

Information Pack relating to the Review of Bereavement Services' Rules and Regulations

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Rules and Regulations relating to Walsall cemeteries and crematorium

Walsall Council cemeteries and crematorium provide a peaceful and beautiful place for you to remember your loved ones.

Council managed cemeteries are subject to standards and conditions known typically as rules and regulations. These are designed to inform all cemetery users of the aspects of management of the cemeteries and crematorium and the reasonable requirement applicable to them.

We respect the rights and needs of individuals and have therefore prepared these regulations with the balance that will enable us to manage the cemeteries and crematorium effectively and maintain the highest possible standards without placing unnecessary restrictions on individual choices.

The regulations include the statutory requirements contained within the Local Government Act 1972 and the Local Authorities' Cemeteries Order 1977.

The attached document is the latest revision of our rules and regulations and we wish to consult with service users or other interested parties before the council makes a final decision during the summer of 2016.

We welcome any comments you may have on the document itself or specific matters. To aid you there is also a set of questions which reflect the material changes since the last review.

If you wish to make any response please do so before 31st March 2016. You can do this by;

- Emailing **bereavementservices@walsall.gov.uk**
- Completing the survey online at **www.walsall.gov.uk/bereavement-consultation**
- Writing to Willenhall Lawn Cemetery, Bentley Lane, Willenhall WV12 4AE

Thank you for your contribution.

Councillor Anthony Harris
Portfolio holder – Community, Leisure and Culture



Consultation on Walsall Council cemeteries and crematorium revised rules and regulations

Rules and Regulations are needed for the management of Walsall Metropolitan Borough Council Cemeteries and Crematorium. While every effort has been made to avoid restricting individual rights and choices, the need for safe and tidy grounds and the provision of cemeteries as places for peaceful contemplation, are also important considerations.

Since the existing rules and regulations have been in place, some revisions, improvements and enhancements have been made and are now taken into account within the new revised draft rules and regulations. This consultation focusses on the changes that have been made.

Before answering this questionnaire please ensure you have reviewed the revised draft rules and regulations document on our website www.walsall.gov.uk/bereavement-consultation and read the text in this survey fully before answering the questions.

The closing date for responses is midnight on 31 March 2016.

If you would like this information in large print, an alternative format or need help completing this questionnaire, please contact: Bereavement and Registration Services on 0300 555 2848 by Text 01922 654000 or Email bereavementservices@walsall.gov.uk

Circumstances outside the council's control

Section 3.1 d of the draft rules and regulations: In the event of severe weather or other circumstances outside the council's control, the council reserves the right to cancel an interment or cremation. The council will endeavour to give such notice as circumstances allow. The council will not accept liability for any additional costs incurred in these circumstances.

Q1. Do you think the council's approach to ensuring the safety of mourners and staff on such occasions is appropriate? Select ONE only.

☐ Yes

☐ No

Q2. Would you accept that, where the circumstances are outside the council's control, that the council should not be liable for additional costs? Select ONE only.

☐ Yes

☐ No

Respecting staff and others using the premises

Section 3.1 h of the draft rules and regulations: The council aims to provide a high quality customer service. Staff, and members of the public using the premises, have the right to be in a safe environment without fear of intimidation, abuse or assault. The council will prosecute people who fail to respect this right and may collect and retain data about them to prevent any future violence or abuse towards council employees.

Q3. Do you think the council is right to expect service users to respect the council's employees and other members of the public using the premises (cemeteries, crematorium chapels and grounds)? Select ONE only.

☐ Yes

☐ No

Crematorium chapels

Section 4.3 of the draft rules and regulations: The crematorium chapels are booked at 45 minute intervals to include entry and exit of the mourners.

Q4. Do you think that increasing the booking interval from 30 minutes to 45 minutes for funeral services at the crematorium is adequate for bereaved families? Select ONE only.

☐ Yes

☐ No

☐ Don't know

Q5. Are you aware that additional time slots can be booked for funeral services? Select ONE only.

☐ Yes

☐ No

Section 4.8 of the draft rules and regulations: A digital music facility is available in both crematorium chapels and a musician must be engaged to play if live music is required.

Q6. Have you made use of the digital music facilities at the crematorium? Select ONE only.

☐ Yes Go to Q7.

☐ No Go to Q9.

Q7. Do the digital music facilities at the crematorium meet your requirements? Select ONE only.

☐ Yes Go to Q9.

☐ No Go to Q8.

Q8. Please tell us in what way(s) do the digital music facilities not meet your requirements?

Scattering, internments and burials

Section 4.7 of the draft rules and regulations: Cremated remains will be stored for one month after a funeral pending specific instructions from the applicant. If at the end of this period the applicant's instructions have not been received, all reasonable efforts will be made to obtain a decision by making contact in writing to the last registered address. Should no response be made the cremated remains will be scattered in the garden of remembrance at Streetly crematorium.

Q9. Does the council provide sufficient time for the applicant to respond before scattering the remains? Select ONE only.

☐ Yes Go to Q11.

☐ No Go to Q10.

☐ Don't know Go to Q11.

Q10. Please tell us what time do you think would be sufficient to allow the applicant to respond before remains are scattered in the garden of remembrance?

Section 5.1 of the draft rules and regulations: In certain circumstances interments may be permitted on Saturdays, Sundays, Bank Holidays (with the exception of Christmas Day) and council designated holidays.

In order to cater for same-day burial requirements, facilities are available at Streetly cemetery up to 8.30pm on weekdays only in the months from April to September. Conditions apply. Details are available from the Bereavement Centre, Willenhall Lawn Cemetery.

Q11. Are the additional provisions made by the council to meet the requirements of cultures who require burial without undue delay sufficient? Select ONE only.

- ☐ Yes Go to Q13.
☐ No Go to Q12.
☐ Don't know Go to Q13.

Q12. Please tell us what further additional provisions do you feel are required?

Q13. Have you made use of the coffinless burial arrangements made available by the council? Select ONE only.

- ☐ Yes Go to Q14. ☐ No Go to Q16.

Q14. Did the coffinless burial arrangements meet with your expectations? Select ONE only.

- ☐ Yes Go to Q16. ☐ No Go to Q15.

Q15. Please tell us why did the coffinless burial arrangements not meet your needs?

Graves

Section 5.6 of the draft rules and regulations: Articles left on graves that contravene the regulations in section 6 will be removed to safe storage and disposed of after one month.

Q16. Do you think that this approach to ensuring that the rules and regulations relating to articles left on graves is appropriate? Select ONE only.

- ☐ Yes Go to Q18.
☐ No Go to Q17.
☐ Don't know Go to Q18.

Q17. Please tell us what approach do you feel would be appropriate?

Q18. Have you made use of the block-lined graves facility offered by the council? Select ONE only.

- ☐ Yes Go to Q19. ☐ No Go to Q21.

Q19. Did the block-lined graves facility offered by the council meet with your expectations? Select ONE only.

☐ Yes Go to Q21. ☐ No Go to Q20.

Q20. Please tell us why did the block-lined graves facility not meet your needs?

Section 6.3 of the draft rules and regulations: Diagrams showing standard permitted memorial sizes can be found in Appendix 1 of the revised draft rules and regulations.

Q21. Do you find the diagrams easy to understand? Select ONE only.

☐ Yes Go to Q23. ☐ No Go to Q22.

Q22. Please tell us what would make the diagrams easier to understand?

Q23. Is there enough information on the diagrams showing standard permitted memorial sizes? Select ONE only.

☐ Yes Go to Q25. ☐ No Go to Q24.

Q24. What additional information is needed on the diagrams?

Section 6.10 of the draft rules and regulations: Upon payment of a fee, the council will install a standard wooden frame, level with the surrounding ground that will not impede the grass maintenance regime. The council will not maintain such a frame and will require it to be removed and replaced if a further burial takes place.

Q25. Have you taken advantage of the council's decision to allow these grave frames at ground level? Select ONE only.

☐ Yes Go to Q26. ☐ No Go to Q28.

Q26. Did the wooden ground level grave frames meet your needs? Select ONE only.

☐ Yes Go to Q28. ☐ No Go to Q27.

Q27. Please tell us why did the wooden ground level grave frames not meet your needs?

Document format

Q28. Is the general layout of the draft rules and regulations document easy to follow? Select ONE only.

☐ Yes Go to Q30. ☐ No Go to Q29.

Q29. What would improve the general layout of the document?

Any final comments

Q30. Please use the space below for any other comments you wish to make on the draft rules and regulations.

About you, your organisation or company

Q31. Are you responding as an individual or on behalf of an organisation / company? Select ONE only.

☐ Individual

Go to Q34.

☐ On behalf of an organisation / company

Go to Q32.

Q32. Is the organisation / company you are responding on behalf of a...? Select all that apply.

☐ Funeral directors

☐ Community or voluntary organisation

☐ Stonemasons

☐ Other

☐ Faith / religious group

Q33. What is the name of the organisation you are responding on behalf of?

Now go to the end of the questionnaire.

The following demographic questions are voluntary, however we have a legal requirement to ask you. This section is really important, some questions may seem irrelevant to you, however your answers help us better understand the needs of different people and the potential impact of any changes. This information will remain confidential and will be used for analysis purposes only to assist our decision making process.

Q34. What is your age? Please write in the box.

Q35. Are you...?

☐ Male

☐ Female

Q36. Is your gender the same as it was at birth? Select ONE only.

☐ Yes

☐ No

☐ Prefer not to say

Q37. What is your sexual orientation?

- | | | |
|------------------------------------|--|--|
| <input type="checkbox"/> Bi-sexual | <input type="checkbox"/> Gay woman / lesbian | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Gay man | <input type="checkbox"/> Heterosexual / straight | <input type="checkbox"/> Prefer not to say |

Q38. Are you currently pregnant or provide maternity care for a new-born baby? Select ONE only.

- | | | |
|------------------------------|-----------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Prefer not to say |
|------------------------------|-----------------------------|--|

Q39. Do you consider yourself disabled? Select ONE only.

- | | | |
|------------------------------|-----------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Prefer not to say |
|------------------------------|-----------------------------|--|

Q40. Are you...? Select ONE only.

- ☐ Single, that is, never married and never registered in a same-sex civil partnership
- ☐ Married
- ☐ Separated, but still legally married
- ☐ Divorced
- ☐ Widowed
- ☐ In a registered same-sex civil partnership
- ☐ Separated, but still legally in a same-sex civil partnership
- ☐ Formerly in a same-sex civil partnership which is now legally dissolved
- ☐ Surviving partner from a same-sex civil partnership
- ☐ Prefer not to say

Q41. What is your ethnic group? Select ONE only.

- | | |
|---|---|
| <input type="checkbox"/> White British | <input type="checkbox"/> Black, African, Caribbean or Black British |
| <input type="checkbox"/> White other | <input type="checkbox"/> Other ethnic group, please state below |
| <input type="checkbox"/> Mixed or multiple groups | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Asian or Asian British | |

Other ethnic group, please state

Q42. What is your religion? Select ONE only.

- | | |
|--|---|
| <input type="checkbox"/> None | <input type="checkbox"/> Muslim |
| <input type="checkbox"/> Christian (All denominations) | <input type="checkbox"/> Sikh |
| <input type="checkbox"/> Buddhist | <input type="checkbox"/> Any other religion, please state below |
| <input type="checkbox"/> Hindu | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Jewish | |

Other religion, please state

**Please hand in completed questionnaires to a member of council staff or post to:
Willenhall Lawn Cemetery, Bentley Lane, Willenhall, WV12 4AE
by Thursday 31 March 2016.**

Rules and regulations

In respect of cemeteries
and crematorium



Bereavement Services



Revised 2016

Introduction

Rules and regulations are needed for the management of Walsall Metropolitan Borough Council cemeteries and crematorium. Whilst every effort has been made to avoid restricting individual rights and choices, the need for safe and tidy grounds and the provision of cemeteries as places for peaceful contemplation are also important considerations.

This publication is intended to give guidance to all cemetery and crematorium users about their conduct in the cemeteries and crematorium.

