



Crematorium and Cemeteries
Rules and Regulations

Newcastle under Lyme
Borough Council

Bereavement Services

INTRODUCTION

All visitors are welcome to our cemeteries and we ask that everyone respects the peace and dignity of these facilities, as well as other users and we thank you in advance of your considerations.

This Policy is applicable to the Bradwell Crematorium and Cemeteries at Attwood Street, (Kidsgrove), Audley, Chesterton, Keele, Knutton, Madeley, Newcastle, Silverdale and any other future Cemeteries acquired by Council (herein after called “the Cemeteries”)

This policy is designed to provide a balance between respecting the rights and choices of the individual whilst also addressing the need to provide a safe and well-presented environment everyone can enjoy.

These regulations replace all previous rules and regulations and any fees levied will be in accordance with the current fees and charges.

AIM

The Rules and Regulations are made under the local government act 1972 (LGA 1972) and the Local Authorities Cemeteries Order 1977 (LACO 1977) and are where appropriate, subject to the provisions of the said Act and Order and any consent or other requirements specified in the said Act or Order

The Regulations set out the principals by which the Authority maintain and develop its services to the Bereaved within cemeteries owned and managed by Newcastle under Lyme BC

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Memorial Stone and Memorial installation Policy & Requirements.

Links to be provided to the following pages

NAMM Code of Working Practices
ICCM Code of Working Practices.

INTERPRETATIONS

“Bereavement Services Manager” means the Bereavement Services Manager or appointed delegate of the Council or any other person for the time being appointed by the Council to manage the Cemetery.

“BRAMM” means the British Register of Accredited Memorial Masons;

“Cemetery” or “Cemeteries” means any cemetery or burial ground provided and maintained by the Council as burial authority within the boundaries of Newcastle Under Lyme.

“Council” means Newcastle Under Lyme Borough Council.

“Crematorium” means Bradwell Crematorium.

“Deed of Grant” means the Deed of Grant of an Exclusive Rights of Burial

“Exhumation” the removal from the ground of a body or cremated remains.

“Fees and Charges” all costs and prices which are annually reviewed and authorised to be received by the Borough Council. A copy of the current fees and charges can be found on the Newcastle Borough Council website.

“Fixing” includes all foundation works but does not include such things as the cleaning of Headstones, un-fixing of Headstones or lettering of Headstones and “Fixing Work” shall be interpreted accordingly.

“Gardens of Remembrance” the grounds of Bradwell Crematorium.

“Headstone” means a headstone, monument or memorial.

“Licensed Fixer” means a BRAMM / NAMM accredited fixer;

“Memorial Works” means any work associated with Headstones whether or not involving fixing;

“NAMM” means the National Association of Memorial Masons;

“NAMM Code of Working Practice” means the NAMM Code of Working Practice for the time being in force;

“NAMM Standards” means work complying with the NAMM Code of Working Practice.

“Office hours” means 8.30 am to 4.00 pm on Mondays to Thursdays and 8.30 am to 3.30 pm on Fridays and does not include weekends or bank or public holidays.

“Purchased Ground” means a grave space in respect of which an Exclusive Rights of Burial subsists;

“Responsible Person” means the person making an application to the Council for an interment or a booking for a cremation.

“Unpurchased Ground” means a grave space in respect of which no Exclusive Rights of Burial subsists;

“Working Day” shall mean Monday to Friday, 8.30 am – 4 pm

2. CEMETERY ADMINISTRATION

The principal cemetery office is situated at Keele Cemetery and holds the records for all of the Borough Cemeteries.

When possible, the cemetery office is open for general enquires Monday to Friday 10 am to 12 noon. Staff are available by appointment during the afternoon until 4 pm. The office is not open on Bank or Public holidays.

If you have any enquiries regarding any of our cemeteries, please contact us at

Bereavement Services
Keele Cemetery Office
Keele Road
Keele
Newcastle under Lyme
Staffordshire
ST5 5AB

Tel: 01782 616379

Email: bereavementservices@newcastle-staffs.gov.uk

3. CEMETERY RULES

- No person shall wilfully create any disturbance or commit any nuisance in the cemetery. Persons may be excluded if their conduct is deemed to be of a noisy, disorderly and unseemly manner or who shall be under the influence of drink, drugs, or shall use improper language. (LACO 1977)
- No person shall wilfully interfere with any grave or vault, tombstone or other memorial, or any flowers or plants on any such matter; or play any games or sport in the cemeteries (LACO 1977)
- Users are asked not to walk on graves where possible.
- Standing, sitting or otherwise climbing on or over any gravestone, Memorial Stone, tombstone, monument, memorial, palisading, gate, wall, fence or building within the Cemetery is strictly forbidden.
- No person shall be permitted to enter or remain in the cemetery unless authorised when it is closed to the public, and the proper entrance and exit gates are to be used at all times. (LACO 1977)
- Except in the funeral procession, no horse or vehicle will be admitted unless by agreed access, permission or permit of the Council. All vehicles must be driven at walking pace within the Cemeteries and cycles must not be ridden.

