**Nottingham City Council**

**Cemeteries & Crematorium**

**Service Operating Model**



Effective 2023 Reviewed Annually

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# Introduction

Nottingham City Council has served the community for over 150 years, our Crematorium and Cemeteries located across the city continues to offer a range of funeral services that suit all. We enable everyone the chance to say goodbye in varied, yet sensitive and beautiful settings.

Nottingham City Council (NCC) strives to deliver a high quality, equitable and accessible Burial’s service across the city at three main sites namely Southern Cemetery (Wilford Hill), Northern Cemetery (Bulwell) and Highwood Cemetery. NCC strives to ensure choice of funeral location and also ensuring affordability including the provision of the Nottingham Funeral available to all Nottingham City residents.

1. **Legislative Requirements accreditations**

**The services are delivered in line with the following legislation**

* Section 46 of the Public Health (Control of Diseases) Act 1984
* Burials Act 1857
* Local Authorities Cemetery Order LACO 1977
* Health & Safety at Work act 1974
* Cremations Act 1902
* Public Spaces Protection Order

**The services are also delivered in line with the following service standards**

* Institute of Cemeteries & Crematoria (ICCM) Charter for the Bereaved
* Green Flag award standard for each main Cemetery site
* Federation of Burials & Cremations Authority (FBCA) Code of Burial Practice
* FBCA Code of Cremation Practice
* ISO 9001 Quality, 14001 Environmental and 45001 H&S
* Memorial Safety Ministry of justice guidance (managing the safety of burial ground memorials) and current BS 8415 guidance ‘existing memorials managing safety risk assessments’

1. **General**

**Address and Contacts**

The three operational Cemeteries and one Crematorium managed and maintained by Nottingham City Council are:

|  |  |  |
| --- | --- | --- |
| Southern Cemetery & Crematorium  *Wilford Hill*  Loughborough Road  West Bridgford  Nottingham  NG2 7E | *Northern Cemetery*  Hempshill Lane  Bulwell  Nottingham  NG6 8PF | *Highwood Cemetery*  Low Wood Road  Bulwell  Nottingham  NG6 7GA |

Enquiries relating to this policy should be directed to [**cemeteries@nottinghamcity.gov.uk**](mailto:cemeteries@nottinghamcity.gov.uk)

# Opening, Closing Times and service operating days

The cemetery grounds are accessible throughout the full 24-hour period. The main Cemetery office is open 10am to 3pm Monday to Friday with a generic email available for enquires outside of these times. Services are available throughout the year subject to booking availability except Christmas Day / New Year’s Day and Easter Sunday.

# Cemetery Chapels

There are Chapels available for use at both Wilford Hill (Southern Cemetery & Crematorium) and Northern Cemetery (Bulwell).

**Communication and Contact with the service**

There are notice boards at each main Cemetery site with regular service updates alongside the placement of notices around the Cemeteries as necessary. There is also ongoing communication, updates, and advice related to processes via the website: [www.nottinghamcity.gov.uk/cemeteries](http://www.nottinghamcity.gov.uk/cemeteries)

Contact with the main office during weekday office opening hours should be via 0115 8761922 or [cemeteries@nottinghamcity.gov.uk](mailto:cemeteries@nottinghamcity.gov.uk)

For out of hours services including booking of Muslim burials the contacts are [cemeteries@nottinghamcity.gov.uk](mailto:cemeteries@nottinghamcity.gov.uk) / [paula.richardson@nottinghamcity.gov.uk](mailto:paula.richardson@nottinghamcity.gov.uk) / [dan.farrell@nottinghamcity.gov.uk](mailto:dan.farrell@nottinghamcity.gov.uk) / [lewis.madden@nottinghamcity.gov.uk](mailto:lewis.madden@nottinghamcity.gov.uk)

# Conduct in Cemeteries and Complaints Procedure

All visitors must conduct themselves in a quiet and orderly and respectful manner at all times and Council representatives have the right to exclude or remove any member of the public at their discretion or seek assistance from law enforcement.

Under the provision of the Local Authorities Cemeteries Order 1977, it is an offence for a person to wilfully:

* + - * Create any disturbance in a cemetery.
      * Commit a nuisance in a cemetery.
      * Interfere with any burial taking place in a cemetery.
      * Interfere with any grave, vault, tombstone or other memorial, any flowers or plants in any such manner.
      * Play any game or sport in a cemetery.
      * Enter or remain in a cemetery when it is closed to the public, unless authorised by the Council to do so.

Anyone contravening these rules and regulations will be liable upon conviction to a fine. The costs to the Council of rectifying any damages caused will be charged to the person who has caused the damage.

No pedal bicycles, skateboards, skates, scooters may be ridden in the cemeteries, with the exception of Motability scooters. Smoking in the cemetery buildings is not permitted and the drinking of alcohol is not permitted within the buildings or the surrounding grounds. No animals are allowed in the cemeteries with the exception of assistance dogs without prior permission of the cemetery service.

