

THE CITY OF EDINBURGH COUNCIL

MORTONHALL CREMATORIUM

MANAGEMENT PLAN



VERSION CONTROL

Version	Date	Author (s)	Summary of changes
1.0	June 2019	Ann Collings	Initial version
2.0	October 2019	Ann Collings, Robbie Beattie, Jane Matheson	Edited for publication
3.0	March 2021	Julie Wilson	Updates
3.1	April 2021	Julie Wilson	Additional update
3.2	March 2023	Rik Corrigan	Review and management change update
3.3	April 2024	Rik Corrigan	New Price List
3.3.1	October 2025	Allison Gamble	Price list update

This management plan will be reviewed on an annual basis. However, a review or revision of any parts can be carried out at any time for service improvements and will be carried out following new legislation or changes to codes of practice.

This document can be viewed by the public during office hours which are detailed on page 4.

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1 Crematorium Description and Information

1.1 Description

Mortonhall Crematorium is located on the south side of Edinburgh in an attractive mature woodland, with the Stenhouse Burn providing a peaceful backdrop. The crematorium, built by renowned architect Sir Basil Spence, was opened 7 February 1967 at a cost of £230,000 with the first cremation on 16 February 1967.

The building is now Category A listed for its architectural significance. Sir Basil Spence took inspiration for his design from Notre Dame du Haut at Ronchap, France (designed by Le Corbusier) and the Woodland Cemetery at Stockholm, Sweden by Gunnar Asplund. Both are now recognised as World Heritage sites.

The crematorium and cemetery grounds extend to 5 hectares, and the main building is 1251m².

1.2 Contact Details

Address	30B Howdenhall Road, Edinburgh, EH16 6TX
Telephone	0131 664 4314
Email	bereavement@edinburgh.gov.uk

1.3 Opening Times

Main Office	Mon, Wed and Thurs	09:00am to 4:30pm
	Tuesday	09:00am to 4:30pm
	Friday	09:00am to 3:30pm
Chapel of Remembrance	Monday to Thursday	09:00am to 4:30pm
	Friday	09:00am to 3:30pm
	Saturday	09:00am to 4:00pm
	Sunday	10:00am to 4:00pm
Crematorium Grounds	Daily	08:00am to 6:00pm

1.4 Chapels

There are two chapels offering choice to suit different needs.

1.4.1 Main Chapel

The main chapel can accommodate 310 seated mourners with space for 50 standing. The service can be relayed outside on the speaker system if

1 Crematorium Description and Information

necessary. The chapel is a beautiful imposing space signifying reflection and hope using clear spaces and stained glass.

1.4.2 Pentland Chapel

The Pentland is the smaller of the two chapels – it seats 60. The Chapel has media equipment which can support music and photo slideshows, and loudspeakers can relay the service directly, outside if attendance is larger than expected.

1.5 Funeral Service

Mortonhall Crematorium offers a wide range of service options, all of which include cremation and either return of ashes in an appropriate container or interment (burial) in the Garden of Remembrance. Ashes are not scattered.

1.5.1 Simple Service

A shorter or less formal gathering held in the Pentland Chapel at the start of the day offers the opportunity for up to 12 people to meet, say a few words and listen to their choice of music.

1.5.2 Standard Service

A funeral service in either of the chapels offers:

- A welcome from uniformed staff dressed in a funeral dark grey tartan
- An induction deaf aid loop in both chapels for those with impaired hearing
- a removable pew for wheelchairs in both chapels and a wheelchair
- music from a state-of-the-art system with access to an online library
- religious symbols representing Buddhism, Christianity, Hinduism, San, Sikhism, and Tao. All symbols can be covered for secular services.

For an additional charge we offer:

- an organist
- display of family photo or video tribute on a large screen
- live password-controlled webcast which can allow anyone anywhere who cannot attend to view a service
- live webcast with 28-day playback which allows the service to be viewed for a further 28 days
- a DVD or USB of the service

1 Crematorium Description and Information

1.6 Direct Cremation Options

There are two direct cremation options at Mortonhall Crematorium.

1.6.1 Direct Cremation - Courtyard Entrance

If the family chooses, a coffin can be received directly to the crematorium through the Courtyard entrance. Families can arrange to have a funeral service somewhere other than Mortonhall should they wish and then bring the deceased to Mortonhall Crematorium for cremation. No service or attendance by family at Mortonhall is then possible. Ashes will be returned in accordance with the application for cremation and either returned to the funeral director/bereaved family or interred in our Garden of Remembrance.

1.6.2 Direct Cremation - Chapel Entrance

If the family chooses, a coffin can be received (at a further charge) directly through either the Main or Pentland chapel. No service or attendance by family at Mortonhall is then possible. Ashes will be returned in accordance with the application for cremation and either returned to the funeral director/bereaved family or interred in our Garden of Remembrance.