- The photographing or recording of any funeral procession, grave or memorial is not allowed within the Cemeteries without the consent of the Council's Authorised Officers.
- The distribution of flyers, business cards or any other advertisement within the Cemetery grounds is prohibited without the permission of the Bereavement Services Manager or appointed delegate.
- Waste from all contractors working in the cemetery must be removed lawfully and not deposited in the litter bins provided within the cemetery for flowers.
- Children under the age of 12 years of age will not be allowed in the Cemeteries except under the care and control of any adult (*18 years or over*).
- No person shall use threatening or abusive words or behaviour towards Cemetery staff, nor prevent or hinder Cemetery staff from carrying out their duties. Any complaints regarding service or conduct of Council staff must be made to the Bereavement Services Manager or appointed delegate formally, and staff working within the Cemetery must be otherwise unhindered in their duties
- Dogs must be always kept on leads and on the main pathways. All dog fouling will be dealt with in accordance with the public regulations order 2020.
- The Council reserves the right to exclude any person from the Cemetery and may cause to be removed from the Cemetery any person who is in breach of these Regulations.
- Cemeteries Staff are not permitted to accept gratuities.
- Any freestanding objects placed on or around memorials are left at the owner's risk and the Council can take no responsibility for any damage or loss of these items.
- To reduce the event of hazards and to avoid damage to maintenance equipment memorial items may not be placed on the grave area except in the headstone borders' or on the cremated remains foundation slabs within the person's individual grave space.
- Flowers, potted plants small vases and items like cards, wreaths and small ornaments are permitted in the headstone border, next to an authorised memorial stone or on the vacant space for a memorial stone but must not extend beyond the width of the grave space.
- Unauthorised memorials and adornments over plots such as small fences, kerbs, lights, glass, porcelain tributes, wind chimes, pebbles, chippings, trees, bird baths, bird tables and related items are not permitted. These will be removed at the council's discretion.

4. CONSECRATED AND UNCONSECRATED GROUND

- When most cemeteries were opened various sections were blessed by the Church of England, thereby consecrating the ground prior to burial. All new sections within Newcastle under Lyme Cemeteries are un-consecrated.
- Burials in un-consecrated sections of the cemetery, may be subject to a graveside service, blessing the individual grave at the time of burial.
- If you have a particular preference as to the type of land to be selected for your grave you must inform your funeral director when arranging the burial.

5 LAWN SECTIONS

- Newcastle cemeteries are predominantly lawn cemeteries permitting a memorial stone of a standard size at the head of the grave and the remainder of the grave laid to lawn.
- Memorial Stones permitted within the Lawn Section of the Cemetery must not exceed 3'6" (106cm) in height, 3'6" (106cm) in width at the base, 1'6" (46cm) in depth at the base. Memorials falling outside these measurements will not be approved or permitted to be installed. Flower vases are to be an integral part of the Memorial. *Please see the link to the memorial mason policy*
- Lawn sections are designed to make cemeteries less hazardous. It is The Council's policy that no items of any description are laid on the main area of the grave space. These items include fencing, gravel, kerbing, bedding plants, vases, flower displays, solar lamps ornaments, or any other form of trinket.
- Families who purchase graves within a lawn section do so on the understanding of the proposed design of the cemetery and understand there are no trinkets are allowed over the main part of the grave. The council reserves the right to remove any object which impinges upon the proposed lawned area of the grave. Exceptions to this policy are, funeral flowers which can be left for two weeks or until they have deteriorated.
- Christmas wreaths, anniversary or birthday flowers should be kept to the headstone border area. You are advised that Christmas wreaths will be cleared in February

6. TRADITIONAL SECTIONS

- New Graves in traditional sections are no longer available. Inherited plots in the traditional sections are the responsibility of the owner of Exclusive Rights of Burial to maintain.
- Kerb stones are only permitted on traditional sections after the appropriate paperwork has been completed and a fee paid.

7. WOODLAND SECTIONS

- These plots are designed to offer a more environmentally friendly option for burial and are currently only available at Keele Cemetery.
- Each woodland plot allows for one interment and a memorial tree. The design of this area does not allow for any permanent memorial.
- No trinkets will be allowed in the surrounding area or hanging from the branches of the trees. Items left will be removed without notice.

8. CREMATED REMAINS SECTIONS

- Separate sections for the burial of cremated remains are available in most of the cemeteries.
- Cremated remains plots are available for up to four sets of cremated remains, subject to the size of the casket used for each interment.
- The first interment will be placed to the top left of the Memorial Stone or tablet. The second interment prepared to the top right of the Memorial Stone. The third and fourth burial will be approximately 18 inches away from the headstone base and in line with the previous burials, respectively.

9. PLANS AND REGISTERS

- Plans showing the grave spaces and divisions shall be kept at the Keele Cemetery office and shall be available to inspect free of charge. Please make an appointment prior to visiting the offices.
- Registers of all burials shall also be kept at the Keele Cemetery office where they shall be available for viewing by appointment during office hours.
- Extracts or certificates may be obtained upon payment of the fee prescribed by the Council in the relevant fees and charges.

