



Background

- Initial network query through AGMA (13).
- Discussion point at APSE Advisory Group.
- APSE network query (51).
- Today – update and discussion.

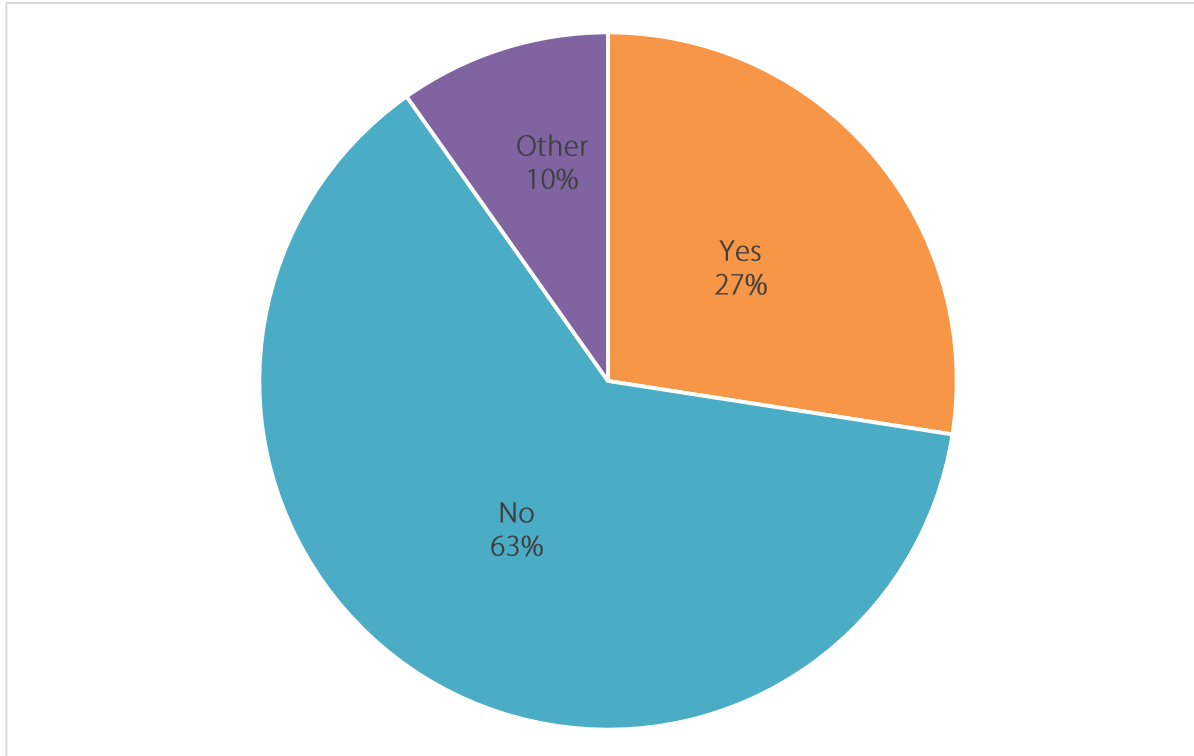


FINED

Concerns

- “Invariably fines and penalties get passed on to families which is unfair”
- “It is also difficult to ascertain at what point exactly is 'late' - is it 1 minute, 5 minutes, 10 minutes? “
- “Excuses will always be given such as an accident, bad traffic, breakdown, family issues etc”
- “It tends to rub the FD's up the wrong way in a service that is already striving to keep custom and not lose it”.
- “Late fees should only be used when you have re offending incidents incurring fees on a regular basis does not create a good working relationship”

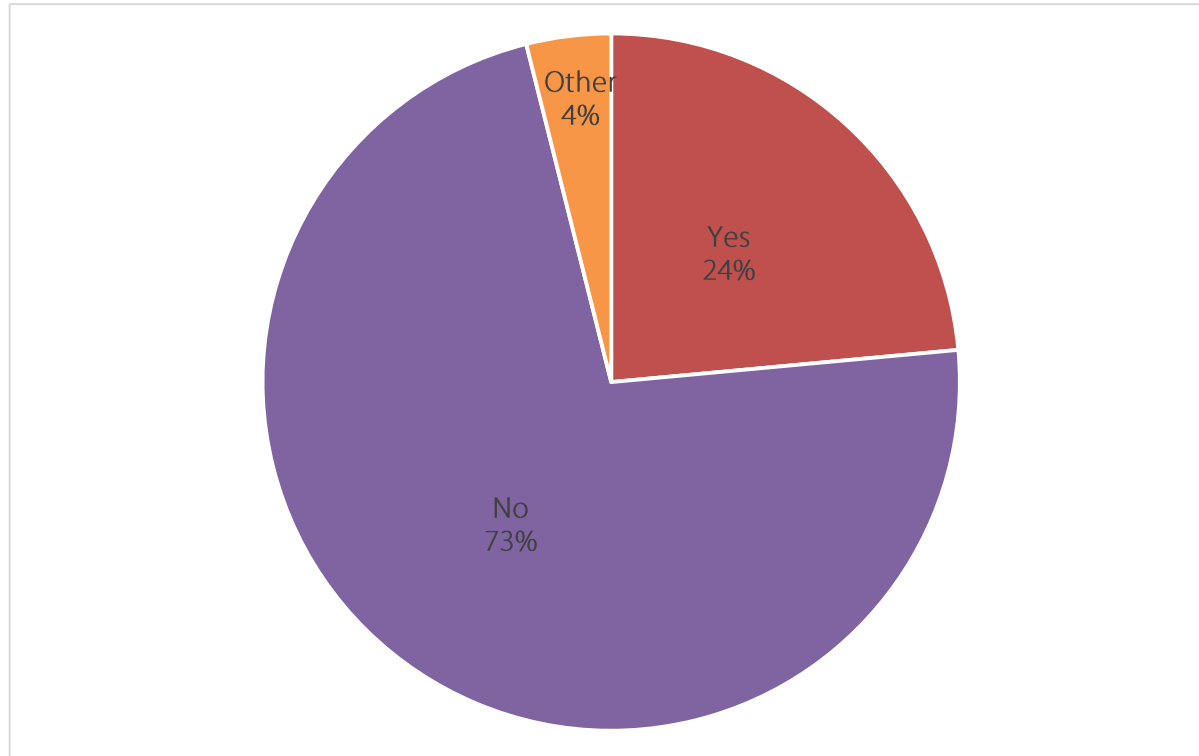
1. Late fees?