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2 Terms

Throughout these regulations the following words or terms are used as shown and shall have the meanings as follows:-

- i.) "The Council" shall mean the Metropolitan Borough of Walsall.
- ii.) "Crematorium" shall mean the building situated off Little Hardwick Road known as 'Streetly Crematorium' fitted with appliances for the purpose of disposal of human remains and includes the crematorium chapels, the crematorium grounds, the garden of remembrance and any other buildings used in connection with the crematorium.
- iii.) "The Cemeteries" shall mean the burial grounds known as Bentley Cemetery, Wolverhampton Road West; Bloxwich Cemetery, Field Road; James Bridge Cemetery, Cemetery Road Darlaston; North Walsall Cemetery, Saddleworth Road; Ryecroft Cemetery, Coalpool Lane; Streetly Cemetery, Little Hardwick Road; Willenhall Lawn Cemetery, Bentley Lane and Wood Street Cemetery, Willenhall.
- iv.) "Grave" shall mean a burial place formed in the ground by excavation and without any internal wall of brickwork or stone work or any other artificial lining.
- v.) "Bricked grave" shall mean a burial space formed in the ground by excavation but with internal brick or stonework.
- vi.) "Purchased grave" shall mean a grave space in which the exclusive right of burial therein has been granted by the council
- vii.) "Memorial" shall mean any gravestone, tomb, cross, headstone, kerbing, scroll, vase or other monumental work
- viii.) "Lawn headstone section" shall mean any grassed section in the cemeteries designated by the council for lawn headstones only.
- ix.) "Coffin" shall mean a dignified, suitable receptacle in which a body is received by the council to enable a cremation or burial to take place. [see also 4.6 and 5.3]

3 General

3.1 *Miscellaneous*

a) Telephone messages

The council will accept no liability for any misunderstanding or error arising from orders or requests received by telephone. Written confirmation should follow such orders and requests.

b) Calculation of times

In calculating the time required for any notice of application to the Council under these regulations, Saturday, Sunday, Bank Holidays and such other days as may be appointed as council staff holidays shall be excluded.

c) Funerals attended by many people

If a large number of mourners are expected at a funeral or if it is likely to be attended by bands of music or banners, the council must be notified at least one clear working day in advance.

d) Punctuality

The time appointed for a funeral is the time at which the funeral party should be in attendance at the cemetery graveside or crematorium chapel. This time must be strictly observed and if you are late the council may, at its discretion, allow another funeral to take precedence. A fee may also be charged for late arrivals.

In the event of severe weather, or other circumstances outside the council's control, the council reserves the right to cancel an interment or cremation. The council will endeavour to give such notice as circumstances allow. The council will not accept liability for any additional costs incurred in these circumstances.

e) Bearers

The funeral director or applicant is responsible for providing a minimum of four bearers to carry the coffin from the hearse into the crematorium chapel or to the graveside and for lowering into the grave in a safe and appropriate manner. Failure to do so may delay the funeral.

f) Coffins

Coffins must remain closed at all times when in the cemetery or crematorium except with the prior approval of the council. See also paragraph 5.3 for coffinless burials.

g) Complaints

All service related complaints should be made to the council through the Bereavement Centre at Willenhall Lawn Cemetery (see 3.2).

h) Conduct

Smoking is not permitted in any council building.

No radios or musical instruments, except with prior permission, may be played in the cemetery or crematorium grounds. No person shall obstruct council staff in their duties. No person who is improperly dressed or who shows signs of being intoxicated or under the influence of drugs shall be allowed to remain within the cemetery or crematorium. Any person contravening this regulation shall leave the cemetery or crematorium immediately upon request by a council representative.

In the event of a fire, visitors must leave the building without delay at the direction of council staff.

No person shall use improper or abusive language or behave in an indecent manner or shout, sing or whistle in a noisy or boisterous manner or otherwise conduct himself in an inappropriate manner within the cemetery or crematorium or climb upon or over any gate, wall, fence, memorial or building in the cemetery or crematorium grounds.

The council aims to provide a high quality customer service. Staff, and members of the public using the premises, have the right to be in a safe environment without fear of intimidation, abuse or assault. The council will prosecute people who fail to respect this right and may collect and retain data about them to prevent any future violence or abuse towards council employees.

i) Right of Movement

The council reserves to itself, its staff and its contractors the right of passage over any grave for any purpose connected with the maintenance and management of the cemetery and to remove any form of memorial from an adjoining grave to facilitate an interment if this should be necessary.

In the event of such action being necessary the full cost of such works shall be borne by the person arranging the interment.

3.2 *Location of Office*

Bereavement Centre Office
Willenhall Lawn Cemetery
Bentley Lane
Short Heath
Willenhall
WV12 4AE
Tel: 0300 555 2848

E-mail: bereavementservices@walsall.gov.uk
Website: www.walsall.gov.uk/bereavement

3.3 *Records and Plans*

Records of burials, graves, cemetery plans and subsequent memorials are available for inspection at the Bereavement Centre.

3.4 *Opening Times*

OFFICE HOURS

Bereavement Centre Office
Willenhall Lawn Cemetery -

8.15am – 4.45pm (4pm for personal callers) Monday to Friday inclusive.
The Bereavement Centre will be closed on Saturday, Sunday, Bank Holidays and such other days as may be appointed as council staff holidays.

HOURS OF ADMITTANCE TO THE CEMETERIES AND CREMATORIUM GROUNDS BY THE PUBLIC

January, November, December	8am – 4pm
February, October	8am – 5pm
March, April, September	8am – 6pm
May, June, July, August	8am – 7pm

These sites open at 9am on Saturday, Sunday, Bank Holidays and such other days as may be appointed as council staff holidays.

The book of remembrance room at Streetly crematorium opens and closes at the same times as the cemetery.

3.5 Children

Children under 12 years of age should be under adult supervision when visiting a cemetery and will not be admitted to the crematorium except under the care of a parent or other responsible person.

3.6 Vehicles

- a. Vehicles shall keep strictly to the cemetery roads avoiding grass areas at all times.
- b. All vehicles must keep to the main drives of the cemeteries or crematorium grounds and must not exceed the 5mph speed limit while in the cemeteries or crematorium grounds.
- c. Parking is allowed on the cemetery roads but priority must be given to any funeral corteges.
- d. The council accepts no responsibility for any theft from or damage to vehicles parked in the cemetery or in the crematorium car park.

3.7 Dogs

In compliance with a local bye-law no dogs, except guide dogs, are allowed in the crematorium or cemeteries.

3.8 Photography and Filming

No person shall take any image of any grave, memorial, building or funeral gathering within the cemetery without the prior permission of the council.

3.9 Display of Images / Items on Graves or in the Grounds

Images or items that could be regarded as distressing, obscene or offensive must not be displayed in the cemeteries or crematorium and may be removed without notice.

3.10 Fees

All fees and charges must be paid before the funeral, except where account facilities have been arranged with the funeral director or memorial mason.

3.11 Advertising

No person shall, in the cemeteries or their immediate precincts, distribute any business cards, advertisements or literature of any kind or otherwise solicit any order for monumental or other works in connection with any grave.

3.12 Gratuities

No employee or contractor of the council is allowed to take any gratuity or to undertake private work of any kind in connection with the cemetery or crematorium either in his own time or during the council's time.

4 Cremation

4.1 Times of Cremations

Cremation services normally take place between the hours of 9am and 4pm Monday to Friday. Cremation services may, at the discretion of the council, also take place outside these hours.

Cremation services will not normally be permitted on Saturday, Sunday, Bank Holidays and such other days as may be appointed as council staff holidays.

4.2 Cremation Documentation

All notices for cremation and accompanying documentation should be delivered to the Bereavement Centre at Willenhall Lawn cemetery on the forms provided by the council or those available from the Ministry of Justice website.

These forms must be delivered to the Bereavement Centre not later than 3.30pm two working days prior to the day on which the cremation is to take place. If inspection of the cremation papers is required a further two working days notice must be given. This is to allow the Medical Referee sufficient time to peruse the papers and undertake any checks required before authorising the cremation.

4.3 Cremation Services

If required, the funeral director or other person having charge of any service will be responsible for making arrangements for a person to lead the service and for engaging an organist.

The crematorium chapels are booked at 45 minute intervals to include entry and exit of the mourners. If it is known that more time is required, or that the service is to be attended by many mourners, families are encouraged to book a double service time.

The West chapel can accommodate approximately 100 people seated and the East chapel 50.

4.4 Identification of Coffins

The deceased will be contained in a coffin of approved manufacture (see 4.6).

The full name of the deceased, as stated on the documents submitted, must be shown on the exterior of the coffin.

4.5 Viewing the Committal

All persons attending a cremation are requested to leave the crematorium building immediately after the conclusion of the service. Two representatives of the deceased person being cremated may, with the express prior permission of the council, see the coffin placed in the cremation chamber.

At least two hours notice that representatives wish to witness the coffin being placed in the cremator must be given.

4.6 Environmental Protection Act 1990

Funeral directors should be aware of the Environmental Protection Act 1990 which does not allow any substance to be burnt that may cause pollution.

Instructions for funeral directors as issued by the Federation of Burial and Cremation Authorities:

1. RESPONSIBILITY

The Funeral Director shall observe the regulations of the Cremation Authority. The Funeral Director is responsible for the provision of sufficient bearers to convey the coffin from the hearse to the catafalque. When the coffin is in position on the catafalque or deposited in the rest room or Chapel of Rest at the Crematorium the responsibility of the Funeral Director towards it ceases and that of the Cremation Authority begins.

2. NOTICE OF CREMATION

The length of notice to be given for a cremation and the time of the cremation, as agreed, must be strictly adhered to. All statutory and non-statutory forms and certificates, as required by the Cremation Authority, must reach the crematorium office by the specified time. For administrative reasons these times may vary according to local requirements.

3. CONSTRUCTION OF THE COFFIN

The coffin must be made of a suitable material which, when placed in a cremator and subjected to the cremation process, is easily combustible and which does not emit smoke, give off toxic gas or leave any retardant smears or drips after final combustion. No metal of any kind shall be used in the manufacture of such coffin except as necessary for its safe construction and then only metal of a high ferrous content. Cross pieces must not be attached to the bottom of the coffin. If it is desired to strengthen the bottom of the coffin, wooden strips may be placed lengthways for this purpose.

Cardboard coffins should not contain chlorine in the wet strength agent. (e.g. not using polyamidoamine-epichlorhydrin based resin (PAA-E). Contact should be

made with the Crematorium Administration to ensure that the coffin selected is fit for the purpose of cremation.

4. COFFIN FURNITURE AND FITTINGS

No metal furniture or fittings whatever shall be used on a coffin for cremation. Coffin handles should be free from unnecessary metal components. External coatings to a coffin must allow for smokeless combustion and the use of nitro-cellulose varnish, polyurethane, melamine and any products containing polyvinyl chloride (PVC) or melamine must not be used in coffin construction or furnishings. Water based lacquer free from additives containing heavy metals may be used for coating a coffin or a suitable cloth may be used for covering a coffin. The exception to the foregoing is the use of polystyrene which is restricted to the coffin nameplate only and this must not exceed 90 grams in weight.

5. LINING OF THE COFFIN

The use of saw dust, cotton wool or shredded paper within a coffin must be avoided. If lining of a coffin is necessary, this should be manufactured from polythene not exceeding 75 microns in thickness. Lead or zinc linings must not be used. The use of shredded paper within a coffin is not permitted.

6. SIZE OF THE COFFIN

Where the external dimensions of a coffin are likely to exceed length 2060mm (81"); width 710mm (28"); depth 560mm (22") the proper officer of the crematorium must be consulted as soon as practicable.

7. CLOTHING AND COFFIN CONTENT

In order to minimise the release of pollutants to air, it is recommended that clothing should be of natural fibres and that shoes or any material manufactured from PVC should not be included. Body adornments manufactured from copper should be removed as should any easily removable prostheses or casts of plaster or other material. Additional items, particularly of glass or plastic, should not be placed within the coffin.

8. CREMATION OF INFANTS and FOETAL REMAINS

Mothers of non-viable babies and families of stillborn babies and very young deceased babies considering cremation should be advised where there is a possibility that cremated remains/ashes will not be recovered and reminded of the availability of the option of burial.

If the advice is not given the parents may have been denied the choice of earth burial and thereby subjected to understandable distress.

9. BODY PARTS

Body parts presented at the crematorium for cremation normally consists of soft tissue which in the absence of any bone structure will not produce any cremated remains.

10. CREMATED REMAINS

The utmost care should be taken when dealing with cremated remains. If the Funeral Director supplies an urn or casket for cremated remains it should be of

sufficient internal dimension to provide a minimum of 3,280cm³ (200 cubic inches) and securely labelled. The container should be strong enough to resist breakage in transit.

The lid must fit tightly and the fastening should be strong enough to prevent the lid being forced open by distortion of the container through maltreatment in transit.

Federation of Burial and Cremation Authorities 2014

The council may refuse to accept any coffin which does not conform to these requirements.

4.7 *Dispersal Instructions*

The council will require a receipt to be signed by the person authorised by the applicant for the cremation before cremated remains are removed from the crematorium.

The council will arrange to scatter cremated remains in the garden of remembrance as soon as possible after the cremation provided a written request is made on the form completed by the applicant for the cremation.

