

TITLE: Lake View Bereavement Centre, Crematorium and Burials Fees and Charges 2026

Committee: Finance and Assets

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Report number: AA172

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1.0 Issue

- 1.1 To consider and approve the Lake View Bereavement Centre, Crematorium and Natural Burials Fees and Charges Schedule, which will establish the pricing structure for cremation services, burials, memorialisation and associated services delivered at Lake View Bereavement Centre.

2.0 Recommendations

Members are requested to

- 2.1. Approve the Lake View Bereavement Centre Fees and Charges Schedule (Appendix 1) for the period up to 31 March 2027.
- 2.2. Delegate authority to the Crematorium and Bereavement Service Manager, in consultation with the Director Operations, to make minor operational adjustments to the pricing schedule where required, including adjustments arising from supplier pricing changes relating to memorial products, provided these remain consistent with the Council's approved fees and charges framework.

3.0 Background/Options

- 3.1. Lake View Bereavement Centre is a new crematorium, natural burial ground and bereavement facility operated by East Cambridgeshire District Council. The facility is expected to be operational in Summer 2026 and open to the public following a period of mobilisation and testing of equipment. The service will provide cremation services, natural burials, ash interments, ash scattering and memorialisation services.
- 3.2. In advance of opening, the Council must approve a schedule of fees and charges for the services provided at the site. The pricing structure has been developed to:
 - a) Ensure the service is financially sustainable, cost-recovery focused and supporting the MTFS

- b) Provide clear and transparent pricing for funeral directors, families and service users
 - c) Align with industry cost benchmarks for cremation and burial services
 - d) Reflect the quality of the facility and services provided
 - e) Support the Council's wider objectives around environmental stewardship and natural burial principles
- 3.3. The proposed fee structure covers the core operational services provided at Lake View Bereavement Centre, including:
- a) Cremation services
 - b) Burial and interment services
 - c) Ash scattering and ash interments
 - d) Memorialisation options
 - e) Chapel and hall hire
 - f) Administrative services
 - g) Media and streaming services provided via the Obitus system
- 3.4. Fees apply to services taking place Monday to Friday between 10:00am and 15:00pm, unless otherwise specified.
- 3.5. The Council is asked to approve the proposed schedule to ensure the service can operate with clear pricing from the point of opening. The alternative option would be to delay approval of the fees, which would create uncertainty for funeral directors and families planning services.

4.0 Arguments/Conclusions

- 4.1. The proposed pricing structure has been developed following consideration of:
- a) Typical crematorium fees across neighbouring authorities and private providers
 - b) The operating costs associated with running an electrically powered cremator and bereavement facility
 - c) The Council's commitment to maintaining high service standards and compassionate care for bereaved families

The pricing schedule detail in Appendix 1 includes:

4.2. Cremation Services

- Standard adult cremation services with a 60-minute service slot, including chapel use, administration, statutory cremation processes and the Obitus media system.
- A direct cremation option is also provided outside standard service times for families who do not wish to hold a ceremony.

4.3. Burial Services

- Natural burial plots are available within the meadow burial area, with lease arrangements and renewal options clearly defined.

4.4. Ash Interments and Ash Scattering

A range of ash scattering and ash interment options are proposed to give families flexibility in how they choose to remember their loved ones, including:

- Unwitnessed ash scattering
- Witnessed ash scattering options
- Rose garden scattering
- Tree dedication options
- Ash interments within designated areas

4.5. Memorialisation

- Memorial options will be provided within designated remembrance areas in line with the natural setting of the site
- Further work is currently being undertaken to finalise the range of memorial products available, including the selection of suppliers and the associated fees and charges for memorial items such as plaques, benches, trees and other forms of remembrance
- A detailed proposal setting out the memorialisation offer, together with the proposed pricing structure, will therefore be brought back to a future meeting of the Finance and Assets Committee once supplier arrangements have been finalised
- As memorial products are supplied by external providers and are subject to periodic changes in supplier pricing, the Council will require a degree of operational flexibility to adjust memorial fees where necessary to reflect supplier cost changes. Any such adjustments would be managed in line with the Council's fees and charges framework

4.6. Chapel and Hall Hire

- Additional hall hire options are available for memorial services, wakes or extended services where additional time is required.

4.7. Children and Infant Services

- In line with national guidance and local authority practice, no charge will apply for the cremation or burial of babies under 24 weeks or children up to 18 years of age.

4.8. Media and Streaming Services

- Families will have access to Obitus media services, including livestreaming, visual tributes and keepsake recordings, which are provided through a specialist supplier.

- 4.9. Approval of the proposed fee schedule will enable the Council to operate the new bereavement centre with clear, transparent and consistent pricing from the date of opening.
- 4.10. The schedule ensures that cremation, burial and memorial services are supported by a consistent and understandable framework for funeral directors, families and service users and contributes to the Council’s wider strategic priorities by supporting the delivery of high-quality local services, responsible financial management and environmentally sustainable infrastructure, including the operation of an electrically powered cremator and the management of a natural burial ground designed to protect and enhance the surrounding landscape.