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- Not for paperwork as we tend to keep on top of this but we do charge on occasion for late arrival
- Only apply charges in line with current fees and charges eg services using more time than booked are charged accordingly as if had be booked

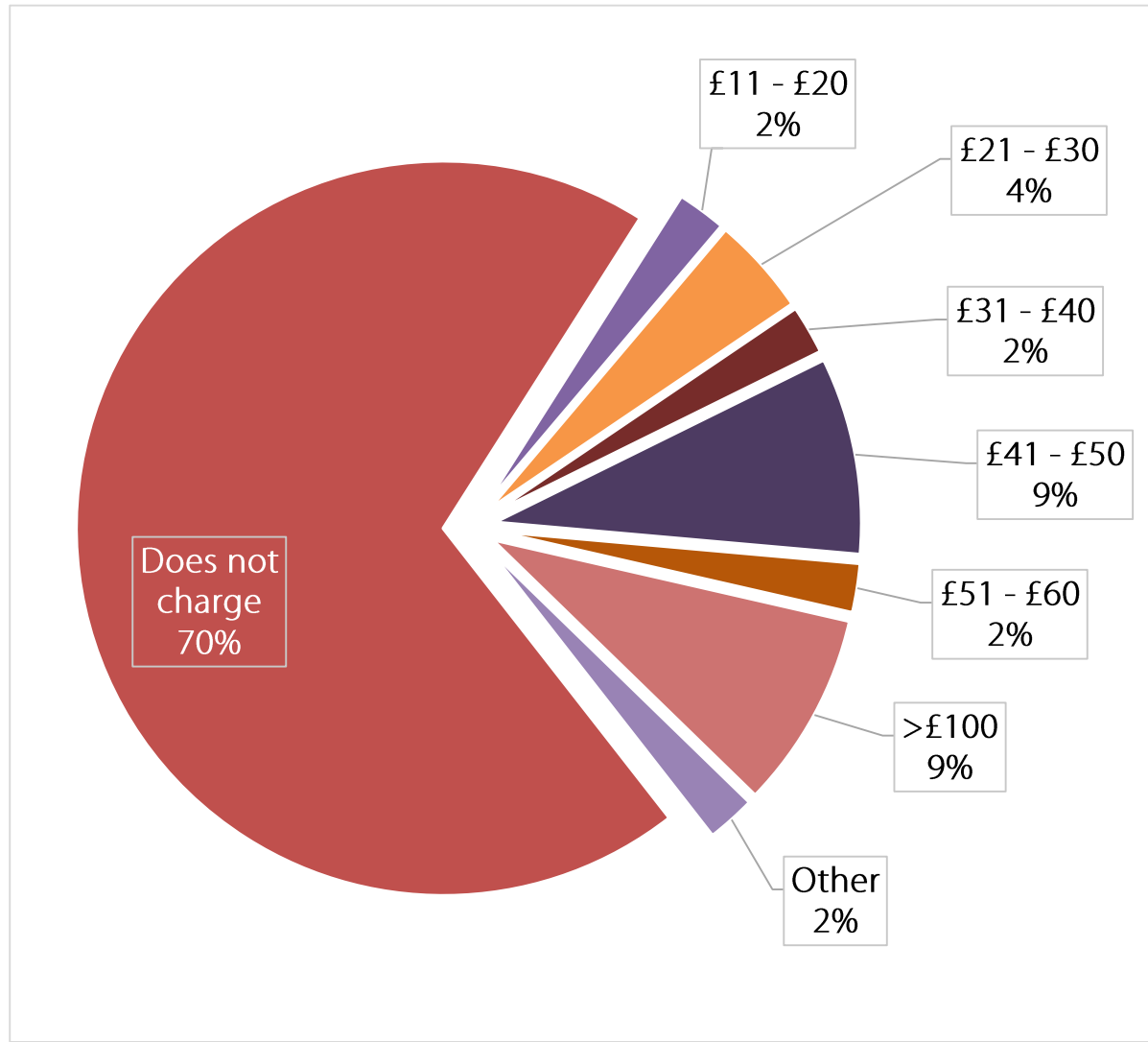
2. Fee for late paperwork?



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- Not at the moment, but is included in the fees and charges report due to be voted on by full Council later this month for implementation in Jan 2019
- Rarely, but they are on the price list

