at both crematoriums.

## Awards

- 47 In July 2009 Durham County Council were awarded The Charter for the Bereaved. The Charter is recognised across England as one of the top standards in Cemetery and Crematoria Services provision and related aspects of bereavement.
- 48 Overall, the service provided is a valued one that has achieved a Gold standard through the ICCM (Institute of Cemetery and Crematorium Management). In August 2022, Bereavement Services was rated by ICCM as the Twelfth best performing service in the country.
- 49 Castleside Cemetery was awarded Cemetery of Year Honourable Mention 2008 and Cemetery of Year Runner-Up in 2009, 2019 and again in 2020.
- 50 Moorside Cemetery was awarded Cemetery of Year small/medium burial ground silver award in 2021.
- 51 There are also six green flags awarded to Council cemeteries and crematoriums, in recognition of their maintenance standards and community involvement. This is the most awards for bereavement services anywhere in the whole country
- Castleside Cemetery since 2011
  - Ropery Lane Cemetery since 2008
  - Moorside Cemetery since 2011
  - Sacriston Cemetery since 2010
  - Mountsett Crematorium since 2012
  - South Road Cemetery and Crematorium since 2011
- 52 As well as these awards we also take part in the Association of Public Service Excellence (A.P.S.E.) benchmarking. In 2016 the service was a finalist in the best and most improved performer category in Cemetery and Crematorium services. Again in 2018 we were again a finalist in this category.

## Fees and Charges

### Cremation

- 53 The current cremation fees for crematoria across the region, shown in the table below, indicates a current average cremation fee of £835 (inclusive of medical referee's fees and environmental surcharge where appropriate) across the region:

<b>Crematorium</b>	<b>Cremation Fee</b>
Gateshead	£761
<b>Durham</b>	<b>£765</b>
Stockton	£765
Hartlepool	£776
Middlesbrough	£810
North Tyneside	£813
South Tyneside	£816
Northumberland	£820
Newcastle	£872
Sunderland	£882
Coundon	£884
Darlington	£930
<b>Average</b>	<b>£835</b>

### Burial

- 54 Burial fees and charges are considered each year, overall Durham's fees are just less than the regional average and have increased by inflation over recent years. The interment of children up to 18 years old remains free. In 2020/21 new charges were introduced for service cancellations (less than 48 hours' notice), overrun exceeding 10 minutes, late attendance at the graveside (more than 20 minutes) and right of burial extensions from 20 to 40 years. Full details of all these charges are shown in Appendix 4.

<b>Authorities</b>	<b>Burial Fee</b>	<b>Exclusive Rights of Burial</b>	<b>Total cost</b>
Sunderland	£1,167	£1,167	£2,334
Northumberland	£1,054	£1,083	£2,137
Newcastle	£966	£1,098	£2,064
Gateshead	£886	£1,067	£1,953
Hartlepool	£836	£1,141	£1,977
Darlington	£960	£980	£1,940
South Tyneside	£884	£1,020	£1,904
Middlesbrough	£726	£1,133	£1,859
<b>Durham</b>	<b>£870</b>	<b>£973</b>	<b>£1,843</b>
North Tyneside	£947	£810	£1,757
Redcar & Cleveland	£740	£880	£1,620
Stockton	£580	£900	£1,480
<b>Average</b>	<b>£885</b>	<b>£1021</b>	<b>£1,906</b>

### The Impact of Covid 19

- 55 As Members may be aware, the Covid 19 pandemic placed both crematoriums under immense pressure due to the increase in death rates and the fact that the majority services are carried out in Durham.
- 56 Normal ways of doing things were immediately stopped and changes in government regulation meant that we had to quickly adapt to a new way of working, this involved changes in paperwork, death registration etc.
- 57 During this time the staff are a real asset, they continue to provide services to our communities at the most difficult times.
- 58 We continue to monitor current death trends and have seen a dramatic increase in January 2023; therefore, we have taken the decision to increase service times that we offer as well as putting additional service

times and Saturdays, thus allowing for an additional 14 cremation slots per week.