Cremated remains will be stored for one month after a funeral pending specific instructions from the applicant. If at the end of this period the applicant's instructions have not been received, all reasonable efforts will be made to obtain a decision by making contact in writing to the last registered address. Should no response be made the cremated remains will be scattered in the garden of remembrance at Streetly crematorium.

4.8 *Music*

A digital music facility is available in both crematorium chapels and a musician must be engaged to play if live music is required.

All instructions for digital music must be received at least one working day prior to the funeral service.

4.9 *Flowers / Tributes*

Where flowers / tributes are presented at a funeral they will be displayed for a period of 6 days after the service unless the funeral director or person responsible for the funeral makes alternative arrangements for their removal. After this period the flowers

/ tributes will be disposed of. The council does not accept liability for any tributes left on site.

4.10 *Gardens of Remembrance*

Floral tributes and other items should not be placed on the grass or attached to trees in the gardens of remembrance in any of the cemeteries. This is in order to retain the natural appearance of the areas and to aid grounds maintenance.

Tribute areas are available at the crematorium on the features provided at the top and bottom of the garden. Similar facilities are available at Bloxwich and Ryecroft cemeteries.

All plastic and other artificial flowers, wreaths and greenery will be treated as ordinary flowers and disposed of accordingly. The council does not accept any liability for tributes left on site.

4.11 *Memorial Plaques*

Floral tributes for the memorial plaques at Streetly crematorium may only be left in the integral memorial vase provided. No other vases are allowed. Floral tributes for the memorial wall must be placed on the features provided on the garden of remembrance.

5 Burials

5.1 *Times of Burials*

Interments or scattering of cremated remains normally take place (Monday to Friday) between 9.30am and 3pm (2.15pm during December and January) on completion of the necessary forms and payment of any fees.

In certain circumstances interments may be permitted on Saturdays, Sundays, Bank Holidays (with the exception of Christmas Day) and such other days as may be appointed as council staff holidays.

Facilities for same day burials are available at Streetly cemetery until 8.30pm on weekdays only from April to September. **Conditions apply.** Details are available from the Bereavement Centre, Willenhall Lawn Cemetery.

5.2 *Burial Documentation*

Fully completed orders for burial and accompanying documentation should be delivered to the Bereavement Centre, Willenhall Lawn cemetery by 9am at least two clear working days before the planned day of burial except in special circumstances by prior arrangement with the council.

5.3 *Identification of Coffins*

The deceased will be contained in a coffin of approved manufacture except by prior approval of the council.

Metal coffins are not permitted in the cemeteries or crematorium.

The full name of the deceased, as stated on the documents submitted, must be shown on the exterior of the coffin.

Alternative conditions, applicable to coffinless burials, are available from the Bereavement Centre, Willenhall Lawn Cemetery.

5.4 *Certificates of Disposal*

The certificate of disposal issued by the Registrar of Births, Deaths and Marriages in pursuance of the Births and Deaths Registration Act 1953 or in relevant circumstances, the Coroner's order for burial must be delivered to the Bereavement Centre, Willenhall Lawn cemetery before the interment can take place. In the case of a

stillborn child a certificate in accordance with the Births and Deaths Registration Act 1953 will be required and in the case of foetal remains a certificate signed by a medical practitioner or midwife.

5.5 *Flowers / Tributes*

Flowers, wreaths and other small personal tributes may be placed on any grave at the time of interment and left there for 14 days after the interment and will be removed after that time. During this period other items will be removed if, in the opinion of the council, they interfere with the maintenance of the grounds. The council does not accept liability for any tributes left on site.

Wreaths, seasonal or otherwise dilapidated, will be removed from the cemeteries and graves commencing the first week in February.

5.6 *New Graves*

Graves will be levelled or crowned and seeded after a reasonable period to allow the ground to settle naturally. At that time, articles left on the graves that contravene the regulations in section 6 will be removed to safe storage and disposed of after one month.

5.7 *Brick Graves*

Brick or block-lined graves are permitted on all sections. Installation of brick or block-lining for a reserved grave requires a minimum of one week's notice. Full terms and conditions are available from the Bereavement Centre, Willenhall Lawn Cemetery.

6 Memorials

6.1 Accreditation

Memorial Masonry companies working in the cemeteries must be registered as members of the British Register of Accredited Memorial Masons (BRAMM) organisation or of National Association of Memorial Masons (NAMM) and all memorial fixers must carry personal accreditation when fixing or removing memorials. Memorials must be erected to the currently adopted (NAMM) Code of Working Practice.

The council reserves the right to instruct the memorial mason to dismantle a memorial at their own cost to demonstrate the correct fixing methods have been used.

6.2 Erection of Memorials

Memorials may only be erected on grave spaces in which the exclusive right of burial has been purchased. No memorial or ornament may be placed on or over any grave space in which the exclusive right of burial has not been purchased.

The latest time to access cemeteries for the erection of a memorial is 3pm Monday to Friday. No memorials may be fixed on Saturday, Sunday, Bank Holidays or such other days as may be appointed as council staff holidays. [See also 6.15b]

6.3 Permits for the Erection of Memorials

A valid application form must be submitted and approved by the council prior to any memorial work taking place in a cemetery.

The application must include full details of the proposed memorial, the inscription and the location of the grave and must be signed by the owner of the exclusive right of burial in the grave. Photographs to be included on the memorial must be submitted with the application.

Diagrams showing standard permitted memorial sizes can be found in Appendix 1.

The permit must be available for inspection and surrendered to an employee of the council when the memorial is fitted.

6.4 *Power to Regulate Position of Memorials*

The council reserve the right to require any monument, gravestone, tablet or surround to be erected in any position on the grave space in question as it may think fit.

6.5 *Foundations*

Only foundations of natural stone or good quality reinforced concrete will be permitted and of such sizes as are necessary to carry the weight of the memorial and comply with the currently adopted NAMM code of working practice. For lawn headstones the acceptable size is 75mm (3") x 1050mm (42") x 450mm (18"). A foundation of depth 610mm (24") from front to back may be permitted upon application.

For cremated remains sections only a foundation greater than 610mm (24") in width may be permitted upon application but must be a minimum of 375mm (15") deep (front to back) and larger in plan than the base of the memorial. The foundation must not exceed the width of the grave space or extend beyond 610mm (24") from the head of the grave.

Foundation slabs should not protrude unduly above ground level. The council may require individual foundation slabs to be removed to allow excavation for a burial in the grave space.

Where a continuous concrete memorial foundation raft has been constructed no further foundation is required.

Cover slabs may be permitted but the depth must be included in the overall height of the memorial.

6.6 *Materials for Memorials*

Memorials, gravestones, tablets or surrounds shall be made of natural stone or of such material capable of withstanding continuous exposure to the weather as the Council may approve. Without prejudice to the foregoing provisions of this regulation, the council may reject memorials, gravestones, tablets or surrounds made of any materials which in its opinion are unsuitable or incongruous with their surroundings.

6.7 *Marking of Memorials*

All memorials, gravestones and tablets shall bear the section and number of the grave in good legible lettering not more than 12mm (½") in height. The name or initials of the mason without address may be inscribed on the memorial in an inconspicuous position.

6.8 *Thickness of Memorials*

All memorials and headstones shall be at least 75mm (3") in thickness from front to back.

6.9 *Memorial Inscription*

All inscriptions on any form of monument, gravestone, tablet or erection of any kind in the cemetery shall be either of bronze or lead (raised or inset), or incised and painted, or carved in relief, or gilded lettering.

6.10 *Memorials on Lawn Headstone Sections [see also Appendix 1]*

In the lawn headstone sections of the Cemeteries,

- a) Headstone memorials may only take the form of a headstone 525mm (21") in width and not less than 75mm (3") in thickness, fixed to a base which shall be 610mm (24") in width by 300mm (12") in depth.
- b) The total height of the memorial shall be 825 mm (33") above the level of the foundation slab or concrete raft.
- c) A tablet of dimensions 380mm (15") in width, 150mm (6") in depth and 300mm (12") in height may be permitted on the designated sections of the cemeteries.
- d) Any additional memorial in the form of a surround [but see under 6.15 g and Appendix 1] will not extend beyond 610mm (24") from the head end of the grave space or beyond the width of the grave space nor be of a height greater than 100mm (4").
- e) Any chippings, pebbles or other items must be entirely contained within such a surround.
- f) Surrounds may need to be removed prior to an interment taking place to allow for excavation of the grave and may be replaced at the owner's expense.
- g) No kerbstone or any other form of monument or memorial whatsoever will be allowed in this section of the Cemeteries. However, upon payment of a fee, the council will install a standard wooden frame level with the surrounding ground that will not impede the grass maintenance regime. The council will not maintain such a frame and will require it to be removed and replaced if a further burial takes place. [See also Appendix 1]

- h) No other items or structures may be placed or erected on or over a grave except wreaths and flowers at the time of the interment.
- i) A vase not exceeding 225mm (9") in diameter and 300mm (12") in height may be placed adjacent to the memorial on a grave in the lawn headstone section provided there is room for the same in such space.
- j) All headstones will be fixed at the head of the grave, unless specifically permitted, in such a way as to comply with the currently adopted NAMM code of working practice.

6.11 Memorials on Cremated Remains Sections [see also Appendix 1]

On graves set aside for the burial of cremated remains only,

- a) Memorial stones shall be 510mm (20") wide and 75mm (3") thick fixed to a base which shall be 610mm (24") in width by 300mm (12") in depth.
- b) The total height of the memorial shall be 510mm (20") above foundation slab level.
- c) Any additional memorial in the form of a surround [see also 6.15 g and Appendix 1] will not extend beyond 610mm (24") from the back edge of the grave space or beyond the width of the grave space nor be of a height greater than 75mm (3").
- d) Any chippings, pebbles or other items must be entirely contained within such a surround.
- e) Surrounds may need to be removed prior to an interment taking place to allow for excavation of the grave and may be replaced at the owner's expense.
- f) All memorials will be fixed in a position as laid down, in such a way as to comply with the currently adopted NAMM code of working practice.

6.12 Memorials on Flatstone Sections

In flatstone sections,

- a) The permitted memorial shall be an inscribed stone tablet 610mm x 610mm (24" x 24").
- b) The upper surface may slope up to 50mm (2") above ground level.
- c) A vase not exceeding 225mm (9") in length, breadth or height may be placed on the tablet.

- d) Any additional memorial in the form of a surround [see also 6.15 g and Appendix 1] will not extend beyond 100mm (4") from the front or back of the memorial stone or beyond the width of the grave space nor be of a height greater than 75mm (3").
- e) Any chippings, pebbles or other items must be entirely contained within such a surround.
- f) Surrounds may need to be removed prior to an interment taking place to allow for excavation of the grave and may be replaced at the owner's expense.

6.13 Memorials on the Traditional Sections

On these sections, memorials in the form of a flatstone, kerbstone or borderstone may cover a grave area not more than 2,285mm x 1,220mm (90" x 48") including plinths and landing stones.

Kerbstones on traditional sections shall not exceed 455mm (18") in height and other memorials, gravestones and tablets shall not exceed 915mm (36") in height including any base above ground level, except at the discretion of the council.

Parts of the memorial may need to be removed, at the owner's expense, prior to an interment taking place.

All memorials will be fixed to comply with the NAMM code of working practice.

6.14 Memorials on Sections for Baby Burials

Memorials in the form of a flatstone, headstone, vase, must not exceed 510mm (20") in height, 610mm (24") in width and 610mm (24") in depth.

Small sets of kerbstones are also allowed but they must not exceed 1,220mm (48") in length and the width of the grave space which includes the headstone to the sizes above.

Any chippings, pebbles or other items must be entirely contained within such a surround.

Graves on this section accommodate coffins to a maximum size of 1,115 mm (44") by 510mm (20").

6.15 General

- a) Any railing, palisades or chain around any grave space will be removed if it is a safety hazard to cemetery users.

- b) Monuments and gravestones will only be admitted into the cemetery at times designated by the council. No monument or gravestone will be admitted into the cemetery on Saturday, Sunday, Bank Holidays or any council staff holidays.
- c) No wooden, metal, plastic or glass memorials will be allowed on any grave within the cemetery with the exception of temporary memorials supplied by the council.
- d) All personal items placed on the grave space are left at the owners' risk.
- e) All materials for graves or memorials shall be transported into the cemetery in such manner as will avoid damage to the grounds or walks. All such material, refuse, soil or rubbish shall be removed from the cemetery immediately upon the completion of the work.
- f) Unless incorporated in the memorial, vases and flower containers must be placed at the side of any headstone, or at the head of the grave if no headstone is erected, and must not exceed 300mm (12") in height by 225mm (9") in width by 225mm (9") in thickness including the base. Any vase or container which does not comply will be removed.
- g) In the event that an additional memorial in the form of a surround is removed by the council for any reason, the council will not be liable for the costs of re-fitting the additional memorial.
- h) Shrubs, plants or flowers may not be planted over any grave in the lawn headstone sections.
- i) The council reserves the right to prune, cut down, dig up or remove any trees, shrubs, plants or flowers on any grave which, in its opinion, have become unsightly or overgrown, or obstruct the maintenance or management of the cemetery.
- j) Temporary memorials provided by the council will be removed after 12 months or when a permanent memorial is erected (whichever is the sooner).

