

Consultation on a proposed Bill relating to burial and cremation and other related matters in Scotland

Response from Scottish Working Group on Funeral Poverty

Introduction

1. The Scottish Working Group on Funeral Poverty was set up as a special interest group of the Scottish Grief and Bereavement Hub. Its aim is to bring together a diverse group of interested organisations to discuss the causes, effects and possible solution to funeral poverty in Scotland. The group is concerned that support and help for those struggling with the cost of funerals is currently poor or simply non-existent for some Scots.

The group consists of representatives from:

- Association of Bereavement Service Coordinators
- Association of Hospice and Palliative Care Chaplains
- Citizens Advice Scotland
- Cruse Bereavement Care Scotland
- Final Fling
- Good Life Good Death Good Grief
- Marie Curie
- Money Advice Scotland
- Moray Citizens Advice Bureau
- National Association of Funeral Directors
- NHSS Bereavement Coordinators
- Society of Allied and Independent Funeral Directors
- The Church of Scotland

2. The group has sought to work in a collegiate manner, recognising that funeral poverty affects both consumers and providers of funerals. Members of the group have contributed to local and national events and discussions. The group was represented at the launch of the Funeral Poverty Alliance founded by Quaker Social Action.

3. The group is chaired by John Birrell, Independent Bereavement Consultant and has had the benefit of support from Ann Corden from York University.

4. This response brings together the collective voice of the group but does not stand as a replacement for each member's own individual responses to the consultation

which we have encouraged. There are many issues with which group members agree on, most importantly the need to support those who struggle to afford funerals for their loved ones. We have noted in this response the few areas where the group's opinion is divided and offer the differing points of view held by members of the group.

5. We hope the Scottish Government find the response to the questions regarding funeral poverty and funeral industry regulation of help and members of the group are willing to discuss further any of the issues raised with the Scottish Government.

Regulation of the funeral industry

Q83 - Would regulation of the funeral industry be beneficial? What would regulating the industry achieve that cannot be achieved already? What are the disadvantages of regulating the funeral industry?

Yes No Don't Know

6. The Scottish Working Group on Funeral Poverty agrees that standards across the funeral industry are high and that the majority of funeral service providers including funeral directors and burial authorities provide a respectful and very good service.

7. Members agree that there are a very small number of funeral industry practitioners that fail to live up to the standards of the majority of the market. However members were divided on whether action should be taken which results in regulation because of this.

8. Some members believe that regulation is not needed as self-regulation in this market is currently very good and standards are high right across the sector. There are also serious concerns about how the cost of any regulation would be met and members were very concerned about this being passed on to consumers and therefore defeating the object of tackling the high costs of funerals.

9. Other members of the group favoured a regulatory approach whereby the Government set common standards for industry to meet. Those in favour believe this would improve consumer protection and remove poor practicing firms from operating. There was no appetite within the group for a full licensing system of funeral directors however some favoured a system of approved schemes which operators must be a member of i.e. NAFD/SAIF. This approach was favoured by some due to its lower cost than full government regulation.

10. The group was united in its agreement that if any regulations were to be established that the costs should not be passed to the bereaved families which would make funeral poverty worse. This would therefore mean that any regulation would most likely have to be funded from the public sector.

Q84 - If the funeral industry were to be regulated, what approach would be most useful for Scotland? Do the examples given from other jurisdictions provide useful models, ranging from a fully licensed system to a process of self-regulation?

11. The Working Group acknowledge the different approaches that are taken across the world regarding regulation of the funeral industry however the group has no opinion on any particular scheme that should be adopted in Scotland. The group is keen to stress that if the government do decide to take any regulatory action that it needs to be based on the Scottish market which may not match other jurisdictions.

Funeral poverty

Q86 - Do you agree with the proposal that Local Authorities should have a legal duty to ensure that their up-to-date burial and cremation costs are published on their website in clear and accessible way?

