Bereavement Operating Model

Nottingham City Council

Cemeteries & Crematorium

Service Operating Model Including Site Rules & Regulations

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1. Key Facts & Information

Facts or Information	Details
Memorial, plant, or items without permission	May be removed by the Council at any time without notice
Expedited burials	Offered year-round, except Easter Sunday, Christmas Day, New Year's Day
European and American style caskets	Not accepted for burial at Southern or Northern cemeteries
Late funerals	Arriving more than 20 minutes after scheduled time will be charged a late fee
Funerals with more than 50 mourners	Notice must be given to enable Council to plan for traffic and other activities
Grave location	Determined by cemetery service
Memorial installation, alteration, removal, cleaning	Requires written approval from the Council
All permitted grave memorial work	Must be booked with Cemetery Office at least 48 working hours in advance
Shrub, plant or flower maintenance	Council may prune, cut down or remove if unsightly, overgrown or dangerous
Flags, banners, windmills, balloons	Placement not permitted
Glass items	Not permitted under any circumstance
Unofficial ornaments or decoration including artificial flowers, benches, artificial grass	Will be removed immediately without notice
Unofficial scattering or interment of remains	Not permitted; cremated remains disposed of unofficially may be removed without notice and will not appear in historical records
Drones, fireworks, flares, animals, Insects, birds & balloons	Not permitted under any circumstance
Operating Model and Site Rules & Regulations Updates	The Bereavement Services Operating Model, along with the associated Rules and Regulations, is reviewed and updated periodically to ensure alignment with evolving service needs and current legislation. All documents available online reflect the most recent updates and should be considered the authoritative versions for reference and guidance.

Important Notice: This is not an exhaustive list. If in doubt, assume the activity is not allowed under any circumstances and will be removed without notice. Please contact the office for further clarification.

This document may be updated without prior notice to reflect service changes or legislative requirements.

2. Introduction

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

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

3. Legislative Requirements accreditations

The services are delivered in line with the following legislation

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

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

- Institute of Cemeteries & Crematoria (ICCM) Charter for the Bereaved
- Federation of Burials & Cremations Authority (FBCA) Code of Burial Practice
- FBCA Code of Cremation Practice
- ISO 9001 Quality, 14001 Environmental and 45001 H&S
- Memorial Safety Ministry of justice guidance (managing the safety of burial ground memorials) and current BS 8415 guidance 'existing memorials managing safety risk assessments'

3.1. Address and Contacts

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

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

Enquiries relating to this policy should be directed to cemeteries@nottinghamcity.gov.uk

3.2. Opening, Closing Times and service operating days

The active cemetery grounds are accessible throughout the full 24-hour period. The main Cemetery office is open 10am to 3pm Monday to Friday by appointment only. All other information can be found on www.nottinghamcity.gov.uk/cemeteries. Services are available throughout the year subject to booking availability except Christmas Day / New Year's Day and Easter Sunday.

3.3. Parking and Vehicle Access

At each Cemetery, there are designated car parking areas. Under no circumstances should cars be parked in a way that causes obstruction to mourners or restricts access to the Cemeteries and Crematoria. Parking on cemetery grass is strictly prohibited.

At Southern Cemetery, access to service roads is prohibited for public vehicles. These roads are reserved for contractors and funeral vehicles only.

- **Public vehicle access to service roads can be arranged by appointment through the Cemeteries Office for Fridays only.**
- **Half-hour slots are available, subject to availability, and appointments must be booked up to one week in advance**

Disabled bays are available at all Cemeteries. Pedestrian access is provided for wheelchairs, mobility scooters, and/or pushchairs throughout all Cemeteries.