10. EXCLUSIVE RIGHTS OF BURIAL (ERoB)

- A 'purchased grave' refers to the purchase of the Exclusive Rights of Burial in the grave space or cremated remains plot and **not the purchase of the land itself**. At all times the land remains the property of Newcastle Borough Council. The purchase of the Exclusive Rights of Burial provides the purchaser with the right to say who can be buried in the grave and the right to install a memorial stone only.
- The purchase of the Exclusive Rights of Burial in any grave space or vault shall be for a period not exceeding 50 years unless extended by the Council in accordance with article 10(4) of The Local Authorities' Cemeteries Order 1977. When the ERoB has expired families are given the opportunity to extend the lease period.
- When selecting any grave space for purchase of Exclusive Rights of Burial, the wishes of the purchaser shall be met as far as possible but selection shall be subject to the approval of the Bereavement Services Manager or appointed delegate, whose decision shall be final.
- Purchasers of Exclusive Rights of Burial shall be provided with a Deed of Grant, the details of which shall be entered in a Register maintained by the Council. The Council will not hold the original Deed of Grant.
- Exclusive Rights of Burial in Purchased Ground may be assigned to another person by deed or bequeathed by will. Any person, other than the original purchaser, who claims rights to ownership of the Exclusive Rights of Burial but who is unable to produce a deed of assignment, grant of probate in respect of any Will as evidence of transfer, must provide a statutory declaration with all relevant evidence as may be necessary to satisfy the Council of the validity of their sole or joint claim.
- The council will not become involved in any disputes regarding the allocation of burial rights. This must be resolved between parties before an application is made.
- Only when the Council is satisfied on the validity of the claim, will the transfer of ownership be made. Record of the transfer of ownership will be made in the Register, subject to payment of the prescribed fee.
- Owners of an Exclusive Right of Burial must keep the Council informed of their current address in order that the Register may be updated as necessary.
- The application for interment of a burial in a purchased grave must be made by, or with the authority of, the registered purchaser or owner of the Exclusive Right of Burial.

- In the event of the owner of the Exclusive Right of Burial being deceased the following procedure must be met:-
 - a) If the EROB owner is being interred, the next of kin, nearest relative or legal representative must sign for the interment form. After the interment the family must contact the office to arrange a formal Transfer of Ownership.
 - b) If the grave owner is previously deceased the formal Transfer of Ownership is required before an interment can take place.
- In the event of the Council being unable to confirm grave ownership or not being satisfied with any explanation given as to why the original purchasers consent has not been obtained, it may refuse any burial in the grave without redress or recompense and its decision shall be final.
- Unpurchased graves are available for the burial of people who do not wish or are not able to purchase the Exclusive Rights of Burial at the time of making the funeral arrangements. Memorial Stones are not permitted on unpurchased graves.
- No un-purchased grave will be reopened for another interment within two years after a burial unless to bury another member of the same family.
- The charge for an interment in any un-purchased grave does not include any right or privilege other than a right of burial in a grave selected by the Council. There is no right to erect a memorial.
- Un-purchased graves may be purchased on a first request first option basis, and only then the purchaser has the right to erect a memorial.

11. BURIALS (including Cremated Remains)

- The position of every purchased grave space shall be determined by the Bereavement Services Manager or appointed delegate. The wishes of the purchaser will always be taken into consideration, however the final decision on the location of any purchased grave will be determined by the Bereavement Services Manager or appointed delegate, who's decision is final. Should no specific request be received, the next available grave space will be allocated.
- Only coffins made of wood, or such other material no less perishable in nature are permitted without prior authorisation from the Bereavement Services Manager or appointed delegate.
- All coffins must bear a nameplate of the deceased on the lid.
- A request for an interment must be made at least 4 working days prior to the desired date of the burial.

- Application for Interment Forms must be submitted to the Bereavement Services Offices during office hours not less than 3 working days prior to the date of the funeral.
- Notice given after 10:00 am on any day will not be accepted as a day's notice. Saturdays, Sundays, Bank Holidays or Public Holidays are not to be counted as working days for the purpose of this regulation.
- All information on the Application for Interment Form must be true and complete to the best of the applicant's knowledge and belief.
- Neither the Council nor its officers shall be responsible for any misunderstanding, which may arise as a result of telephone instructions.
- The Notice of Interment, Disposal Certificates or any other items sent by post or electronically via email to the Council shall be at the responsibility of the sender. The council shall not be responsible for any loss or delay.
- It is the responsibility of the Owner(s) of the Exclusive Right of Burial to arrange for the removal of any Memorial Stone to facilitate any subsequent Interment within the purchased Burial Plot and to meet the costs for its removal and replacement.
- It is important to note that the four clear working days' notice prior to burial will not begin to run until the memorial has been removed. All parts of the memorial removed for this purpose must be removed from the Cemeteries for storage by the stone mason.
- All fees and charges relating to burials should be paid prior to the funeral taking place. However, the council may extend credit facilities at its discretion to a maximum of one calendar month Credit facilities may be withdrawn without reason and the council's decision will be final.
- The Council may not always be able to accommodate the requested interment time but will endeavour to provide services at a suitable time to meet the families' wishes.
- Internments on Sundays and bank or public holidays are not permitted and interments on a Saturday will only be permitted by special arrangement.
- The time specified for a funeral is the time the procession should arrive at the Cemetery.
- The time allocated for the service should be 30 minutes in duration. The office must be notified at the time of submitting burial paperwork if more time is required.
- In the event of a funeral arriving late or early at the Cemetery the funeral must wait until directed by the Bereavement Services Manager or suitable delegate until it is convenient to proceed. If a procession is more than 15 minutes late there will be a charge.

