

Residents Funeral Service and Direct Cremation (Appendix 2)

SPECIFICATION

The Newcastle under Lyme Borough Resident Funeral (the 'Service') will be available to residents' of the Borough. It will be available to any resident who wanted to purchase it regardless of means. For a fixed price an individual purchasing a Residents' Funeral the following will be included:

- Collection of the deceased from any location in the Borough or outside of the borough if applicable or from Royal Stoke hospital or Mortuary.
- Dressing of the deceased. Viewing of deceased at Chapel of Rest (restrictions apply to latter – Based upon funeral directors operation).
- Provision of a suitable oak or environmentally friendly alternative (or similar) finished coffin with handles and an engraved nameplate.
- The funeral directors professional fees for making all necessary arrangements for the funeral service including provision of all appropriate staff and facilities to ensure that the funeral service proceeds with dignity.
- Transportation of the deceased in a hearse from the funeral home to the funeral service and one following limousine.
- A funeral service of 40 minutes in Newcastle Crematorium chapel or a graveside ceremony at one of the borough's eight Cemeteries.
- Cremation at Newcastle Crematorium or burial at Keele, Newcastle, Silverdale, Chesterton, Knutton, Attwood Street, Audley or Madeley cemeteries. Cremated remains would be interred in the monthly gardens at Newcastle Crematorium (families would be free to make alternative arrangements with regards to ashes should they wish. If such arrangements involved burial in a cremated remains grave, or other memorialisation within the Crematorium or a borough cemetery then that would be at the published scale of charges).
- An office and a chapel of rest would have to be provided within the borough.
- For the avoidance of doubt the Newcastle under Lyme Residents' Funeral Service does not apply where either burials or cremations take place outside of the Borough.

Permissible additional services at an extra cost that would not take the funeral outside of the service

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In general should a resident request additional elements of service this would take the funeral outside of the Services and the proposed contract would not apply. However certain elements of service are so closely related to the Service that they would not take a funeral outside of the contract.

These additional elements of service are set out in the pricing schedule and must be priced by the Funeral Director.

Disbursements

A number of disbursement items shall not be included within the fixed price. These disbursement elements are covered in section 3 below.

The Newcastle under Lyme Borough Direct Cremation Option ('Direct Cremation') will be available to anyone who wishes to utilise this option. It will be available to any person who wanted to purchase it regardless of means. For a fixed price an individual purchasing a direct cremation the following will be included:

- Collection of the deceased from any location in the Borough or outside of the borough if applicable or from Royal Stoke hospital or Mortuary.
- Dressing of the deceased.
- Provision of a suitable oak or environmentally friendly alternative (or similar) finished coffin with handles and an engraved nameplate.
- The funeral directors professional fees for making all necessary arrangements for the direct cremation service including provision of all appropriate staff and facilities to ensure that the direct cremation service proceeds with dignity.
- Transportation of the deceased from the funeral home to the crematorium.

Pre-payment Plan

The Funeral Director shall provide and quote for the option of providing a Funeral Planning Authority registered pre-payment plan in respect of the Service.

SERVICE DELIVERY

The Service shall be provided as and when required by Newcastle under Lyme Borough residents. The Service shall be provided fully in accordance with the Contract Conditions/Specification.