No religious services or ceremonies are allowed other than the service at the time of interment, without the prior consent of the cemetery service. No musical instrument or other sound-producing device will be allowed into the cemeteries except when used as an integral part of a funeral service. It is not permitted to release doves / balloons / sky lanterns or butterflies from any cemetery or crematorium building or land.

Complaints or compliments concerning service provision should be raised via the Councils Have Your Say system (HYS). [LINK](http://intranet.nottinghamcity.gov.uk/media/4027/have-your-say-hys-policy-and-procedure.pdf)

1. **Faith Funerals**

Services are tailored to the needs of different faiths for Cremations and Burials. Cremations including a witnessed charging of the coffin can be requested at the time of booking. For Burials a family back fill of a grave can also be requested at the time of booking and same day / short notice Burials can also be requested subject to availability of time slots and processing of required paperwork

# Burials & Related Processes

**Burial Procedure**

NCC recognises that the death of a person will be traumatic for individual's family and friends. It is essential that contact is established and maintained directly with the nominated Funeral Director throughout the booking process.

The Cemetery service provides for the booking of funerals by way of its main office at Wilford Hill where administration will take place. There are burial teams based at Wilford Hill / Bulwell and Highwood cemeteries ready to undertake burials as requested.

The service provides burials for a range of communities linked to their needs and has in place an out of hour’s standby service, Access to our main cemeteries is possible 24/7 for pedestrians and vehicles access. Examples of the types of burials are shown below with provision also for Children’s and infant graves:

Family Burial Chamber for two in the Family Chamber area



Burial Earth Grave for one with channel

For one

Earth Grave burial for two in Lawn or Traditional area

Burial Chamber Grave for one in Traditional area

Notices of Interment including scattering of ashes and all associated works orders must be on the official forms which can be obtained from your funeral director or by contacting the Cemetery Office.

The Council will not accept any responsibility for information communicated otherwise than on the appropriate forms. On receipt of communication from a funeral director requesting to book a cremation / burial this will be administered as per our established booking processes through to the actual burial or cremation service on site with all required documentation and records uploaded into our dedicated Burials & Cremations records system.

On site burials preparation and interment works will take place as necessary, undertaken by suitably qualified staff in line with our Risk Assessments and Standard Operating Procedures. The service provides for a range of burial options including single earth graves and vaulted burials for the Muslim Community in traditional sections and burials for up to two in earth graves for other communities in traditional or lawn grave sections. For each burial a nominated NCC sexton is on hand to meet the funeral director, check paperwork and direct the cortege to the grave.

All bookings are provisional until the cemetery administrator receives the fully completed application forms. Telephone booking must be confirmed with the submission of the fully completed paperwork no less than 5 days before the funeral.

**Same Day / Short Notice Funeral**

Same day, short notice funerals are subject to deadlines set in the burial times (below) for the submission of all paperwork and legal sign off in line with the registration services and in order for NCC checks and correct grave allocation to take place and also grave excavation and preparation. Availability of same day / short notice burials are available for all communities subject to available booking slots and other burials that are already booked in. A limited number of two chamber graves will be kept on stock and ready for burial however earth graves will be prepared at the point of request. Due to logistics of service provision new allocations of pre purchased allocated graves are unavailable at this time. Graves previously purchased and required for short notice burial may be subject to delays if required proof of ownership documentation is not produced or there are issues with accessing the grave plot.

**Burial Processing Deadlines:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Monday - Friday** | | | **Weekends & Bank Holidays** | | |
| **Month** | **Last burial** | **Deadline for prebooking form** | **Deadline for green / Coroners and inter form** | **Burial times** | **Deadline for prebooking form** | **Deadline for green / Coroners and inter form** |
| **January** | **2.30pm** | **2 hours before Funeral** | **1.5 hours before**  **funeral** | **10:30am - 2:30pm** | **10:30am** | **12 noon** |
| **February** | **2:30pm** | **2 hours before Funeral** | **1.5 hours before Funeral** | **10:30am - 2:30pm** | **10:30am** | **12 noon** |
| **March** | **4pm** | **2 hours before Funeral** | **1.5 hours before Funeral** | **10:30am - 2:30pm** | **10:30am** | **12 noon** |
| **April** | **6:00pm** | **2 hours before Funeral** | **1.5 hours before Funeral** | **10:30am - 2:30pm** | **10:30am** | **12 noon** |
| **May** | **6:00pm** | **2 hours before Funeral** | **1.5 hours before Funeral** | **10:30am - 2:30pm** | **10:30am** | **12 noon** |
| **June** | **6:00pm** | **2 hours before Funeral** | **1.5 hours before Funeral** | **10:30am - 2:30pm** | **10:30am** | **12 noon** |
| **July** | **6:00pm** | **2 hours before Funeral** | **1.5 hours before Funeral** | **10:30am - 2:30pm** | **10:30am** | **12 noon** |
| **August** | **6:00pm** | **2 hours before Funeral** | **1.5 hours before Funeral** | **10:30am - 2:30pm** | **10:30am** | **12 noon** |
| **September** | **6:00pm** | **2 hours before Funeral** | **1.5 hours before Funeral** | **10:30am - 2:30pm** | **10:30am** | **12 noon** |
| **October** | **4pm** | **2 hours before Funeral** | **1.5 hours before Funeral** | **10:30am - 2:30pm** | **10:30am** | **12 noon** |
| **November** | **2:30pm** | **2 hours before Funeral** | **1.5 hours before Funeral** | **10:30am - 2:30pm** | **10:30am** | **12 noon** |
| **December** | **2:30pm** | **2 hours before Funeral** | **1.5 hours before Funeral** | **10:30am - 2:30pm** | **10:30am** | **12 noon** |