- The funeral director or any person having charge of any service, is responsible for the provision of sufficient bearers to safely convey the coffin from the hearse to the graveside and lower into the grave in a safe and dignified manner.
- No laying to rest of any kind is allowed to take place without the Bereavement Services Manager or suitable delegate present.
- If it becomes necessary to postpone a funeral or to alter the date or hour previously fixed for an interment to take place, the Responsible Person must ensure that notification of the postponement or alteration is given to the Cemeteries Office before 9.00 am on the original date set for the funeral. A cancellation or administration fee may apply as published in the fees and charges.
- Interments may take place with or without a religious service. It is the responsibility of the party arranging the funeral to arrange for the attendance of a minister or other person to officiate at the interment.
- If the burial is one at which more than 30 people are expected to assemble, the Responsible Person must ensure that this fact is notified to the Bereavement Services Manager or appointed delegate at least one clear working day before the date fixed for the funeral so that appropriate arrangements can be made.
- All funeral corteges shall be subject to the directions of the Bereavement Services Manager or appointed delegate whilst within the Cemetery.
- The health and safety of the attending funeral cortege is the responsibility of the Funeral Director or the person arranging the funeral, who should undertake an individual assessment of risk prior to the burial.
- Musicians accompanying funerals are not permitted to play within the Cemetery except with the prior permission of the Bereavement Services Manager or appointed delegate.
- The removal of a coffin lid or sides from any coffin is not permitted at any interment within the Cemetery.
- Not more than the body of 1 adult or those of two children, each under the age of ten years, shall be buried in any Unpurchased Ground on the same day unless the bodies are those of members of the same family.
- No refunds will be made to any purchases whose grave has limited capacity owing to the existence of rock or other obstructions found.
- The request for a particular orientation of your burial will be considered where possible.

- Cremated remains maybe interred into cremated remains plots within specific areas of each cemetery or within main grave spaces subject to available space.
- Up to 4 sets of cremated remains maybe interred into cremated remains grave.
- Up to 8 sets of cremated remains may be placed in a normal adult grave, at a depth of 2' once the grave is otherwise full. Remains will be placed at the top, middle and base of the grave in sequence until such a time as the grave is complete. No other cremated remains shall then be placed within the grave space.
- The Borough Council do not permit Cremated Remains to be scattered over the surface of the grave space.
- Cremated remains maybe also be interred in the main grave space at 7ft or 5ft depending on the last record of interment.
- Cremated remains placed in a main grave space will be considered to occupy an interment space and as such full body burials will not be possible at that level. Up two sets of cremated remains may be interred these lower levels.
- Cremated remains interments within a main grave space at a level lower than 2ft will be charged as a full adult interment fee, as detailed in the published fees and charges.
- A record of the precise location of each set of ashes will be taken and held in the register.
- Cremated remains must not be interred in a grave space without permission from the Bereavement Service manager or appropriate delegate.

12. PURCHASED GRAVE MANAGEMENT

- Recently used graves are subject to ground settlement which can occur for up to 12 months after interment. Graves will be inspected and topped up on a 6-weekly cycle for 6 months following the date of interment. Between 6 and 12 months following the interment the plot will be turfed or seeded by the Council.
- Memorial installations are not recommended for 12 months following interment, and not permitted until a period of not less than 6 months following interment.

- Except for a permitted Memorial Stone or permitted enclosed grave kerb set, no other articles, objects, edging, fencing, gravel, stones, artificial grass or other objects are permitted on grave spaces.
- The Council will remove from a grave any unauthorized articles in accordance with these regulations and stored for collection by the grave owner.
- Flowers and wreaths may be placed on the grave on the day of the funeral, and maybe removed by cemetery staff 2 weeks after the funeral or earlier if they start to decay.
- Christmas wreaths placed on graves will be removed by the last week in February.
- Please place all rubbish or waste from flowers in the bins provided.
- The enclosing of vaults and grave spaces is subject to the permission of the Bereavement Services Manager or appointed delegate and is subject to compliance with any guidance issued by the Council in respect of grave enclosures.
- All brick and stonework for graves or vaults and all foundation work and removals shall be executed under the superintendence of and to the satisfaction of the Bereavement Services Manager or appointed delegate.
- On occasion it will be necessary to open plots adjacent to each other. When this happens, the neighbouring plots will have restricted access. This time will be, kept to a minimum wherever possible and all due care and attention will paid by the burial team when encroaching on other memorials. Once the funeral has been conducted, the area will be returned to a dignified state as soon as possible.

