There are currently eight cemeteries in the Borough of Newcastle-under-Lyme:

Attwood Street, Kidsgrove Cemetery
Audley Cemetery
Chesterton Cemetery
Keele Cemetery
Knutton Cemetery
Madeley Cemetery
Newcastle Cemetery
Silverdale Cemetery

The principal cemetery office is situated at Keele Cemetery and holds all records for each of the borough cemeteries.

The cemetery office is open from 9am to midday Monday to Friday. Afternoon appointments are available but must be made in advance.

All written enquiries about any of the borough cemeteries should be addressed to:

Keele Cemetery Office
Keele Road
Keele
Newcastle-under-Lyme
Staffordshire
ST5 5AB

Or contact us:

Telephone: 01782 616379
Fax: 01782 630498
E-mail: bereavementservices@newcastle-staffs.gov.uk
Attwood Street, Kidsgrove Cemetery
Attwood Rise, Kidsgrove, Stoke-on-Trent, ST7 4BL

Opened 24 June 1851
Records for this cemetery are held at Keele Cemetery Office

Graves available
There are re-open lawn and cremated remains grave spaces and Columbarium Vaults available in Attwood Street Cemetery.

Opening times
The cemetery opens from 8am each day and will close 30 minutes before sunset (8pm during summer).

Ground facilities
There is a standpipe for water, an information board, a bin and seating.

Vehicle access
There is no vehicle access to Attwood Street Cemetery.

Audley Cemetery
Nantwich Road, Audley, Stoke-on-Trent, ST7 8DL

Opened 13 October 2011
Records are held at Keele Cemetery Office

Graves available
There are new and re-open lawn graves and cremated remains grave spaces available at Audley Cemetery.

Opening times
The cemetery opens from 8am each day and will close 30 minutes before sunset (8pm during summer).

Ground facilities
There is a standpipe for water, an information board, a bin and seating.

Vehicle access
There is a car park in the grounds.
Keele Cemetery
Keele Road, Keele, Newcastle-under-Lyme, ST5 5AB

Opened 9 December 2010

Graves available
There are new and re-open lawn graves, cremated remains grave spaces and a woodland burial area available at Keele Cemetery.

Opening times
The cemetery opens for vehicle access from 8.30am until 4.30pm each day, with pedestrian access until 8pm during summer.

Ground facilities
There are standpipes for water, information boards, toilets, recycling bins and seating. Community and countryside projects can be arranged and there are various memorialisation options available.

Vehicle access
There is a car park and vehicle access to grave areas for permit holders.

Cemetery Office
The Cemetery Office is responsible for all eight cemeteries and their records. The office is open from 9am to midday Monday to Friday; afternoon appointments are available but must be made in advance.

Community Room
This room is available for funeral, burial and memorial services of any denomination and other suitable room hire, e.g. meetings and training.

Family Research Room
The room is available during office hours where cemetery records can be accessed and members of staff are able to help. There is a charge for this facility and appointments must be made in advance.

Keele University School of Medicine Anatomy Facility Memorial Garden
There is a remembrance garden for those who have donated their body to Keele University for medical education and research. The garden holds a large memorial and seating.
Chesterton Cemetery
Loomer Road, Chesterton, Newcastle-under-Lyme, ST5 7JS

Opened 3 March 1915
Records for this cemetery are held at Keele Cemetery

Graves available
There are new and re-open lawn graves and cremated remains grave spaces available at Chesterton Cemetery.

Opening times
The cemetery opens from 8am each day and will close 30 minutes before sunset (8pm during summer).

Ground facilities
There is a standpipe for water, an information board, a bin and seating.

Vehicle access
There is no vehicle access.

Knutton Cemetery
Cotswold Avenue, Knutton, Newcastle-under-Lyme

Opened 18 February 1888
Records for this cemetery are held at Keele Cemetery

Graves available
There are new and re-open lawn graves and cremated remains grave spaces available at Knutton Cemetery.

Opening times
The cemetery opens from 8am each day and closes 30 minutes before sunset (8pm during summer).