1.7 Baby Cremation

To ensure maximum recovery of ashes following cremation of a baby, a specialist infant tray is always used, in accordance with industry guidance and in compliance with Scottish Government policy.

1.8 Pregnancy Loss Cremation

The crematorium, under contract to NHS Boards and others, carries out shared cremation of pregnancy loss in accordance with their instructions. Ashes instructions are received from the Health Service provider (NHS or private). Where required the ashes can be interred (buried) in the designated Baby Garden of Remembrance located in Mortonhall Cemetery.

1.9 Coffin Width, Height and Length Restriction

The width of a coffin is restricted to 26 inches (66 cm) on the Pentland Chapel catafalque and 36 inches (91cm) on the Main Chapel catafalque. The standard cremator can accept coffins up to 35 inches (88.9cm) wide including handles and the extra width cremator can accept coffins up to 43 inches (109.22 cm) wide including handles.

1 Crematorium Description and Information

For all catafalques and cremators, the maximum coffin height is 26 inches (66cm) and the maximum coffin length is 81 inches (206 cm).

1.10 Coffin Weight Restriction

For operational reasons, the weight of a coffin is restricted to 45 stone (285.76 kg)

1.11 Additional Facilities

At Mortonhall Crematorium we also offer:

- a car park in the grounds with limited disabled parking outside the chapels
- an accessible public toilet in the waiting room and crematorium reception

1.12 First Aid

An automatic defibrillator is available in the main building by the Pentland Chapel. Many of the crematorium staff are trained first aiders.

1.13 Service Charges

The current charge list is attached to Appendix 1.

1.14 Staff Structure

The current organisational structure is shown in Appendix 2.

1.15 Staff Training

The current staff skills matrix is shown in Appendix 3.

1.16 Grounds Maintenance

The crematorium grounds are maintained to a high standard by staff from the Cemeteries team.

2 Crematorium Standard Operating Procedures

2.1 Standard Operating Procedures

The crematorium operates a quality management system which details standard operating/Administration procedures, staff training and skills, complaints, audits, and equipment manuals.

Standard operating procedure for carrying out cremations can be accessed following the attached links or hard copies can be viewed on request.

	OPERATIONAL
BSOP01	Chapel Officer
BSOP02	Chapel Music
BSOP03	Cremation of the Deceased (Adult)
BSOP03a	Cremulation of the Cremated remains of the Deceased (Adult)
BSOP04	Disposal of Metals After Cremation
BSOP05	Chapel Officer Baby and Infant
BSOP06	Cremation of Babies and Infants
BSOP06a	Cremulation of the Cremated remains of the Deceased (Babies & Infants)
BSOP07	Witnessed Coffin Charge
	ADMINISTRATION
BSAP01	Management of Burials and Cemetery Lairs
BSAP02	Burial Booking
BSAP03	Burial Paperwork
BSAP04	Direct Through Courtyard Procedure
BSAP05	Title Deeds Check
BSAP06	Cemeteries, Plots available, Burial times
BSAP07	Foundations Memorials added Inscriptions
BSAP08	MHC Staff BACAS Online Diary Booking
BSAP09	Booking a Baby or Infant Cremation
BSAP10	Receiving Payments at Crematorium
BSAP11	Entering Cremation Information on BACAS
BSAP12	Shared Cremations Input on BACAS "NHS Lothian"
BSAP12a	Shared Cremations Input on BACAS "Borders General Hospital"
BSAP12b	Shared Cremation Input on BACAS "Spire"
BSAP13	Printing Off Cremation Paperwork
BSAP13a	Checking, Signing Cremation Paperwork
BSAP14	Collection or Burial in the GOR of Adult Cremated Remains Procedure
BSAP14a	Disposal of Cremated remains Collection – Burial Procedure
BSAP14b	NAA Ashes – Late Collection Procedure
BSAP15	Monthly Invoicing
BSAP16	Streamline Card Payment Procedure
BSAP17	Application for National Assistance
BSAP18	National Assistance Initial Enquiries
BSAP19	Genealogical Search Procedure
BSAP20	Book of Remembrance Admin Procedure
BSAP21	Memorial Walkway Plaque Admin Procedure
BSAP22	Standard Rose Admin Procedure
BSAP23	Niche Wall Admin Procedure
BSAP24	Hexagonal Pavilion (Columbarium) Admin Procedure
BSAP25	Cremation Paperwork
BSAP26	Funeral Directors Online Diary
BSAP27	CEC Sect 87 Procedure
BSAP28	Ultimus Haeres Unit Procedure

3 Unexpected increase in the number of cremations

3.1 Contingency Planning

- 3.1.1 The cremation team is part of the larger service area which includes Scientific, Bereavement and other Regulatory Services. The staff training programme involves cross service training for operatives, allowing unexpected demands in service levels to be managed effectively.
- 3.1.2 The service can perform a maximum of 16 funeral services within standard working hours of 5.5 days per week. This equates to capacity of around 4,450 funerals per year. Typically, the crematorium operates at 2,500 to 2,600 funerals per year, or 55% to 60% capacity.