3. Cost – late paperwork?

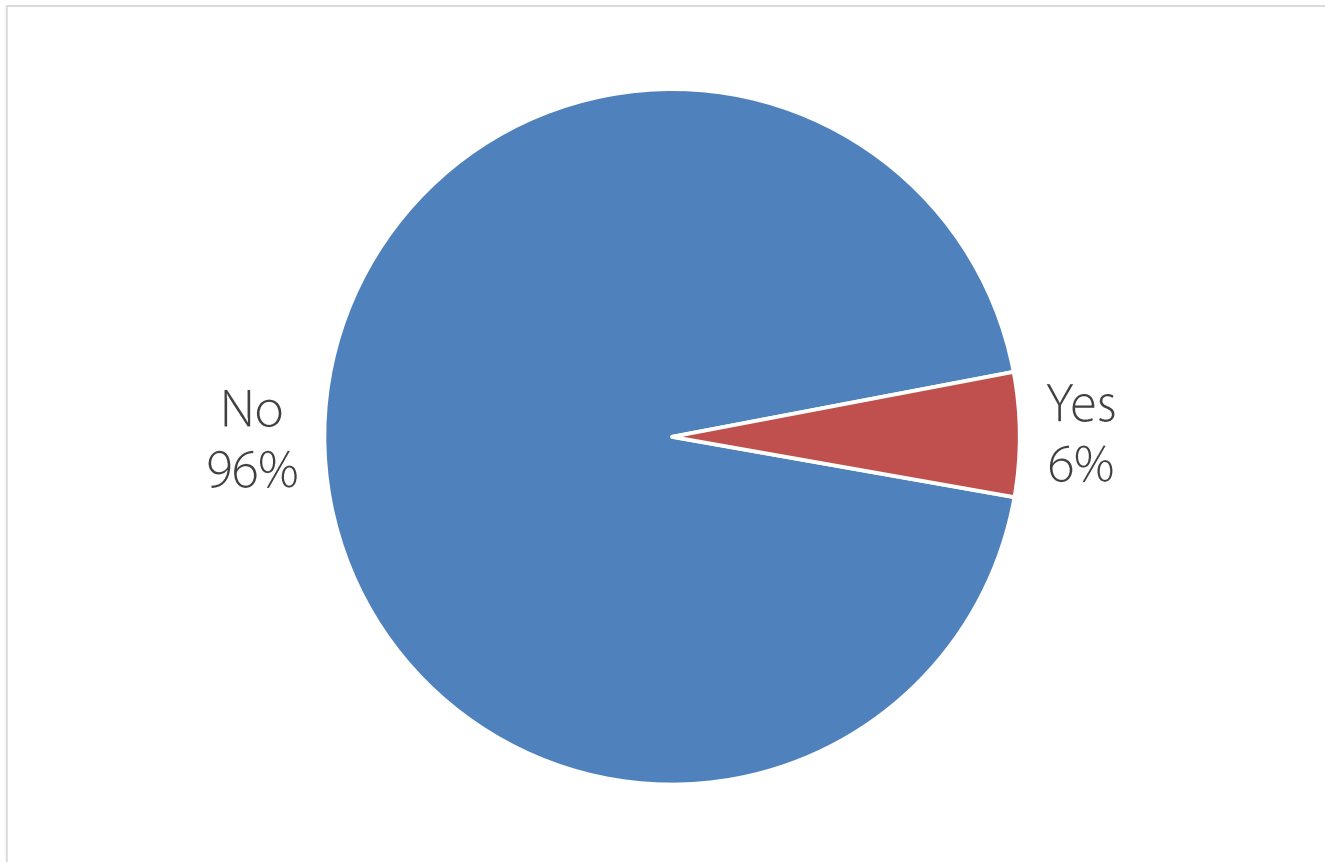




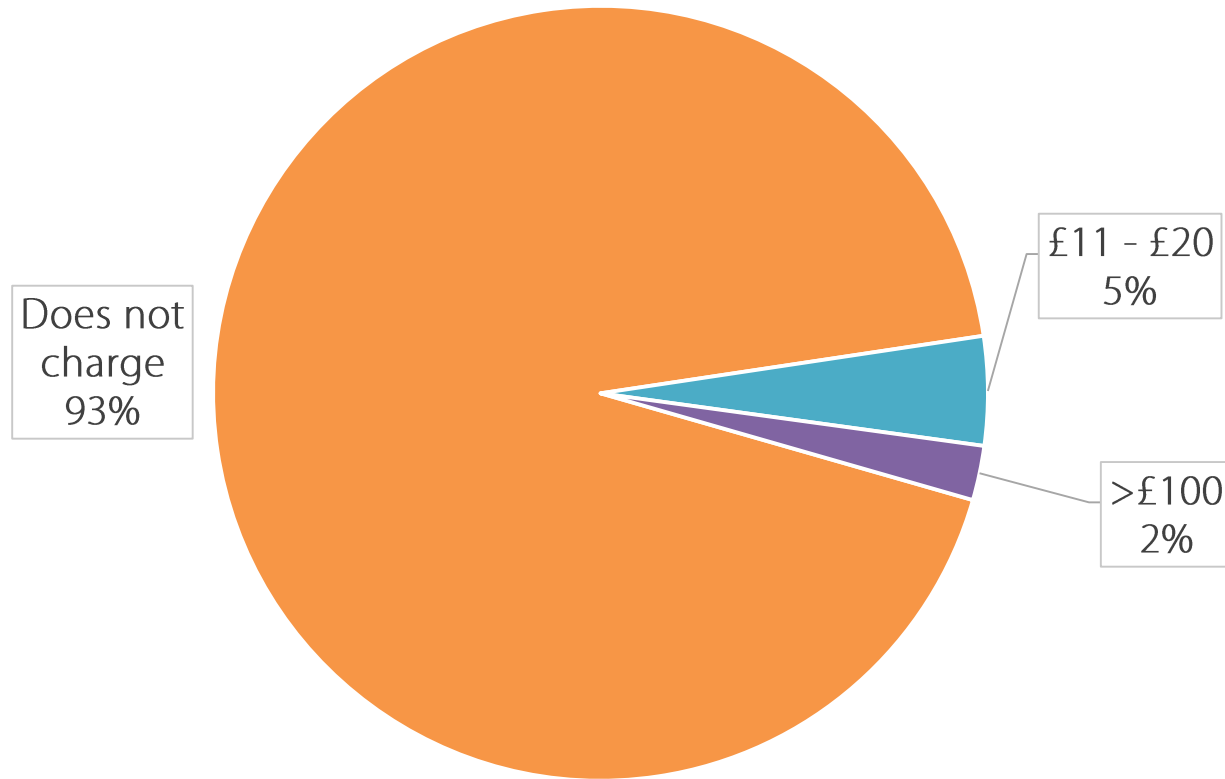
3. Cost – late paperwork?

- Late Delivery of Paperwork 10.00am-5.00pm on the working day before £70.00
Paperwork on day of service £100.00

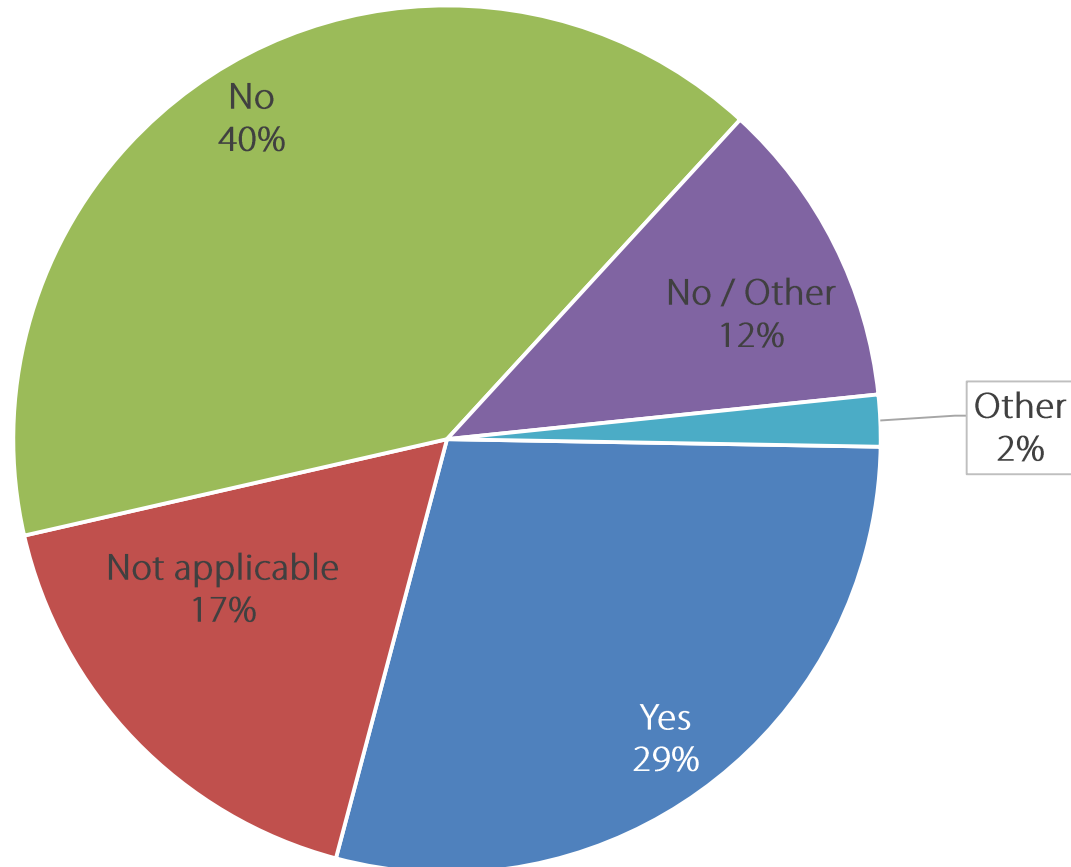
4. Fee for incorrect or incomplete?