Ground facilities
There is a standpipe for water, an information board, a bin and seating in the grounds.

Vehicle access
There is no vehicle access.
Madeley Cemetery
Manor Road, Madeley, Nr. Crewe, Cheshire

Opened 29 November 1996
Records for this Cemetery are held at Keele Cemetery

Graves available
There are new and re-open lawn graves and cremated remains grave spaces available at Madeley Cemetery.

Opening times
The cemetery opens from 8am each day and closes 30 minutes before sunset (8pm during summer).

Ground facilities
There is a refillable water supply, an information board, a bin and seating in the grounds.

Vehicle access
There is a car park.

Newcastle Cemetery
Lymewood Grove, Newcastle-under-Lyme, ST5 2EH

Opened 1 July 1866
Records for this cemetery are held at Keele Cemetery

Graves available
There are re-open lawn graves and cremated remains grave spaces available at Newcastle cemetery.

Opening times
The cemetery opens from 8am each day and will close 30 minutes before sunset (8pm during summer).

Ground facilities
There are standpipes for water, information boards, toilets, bins, seating and a rose garden. Community and countryside projects, between local schools and organisations, can be arranged.

Vehicle access
There is no vehicle access unless part of the funeral cortege or a permit has been issued.
Silverdale Cemetery
Cemetery Road, Silverdale, Newcastle-under-Lyme, ST5 6SH

Opened 3 May 1886
Records for this cemetery are held at Keele Cemetery

Graves available
There are new and re-open lawn graves and cremated remains grave spaces available at Silverdale Cemetery.

Opening times
The cemetery opens from 8am each day and will close 30 minutes before sunset (8pm during summer).

Ground facilities
There is a standpipe for water, information boards, recycling bins, seating and a covered seating area in the grounds. Community and countryside projects, between local schools and organisations, are in place or can be arranged.

Vehicle access
There is vehicle access to the main driveway.
Cemetery Rules and Regulations

Applicable to cemeteries at Audley, Attwood Street, Chesterton, Keele, Knutton, Madeley, Newcastle-under-Lyme and Silverdale

Interpretation and Amendment

The rules and regulations apply to all sections of the cemeteries. They are made under the Local Authorities and Cemeteries Order 1977 and are subject to the provisions of the order and any consent or other requirements specified by the order.

Cemetery Plans and Statutory Registers

Plans of each cemetery, giving the location of all graves, are kept at Keele Cemetery and can be viewed by appointment during office hours free of charge. You have a right to inspect the statutory burial register by appointment and free of charge.

Special Prohibitions

- Except in the funeral procession, no horse or vehicle will be admitted unless by special permission or permit of the council (all vehicles must be driven at walking pace).
- Cycles must not be ridden.
- Prams and pushchairs must be in control of an adult.
- Children under the age of 12 are not allowed except under the care and control of an adult.
- Users of the cemeteries are asked not to walk on graves or memorials.
- Cemetery staff are not allowed to accept gratuities.
- Photographing a funeral procession, grave, vault or memorial is not allowed without permission from Newcastle-under-Lyme Borough Council.
- The council may at any time exclude from the cemeteries any person who conducts themselves in a noisy, disorderly or inappropriate manner, who is under the influence of drink or drugs, uses improper language or refuses to comply with any of these regulations.
- No person is permitted to enter or leave the cemeteries except by the proper entrance gates.
- Dogs must be kept on leads at all times.
Miscellaneous Items

All memorials must comply with the rules and regulations in place. For more information turn to the memorials section in this booklet.

In the interest of safety to visitors and staff in the cemeteries, and to avoid interference with maintenance and damage to equipment, any decorative or breakable objects are not allowed on grave spaces. These include: glass, pottery, vases, statues, bottles, fencing/wirework, candles, lanterns, windmills, flags, toys, gravel, ornaments and memorabilia.

Small potted plants are allowed but must be kept within the grave area and must not encroach on neighbouring spaces. These can be placed in the headborders and on cremated remains foundation slabs but must not be planted in the headborder or in the grave space area.

