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1. Memorials

- 1.1. Before any monument or stone is erected or altered in any way an appointment must be made with the Manager (hereafter called 'the Manager) to discuss and explain the cemetery rules & regulations and *Confirm* expectations. At this point any fees and charges are to be discussed.
- 1.2. On completion of the appointment a new enquiry will be logged on *Confirm* detailing the applicants name address and details of the monumental mason appointed.
- 1.3. After the enquiry has been logged an application form supplied by the Manager will be provided. Each application will be allocated the *Confirm* enquiry number which must be quoted in all correspondence.
- 1.4. The applicant has 6 weeks to return the form to the Manager, any application which has not been returned within the given time will be closed and the *Confirm* enquiry updated accordingly.
- 1.5. On receipt of the application the Manager will update the enquiry on *Confirm* and then assess the suitability of the memorial or inscription. If the application is acceptable an invoice must be generated for any fees and charges.
- 1.6. Application forms that are incorrectly completed, do not have the correct documentation, or contain specifications for memorials outside the regulations must be returned to the applicant detailing the exact reasons for refusal.
- 1.7. The exact reasons for refusal will be recorded on *Confirm* and a link provided to any correspondence. The enquiry will then be closed and any subsequent request will be classed as new application.
- 1.8. On approval of the application and receipt of the required fees and charges, the Manager will update the enquiry on *Confirm*, a certificate of conformity part one confirming the exact dimensions and inscriptions will then be issued.
- 1.9. If a foundation stone is required the Manager will instruct the council's contractors or in-house service by means of a *Confirm* job ticket or works request to install a memorial foundation stone. The Manager will then issue an instruction direct to the cemetery staff. The Manager must identify the location, plot and area for the foundation works by a visit to the cemetery and meeting the cemetery staff on site.

- 1.10. On completion of the installation the completed job ticket is returned to the Manager and the *Confirm* system updated. At this point the Manager will confirm that the installation is acceptable. If the installation is missing or unacceptable the Assistant Operations Manager - Parks must be informed and a default notice raised in *Confirm*
- 1.11. Once the applicant is ready to arrange installation the applicant or monumental mason will arrange an appointment, prior to any installation, with the Manager or their deputy, at the cemetery where the memorial is to be erected for final inspection. The Manager will then inspect the memorial, its fixings and any inscription. On satisfaction of the memorial the certificate of conformity part two will be issued allowing installation.
- 1.12. Once installation has been completed the Manager will program the memorial into the inspection program and the application will then be closed.

2. Interments, including ashes

- 2.1. At the earliest opportunity the Manager is to arrange an appointment with the bereaved family, representative or funeral director to discuss the detail of the funeral, ensuring that each party is aware of what is to be expected, and what is involved.
- 2.2. A date will be proposed and the diary checked for availability. Once a time and date has been agreed a new enquiry is raised in *Confirm* with the full details of the applicant.

3. New plots

- 3.1. If a new grave is required the Manager will arrange for a new plot to be allocated or alternatively an appointment can be made with the bereaved family, representative or funeral director at the chosen cemetery to pick a suitable plot if it is available.
- 3.2. Once a grave plot is located In the *Grave Register Book* the new owner's name and addresses, date sold, depth and interment details and any notes will be entered. The *Cemetery Site Plan* is then updated to show the Plot as being sold.
- 3.3. If any electronic systems are in place for grave record management this must be completed also detailing the full name and address of the purchaser. A grave deed or burial grant must then be issued detailing the necessary information. The burial grant must then be posted using Royal Mail Special Delivery. See separate procedures for Whitworth interments.

4. Existing Plots

- 4.1. No grave or vault can be opened unless the deed of grant has been produced; therefore before an interment can take place in an existing plot,

an indemnity must be signed by a responsible person indemnifying the Council against opening the grave without such deed. A copy of the Grave Deed is acceptable.