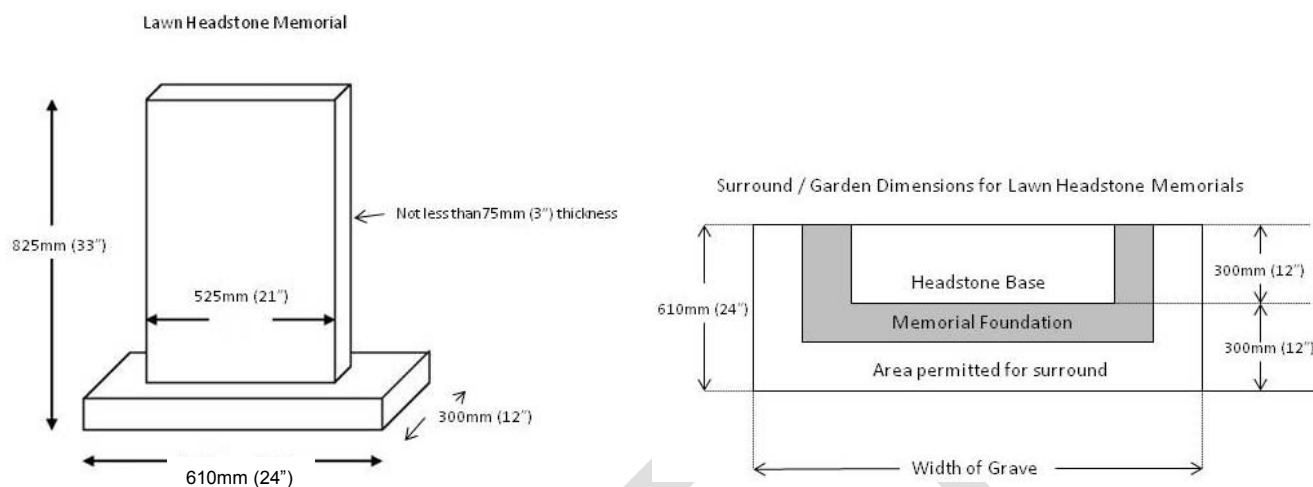
The above are intended for guidance and further advice is available on specific issues not covered in these rules and regulations.

7 Alterations to Rules and Regulations

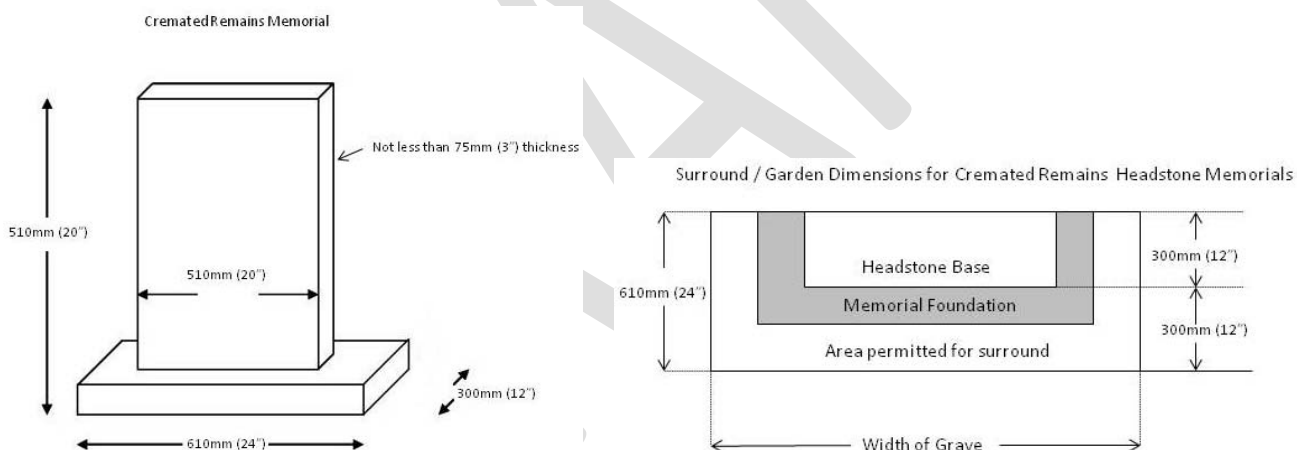
The council reserve the right to make any alterations in these rules and regulations from time to time as they think fit.

8 Appendix 1 – Diagrams (not to scale)

Lawn headstone memorial and surround / garden dimensions



Cremated remains memorial and surround / garden dimensions



The drawing illustrates three headstone configurations, labeled A, B, and C, each resting on a concrete raft. Option A includes a surround, while options B and C do not.

Option A (Left): Features a headstone with a surround. The headstone has internal dimensions of 1830mm (72") in height and 915mm (36") in width. The surround adds 1930mm (76") to the total height and 1015mm (40") to the total width. The total height of the assembly is 2590mm (102"). The base is 355mm (14") thick.

Option B (Middle): Features a headstone without a surround. The headstone has a height of 1930mm (76") and a width of 1015mm (40"). The total height of the assembly is 1930mm (76"). The base is 355mm (14") thick.

Option C (Right): Features a headstone without a surround. The headstone has a height of 1930mm (76") and a width of 1015mm (40"). The total height of the assembly is 1930mm (76"). The base is 355mm (14") thick.

Common Components: All options have a headstone that is 1525mm (60") wide. The base for all is a concrete raft, 355mm (14") thick.

Bereavement and Registration Services
Bereavement Centre Office
Willenhall Lawn Cemetery
Bentley Lane
Short Heath
Willenhall
WV12 4AE
Tel: 0300 555 2848

Walsall Cemeteries and Crematorium Rules & Regulations - 2016

Stakeholder Contact Details

Funeral Directors:

Chamberlains
A & A Walters Funeral Directors
A Hazel Funeral Directors
A J Sellman Funeral Directors
The Cooperative Funeral Care - Aldridge
Andrew Walsh Funeral Directors
Ashcroft Funeral Directors
The Cooperative Funeral Care - Bloxwich
The Cooperative Funeral Care - Bilston
Brain & Waldron Funeral Directors
Brett Quinton Funeral Directors
The Cooperative Funeral Care - Brownhills
Burgess & Harper Funeral Directors
C Crawford Funeral Services
Collyer & McBride Funeral Directors
The Cooperative Funeral Care - Castle Bromwich
The Cooperative Funeral Care - Erdington
The Cooperative Funeral Care - Nechells
Cutlers Funeral Directors
Daniel Ross Funerals
Darren Faragher Funeral Directors
Dean Harper Funeral Directors
F Jennings & Son Funeral Directors
Faragher & Maguire
Farewell Funeral Directors Ltd
F M & J Wait Funeral Directors
The Cooperative Funeral Care - Fullbrook
Gills Funeral Services
G Gibbs Funeral Directors
George Webb Funeral Directors
G Stacey Funeral Directors
The Cooperative Funeral Care-Great Barr
Halliwell Funerals- Great Wyrley
Halliwell Funerals- Pelsall
Halliwell Funerals-Heath Hayes
High Street Funerals
Hopcraft & Son Ltd
Ian Hazel Funerals Ltd
J Hartland & Son
J Howell & Daughters Ltd
John Short & Son Funeral Directors
The Cooperative Funeral Care - Kingstanding
The Cooperative Funeral Care - Lichfield
Loving Memories Funeral Services Ltd
M G Evans & Sons Ltd
The Cooperative Funeral Care - Cannock
The Cooperative Funeral Care - Heath Hayes

The Cooperative Funeral Care - Boldmere
The Cooperative Funeral Care - Burntwood
The Cooperative Funeral Care - Codsall
The Cooperative Funeral Care - Princes Square
The Cooperative Funeral Care - Reddicap
The Cooperative Funeral Care - Rugeley
The Cooperative Funeral Care - Tetenhall
Middleton & Wood Of Burntwood
Norton & District Funerals
The Cooperative Funeral Care - Penn Road
The Cooperative Funeral Care - Pleck
The Cooperative Funeral Care - Pype Hayes
Roy Quinton Funeral Directors
The Cooperative Funeral Care-Rushall
S Webb & Son Funeral Directors
Sanderson Funeral Service
Smethwick Asian Funeral Services
The Cooperative Funeral Care - St Marks
The Cooperative Funeral Care - Sutton Coldfield
T Ely & Sons Funeral Directors
The Cooperative Funeral Care - Tamworth
Urwins Undertakers Ltd
The Cooperative Funeral Care - Walsall
The Cooperative Funeral Care - Wednesfield
The Cooperative Funeral Care - Willenhall
William Mitchell Funerals Ltd
Wombourne Funeral Services

Memorial Masons:

A Walker & Sons
A Walsh Memorial
Abbey memorials Ltd
Ashcroft Memorials
Bannock Memorials
Cooperative Memorials - Harborne
Cooperative Memorials - Castle Bromwich
Charnley Memorials
Commonwealth War Graves Commission
Cooperative Memorials - Bloxwich
Dallows Memorials
Davis Memorials Ltd
Dean Harper Stone Mason
Millbrook Memorials
Emerys Monumental Services Ltd
English Rose Masonry
G A Cannell
GDM
G H Davies & Son
H Keenan Ltd

J & A Memorials
Lasting Memorials
Memorials of Distinctions
Memsafe Ltd
P J Neville
Pollard Memorials
Jones Memorials Of Dudley
R McCann
RGR Memorials
S A Lockett & Son
Snead and Knibbs
The Memorial Company
W E Jones
Hopcraft Memorials
Bellamy & Waterhouse
S Bright & Son
Halestone memorials
A Pullen Memorials
Quality Memorials
W H Tinsley
Wombourne & Kinver Memorials
W H Hartill & Co Ltd

Religious Faith Groups:

Walsall Multifaith Forum
Hindu Forum
Quakers
Lichfield Diocese
The Heart of England Baptist Association
Methodist Circuit
Lichfield, Walsall and South Staffordshire Humanist group
Union of Muslim Organisations (UMO)
Muslim Burial Committee
Helping Hands

Private individual / Organisation	Response Reference	Response	Comment	Action Taken
Ex Ample	Response Number	Question <i>Response</i>	Comment	Text accompanied by fill: Green – No change Yellow – Minor amendment / consideration required Red – Major amendment / consideration required
Individual	Response 1	Q30. Please use the space below for any other comments you wish to make on the draft rules and regulations. <i>Very clear, precise and easy to understand even for a lay person.</i>	An excellent response	No change
Individual	Response 3	Q30. Please use the space below for any other comments you wish to make on the draft rules and regulations. <i>Seem OK to me.</i>	A good response	No change
Individual	Response 4	Q10. Please tell us what time do you think would be sufficient to allow the applicant to respond before remains are scattered in the garden of remembrance? <i>Once month is not long enough if relatives do not live locally or are extremely distressed. 3-6 months would be more appropriate.</i>	We allow a minimum of one month to elapse before contacting the applicant for further instruction. We then allow a further two weeks for the applicant to respond before making arrangements for the remains to be scattered two weeks later. This allows approximately two months before any action is actually taken	No change
Individual	Response 6	Q12. Please tell us what further additional provisions do you feel are	This is a valid point that should be given some consideration however there are	No change as new extended summer