**Documentation**

The Council will not accept responsibility for information that has not been submitted on the correct forms, or for paperwork lost in the post. Documents sent by email will only be accepted as temporary notifications. Original paperwork must be provided before any interment takes place, by handing in to the cemetery office prior to the booked date or handed to the cemetery official on arrival at the cemetery, prior to the interment taking place.

Interments, burial or scattering of ashes will not be allowed to proceed if the cemetery administrator has not received the registrar’s certificate of disposal, coroner’s order for burial, cremated remains certificate or payment prior to the interment.

The Council’s workforce will undertake all excavation work at the cemeteries. Back filling of graves by families by hand (replacing soil after a burial and the placement of cover slabs) may be permitted with the cemetery administrator’s consent (excluding cremated remains plots as these have no soil). In certain areas of the cemetery, it may only be possible to undertake a partial backfill due to health and safety requirements, where possible, this will be notified before the interment takes place.

Coffins, European and American style caskets are accepted however Nottingham City Council is working towards becoming an environmentally sustainable authority and therefore bio-degradable is preferable. Ashes must be in a bio-degradable container wherever possible. Burials may take place with a shroud only subject to request at time of booking however the deceased must be brought to the Cemetery in a coffin.

Responsibility for making arrangements for the attendance of priests, ministers, volunteers or other persons to officiate or help at a service is with the funeral director or the person(s) arranging the burial. The Council takes no responsibility for these arrangements. All communications related to a funeral booking must be directly between the Funeral Director and Cemetery service.

**Memorial Removal**

All memorials must be removed by a nominated stonemason in all cases where a grave is to be re-opened, this may also include the burial of cremated remains where necessary. It is requested that the memorial is removed at least 5 working days before the funeral. Removal will be organised by the funeral director booking the funeral or by the grave owner if booking direct. All removals require the following paperwork: prior approval of the grave deed owner, the issue of a permit to remove and an appointment by the stonemason.

**Funeral Directors**

Funeral directors shall ensure that all processes are followed including the completion and supply of all statutory forms and paperwork to enable the booking of a burial to take place. Funeral directors shall liaise directly with the funeral applicant and their family and directly with NCC in the funeral booking and related arrangements. Only the funeral director shall liaise directly with the NCC sexton on arrival for a burial to enable paperwork checks to be carried out and to be correctly directed to the prepared burial plot.

**Volunteers**

Community volunteers and faith groups shall liaise directly with the relevant funeral director to provide assistance where needed; any works undertaken must be in line with NCC processes. Under no circumstances should volunteers make direct contact with NCC in relation to the booking process and related arrangements. All volunteers and their activities shall be the responsibility of funeral directors throughout the process from booking to interment.

The time fixed for a funeral is the time when the procession is to arrive at the Cemetery gate. It is important that the time is strictly adhered to, in order to prevent one funeral interfering with another. In the event that a funeral arrives late the cortege must wait as and where directed by the cemetery representative. The service will take place as soon as possible thereafter at the direction of the cemetery representative.

Funerals arriving more than 30 minutes after the scheduled time will be charged a late fee in accordance with the current list of charges which represents the cost to the Council for lost time. This charge will be invoiced to the funeral director.

Some funerals have a family back fill of the earth and/or help from volunteers, these processes are directly the responsibility of the nominated funeral director to ensure safe and proper processes are followed at all times. NCC will ensure a dedicated Sexton is on hand to liaise with the funeral director and to check required paperwork on arrival of the cortege and to be discreetly available on site during and after the funeral for advice / help if necessary. The sexton shall only work with the Funeral Director or nominated representative in relation to the funeral process and related activity.

In the case of a public or military funeral, or any funeral where more than 50 mourners are expected, notice must be given to enable the Council time to plan for traffic and ensure other activities on the cemetery are managed accordingly.

The maximum time allowed for a service in the cemetery chapels is 40 minutes, this can be extended subject to availability and additional charges. No coffin shall be opened within the cemetery chapel or grounds without prior consent from the cemetery service team, obtained at the time of arranging the funeral.

**Floral Tributes Following Burial**

All floral tributes will be removed 14 days after interment, unless prior alternative arrangements are made with the cemetery office or ground staff.

Dead and artificial flowers affected by weather in vases or on grave areas will be removed at the discretion of the ground staff to enhance the appearance of the cemetery.

Christmas wreaths will be removed by the ground staff after February 1st – date will be advertised within the cemetery.