Yes No Don't Know

12. The Working Group agree that Local Authorities and private burial/cremation authorities make all efforts to ensure that their costs are readily available to the public. This should be on their website but also in written format for those individuals who do not have, or cannot access, digital content. The Working Group would stress to the government that information should be clear and accessible and easy for those planning to use and not rely on those individuals searching for information.

13. We believe this will ensure that individuals are better placed to plan for the cost of a burial/cremation and also allow the public to compare costs between local authorities. We also support ensuring that all local authorities include details of what a National Assistance funeral is and for which funerals it would be eligible.

Q87 - Should Local Authorities be required by law to charge funeral costs on a cost-recovery basis only?

Yes No Don't Know

14. The Working Group was surprised at the wide range of charges being levied by Local Authorities for burial plots, internment fees and cremation charges. The group favour moving to a cost-recovery basis so as to ensure that costs of funerals are kept to a minimum.

15. The Group believe there is unfairness in the current system whereby close neighbouring local authorities can charge vastly different sums of money for the same services.

Q88 - What else could be done to reduce funeral costs and ensure that they remain affordable for everyone?

16. The group have a number of ideas which the government may wish to consider.

National Information Hub and Public Campaign

17. The Scottish Government should establish an online portal of guidance, support and advice regarding funeral costs and arrangements. This would bring together expert advice and signposting to appropriate agencies for support in planning for your own death and also how to arrange and pay for a funeral. The site could also include what questions to ask the funeral director, what common charges are for services and links to other information on related subjects such as how to deal with wills. The group is keen that such a website promotes sustainable lending, if necessary and affordable, as opposed to expensive short term borrowing that may currently be used by some bereaved families to pay for funerals. The Group believe that this could replicate the success achieved by the Scottish Financial Health Service Website which provides an online tool for individuals to get access to more information.

18. This Hub should sit alongside a campaign to get individuals thinking about their own plans for a funeral and discussing it with family and friends or writing it down alongside a will. The Group believe that the Scottish Government should launch a national public awareness campaign on this topic following similar drives on blood/organ donation and Power of Attorney.

Funeral Payment Support

19. The Working Group believe that with the devolution of the Social Fund to the Scottish Parliament the government should fully review its effectiveness and how the system could be improved to meet today's funeral costs and help those who need its support the most. The Group have been concerned that the current Funeral Payment scheme of the DWP has been capped since its inception; that decisions are often not available until after a funeral has taken place and that around half of those who apply are unsuccessful. The Group would welcome the Government making funeral payments a priority in its reform of devolved benefits.

National Assistance Funerals / Funeral Terminology

20. Working group members are concerned over the continued proliferation of the description 'paupers grave' and other such terms for National Assistance Burials/Cremations. The group are of the experience that National Assistance Funerals differ very little from a basic funeral that has been paid for either through the social fund or privately. We believe that this stigmatisation of National Assistance Funerals means many individuals who would be best placed to be supported by a National Assistance Funeral feel stigmatised out of getting its support. The group believe that the National Assistance funeral system is fundamentally not working and needs serious reform.

21. As part of the groups work an FOI was sent to all 32 Local Authorities regarding their provision of National Assistance Funerals. Its findings reveal that there is greatly varying levels of support available in Scotland and record keeping is extremely poor. The Group has included an analysis of these FOI responses by Citizens Advice Scotland as an appendix to this response.

22. The Group believe that the system could be improved to help those families struggling to pay for a funeral and not just as a method for disposing of a body that has not been dealt with through conventional means by relatives.

Funeral Grant

23. The Group believe that the responsibility of the state to support individuals, which is often referred to as 'Cradle to Grave', in practice lets individuals down at the end of life, with the care only extending to the death of the individual – Cradle to Mortuary. The Group believe that both for reasons of dignity and for reasons of support of the bereaved, the responsibility of the state should include support around the final disposal of the deceased.