3.4. Cemetery Chapels

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

3.5. Communication and Contact with the service

There are notice boards at each main Cemetery site with regular service updates alongside the placement of notices around the Cemeteries as necessary. There is also ongoing communication, updates, and advice related to processes via the website:

www.nottinghamcity.gov.uk/cemeteries or www.nottinghamcremationsandburials.co.uk

Contact with the main office during weekday office opening hours should be via 0115 8761922 or cemeteries@nottinghamcity.gov.uk

For out of hours services including booking of Muslim burials the contacts are cemeteries@nottinghamcity.gov.uk

4. Conduct in Cemeteries and Complaints Procedure

4.1. Conduct in Cemeteries

3.1.1. Visitors must behave respectfully and quietly. Anyone under the influence of alcohol or drugs will not be allowed in. The Bereavement Service, with police support, may remove anyone causing disruption.

3.1.2. Verbal or physical abuse towards Nottingham City Council staff is not tolerated.

3.1.3. Under the Local Authorities Cemeteries Order 1977, it is a criminal offence to:

- Play games or sports in the cemetery
- Create a disturbance or nuisance.
- Interfere with any burial or cremation.
- Hold picnics or lighting fires or barbeques.
- Distribute literature or other advertisements without prior permission.
- Play music unless agreed as part of a service
- Damage, remove or climb any tree, plant, headstone, monument, memorial or fence within the Cemeteries.

- Litter or leave refuse (including dead floral tributes) anywhere except in the bins provided.
- Pick any flowers or foliage.)

Only authorised persons may enter the cemetery when it is closed. Offenders may be prosecuted.

3.1.4. Vehicles must not exceed 10 mph within the cemetery grounds.
3.1.5. Smoking or vaping is not allowed in line with the Council's No Smoking Policy.
3.1.6. Assistance dogs are allowed. Other dogs may attend a funeral only with written permission and must be on a lead. Otherwise, dogs are not permitted.
3.1.7. Selling goods or promoting businesses in the cemetery is not allowed.
3.1.8. Demonstrations of any kind are not allowed.
3.1.9. All religious or non-religious services require prior approval from the Cemeteries Office.
3.1.10. Permission from the Cemeteries Office is needed to film or photograph in the grounds. Funeral directors must notify the office of any photographers, videographers, or drone operators attending a service.
3.1.11. Releasing birds, insects, balloons, or lanterns during funeral ceremonies is not allowed.
3.1.12. Scattering of cremated human remains on a grave or elsewhere in the cemetery without an appropriate booking having been made and a cemeteries officer present is not permitted.
3.1.13. Using the side service roads when the posts are up is not permitted. Only pre-booked access on Fridays is allowed.
3.1.14. At each Cemetery there is designated car parking areas. Under no circumstances should cars be parked to be causing obstructions to mourners or access to the Cemeteries and Crematoria. No parking is permitted on any cemetery grass.
3.1.15. Access to service roads at Southern Cemetery is prohibited for public vehicles. Access is available for Contractors and funerals only. Appointments for public access can be made on Friday's only through the Cemeteries Office.
3.1.16. Disabled bays are available at all Cemeteries. Pedestrian access is available for all wheelchairs, mobility scooters and/or pushchairs throughout all the Cemeteries.

4.2. Complaints

- Complaints cannot be dealt with via the cemeteries service email address or over their telephone line.
- These must be addressed via the Council's wider Have Your Say service for complaints, comments and compliments.
- These will follow the correct protocol then for resolution and has a feedback system if you are not satisfied.

The issue can be logged online at

- https://www.nottinghamcity.gov.uk/your-council/contact-us/have-your-say-comments-compliments-and-complaints/
- It can be phoned in on **0115 915 5555**. Please ask "Please tell me how I can make a complaint" and when answered, ask to be put through to Have Your Say
- Textphone/minicom **18001** then **0115 915 5555**
- or you can do it in writing to Nottingham City Council Have your Say, Loxley House, Station Street, Nottingham, NG2 3NG

5. Faith Funerals

The Council is committed to providing respectful and inclusive cremation and burial services that are responsive to the needs of diverse faith communities.

For **Cremations**, families may request a witnessed charging of the coffin at the time of booking.

For **Burials**, the option for family members to backfill the grave is available upon request at the time of booking. Same-day or short-notice burials may also be accommodated, subject to the availability of time slots and the timely completion of the necessary documentation.