Example: Covid 19 – following government guidelines - working in teams in shifts; Track and Trace in place in our chapels, restricted limited number of mourners – 20 (Main Chapel), 15 (Pentland Chapel), restricted access to public by implementing an appointment process.

3.2 Business Continuity Plan

The service has a well-developed Business Continuity Plan which provides a roadmap to deal with several potential disruptions to service and includes a procedure to deal with increased number of funerals in the case of a pandemic flu episode and other contingencies. This plan is attached to Appendix 4.

3.3 Customer Complaints and Feedback

Customer feedback is important in helping us to improve the service that we provide.

If you have a compliment, complaint or concern, please raise that with us via telephone, email or post using the contact details in section 1.2, or you can use the Council complaint portal [here](#).

If you feel unable to contact us or have a serious complaint, then the Scottish Government Inspector of Cremations may be able to assist:

Robert.Swanson@gov.scot

4 Operation and Servicing of Equipment

4.1 Cremators

The crematorium operates with three cremators. Two cremators are supplied by Facultative Technologies which are abated systems, with the third supplied by Matthews Environmental Solutions Ltd, which is non-abated. The three cremators and associated ancillary equipment are maintained and serviced to comply with SEPA PG/52 (12), the ICCM Code of Cremation and the FBCA Code of Cremation and the Burial and Cremation (Scotland) Act 2016.

4.1.1 Facultative Technologies Ltd (FT Ltd)

FT maintain and service the FT111 and FT11 cremators and associated ancillary equipment and annual emissions testing. The service is carried out in accordance with the service manuals and report provided.

There are four annual visits with two major and two minor quarterly.

Technical support can be accessed Monday – Friday 06:00 to 22:30 and Saturday 8:00 – 13:00 at Customer Care: (01132) 768 888. Emergency callout can be arranged if necessary.

4.1.2 FT Mercury Abatement System

Supply and removal of Factivate for the mercury abatement system is arranged through Facultative Technologies Ltd.

4.1.3 Cremation technicians carry out daily, weekly, and monthly maintenance of the cremators. which is recorded in the log.

4.1.4 The Operation and Maintenance manuals are accessible on the open bookshelf in the cremator monitoring area.

4.2.1 Matthews Environmental Solutions Ltd (UK)

Matthews maintains and services the Matthews Joules cremator and associated ancillary equipment and annual emissions testing. The servicing is carried out in accordance with the service manuals and report provided.

Servicing is carried out quarterly, which includes calibration to O₂/CO analyser unit and annual emissions testing.

4.2.2 Support can be accessed through remote desktop or the help line on 0161 3374488.

4.2.3 Cremation technicians carry out daily, weekly, and monthly maintenance of the cremators which are recorded in the log.

4.2.4 The Operation and Maintenance manuals are easily accessible on the open bookshelf in the cremator monitoring area.

4 Operation and Servicing of Equipment

4.3 Cremulator (FT High Speed Cremulator)

The cremulator which carries out the Cremulation of ashes/cremated remains is supplied and maintained by FT.

4.4 SEPA

The crematorium operates under a pollution control permit issued by the Scottish Environmental Protection Agency ('SEPA'). SEPA makes regular compliance visits and must be informed of any deviations due to malfunctioning equipment.

Permit number: PPC/B/1003233 The full permit can be located in filing cabinet 1 in the main office.