24. The Group have considered a wide range of possible solutions and have considered a fundamental change to how funerals are paid for in Scotland. One option which would end the problem of unaffordable funeral debt is a basic funeral grant model paid out of general taxation through National Insurance contributions for example. Such an approach is used in Sweden and could be seen as the gold standard in funeral care for a countries population.

Swedish Model

25. Everyone who is entered in the Swedish population registry pays a mandatory burial fee through their taxes. This applies regardless of the person's religious convictions and is a charge meant to cover some of the costs that arise when someone dies.

26. The burial fee covers the following expenses:

- A burial plot for 25 years
- Burial and/or cremation
- Certain transports of the coffin
- Premises for safekeeping and viewing of remains
- Premises for a funeral ceremony with no religious symbols

27. These services must be provided at no charge, even in a parish other than the parish where you are registered.

28. The services for which the estate of the deceased person must pay include:

- Coffin and dressing the deceased person

- Decorations and flowers
- Obituary notices
- Transportation of the coffin to the viewing room (premises for safekeeping and viewing)
- Funeral ceremony
- Pallbearers
- Memorial service
- Headstone
- Grave maintenance

Appendix 1: Summary of Scottish Council FOI responses

Background

In December 2014 CAS sent the following FOI request to all 32 Scottish Local Authorities on behalf of the Scottish Working Group on Funeral Poverty, included below are the responses from those local authorities.

Dear [NAME],

I am writing to request the following information regarding the Council Funeral service provided by [LOCAL AUTHORITY]. Council Funerals are carried out by local authorities under their duties of the National Assistance Act 1948 and Social Work (Scotland) Act 1968. I am aware that some local authorities may refer to this service as 'environmental burials' or other alternative name.

- 1. What does [LOCAL AUTHORITY] provide as part of the Council Funeral service?*
- 2. Provide the number of requests for Council Funerals to [LOCAL AUTHORITY] for each of the last five years.*
- 3. Provide the number of Council Funerals actually carried out by [LOCAL AUTHORITY] for each of the last five years.*
- 4. Provide the number of Council Funerals refused by [LOCAL AUTHORITY] for each of the last five years.*
- 5. Provide the budget allocated by [LOCAL AUTHORITY] for Council Funerals for each of the last five years.*
- 6. Provide the amount actually spent by [LOCAL AUTHORITY] for Council Funerals for each of the last five years.*

Included in funeral

In addition to cremation/burial cost, doctors' fees and undertaker costs (preparation of body etc.), transport of body the following is provided in each local authority. (See **Part 2 for more detail**).

Council	Ministers Fee	Viewing of body	Coffin	Flowers	Hearse ¹	Car	Paper Notice	Headstone
Aberdeen City	✓	✓	✓	x	✓	✓	x	x
Aberdeenshire	?	?	✓	x	✓	x	x	x
Angus	✓	✓	✓	x	✓	x	x	x
Argyll & Bute	?	?	?	x	?	x	x	x
Clackmannanshire	x	x	x	x	x	x	x	x
Dumfries & Galloway	?	?	?	?	?	?	?	✓
Dundee	✓	?	✓	x	✓	✓	✓	x
East Ayrshire	✓	x	✓	✓	✓	x	x	x
East Lothian	?	?	?	?	?	?	✓	x
Edinburgh	✓	?	✓	x	✓	x	x	x
Fife	✓	?	✓	✓	?	x	x	x
Glasgow	?	?	✓	✓ ²	✓	x	x	x
Highland	✓	?	✓	x	✓	x	x	x
Midlothian	✓	?	?	x	?	x	x	x
Moray	✓	✓	✓	x	?	x	x	x
North Ayrshire	?	?	✓	x	?	x	x	x
North Lanarkshire	✓	?	✓	x	✓	x	x	x
Orkney	?	?	✓	x	?	x	x	x
Perth and Kinross	✓	?	✓	?	✓	x	x	x
Renfrewshire	✓	?	✓	x	✓	x	x	x