6. Burials & Related Processes

All burial bookings must be made through the nominated Funeral Director. The Bereavement Services team manages bookings with support from the Wilford Hill Cemetery office. Burial teams operate from Wilford Hill, Bulwell, and Highwood Cemeteries.

All interments, including ashes scattering and related works, must be submitted using official forms available from Funeral Directors or the Cemetery Office. The Council accepts no responsibility for information provided outside of these forms. Bookings remain provisional until completed forms are received. Telephone bookings must be confirmed with full documentation at least five days prior to the funeral.

Upon receipt, arrangements follow established procedures, and all required documentation is uploaded to the Burials & Cremations system. Grave preparation and interments are carried out by trained staff in accordance with Risk Assessments and Standard Operating Procedures.

A designated NCC sexton will attend each burial to verify paperwork and guide the cortege.

The service offers burial options reflecting community and religious needs, including:

- Faith-specific burials
- Same-day/short-notice burials (subject to availability and documentation)
- Child and infant graves
- Family-participation burials (e.g. backfilling by request)
- Single and double earth graves
- Single and Double Vaulted graves are available currently for the Muslim Community

An out-of-hours standby service supports urgent arrangements.

7. Burial Processing

This includes the appropriate interment form, the registrars' certificate or the coroner's burial order.

Where a transfer is needed because the grave owner has passed away, if the signed, witnessed statutory declarations states:

- The new owner is executor for probate – please also send the sealed grant of probate to support the transfer.
- The new owner is an administrator where the estate is going through administration – please send the sealed letters of administration
- Where neither of the above apply but the new owner is an executor under a valid will – a copy of the nomination pages of the will should be sent

It is advised that bookings are not made until the registrars' certificate or the coroners burial order is with the funeral director.

7.1. Burial times by Season:

Season	Available Burial Times
January & February	11am, 1pm, 2pm
March & October	11am, 1pm, 2pm, 4pm
April to September	11am, 1pm, 2pm, 4pm, 6pm
November & December	11am, 1pm, 2pm

7.2. Same Day / Short Notice Funeral

Same day or short notice funerals are subject to the submission deadlines outlined in the burial times section to allow for legal approvals, registration checks, grave allocation, and excavation. These funerals are available to all communities, depending on existing bookings and slot availability.

All graves will be prepared upon request, on the day required.

Pre- purchased graves may face delays if proof of ownership is not provided or if access issues arise.

8. Expedited Burial Times - Required Documents & Deadlines:

We offer expedited burials year-round, except on **Easter Sunday, Christmas Day, and New Year's Day**.

- Pre-booking form: Email to cemeteries@nottinghamcity.gov.uk at least 2 hours before the burial.
- Green/Coroner's form & Interment form: Email at least 1.5 hours before the burial.

If these deadlines are not met, the burial may need to be rescheduled for another day.

8.1. Burial times by Season:

Season	Available Burial Times
January & February	11:00am – 2:30pm
March & October	11:00am – 4:00pm
April to September	11:00am – 6:00pm
November & December	11:00am – 2:30pm

9. Documentation

The Council will not accept responsibility for information that has not been submitted on the correct forms, or for paperwork lost in the post.

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

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

European and American style caskets are not accepted for burial at Southern or Northern cemeteries. However, Nottingham City Council is working towards becoming an environmentally sustainable authority and therefore bio-degradable is preferable. Ashes must be in a bio-degradable container wherever possible. Burials may take place with a shroud only subject to request at time of booking however the deceased must be brought to the graveside in a coffin and a non-perishable name plate must be provided.

Responsibility for making arrangements for the attendance of priests, ministers, volunteers or other persons to officiate or help at a service is with the funeral director or the person(s) arranging the burial. The Council takes no responsibility for these arrangements. All communications related to a funeral booking must be directly between the Funeral Director and Cemetery service. Bereavement Services will stop the funeral going ahead if the Name, Age, Date of Death of the deceased are incorrect e.g. do not match registrar / coroners certificate.