5. Cost for incorrect or incomplete information.



6. Cost when a cremation over runs?



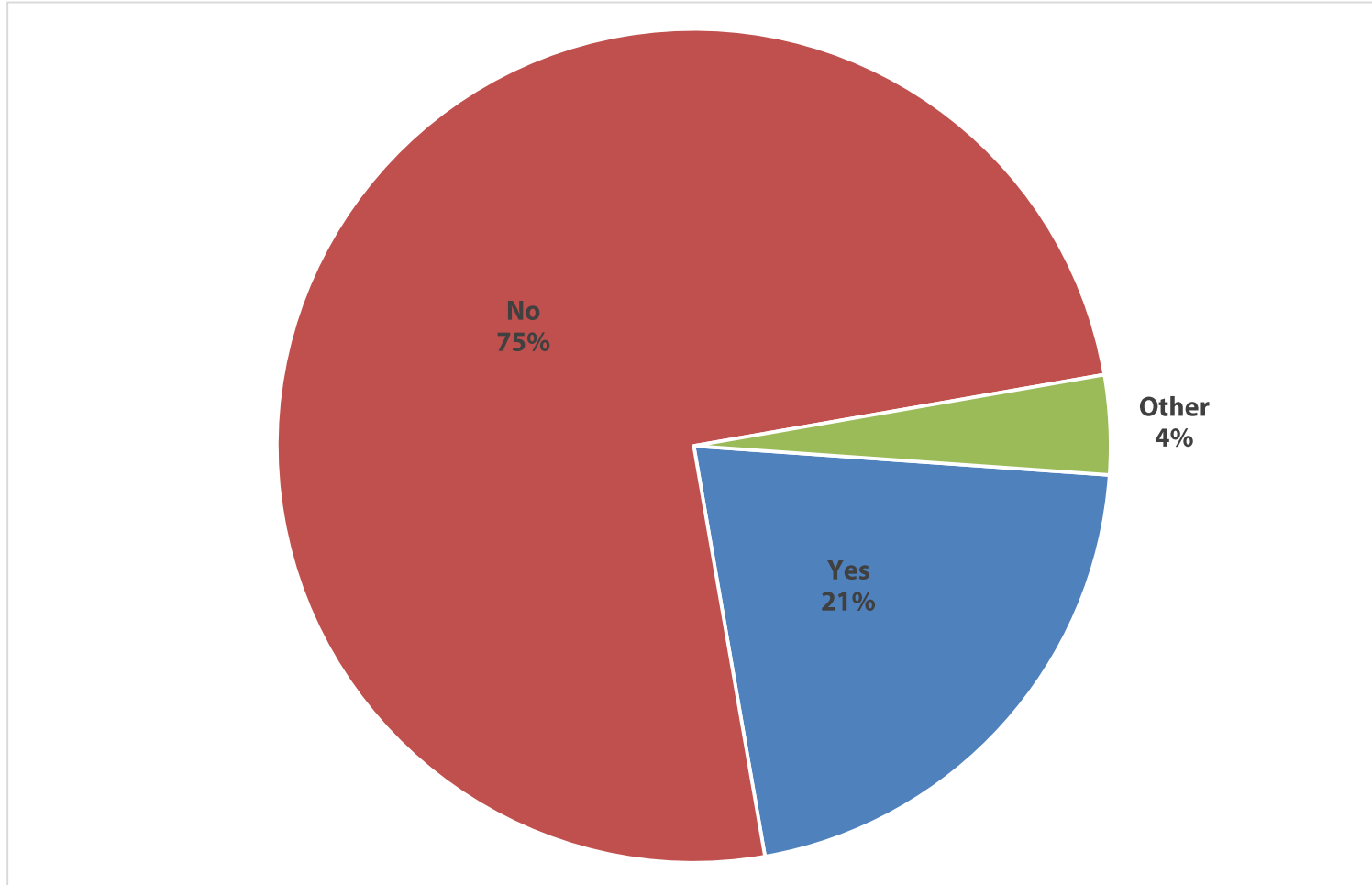


6. Fee when a cremation over runs?



- No but considering it.
- No but the threat is there!
- No we have moved to a 45 minute timeslot so overruns are not an issue.
- We can do, but, over-runs are a lot rarer now due to moving to 45 service times. We would only really apply a charge if someone over ran by a ridiculous amount of time eg 20 mins, 30 mins.
- Not allowed have to book and extended slot in advanced.
- Not as such but there is a supplementary use of chapel fee we can impose as a discretionary fee.

7. Do you impose a fee when a burial is late?



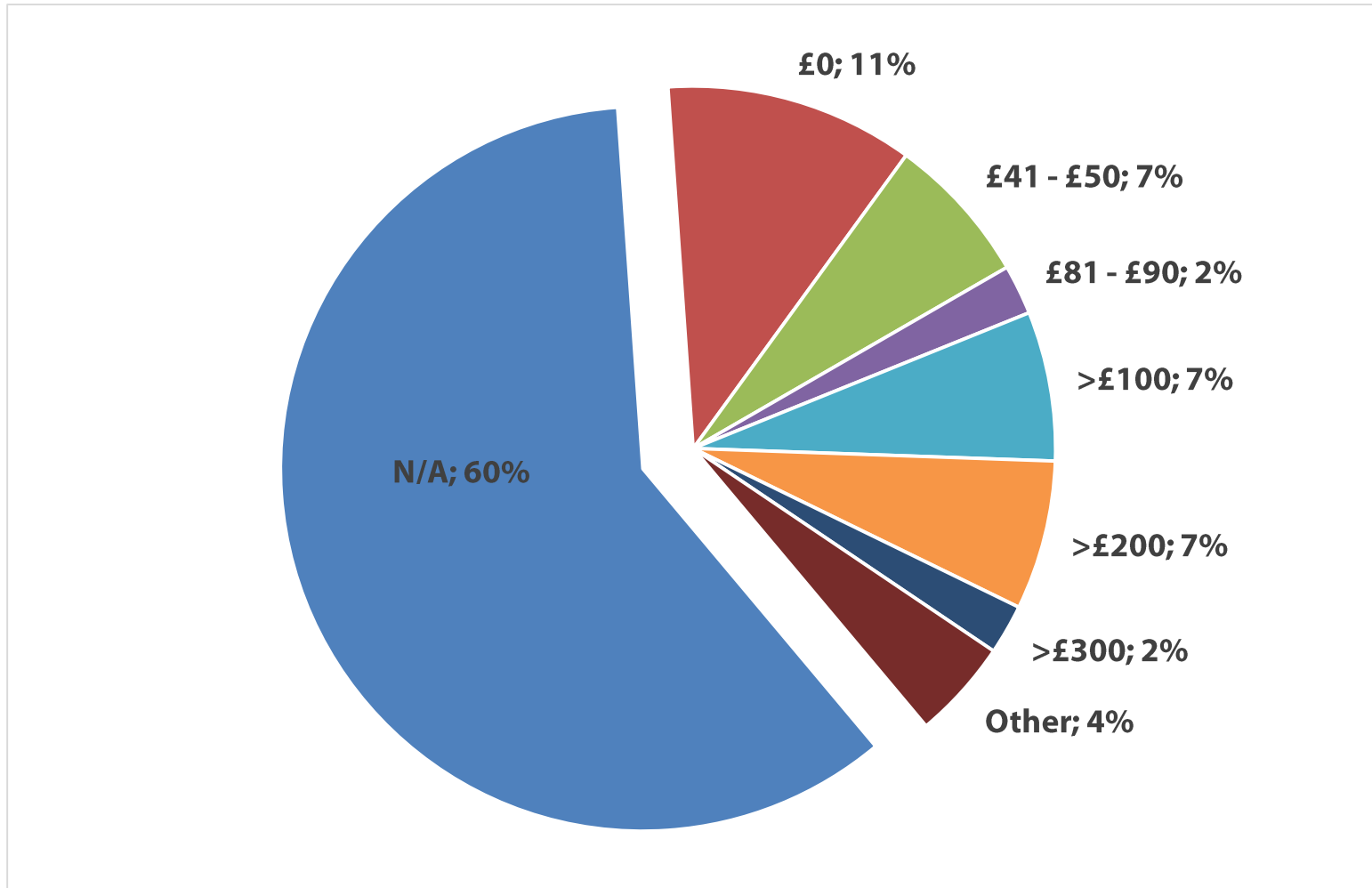


7. Fee when a cremation over runs?



- No but a stern warning is issued
- If over 30 minutes we could, but seldom apply it.
- We can do. Each case is dealt with on its merits. EG traffic delays etc.
- Yes - after 11 mins and then for every subsequent 15 mins. i.e. 26 mins is double, 41 mins treble etc
- Yes after 15mins
- Yes on occasion