59 This increase has also been seen by Mortuaries, funeral directors etc.

## **Key issues**

### Sensitivity of the service

60 This service is provided at one of the most difficult times in families lives having lost a loved one. This can be a difficult task and good liaison with funeral directors and families is important and it is done with understanding and sensitivity. This task should not be underestimated.

61 Staff have also shown their commitment to the bereaved and will go all out to ensure that we provide the best possible service we can whilst being short staffed due to holidays/sickness etc.

### Regulation

62 There are few laws of general application to burial grounds. Most burial law is directed at particular types of burial grounds, such as those operated by local authorities (the Local Authorities' Cemeteries Order 1977 (LACO), as amended) or the Church of England (various ecclesiastical Measures, although the law relating to churchyards is mostly common law). However, all crematoriums must follow The Cremation (England and Wales) Regulations 2008.

### Funeral Poverty

63 As Previously mentioned, Funeral Poverty is having an affect across the UK. The current market has a lack of transparency making it difficult to compare products and there are significant differentials between suppliers. To help we direct families to the financial help that is available and provide a range of available options for families to take when considering services. For example, at the crematoria some slots are priced differently and there is a direct cremation option. There is also a comparison site for funeral directors' costs <https://www.funeralguide.co.uk> so that families can compare costs.

### The Future

64 Resomation a new alternative to burial and flame cremation as a human end of life option. A funeral involving water cremation is the same as one involving flame cremation until the point at which the body is committed from public view. Water cremation uses water-based solution to speed up the natural process the body goes through at the end of life. The body is placed in a coffin or shroud made from biodegradable materials and then carefully positioned in a water chamber. Instead of

using fire, water cremation combines a water and alkali-based solution, and this gentle method speeds up the natural process the body goes through at the end of life. The process is on average 3-4 hours long and once complete the pure white bone ash that remains is returned to the family in an urn as happens with flame cremation. So outside of a quieter and less environmentally damaging process than flame cremation the public will see no real difference to the funeral service process or the returning of ash.

## **Conclusion**

65 Bereavement services continues to provide services to our communities at a time in life when they are most needed.

## **Background papers**

**None**

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## **Appendix 1: Implications**

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### **Legal Implications**

The Council undertakes many parts of the service to meet the statutory requirements and within the legislation and regulations that are laid down.

### **Finance**

Not applicable

### **Consultation**

Not applicable

### **Equality and Diversity / Public Sector Equality Duty**

Not applicable

### **Human Rights**

Not applicable

### **Climate Change**

There have been significant changes within the service to contribute to the reduction in carbon use and this continues with new technology being investigated.