- 4.2. If the Grave Deed or burial grant has been lost, an Indemnity Form will be required. The form is only available from the Manager and must be countersigned by a person deemed responsible by the council.
- 4.3. Existing plots will be cross referenced against the paper grave register and any electronic systems in place for record management. The check will consist of ownership rights, burial record, available plots and any notes or annotations. Where there is ambiguity or the information is unconfirmed a site investigation must be undertaken by the cemetery staff and the Manager.
- 4.4. Any information returned should be used to update the *Grave Register Book* and any electronic systems in place for record management. If there is no available space for additional interments then an alternative plot must be sought.

5. For Whitworth interments

- 5.1. The Manager must update *the Burial Register* and write the interment number and the folio number on the Notice of Interment, at the bottom of the page. This information is then inputted into *Confirm*.
- 5.2. To update the records, identify the *Grave Book* where all the grave numbers are listed in order either (1 or 2). Enter the new interment number in the *Grave Book*, and identify the required *Family Grave Book* (1, 2, 3 or 4). The Folio Number of the Book is also given.
- 5.3. Locate and confirm the grave in the *Family Grave Book*, and ensure that there is enough space for interment. If a new grave, ensure that the proposed plot is still available (see below Grave Purchase). Enter the details of the new interment in the book, and put the *Family Grave Book* number and Folio at the bottom of the Notice of Interment.
- 5.4. As a guide the following depths can be referred to.
 - Grave for 4:- 7ft 6" (229cm) Bricked to Coffin Height or Vault
 - Grave for 3:- 7ft 6" (229cm) Earth Grave
 - Grave for 2 6ft (183cm) Earth Grave
 - Grave for 1 4ft 6" (137cm) Earth Grave
- 5.5. In all circumstances there must be a minimum of 3ft (92cm) of earth between the surface and the coffin lid, where a sealed vault is constructed this is reduced to 6inches (16cm). For ashes an 18 inch (48cm) square excavation is required.

- 5.6. Once all the information has been acquired the Manager must obtain a Notice of Interment from the Funeral Director or family. We will only accept Notices of Interment which are delivered in person to the Manager by the Funeral Directors or family or by overnight courier. Under no circumstances will faxes be an acceptable method of delivering a Notice of Interment.
- 5.7. Payment details must also be confirmed at this time. If payment is made by cheque a receipt must be provided for audit purposes. No cash is taken. Should the funeral director have an account a purchase order must be provided. Funeral Directors and Monumental masons who regularly use the council's bereavement services will be required to set up electronic payment methods.
- 5.8. The notice of interments must be completed in its entirety and contain all required information including grave depth and size.
- 5.9. On receipt of the Notice of Interment a new enquiry must be logged in *Confirm* and a work request order will be generated. Full contact details and the grave register details must be entered. The work request must be delivered to the cemetery staff in person by the Manager. Under no circumstances must this be faxed or given by proxy.
- 5.10. At the Cemetery the Manager must instruct the cemetery staff regarding the plot location, any risks or information available, the plot dimensions and the time and date of the interment.
- 5.11. 24 Hrs before the interment the Manager must firstly ensure the *Disposal Note* is received or the interment cannot proceed. The Manager must inspect the excavation at the same time to ensure there are no issues that may arise during the interment.
- 5.12. Within 96 hours of registration of death, after the funeral the Manager must ensure that Part "C" of the *Disposal Note* has been sent to the County Registrar (see back of Disposal Note). Some circumstances may arise (e.g. Coroner's Inquest) where the interment is delayed and this requirement cannot be met. However, Part "C" must be sent the same day as the interment. The work request must also be completed on *Confirm* detailing any notes.
- 5.13. On completion of the paperwork the Manager must return to the cemetery and ensure that the grave has been filled and reinstated to a satisfactory level. The Burial Grant and any paperwork must then be posted to the family using Royal Mail Special Delivery.