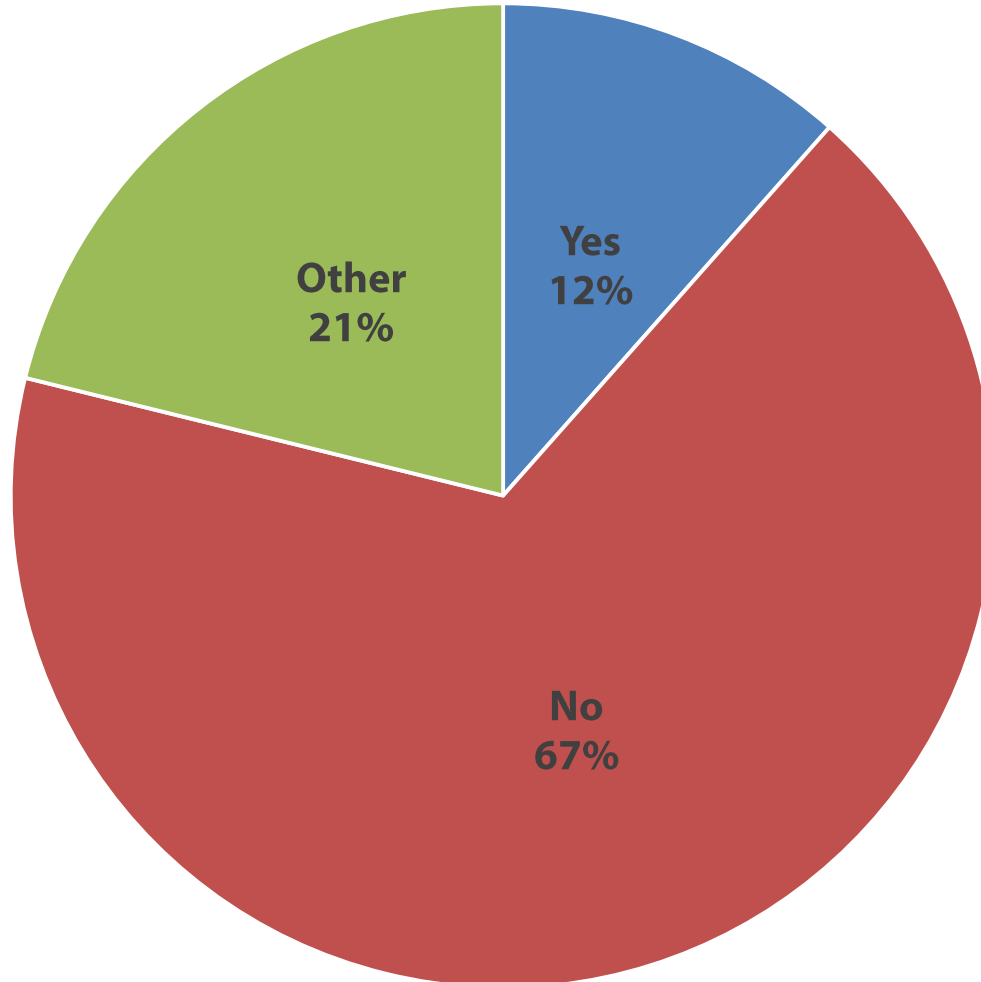
8. Cost when a burial is late?



8. Cost when a burial is late?

- Currently £115, to be reduced to £70
- It depends on the length of time - generally 30 minutes or over. Fees are charged at a dayworks hourly rate of two ops

9. Do you apply a cancellation fee for burial?



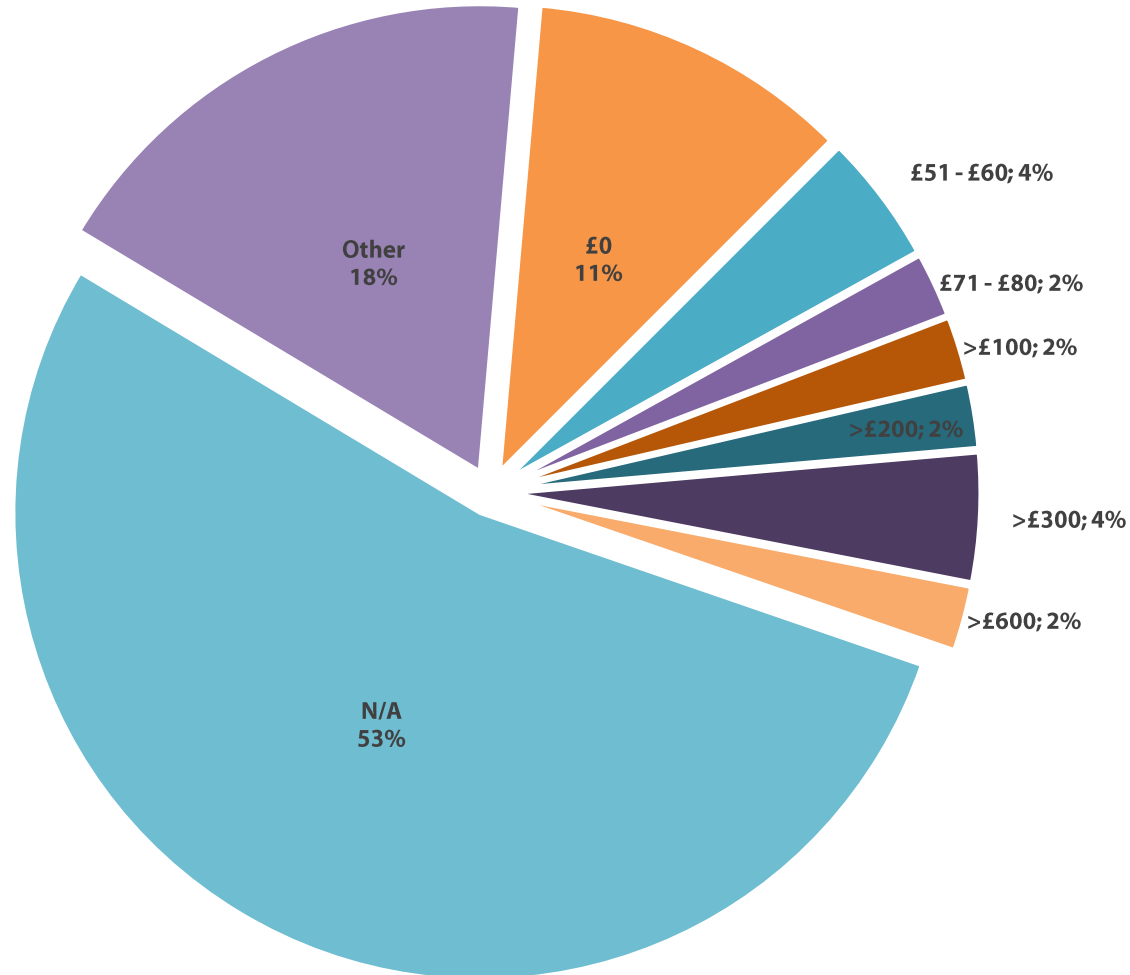


9. Do you apply a cancellation fee for burial?



- If the grave has been excavated, the interment fee is payable (9)
- There is a service cancellation fee but never imposed.
- We would only apply this in extreme circumstances. It is very rare that it happens.