### **Crime and Disorder**

Not applicable

### **Staffing**

Not applicable

### **Accommodation**

Not applicable

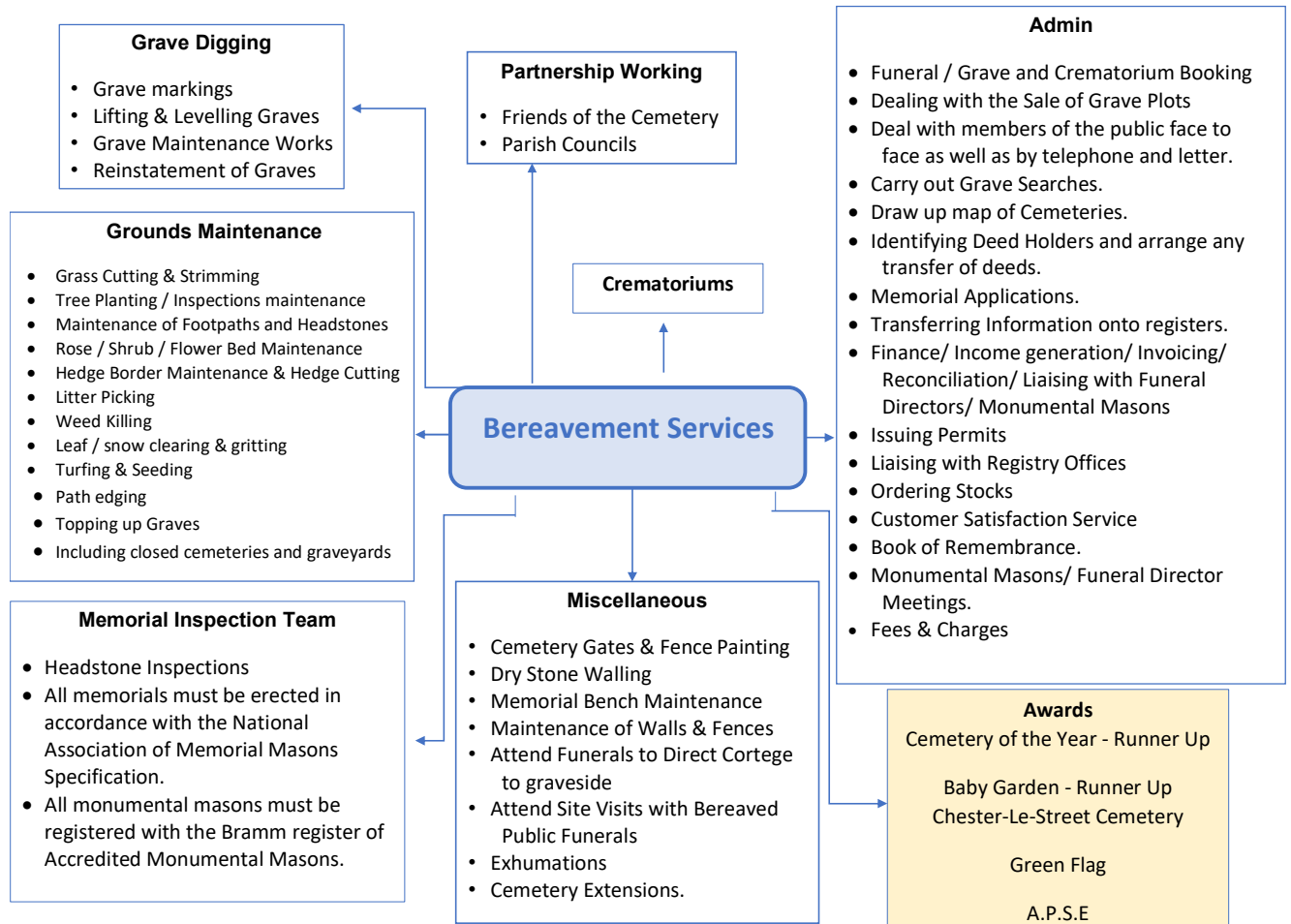
### **Risk**

Not applicable

### **Procurement**

Not applicable

## Appendix 2: Bereavement Functions



### Appendix 3: Cemetery Capacity

Cemetery	Burials in last ten years	Average	Number of graves left	Years left	Status	Land available	Nearest cemetery
Barnard Castle	218	21.8	115	4	Critical	No	Startforth 1 Mile
Bishop Auckland	486	48.6	95	2	Critical	Yes not DCC	West Auckland 2 Mile
Blackhill	578	57.8	0	0	Closed moved to Moorside	No	Moorside 3 Mile
Castleside	36	3.6	0	0	Moved to Moorside	No	Moorside 1 Mile
Ropery Lane	388	38.8	0	0	Moved to Pelton	No	Pelton 3.5 Mile
Meadowfield	182	18.2	88	4	Critical	No	Ushaw Moor 2.5 Mile
Witton Park	238	23.8	16	0.5	Critical	Yes not DCC	Witton le Wear 1.5 Mile
Rookhope	30	3	16	5	Warning	Yes not DCC	Cowshill 3 Mile
Crook	456	45.6	246	5	Warning	Yes not DCC	Willington 2.5 Mile
Langley Park	164	16.4	133	5	Warning, Extension available subject to funding.	Yes	Lanchester 3.5 Mile
Hamsterley	80	8	51	6	Warning	Yes not DCC	Witton Park 3 Mile
Lynesack	142	14.2	73	5	Warning	Yes not DCC	Woodland 2 Mile
Cowshill	80	8	62	7.5	Warning	Yes not DCC	Rookhope 3 Mile
Romaldkirk	84	8.4	83	9	Warning	Yes not DCC	Startforth 4 Mile