13. MEMORIALS

- Only Stone Masons who are recognised as an Authorised Mason by the Council are permitted to work in the Cemeteries.
- No foundation shall be inserted in, nor shall any memorial stone be allowed to be fixed upon any grave except with the written authority of the owner of the Exclusive Right of Burial for that grave being submitted to the Cemeteries office and a permit being received in return. Neither shall any lettering or cleaning be permitted without such authority.
- The position for Memorial Stones shall be subject to the approval of the Council and the foundations shall be executed to the satisfaction of the Bereavement Services Manager or appointed delegate.

- Except with the prior written consent of the Bereavement Services Manager or appointed delegate, no Memorial Stone shall be altered or interfered with after it has been erected in the Cemetery nor shall any additional or altered inscription or lettering be placed, made or cut, nor shall any cleaning down or renovating, painting or cutting of inscriptions, painting of railings or any other work be carried out in the cemetery.
- The Council reserves the right to reverse, re-fix, move, “line up” or place any memorial stone in the Cemetery in such a position as they may require.
- Every purchased grave and vault, Memorial Stone, monument or memorial must be kept in good order and repair at the expense of the owner, who is required to notify the Bereavement Services Manager or appointed delegate of any change of address.
- The Bereavement Services Manager or appointed delegate shall make reasonable efforts to communicate with the owner in writing to give notice when repairs are needed. If repairs to any Memorial Stone are not made by the owner within one month after the issue of such notice, the Council shall be at liberty to remove the Memorial Stone
- All memorial stones admitted into the Cemetery or permitted to be installed in the Cemetery are done so at the sole risk of the owner and the Council shall not be held responsible for any destruction, damage or breakage which may occur to the same, however caused. For this reason, we strongly recommend that memorials are insured against theft and damage.
- The Council reserve the right to exclude from the Cemetery any memorial stone not executed in a professional manner, or which would, in the Council’s opinion, disfigure the Cemetery.
- If any Memorial Stone or inscription or lettering be erected, placed, made or cut contrary to these Regulations, the Council shall be at liberty to remove and dispose of the same as they think fit.
- All memorial stones must comply with the requirements of these Regulations and the specifications set out in the linked Memorial Mason Policy. Memorial Stones that do not comply are not permitted.
- All Memorials shall be of natural stone and no metal Memorials will be permitted.
- No Bath, Caen, artificial or other soft stone shall be allowed in the construction of any Memorial Stone and the Council reserves the right to reject or remove any memorial stone which they consider unsuitable or unable to bear continued exposure to weather.

- Drawings or plans with dimensions detailed and accompanied by a specification of the materials to be used for the work of every proposed memorial stone and a copy of every intended inscription, shall be submitted to the Bereavement Services Manager or appointed delegate at the Bereavement Service Offices for approval.
- No Memorial Stone will be admitted, nor any inscription applied, or work in connection with such is permitted in the Cemetery without the prior written consent of the Council in the form of a written permit.
- All Memorial Stones shall be finished before they are admitted to the Cemetery and no work of any kind, beyond that of fixing and installation, shall be allowed within the Cemetery, except in respect of an inscription which cannot be made prior to the installation of the monument.
- Every memorial stone must be marked on the side of the base with the number and section letter of the grave over which it is to be placed. The mason's name only, shall also be cut at the end of the footstone, with letters not exceeding 1" (2.5cm) in height.
- All vehicles conveying memorial stones into the Cemetery must proceed by a main surfaced route to the nearest point to where work is to be undertaken. Parking on grassed areas is not permitted under any circumstances.
- All reasonable steps must be taken to avoid damage to grassed areas when moving memorial stones to the place where they are to be fixed and any directions given by the Bereavement Services Manager or suitable delegate for protecting the grass and walks shall be complied with.
- Unless the written consent of the Bereavement Services Manager or appointed delegate is first obtained, no Memorial Stone shall be admitted into the Cemetery and no fixing, cutting of inscriptions or any other work in connection therewith shall be allowed in the Cemetery except between the hours of 8.00 am and 4.30 pm on Mondays to Thursdays and 8.00 am and 3.30 pm on Fridays. No work will be permitted on weekends or bank or public holidays.
- In order to ensure that required standards of work are achieved and to avoid unnecessary damage to grassed areas, memorial stones shall not be fixed in unsuitable weather nor whilst the ground is in an unfit state.
- Only BRAMM/NAMM accredited businesses may carry out memorial works within the Cemetery and no fixing work shall take place without a licensed fixer being present.

- All memorial works shall comply with the current NAMM and/or BRAMM Code of Working Practice.
- Where memorial works do not come within the NAMM and/or BRAMM Code of Working Practice (or where it is unclear whether the Code of Working Practice applies) the Bereavement Services Manager or appointed delegate shall determine the standard to be applied.
- The Council reserves the right to use its discretion in the application of the BRAMM Scheme/NAMM Code of Working Practice in specific cases.
- Unauthorised memorials or grave enclosures will be removed without notice

14. MEMORIAL SAFETY

- It is entirely the owner's responsibility to ensure that memorials are kept in good repair and at their expense.
- The Council will check the safety of memorials every 5 years, or more frequently where a hazard or risk is identified.
- Where a memorial is identified as unsafe, the council will contact the owner of the Exclusive Rights of Burial and require remedial action to make the memorial safe.
- Depending on the level of risk, temporary action may be required to prevent injury to staff and cemetery visitors.
- Where a memorial is deemed dangerous, immediate action will be taken by the Council.
- Once repairs have been identified, if the owners do not make the necessary repair within six months after the issue of the notice, the Council may "pocket" the memorial, make it safe or remove the memorial entirely. In such cases the Council may then seek to recover the cost from the Owner of the Exclusive Right of Burial.