9. Cost for burial cancellation fee?



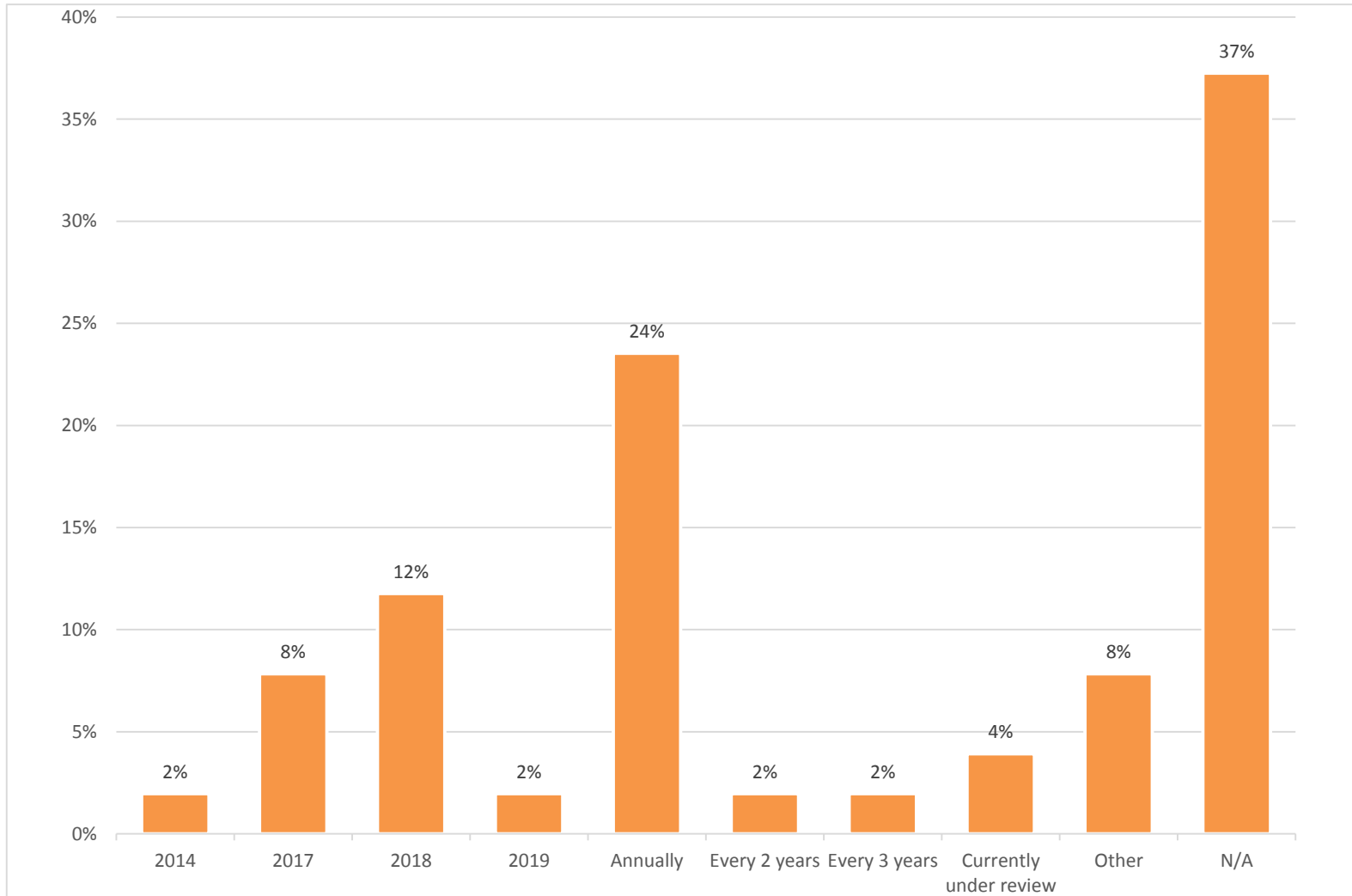


9. Cost - cancellation fee for burial?



- 30% of Interment Fee.
- Again it depends on how much depth has been achieved - proportionate to interment charge.
- Dependent on how deep, first interment £440, subsequent interment £304.73.
- Full cost of burial (3).
- £34 late cancellation fee and £307 opening of a grave not required.
- Currently £115, soon to be £70.

10. Penalty fees last reviewed?



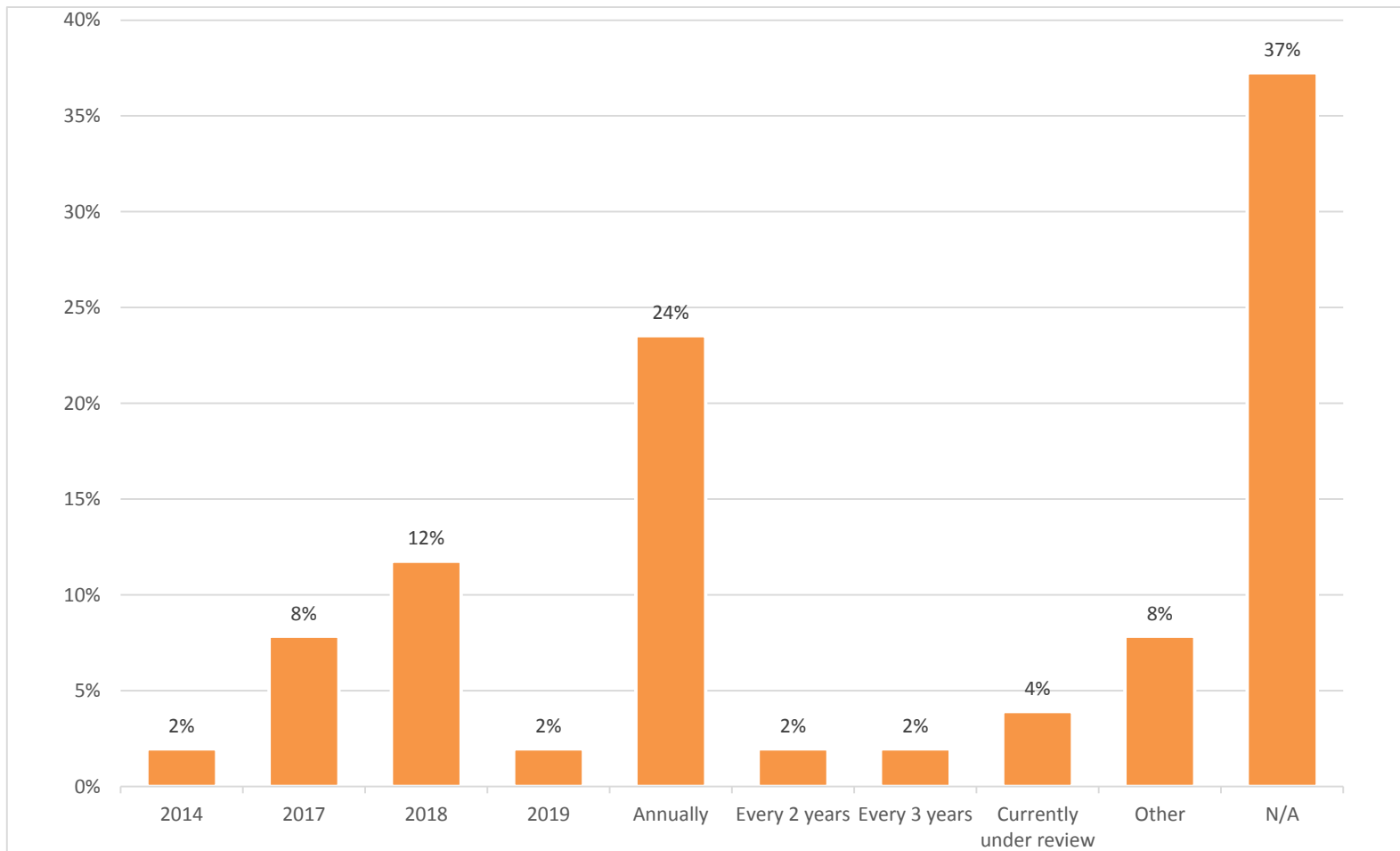


10. Penalty fees last reviewed?



- Fees are reviewed every year but we are now looking at penalty fees.
- Several years ago.
- This is something we are looking at at this time.