Crosshill	150	15	195	13	Okay	Yes not DCC	Frosterley 3 Mile
Etherley	68	6.8	96	13	Okay	No	West Auckland 2.5 Mile
Sacriston	200	20	240	12	Extension opened	No	Langley Park 3.5 Mile
South Church	178	17.8	183	10	Okay	Yes not DCC	Bishop Auckland 3 Mile
South Road	684	68.4	777	11	Okay	No	Meadowfield 3 Mile
Stanley	548	54.8	619	11	Okay	Yes	Harelaw/Pelt on 3.5 Mile
Woodland	10	1	52	52	Okay	Yes not DCC	Lynesack 2 Mile
Cockfield	134	13.4	1394	104	Okay	Yes	Evenwood 3 Mile
Coundon	130	13	768	59	Okay	Yes	Bishop Auckland 2.5 Mile
Evenwood	100	10	306	31	Okay	Yes not DCC	Cockfield 3 Mile
Frosterley	44	4.4	46	10	Okay	No	Crosshill 3 Mile
Gainford	72	7.2	778	38	Okay	Yes	Staindrop 4.5 Mile
Harelaw	80	8	570	71	Okay	Yes	Stanley 3.5 Mile
Howden Le Wear	126	12.6	189	15	Okay	Yes not DCC	Witton Park 2 Mile
Hunwick	66	6.6	147	22	Okay	Yes not DCC	Willington 2.5 Mile
Lanchester	146	14.6	592	40	Okay	Yes	Langley Park 3.5 Mile
Low Westwood	34	3.4	83	21	Okay	Yes not DCC	Moorside 3.5 Mile
Lumley	94	9.4	168	16	Okay	Yes	Pelton 5 Mile
Moorside	130	13	1670	128	Okay	Yes	Low Westwood 3.5 Mile
Parkwood	124	12.4	345	23	Okay	Yes	Ushaw Moor 4 Mile
Pelton	304	30.4	1144	15	Okay	Yes	Stanley 3.5 Mile
Staindrop	162	16.2	332	20	Okay	Yes not DCC	Gainford 4 Mile
Startforth	34	3.4	156	39	Okay	Yes not DCC	Romaldkirk 4 Mile

Thornley Road	170	17	930	55	Okay	Yes	Howden Le Wear 4 Mile
Ushaw Moor	136	13.6	725	53	Okay	Yes not DCC	Meadowfield 2.5 Mile
West Auckland	338	33.8	3437	101	Okay	Yes	Bishop Auckland 2 Mile
Willington	232	23.2	1967	85	Okay	Yes	Hunwick 2.5 Mile
Witton le Wear	40	4	370	93	Okay	Yes not DCC	Witton Park 1.5 Mile
Woodland Burial Site	274	27.4	497	18	Okay	No	None

