

Report to Portfolio Holder for Environmental Services (Operations)

Subject: Pet Cremation Service Fees and Charges for 2024/25

Date: 31 March 2024

Author: Business Development and Support Manager

Wards Affected

Borough-wide.

Purpose

The report details a new set of Fees and Charges for the Pet Cremation Service and seeks approval for their introduction from 1 April 2024.

Key Decision

This is not a Key Decision.

Recommendation(s)

- a) To approve the revised Fees and Charges for 2024/25 as detailed in Appendix 1.
- b) To approve the price revisions to be introduced from 1 April 2024.

Background

- 1.1 In order to ensure that the costs of the service are fully recovered, and some surplus generated for reinvestment into Council services, fees and charges for the Pet Cremation Service are reviewed at least annually to ensure cost recovery as a minimum. Section 3 of the Localism Act 2011 allows authorities to charge for discretionary services offered under their general power of competence. In addition, charges as part of the Pet Cremation Service are levied under powers within the Environmental Protection Act 1990 and regulations made thereunder which allows for reasonable charges to be levied for collection and disposal of certain types of waste including dead domestic pets.
- 1.2 These discretionary fees and charges are regularly benchmarked and are set separately and reflect either an enhanced service or have been introduced to meet additional demand. Benchmarking of the proposed fees includes consideration of factors such as:
 - Latest trends in demand for these services.
 - The potential to enter new markets.

- The fees charged by competitors.
- Attempting to encourage repeat customers.
- Rising costs in the provision of these services.

1.3 With Portfolio Holder and relevant Corporate Director approval, discretion can be made to apply varying percentage increases or freezes to relevant Fees and Charges as long as the overall cash amount for that area are met. This allows consideration to be made for factors that influence the rate at which fees and charges are set.

These factors include:

- The Borough's priorities.
- The comparative price of neighbouring authorities.
- The effect an increase in price would have on the activity, including customer resistance.
- The cost benefit of the service.

1.4 Pet Cremation Fees and Charges have been reviewed and prices have been set to achieve as a minimum the agreed discretionary income 5% increase in accordance with the Cabinet agreed inflation increase, and in consideration of the aforementioned factors and increase in service running costs. The fees have been rounded up in some instances and fees have been benchmarked against other authorities.

1.5 It is proposed to leave the collection / return transport charge which was based on an assumed average mileage within the borough when set in the 2023/24 fee setting. The price of the fuel that is used to power the cremator unit have reduced which will ensure the costs are met.

1.6 Unfortunately the company who were set to provide the memorial jewellery has dissolved leaving us without a supplier. A replacement is being investigated, but the local businesses cannot supply at a reasonable price that meets the ethos of the service. Therefore, it is proposed to remove these until a suitable replacement can be found.

1.7 The company who we purchase the memorial urns and caskets from have confirmed that they do not propose to increase the cost of the merchandise this year. Therefore, in accordance with the principles of the Localism Act it is not proposed to increase the fees for these items.

2 Proposal

2.1 It is proposed that the fees and charges are revised as detailed in Appendix 1 and that they come into effect on 1 April 2024.

3 Alternative Options

3.1 Prices could change by a different percentage; however this would result in failure to meet the income target and is not in line with the proposals contained in the MTFP.

4 Financial Implications

- 4.1 The proposed fees and charges set out in the Appendix are intended to maintain a commercial pet cremation service that makes an annual contribution to overheads.
- 4.2 The proposed Pet Cremation Fees will deliver the approved income budget target required.

5 Legal Implications

- 5.1 The Council relies on powers under the Localism Act 2011 to operate and charge for the cremation service and the Environmental Protection Act 1990 (“the EPA”) and the regulations made thereunder, namely the Controlled Waste (England and Wales) Regulations 2012 (“the Regulations”), to charge for the collection and disposal of waste.

The EPA gives collection authorities like Gedling the discretion to also collect clinical waste, if requested to do so, within their area and dispose of it for a reasonable charge. The Regulations also give the power to charge for the collection of dead domestic pets from households.

6 Equalities Implications

- 6.1 The Equality Impact Assessment can be found at Appendix 3.

7 Carbon Reduction/Environmental Sustainability Implications

- 7.1 None identified.

8 Appendices

- 8.1 Appendix 1: Revised Fees and Charges for 2024/25.
- 8.2 Appendix 2: Fees and Charges for 2023/24.
- 8.3 Appendix 3: Equality Impact Assessment.
- 8.4 Appendix 4: Benchmarking

9 Background Papers

- 9.1 None identified.