15. EXHUMATIONS

- It is not lawful to remove or disturb a body or the cremated remains of a body without a proper Licence from the Ministry of Justice, Faculty or Coroner's Warrant.
- Applications for Exhumations will be considered on an individual basis but are subject to the statutory regulations in place at the time of the application.
- Fees will be discussed in advance and are subject to full cost recovery.

BRADWELL CREMATORIUM

16. CREMATORIUM ADMINISTRATION

The Crematorium office is situated close to the entry gates to Bradwell Crematorium.

When possible, the Crematorium office is open for general enquires Monday to Friday 10 am to 12 noon. Staff are available by appointment during the afternoon until 4 pm. The office is not open on Bank or Public holidays.

If you have any enquiries regarding any matter relating to the Crematorium, please contact us at:

Newcastle Crematorium
The Crematorium Office.
Chatterley Close
Newcastle under Lyme
Staffordshire
ST5 5LE

Tel: 01782 635498

Email: bereavementservices@newcastle-staffs.gov.uk

17. CREMATORIUM REGULATIONS

- The Crematorium is guided by the principles given by the ICCM and FBCA codes of Crematorium Practice and their suggested best working practices.
- Bookings for a cremation are to be made electronically via the Council's website <https://bacas.newcastle.staffs.gov.uk/>. Otherwise, they can be made to Bereavement Services Manager or appointed delegate at the Bereavement Services Offices during office hours, at least 4 working days before the required date of cremation.
- Information provided within applications for cremation must be true and complete to the best of the applicant's knowledge and belief.

- Where the application is not accompanied by the relevant fee, the Responsible Person must agree to payment upon receipt of the relevant invoice in accordance with the Council's terms of payment.
- All Statutory paperwork and the relevant Certificate of Registration of the death or, where an inquest has been held, the Coroner's Warrant or, in the case of a still-born child, the Certificate of Registration given in pursuance of the Births and Deaths Registration Act 1926, shall be provided to the Bereavement Services Manager or appointed delegate not later than 3 working days before the date of the cremation.
- The above requirement is so that all the necessary paperwork can be checked and submitted for consideration by the Medical Referee no later than 10.00 am on the working day prior to the cremation.
- Hours of cremation will be between 8.30 am and 4.30 pm Mondays to Fridays or as amended by the Bereavement Services manager or appointed delegate from time to time.
- The appointment time specified for a cremation service is that at which the funeral service should arrive at the doors to the Chapel.
- The appointment time includes the time it takes for all mourners to be seated and the Coffin placed on the Catafalque and exit after the service. Such times must be strictly observed.
- In the event of a funeral arriving late or early at the Crematorium the funeral must await direction by the Bereavement Services Manager or appointed delegate.
- If it becomes necessary to postpone a cremation service or to alter the date or hour previously fixed for a cremation to take place, the Responsible Person must ensure that notification of the postponement or alteration is given to the Bereavement Services Manager or appointed delegate at the Bereavement Services Offices before 8.30 am on the original date set for the cremation. A cancellation fee may be applied.
- All persons admitted to the Crematorium must comply with the requirements of the Bereavement Services Manager or appointed delegate.
- Coffins for cremation larger than 6'6" x 26" x 18" must notified in advance of the booking and are accepted only with the authorisation of the Bereavement Services Manager or appointed delegate. Coffins larger than the stipulated size maybe rejected prior to the cremation service.
- The funeral director shall observe the regulations of the crematorium authority.

- The funeral director is responsible for the provision of sufficient bearers to convey the coffin from the hearse to the catafalque at the crematorium. The responsibility of the funeral director towards it ceases and that of the crematorium authority begins.
- Coffins for cremations shall be made of readily combustible wood. Hard woods, being difficult to burn, are undesirable. All coffins should meet the FFMA (or equivalent) standard and must be suitable for cremation.
- Resinous and other badly seasoned woods must on no account be used.
- No metal of any kind must be used, except for that which is specially adapted for cremation.
- Lead and Zinc must not be used.
- There must be no cross-piece or cleats on the bottom of the coffin.
- Sawdust, pitch or cotton wool must on no account be used. The use of shredded paper is also not permitted.
- In order to minimize the release of pollutants to air it is recommended any clothing should be of natural fibers and that shoes or any material manufactured from PVC should not be included.
- Additional items particularly of glass or plastic must not be placed in the coffin.
- It is the responsibility of the funeral director to ensure any unauthorised items have been removed from the coffin before arrival at the crematorium gates. The placement of unauthorised coffin content could incur a charge of up to £5000.00 and/or repair of any damage to cremation equipment.
- Cremation Services may take place with or without a religious service. It is the responsibility of the party arranging the funeral to arrange for the attendance of a minister or other person to officiate at the cremation.
- Services must be strictly concluded within the allotted time. Services over running the allotted service time will be subject to a charge.
- The Chapel at Bradwell Crematorium has capacity for 95 seated guests and approximately 30 standing. In circumstances where more than 70 guests are anticipated, an additional slot should be booked to allow adequate time for entrance and exit of the chapel within the given service time and to provide adequate parking capacity.