¹ Specified as a hearse rather than just 'transport of body'

² Glasgow state 'a single flower'

Scottish Borders	?	?	✓	×	?	×	×	×
Stirling	✓	×	?	×	?	×	×	×
Council	Ministers Fee	Viewing of body	Coffin	Flowers	Hearse³	Car	Paper Notice	Headstone
South Lanarkshire	?	?	✓	×	✓	×	×	×
West Dunbartonshire	?	?	?	✓	✓	×	×	×
West Lothian	✓	?	✓	✓	✓	×	×	×

South Ayrshire simply stated: *'Provision of a basic cremation.'*

Falkirk also said: *'A basic burial or cremation'*

Western Isles) stated *'Contact undertakers who organise funeral'*

East Dunbartonshire didn't provide an answer to this question.

Inverclyde didn't provide what was included but said: *'The only involvement the Council has is that it pays for the burial. There is no funeral service. When the body is buried is at the discretion of the funeral undertaker.'*

Number of requests

20 councils (Aberdeenshire, Inverclyde, Renfrewshire, North Lanarkshire, Falkirk, Perth & Kinross, Orkney, Clackmannanshire, Glasgow, South Lanarkshire, Moray, Argyll & Bute, North Ayrshire, Fife, Dundee, East Dunbartonshire Highland, Stirling, Western Isles, and West Lothian) stated they had the same number of request as they had carried out funerals.

7 councils (East Lothian, Aberdeen City, Dumfries & Galloway, Edinburgh, East Ayrshire, Angus, and Midlothian) stated they do not record the number of requests made for funerals

East Renfrewshire had four requests of which three funerals were carried out.

West Dunbartonshire noted that they had 18 more requests than the 26 funerals they carried out. The reasons given for the differences were:

The person died in another local authority area and it would be that authority's responsibility to arrange the funeral in terms of the National Assistance Act 1948.

A member of the family or friend found the funds to carry out the funeral

³ Specified as a hearse rather than just 'transport of body'

It was a tentative enquiry and it transpired that the deceased had sufficient insurance to cover the funeral arrangements

The person arranging the funeral was on benefits and could apply for a funeral grant to DWP.

South Ayrshire stated they had carried out 50 of 83 requests.

Scottish Borders noted that they carried out 12 of 53 requests.

Shetland council have not carried out any funerals in last five years.

Refusals

22 councils (Aberdeenshire, Inverclyde, North Lanarkshire, Falkirk, South Ayrshire, Perth & Kinross, Orkney, Clackmannanshire, Glasgow, South Lanarkshire, Moray, Edinburgh, Argyll & Bute, North Ayrshire, Fife, Dundee, East Dunbartonshire, Highland, West Lothian, Western Isles, Midlothian, and Shetland) have refused no funeral request in last five years

In addition Highland made the point:

“With regards to your questions on numbers requested and refused these burials are not looked at in these terms. We have a duty under the National Assistance Act to bury or cremate the body of a person where it appears that no suitable arrangements are otherwise being made – therefore these burials are not requests – if no one is taking responsibility for the burial the Council has to.”

7 councils (Renfrewshire, East Lothian, West Dunbartonshire, Aberdeen City, Dumfries & Galloway, East Ayrshire, and Stirling) stated they do not hold records of the numbers of funerals refused.

Angus Councils reply suggest they may have refused in the past but did not provide details: *“We do not keep a record of the number of public health funerals we refuse to take on but in general terms we accept responsibility for the majority of request received.”*

East Renfrewshire reports they refused 1 funeral in the last five years. On request they gave the following explanation:

“It was a family where an uncle had died without any apparent estate and they thought the LA would offer a free burial service for them. It was explained that it is intended for deceased where no-one is available to pay for the funeral, they all had employment etc. They were then directed to other organisations where depending on income they may have been able to be offered financial assistance, one of which was [the local] CAB.”