		<p>required?</p> <p><i>I think that within Islam burial as soon as is possible but certainly within 24 hours is dictated by Sharia Law. So consideration around lighting and provision in the October to March months should be considered. If not feasible for council staff to deliver the appropriate training of community volunteers should be delivered.</i></p>	<p>significant issues to consider such as Health and Safety, security and insurance</p> <p>Response passed to Gul Khan, Legal Services on 6th April 2016 for comment.</p> <p>Comment received 6th April 2016:</p> <p><i>The Sharia does not specifically <u>dictate</u> that burial take places within 24 hours of death but requires that a deceased Muslim should be buried as soon as possible. The burial period is, therefore, open to interpretation depending on local requirements/difficulties but as a guiding principle the burial <u>must take place sooner rather than later</u>.</i></p> <p><i>In Islamic countries, burial can take place within hours of the death to comply with this Sharia requirement. In non-Muslim countries due to requirements of non-religious burial regulations etc, a general religious consensus is that burial should take place within 24 hours of the person's passing if not sooner.</i></p> <p><i>In view of the above, the request for lighting and other provision to facilitate burial during the evening hours and during October-March months is reasonable and would be in keeping with the Sharia principles for the burial to take place as soon as possible. This facilitation would</i></p>	<p>hours were put in place in summer 2015</p>
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			<i>also be required in accordance with the Equality Act 2010 duties of the Council.</i>	
Individual	Response 8	Q12. Please tell us what further additional provisions do you feel are required? <i>Allowing extra time for burials without being charged enormous amount of money.</i>	So long as the funeral cortege arrives on time at the cemetery the family can take as long as they require for the burial. If the funeral cortege is late arrives, by more than 20 minutes, a £65 fee will be charged	No change
		Q17. Please tell us what approach do you feel would be appropriate? <i>Inform the one who arranges the burial of the rules and regulations.</i>	Funeral directors are aware of the Rules and Regulations and are expected to explain these to their clients (the applicants). Copies of the rules and regulations are held at Willenhall Lawn Cemetery and Streetly Crematorium offices. A condolence letter, containing excerpts of the rules and regulations, is sent to the applicant following the burial / cremation. A copy is lodged on the Bereavement Services web pages and hard copies are distributed on request	No change
		Q29. What would improve the general layout of the document? <i>Less but more concise easy to understand information.</i>	The draft rules and regulations have been updated to reflect 'plain English' style wherever possible. There are some areas that must contain service specific information / references that cannot be simplified any further	No change
		Q30. Please use the space below for any other comments you wish to make on the draft rules and regulations. <i>People are now having to pay a lot of money for burial services which is not fair. At times of austerity it seems people are</i>	Our fees are reviewed annually. These charges reflect the investment that the council continually makes to the service e.g. replacement cremators and extensions to cemeteries	No change

		<i>penalised for government and local authority failures.</i>		
Individual	Response 10	Q12. Please tell us what further additional provisions do you feel are required? <i>As is the case with other multi-cultural communities in UK, such as Bradford for instance, the opening hours of Walsall Cemeteries and interment related facilities ought to be extended when needed.</i>	We offer evening burials during the summer months and weekend burials year round. Christmas Day is the only day we do not offer a burial service	Consideration required however if we give consideration to this we must look at standby arrangements for the Registrar's, patrol team and C&G
		Q17. Please tell us what approach do you feel would be appropriate? <i>First of all, there needs to be more flexibility in terms of allowing appropriate items, such as more than 1 vase etc. on a grave. As for when there is a contravention, the council should notify the relevant individual with a 3 weeks' notice for such items to be removed. Thereafter the Council may remove it themselves and store it for a month if need be.</i>	Almost any item, so long as they are not made of glass and are inoffensive, may be placed within the permitted area - see Surround / Garden dimensions diagram. The Exclusive Right of Burial owners are notified, in writing, one month prior to any enforcement work being carried out	No change
		Q22. Please tell us what would make the diagrams easier to understand? <i>Real-life images with the appropriate details rather than mere sketches.</i>	Applicants are currently permitted to have any type of memorial, made of natural stone, so long as it fits within the stated dimensions. Using photographs of memorials may lead people to believe they are restricted to that particular style, colour or type of stone which is not the case	No change
		Q30. Please use the space below for any other comments you wish to make	No comment required	No change

		<p>on the draft rules and regulations. <i>The draft of the rules and regulations has majorly failed to accommodate for the needs of MANY individuals of the Walsall Community. Such an approach is exactly what leads to frustration amongst the community, the result of which is the Council having to incur lengthy, unnecessary and problematic issues.</i></p>		
Individual	Response 11	<p>Q17. Please tell us what approach do you feel would be appropriate? <i>Leave for at least 12 months to allow time to heal and then ask for them to be removed by relatives.</i></p>	<p>Floral tributes bought for the funeral are removed when they show signs of deterioration, if the families haven't already done so. Other articles are generally left for a reasonable period whilst the ground settles. (The length of time for settling varies dependant on soil and weather conditions.) Once settling has eased all articles on the area of the grave to be lawned will be removed before the grave is seeded. The articles are stored for a minimum of one month before being disposed of</p>	No change
		<p>Q30. Please use the space below for any other comments you wish to make on the draft rules and regulations. <i>A request should be made that relatives move away quickly from the service area to allow relatives attending the next funeral access. They should also be asked NOT to double park on the roads to allow access & departure for others.</i></p>	<p>Unfortunately this is not something that we can easily eradicate. Members may have to consider major capital investment and there would be a need to purchase more land</p>	No change
Individual	Response 13	<p>Q30. Please use the space below for</p>	<p>We require the Registrars Certificate of</p>	No change

		<p>any other comments you wish to make on the draft rules and regulations.</p> <p><i>I don't understand why the death cert needs to be collected from the civic centre and then taken to the Willenhall crematory. Is there not an easy way where technology can be used so families don't have to rush and provide documents to 2 teams? Are the 2 teams not part of 1 council?</i></p>	<p>Disposal (Parts B and C) {the green form} which must be submitted in the original format. Part C is completed following the burial / cremation and returned to the Registrars so that their, and the GRO, records can be updated. In order to ensure Bereavement Services are legally aware that the death has been registered the Registrars Certificate of Disposal must be delivered to the Willenhall Lawn Cemetery office</p>	
Funeral Director	Response 15	<p>Q10. Please tell us what time do you think would be sufficient to allow the applicant to respond before remains are scattered in the garden of remembrance?</p> <p><i>2 calendar months.</i></p>	<p>We allow a minimum of one month to elapse before contacting the applicant for further instruction. We then allow a further two weeks for the applicant to respond before making arrangements for the remains to be scattered two weeks later. This allows approximately two months before any action is actually taken</p>	No change
		<p>Q29. What would improve the general layout of the document?</p> <p><i>The document is far too verbose and could easily be precised.</i></p>	<p>The draft rules and regulations have been updated to reflect 'plain English' style wherever possible. There are some areas that must contain service specific information / references that cannot be simplified any further</p>	No change
Individual	Response 16	<p>Q12. Please tell us what further additional provisions do you feel are required?</p> <p><i>People from cultures/religions who would like same day funerals should, if possible, be offered the service but only on a cost neutral (to the council) basis. If the</i></p>	<p>This is a valid point and should be considered</p> <p>Response passed to Sue Fox, Change and Governance on 12th April 2016 for comment.</p> <p>Comment received 12th April 2016:</p>	Consideration required

		<p><i>communities involved are not prepared to pay for such a service, then it should not be offered.</i></p>	<p><i>In the Guide for Burial Ground Managers</i> <i>(www.gov.uk/government/publications/burial-grounds-guidance-for-managers)</i> 3.8 Although most burial grounds can provide a satisfactory service by operating within normal office hours, this cannot meet the requirements of some sections of the community (such as Muslims and Jews) who will require burial facilities at short notice, seven days a week. Wherever feasible to do so, therefore, burial managers providing burial facilities for all sections of their communities should explore the demand for 'out-of-hours' working, and the costs of meeting such demands. Even where demand for 'out of hours' facilities is low, a flexible response to the occasional requirement should be planned and advertised.</p> <p><i>The Local Authorities' Cemeteries Order 1977</i> 15.1 The burial authority may charge such fees as they think proper</p> <p>Some of the cost will be the same no matter what time the burial is, but when there are extra costs we, as a Council, would be quite within our rights to charge more. Leicester City, Bristol City Council, Liverpool City Council all charge more –</p>	
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			<p>see https://councillors.wycombe.gov.uk/documents/s9857/Appendix%20A.pdf</p> <p><i>Considering the Local Authority cuts being made I would seriously consider making it 'no cost to the council' or if there is a profit on 'normal hours' burial then making the same percentage of profit for 'out of hours.'</i></p> <p><i>The provision of burial services by the Council seems not to be a legal requirement; LACO has the word 'may' linked to lots of the clauses at the beginning of it.</i></p>	
Individual	Response 17	Q30. Please use the space below for any other comments you wish to make on the draft rules and regulations. 3.7 assistance dogs.	This is a valuable and valid point. The rules and regulations should be adjusted to show 'assistance dogs' as suggested	3.7 has been amended to read 'assistance dogs'
		4.3 East Chapel seats 40 - 45 (not 50).	The rules and regulations state that the number for seating is approximate	No change
		4.5 Six persons witness charge. 24/48 hours notice would be nice.	This is a valid point. The rules and regulations should be adjusted to show 'A maximum of six representatives ...'	4.5 has been amended to read 'A maximum of six representatives ...'
		4.6.9 Bone structure MAY not produce cremated remains.	This section of the rules and regulations document is a direct copy of the Instructions for Funeral Directors which is issued by the Federation of Burial and Cremation Authorities. This being the case we are not permitted to change it	No change
		4.8 more notice on music would help staff.	We agree that more notice would be	No change

			useful however it would be next to impossible to enforce this	
Individual	Response 18	Q8. Please tell us in what way(s) do the digital music facilities not meet your requirements? <i>Very poor sound quality, delay in starting the music, no co-ordination with the service taking place - awkward quietness.</i>	We have not received any other comments to this affect however we have had the system checked and it is operating within normal parameters	No change
		Q10. Please tell us what time do you think would be sufficient to allow the applicant to respond before remains are scattered in the garden of remembrance? <i>3 months.</i>	We allow a minimum of one month to elapse before contacting the applicant for further instruction. We then allow a further two weeks for the applicant to respond before making arrangements for the remains to be scattered two weeks later. This allows approximately two months before any action is actually taken	No change
		Q22. Please tell us what would make the diagrams easier to understand? <i>They should be issued to everyone when the arrangements are been made, the one's I have seen displayed are of very poor quality and not often replaced.</i>	Copies of the diagrams can be found in our rules and regulations document and on our website. Funeral directors have copies of our rules and regulations that they can show to the mourners or mourners can contact us directly for copies. We may need to provide additional help / support to funeral directors and community groups which allows / enables them to give copies to mourners when they make arrangements	No change
		Q24. What additional information is needed on the diagrams? <i>Better displays in appropriate places, which should be replaced when become</i>	Copies of the diagrams can be found in our rules and regulations document and on our website. Funeral directors have copies of our rules and regulations that	Signage updates required

		<i>poor quality, plus email address for those visiting at weekends when no one there to refer to. Directions to the office for any questions on weekdays.</i>	they can show to the mourners or mourners can contact us directly for copies. Signage at cemetery sites to be updated to show current contact details	
Individual	Response 19	<i>Q10. Please tell us what time do you think would be sufficient to allow the applicant to respond before remains are scattered in the garden of remembrance?</i> <i>2 months at least.</i>	We allow a minimum of one month to elapse before contacting the applicant for further instruction. We then allow a further two weeks for the applicant to respond before making arrangements for the remains to be scattered two weeks later. This allows approximately two months before any action is actually taken	No change
		<i>Q30. Please use the space below for any other comments you wish to make on the draft rules and regulations.</i> <i>The length of time that floral tributes be displayed after a funeral service has been reduced from 7 days to 6. To minimise any possible distress to families who may be used to the old 7 day rule, you should publicise this well at crematoria and via funeral directors.</i>	There has been no change. Floral tributes are displayed for a period of six days following the day of the funeral – seven in total. Signage may be required in the floral tribute display area to ensure all visitors are aware of this	No change
		<i>Also, you have removed the information about why infant cremations may not result in ashes. Removal of this information, though I am sure is designed to minimise distress to bereaved parents, may not help them make an informed decision about whether to opt for a burial.</i>	Information regarding the cremation of babies and infants is shown under 4.6.8	No change

		<i>14 days is not long enough for tributes to be left on a private grave. When a family has paid the very high cost for a private grave, they should be entitled to leave tributes there for a longer period.</i>	Floral tributes are left in place until they begin to show signs of deterioration. Almost any item, so long as they are not made of glass and are inoffensive, may be placed within the permitted area - see Surround / Garden dimensions diagram. The Exclusive Right of Burial owners are notified, in writing, one month prior to any enforcement work being carried out	No change
Individual	Response 20	Q30. Please use the space below for any other comments you wish to make on the draft rules and regulations. <i>I have not answered any questions, but wanted to comment on the green space environment and managing the space holistically. I am a green flag judge and have judged cemeteries that have excellent management plans, which contributes to the overall aesthetics and environment. Silverdale Cemetery has an award winning site, which is managed for family and community involvement. Such a site contributes to the local green space of the community, and can become a valuable asset.</i>	No comment required	No change
Individual	Response 21	Q17. Please tell us what approach do you feel would be appropriate? <i>For Christians the cross is a key symbol. A wooden cross should be allowed to remain on the grave for a period of 6 months or for a shorter period if a headstone is erected within 6 months.</i>	Crosses are permitted to be placed in the allocated area around the headstone so long as they do not exceed the maximum sizes specified for a memorial. If a cross is placed anywhere else on a grave it will be moved to the allocated area	No change