10 Reasons for Recommendations

- 10.1 To contribute to the delivery of a balanced budget both in 2024/25 and in the medium term and satisfy statutory requirements.

Statutory Officer approval

Approved by:

Date:

On behalf of the Chief Financial Officer

Approved by:

Date:

On behalf of the Monitoring Officer

APPENDIX 1 – PET CREMATION SERVICES FEES AND CHARGES 2024 / 2025

PASC Pet Cremation Service Fees & Charges				2024/25			
Individual Cremation (Inc Scatter Tube)	Price	Caskets	Paw Print Urn	Memorial	Jewellery		
Micro Pet - Hamster	less than 1kg	£60.00	£25.00 (S)	Small Pawprint Urn (up to 10kg) - £50 Medium Pawprint Urn (10kg+) - £60 Large Pawprint Urn (35kg+) - £70 Ex Large Pawprint £80	Eternity Candle £50.00	N/A 2024 / 25	
Guinea Pig/ Rabbit	less than 3kg	£70.00	£25.00 (S)				
Large Rabbit	3-7kg	£83.00	£25.00 (S)				
Cat Small (Kitten)	1-2kg	£93.00	£25.00 (S)				
Cat Medium	2-8kg	£119.00	£28.00 (M)				
Cat Large	9-15kg	£133.00	£28.00 (M)				
Dog Small	1-24kg	£159.00	£28.00 (M)				
Dog Medium	25-34kg	£186.00	£38.00 (L)				
Dog Large	35-44kg	£197.00	£38.00 (L)				
Dog Very Large	45kg-54kg	£298.00	£43.00 (XL)				
Dog Extra Large	55kg-64kg	£395.00	£43.00 (XL)				
Giant Breed	65kg+	Please Call	£43.00(XL)				
Communal Cremation [Inc Certificate]	Price				Memorial	Memorial	Memorial
Guinea Pig/Hamster/Rabbit	less than 3kg	£30.00			Casket Engraving £19.00	Fur Clipping £7.50	Pawprint Ink Print £7.50
Very Large Rabbit	3-7kg	£42.00					
Cat Small	1-4kg	£50.00					
Cat Medium	5-8kg	£62.00					
Cat Large	9-15kg	£70.00					
Dog Small	1-24kg	£82.00					
Dog Medium	25-34kg	£102.00					
Dog Large	35-44kg	£122.00					
Dog Very Large	45kg+	£135.00					
Transportation Charge	Zone 1	Outside Borough			All Prices include VAT at 20%		
Pet Collection	£15.00	£7.00 per mile (min £15.00)					
Return of Ashes	£15.00	£7.00 per mile (min £15.00)					
Attend Reflections Room	inc in price	inc in price					

APPENDIX 2 – PET CREMATION SERVICES FEES AND CHARGES 2023 / 2024

PASC Pet Cremation Service Fees & Charges				2023/24				
Individual Cremation (Inc Scatter Tube)		Price	Caskets	Paw Print Urn	Memorial	Jewellery	Memorial	Memorial
Micro Pet - Hamster	less than 1kg	£56.50	£25.00 (S)	Small Pawprint Urn (up to 10kg) - £50 Medium Pawprint Urn (10kg+) - £60 Large Pawprint Urn (35kg+) - £70 Ex Large Pawprint £80	Eternity Candle £50.00	Silver locket £110 Silver ring £95 Keyring £35 Charm £65		
Guinea Pig/ Rabbit	less than 3kg	£67.00	£25.00 (S)					
Large Rabbit	3-7kg	£79.00	£25.00 (S)					
Cat Small (Kitten)	1-2kg	£88.00	£25.00 (S)					
Cat Medium	2-8kg	£113.00	£28.00 (M)					
Cat Large	9-15kg	£126.00	£28.00 (M)					
Dog Small	1-24kg	£151.00	£28.00 (M)					
Dog Medium	25-34kg	£176.70	£38.00 (L)					
Dog Large	35-44kg	£188.00	£38.00 (L)					
Dog Very Large	45kg+	£284.00	£43.00 (XL)					
Giant Breed	60kg+	Please Call	£43.00(XL)					
Communal Cremation [Inc Certificate]		Price				Memorial	Memorial	Memorial
Guinea Pig/Hamster/Rabbit	less than 3kg	£28.00				Casket Engraving £18.00	Fur Clipping £7.00	Pawprint Ink Print £7.00
Very Large Rabbit	3-7kg	£40.00						
Cat Small	1-4kg	£47.00						
Cat Medium	5-8kg	£59.00						
Cat Large	9-15kg	£66.00						
Dog Small	1-24kg	£78.00						
Dog Medium	25-34kg	£97.00						
Dog Large	35-44kg	£116.00						
Dog Very Large	45kg+	£128.00						
Transportation Charge		Zone 1	Outside Borough					
Pet Collection	£15.00	£7.00 per mile (min £15.00)	All Prices include VAT at 20%					
Return of Ashes	£15.00	£7.00 per mile (min £15.00)						
Attend Reflections Room	inc in price	inc in price						