Scottish Borders report they have refused 12 funerals in the last five years.

Number of funerals

Council	2010	2011	2012	2013	2014⁴	TOTAL
Edinburgh	147	127	134	141	118	667
Glasgow	58	81	73	65	68	345
Fife	43	51	57	44	44	239
Aberdeen City	38	42	36	26	21	163
Perth & Kinross	23	29	26	32	28	138
Dundee	18	22	16	7	19	82
East Ayrshire	7	11	11	18	12	59
Highland	16	12	4	10	9	51
South Ayrshire	12	6	9	17	6	50
North Lanarkshire	9	11	11	8	8	46
South Lanarkshire	11	7	12	7	5	42
Renfrewshire	13	8	8	8	4	41
Midlothian	6	6	14	7	7	40
Falkirk	4	4	5	13	12	38
East Lothian	6	17	8	1	2	34
Angus	5	4	6	9	8	32
North Ayrshire	4	6	5	7	4	26
West Dunbartonshire	6	6	6	3	5	26
Aberdeenshire	1	7	9	6	2	25
Clackmannanshire	3	2	3	5	4	17
Moray	3	1	2	5	4	15
West Lothian	8	1	1	2	2	14
Argyll & Bute	4	3	1	3	2	13
Stirling	4	1	1	4	3	13
Inverclyde	3	3	3	0	4	12
Scottish Borders	2	5	2	2	1	12
East Dunbartonshire	1	2	1	1	2	7
East Renfrewshire	-	-	-	-	-	3
Orkney Isles	1	0	0	0	1	2
Western Isles	*	*	*	*	*	1
Shetland	-	-	-	-	-	0

Dumfries & Galloway stated they did not record how many funerals they had carried out.

Budget

⁴ To date of FOI (November 2014)

Council	2010	2011	2012	2013	2014
Angus	£10,000	£10,000	£10,000	£10,000	£5,000
Clackmannanshire	£0	£3,000	£3,000	£3,000	£4,000
Dundee	£4,930	£4,930	£4,930	£4,930	£4,843
East Lothian	£18,000	£18,000	£23,000	£27,000	£27,000
Edinburgh	£100,000	£100,000	£100,000	£100,000	£110,000
Falkirk	£1,000	£1,000	£1,000	£1,000	£1,830
Fife	-	-	-	-	£50,000
Glasgow	-	-	£25,500	£35,500	£27,830
Moray	£3,000	£3,000	£3,000	£3,000	£4,000
North Ayrshire	£3,000	£3,000	£3,000	£3,000	£3,000
Scottish Borders	£1,890	£1,000	£7,861	£2,300	£3,597
South Ayrshire	£12,707	£5,040	£5,040	£16,180	£15,040
West Dunbartonshire	£5,080	£7,080	£7,080	£5,650	£5,650

17 councils (Aberdeenshire, Inverclyde, Renfrewshire, North Lanarkshire, East Lothian, Orkney, Dumfries & Galloway, East Renfrewshire, South Lanarkshire, Argyll & Bute, East Ayrshire, Highland, West Lothian, Western Isles, Midlothian, Stirling, and Shetland) stated they have no specified budget for environmental funerals

1 council stated they did not have this data (Aberdeen City Council).

Fife council say they only hold information on this year's budget (14/15) which is set at £50,000. They state: *"previous years will all have been slightly different and based around previous years expenditure."*

East Dunbartonshire stated: *"A tender document which is in place determines the cost of each funeral."*

Moray answered: *'The contract with the funeral undertaker involves payment for the individual funerals which are arranged.'*

Money spent

Council	2010	2011	2012	2013	2014*	Total
Edinburgh	£139,601	£134,382	£120,561	£149,367	£83,005 ⁵	£626,916
Fife	£26,312	£47,695	£53,570	£51,773	£40,006	£219,356
Perth & Kinross	£23,103	£34,785	£31,914	£51,556	£48,614	£189,972
Glasgow ⁶	-	£41,857	£47,903	£59,400	-	£149,160
East Ayrshire	£6,648	£11,773	£10,863	£18,982	£15,787	£64,055