5.0 Additional Implications Assessment

Financial Implications YES	Legal Implications NO	Human Resources (HR) Implications NO
Equality Impact Assessment (EIA) NO	Carbon Impact Assessment (CIA) NO	Data Protection Impact Assessment (DPIA) NO

Financial implications

- 5.2. The proposed fees and charges will generate income to support the MTFS, as set out in the Bereavement Centre business case, with the intent to provide full cost recovery of the operational costs of running Lake View Bereavement Centre, including staffing, cremation operations, maintenance of the grounds and facility management.
- 5.3. The pricing structure has been developed to ensure the service operates on a financially sustainable basis, whilst remaining broadly comparable with other crematoria in the region.
- 5.4. Fees will be reviewed annually as part of the Council’s standard fees and charges review process.

Equality implications

- 5.5. The pricing structure has been designed to ensure fair and equal access to bereavement services.
- 5.6. The inclusion of no charges for children under the age of 18 reflects national guidance and ensures families are not financially burdened during particularly distressing circumstances.

- 5.7. The range of service options, including direct cremation and varying memorialisation choices, allows families to select services appropriate to their needs and financial circumstances.

6.0 Appendices

Appendix 1:

Lake View Bereavement Centre – Fees and Charges Schedule (up to 31 March 2027)

7.0 Background documents

Bereavement Centre Business Case

PRICE LIST EFFECTIVE UP TO 31 MARCH 2027

- *All fees are for Monday to Friday. 10:00am to 15:00pm*
- *All fees include: All administration, registration, and cremation in line with statutory requirement.*
- *The use of our Chapel and a Customer Service Advisor on the day of the service.*
- *Full use of Obitus media system for music before, during and after the service and visual tributes.*

SERVICE FEES

Adult Cremation Services (60 Minutes) includes use of the chapel	£1,000
Direct Adult Cremation (08:30am & 16:00pm) by arrangement with the Office	£550
Witnessed charge (must be booked in advance with the Office)	£160
The witness charge fee is in addition to the Adult Cremation Service fee for a completed full-service slot (60 minutes) to be viewed in the chapel	£200

WAKE FEES

Snowdrop Lodge - Hall hire for wakes (2 hrs)	£400
Chapel Hall - Hall hire for wakes (2hrs)	£525

BURIAL FEES

Meadow burial plot (single depth only) Non ECDC Residents	£1,950
Meadow burial plot (single depth only) ECDC Residents only	£1,300
Lease extensions (10 years)	£110

MEMORIAL ASH SCATTERING AND TREE OPTIONS

Unwitnessed Ash scattering	£150
Ash scattering (Silver Option)	£200
Ash scattering (Gold Option)	£250
Ash scattering (Platinum Option)	£300
Standard Tree Option	£800
Feature Tree Option	£1,300
Avenue Tree Option (existing memorial tree)	£2,000

INTERMENT FEES

Burial Interment	£1,404
Ash Interment	£750

CHILDREN UNDER 18 YEARS OF AGE

Babies under 24 weeks	No Charge
Children under 18 years of age	No Charge

OTHER FEES

Administration fee for amending or copying documents or issuing an Overseas Certificate	No charge
Transfer of Ownership	£50
Cancellation (less than 48 hours' notice)	25% of cremation fee

ASH CONTAINERS

Ash containers – Additional cremated remains container	TBC
Adult Scatter Tube	TBC
Child's Scatter Tube	TBC
Splitting of ashes	No charge

Obitus Media Services

All tributes must be provided directly to the media supplier by the Funeral Director or Officiant.

VIDEO STREAMING SERVICE

Live and On Demand Webcast (available for 28 days)	£56
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VISUAL TRIBUTE AND MUSIC SERVICES

Single photo: A complimentary photo shown throughout the service	Complimentary
Extra single photo – additional holding image	£10
Personalisation – additional personalised edits to your Music Tribute, Themed Tribute, Family Supplied video or Livestream	£22
Simple slideshow of up to 25 photos with simple transitions played on a loop or at a specific time in the service. This does not include music.	£52
Visual tribute: basic slideshow (up to 25 photographs) timed to music	£77
Themed visual tribute: music tribute slideshow, themed professionally (up to 25 photographs, synchronised to music)	£95
Visual tributes: additional 25 photographs	£22
Visual tribute: customer supplied video tribute	£34
Keepsake: DVD / USB of service recording	£55
Keepsake: DVD / USB of tribute	£30
Keepsake: Additional DVD / USB of service recording or tribute	£32
Keepsake: Video book	£100
Keepsake: Memory box	£130
Keepsake: A digital download link when ordered alongside the service recording Music Tribute or Themed Tribute	£10
Keepsake: Download link of recorded service – when ordered as a stand-alone product (non-webcast)	£50
Obitus extra work	£22