Any freestanding objects placed on or around memorials are left at the owner’s risk and the borough council takes no responsibility for damage or loss of these items.

Any objects placed on or around memorials or left in the grave area may be removed by cemetery staff if they are hazardous or interfere with maintenance work.

This document is part of the rules and regulations made in relation to the Burial Grounds and Cemeteries in Newcastle-under-Lyme by the Council as Burial and Cemetery Authority.

A full copy is available on request at Keele Cemetery during office hours.
General Information

The Removal of Flowers

Following a burial, the floral tributes are left on the grave for two weeks, then they will be removed by cemetery staff.

Christmas wreaths may be placed in the cemeteries from 1 December and will remain until the first week of February.

The graves in the cemeteries are lawn graves and are turfed between nine and twelve months after a burial. Planting within the grave space area is not allowed as this will interfere with maintenance. This also includes the planting of trees and shrubs within the headborder.

Wheelchair Provision/Hearing Loop

There is a wheelchair at the Cemetery Office which is available to visitors, either for visiting purposes or during a burial service. Prior arrangements need to be made if the wheelchair is needed at any cemetery other than Keele. A portable hearing loop system is also available.

Bereavement Links

At the Cemetery Office there is information and guidance available for any bereavement issues or concerns, including a wide range of organisations and services.

A Bereavement Services link is on the council’s website - www.newcastle-staffs.gov.uk. We can also be contacted by e-mail - bereavementservices@newcastle-staffs.gov.uk. Alternative language and large print leaflets and information packs are available on request.

Charter For The Bereaved

The borough council’s Bereavement Services has achieved the Institute of Cemetery and Crematorium Management Charter status, and as a charter member we will comply with standards “to provide a service which meets the social, ethical and environmental needs of the community and offers choices which enable every individual to arrange a meaningful funeral”.

Copies of the Charter and Guiding Principles are available from the Cemetery Office.

Family History/Research Room

At the Keele Cemetery there is a family history/research room with access to all records as well as maps and plans. An appointment must be made in advance and there is a charge for this service.
Keele Community Room

A community room is available at Keele Cemetery that can be hired for use for funeral/burial/memorial services, training schemes and meetings. An appointment must be made in advance and there is a charge for the hire of the room.

Private Land Burials

A factual information leaflet on burials in private land can be obtained from the Cemetery Office. Or you can contact The Natural Death Centre for information and advice; by telephone on 01962 712690 or in writing to The Natural Death Centre, In The Hill House, Watley Lane, Twyford, Winchester, SO21 1QX.

The Grievance Procedure

We always aim to deliver a high standard of service, however events may happen, things may go wrong or be misinterpreted so we recognise the importance of taking these complaints seriously.

If you do have a complaint please take the following action:

1. Most problems can be solved informally by speaking directly with the cemetery staff. We treat all complaints equally, whether they are made verbally or in writing and will respond in writing within three working days.

2. If the complaint can’t be resolved within 20 working days, the person will be advised of the reasons in writing and will be offered the opportunity to involve the Customer Relations Officer and progress their complaint formally.

3. The Customer Relations Officer will investigate the complaint, consider the findings and make a decision about the outcome within 20 working days. If this is not possible, a response will be sent to inform you of what is being done to deal with the complaint and when you can expect the full reply.

There is also a five stage Charter Grievance Procedure which can be implemented, but our in-house procedure must be completed first. For details and a copy of the Charter Procedure please contact the Cemetery Office.
Burials Within The Borough Cemeteries

When a person dies and they are to be buried in one of our cemeteries there is a choice of either a new grave (purchased or unpurchased), the re-opening of an existing grave (where space is available), a cremated remains grave or a woodland burial.

The arrangements for burial are usually organised by a funeral director, but this is not compulsory and a burial can be arranged by dealing directly with the Cemetery Office.

It is an offence to scatter cremated remains within any of the borough cemeteries.