1. **Exclusive Right of Burial**

Whilst ownership of an Exclusive Right of Burial for a deed does not give any ownership whatsoever in respect of actual land, it does give the owner of the deed the right to:

* Be buried in that grave
* Authorise further burials(s) in that grave where space is available, or the interment or scattering of cremated remains in that grave
* Erect or place a memorial on that grave subject to the rules and regulations of the Council relating to memorials
* Have inscriptions/additional inscriptions placed on a memorial on that grave subject to the rules and regulations of the Council relating to this matter.

Possession of a deed does not grant ownership of an exclusive right of burial. If a person has been given or left a deed a lawful transfer still needs to take place to establish the rightful successive owner

Grave deeds will be issued to the person applying as the registered owner of the Exclusive Right of Burial upon full payment. The grave will remain in the possession of the Council until full payment is received.

The Exclusive Right of Burial shall be for 50 or 99 years from the date of purchase (subject to change). Expired rights may be extended for further periods on payment of the fee applicable at that time. Anyone arranging for a burial in a non-private grave acquires no rights other than that of making a single interment in the grave. The cemetery service will determine the location of all graves. The owner of the Exclusive Right of Burial must ensure that the cemetery service is informed of any change of address or other contact details.

1. **Transfer of Deed Ownership**

The owner of an Exclusive Right of Burial may, should he wish, transfer/assign ownership to another person using forms provided by the cemetery office.

If the deed holder is deceased, the Exclusive Right of Burial forms part of their estate and is dealt with in accordance with their will (if there is one) or intestacy rules (if there is no will). The Council can transfer ownership of an Exclusive Right of Burial on the instruction of the executor or personal representatives of the deceased. However, the law in this area can be complex and it is strongly advised that legal advice be obtained if there is any doubt about ownership in these circumstances. Necessary forms are available from the cemetery office on request.

The cemeteries support team must be notified and approve any transfer or assignment in order to update the register of deeds. Where no interment has taken place in a pre-purchased grave the Council may agree to buy the right of burial back. In such cases the Council will pay the original purchase price, please contact the cemetery office for further information.

# Exhumations

An exhumation can be arranged however it should be noted that it is an offence in law to exhume any human or cremated remains without obtaining the necessary lawful permission, it is also subject to a formal application on a Ministry of Justice form (available from the cemetery office). In some circumstances no remains may be recovered upon exhumation. It is generally advised that families are not present at the time of exhumation however the local authority Public Health officer should be present for full body exhumations.

1. **Monuments and Memorials**

Prior permission to place or erect any form of memorial in any of the cemetery grounds must be obtained from the Cemetery service. The appropriate fees must be paid at the time of application for all graves. This applies to all areas of the cemetery including the Garden of Rest.

Monuments, memorials, stones or tablets may only be placed or erected over vaults or graves where an Exclusive Right of Burial has been purchased, in the case of an un purchased baby grave a permit can be applied for by an approved mason. Monuments will be allowed to remain for the remaining term of the Exclusive Right of Burial, and where the Exclusive Right of Burial is extended, the right to erect a monument will be extended for the same period. Monuments, memorials, stones or tablets shall not be placed or erected without the prior written consent of the owner of the Exclusive Right of Burial, and without the express permit approval of the Council.

Any monument, memorial, stone, shrub, plant or item erected or placed in the cemetery in contravention of these regulations, without written permission or when the Exclusive Right of Burial has expired, will be removed by the Council at any time without notice.

**Monument Fixing / Removal Criteria**

All memorials including monuments, headstones and stone vases over (8 ins.) in height shall be fixed in accordance with the National Association of Memorial Masons’ Code of Working Practice (NAMM). All work will be undertaken to the absolute satisfaction of the cemetery service. Work judged to be unsatisfactory must be rectified within a specific time period agreed with the cemetery service and booked via an appointment; if the work is not brought up to satisfactory quality within this time period the Council reserves the right to ask the grave owner to remove the monument, memorial or stone vase and to invoice the stonemason or deed owner for the cost of this work. At this point the responsible stonemason may be refused future entry into the Council’s cemeteries. Memorials must be of a material approved by the Cemetery service.

Before the erection of any tablet, monument, memorial, or stone vase, a drawing with any proposed inscription must be sent on the prescribed forms to the cemetery service for approval. The type(s) of material to be used shall be stated, together with exact dimensions and all associated details. The application forms must be duly signed and dated by the registered owner of the Exclusive Right of Burial and the memorial mason. Any form of inscription not written in English must be accompanied by a full translation. Any replacement or restoration of a memorial must be accompanied by photographic evidence of the original memorial.

No memorial may be fixed or removed without the formal written approval of the Council. All works require an appointment to be made with the cemetery office at least 48 working hours prior to works. In the event of tree roots being present at the grave location the Cemetery service shall arrange for an inspection to take place and remedial works as necessary to facilitate works. Requests to work must be submitted on the forms available from the Cemetery service and submitted to the cemetery office via e mail at [memorials@nottinghamcity.gov.uk](mailto:memorials@nottinghamcity.gov.uk)

No inscription may be cut or work of any kind undertaken to any monument or memorial within the Cemetery without the prior written consent of the cemetery service. All monuments and other memorials shall be in accordance with the designs submitted to and approved by the Council; they must not be altered or interfered with after installation without further permission. If alterations are required, plans must be re-submitted to the cemetery service and work may only proceed when written authorisation is granted.