6. Grave Purchase

- 6.1. If a new grave is required the Manager will log a new enquiry on *Confirm* and arrange to meet the purchaser to explain the rules and regulations, if the purchaser wishes to pick a plot then a visit will be made at the cemetery.

- 6.2. After the chosen plot has been Identified the plot must be checked in the *Grave Register Book* and *Site Plan* to ensure it is available. If the grave plot is sold an alternative must be sought.
- 6.3. Once the grave plot is identified and checked for availability details of the total costs are identified and an invoice generated or online payment made. A new note must be added to *Confirm* updating the status of the enquiry.
- 6.4. As soon as payment is received the owners name and address, date sold and depth is recorded in the *Grave Register*. The Manager must update the *Site Plan* by marking the plot as sold.

Whitworth Cemetery

- 6.5. The procedures at Whitworth Cemetery differ from all the other cemeteries. The *Burial Register* is the same, but there are 2 *Grave Books*, 4 *Family Grave Books*, a *Grave Register* and a *Grave Plan*. There is no index prior to 2001.
- 6.6. There are two *Grave Books*, which are in numerical order. Look up the grave number in the grave book (1 or 2, depending on the date of purchase). From the details in 'the Grave Book, you can find the Family Grave Book and Folio number.
- 6.7. There are four *Family Grave Books*, which include all the details of the plot. The *Grave Register* is only used if a new grave is needed. It includes all the graves in numerical order, and lists if they have been sold. There is also a *Grave Plan* to check new graves.
- 6.8. If any electronic systems are in place for grave record management this must be completed also detailing the full name and address of the purchaser. A *Grave Deed* or *Burial Grant* must then be issued detailing the necessary information. The *Burial Grant* must then be posted using Royal Mail Special Delivery.
- 6.9. Once the *Grave Deed* has been issued a works request must be created on *Confirm* for the installation of a number stone. The number stone must be ordered using the online system and delivered to the Manager. *Confirm* must be updated to *Confirm* the status of the enquiry.
- 6.10. On receipt of the number stone the Manager will visit the cemetery and confirm the location plot and install the number stone, on completion of the installation a completed works request must be signed and submitted to the Manager. The *Confirm* enquiry must be closed.

7. Grave Searches.

- 7.1. If the customer wishes to make a enquiry, a new enquiry must be logged on *Confirm*, and the customer must be informed that the service is chargeable,

in most cases these are genealogy enquiries. Payment must be received before any search is undertaken, this can be via an electronic payment over the phone or cheque. No payments are required where the search is for an interment.

- 7.2. Once payment has been received, the search is undertaken and the details are provided to the customer on a standard proforma. Once this information has been posted to the customer the *Confirm* enquiry must be closed.

8. Plaques for Garden of Remembrance.

- 8.1. An application for a Plaque must be made to the Manager, who must discuss and explain the cemetery rules & regulations and confirm expectations with the applicant before continuing with the application.
- 8.2. For all queries an enquiry must be made using *Confirm* detailing the applicants name address and details. Once the enquiry has been logged, an application form supplied by the Manager will be provided. Each application will be allocated the *Confirm* enquiry number which must be quoted in all correspondence.
- 8.3. On receipt of the application the Manager will update the enquiry on *Confirm* and then assess the suitability of the inscription, on approval of the application, the Manager will update the enquiry on *Confirm*, and invoice the customer for the full costs.
- 8.4. If the inscription is unsuitable the application will be closed and the application process must start again. Once payment has been received, the plaque must be ordered using the online system and delivered to the Manager. The *Confirm* enquiry status must be updated.
- 8.5. On receipt of the plaque the inscription must be checked against the application. As soon as its authentication is confirmed a new works request must be raised. The Manager must then visit the cemetery where the plaque is to be installed and issue the works to the cemetery staff.
- 8.6. The installation must be undertaken within 7 working days. On completion of the installation the completed job ticket is to be returned to the Manager and the *Confirm* system updated. The enquiry is now closed.

Glossary of Terms

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