Types of Graves

New graves
New lawn graves are available. They are for two coffin burials although additional depth could be available when the first burial is an infant of less than twelve months old. Cremated remains can also be interred in addition to the two coffin burials.

Re-open graves
If there is enough space in an existing grave then it can be re-opened for further burials. Permission must be given by the grave owner(s). If the owner is the deceased then the next of kin/executor can authorise the burial and a formal transfer of the Exclusive Rights of Burial and Memorialisation should be made.

Cremated remains graves
Graves are available for cremated remains. Up to four sets of cremated remains can be interred within one grave space (each set must be in a biodegradable casket of a maximum size of 12” x 8”). Memorial design and size is restricted on this type of grave.

Unpurchased graves
It is not necessary to purchase a grave at the time of burial. This can take place at a later date. However, there are memorial restrictions on unpurchased graves.

Woodland burials
A woodland burial is available at Keele Cemetery. Each grave space is for one interment only and can be marked by the planting of a tree.

Denominational requirements
Specific areas for individual preferences is possible in some of the cemeteries.

Columbarium Vault
Columbarium Vaults are available at Attwood Street Cemetery. Each vault can hold 2 sets of cremated remains, has 2 vases and a plaque on the front.
Do I own the grave?
No, you purchase the Exclusive Right of Burial and Memorialisation to the grave space for 50 years, which means that only you or a person of your choice can be buried in the grave. The actual grave belongs to Newcastle-under-Lyme Borough Council.

Can I reserve a grave for use in the future?
Yes you can. Graves can be reserved for 50 years. There is a limited choice in the cemeteries and an appointment must be made to reserve a plot.

How much does a burial cost?
The cost of a burial includes the Exclusive Right of Burial and Memorialisation and a fee for the digging of the grave and the interment of the deceased. All graves purchased before April 1990 do not include the right to erect a memorial so an extra charge applies in these cases. A full list of current prices is available from the cemetery office.

How is a grave dug?
A grave can be excavated by machine or by hand. Due to the location of some graves a soil box is needed and can be placed on an adjacent grave, restricting access.

How soon after a burial can a memorial be erected?
After a burial there is a settlement period of at least six months before a memorial can be erected, except for cremated remains graves where the memorial is installed directly onto a concrete foundation.

Do I have to pay for the maintenance of the grave?
The cost of maintaining your grave and the cemetery grounds is included in the charge you pay at the time of the burial. The graves will be turfed between nine and 12 months after the burial, depending on the time of year. If you request new turf or soil there will be a charge.

Can other items be placed on the grave or around the memorial?
The type of grave available are lawn graves and extra items to the memorial are not allowed on or around the grave space. Any items that are left are left at the owner’s risk and the borough council has no responsibility for damages to, or loss of, items. Staff may remove any items left if they are found to be hazardous or interfere with maintenance work.
Columbarium Vaults for Cremated Remains
(Attwood Street Cemetery, Kidsgrove)

Columbaria is a granite memorial type, above ground vault with a plaque for an inscription on the front with two vases, all fixed to a concrete foundation slab.

Each columbarium has the capacity to hold 2 sets of cremated remains. The blank plaque can be replaced with an inscribed plaque by an application direct with Nettlebank Monumental Masons Limited. Full details of each lease and interment will be recorded and held at the borough council’s cemetery office at Keele.

These vaults are now available at Attwood Street Cemetery, Kidsgrove, and can be leased for a period of 10 years inclusive of the first interment of cremated remains; a fee will be applicable for the second set of cremated remains at the time of interment. After 10 years the lease is renewable by further payment to the Council; the Council will write to the applicant prior to the expiry date.

There will be one applicant who becomes the lease holder and who will be required to give their written permission for each interment of cremated remains in the columbarium and any plaque inscription.

If the original lease holder is deceased or does not wish to renew the existing lease, it can be transferred to a new applicant.

Should the existing lease not be renewed within three months of its expiry the remains will be removed and interred into a designated burial plot, allowing the Columbarium to have a new lease and interments of cremated remains.