No memorial shall be removed from a cemetery for the purpose of cutting an additional inscription unless and until formal written approval of the cemetery service has been given in respect of the proposed addition(s). Anyone contravening this regulation will not be allowed to carry out any further work within the cemetery. Vases of a material approved by the cemetery service are only permitted where the rules allow. All work shall be subject to the directions of the cemetery service and any person carrying out works must adequately protect grass, borders and adjoining memorials. On completion of works all surplus materials must be removed and the whole site cleaned and left in a satisfactory condition. Any masons in breach of this regulation will be charged for clearance.

**Monument Sizes**

Full-length kerbstones and footstones of a material and design approved by the Council will only be allowed in the traditional section of the cemetery. The area enclosed on a single grave space shall not exceed (7ft x 3ft) and on a double grave space no more than (7ft x 7ft). Half kerb sets are allowed on an upgraded Lawn grave the dimensions of which shall not exceed (3ft x 3’6”). No headstone placed in the lawn or traditional section of the cemetery shall exceed (4ft 6ins) in height from the ground level to memorial top. Hardwood Crosses of timber obtained from sustainable forested materials may be erected and must not exceed (2ft 6ins) in height, (1ft 8ins) in width, or (3ins) in thickness.

All monuments and materials must be conveyed into the cemetery in such a manner as not to cause any damage to road, walks or turf.

**Monument works timings & processes for arising’s**

No monuments, memorials or materials may be taken into a cemetery before 9am on any working day or on Good Friday, Christmas Day, Saturdays, Sundays or Bank Holidays without the prior consent from the cemetery service. Everyone employed in fixing, painting or restoring memorials, etc., must leave the cemetery 30 minutes prior to the cemetery closing time. There will be no access for masons during funerals. Information about forthcoming funerals is available cemetery office. All dressing or working of stone or other materials to be used in or about any grave, vault, monument or memorial shall be undertaken outside the cemetery.

All materials shall be carefully removed from the vehicles conveying them in neatly piled or placed in or near the place where they are to be used. No work is permitted on roads, walks, or adjoining graves (without the express approval of the cemetery service) and all surplus materials must be removed from the cemetery. Any memorial removed for the purpose of a further interment shall be transported from the cemetery grounds. The Council may dispose of any memorial or materials left in the cemetery grounds. Every coffin interred in a vault or non-earthen grave shall be covered in an approved manner. Vaults shall not be opened otherwise than from top except with the prior consent of the cemetery service.

No shrubs shall be cut down or carried away without the consent of the cemetery service. The Council reserves the right to prune, cut down or remove any shrub, plant or flowers which, in their opinion have become unsightly, overgrown or dangerous. Placement of flags or banners over 600mm x 300mm are not permitted. Glass items are not permitted under any circumstance and any ornament or decoration not approved by the cemetery office which contravenes these rules and regulations will be removed by the ground staff. Notification will be provided to the registered owner of the Right of Burial where possible.

1. **Cremations**

**Crematorium code of practice**

The cremation of a human body is a highly emotional occasion and the colleagues at our crematorium never forget this, creating and maintaining an atmosphere of reverence and respect throughout the entire proceedings.

**Individual Cremation**

Each coffin given into the care of the crematorium is cremated separately and in accordance with the Environmental Permitting Regulations and Process Guidance Note 5/2(12) as amended.

**Correct Identity**

No coffin is accepted at our crematorium unless it bears adequate particulars to identify the deceased person. Every care is taken to ensure correct identification throughout, from the moment the coffin is received until the final disposal of the cremated remains

**Arranging a Cremation**

Cremations should be booked by a nominated funeral director. Bookings must specify the type of service required i.e. full service / committal service / direct cremation or a witnessed charge (full details can be obtained from the Cemetery office) Service times available Monday to Friday and are one hour slots with time for access, egress cleaning and a 40 minute service if required.

Time slots available are hourly between 9am and 4pm in the larger Main chapel and hourly between 8:30am and 3:30pm in the smaller West chapel. Saturday cremations are subject to availability on request (extra fees apply).

Waiting rooms are available for both chapels at the crematorium.

Floral tributes can be left in the assigned flower bay at the rear of the crematorium. These will be left in situ for 7 days following the service. It should be noted that whilst on site the tributes are accessible to environmental conditions and animals such as rabbits. Families are encouraged to remove or collect tributes in the days following the funeral where possible.

All necessary paperwork should be supplied at least 3 working days prior to the funeral taking place as set out below:

* Instruction for cremation
* Statutory application form
* Coroners form or
* Medical certificate and registrar’s certificate
* Payments for a cremation will be invoiced to approved funeral directors or otherwise paid prior to the funeral by cash / cheque / credit or debit card.

**Music & Visual Tributes (Wilford Hill Crematorium)**

**Music**  
The music chosen to be played at a funeral service can hold great significance in deciding how to remember a loved one. Wilford Hill Crematorium has combined its traditional building with a modern music and tribute system which provides an extensive music library to both chapels. There is a wide range to choose from; classical and choral hymns to pop songs, musicals or film soundtracks, ensuring the music you want to personalise the service will be available to do just that. Should the piece of music you require be perhaps more unknown, the music providers have a great customer service team who will be willing to help you source it for the service.