10. Memorial Removal

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

11. Funeral Directors

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

12. Volunteers

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

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

Funerals arriving more than 20 minutes after the scheduled time will be charged a late fee in accordance with the current list of charges which represents the cost to the Council for lost time. This charge will be invoiced to the funeral director as it is the funeral director responsibility to make sure the funeral cortege arrives on time.

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

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

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

13. Floral Tributes Following Burial

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

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

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

14. Exclusive Right of Burial

A deed does **not** specify the type of vessel that may be interred within a grave plot. This will depend on:

- **Site rules** for the specific cemetery
- **Ground conditions**
- **Health & Safety requirements**

Please discuss these considerations with your **funeral director**, who can make arrangements for an appropriate vessel in line with the site rules for each cemetery.

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

- Be buried in that grave
- Authorise further burials(s) in that grave where space is available, or the interment or scattering of cremated remains in that grave
- Erect or place a memorial on that grave subject to the rules and regulations of the Council relating to memorials
- Have inscriptions/additional inscriptions placed on a memorial on that grave subject to the rules and regulations of the Council relating to this matter.
- Ownership of a grave deed **does not grant permission** to install a vault, chamber, or any other specialised structure.

- Where a vault is required, it must be **purchased directly from Nottingham City Council (NCC)** and will be subject to **availability** and compliance with site regulations.

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

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

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

15. Transfer of Deed Ownership

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

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

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

16. Exhumations

Exhuming human or cremated remains is a legal process and must follow strict regulations.

It is a criminal offence to exhume any remains without the proper legal permission.

A formal application must be made using the Ministry of Justice (MoJ) Exhumation Licence form, which is available from the Cemetery Office or online at www.gov.uk

If the remains are buried in consecrated ground, additional permission (called a faculty) may be required from the Church of England.

Please note:

- In some cases, no remains may be recovered during the exhumation process.
- Headstones and memorialisation will need to be removed prior to exhumation.
- It is generally advised that family members do not attend the exhumation.
- A Public Health Officer from the local authority must be present for full-body exhumations.

For more information or to begin an application, please contact the Cemetery Office.

17. Monuments and Memorials

You must get permission from the Bereavement Service before placing any memorial, monument, headstone, or tablet in the cemetery. This includes all areas, such as the Garden of Rest. All required fees must be paid when applying.

Memorials can only be placed on graves where the Exclusive Right of Burial has been purchased. In the case of an unpurchased baby grave, a permit may be granted to an approved stonemason.

Memorials are allowed to remain for the duration of the Exclusive Right of Burial. If this right is extended, the permission for the memorial is extended as well. No memorial can be placed without:

- Written permission from the grave owner
- A permit approved by the Council

Any memorial, plant, or item placed without permission, or after the burial rights have expired, may be removed by the Council at any time without notice.

18. Monument Fixing and Removal

All memorials—including headstones, monuments, and stone vases — must be installed according to the National Association of Memorial Masons (NAMM) Code of Working Practice. All work must meet the standards of the Cemetery Service.

If any work is found to be unsatisfactory:

- The stonemason will be given a deadline to correct it.
- If not corrected, the Council may require the grave owner to remove the memorial.
- The cost of removal may be charged to the stonemason or deed holder.
- The stonemason may also be banned from working in Council cemeteries.

19. Application and Approval Process

Before installing or altering any memorial:

- A detailed drawing and inscription must be submitted using the official application form.
- The form must include:
  - Type of material
  - Exact dimensions
  - Full details of the design
  - A translation of any non-English inscription
- A photo of the original memorial (for replacements or restorations)
- The form must be signed by both the grave owner and the memorial mason.
- No memorial may be installed, altered, or removed without **written approval** from the Council.

20. Work Requirements

All work must be booked with the Cemetery Office at least **48 working hours in advance**. If tree roots are present, the Cemetery Service will inspect and arrange any necessary work.