18. CREMATED REMAINS

- Cremated remains will be available for collection in a cremated remains bio-degradable box unless a specific vessel has been requested and provided by the Funeral Director prior to the funeral taking place.
- Cremated remains can be collected 48 hours after the cremation, however, should the family wish to collect cremated remains earlier, subject to various terms and conditions, arrangements can be made. A minimum of 24 hours written notice of intention to collect is required.
- In the cases where parents desire the cremation of an infant it is the responsibility of the Funeral Director to advise them that despite the Crematorium working to the highest standard of working practices that are occasions when no tangible remains are left after the cremation process.
- Cremated remains will be released only as per the instructions given on the Application for Cremation form. Any changes must be submitted in writing by the applicant on the change of instruction form available from the Crematorium office.
- Remains to be laid to rest on behalf of the family will be dispersed within the Crematorium grounds upon the discretion of the Bereavement Services Manager or appointed delegate.
- Families wishing to observe the laying to rest may book an appointment with the Bereavement Services Team at the Crematorium and may pay an administration fee in accordance to the current fees and charges.
- Cremated remains not collected within 28 days and where families do not maintain contact with the Crematorium may be laid to rest within the grounds of the crematorium at the discretion of the Bereavement Services Manager. The crematorium does not have sufficient storage space to retain cremated remains indefinitely. Cremated remains not collected or laid to rest within 28 days may be subject to a storage fee.

19. FLORAL TRIBUTES

- Following a service at Bradwell Crematorium funeral flowers will be placed for viewing on the display benches at the Crematorium.
- Flowers may be removed by the family or the Funeral Director on the day of service or the following day, but all other flowers will remain in the resting location until their disposal by the Crematorium staff 5 working days after the funeral.

- Funeral flowers placed on a grave remain in location for up to 6 weeks or until such a time as the flowers are in significant deterioration, at which point they will be removed and disposed of appropriately.

20. MEMORIAL FLOWERS

- The gardens of remembrance are open 7 days a week and visitors are asked to respect the ground and all who use them.
- Floral tributes are welcome, but they should be fresh cut flowers only. All plastic wrapping should be removed. Potted plants, artificial or silk flowers are not permitted and will be removed without notice.
- A lot of the ground laid to lawn no permanent memorial should be left in these areas.
- If floral tributes are considered to be left in inappropriate areas they may be moved to other locations within the grounds of the Crematorium as necessary.

21. GARDENS OF REMEMBRANCE

- Only Memorials purchased or have written permit from the Bereavement Services Manager or their delegate, are allowed in the grounds of the Crematorium.
- Many of the areas in the grounds are Communal areas. This will mean there will be many different sets of Cremated Remains in the same area. It is important to note that these areas of the grounds are designed to be unmarked by any permanent memorial. All flowers, vases trinkets or memorabilia left in these areas will be moved to the designated area for display.
- The number of items allowed to be left at the base of memorial trees is limited. Excess items will be moved to the communal display benches.
- No trinkets or ornaments are permitted in the branches of the trees. These will be removed by the staff for collection by the owners. If they are not collected from the office within 6 months they will be disposed of.
- Only a simple bunch of flowers are permitted on memorial benches.
- Christmas wreaths are the exception to the above regulations. Wreaths may be placed throughout December and should be removed by 31st January and disposed of appropriately.
- Wreaths remaining in place beyond this date, will be removed by Bereavement Services and disposed of.

- The Crematorium grounds will be subject to a periodic clearance. All dead and deteriorated flowers will be removed and disposed of. All unauthorised plastic or silk flowers, trinkets, ornaments, wind chimes, flower vases and memorabilia will be removed by the crematorium team for collection by the owner. If they have not been collected within 6 months they will be disposed of.

22. FEES AND CHARGES

- All fees and charges are reviewed annually.
- Some charges are based on residency in the Newcastle under Lyme borough. If the person has paid Council fees to Newcastle under Lyme Borough Council for the past two years they will be classed as a Resident. The exception to this is if the new address is a Care or residential home.

The Council reserves the right to make any alteration to these Rules and

Regulations they think fit.

Appendix 1

Memorial Installations

RULES AND REGULATIONS/TERMS AND CONDITIONS FOR THE REMOVAL, PLACING AND RENOVATION OF MEMORIALS IN ALL NEWCASTLE BOROUGH CEMETERIES, CREMATORIA AND CLOSED CHURCHYARDS.