**Visual Tributes**   
There are media screens in both the chapels, which allows for the display of either Holding Images, slide shows or pro-tributes. Such visual tributes allow families to both celebrate a loved one as well as remember different stages of their life with those attending the service.

**Holding Images**Holding Images are complimentary as part of a funeral service at Wilford Hill Crematorium and can be a very special way of remembering your loved one. Alternatively, you may wish to use an image from our own library which includes hobby related imagery as well as landscape and natural scenery. These can be shown throughout the service or at a specific time.

**Slide Show**Slideshows are a versatile option for families where a combination of different photos can either be played on a loop throughout the service or once at a chosen time. These typically feature up to 25 photos with simple fades, but they can include more images at an extra fee.

**Pro Tribute**The creation of a unique pro tribute again also normally includes up to 25 photos but these also have a personalised title, all presented in an elegant, expertly-made video and are timed to coordinate beautifully with the specifically chosen music.

**Family Made**   
The music provider is able to work with families in uploading any kind of home-made film that a family would like to be played during the service on our media screens.

**Webcasting of services**   
For those who are not able to attend the funeral in person, we offer a live webcast which allows family and friends from around the world to watch the service from home or even on their mobile phone. We stream reliable, high-quality video which is password protected and thereby transmitted securely to all those watching. As well as the Live Webcast, we also offer the Live + 28 days option for those who cannot watch live but will have the option of watching online for the following 28 days and can download for no extra charge.

**Keepsakes**Keepsakes are available on DVD, Blu-ray or USB stick for the recording of a webcast of a copy of the visual tribute. Once received, these can be shared with family and friends.

**After Committal**

A body is never removed from the crematorium after the Service of Committal except for a lawful purpose.

Under the guidance issued by the Institute of Cemetery and Crematorium Management, for practicable and environmental reasons the cremation of the deceased may be delayed by up to 72 hrs. This helps to minimise our impact on the environment by ensuring better energy use and reduces our carbon dioxide emissions. Although the majority of our cremations are carried out on the same day or day after the funeral service.

Once in the cremator the coffin and the deceased will not be touched until the cremation has been completed and the entire cremated remains are then collected

**Care of Cremated Remains**

The utmost care is taken to ensure cremated remains from each cremation are kept separate; they are removed from the cremator, reduced and placed in a separate container to await final dispersal.

If cremated remains are to be strewn in the Garden of Remembrance, the ceremony is conducted with great reverence and respect.

A suitable container is always used for all cremated remains leaving our crematorium. Specially constructed and suitably labelled containers are provided and recommendations laid down by the Federation of British Cremation Authorities are followed.

**Metal residue**

All metals remaining following cremation will be sent for recycling. Disposing of these metals by recycling helps to reduce the impact on our environment, avoids the use of non-renewable resources and complies with waste-management legislation. The metals recovered are recycled through a national scheme with the net profits going to bereavement related projects and environmental improvements.

**Mechanical apparatus**

Cremators and all other mechanical apparatus used in the Crematorium are regularly serviced and maintained, cleaned and kept in good repair to ensure they are in working order.

**Statutory Regulations**

All cremations are carried out according to regulations made under the provisions of the Cremations Act and appropriate statutory provisions and regulations applicable to Nottingham City Council. No cremation can take place without the written authority of the Cemetery and Crematorium Officer and a Medical Referee.

# Disposal of Cremated Remains

The cremated remains certificate issued by the Crematorium where the cremation took place must accompany any application for burial, scattering or inurnment (placing of cremated remains in an above ground memorial) of cremated remains.

Scattering, inurnment or burial of cremated remains is not permitted without the prior consent of the cemetery administrator and owner of the Exclusive Right of Burial. This requires the owner to complete and sign a notice of interment form which can be obtained from the cemetery office or relevant funeral director.

Following a cremation the disposal of the remains should be have been specified on the application form and instruction for cremation and signed by the applicant. Any changes to this would need to be signed off on a change of instruction form. Scattering of remains are subject to a fee charge: Options available include:

* Scattering in the woodland walk / garden of remembrance witnessed or not
* Burial in a grave or a cremated remains underground niche
* Inurnment in a Sanctum memorial above ground
* Collection by the funeral director / applicant or nominee
* Scatterings make take place elsewhere subject to the landowner’s agreement, a removal certificate will be provided by the cemetery office. Unofficial scattering or interment of remains is **not** permitted **anywhere** in our cemeteries. Cremated remains disposed of unofficially may be removed without notice and will not appear in any historical records. It may also mean their name cannot be included on a memorial.

# Fees and Payments

Fees are reviewed annually and are available from the Council’s web site

([www.nottinghamcity.gov.uk/cemeteries](http://www.nottinghamcity.gov.uk/cemeteries)) This URL is subject to future change, please check with cemetery office or on application to the cemetery office.