Requests must be submitted using the official form and emailed to: memorials@nottinghamcity.gov.uk

21. Additional Rules

No inscription or work may be done without written permission. Memorials must match the approved design and cannot be changed without further approval. Memorials cannot be removed for additional inscriptions without prior written consent. Anyone who breaks these rules may be banned from working in the cemetery.

Only vases made from approved materials are allowed, and only where permitted.

All work must:

- Protect surrounding grass, borders, and nearby memorial Leave the site clean and tidy Remove all waste materials
- Stonemasons who fail to follow these rules will not be permitted to work.

22. Memorial Dimensions and Placement

Memorial Type	Allowed Sections	Maximum Size / Dimensions
Full-length kerbstones and footstones	Traditional sections	Single grave: 7 feet by 3 feet; Double grave: 7 feet by 7 feet
Half-kerb sets	Upgraded lawn graves	3 feet by 3 feet 6 inches
Headstones	Lawn and traditional sections	4 feet 6 inches in height (from ground level to top)
Hardwood crosses (sustainably sourced timber)	Not specified	2 feet 6 inches in height 1 foot 8 inches in width 3 inches in thickness

All memorials and materials must be transported into the cemetery in a way that does not damage roads, paths, or grassed areas.

23. Monument works timings & processes for arisings (debris)

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

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

No shrubs shall be cut down or carried away without the consent of the cemetery service. **The Council reserves the right to prune, cut down or remove any shrub, plant or flowers which, in their opinion have become unsightly, overgrown or dangerous.** Placement of flags or banners are not permitted. Glass items are not permitted under

any circumstance and any ornament or decoration not approved by the cemetery office which contravenes these rules and regulations will be removed immediately without notice.

24. Cremations

Crematorium code of practice

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

Individual Cremation

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

Correct Identity

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

Personal Items

Any personal items belonging to the family or funeral directors placed on top or near the coffin must be removed by the funeral director, bearers or a chosen family member. Crematorium technicians will not be held responsible for any damages caused.

Items inside coffin/casket

There shall be no items left inside the coffin or casket before the cremation process other than materials safe to cremate (wood or cloth). It is the funeral director's responsibility to check before arriving to the crematorium. Unwanted items must be removed, or communication must take place with the bereavement office and crematorium technician of a possible danger before the cremation takes place.

Arranging a Cremation

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

Chapel	Time Slots	Saturday Cremations
Main chapel	Hourly between 9am and 4pm	Subject to availability on request (extra fees apply)
West chapel	Hourly between 8:30am and 3:30pm	Subject to availability on request (extra fees apply)

Waiting rooms are available for both chapels at the crematorium.

Floral tributes can be left in the assigned flower bay at the rear of the crematorium. These will be left in situ for 7 days following the service. It should be noted that whilst on site the tributes are accessible to environmental

conditions and animals such as rabbits. Families are encouraged to remove or collect tributes in the days following the funeral where possible.

Floral tributes left remaining after a 7-day period will be disposed of.

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

- Instruction for cremation
- Statutory application form
- Coroners form or
- Registrar's certificate (green disposal certificate)
- Payments for a cremation will be invoiced to approved funeral directors or otherwise paid prior to the funeral by cash / cheque / credit or debit card.

25. Music & Visual Tributes (Wilford Hill Crematorium)

Music

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

Visual Tributes

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

Holding Images

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

Slide Show

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

Music Tribute

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

Family Made

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

Webcasting of services

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

Keepsakes

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

After Committal

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

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

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

26. Care of Cremated Remains

The utmost care is taken to ensure cremated remains from each cremation are kept separate; they are removed from the cremator, reduced and placed in a separate container to await final dispersal. If cremated remains are to be strewn in the Garden of Remembrance, the ceremony is conducted with great reverence and respect.

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

Metal residue

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

Mechanical apparatus

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

Statutory Regulations

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

27. Disposal of Cremated Remains

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

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

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

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

28. Fees and Payments

Cemetery and Crematorium Pricing Policy

This policy outlines the principles and procedures for setting, reviewing, and collecting fees for services provided by NCC Bereavement Services

It ensures that pricing is fair, transparent, and supports the long-term sustainability of the facility.