		<p>Q24. What additional information is needed on the diagrams? <i>Not all features shown, not all dimensions are given. The layout does not correspond to lawn section arrangement of graves as at Streetly Cemetery.</i></p>	All diagrams show the maximum permitted sizes for memorials. Applicants are currently permitted to have any type of memorial, made of natural stone, so long as it fits within the stated dimensions	No change
		<p>Q.30 Please use the space below for any other comments you wish to make on the draft rules and regulations. <i>Q12. The restriction appears to apply to Christmas day only. To overcome this the Council would need to permit a private contractor to perform all necessary and urgent functions.</i></p>	A valid point requiring consideration as Christmas day is no different to any other bank holiday throughout the year to those who are not of the Christian faith	Consideration required however if we give consideration to this we must look at standby arrangements for the Registrar's, patrol team and C&G
		<p><i>Q27. Such frame is not allowed under current Rules and Regulations. The proposed arrangement is an improvement. Provision for replacement on decay is needed.</i></p>	6.15c – consideration needs to be given to rewording this as it refers to 'permanent' memorials	Amendment made
		<p><i>Q30. Section 2 Terms needs also to define "surround", "garden", and "grave-space", for example. The Rules should require the Council to provide a location plan and a grave layout drawing with the permit / certificate of purchase.</i></p>	<p>A valid point – section 2 should have additional descriptions added to ensure clarity</p> <p>It is not practical to send location plans as they are constantly updated with further burials</p>	Definitions added
Individual	Response 23	<p>Q10. Please tell us what time do you think would be sufficient to allow the applicant to respond before remains are scattered in the garden of remembrance? <i>Two months.</i></p>	We allow a minimum of one month to elapse before contacting the applicant for further instruction. We then allow a further two weeks for the applicant to respond before making arrangements for the remains to be scattered two weeks later.	No change

			This allows approximately two months before any action is actually taken	
		Q17. Please tell us what approach do you feel would be appropriate? <i>People with young children who have passed away might want to leave little trinkets.</i>	Visitors are permitted to leave items on baby graves so long as they do not impinge on the adjacent graves. These items are not subject to enforcement	No change
		Q22. Please tell us what would make the diagrams easier to understand? <i>Plain English especially for the older generation.</i>	The draft rules and regulations have been updated to reflect 'plain English' style wherever possible. There are some areas that must contain service specific information / references that cannot be simplified any further	No change
		Q30. Please use the space below for any other comments you wish to make on the draft rules and regulations. <i>Any region should be able to use the extend time slot and should be entourages to do so not just one faith.</i>	This service is available to all users	No change
Individual	Response 25	Q12. Please tell us what further additional provisions do you feel are required? <i>Facilities need to be provided all year round, not just April to September.</i>	<p>We do offer an 'out of hours' burial service during this period but it is offered in the late afternoon rather than the evening due to the light levels at this time of year. However this is a valid point that should be given some consideration but consideration must be given to Health and Safety, security and insurance</p> <p>Response passed to Gul Khan, Legal Services on 6th April 2016 for comment. Comment received 6th April 2016: <i>The Sharia does not specifically <u>dictate</u></i></p>	No change as new extended summer hours were put in place in summer 2015

			<p><i>that burial take places within 24 hours of death but requires that a deceased Muslim should be buried as soon as possible. The burial period is, therefore, open to interpretation depending on local requirements/difficulties but as a guiding principle the burial <u>must take place sooner rather than later</u>.</i></p> <p><i>In Islamic countries, burial can take place within hours of the death to comply with this Sharia requirement. In non-Muslim countries due to requirements of non-religious burial regulations etc, a general religious consensus is that burial should take place within 24 hours of the person's passing if not sooner.</i></p> <p><i>In view of the above, the request for lighting and other provision to facilitate burial during the evening hours and during October-March months is reasonable and would be in keeping with the Sharia principles for the burial to take place as soon as possible. This facilitation would also be required in accordance with the Equality Act 2010 duties of the Council.</i></p>	
Individual	Response 26	<p><i>Q30. Please use the space below for any other comments you wish to make on the draft rules and regulations.</i></p> <p><i>I don't think ANY burials should take place on a Good Friday. I think it should be an</i></p>	<p>A valid point requiring consideration as Christmas day is no different to any other bank holiday throughout the year to those who are not of the Christian faith</p>	<p>Consideration required however if we give consideration to this we must look at standby arrangements for the</p>

		<p>exception along with Christmas day - if not more so!</p>	<p>Response passed to Sue Fox, Change and Governance on 12th April 2016 for comment.</p> <p>Comment received 12th April 2016: <i>The facilities are open to people of all or no faiths, therefore to restrict when burials are allowed to take place, should not be limited to the observances of one faith. Burial grounds that are linked to one faith e.g. church yards are quite within their rights to choose when they have burials.</i></p> <p><i>The days of closure/no burials could be related to the banks holidays in England or to the days when council services are open or when burial authorities wish – probably best in consultation with local communities.</i></p>	<p>Registrar's, patrol team and C&G</p>
Individual	Response 27	<p>Q30. Please use the space below for any other comments you wish to make on the draft rules and regulations. <i>We should not allow burials at Easter time.</i></p>	<p>A valid point requiring consideration as Christmas day is no different to any other bank holiday throughout the year to those who are not of the Christian faith</p> <p>Response passed to Sue Fox, Change and Governance on 12th April 2016 for comment.</p> <p>Comment received 12th April 2016: <i>The facilities are open to people of all or no faiths, therefore to restrict when burials are allowed to take place, should not be limited to the observances of one faith. Burial grounds that are linked to one faith</i></p>	<p>Consideration required however if we give consideration to this we must look at standby arrangements for the Registrar's, patrol team and C&G</p>

			<p><i>e.g. church yards are quite within their rights to choose when they have burials.</i></p> <p><i>The days of closure/no burials could be related to the banks holidays in England or to the days when council services are open or when burial authorities wish – probably best in consultation with local communities.</i></p>	
Individual	Response 29	<p>Q8. Please tell us in what way(s) do the digital music facilities not meet your requirements?</p> <p><i>Hymns played at tempo not in time with that required by congregation. Personal recordings not accepted now, e.g. grandson's singing of a song he wrote in memory of deceased.</i></p>	Personal recordings are accepted but must be submitted in advance of the funeral. If they are submitted at short notice they must be supplied on a CD as they will not be able to be played through the digital music system	No change
		<p>Q22. Please tell us what would make the diagrams easier to understand?</p> <p><i>Not seen or required to be seen.</i></p>	No comment required	No change
		<p>Q24. What additional information is needed on the diagrams?</p> <p><i>As per Q.21 and 22 - Not seen or required to be seen.</i></p>	No comment required	No change
		<p>Q30. Please use the space below for any other comments you wish to make on the draft rules and regulations.</p> <p><i>Funerals today are experiencing difficulties through lack of parking spaces at the Crematorium. Considerable increase in available spaces is required. Reserved spaces for ministers would bring</i></p>	A valid point but extension is not possible due to the location of ashes interments / scatters in the surrounding vicinity	No change

		<i>Streetly in line with provisions at most other crematoria.</i>		
Individual	Response 30	<p>Q10. Please tell us what time do you think would be sufficient to allow the applicant to respond before remains are scattered in the garden of remembrance?</p> <p><i>When my Uncle passed away the crematorium neglected to tell us he was kept in a shoe box on a shelf in the crematorium. We had to contact the crematorium to get his ashes back. It was only by chance that we found out his ashes were being stored. If you make such mistakes in future then people need longer. I would suggest 3 months.</i></p>	<p>We allow a minimum of one month to elapse before contacting the applicant for further instruction. We then allow a further two weeks for the applicant to respond before making arrangements for the remains to be scattered two weeks later. This allows approximately two months before any action is actually taken</p>	No change
		<p>Q12. Please tell us what further additional provisions do you feel are required?</p> <p><i>I feel that this is discrimination on the grounds that it is jumping the queue. When my grandparents passed away at Christmas time we had to wait over 2 weeks for a burial. Those from a culture that required undue burial queue jumped which prolonged our grieving process. I feel that people should not be able to queue jump and slots should not be reserved. It should be first come first served.</i></p>	<p>The same day funeral service is available to all users upon request. It is unusual for delays in booking times to be the fault of the Bereavement and Registration Services. Delays are often caused by funeral directors and officiants who have other services to accommodate</p>	No change
		<p>Q30. Please use the space below for any other comments you wish to make</p>	<p>These actions have never been, and will never be, taken at any of the Walsall</p>	No change

		<p>on the draft rules and regulations.</p> <p><i>I think it is disgusting that the council have knocked over grave stones on the grounds they are unsafe and used sledge hammers to break some up. This vandalism has been blamed on local residents which is grossly unfair. Some of these gravestones are part of our heritage and it is obviously being done so as to grass over areas and make it easier to mow. Disgraceful! There seems to be a lack of pride in the job as gravestones are constantly hit with lawn mowers knocking them off their pegs with no regard to the feelings of relatives (look at Ryecroft). Stop pushing gravestones over that are safe.</i></p>	<p>Council cemeteries. In the event that a headstone becomes unsafe measures are taken to secure it which may involve laying the headstone down on the grave but this would be done with care as we understand the importance of the memorial to the owners</p>	
Religious Group	Response 31	<p>Q10. Please tell us what time do you think would be sufficient to allow the applicant to respond before remains are scattered in the garden of remembrance?</p> <p><i>For grieving families if they haven't given instructions via their funeral director I would allow three months to reply. The final resting place is another key step for the families and once it is made it can't be changed, and some families may need more time after a funeral has happened.</i></p>	<p>We allow a minimum of one month to elapse before contacting the applicant for further instruction. We then allow a further two weeks for the applicant to respond before making arrangements for the remains to be scattered two weeks later. This allows approximately two months before any action is actually taken</p>	No change
		<p>Q17. Please tell us what approach do you feel would be appropriate?</p> <p><i>I think the families need to be made</i></p>	<p>A valid point – signage within the cemeteries will be updated when the rules and regulations have been passed by</p>	Signage updates required

		<i>clearly aware of this, beyond the notice in the cemetery - this is probably the most significant area clergy have to deal with in church graveyards, and it can lead to a lot of unhelpful media involvement and distress for families and church members alike. Many graveyards display the regulations but it is incredibly difficult to enforce them without distress being caused.</i>	elected members	
		Q22. Please tell us what would make the diagrams easier to understand? <i>I put no simply because I think if the diagrams come BEFORE the lengthy descriptions it is much easier to understand what is being referred to, rather than including them in an appendix.</i>	A valid point the diagrams should be moved to the start of the text	Diagrams have been moved to the front of the relevant sections of text
		Q30. Please use the space below for any other comments you wish to make on the draft rules and regulations. <i>I may have missed it but reference is made to flowers/personal tributes being removed 14 days after the burial, and wreaths etc. in Feb. What about flowers, wind charms, teddies, cards etc. placed on graves at anniversaries, birthdays etc.? Are they permitted and how long can they be left there? Some people have asked for burials in a church graveyard because of the amount of personal belongings left in some council cemeteries. These rules/regulations bring the two much</i>	Almost any item, so long as they are not made of glass and are inoffensive, may be placed within the permitted area - see Surround / Garden dimensions diagram. The Exclusive Right of Burial owners are notified, in writing, one month prior to any enforcement work being carried out	No change

		<i>closer together which I certainly welcome. Once the funeral has taken place it is often the ongoing what can and can't happen, that contributes towards helping those who grieve.</i>		
Individual	Response 32	<p>Q30. Please use the space below for any other comments you wish to make on the draft rules and regulations.</p> <p><i>I have recently used the crematorium for the cremation of a very close relative. Extending the time of the cremation would be a welcome change as I felt extremely rushed in the service and the opening of the exit door during the last song of the service much to early was not fair as we wanted our family and friends to listen to it before having to leave. Also leaving the crematorium we could see a family ready to go in to the same wing. It made it seem like an impersonal conveyor belt.</i></p>	Unfortunately this is not something that we can control. Funeral directors are aware that the chapels are in constant use and are expected to do all they can to advise their mourners accordingly. Once the mourners have exited the chapel they are under the control of the funeral director. Additional service times can be booked if required	No change
Individual	Response 33	<p>Q12. Please tell us what further additional provisions do you feel are required?</p> <p><i>In some countries funerals are done on Saturdays so that is something the council could consider in the future if it does not exist already.</i></p>	We do permit burial and cremation services on Saturdays if requested to do so	No change
		<p>Q22. Please tell us what would make the diagrams easier to understand?</p> <p><i>I have not seen the diagrams</i></p>	No comment required	No change
		<p>Q24. What additional information is needed on the diagrams?</p>	No comment required	No change