The option to pre-purchase an allocated grave will be kept under review and subject to change dependant on available grave space / accessability. Deeds will not be released to the purchaser until full payment is received

# Public Health Funerals

There are occasions when people die and there are no relatives or friends available to arrange their funeral. In such cases, the Nottingham City Council's Cemeteries and Crematorium team take on this role to fulfil a legal obligation under Section 46 of the Public Health (Control of Diseases) Act 1984,

In each case, before the funeral arrangements are finalised, attempts are made to establish whether there are relatives who wish to organise the funeral themselves. Link to more information - [Public Health Funeral - Nottingham City Council](https://www.nottinghamcity.gov.uk/information-for-residents/births-deaths-marriages/deaths-and-stillbirths/cemeteries-crematorium-burial-grounds/public-health-funeral/)

These attempts include talking to friends and neighbours, searching through the deceased's paperwork, placing requests for relatives in local contact centres and via our appeal to trace relatives

In all cases, attempts are made to determine what the wishes of the deceased may have been regarding burial or cremation. A committal service always take place in either in one of our chapels or at the graveside.

Cremated remains of the deceased are usually scattered in the woodland walk unless other specific instructions are found amongst the deceased's possessions or in a will.

For burials, an interment will take place in a non-private grave and although a headstone will not be erected plaques are permitted on the grave.

1. **The Nottingham Funeral**

The Nottingham Funeral is available to all residents of the City of Nottingham, regardless of culture or belief. Link to more information - [The Nottingham Funeral - Nottingham City Council](https://www.nottinghamcity.gov.uk/information-for-residents/births-deaths-marriages/deaths-and-stillbirths/cemeteries-crematorium-burial-grounds/the-nottingham-funeral/)

The scheme is also available to former city residents, who within three years before death, took up residence outside the City boundary to receive full-time care. Northern (Bulwell), Church, General, Basford Cemeteries or the Southern Cemetery and Crematorium (Wilford Hill) may be used.

The cost of the scheme is **available on the website**, prices subject to annual review. All unavoidable disbursements are included, except the cost of Rights of Burial in a new grave.

The services which the Council has agreed and provided by the funeral director are:

* Taking the deceased from a local place of death to the funeral directors premises, within two hours of the request
* A place in the funeral director's Chapel of Rest where the body may be viewed on request
* Care of the deceased at the funeral director's premises
* A fabric shroud for the deceased
* A choice of coffins from the Nottingham Funeral range
* All funeral arrangements. If a religious service is required, including one at another location, a separate fee is likely to be charged
* Where circumstances permit, four suitably dressed bearers to carry the coffin
* The use of a hearse and following limousine to carry six people
* Transport of flowers from the funeral director's premises to the cemetery or crematorium and displayed in the appropriate area
* A member of the funeral staff to respond to your call 24 hours a day, 365 days a year

The scheme only covers the items listed above. If additional items are required the funeral director will give the client a written quotation in advance as per normal.

# Requirements of Funeral Directors or Companies

All funeral directors and companies are required to provide to the Council, upon request the following documentation:

* + A detailed method statement showing how work will be undertaken and what measures will be taken to minimise the risk of personal injury or damage to property. The statement must cover every aspect of work the Funeral Director or their Company are likely to undertake in the Cemetery, including vehicle access and movement within the cemeteries.
  + A copy in their incident reporting mechanisms and procedures in accordance with The Reporting of Injuries Diseases and Dangerous Occurrence Regulations 1995 (RIDDOR).
  + A copy of their Health and Safety policy and codes of practice. On a yearly basis - a copy of their Public and Employee Liability insurance with at least £10 million cover. Copies to be provided for the Council upon policy renewal.

Guidance on the completion of these documents can be obtained from the Association of Burial Authorities, The National Association of Funeral Directors. The Funeral Directors/Company will then forward to the Council working method statements which will be used as a control measure on work assessments. Council Officers will monitor these.

Failure to provide the requested documentation within 14 days of the Council’s request without reasonable explanation and/or failure of the evaluation will result in access to the Cemeteries being denied.

1. **Memorabilia**

The cemetery and crematorium grounds, including the gardens of remembrance and woodland walk, are provided for the benefit of everyone, because of this, permanent or semi-permanent memorials such as private plaques, vases, artificial flowers and other monuments or mementos are not permitted on the grass, beneath hedges, round trees or elsewhere. Only the following temporary items are permitted: flowers (no casing), paper cards, floral tributes and Christmas wreaths. These Items will be removed and disposed of a few weeks later. Small private memorials may be left in the circular, slated seasonal memorial beds situated in the woodland walk or in the bricked troughs in the garden of remembrance at no cost. However, any decayed or unauthorised items will be removed without notice.

No ornaments or decorations of any kind are allowed on or around leased memorials within the garden of rest or woodland walk and glass items are not permitted anywhere in the cemetery. Only the official plaque and flowers in the vases provided may be left. Do not plant trees, shrubs or flowering plants as they will be removed and disposed of without notice. Nottingham City Council are not responsible for the loss or damage of any memorial items left.