APPENDIX 3 – EQUALITY IMPACT ASSESSMENT

Name of project, policy, function, service or proposal being assessed:	Pet Cremation Service Fees and Charges for 2024/25				
The main objective of The Pet Cremation fees and charges report is:	To set the Pet Cremation fees and charges for 2024 / 25				
<p>What impact will this Pet Cremation fees and charges report have on the following groups? Please note that you should consider both external and internal impact:</p> <ul style="list-style-type: none"> • External (e.g. stakeholders, residents, local businesses etc.) • Internal (staff) 					
Please use only 'Yes' where applicable		Negative	Positive	Neutral	Comments
<u>Gender</u>	External			Yes	
	Internal			Yes	
<u>Gender Reassignment</u>	External			Yes	
	Internal			Yes	
<u>Age</u>	External			Yes	
	Internal			Yes	

<u>Marriage and civil partnership</u>	External			Yes	
	Internal			Yes	
<u>Disability</u>	External			Yes	
	Internal			Yes	
<u>Race & Ethnicity</u>	External			Yes	
	Internal			Yes	
<u>Sexual Orientation</u>	External			Yes	
	Internal			Yes	
<u>Religion or Belief (or no Belief)</u>	External			Yes	
	Internal			Yes	
<u>Pregnancy & Maternity</u>	External			Yes	
	Internal			Yes	
<u>Other Groups</u> (e.g. any other vulnerable groups, rural)	External	Yes			Residents on a low income may struggle to cover the costs – this is a discretionary service though

isolation, deprived areas, low income staff etc.)	Internal			Yes	
Please state the group/s: Low income					

Is there is any evidence of a high disproportionate adverse or positive impact on any groups?	Yes	No	X	Comment
Is there an opportunity to mitigate or alleviate any such impacts?	Yes	No		Comment N/A
Are there any gaps in information available (e.g. evidence) so that a complete assessment of different impacts is not possible?	Yes	No		Comment N/A
In response to the information provided above please provide a set of proposed action including any consultation that is going to be carried out: N/A				
Planned Actions	Timeframe	Success Measure	Responsible Officer	

Authorisation and Review

Completing Officer Authorising Head of Service/Director Date Review date (if applicable)	Esther Storer

Appendix 4 : Benchmarking

Pet	GBC current price	Procare	Dignity	Forget me Not	Nottingham Pet Crem	GBC proposed prices
		Out of hours £75.00	24 hours notice		+ £75 for same day services	
Micro Pet - Hamster	£56.50	£179.00	£90	£65.00	£90.00	£60.00
Guinea Pig/ Rabbit	£67.00	£179.00	£105.00	£75.00	£120.00	£70.00
Large Rabbit	£79.00	£189.00	£135.00		£145.00	£83.00
Cat Small (Kitten)	£88.00	£199.00	£180.00		£145.00	£93.00
Cat Medium	£113.00	£199.00	£180.00		£145.00	£119.00
Cat Large	£126.00	£199.00	£180.00		£145.00	£133.00
Dog Small	£151.00	£229.00	£190.00	£155.00	£165.00	£159.00
Dog		£259.00	£205.00		£205.00	
Dog Medium	£176.70	£259.00	£225.00	£195.00	£220.00	£186.00
Dog Large	£188.00	£339.00	£255.00	£235.00	£245.00	£197.00
Dog Very Large	£284.00	-	£285.00	£270.00	£285.00	£298.00
Dog Extra Large	Please Call	-	-	£295.00	£300.00	£395.00
Giant Breed	Please Call	-	-		£370.00	Please Call
Paw print	£7.00	£29.99	Not available	Not available	From £11.50	£7.50
Fur clipping	£7.00	£9.99	Not available	Not available	Not available	£7.50
Scatter tube	Complimentary	£25.00	Not available	Complimentary	Complimentary	Complimentary
Collection of pet	£15.00 + milage out of area	Not available	No prices provided	£25.00 + milage out of area	Charge based on distance	Remain the same as increased a lot last year
Return of ashes	£15.00 + milage out of area	Not available	No prices provided	£25.00 + milage out of area	Charge based on distance	Remain the same as increased a lot last year