		<i>I have not seen the diagrams</i>		
		Q28. Is the general layout of the draft rules and regulations document easy to follow? Select ONE only. <i>Q28. was not marked</i>	No comment required	No change
		Q30. Please use the space below for any other comments you wish to make on the draft rules and regulations. <i>Q8. I have never heard of the digital service and never had cause to use it.</i>	No comment required	No change
		<i>Q10. At Willenhall Lawn there is no toilet facility for mourners which is something the council should look at restoring.</i>	There is no longer provision for facilities to be offered at Willenhall Lawn Cemetery but it is feasible to make provision for the toilets to be open during office hours	Consideration required
		<i>Q15. I did not know that a coffinless burial existed.</i>	No comment required	No change
		<i>Q18. What is the block-lined grave facility?</i>	No comment required	No change
		<i>Q20. No idea about the block-lined graves facility.</i>	No comment required	No change
		<i>Q27. No idea they look like.</i>	No comment required	No change
Funeral Director	Response 34	Q30. Please use the space below for any other comments you wish to make on the draft rules and regulations. <i>Thoughts on amendments to Walsall's Revised R&Rs Draft 2016. We've read through the proposed amended draft copy and would offer the following observations, comments and suggestions as requested:</i>	No comment required	No change
		<i>1. Page 18 – 6.1 – Inaccurate wording on two points:</i>	The British Register of Accredited Memorial Masons (BRAMM) does not	Minor change required

		<p>a) BRAMM is purely a Register and therefore does not have Members.</p> <p>b) A fixer can be listed on the BRAMM Register and/or hold a NAMM RQMF fixer licence without necessarily being a Member of NAMM.</p> <p>Suggest replacement wording: Memorial Masonry companies and their representatives working in the cemeteries must be accredited by the British Register of Accredited Memorial Masons (BRAMM) or the National Association of Memorial Masons (NAMM). All memorial fixers must carry their personal accreditation when fixing or removing memorials. Memorials must be erected to the current British Standard BS8415.</p>	<p>have members so the wording will need to be reviewed</p>	
		<p>2. Page 20 – 6.8 – This presumably refers to burial size lawn memorials which have to be a minimum of 3” thick. However, on a cremation section or a babies section we presume we will still be able to use 2” material?</p>	<p>Both Lawn headstones and cremated remains memorials must be 3” thick. However baby memorials may be any thickness dependant on the style and material of the chosen memorial. This particular point could be removed as the thicknesses required are specified for each type of memorial see points 6.10a and 6.11a.</p> <p>This response has highlighted the fact that we do not currently require the thickness to be listed on the memorial application. In order to ensure future memorials comply with the rules and regulations we will need to add another collection field to the</p>	<ul style="list-style-type: none"> - Section 6.8 has been struck from the document - New information field required on memorial application forms to ensure masons comply

			relevant form	
		3. Page 20 – 6.10-a) Please see item 2 above.	Lawn headstones must be 3” thick therefore no alterations are required	No change
		4. Page 20 – 6.10-g) – This clause states ‘a standard wooden frame’ a) Does this mean the Council are not going to pursue granite frames such as the trial ones we supplied and fitted as examples for the Muslim community about 12 months ago? b) Are other materials are permitted? c) Is the supply and fitting of such frames restricted solely to the Council?	a) We appreciate the trial units supplied by this funeral director however there has not been any uptake by the community b) Currently only wooden frames are permitted c) Yes	No change
		5. Page 21 – 6.11-a) Please see item 2 above.	Cremated remains headstones must be 3” thick therefore no alterations are required	No change
		6. Page 21 – 6.11-a) The base on a cremation lawn memorial is usually 23” wide to allow for the fact that a metric 24” reinforced concrete foundation slab has a top surface of 23½” to allow for it to come out of the mould correctly. In casting terms this is known as ‘leave’ therefore a 23” wide base would be NAMM compliant as its foundation is greater in plan than its base whereas a 24” wide base wouldn’t.	As this respondent suggests the sides of the slab do slope slightly due to the way the concrete is cast however the overall measurement of the slab is 24” when taken at the widest part of the slab	No change
		7. Page 21 – 6.11-f) Should refer to ‘the current NAMM Code of Working Practice supporting BS8415.’	This document is designed to be understood by all service users not just the professionals. British Standards can be updated as often as required. If we listed the specific British Standards number, as suggested, we would have to reproduce the rules and regulations every	No change

			time there was an update	
		8. Page 22 – 6.13 <i>With a landing foundation on a traditional section a maximum of 90” x 48” is fine but the plinth size should not exceed 78” x 36”.</i>	The measurements listed within the rules and regulations are the maximum permitted surface area that memorials can be placed on. We are not stipulating that the memorial must be that size – the size and type of memorials are decided by the applicant	No change
		9. Page 22 – 6.13 <i>Should refer to ‘the current NAMM Code of Working Practice supporting BS8415.’</i>	This document is designed to be understood by all service users not just the professionals. British Standards can be updated as often as required. If we listed the specific British Standards number, as suggested, we would have to reproduce the rules and regulations every time there was an update	No change
		10. Page 22 – 6.14 <i>Please see item 2 above.</i>	There is no specified thickness for baby memorials due to the fact the applicant can specify any size or style of memorial so long as it fits within our maximum measurements	No change
		11. Page 23 – 6.15-h) <i>Could this restriction be expand to read, “Shrubs, plants or flowers may not be planted over, or in between, any grave in the lawn headstones sections.” (This would prevent the ongoing ‘heave’ problems caused by conifer trees, etc. planted between foundation slabs).</i>	This is a valid point as we do experience issues with ‘heave’ caused by plants that are not maintained within the permitted area - see Surround / Garden dimensions diagram. However if we restricted planting as suggested there would be no point in permitting this area in the first place. If we follow the respondents suggestion we would have to provide a prescriptive list of plants for use in the cemeteries which, in itself, could be contentious	No change

		Miscellaneous thoughts:		
		<i>a) There is no mention anywhere in the Revised Draft R&Rs about QR Codes being permitted on a memorials and, though this is still an emerging product offering in the UK, a number of burial authorities have made provision in their R&Rs to accommodate them? This would appear to be the ideal opportunity for any such consideration on your part?</i>	So far there have been no requests for QR codes however we would permit these to be placed on the memorial(s) if asked	No change
		<i>b) To extend freedom of choice for the bereaved, might it be possible to have new sections designated to monoliths and/or traditional memorials in North Walsall, Willenhall Lawn and Streetly Cemeteries?</i>	Walsall currently has three cemeteries (Willenhall, North Walsall, Streetly) at which new full coffin interments are available and these are laid out as lawn graves. Traditional cemeteries could be provided in the future but, due to the quality of the soil in these cemeteries preventing machine digging / necessitating hand digging, it would only be possible to offer single burials. This would be an inefficient use of the land available and would be impractical in terms of ongoing maintenance in the current financial climate	Consideration required
		<i>We hope the above observations, comments and suggestions are helpful in your deliberations.</i>	No comment required	No change
Individual	Response 36	Q10. Please tell us what time do you think would be sufficient to allow the applicant to respond before remains are scattered in the garden of remembrance?	We allow a minimum of one month to elapse before contacting the applicant for further instruction. We then allow a further two weeks for the applicant to respond before making arrangements for the	No change

		2 months	remains to be scattered two weeks later. This allows approximately two months before any action is actually taken	
		Q22. Please tell us what would make the diagrams easier to understand? Q.21 - Not marked	No comment required	No change
		Q24. What additional information is needed on the diagrams? Q.23 - Not marked	No comment required	No change
Individual	Response 38	Q30. Please use the space below for any other comments you wish to make on the draft rules and regulations. Q.19 - No	No comment required	No change
		Q.20 - Not part of my religion (Hinduism)	No comment required	No change
		Q.30 - No comments	No comment required	No change
Individual	Response 39	Q8. Please tell us in what way(s) do the digital music facilities not meet your requirements? <i>We have occasions when people request a scottish piper, in person. Also sometimes the version of a piece of music played is inappropriate.</i>	The funeral director is responsible for arranging live music at the request of the mourners. All tracks from the digital music system are played by request. If a mourner feels that these are inappropriate they should take this up with the applicant or funeral director	No change
	Response 46	Q10. Please tell us what time do you think would be sufficient to allow the applicant to respond before remains are scattered in the garden of remembrance? 6 months	We allow a minimum of one month to elapse before contacting the applicant for further instruction. We then allow a further two weeks for the applicant to respond before making arrangements for the remains to be scattered two weeks later. This allows approximately two months before any action is actually taken	No change

		<p>Q17. Please tell us what approach do you feel would be appropriate? <i>I think the one month thing is appropriate but the articles in the regulation themselves need reviewing.</i></p>	No comment required	No change
		<p>Q22. Please tell us what would make the diagrams easier to understand? <i>Title the diagrams so the aspect doesn't have to be deciphered.</i></p>	<p>The diagrams are shown under headings which indicate which section they apply to. Each diagram has the dimensions marked upon it with arrows, rather than words, indicating the aspect that measurement relates to i.e.</p> <p>↔ equates to width,</p> <p>↗ equates to depth,</p> <p>↑ equates to height</p>	No change
		<p>Q24. What additional information is needed on the diagrams? <i>details relating to lettering sizes etc. That being said...this is all something I'd expect the masons to know and be aware of. DEaling with this at a time of loss isn't going to be easy for anyone.</i></p>	<p>There are no restrictions regarding the size of lettering permitted on memorials. The only stipulation we make is that all memorials must have the section and number of the grave engraved, either on the back or the side, in good legible lettering not more than 12mm (½") in height. Masons are permitted to engrave their name or initials on the memorial too so long as they don't use an address. This text must be placed in an inconspicuous position</p>	No change
Community or Voluntary Organisation	Response 70	<p>Q12. Please tell us what further additional provisions do you feel are required? <i>side edgings</i></p>	Standard wooden frames are permitted so long as they are level with the surrounding ground so they don't impede the grass maintenance regime	No change

		<p>Q17. Please tell us what approach do you feel would be appropriate? <i>we should be allowed edging and flower beds</i></p>	<p>Standard wooden frames are permitted so long as they are level with the surrounding ground so they don't impede the grass maintenance regime</p> <p>Almost any item, so long as they are not made of glass and are inoffensive, may be placed within the permitted area - see Surround / Garden dimensions diagram. This includes plants</p>	No change
		<p>Q22. Please tell us what would make the diagrams easier to understand? <i>no easily available</i></p>	<p>Copies of the diagrams can be found in our rules and regulations document and on our website. Funeral directors have copies of our rules and regulations that they can show to the mourners or mourners can contact us directly for copies</p>	No change
		<p>Q24. What additional information is needed on the diagrams? <i>not easily available</i></p>	<p>Copies of the diagrams can be found in our rules and regulations document and on our website. Funeral directors have copies of our rules and regulations that they can show to the mourners or mourners can contact us directly for copies</p>	No change
		<p>Q29. What would improve the general layout of the document? <i>need to be on burial order</i></p>	<p>Funeral directors are aware of the Rules and Regulations and are expected to explain these to their clients (the applicants). Copies of the rules and regulations are held at Willenhall Lawn Cemetery and Streetly Crematorium offices. A condolence letter, containing excerpts of the rules and regulations, is sent to the applicant following the burial /</p>	No change

			cremation. A copy is lodged on the Bereavement Services web pages and hard copies are distributed on request	
		Q30. Please use the space below for any other comments you wish to make on the draft rules and regulations. <i>the rules regulation need to supplied with burial ORDER along with term conditions</i>	Funeral directors are aware of the Rules and Regulations and are expected to explain these to their clients (the applicants). Copies of the rules and regulations are held at Willenhall Lawn Cemetery and Streetly Crematorium offices. A condolence letter, containing excerpts of the rules and regulations, is sent to the applicant following the burial / cremation. A copy is lodged on the Bereavement Services web pages and hard copies are distributed on request	No change
Individual	Response 71	Q30. Please use the space below for any other comments you wish to make on the draft rules and regulations. <i>Need toilets at cemeteries</i>	No response required	No change

Similar responses grouped with officer's response

Question 29 – What would improve the general layout of the document?		
Respondent		Officer Response
No.	Response	
9	Less but more concise easy to understand information.	The draft Rules and Regulations have been updated to reflect 'plain English' style wherever possible. There are some areas however that must contain service specific information / references that cannot therefore be simplified any further.
15	The document is far too verbose and could easily be precised.	