Due to the finite amount of space available, the reservation of Columbaria will not be allowed; they will be for persons who have cremated remains to be interred.

If you are interested in this scheme full details and applications can be obtained by contacting Keele Cemetery Office.
The Transference Of The Exclusive Right Of Burial and Memorialisation

The ownership of the Exclusive Right of Burial and Memorialisation, confirmed by the issue of a Deed of Grant, becomes part of a person’s estate.

The owner can transfer the Right to another party during his/her lifetime by a Deed of Assignment for a consideration or as a gift.

On the death of the owner, the rules of inheritance apply as modified by the Administration of Estates Act 1925, which gave equal rights to all children of a marriage.

Probate of the Will

If the deceased has left a will and the estate is of a value which makes it worth obtaining probate, the Probate of the Will needs to be produced to the borough council to affect a transfer. If the Exclusive Right of Burial and Memorialisation has not been mentioned in the will the ownership would devolve upon the residual legatee(s). If the will is not proven then a declaration would be needed.

Letters of Administration

If the deceased died intestate and the estate required the obtaining of Letters of Administration, these would need to be given to the borough council in order to establish the new ownership.

Statutory Declaration

Where the estate does not require Letters of Administration it is necessary to obtain a Statutory Declaration. The declaration would be made before a Justice of the Peace or a Commissioner for Oaths by the person wanting to establish the new ownership. It will state the exact position regarding the original acquisition of the Right and the subsequent death and estate of the deceased owner and recognise the new legal grave owner.

The declaration will also include an indemnification clause indemnifying the borough council in the case of any action challenging the new registration. Upon receipt of the completed declaration the council would transfer the Exclusive Right of Burial and Memorialisation to the new owner(s) and keep the declaration on a special transfer file.

Once the new ownership has been set in place it will be possible for the new owner to assign the Right to whomever he or she wishes.
Permission To Open A Grave

Another misunderstanding is that the borough council can open a grave without the owner(s) permission or on receiving an indemnity from a third party. This is not true. You cannot be indemnified for committing an illegal act and the council, as the custodian of the cemetery, would be at fault if it allowed any person to use a grave where it was known there was a legal owner. The indemnity would be no legal defence.

It is not necessary for there to be a legal grave owner(s) of an existing grave space and a transfer of the Exclusive Right of Burial and Memorialisation does not have to take place if there is no one willing to take over the remaining lease of the grave.

Another misunderstanding is that without a legal owner the plot will still be used for interments if there is space in it. This again is not the case. The grave will not be re-opened for further burials and the borough council will continue to maintain the grave area.

If there is no legal owner then a memorial headstone cannot be erected on the grave space and further interments in the grave cannot take place. If a memorial stone has been removed for a burial to take place then the stone cannot go back onto the plot unless a transfer of ownership is completed. Without a legal owner only a memorial vase is allowed.

There is a charge for transferring the exclusive right of burial and memorialisation and the production of a new grant of deed for the grave space. Prices are available from the cemetery office.
Memorials

A memorial can be erected on a grave in all borough cemeteries. The memorial must be an upright headstone type or vase - kerb sets and large memorials are no longer allowed - and all memorials are subject to council regulations and the National Association of Memorial Masons (NAMM) code of practice. All memorials, including vases, are restricted to a minimum and maximum size.

Temporary wooden crosses are allowed on graves.

If you want to erect a memorial, you will need to contact a stonemason from our approved list.

The stonemason will help you choose a memorial and complete the application forms that will need to be signed by the grave owner(s). The maintenance of the memorial is the responsibility of the grave owner(s).

It will then be submitted to the cemetery office for approval and once the application has been approved, a permit will be issued to the stonemason and the stone can be installed.

A memorial cannot be erected on a grave for a minimum of six months after a burial has taken place. However, cremated remains graves are exempt from this settlement period as those memorials are fitted onto a stone slab.