## Appendix 4: Burial charges

Product Group	Product Description	2022/23 Method of Charging	2021/22 Charge (£) (inc VAT)	2022/23 Charge (£) (inc VAT)	Actual Increase (£)	Actual %age Increase	VAT Code
<b>Burial Fees</b>							
	Exclusive right of burial (inc headstone fees) - resident	Per Burial	1,210.00	1,245.00	35.00	2.9%	E
	Exclusive right of burial ½ plot (inc headstone fees) - resident	Per Burial	725.00	740.00	15.00	2.1%	E
	Exclusive right of burial (inc headstone fees) - non resident	Per Burial	2,400.00	2,460.00	60.00	2.5%	E
	Exclusive right of burial ½ plot (inc headstone fees) - non resident	Per Burial	1,420.00	1,420.00	0.00	0.0%	E
	Interment of Stillborn child, or a child up to (but not including) 18 years (at time of death)	Per Burial	0.00	0.00	0.00	0.0%	E
	Interment of a person aged 18 years or over at time of death - resident	Per Burial	850.00	870.00	20.00	2.4%	E
	Interment of person aged 18 years or over at time of death - non resident	Per Burial	1,685.00	1,720.00	35.00	2.1%	E
	Interment of person aged 18 years or over at time of death- Saturday resident	Per Burial	1,275.00	1,310.00	35.00	2.8%	E
	Interment of cremated remains - resident	Per Burial	230.00	235.00	5.00	2.2%	E
	Interment of cremated remains - non resident	Per Burial	460.00	470.00	10.00	2.2%	E
	Interment of cremated remains - Saturday resident	Per Burial	335.00	345.00	10.00	3.0%	E
<b>Memorial fees</b>							
	Erection of headstone fee	Per Item	265.00	272.00	7.00	2.6%	E
	Tablets, Plaques, Flat Stones on memorial walls	Per Item	133.00	136.00	3.00	2.3%	E
	Vases (permanent)	Per Item	87.00	89.00	2.00	2.3%	E
	Additional inscriptions	Per Item	70.00	72.00	2.00	2.9%	E
	Replacement headstones	Per Item	76.00	78.00	2.00	2.6%	E
	Kerbs (in certain cemeteries)	Per Item	375.00	385.00	10.00	2.7%	E
	Kerbs ½ grave plot (in certain cemeteries)	Per Item	185.00	190.00	5.00	2.7%	E
	Erection of headstone where no exclusive right purchased (50+ years old)	Per Item	265.00	265.00	0.00	0.0%	E
	Erection of headstone where no exclusive of right purchased (25-50 years old)	Per Item	820.00	820.00	0.00	0.0%	E
<b>Miscellaneous Cemetery Fees</b>							
	Cemetery searches	Per Item	25.00	26.00	1.00	4.0%	E
	Grave selection fee	Per Item	60.00	62.00	2.00	3.3%	E
	Transfer of ownership (change deed holders)	Per Item	80.00	83.00	3.00	3.8%	E
	Copy of deed	Per Item	25.00	25.00	0.00	0.0%	E
	Service cancellation (less than 48 hrs notice)	Per Item	250.00	250.00	0.00	0.0%	E
	Overrun exceeding 10 minutes	Per Item	50.00	50.00	0.00	0.0%	E
	Late attendance at graveside (more than 20 minutes)	Per Item	50.00	50.00	0.00	0.0%	E
	Full grave - 20 year extension	Per Item	282.00	290.00	8.00	2.8%	E
	Full grave - 30 year extension	Per Item	423.00	430.00	7.00	1.7%	E
	Full grave - 40 year extension	Per Item	564.00	570.00	6.00	1.1%	E
	Cremated remains section – 20 year extension	Per Item	164.00	168.00	4.00	2.4%	E
	Cremated remains section – 30 year extension	Per Item	247.00	255.00	8.00	3.2%	E
	Cremated remains section – 40 year extension	Per Item	329.00	340.00	11.00	3.3%	E
	Children's section grave – 20 year extension	Per Item	164.00	168.00	4.00	2.4%	E
	Children's section grave – 30 year extension	Per Item	247.00	247.00	0.00	0.0%	E
	Children's section grave – 40 year extension	Per Item	329.00	329.00	0.00	0.0%	E
	Chapel of Rest per day (Chester-le-Street only)	Per Item	150.00	150.00	0.00	0.0%	E
<b>Cemetery Columbarium Fees</b>							
	Columbarium Unit for maximum of 2 interments (20y lease)	Per Item	1,120.00	1,120.00	0.00	0.0%	E
	Plaque inclusive of 80 letters inclusive of VAT	Plaque & 80 Letters	120.00	120.00	0.00	0.0%	S
	Additional letter at £1.38 each plus VAT	Per Letter	1.65	1.65	0.00	0.0%	S
	Re-opening for second interment (re:Columbarium)	Per Item	55.00	55.00	0.00	0.0%	E
	Plus second inscription at £1.38 per letter plus VAT	Per Letter	1.65	1.65	0.00	0.0%	S
	Removal and replacement of tablet inclusive of VAT (re:Columbarium)	Per Item	32.00	32.00	0.00	0.0%	S