SEPA Email	ELB@sepa.org.uk
SEPA Telephone	0131 449 7296

Pollutant	FT Cremator	Matthews Cremator	Frequency
SMOKE	NO VISIBLE SMOKE OUTWITH START UP OR SHUT DOWN PERIODS	NO VISIBLE SMOKE OUTWITH START UP OR SHUT DOWN PERIODS	DAILY
MERCURY	FT- PERIODIC MONITOR -50 UG/M3	MATHEWS-N/A	FT ANNUALLY. MATHEWS N/A
HYDROGEN CHLORIDE	FT PERIODIC MONITOR - 30 MG/M3 AVE 1 HOUR	MATHEWS PERIODIC MONITOR -200 MG/M3 AVE 1 HOUR	ANNUALLY
PARTICULATE MATTER	FT-PERIODIC and CONTINUOUS MONITOR -20 MG/M3 AVE 1 HOUR	MATHEWS-PERIODIC MONITOR -160MG/M3 AVE 1 HOUR, CONTINUOUS 80MG/M3 AVE 1 HOUR OVER 95%CREMATIONS ,160MG/M3 AVE 1 HOUR OVER 12 MONTHS	MATHEWS CONTINUOUS and ANNUALLY. FT ON COMMISSIONING THEN EVERY 3 YEARS
CARBON MONOXIDE	FT- PERIODIC and CONTINUOUS MONITOR- 100 MG/M3 2 X 30 MINS AVE	MATHEWS -PERIODIC MONITOR -200 MG/M3 AVE 1 HOUR CONTINUOUS 100MG/M3 AVE 1 HOUR OVER 95% CREMATIONS, 200 MG/M3 AVE 1 HOUR OVER 12 MONTHS	ANNUALLY and CONTINUOUS
ORGANIC COMPOUNDS	FT- PERIODIC MONITOR -20 MG/M3 AVE 1 HOUR	MATHEWS PERIODIC MONITOR-20MG/M3 AVE 1 HOUR,	ANNUALLY
TEMPERATURE	MIN 800C SECONDARY COMBUSTION ZONE	MIN 850C SECONDARY COMBUSTION ZONE	CONTINUOUS
RESIDENCE TIME	2 SECONDS IN SECONDARY CHAMBER	2 SECONDS IN SECONDARY CHAMBER	ON COMMISSIONING
OXYGEN	AT END OF SECONDARY COMBUSTION ZONE 3% MIN,6%MIN AVE 1 HOUR	AT END OF SECONDARY COMBUSTION ZONE	DURING DISCONTINUOUS

4 Operation and Servicing of Equipment

			3%MIN,6% MIN AVE 1 HOUR	TESTS AND CONTINUOUS	
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5 Procedure for Disposal of Cremation Residues

5.1 Recovery of Metals

Unless otherwise requested, metal which survives the cremation process is recycled. Metals are generally made up of surgical implants (hip, knee replacements etc.) and/or items used in the construction of a coffin. Mortonhall Crematorium is a member of the ICCM recycling scheme and all metals recovered are collected by 'Orthometals'. All proceeds from recycling are donated to bereavement charities.

5.2 Return of Metals from Cremation

If the applicant does not wish the metals to be recycled, they will be returned to them. This must be stated on the 'application for cremation' form.

5.3 Disposal of ashes

We will only act upon the written instruction of the Applicant for Cremation on the form 'A1: application for cremation of an adult or a child'.

There are four options:

- a) I or my representative will collect the ashes from the crematorium
- b) I authorise the funeral director who arranged the cremation to collect the ashes on my behalf
- c) I instruct the crematorium to disperse the ashes using their usual method
- d) I would like the ashes to be buried in the same location as a previously deceased person.

We do not scatter any ashes. All cremated remains are interred (buried) in our Garden of Remembrance at Mortonhall Crematorium. This is a large communal area where there can be no personal memorialisation or markers left. We have many memorial options available here at Mortonhall - staff will be happy to advise.

5.3.1 Option A

If option A is chosen and the ashes have not been collected by the applicant after the four-week period, we will contact the applicant for further instruction.

If ashes are still not collected after a further four-week period, we will contact the applicant for further instruction. If ashes are still not collected after a further four-week period they will be buried in our Garden of Remembrance.

5 Procedure for Disposal of Cremation Residues

5.3.2 Option B

If option B is chosen and the ashes have not been collected after the four-week period from the funeral director, the funeral director will contact the applicant for further instruction. If ashes are still not collected from the funeral director after a further four-week period, the funeral director can return the ashes to Mortonhall Crematorium. We will contact the applicant for further instructions. If ashes are still not collected after a further four-week period they will be buried in our Garden of Remembrance.

5.3.3 Option C

If option C is chosen, the ashes will be buried in our Garden of Remembrance within one week of the cremation. If you would like to be present, please contact the crematorium to arrange a date and time. Records will be kept showing where the interment has taken place.

5.3.4 Option D

If option D is chosen, the ashes will be buried in our Garden of Remembrance within one week of the cremation. If you can supply accurate details of a previous deceased whose remains are buried in our Garden of Remembrance, we will identify the location and ascertain if it will be possible to inter the ashes you have requested near to them. If it is not possible to locate where those ashes were interred, we will inter in the next available space.

Records will be kept showing where the interment has taken place.

5.4 Retention of Records

Cremation records are stored for 50 years, with an external contractor providing secure, safe storage for the City of Edinburgh Council. Digital records relating to cremation are held on 'BACAS' (Burial and Cremation administration software) database.