11. Are you currently considering reviewing your fees for penalties?



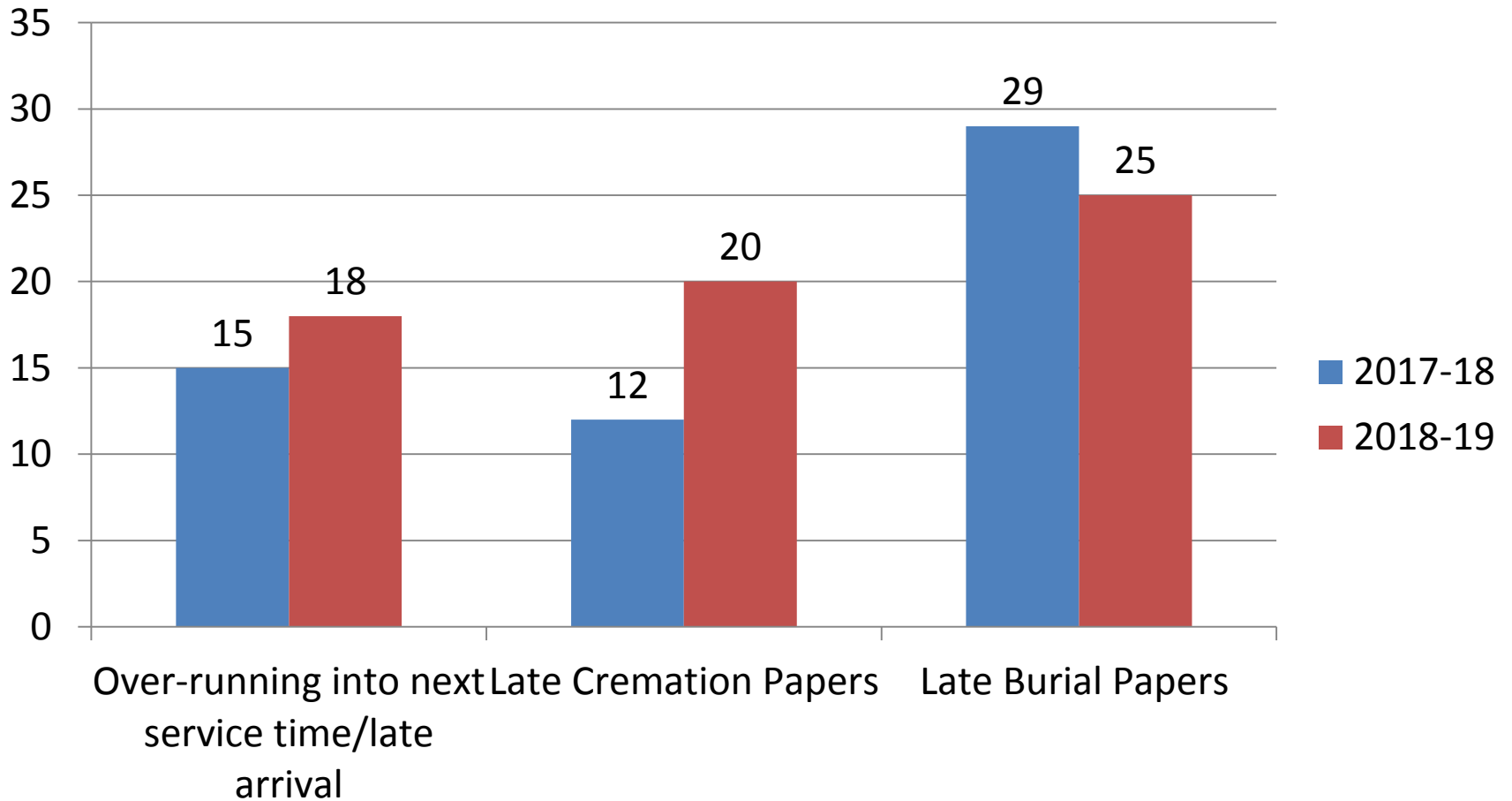


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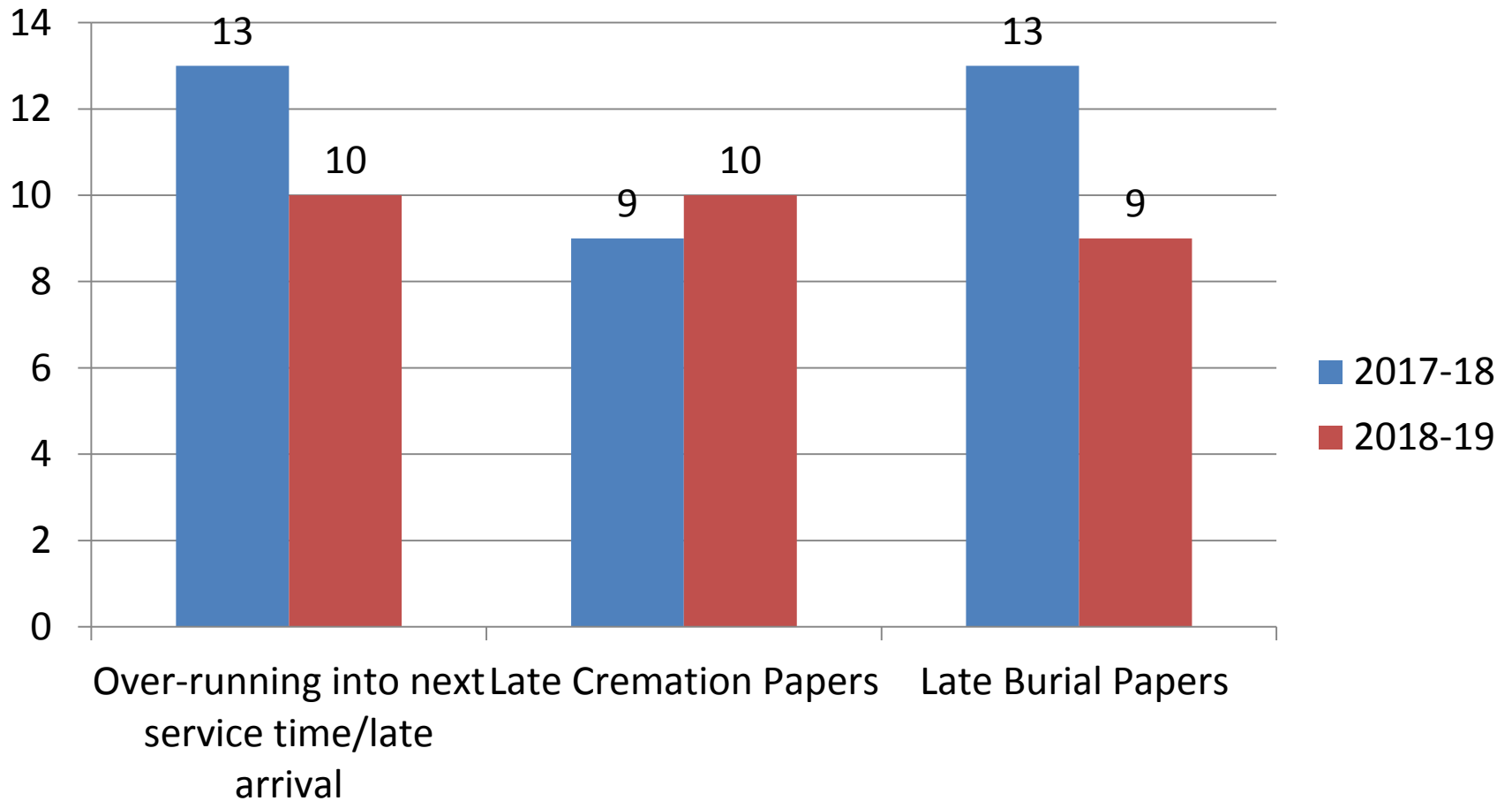