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SPECIAL CONDITIONS

1) GENERAL

- a) The Council shall:-
 - i) Have the power to carry out inspections of Funeral Director's premises and materials used at any time to ensure compliance with the Specification.
- b) The Funeral Director shall:-
 - i) Agree to follow and abide by the National Association of Funeral Directors' Code of Practice.
 - ii) Display leaflets and any posters promoting the Service in a conspicuous place in public view, as well as promoting the service via social media / website.
 - iii) Offer a 24 hour service and must have adequate office accommodation available within the Borough of Newcastle under Lyme.
 - iv) Issue all accounts directly to the Client on invoices showing the Service in addition to the Funeral Director's particulars and send a duplicate copy of each invoice to the Council at the end of each month.
 - v) Keep a complete record of all funerals executed under the arrangements with details of the names of staff employed thereon and a description of the vehicle(s) used.
 - vi) Ensure that a Registrar's certificate of death is produced before removal of the body for interment.
 - vii) Make all necessary arrangements with Newcastle Borough Council Bereavement Services Team and comply with all their requirements.
 - viii) Burials and cremations must be conducted strictly in accordance with statutory requirements and regulations made by the Secretary of State for the Home Office (The Local Authorities' Cemeteries Order 1977) & (Cremation Regulations 2008) and all necessary forms, certificates and assistance to the Council's authorised officer must be provided.
 - ix) Make all necessary arrangements for the funeral including arrangements at the cemetery or crematorium.
 - x) Strictly observe the confidence of every client at all times.
 - xi) Ensure that burial/cremations take place within 2 weeks from the date of death or if this is not possible for reasons outside of the Funeral Directors control, the burial/cremation will take place as soon as is reasonably practical.

2) THE FUNERAL

- a) Collection and Removal of Body and Accommodation prior to Burial or Cremation

- i) The Funeral Director will collect the body of the deceased when required in a suitable vehicle from the place of death, hospital or mortuary, locally within a distance not exceeding a 25 mile radius (measured from Keele Cemetery).
 - ii) Each body must be dressed in a suitable robe.
 - iii) The body must be kept in a dignified manner either in a recognised mortuary or on the Funeral Director's premises until the day of the funeral or direct cremation.
- b) Coffin Construction
- i) The coffin shall consist of a good quality polished oak veneer or environmentally friendly option of suitable size to accommodate the deceased, with white lining throughout and be appropriate for the chosen means of disposal.
 - ii) All adult coffins must have six securely fitted handles and an engraved plate on the lid showing name, age and date of death of the deceased. Children's coffins should have the appropriate number of securely fixed handles depending upon the age and size of the deceased.
 - iii) In the case of cremation, the coffin must be finished in accordance with Newcastle Borough Council's regulations and the requirements of the Environmental Protection Act 1992.
- c) Funeral Procedure
- i) The funeral time and appropriate Borough cemetery will be chosen to suit the client (all cremations will be at Newcastle Crematorium), next of kin or other person who has assumed responsibility for the funeral.
 - ii) A separate hearse with the appropriate prescribed number of staff is to be provided for each funeral and shall be in attendance at the place required in good time to ensure that the cemetery/crematorium is reached by the time specified.
 - iii) The use of vans or of convertible hearses is prohibited for the funeral.
 - iv) The Funeral Director shall provide one limousine for conveyance of mourners for up to 25 running miles and 2 hours duration to facilitate transport to and from the mourner's house, agreed resting place and funeral reception, if necessary.
 - v) All drivers, undertakers and bearers shall be dressed uniformly.

N.B. Only items A and B apply to the direct cremation option, alongside suitable transportation of the coffin to the crematorium.

3) PRICE (Disbursements)

- a) The Funeral Director shall exclude in his price the payment of all Fees charged for Doctors, Ministers and Religious services as these fees vary depending upon whether a burial or cremation or direct cremation is to take place. Also the Funeral Director shall exclude burial/cremation Fees charged by Newcastle Borough Council.

- b) The Funeral Director shall include within his price the cost of making all necessary arrangements for the provision of the Service, excluding any element outlined in 3 a).

4) FORMS

- a) For all Newcastle Residents' Funerals the Newcastle Resident Funeral 'Notice of Interment' or 'Preliminary Application Form for Cremation' must be completed even if the Client has requested additional services.

5) CUSTOMER CARE

- a) A selection of the users of the service will be requested to complete a short questionnaire on the service provided. Copies of the results will be made available to the Funeral Director on request.

6) PROMOTION OF THE SERVICE

- a) Newcastle Borough Council may promote the Service within available resources (E.G. Online, Social Media, Libraries, Community Centres, GP Practices and Council Buildings).