⁵ To October 2014

⁶ Data only available for these three years

Angus Council	£8,628	£8,629	£11,569	£16,012	£9,967	£54,805
East Lothian	£7,278	£19,682	£14,719	£2,516	£5,038	£49,233
South Ayrshire	£10,931	£774	£4,814	£20,042	£6,194	£42,755
Renfrewshire	£9,948	£7,200	£7,400	£7,560	£3,870	£35,978
Highland	£10,815	£11,430	£1,974	£8,090	£2,680 ⁷	£34,989
Dumfries & Galloway	£16,563	£4,844	£4,255	£6,872	£2,342	£34,876
Midlothian	£4,907	£4,165	£11,227	£5,553	£6,420	£32,273
Falkirk	£1,362	£3,347	£6,787	£13,506	£6,481	£31,483
West Dunbartonshire	£5,928	£5,967	£6,555	£3,162	£5,135	£26,747
Dundee City Council ⁸	£7,570	£7,127	£3,682	£1,843	£4,878	£25,100
North Lanarkshire	£3,890	£3,700	£5,090	£4,752	£7,588	£25,020
North Ayrshire	£3,262	£4,517	£4,922	£7,229	£4,360	£24,290
South Lanarkshire	£3,600	£4,950	£5,400	£3,150	£2,250	£18,900
Clackmannan	£2,478	£1,877	£2,755	£5,317	£4,224	£16,651
Aberdeenshire	£833	£4,650	£6,450	£2,920	£1,060	£15,913
Scottish Borders	£2,148	£3,971	£3,079	£2,921	£3,597	£15,715
West Lothian	£2,450	£2,585	£1,640	£1,159	£7,522	£15,356
Stirling	£3,428	-	£1,197	£5,803	£4,715	£14,499
Moray	£976	£423	£1,742	£2,014	£2,625	£7,779
Inverclyde	£1,628	£1,120	£748	-	£1,831	£5,327
East Renfrewshire	-	-	-	-	-	£4,890
Argyll & Bute ³	£458	£1,881	-	£824	-	£3,163
East Dunbartonshire	£425	£900	£450	£425	£800	£3,000
Western Isles	-	-	-	-	-	£1,500 ⁹
Orkney	-	-	-	-	-	£0 ¹⁰
Shetland	-	-	-	-	-	£0

*2014 to date

Average cost

⁷ Only held figures on the costs for 5 of the 9 funerals held at time of release

⁸ Dundee City Council & Argyll & Bute figures are cost minus amount recovered from estate therefore not comparable with other councils

⁹ Western Isles didn't detail which of the five years the 1 funeral was in

¹⁰ Orkney have recovered all costs from estate, they did not detail the cost before recovery.

Although not requested some councils provided details that allowed for working out the median and range spent on funerals.

Council	Mean spend	Median spend	Range
Angus	£1,713	-	-
East Renfrewshire	£1,630	-	-
Western Isles	£1,500	£1,500	£0
East Lothian	£1,448	-	-
Perth & Kinross	£1,377	-	-
Scottish Borders	£1,310	-	-
Stirling	£1,115	£1,397	£986
West Lothian	£1,097	-	-
East Ayrshire	£1,085	-	-
West Dunbartonshire	£1,029	-	-
Clackmannanshire	£979	£1,056	£474
Edinburgh	£939	-	-
North Ayrshire	£934	£950	£500
Fife	£918	-	-
Renfrewshire	£878	-	-
South Ayrshire	£855	-	-
Falkirk	£829	£1,017	£1,663
Midlothian	£806	£799	£503
Highland	£813	£549	£2,096
Glasgow	£681	-	-
Aberdeenshire	£637	-	-
North Lanarkshire	£543	-	-
Moray	£518	-	-
Inverclyde	£444	-	-
South Lanarkshire	£450	-	-
East Dunbartonshire	£429	-	-
Dundee City Council ¹¹	£306	-	-
Argyll & Bute ⁵	£288	-	-

Recovery

Although not request 5 councils provided details which related to recovered sums.