If a memorial becomes unsafe or in need of attention, actions will be taken to make it safe, either by fitting a temporary support, laying it down on a wooden frame or fencing it off, so the grave owner can be contacted. The memorial will be repaired by one of our approved stonemasons or made safe by a member of council staff, free of charge, by burying it one third upright in the grave.

Safety surveys are carried out in all borough cemeteries. Every memorial is tested for stability and those found to be unstable will need to be repaired by an approved stonemason or made safe by a member of council staff.
# Approved List of Monumental Masons Permitted To Work Within The Cemeteries And Crematoria

<table>
<thead>
<tr>
<th>Name &amp; Address</th>
<th>Telephone</th>
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<tbody>
<tr>
<td>Benton Memorials Ltd.</td>
<td>01785 242720</td>
</tr>
<tr>
<td>57 Sandon Road, Stafford, ST16 3HF</td>
<td></td>
</tr>
<tr>
<td>W. Burt Memorials</td>
<td>01782 657883</td>
</tr>
<tr>
<td>34 Boma Road, Trentham, Stoke-on-Trent, ST4 8EB</td>
<td></td>
</tr>
<tr>
<td>Co-operative Funeralcare</td>
<td>01782 838724</td>
</tr>
<tr>
<td>110 Nile Street, Stoke-on-Trent, ST6 2BH</td>
<td></td>
</tr>
<tr>
<td>Dresden Memorials</td>
<td>01782 313874</td>
</tr>
<tr>
<td>56 Trentham Road, Longton, ST3 4DJ</td>
<td></td>
</tr>
<tr>
<td>Emery’s Monumental Services Ltd.</td>
<td>01785 215119</td>
</tr>
<tr>
<td>The Laurels, 13 County Road, Stafford, ST16 2PU</td>
<td></td>
</tr>
<tr>
<td>H. Goodwin &amp; Son</td>
<td>01782 616586</td>
</tr>
<tr>
<td>114 London Road, Newcastle-under-Lyme, ST5 1LZ</td>
<td></td>
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<tr>
<td>Hart Memorials Ltd.</td>
<td>01782 813388</td>
</tr>
<tr>
<td>1 Stirling Street, Stoke-on-Trent, ST6 2EG</td>
<td></td>
</tr>
<tr>
<td>J.B.M Memorial Services</td>
<td>01782 411106</td>
</tr>
<tr>
<td>Victoria Road, Fenton, ST4 2HS</td>
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</tr>
<tr>
<td>91 Haywood Street, Leek, ST13 5JH</td>
<td>01538 398493</td>
</tr>
<tr>
<td>Leese Memorials</td>
<td>01782 744433</td>
</tr>
<tr>
<td>St Peter’s Close, off Brook Lane, ST4 1LP</td>
<td></td>
</tr>
<tr>
<td>Moorside Memorials</td>
<td>01782 522242</td>
</tr>
<tr>
<td>8 Congleton Road, Biddulph, ST8 6DX</td>
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<tr>
<td>Nettlebank Monumental Works</td>
<td>01782 827313</td>
</tr>
<tr>
<td>Sandbach Road, Burslem, ST6 2DR</td>
<td></td>
</tr>
<tr>
<td>Hanley Road, Smallthorne, ST6 1SN</td>
<td>01782 835394</td>
</tr>
<tr>
<td>82 George Street, Newcastle ST5 1DN</td>
<td>01782 619146</td>
</tr>
<tr>
<td>Nicholls Memorials Ltd.</td>
<td>01785 253683</td>
</tr>
<tr>
<td>Bank House, 87 Rising Brook, Stafford, ST17 9DH</td>
<td></td>
</tr>
<tr>
<td>Owens Memorials</td>
<td>01630 654135</td>
</tr>
<tr>
<td>21 Queen Street, Market Drayton, TF9 1PX</td>
<td></td>
</tr>
<tr>
<td>Rogers Masonry Ltd.</td>
<td>01270 624676</td>
</tr>
<tr>
<td>73 Hospital Street, Nantwich, CW5 5RL</td>
<td></td>
</tr>
<tr>
<td>David H. Smith</td>
<td>01538 399661</td>
</tr>
<tr>
<td>Fountain House, 17/21 Fountain Street, Leek, ST13 6JS</td>
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Arranging A Funeral With A Funeral Director

Before contacting a funeral director you should know your rights and options, understand the funeral director’s role and how to choose the right one for you, what a funeral includes and the different costs and help available to you and how to submit a complaint if you find the services unsatisfactory.