- Fees are reviewed every year but we are now looking at penalty fees.
- By reducing the fee we may apply it a bit more, as I think that the current fee of £115 is a bit steep.
- Possibly.
- This will be looked as part of the fees and charges process (3).
- Unsure

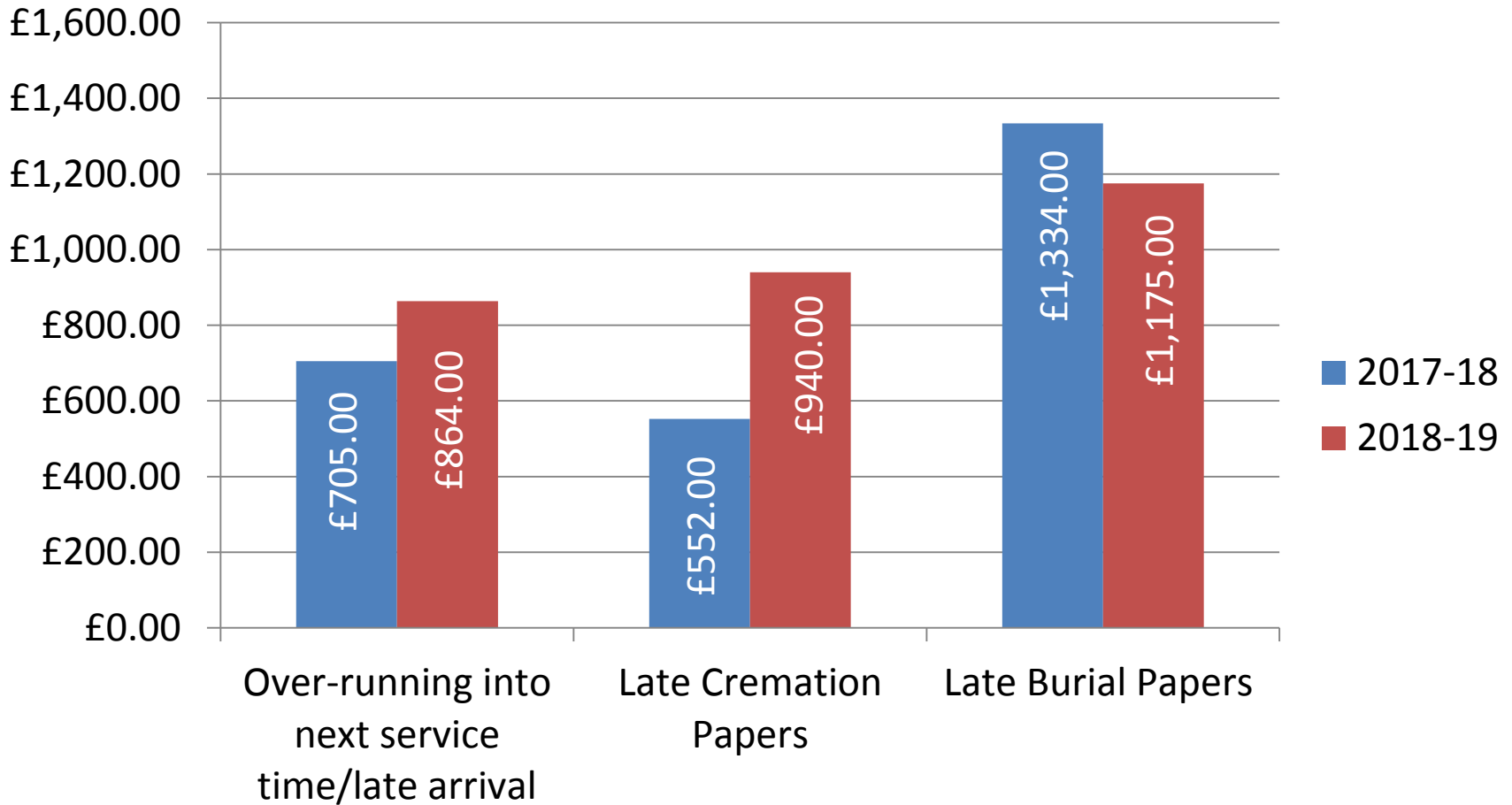
Service Fee – Numbers



Service Fee – Funeral Directors



Service Fee – Income



13. Have you any positive comments on the implementation of fees for penalties that you can share?

"Funeral directors are under more pressure to make sure their cremation services do not over run which means the services run smoothly throughout the day i.e. go in on time and finish on time which has less upset for families who might have been affected by this".

"Imposing the penalties does make Funeral Director's a bit more careful about getting forms in on time and has reduced the number of times that they have been late."

"In respect of burial only, penalty fees should be paid for bad management of time. Staff hanging around at the cemetery waiting is losing money and precious working time. We currently make the FD sign the application form to state they are responsible for time keeping. It is the FD who gets the late bill (up to them if they want to pass it along)".

"Prior to 2014 we applied a surcharged of 25% of interment fee against late arrivals, this charge significantly reduced late arrivals to our cemeteries and we have seen a reduction in the number of late cremations."



13. Have you any positive comments on the implementation of fees for penalties that you can share?

*"In one respect it might encourage more communication between us, the funeral directors and the clergy. I think at the moment there seems to be a lack of understandings on timings, if they think are a problem and if I find that the FD's are spinning us a yarn in that the forms are that they might be charged for being late etc then it may encourage them to try to work within the times they are given. We take a common sense approach and only charge if absolutely necessary. We have not even signed them, then I get a bit miffed and may charge! Generally, I think that we have built up a decent working relationship with the FD branches in another solution*** and generally it works well. As long as the FD's are open and honest with us, then we can all work together and make sure that funerals pass smoothly for all concerned.*

"We ask that FD's inform us if they are running late - if they do then no additional fees are charged. We want to maintain a good relationship"



Questions ?