Annual Review of Fees

All fees and charges associated with cemetery and crematorium services are reviewed annually by the Council to ensure they remain fair, competitive, and reflective of service costs.

The most up-to-date pricing schedule is published on the Council's website:

www.nottinghamcity.gov.uk/cemeteries & www.nottinghamcremationsandburials.co.uk/pricing

Please note: This URL is subject to change. For the latest information, applicants are advised to contact the cemetery office directly or request a copy of the current fees at the time of application.

Pricing Principles

Cost Recovery: Fees are set to recover the full cost of service provision, including maintenance, staffing, utilities, and infrastructure.

Market Competitiveness: Prices are benchmarked against similar facilities in the region to remain competitive.

Equity and Accessibility: Concessions are available to ensure services are accessible to all, regardless of financial circumstances.

Transparency: All fees are published and clearly explained to customers. We are compliant with CMA regulations.

Payment Terms

- Full payment is required in advance of any service being provided unless the funeral director requesting the service has 30-day invoice credit terms already agreed.
- In this case payment is due within 30 days of the invoice being issued.
- No deeds or legal documentation relating to grave ownership will be issued until payment has been received in full.
- Accepted payment methods are by cheque or by debit/credit card payments in person or over the phone.
- We regret payment plans are not available. All fees are payable in full.

Pre-Purchase of Graves

- There is currently no option to pre-purchase a grave at any of Nottingham City Council's cemeteries.
- Graves cannot be selected but will be allocated, usually in the chronological order of the funerals.
- In the event a grave has to be changed at short notice for Health & Safety reasons or due to it not being useable – an alternative grave will be allocated and no refunds will be due.

29. Funeral Directors and Contractors - Fees, Charges & Payment Terms

Funeral directors are regarded as debtors, as they will be invoiced for services provided. On an annual basis, effective from 1 April each year, funeral directors will receive a schedule of fees and charges and will be required to sign a Service Level Agreement (SLA) or contract with Nottingham City Council. This agreement will clearly set out payment terms, applicable fees and charges, and any penalty provisions (for example, charges for late funeral processions).

Where a funeral director declines to sign the SLA, they will be formally placed on stop, and no further business will be conducted with Nottingham City Council. Additionally, in cases where disputes remain unresolved or payments are outstanding, the funeral director will be placed on stop, and no further work will proceed. Nottingham City Council will pursue all legal avenues to recover any outstanding debt.

For non-funeral director contractors, similar terms apply: contractors must agree to the relevant Service Level Agreement or contract, which outlines payment terms and conditions. Failure to comply, including non-payment or refusal to sign the agreement, will result in suspension of services and Nottingham City Council taking appropriate legal action to recover any outstanding amounts.

30. Penalty Fees

Unfortunately, it is at times necessary to apply penalty fees where occurrences negatively impact on the service or generate consequential costs to the service

These will be applied to the following (This is not an exhaustive list. Please refer to the current price list for an up-to-date list)

- Opening of a grave that is then not required
- Funeral Cortege arriving over 20 minutes later than booking time
- Funeral overrunning their prescribed service slot in the Chapel
- Paperwork not sent in complete within the required timescales
- Late changes required after administrative, service or grounds work has already commenced

31. Refunds and Cancellations

General Policy

Refunds and cancellations are considered on a case-by-case basis and are subject to the following conditions:

- Requests must be submitted in writing/via email to the cemetery office, including the reason for the cancellation or refund.
- Proof of payment and identification may be required to process any refund.

Cremation Services

- Cancellations made more than 48 hours before the scheduled cremation may be eligible for a full or partial refund, minus any administrative fees.
- Cancellations made within 48 hours of the scheduled service may not be eligible for a refund and may incur penalty fees.

Burial Services

- If a burial is cancelled prior to grave preparation, a full or partial refund may be issued or charges cancelled if time allows.
- If grave preparation has already commenced, only a partial refund may be available, depending on the stage of work completed as penalty fees may be chargeable.