Appendix 1 Current charge list

Appendix 2 Staff structure

Appendix 3 Staff skills matrix

Appendix 4 Business Impact Assessment

Appendix 1 Current charge list

The City of Edinburgh Council

BEREAVEMENT SERVICE CHARGES 2025-2026

BURIAL CHARGES	CHARGE	VAT	TOTAL CHARGE INC VAT
Full Coffin Burial			
Right of Burial with Certificate	£1,670.00	£0.00	£1,670.00
Right of Green Burial with Certificate	£1,775.00	£0.00	£1,775.00
Duplicate Certificate of Right of Burial	£110.00	£0.00	£110.00
Transfer of Certificate of Right of Burial	£110.00	£0.00	£110.00
Adult Interment	£1,457.00	£0.00	£1,457.00
Adult Interment - Saturday until 11am, thereafter Sunday fees apply	£1,838.00	£0.00	£1,838.00
Adult Interment - Sunday or Public Holiday	£2,042.00	£0.00	£2,042.00
Double Adult Interment	£2,200.00	£0.00	£2,200.00
Double Adult Interment - Saturday	£2,491.00	£0.00	£2,491.00
Double Adult Interment - Sunday or Public Holiday	£2,816.00	£0.00	£2,816.00
Child Interment (up to 18 years)	No Fee	£0.00	No Fee
Test dig a grave for depth	£467.00	£0.00	£467.00
Board for grave	£202.00	£0.00	£202.00
Exhumation including screening	£4,736.00	£0.00	£4,736.00
Cremated Remains Casket Burial			
Right of Burial with Certificate	£984.00	£0.00	£984.00
Adult Interment	£310.00	£0.00	£310.00
Adult Interment - Saturday until 11am, thereafter Sunday fees apply	£443.00	£0.00	£443.00
Adult Interment - Sunday or Public Holiday	£494.00	£0.00	£494.00
Double Adult Interment	£467.00	£0.00	£467.00
Double Adult Interment - Saturday	£557.00	£0.00	£557.00
Double Adult Interment - Sunday or Public Holiday	£647.00	£0.00	£647.00
Triple Adult Interment	£630.00	£0.00	£630.00
Exhumation including screening	£630.00	£0.00	£630.00
Garden of Remembrance, with attendance Mon-Fri 12 Noon	£270.00	£0.00	£270.00
Garden of Remembrance, with attendance Mon-Fri 12 Noon - Double	£407.00	£0.00	£407.00
Garden of Remembrance, with attendance Saturday until 11am	£316.00	£0.00	£316.00
Garden of Remembrance at a particular place at request of Applicant – No attendance	£91.00	£0.00	£91.00
Garden of Remembrance, cremation at Mortonhall, No attendance	No Fee	£0.00	No Fee
Garden of Remembrance, cremation not at Mortonhall	£270.00	£0.00	£270.00
Burial Monument & Memorials			
Provision of concrete foundation adult	£427.00	£85.40	£512.40
Provision of double concrete foundation adult	£539.17	£107.83	£647.00
Preparation where memorials require no foundation	£137.00	£27.40	£164.40
Refix dowels	£159.00	£31.80	£190.80
Refix dowels and new foundation	£242.00	£48.40	£290.40
Baby Memorial Plaque	£70.00	£14.00	£84.00
Genealogy Search			
Per Hour (Minimum Charge - 1 Hour)	£25.00	£5.00	£30.00

Please Note

The burial or cremation fees above exclude funeral director charges or other statutory fees such as death registration