Your Rights and Options

Requirements in England and Wales are that the death must be certified by a doctor or coroner, registered with a Registrar of Births, Marriages and Deaths, and that the body is either buried or cremated.

You are not required to:
- Have a funeral ceremony
- Use a religious minister
- Use a funeral director
- Hold a ceremony in a crematorium or place of worship

A woodland burial and other green options are becoming more available and popular.

People choose to make funeral arrangements through a funeral director but some choose a family-managed funeral to make the service more personal and to save on costs. A guide to family-managed funerals is covered in this booklet and some funeral directors are happy to help with advice.

The right to possession of a deceased’s body falls to the Executor or Administrator of the deceased’s estate, or in the absence of either, the right falls to the next of kin.

How To Choose A Funeral Director

The role of the funeral director is to organise and manage funeral arrangements and give advice and support to the bereaved family.

When choosing a funeral director make sure you ask whether or not they belong to a trade association; they should provide full information on their services and prices.

Factors to consider when choosing a funeral director are:
- Location of their premises
- Their range of services and costs
- The way you are treated by the staff
- Families who have used their services before
- Whether the business is family run or commercially owned

What A Funeral Includes

Most funeral directors provide the following services:
- Make all the necessary arrangements
- Provide staff
- Provide a suitable coffin
- Transfer the deceased from the place of death to their premises
- Care for the deceased before the funeral
- Provide a hearse to the cemetery or crematorium
- Arrange for either the burial or cremation

Embalming, viewing of the deceased and the use of a limousine are all optional extras. Information on embalming can be obtained from the Cemetery Office or on our website.
Funeral Costs And Financial Help Available

Costs may vary between different funeral directors and it is advisable to get a number of quotes stating the overall cost and detailing all the fees before making a final decision. Disbursements are fees paid to others, e.g. for crematorium use, doctors certificates, newspaper announcements and flowers.

If you arrange a funeral then you are responsible for covering the costs so make sure you know where the funds are coming from first. Funeral payments are normally recoverable from the deceased’s estate but you must get this confirmed.

If you are finding it difficult to cover the costs then you may be able to get a Social Fund Funeral Payment, providing you or your partner receive one of the following:

- Income Support
- Housing Benefit
- Council Tax Benefit
- Job Seekers Allowance (income based)
- Disabled tax credit
- Working family’s tax credit

More information can be found at:
www.bereavementinfo.com
www.funeralservicesguide.com

How To Submit A Complaint

If you find the service unsatisfactory you should contact your funeral director.
If the response you receive back is not acceptable then you need to complain to their Trade Association:

- The National Association of Funeral Directors (NAFD)
- The National Society of Allied and Independent Funeral Directors (SAIF)
- Funeral Standards Council (FSC)

The Funeral Ombudsman Scheme (FOS) deals with complaints that cannot be resolved at trade association level. Complaints relating to members of NAFD are dealt with by their own independent Client Redress Scheme. Your local Trading Standards Department will also offer advice in the case of a complaint.

Contact details:

National Association of Funeral Directors
618 Warwick Road
Solihull
West Midlands
B91 1AA
Telephone No.: 0845 230 1343
www.nafd.org.uk

The National Society of Allied and Independent Funeral Directors
SAIF Business Centre
3 Bullfields
Sawbridgeworth
Herts
CM21 9DB
Telephone No.: 0845 230 6777 or 01279 726 777
www.saif.org.uk

Funeral Standards Council
30 North Road
Cardiff
CF1 3DY
Telephone No.: (029) 20382046
Funeral Ombudsman Scheme
Old Brewery Court
156 Sandyford Road
Newcastle upon Tyne
NE2 1XG
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A Guide To Family Managed Funerals
Funeral or burial services can be organised without the involvement of a funeral director or a minister.