¹¹ Dundee, Argyll & Bute provided costs minus amount recovered meaning not comparable with other figures

Council	Amount Recovered	% recovered
Highland	£7,397	21%
Falkirk	£9,410	22%
Perth & Kinross	£44,118	23%
Midlothian	£8,752	27%
Stirling	£4,693	32%

Part 2: Further detail provided by council about what's included

Midlothian stated *'Undertaker services, cremation cost, doctors fee (if applicable) and ministers fee for cremations. For burials: undertaker services, provision of burial lair, interment fees, doctors' fees (if applicable) and ministers fees'*

Stirling council provided an extensive procedure note regarding what the council does as part of its obligations. They state *'a simple dignified funeral ... normally in a common plot ... a minister, priest or appropriate member of other denomination will carry out simple service'*. In addition they state that the following are not provided *'car, flowers, paper notices ... viewing of the body...gravestones'*. The council say they will notify relatives or friends who wish to attend.

Fife Council: *"We provide a casket and flowers. We usually cremate unless there is a reasonable belief that the deceased would want a burial and/or owns a burial plot and we would also use family plots if provided. We do not provide funeral cars or headstones, but we do usually have a minister."*

East Ayrshire: *"The following is provided as part of a public health funeral – offices and hygienic treatment, if required, a basic coffin, hearse, professional services of the funeral director, cremation or interment according to the deceased wishes (if known) with scattering, or return of ashes as requested, floral tribute, celebrant for a committal service and registration of death. The deceased would be taken into the care of the funeral director and transported to the cemetery/crematorium. A church or other service other than committal is not provided nor is viewing of the deceased."*

Angus Council: *'appoint a funeral director to provide a basic funeral for the deceased (usually burial). Basic funeral includes removal of deceased from hospital/morgue and transport to funeral home/service rooms; preparation, hygienic treatment and presentation of the deceased; supply simple casket, fully furnished for burial; provision of hearse for the funeral including all personnel necessary to conduct funeral. Graveside burial with service from minister (if appropriate). No flowers are provided.'*

Dundee council: *Burial: Removal of Body (Dundee City Council)*

Use of Rest and Service Rooms

Coffin (including linings, handles, nameplate, cords and tassels)

Robe

Hearse

One Car

Interment Fee

Attendance

Press Notice (to a maximum of 80 words)

Gratuities

*Cremation:
Removal of Body (Dundee City Council)
Use of Rest and Service Rooms
Coffin (including linings, handles and nameplate)
Robe
Hearse
One Car
Cremation Fee and Organ Music
Doctor's Fee
Attendance
Press Notice (to a maximum of 80 words)
Gratuities*

West Lothian specified more detail including on coffin provision and a floral tribute: *“a single use lair, services of cemetery staff to inter body, basic coffin, hearse to transport coffin to cemetery, Minister to conduct graveside service, and a small floral tribute.”*

East Renfrewshire: *‘a basic dignified funeral as described within the National Assistance Act 1948 and Social Work (Scotland) Act 1968. No lunch/Purvy is provided.’*

Dumfries & Galloway: *Generally, a basic funeral but may also provide headstone.’*

Highland Council detailed: *The Highland Council provides the following as part of a funeral service in connection with National Assistance Act burials:*

Supply of a polished wood coffin with suitable waterproof lining, handles and nameplate.

Supply of a robe, hearse and attendance.

Arrange for the presence of a minister (if necessary).

Identify any additional charges, which might apply, for example to the removal of the remains to the funeral directors' chapel for a mileage rate for the hearse or other vehicle.

