

To receive and review the Management Policy and Regulations

Information:

The Town Council currently charges double standard fees for non-Saltash Residents. In the Town Council's Fees and Charges, it states:

*Double standard fees apply to non-Saltash residents, **except those who were resident until 2 years prior to their death.** (Non-resident fees are at the discretion of the Chairman of the Burial Authority Committee)*

The current process, undertaken by the Administration Department, is to request proof of resident status dated within the last two years. However, the following are reasons for families not having sufficient evidence:

- The deceased passing away in a care home in a neighboring town or city with any supporting evidence having been destroyed upon relocation.
- Cremated remains remaining with the families until a partner or loved one has passed before being interred together.
- Prior to passing, the deceased relocated to live with relatives to receive care with proof of residential status being for the last place of residency.

The request to prove residency and the delay in gaining authorisation from the Chairman and Vice-Chairman of the Burial Authority can cause distress to families and delays in relation to the confirmation of interment.

Recently, a family withdrew their request for interment at Churchtown Cemetery due to the need for evidence, the doubling of fees and the subsequent time involved in gaining approval for standard fees. The process had increased the family's distressed state and they felt unable to continue with their request.

Proposal:

1. Members to consider replacing the following sentence to avoid delay:

Non-resident fees are at the discretion of the Chairman of the Burial Authority Committee.

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Non-resident fees are at the discretion of the Town Clerk and in the absence the Assistant Town Clerk.

2. Members to review the proposed new paragraph to be added to the Management Policy and Regulations as follows and attached:

Double standard fees apply to non-Saltash residents, except those who were resident until 2 years prior to their death. (Non-resident fees are at the discretion of the Town Clerk and in the absence the Assistant Town Clerk).

The Administration Department to obtain available evidence with regard to Saltash Residency two years prior to the date of death. This being unavailable, to request that the Funeral Director gives written confirmation of residency.

End of report
Administration Officer