The City of Edinburgh Council

THE CITY OF EDINBURGH COUNCIL

BEREAVEMENT SERVICE CHARGES 2025-2026

CREMATORIUM CHARGES	CHARGE	VAT	TOTAL CHARGE INC VAT
Cremation Charges			
Adult - Full Service in Main or Pentland Chapel (1 hour Chapel Time which includes a 40-minute service time).	£947.00	£0.00	£947.00
Adult - Early Full Service in Main (9:00am) or Pentland Chapel (9:30am) (Mon-Fri 1 hour Chapel Time which includes a 40-minute service time)	£748.00	£0.00	£748.00
Adult - Saturday Full Service in Main (1 hour Chapel Time which includes a 40-minute service time).	£1,121.00	£0.00	£1,121.00
Adult - Sunday Full Service in Main (1 hour Chapel Time which includes a 40-minute service time).	£1,237.00	£0.00	£1,237.00
Adult - Simple Service in Pentland Chapel (Pentland Chapel - 30 Minute Chapel Time which includes a 20-minute service time).	£646.00	£0.00	£646.00
Adult - Direct through Chapel without Service or Ceremony (Non attended)	£586.00	£0.00	£586.00
Adult - Direct through Courtyard without Service or Ceremony (Non attended)	£401.00	£0.00	£401.00
Child under 18 - Full Service in Main or Pentland Chapel	No Fee	£0.00	No Fee
Memorial Service Only Main or Pentland Chapel	£454.00	£0.00	£454.00
Additional Service Time per Hour	£315.00	£0.00	£315.00
Duplicate Certificate of Cremation	£22.00	£0.00	£22.00
Council Civil Celebrant per service	£109.00	£0.00	£109.00
Organist hire per service	£56.00	£0.00	£56.00
Additional Services			
Halo Photo (Single Image)	£0.00	£0.00	£0.00
Slideshows			
Photo Tribute - up to 25	£46.00	£9.20	£55.20
Photo Tribute with music - up to 25	£78.00	£15.60	£93.60
Themed Tribute	£105.00	£21.00	£126.00
Other Options			
Photo tribute - single (first photo free)	£16.00	£3.20	£19.20
Family supplied video checking	£22.00	£4.40	£26.40
Bespoke Tribute	£529.00	£105.80	£634.80
Extras			
Additional work charge - Obitus	£24.00	£4.80	£28.80
Additional Photos - Extra 25 (each)	£20.00	£4.00	£24.00
Downloadable copy of Visual Tribute (recording of slideshow)	£9.00	£1.80	£10.80
Webcasting/Streaming			
Webcast of service	£57.00	£0.00	£57.00
Webcast of service plus 28 day playback	£72.00	£0.00	£72.00
Keepsakes			
DVD/USB of Visual Tribute (recording of slideshow)	£20.00	£4.00	£24.00
DVD/USB of service (each)	£54.00	£10.80	£64.80
Video Book	£105.00	£21.00	£126.00
Memory Box	£143.00	£28.60	£171.60
Extras			
Additional Keepsakes (DVD, USB) (recording of service)	£24.00	£4.80	£28.80
Bundles			
Obitus Bundle - Halo Photo, Music Slideshow, Webcast Live & On Demand, x1 Keepsake	£210.00	£42.00	£252.00

Please Note

The burial or cremation fees above exclude funeral director charges or other statutory fees such as death registration

The City of Edinburgh Council

BEREAVEMENT SERVICE CHARGES 2025-2026

MONUMENT & MEMORIAL CHARGES	CHARGE	VAT	TOTAL CHARGE INC VAT
Book of Remembrance			
2 line entry	£92.00	£18.40	£110.40
5 line entry	£140.00	£28.00	£168.00
8 line entry	£187.00	£37.40	£224.40
Motif	£97.00	£19.40	£116.40
Remembrance Cards, Maximum 8 Lines	£41.00	£8.20	£49.20
Miniature Book of Remembrance, Maximum 8 Lines	£116.00	£23.20	£139.20
Baby Book of Remembrance			
5 Line Entry	£37.00	£7.40	£44.40
Motif	£47.00	£9.40	£56.40
5 Line Entry - Cremation not at Mortonhall	£83.00	£16.60	£99.60
Shared Tree Memorial			
Plaque with Lettering - 5 year Lease	£222.00	£44.40	£266.40
Plaque with Lettering - 10 year Lease	£333.00	£66.60	£399.60
Shared Granite Bench			
Plaque with Lettering - 5 year Lease	£202.00	£40.40	£242.40
Plaque with Lettering - 10 year Lease	£302.00	£60.40	£362.40
Memorial Walkway Plaque			
Memorial Plaque with Lettering - 5 year Lease	£362.00	£72.40	£434.40
Memorial Plaque with Lettering - 10 year Lease	£544.00	£108.80	£652.80
Renewal of Plaque Lease - 10 year lease	£255.00	£51.00	£306.00
Replacement Plaque With Inscription	£240.00	£48.00	£288.00
Hexagonal Pavilion (Columbarium)			
Hexagonal Pavilion with Lettering - 5 year Lease	£483.00	£96.60	£579.60
Hexagonal Pavilion with Lettering - 10 year Lease	£725.00	£145.00	£870.00
Renewal of Hexagonal Pavilion Lease -10 year lease	£338.00	£67.60	£405.60
Replacement Plaque With Inscription	£240.00	£48.00	£288.00
Niche Wall			
Niche Wall with Lettering - 5 year Lease	£544.00	£108.80	£652.80
Niche Wall with Lettering - 10 year Lease	£816.00	£163.20	£979.20
Renewal of Niche Wall Lease - 10 year lease	£381.00	£76.20	£457.20
Replacement Plaque With Inscription	£240.00	£48.00	£288.00