North Ayrshire: *‘Transportation of body to undertakers premises; coffin of body; transportation of coffin to crematorium or cemetery; cremation fees; cemetery fees (Interment fee); doctor's fee (where appropriate).’*

Moray: *‘The Moray Council has a contract with a local funeral undertaker who conveys the deceased person to the funeral rest room, with the other arrangements including the cost of a coffin, the presence of a member of the clergy at the service and the interment. The funeral does not include the cost of flowers, funeral cars or headstones.’*

Argyll & Bute: *‘Basic burial in a council owned shared plot, if known to have a family plot with available space then this will be used. When deceased is known to have*

available capital resources then a private burial will be arranged and a private plot purchased in the deceased's name.'

Scottish Borders: *"The council provides a burial lair in a local cemetery and interment services (grave-digging). A local funeral director is contracted by the council to provide storage (where required). Transport of the body and a coffin."*

South Lanarkshire Council: *'provides the professional services of funeral director inclusive of care of deceased, transport to service, coffin and either cremation or burial.'*

Edinburgh: *'Burial or Cremation service, provision of funeral services, hearse, coffin, doctors' fees & an officiate.'*

Glasgow: *'Provision of coffin, hearse to transport deceased to crematoria, single follower, actual cremation service'*

Clackmannanshire: *"The Council does not provide a funeral service. Under Section 50 of the National Assistance Act 1948 the Council has a duty to bury or cremate the body of a person who has died or been found dead in its district if no other suitable arrangements are being, or have been, made otherwise than by the Council. We do not have the resources to provide any more than this."*

Aberdeen City Council: *"[We] provide a full funeral service via a contract with a Funeral Director. This contract includes the following services:-"*

- Remove the deceased body from the home, hostel, hospital or other location as directed.*
- Take instruction from Aberdeen City Council Out of Hours Social Work Service to remove a deceased person from a home death (this is an after-hours service)*
- Carry out the appropriate preparation of the deceased body for the interment or cremation. This to include hygienic treatment when necessary and preparation for viewing if requested.*
- Viewing of a deceased by family / friends should be permitted during normal working hours Monday – Friday and no later than half an hour before close of business and by appointment only. No viewing Saturday, Sunday or on Public Holidays.*
- Supply a light coloured coffin to the specification listed below and place the deceased body therein.*
- Retain the body at the Funeral Home until appropriate arrangements have been made for the Interment or Cremation.*

- *Supply a hearse and attendants to move the coffin from the Funeral Home to the place of Interment or the Cremation.*
- *On request supply a hearse and attendants to convey the coffin to a place of worship prior to the cremation / interment taking place*
- *If cremation is to take place, provide all the necessary documentation, duly completed, prior to the cremation in order that the service may proceed at the appointed time.*
- *Supply a car to collect and convey the clergyman from home to the place of interment / cremation and return home if so required.*
- *No other coffins are to be carried in the hearse at the same time as the one to which this contract refers.”*
- *If interment is required and insufficient pall-bearers are designated then appropriate number of attendants will be required by the Contractor for the lowering of the coffins.*

Orkney Isles: *“Body storage, basic casket, transport, burial/cremation fees”*

East Lothian Council: *(ELC) provides a basic cremation or burial depending on cost. ELC also pays for a notice in a local newspaper.*

Perth and Kinross: *Doctors fee, removal fee, coffin and undertakers fee, hearse, minister/humanist fee and crematorium/interment fee. Basic service undertaken for both burial/cremation and scattering of ashes if required.*

North Lanarkshire: *The Council provides a basic funeral, a basic casket, a celebrant, a hearse to take the casket to the cemetery and lair arrangements as part of the National Assistance Funeral Service.*

Renfrewshire: *The body is collected by undertakers who arrange burial and provide a casket, shroud, hearse, driver and attendance at cemetery. The coffin is interred in a common lair.*