# Memorials Duty of Care

Responsibility for safe conditions in the cemeteries rests upon three main parties:

* + - 1. **Nottingham City Council –** The Council has a responsibility to ensure the cemeteries are safe for all users and employees. To satisfy this requirement, the Council inspects existing memorials on a rolling basis to ensure they are safe. All memorials that appear to be a risk will be inspected independently and made safe. Every effort will be made to contact the registered owner of the exclusive right of burial.
      2. **Monumental Masons** – Stonemasons have a duty to ensure all work on memorials is carried out in a safe manner and that memorials are safe.
      3. **Owners of Memorials** –the primary responsibility for ensuring that memorials are safe rests upon the owner of the Right of Exclusive Burial. It is their responsibility to ensure memorials are maintained to a safe standard, owners should carry out regular inspections to ensure that their memorials do not present a risk to any users of the cemetery.

If a memorial is found to be unsafe the Council has a duty to minimise the risk to cemetery users and its employees and reserves the right to take one or more of the following actions:

* + - * Lay down the memorial.
      * Attach highly visible appropriate signage.
      * Cordon area off

This action may be taken immediately following inspection; in all cases a letter will be sent to the registered grave owner and a warning note may be fixed to the memorial with a Council contact number.

Where a memorial is found to be unsafe the registered owner will be informed by the council will make the memorial safe.

Only approved test methods will be used by the Council to establish memorial safety.

This duty also applies to kerbs, vaults and any other memorial within the cemeteries.

The Council is not responsible for repairs to any monument or memorial due to storm damage or vandalism; this is the responsibility of the owner. It is highly recommended that families take out their own private insurance cover for memorials.

# Requirements of Monumental Masons

Every monumental mason is required to provide the Council the following documentation, unless they are currently registered with the National Association of Memorial Masons (NAMM) or the British Register of Associated Memorial Masons (BRAMM)

* + - 1. A detailed method statement showing how work will be undertaken and what measures will be taken to minimise the risk of personal injury or damage to property. This must cover every aspect of work the Monumental Mason is likely to undertake in the Cemetery during the forthcoming year, including vehicle access and movement within the Cemeteries.
      2. A copy of their incident reporting mechanisms and procedures in accordance with The Reporting of Injuries Diseases and Dangerous Occurrence Regulations 1995 (RIDDOR).
      3. A copy of their Health and Safety policy and codes of practice.
      4. A copy of up to date Public and Employee Liability insurance with at least £10 million cover.
      5. In all cases, a copy of the insurance certificate must be provided to the Council upon policy renewal, this is in addition to the NAMM/BRAMM requirement.

Guidance on the completion of these documents can be obtained from the Association of Burial Authorities (ABA), The National Association of Memorials Masons (NAMM), the Borough Council’s Safety Officer or the Health and Safety Executive (HSE).

When required, the council’s Officers will evaluate any documentation and upon satisfactory evaluation masons will be permitted to work within the Council’s cemeteries.

Failure to provide any required documentation or failure in the evaluation will result in access to the cemeteries being denied until resolved.

Stonemasons will adhere to all requirements rules and regulations, in addition they will be required to:-

* + - 1. Inform and book an appointment with the cemetery administrator when and where they require entry into the Cemeteries in accordance with the procedures published by the Council.
      2. When written approval is given for the acceptance of the memorial into the cemetery, a permit will be issued. This permit must be returned to the cemetery office following installation. Failure to return permits will result in future permits being denied.
      3. Stonemasons are reminded that failure to comply with any of the cemetery rules and regulations will result in future entry being denied.

# Definitions

The following are defined in this document as:

The Cemetery / Cemeteries / Crematorium: Southern / Northern / Highwood

|  |  |
| --- | --- |
| **The Council or Councils** | Nottingham City Council |
| **Ground Staff** | Any Council employees working within the Cemetery grounds |
| **Mason or Stonemasons** | Monumental Masons |
| **Sexton** | This is a reference to the person who meets the funeral cortege, checks paperwork and ensures the burial takes place in the correct allocated grave |
| **Cremation Underground Niche** | May hold up to two sets of cremated remains interments (size limitations apply) |
| **Lawn Section Grave Plot** | Will accommodate full burials, cremated remains or scatterings. The installation of an approved headstone, vase or memorial is also permitted.  A cremated remains only lawn grave plot will accommodate up to 8 sets of cremated remains and unlimited scatterings |
| **Traditional Section Grave Plot:** | Will accommodate full burials, cremated remains, caskets or scatterings. The installation of an approved headstone with natural stone kerbs, vase or memorial is also permitted |
| **Burial Depth/number of coffins** | Graves will initially be excavated to take 2 coffins or 2 USA caskets. However, due to ground conditions this may not always be possible. Muslim burial vaulted graves are for one burial. The Council is not under any duty to provide a further burial space in the event of shallow depth |
| **Interment** | Burial |
| **Inurnment** | Placing cremated remains in any above-ground memorial |
| **Deed Owner** | The grave owner registered on the Council’s computerised system. |
| **Backfill** | To refill a grave with soil after a burial either by hand or machine. |

# Cemeteries Main Office Tel: 0115 8761922

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