The City of Edinburgh Council

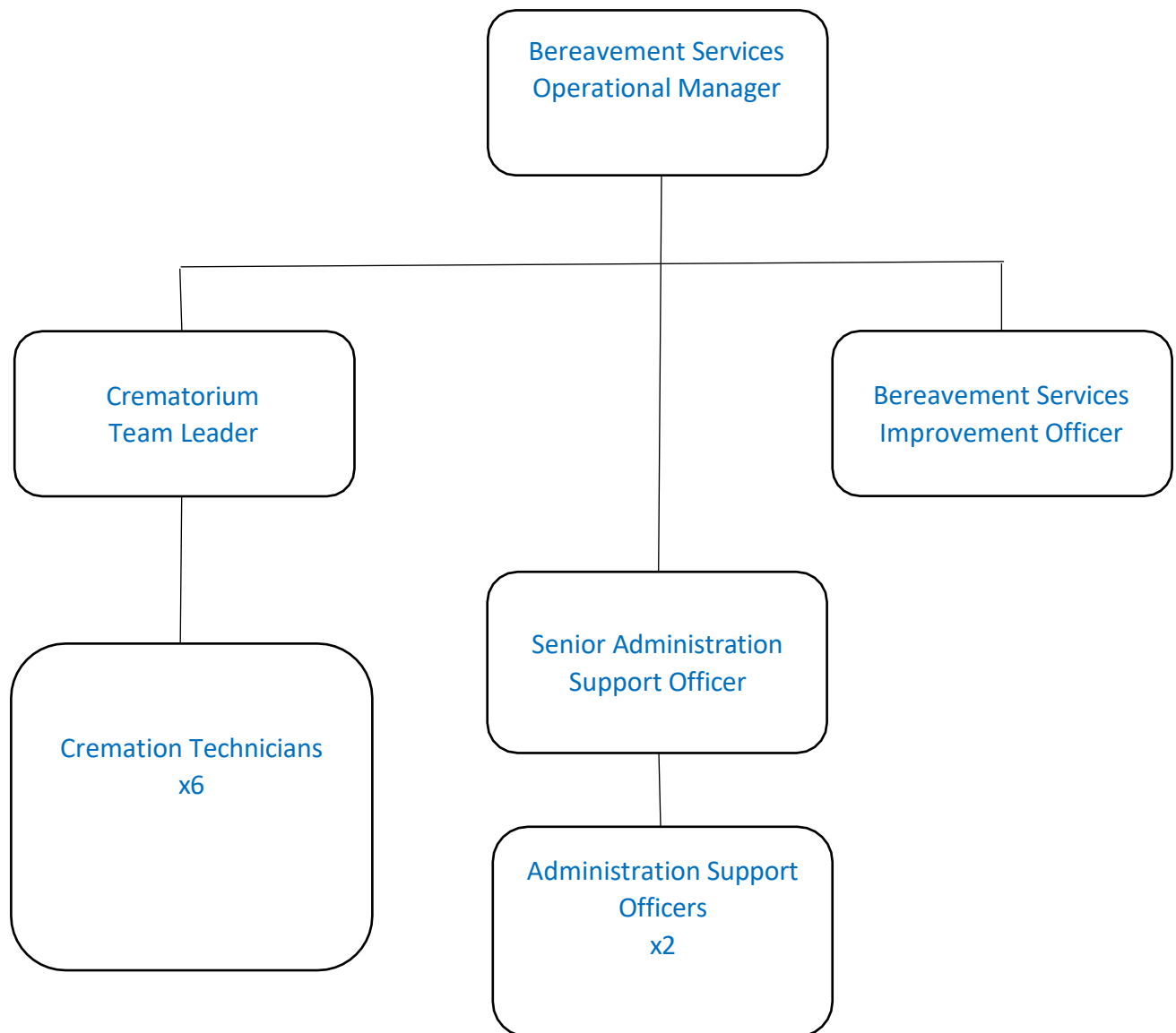
TOTAL: SEE P. 100. SUPPLEMENTARY SUPPLEMENT