When Death Occurs
When a death takes place at home, the last General Practitioner (GP) to have visited the deceased should be told. They confirm the death and issue a certificate stating the cause of death. This may not be issued straight away and will need to be collected from the doctor’s surgery.

If the death occurs while the deceased is in hospital then the hospital will provide the certificate.

Tell the doctor or hospital at this stage if the deceased will be cremated, so that another certificate authorising cremation can be given at the same time. It will be possible to arrange for this certificate to be issued later.

If the doctor is unable to confirm the cause of death he will inform the coroner.

Registering A Death
It is a legal requirement that a death is registered by the Registrar of Births and Deaths in the district in which death occurs.

Registration should be made within five days of the death usually by a close relative or someone who has been given the responsibility by the deceased to make the arrangements, e.g. an executor. You should telephone the registrar to make an appointment so that you are seen as soon as possible.

When registering the death you will need to take the medical certificate of cause of death and the deceased’s medical card, if available.

In some cases a death may be reported to the coroner. It may simply be that a doctor has not seen the deceased within a specific time period before death but this should not delay the funeral. If the coroner is involved, he will decide whether or not an inquest will be held. If an inquest is not held, you can register the death only when the coroner has confirmed the cause of death to the registrar. If an inquest is to be held, the Coroner will register the death. This may delay the funeral arrangements.

Funeral Arrangements
When it’s been decided that the deceased is to be buried or cremated, an appointment should be made at either the crematorium or cemetery office.

We will help you with any documentation needed and discuss the options available and the charges involved. You will be able to reserve a time for a ceremony in the crematorium or cemetery chapel and/or a graveside service. There are charges for the different types of grave and facilities and these must be paid before a burial can take place. Further help with expenses is available from the Benefits Agency of the Department of Social Security.

Family and friends can choose their own personal funeral service with readings, poems, eulogies, songs and music. At the crematorium there is an organ or a facility for CDs to be played and there is a facility for CDs to be played in Keele Community Room and Newcastle Cemetery Chapel.
Forms And Certification

For a Burial
At least two working days notice should be given to the cemetery staff before an interment can take place. A Notice of Interment Form should be completed and returned with the Disposal Certificate (issued by the registrar or coroner) together with the charges to the cemetery office at least 24 hours before the interment.

For a Cremation
There are forms to be completed by law before a cremation can take place, they are:
- Cremation 1 – Application for Cremation
- Information regarding Disposal of Cremated Remains
- Forms 4 and 5 Medical Certificates
All forms will be supplied by the Crematorium Office. The completed forms along with the Disposal Certificate (either issued by the Registrar or Coroner) must be returned to the Crematorium Office at least 24 hours before the cremation.

The Coffin
The coffin must be made of wood or a wood bi-product with a nameplate stating the name and age of the deceased fixed to the lid. For cremation the coffin and its fittings, both inside and outside, must be easily combustible materials that don’t give out smoke or toxic gases. Full details of all requirements will be given to you at the time of booking. A list of suppliers of biodegradable coffins is available on request from the Cemetery Office.

Vehicle And Pallbearer Arrangements
If a hearse is not going to be used, a suitable vehicle is needed to bring the coffin in a dignified manner to the crematorium or cemetery. It is important to make sure that the funeral party arrive promptly at the arranged time and that enough pallbearers are there and fully aware of what they need to do.

At both the crematorium and the cemetery the ceremonies will be under the control of the staff.

After The Funeral
After the burial has taken place flowers and floral tributes can be left at the crematorium or on the grave at the cemetery.

Cremated remains can be buried in the crematorium or cemetery grounds or taken away for disposal elsewhere.

There are different types of memorials available. In cemeteries a memorial may be erected on the grave. All memorials at both sites are restricted to a minimum and maximum size.

The crematorium and cemetery staff will help you with all funeral and burial arrangements.