Pre-Purchased Graves

Refunds for unused and pre-purchased graves are not guaranteed and will be assessed based on:

- Time elapsed since purchase
- If the person requesting is or is not the registered grave owner
- If there are burials in the plot.
- If a refund is approved, the Council reserves the right to retain an administrative fee. if the lease is still running on the plot, and has not expired, then the amount paid, divided by the number of years the lease was for will be multiplied by the remaining full years and that amount may be refunded to a valid bank account on receipt of the required paperwork signed by the grave owner and return of the original deeds.

Non-Refundable Items

- Certain fees, such as those for memorial permits, inscriptions, or completed works, are non-refundable once the service has been delivered or the work has commenced.

32. Public Health Funerals

When no relatives or friends are available to arrange a funeral, Nottingham City Council (NCC) has a legal duty under Section 46 of the Public Health (Control of Disease) Act 1984 to do so.

Before arrangements are made, efforts are taken to trace next of kin, including house searches, contacting neighbours / friends, reviewing personal documents, and engaging a genealogy company.

Where possible, NCC will respect any known wishes of the deceased regarding burial or cremation. A committal service will be held, either in a chapel or at the graveside.

Cremated remains can be collected by family or scattered in the Woodland Walk unless specific instructions are found.

Burials take place in non-private graves; while headstones are not provided, plaques may be permitted.

Collection and Removal Fees Policy

Any collection or removal of a deceased person arranged by a third party such as family, friends, landlords, nursing homes or police remains the responsibility of that party, even if the case is later referred to the Local Authority under Section 46. As these costs arise prior to Local Authority involvement, they will not be paid or reimbursed under any circumstances.

More information: Public Health Funerals – Nottingham City Council

33. The Nottingham Funeral

The Nottingham Funeral is available to all City of Nottingham residents, regardless of culture or belief. It is also available to former residents who moved outside the city within five years prior to death for full-time care.

Eligible services are provided at selected cemeteries: Northern (Bulwell), Church, General, Basford, or Southern Cemetery and Crematorium (Wilford Hill).

Costs are published on the Council website and reviewed annually. The price includes all essential disbursements, except the Rights of Burial in a new grave.

The funeral director provides the following:

- Collection of the deceased within two hours from a local location
- Viewing in the Chapel of Rest (on request)
- Care of the deceased at the funeral home
- Fabric shroud and choice of coffin from the Nottingham Funeral range
- All necessary funeral arrangements
- Option for a religious service (additional fee may apply)
- Four bearers (where possible)
- Hearse and one limousine (up to six passengers)
- Flower transport and display at the cemetery or crematorium
- 24/7 funeral staff support

Any additional services requested will be quoted separately by the funeral director.

More information: The Nottingham Funeral – Nottingham City Council

34. Requirements of Funeral Directors or Companies

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

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

35. Bereavement Services Contractor Site Rules

All contractors undertaking work within Nottingham City Council's bereavement sites including cemeteries and crematoria must adhere to the following policy, which outlines the standards, legal responsibilities, and procedures to ensure safety, professionalism, and respect in sensitive environments.

Site Access and Sign-In Procedure

- Contractors must sign in and out at identified locations via appointment
- Wilford Hill Crematorium
- Southern Cemetery
- Northern Cemetery
- Highwood Cemetery
- Closed Sites
- This applies to each entry and exit, including temporary departures during the same day.
- No work may begin until the contractor has reported to the designated site manager or supervising officer.

Pre-Work Requirements

- All work must be pre-authorised by Nottingham City Council's Bereavement Services management.
- Contractors must submit the following documentation prior to commencing work:
    - General Risk Assessments
    - Task-Specific Risk Assessments
    - Method Statements (RAMS)
- Where relevant, contractors must also sign the asbestos logbook associated with the building in which they are working.