BEREAVEMENT SERVICE CHARGES 2025-2026

MONUMENT & MEMORIAL CHARGES	CHARGE	VAT	TOTAL CHARGE INC VAT
Woodland Walkway Plaque			
Plaque with Lettering - 5 year Lease	£710.00	£142.00	£852.00
Plaque with Lettering - 10 year Lease	£1,171.00	£234.20	£1,405.20
Plaque with Lettering - 20 year Lease	£1,695.00	£339.00	£2,034.00
Renewal of woodland Walkway lease - 10 year lease	£562.00	£112.40	£674.40
Replacement Plaque With Inscription	£278.00	£55.60	£333.60
Cemetery Vault - for 4			
Plaque with Lettering - 5 year Lease	£710.00	£142.00	£852.00
Plaque with Lettering - 10 year Lease	£1,171.00	£234.20	£1,405.20
Plaque with Lettering - 20 year Lease	£1,695.00	£339.00	£2,034.00
Renewal of woodland Walkway lease - 10 year lease	£562.00	£112.40	£674.40
Replacement Plaque With Inscription	£278.00	£55.60	£333.60
Cemetery Vault - for 2			
Plaque with Lettering - 5 year Lease	£686.00	£137.20	£823.20
Plaque with Lettering - 10 year Lease	£960.00	£192.00	£1,152.00
Plaque with Lettering - 20 year Lease	£1,207.00	£241.40	£1,448.40
Renewal of woodland Walkway lease - 10 year lease	£562.00	£112.40	£674.40
Replacement Plaque With Inscription	£278.00	£55.60	£333.60

Appendix 2 Staff structure

CREMATORIUM STAFF STRUCTURE - JULY 2019



Appendix 3 Staff skills matrix

Assessing & Sign Off**Staff member = Koreen**

Each staff member should keep an up to date copy of this document as part of their training record/folder.

Dates of audits of competence/refresher training should be scheduled annually and reminders set in managers/team leaders Outlook calendars.

OPERATIONAL

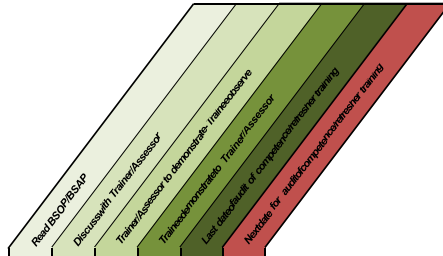
BSOP01	Chapel Officer Procedure
BSOP02	Chapel Music Procedure
BSOP03	Cremation of the Deceased Procedure
BSOP3a	Cremulation of the Cremated remains of the Deceased (Adult) Procedure
BSOP04	Disposal of metals after cremation Procedure
BSOP05	Chapel officer Baby and Infant Procedure
BSOP06	Cremation of Babies and Infants Procedure
BSOP6a	Cremulation of the Cremated remains of the Deceased (Babies & Infants) Procedure
BSOP07	Witnessed Coffin Charge Procedure

ADMINISTRATION

BSAP01	Management of Burials and Cemetery Lairs Procedure
BSAP02	Burial Booking Procedure
BSAP03	Burial Paperwork Procedure
BSAP04	Title Deeds Check Procedure
BSAP05	Cemeteries, Plots available, Burial times Procedure
BSAP06	Foundations, Memorials & Added Inscriptions Procedure
BSAP07	Cremation Booking Procedure
BSAP08	Booking a Baby or Infant Cremation Procedure
BSAP09	Receiving Payment's at Crematorium Procedure
BSAP10	Entering Cremation Information on BACAS Procedure
BSAP11	Fife Shared Cremations Input on BACAS Procedure
BSAP11a	Shared Cremations Input on BACAS Procedure
BSAP12	Printing Off BACAS -Cremation Paperwork Procedure
BSAP12a	Shared Cremations Input on BACAS Borders General Hospital Procedure
BSAP12b	Shared Cremations Input on BACAS SPIRE Procedure
BSAP13	Printing off Cremation Paperwork Procedure
BSAP13a	Checking Signing Cremation Paperwork Procedure
BSAP14	Collection or Burial in the GOR of Adult Cremated Remains Procedure
BSAP14a	Collection or Burial of Baby Ashes Procedure
BSAP14b	NAA Ashes-Late Collection Procedure
BSAP15	Monthly invoicing procedure
BSAP16	Streamline Card Payment Procedure
BSAP17	Application for National Assistance Procedure
BSAP18	National Assistance initial enquiries Procedure
BSAP19	Genealogical Search Procedure
BSAP20	Book of remembrance Admin Procedure
BSAP21	Memorial Walkway Plaque Admin Procedure
BSAP22	Standard Rose Admin Procedure
BSAP23	Niche Wall Admin Procedure
BSAP24	Hexagonal Pavilion (Columbarium) Admin procedure
BSAP25	Cremation Paperwork Procedure
BSAP26	Funeral directors Online Diary Procedure
BSAP27	CEC Sect 87 Procedure
BSAP28	Ultimus Haeres Unit Procedure

Additional Training - E learning

Details of E learning are stored on the employees myHR training record



[Return to Training Overview main page](#)



Appendix 4 Business Impact Assessment



BIA Activity Report for Burial Administration and Cremation of Deceased and Associated Services

Owner	Gavin Sharp
Last Submission Date	06 March 2019
Version	2.0
Next Review Date	06 March 2020