ALL MEMORIAL MASONS MUST BE:-

- Included on the Council's Approved List of Memorial Masons Allowed to work in the Borough Cemeteries/Crematoria/Churchyards

- Accredited to the British Register of Accredited Memorial Masons (BRAMM)
OR
National Association of Monumental Masons (NAMM) Register of Qualified Memorial Masons

- Each team of masons must have a minimum of one licensed fixer carrying out any memorial works.

- A written application to be included on the council's approved list should be submitted to the cemetery office including details of the following:-
 - a) Full company details including name, address, telephone number, fax number, email address.
 - b) BRAMM or NAMM current membership details including copies of the Business Accreditation Certificate and all Licensed Fixer's Certificates.
 - c) A copy of the Public Liability Insurance Certificate indicating the council's current minimum required value.

MEMORIALISATION

- The removal, placing and renovation of all memorials are subject to the Council's Rules and Regulations/Terms and Conditions.

- All memorials are to be constructed from natural materials and fitted to the councils approved current minimum and maximum dimensions, and the National Association of Memorial Mason's (NAMM) Code of Practice. Full details and plans are available from the cemetery and crematorium offices.

- A memorial can be erected on graves within all borough cemeteries and crematoria (*cremated remains grave type memorials only*). They shall be of an upright design, sloping tablet and/or vase, no kerb sets or flat stones will be allowed.

- No memorial other than an approved vase will be allowed on un-purchased graves.

- Figures and statues may be included into the memorial design for cemeteries providing that the plate does not exceed the standard dimensions and the overall dimensions of the plate do not exceed the height and width of the base, figures and statuettes must be securely fitted to the memorial base without protrusion.
- All vases shall be of the best quality and description otherwise the council may reject them, no vases made with glass will be permitted.
- Vases may be incorporated in the headstone base or freestanding but must be placed within the head border without encroachment on any other grave or grass area.

CREMATED REMAINS SECTIONS

- Specifically designed cremated remains graves exist within the cemeteries and crematorium (*grave numbers prefixed with CR*), all memorials on these sections shall be constructed to the approved specific size and design.
- The memorial shall be fixed to a stone slab provided by the council using dowels of a minimum size of 4 inches (*100 mm*) length by 12 mm diameter) with the same fixing method as a standard memorial.
- A maximum of two vases to the specified size may be incorporated in the memorial if required. Where a memorial is not required a single vase of the same dimensions and constructed of natural stone can be placed on the slab without encroachment on any other grave or grass area.
- A memorial cannot be erected or fitted less than six months after a burial has taken place, excluding cremated remains grave areas where the memorial is fitted to stone slab and where cremated remains have been buried in a full size grave at not more than 2 feet.

REMOVAL OF MEMORIALS

- The Cemetery Office must be notified when a stone is to be removed and this work must be completed by the licensed fixer.
- Monumental Masons must contact the Cemetery/Crematorium Office before arriving, to check whether access to the Cemeteries/Crematorium is available as funerals take priority,
- There may be times when a firm appointment will be necessary. On entering the cemeteries/crematorium masons must adhere to the traffic management of the site at all times and park in designated areas only.
- Removals to facilitate a burial must be removed before 10.00 a.m. three clear working days prior to the interment taking place.

- At all times the entire memorial must be removed including the foundation, if it is necessary for the cemetery staff to remove any part of the memorial a charge may be incurred.

PLACING AND RENOVATION OF MEMORIALS

- A memorial application signed by the grave owner(s) must be submitted to the Cemetery or Crematorium Office and a fixing permit obtained before the placing or renovation of any memorial.
- Memorial Masons must contact the relevant office to check times of funerals/access before arriving at any cemetery or the crematorium, there may be times when a firm appointment will be necessary.
- On entering the cemeteries/crematorium masons must adhere to the traffic management of the site at all times and park in designated areas only.
- All work on memorials must cease each day within the ordinary working hours of the Cemeteries/Crematorium.
- No work will be allowed in the immediate vicinity of a grave where an interment is taking place until the funeral service is over and the mourners are completely dispersed.
- All fixing permits must be signed by the licensed fixer carrying out the memorial works and submitted to the relevant offices on the day of fixing or within five days of the fixing date.
- On construction of memorials, all materials used shall be of the best quality and description; otherwise, the council may reject them.
- The section and grave number. must be cut plainly on the lower right front or right hand side of the memorial in not less than ½" letters.
- Monumental masons must remove all debris, leaving everything in a clean and tidy condition.
- They will be held responsible for any damage done by them or their workmen either to the Cemeteries/Crematorium or to the memorials erected therein.
- Memorials must be completely worked before they are admitted to the Cemeteries/Crematorium, no labour of any kind beyond that of fixing or renovating will be allowed.
- No monumental mason or other person is allowed to solicit orders within the Borough Council's Cemeteries, Crematorium or Churchyards.

Any enquiries regarding this policy should be directed to:-

All Cemeteries & Closed Churchyards

Keele Cemetery
Keele Road
Keele
Newcastle
Staffordshire, ST5 5AB
Telephone: 01782 616379

Crematorium

Newcastle Crematorium
Chatterley Close
Bradwell
Newcastle
Staffordshire, ST5 8LE
Telephone: 01782 635498

Email: bereavementservices@newcastle-staffs.gov.uk