Health, Safety, and Conduct

- All activities must comply with UK Health & Safety legislation and Nottingham City Council policies.
- Contractors must wear appropriate Personal Protective Equipment (PPE) at all times.
- Work areas must be kept safe, clean, and tidy, with all waste or debris removed at the end of the task.
- Contractors must avoid creating or leaving trip hazards (e.g., decorative items, glass, windmills removed from graves), especially those that may obstruct machinery or present risks to visually impaired or physically disabled visitors.

- All equipment used must be compliant with relevant standards and in good working condition.

Memorial Installations

- Memorial installation work must comply with:
  - **BS 8415** (Monuments within burial grounds)
  - Nottingham City Council's Bereavement Services guidelines
- Only contractors or stonemasons who are members of:
  - **BRAMM** (British Register of Accredited Memorial Masons) or
  - **NAMM** (National Association of Memorial Masons)

  may carry out installations.
- Written permission in the form of a permit from the Council is required prior to commencing any installation.
- Installations must:
  - Use appropriate lifting equipment and industry-approved ground anchors and dowels
  - Avoid damaging adjacent graves or memorials
  - Ensure long-term public safety
  - **No lighting, music, mechanical features, or seating (including benches) are permitted within the integrated memorial.**

Incident Reporting and Compliance

- All accidents, near-misses, or dangerous occurrences must be reported immediately to site management, in compliance with RIDDOR and local enforcement protocols.
- Contractors are expected to cooperate fully with inspections or requests for clarification regarding their work or safety measures.
- Any structural concerns observed during work must be reported to the site supervisor immediately.

Respect for the Bereavement Environment

- Contractors must conduct all work in a manner that is respectful, discreet, and mindful of the sensitivities of bereaved families and cemetery visitors.
- Soil settlement following interments must be considered when planning memorial installations or other works.

Your cooperation is vital in maintaining a safe, respectful, and legally compliant environment for all who work in or visit Nottingham City Council's bereavement sites.

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

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

36. Memorabilia

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

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

37. Memorials Duty of Care

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

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

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

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

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

Where a memorial is found to be unsafe the registered owner will be informed by the council will make the memorial safe. Only approved test methods will be used by the Council to establish memorial safety.

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

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

38. Requirements of Monumental Masons

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

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

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

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

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

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

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

39. Definitions

The following are defined in this document as:

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

The Council or Councils	Nottingham City Council
Ground Staff	Any Council employees working within the Cemetery grounds
Mason or Stonemasons	Monumental Masons
Sexton	This is a reference to the NCC representative who meets the funeral cortege, checks paperwork and ensures the burial takes place in the correct allocated grave
Cremation Underground Niche	May hold up to two sets of cremated remains interments (size limitations apply). Is treated in all respects as a grave plot
Lawn Section Grave Plot, Ashes Grave	Will accommodate full burials, cremated remains or scatterings. The installation of an approved headstone, vase or memorial is also permitted. A cremated remains only lawn grave plot will accommodate up to 8 sets of cremated remains and unlimited scatterings
Natural Grave Plot	Will accommodate full burials, cremated remains or scatterings. The installation of an approved flat plaque measuring no larger than 12” in width, 12” in length, and 1” in height is also permitted
Traditional Section Grave Plot	Will accommodate full burials, cremated remains, caskets or scatterings. The installation of an approved headstone with natural stone kerbs, vase or memorial is also permitted
Burial Depth/number of coffins	Graves will initially be excavated to take 2 coffins or 2 USA caskets. However, due to ground conditions this may not always be possible. Muslim burial vaulted graves are for one burial, although there are a limited number of vaulted graves for two burials. The Council is not under any duty to provide a further burial space in the event of shallow depth
Family Burial Chamber	Pre excavated vaulted chamber for two coffined burials, and up to 15 sets of cremated remains. Granite burials cover stone included for inscription, No upright headstone permitted or other memorialisation
Interment	Burial below ground
Inurnment	Placing cremated remains in any above-ground memorial

Deed Owner	The grave owner registered on the Council's computerised system.
Backfill	To refill a grave with soil after a burial either by hand or machine.