Question 22 – Please tell us what would make the diagrams easier to understand?		
Respondent		Officer Response
No.	Response	
10	Real-life images with the appropriate details rather than mere sketches.	The diagrams are now shown under the relevant section headings as well as being shown in Appendix 1. Each diagram has the dimensions marked upon it with arrows, rather than words, indicating the aspect that measurement relates to.
18	They should be issued to everyone when the arrangements are been made, the one's I have seen displayed are of very poor quality and not often replaced.	
23	Plain English especially for the older generation.	Applicants are currently permitted to have any type of memorial, made of natural stone, so long as it meets the stated dimensions. Using photographs of memorials may lead people to believe they are restricted to that particular style, colour or type of stone which is not the case.
31	I put no simply because I think if the diagrams come BEFORE the lengthy descriptions it is much easier to understand what is being referred to, rather than including them in an appendix.	
46	Title the diagrams so the aspect doesn't have to be deciphered.	Copies of the diagrams can be found in our Rules and Regulations document and on our website. Funeral directors have copies of our Rules and Regulations that they can show to the mourners or mourners can contact us directly for copies. Bereavement and Registration officers may need to provide additional help / support to funeral directors and community groups which allows / enables them to give copies of the Rules and Regulations to mourners when they make their burial arrangements.
70	no easily available	

Question 24 - What additional information is needed on the diagrams?

Respondent		Officer Response
No.	Response	
18	Better displays in appropriate places, which should be replaced when become poor quality, plus email address for those visiting at weekends when no one there to refer to. Directions to the office for any questions on weekdays.	<p>Copies of the diagrams can be found in the Rules and Regulations document and on the Council's website. Funeral directors have copies of the Rules and Regulations that they can show to the mourners or mourners can contact us directly for copies. Bereavement and Registration officers may need to provide additional help / support to funeral directors and community groups which allows / enables them to give copies of the Rules and Regulations to mourners when they make arrangements.</p> <p>New signage showing highlights of the revised Rules and Regulations, and listing contact information, will be installed at each of the cemeteries and crematorium when cabinet approval has been given.</p>
21	Not all features shown, not all dimensions are given. The layout does not correspond to lawn section arrangement of graves as at Streetly Cemetery.	
46	details relating to lettering sizes etc. That being said...this is all something I'd expect the masons to know and be aware of. DEALING with this at a time of loss isn't going to be easy for anyone.	
70	not easily available	

Question 12 – Please tell us what further additional provisions do you feel are required?

Respondent		Officer Response
No.	Response	
6	I think that within Islam burial as soon as is possible but certainly within 24 hours is dictated by Sharia Law. So consideration around lighting and provision in the October to March months should be considered. If not feasible for council staff to deliver the appropriate training of community volunteers should be delivered.	<p>These responses have been passed to the legal team and the equalities team for comment (detailed in the Consultation Feedback Summary).</p> <p>Interments or scattering of cremated remains can take place Monday to Friday between 9.30am and 3pm (2.15pm during December and January) on completion of the necessary forms and payment of any fees. There is also service provision for expedient burials at weekends and all bank holidays except Christmas day. In addition at Streetly Cemetery burials can take place up to 8.30pm from April – September.</p> <p>Sharia Law does not dictate that burials should take place within 24 hours of death but suggests that the</p>
10	As is the case with other multi-cultural communities in UK, such as Bradford for instance, the opening hours of Walsall Cemeteries and interment related facilities ought to be extended when needed.	

16	<p>People from cultures/religions who would like same day funerals should, if possible, be offered the service but only on a cost neutral (to the council) basis. If the communities involved are not prepared to pay for such a service, then it should not be offered.</p>	<p>burial take place as soon as possible. In non-Muslim countries the general religious consensus is that a burial will take place within 24 hours. Although the request for lighting and other provision to facilitate burial during the evening hours and during October-March months seems reasonable other factors must be considered such as the high likelihood of inclement weather and increased health and safety risks to all involved.</p> <p>The Local Authorities' Cemeteries Order 1977, paragraph 15.1 states 'The burial authority may charge such fees as they think proper.</p>
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Question 10 – Please tell us what time do you think would be sufficient to allow the applicant to respond before cremated remains are scattered in the garden of remembrance?

Respondent		Officer Response
No.	Response	
4	Once month is not long enough if relatives do not live locally or are extremely distressed. 3-6 months would be more appropriate.	<p>A minimum of one month passes before attempts are made to contact the applicant for further instruction. A further two weeks elapse in order to allow the applicant to respond before any arrangements are made for the remains to be scattered. The cremated remains are scattered two weeks later. This allows approximately two months before any action is actually taken.</p>
15	2 calendar months.	
18	3 months.	
23	Two months.	
30	When my Uncle passed away the crematorium neglected to tell us he was kept in a shoe box on a shelf in the crematorium. We had to contact the crematorium to get his ashes back. It was only by chance that we found out his ashes were being stored. If you make such mistakes in future then people need longer. I would suggest 3 months.	
31	For grieving families if they haven't given instructions via their funeral director I would allow three months to reply. The final resting place is another key step for the families	

	and once it is made it can't be changed, and some families may need more time after a funeral has happened.	
36	2 months	
46	6 months	

Question 17 – Please tell us what approach do you feel would be appropriate?

Respondent		Officer Response
No.	Response	
8	Inform the one who arranges the burial of the Rules and Regulations.	<p>Funeral directors have copies of the Rules and Regulations that they can show to the mourners or mourners can contact us directly for copies. Bereavement and Registration officers may need to provide additional help / support to funeral directors and community groups which allows / enables them to give copies of the Rules and Regulations to mourners when they make arrangements.</p> <p>New signage showing highlights of the revised Rules and Regulations, and listing contact information, will be installed at each of the cemeteries and crematorium when cabinet approval has been given.</p>
10	First of all, there needs to be more flexibility in terms of allowing appropriate items, such as more than 1 vase etc. on a grave. As for when there is a contravention, the council should notify the relevant individual with a 3 weeks' notice for such items to be removed. Thereafter the Council may remove it themselves and store it for a month if need be.	
11	Leave for at least 12 months to allow time to heal and then ask for them to be removed by relatives.	
21	For Christians the cross is a key symbol. A wooden cross should be allowed to remain on the grave for a period of 6 months or for a shorter period if a headstone is erected within 6 months.	
23	People with young children who have passed away might want to leave little trinkets.	
31	I think the families need to be made clearly aware of this, beyond the notice in the cemetery - this is probably the most significant area clergy have to deal with in church graveyards, and it can lead to a lot of unhelpful media involvement and distress for families and church members alike. Many graveyards	

	display the regulations but it is incredibly difficult to enforce them without distress being caused.	
46	I think the one month thing is appropriate but the articles in the regulation themselves need reviewing.	

Question 30 – Please use the space below for any other comments you wish to make on the draft Rules and Regulations.

Respondent		Officer Response
No.	Response	
8	People are now having to pay a lot of money for burial services which is not fair. At times of austerity it seems people are penalised for government and local authority failures.	Cemetery and crematorium fees are reviewed annually. These charges reflect the investment that the council continually makes to the service, for example replacement cremators and extensions to cemeteries.
10	The draft of the Rules and Regulations has majorly failed to accommodate for the needs of MANY individuals of the Walsall Community. Such an approach is exactly what leads to frustration amongst the community, the result of which is the Council having to incur lengthy, unnecessary and problematic issues.	Unfortunately this respondent did not clarify what they felt the needs of the community are. As evidenced in the Cabinet Report and the Stakeholder Contact Details document Bereavement and Registration Officers contacted community groups to ensure that they had a chance to comment on the revised rules and regulations.
11	A request should be made that relatives move away quickly from the service area to allow relatives attending the next funeral access. They should also be asked NOT to double park on the roads to allow access & departure for others.	Bereavement and Registration Officers do ask attendees to move to the floral tribute display area when they can. It is not possible, with current staff levels, to direct vehicles when they are on site. Some services garner a higher than average number of attendees and the car park facility is, in these circumstances, insufficient however additional parking is available on the internal roadways.
19	<p>The length of time that floral tributes be displayed after a funeral service has been reduced from 7 days to 6. To minimise any possible distress to families who may be used to the old 7 day rule, you should publicise this well at crematoria and via funeral directors.</p> <p>Also, you have removed the information about why infant cremations may not result in ashes. Removal of this information, though</p>	<p>There has been no change. Floral tributes left at the crematorium are displayed for a period of six days following the day of the funeral – seven in total. Signage may be required in the floral tribute display area to ensure all visitors are aware of this.</p> <p>Information regarding the cremation of babies and infants, issued by the Federation of Burial and Cremation Authorities, is shown under 4.6.8 of</p>

	<p>I am sure is designed to minimise distress to bereaved parents, may not help them make an informed decision about whether to opt for a burial.</p> <p>14 days is not long enough for tributes to be left on a private grave. When a family has paid the very high cost for a private grave, they should be entitled to leave tributes there for a longer period.</p>	<p>the Rules and Regulations.</p> <p>At the time of the funeral flowers, wreaths and other small personal tributes may be placed over the grave. These will be removed after a minimum of 14 days. During this period other items will be removed if, in the opinion of the council, they interfere with the maintenance of the grounds.</p> <p>Items, so long as they are not made of glass and are not deemed dangerous to visitors or staff, may be placed within the permitted area. The grave rights owners are notified, in writing, one month prior to any enforcement work being carried out</p>
21	The Rules should require the Council to provide a location plan and a grave layout drawing with the permit / certificate of purchase.	It is not practical to send location plans as they are constantly updated with further burials. Grave layout diagrams are shown in the rules and regulations.
26	I don't think ANY burials should take place on a Good Friday. I think it should be an exception along with Christmas day - if not more so!	<p>Respondents 26 and 27 gave similar responses which have been passed to the equalities team for comment (detailed in the Consultation Feedback Summary).</p> <p>The cemeteries and crematorium are open to everyone, irrespective of their beliefs, so burials and cremations should not be limited to the observances of one faith. Expedient burial services are currently offered every day of the year with the sole exception of Christmas day.</p>
27	We should not allow burials at Easter time.	<p>It would be possible for an expedient burial service to be offered on Christmas day as it is on every other bank holiday. However consideration must be given to the standby arrangements and additional costs (or premium pricing) for the Registrar's, patrol team and Clean and Green operatives.</p>
29	Funerals today are experiencing difficulties through lack of parking spaces at the Crematorium. Considerable increase in available spaces is required. Reserved spaces for ministers would bring	Some services garner a higher than average number of attendees and the car park facility is, in these circumstances, insufficient however additional parking is available on the internal roadways.

	Streetly in line with provisions at most other crematoria.	
30	<p>I think it is disgusting that the council have knocked over grave stones on the grounds they are unsafe and used sledge hammers to break some up. This vandalism has been blamed on local residents which is grossly unfair. Some of these gravestones are part of our heritage and it is obviously being done so as to grass over areas and make it easier to mow. Disgraceful! There seems to be a lack of pride in the job as gravestones are constantly hit with lawn mowers knocking them off their pegs with no regard to the feelings of relatives (look at Ryecroft). Stop pushing gravestones over that are safe.</p>	<p>These actions have never been, and will never be, taken at any of the Walsall Council cemeteries. In the event that a headstone becomes unsafe measures are taken to secure it, which may involve laying the headstone down on the grave, but this would be done with care as we understand the importance of the memorial to the owners.</p>
31	<p>I may have missed it but reference is made to flowers/personal tributes being removed 14 days after the burial, and wreaths etc. in Feb. What about flowers, wind charms, teddies, cards etc. placed on graves at anniversaries, birthdays etc.? Are they permitted and how long can they be left there? Some people have asked for burials in a church graveyard because of the amount of personal belongings left in some council cemeteries. These rules/regulations bring the two much closer together which I certainly welcome. Once the funeral has taken place it is often the ongoing what can and can't happen, that contributes towards helping those who grieve.</p>	<p>Items, so long as they are not made of glass and are not deemed dangerous to visitors or staff, may be placed within the permitted area. The grave rights owners are notified, in writing, one month prior to any enforcement work being carried out.</p>
32	<p>I have recently used the crematorium for the cremation of a very close relative. Extending the time of the cremation would be a welcome change as I felt extremely rushed in the service and the opening of the exit door during the last song of the service much to early was not fair as we wanted our family and friends to listen to it before having to leave. Also leaving the crematorium we could see a family ready to go in to the same</p>	<p>Unfortunately this is not something that we can control. Funeral directors are aware that the chapels are in constant use and are expected to do all they can to advise their mourners accordingly. Additional service times can be booked if required.</p>

	wing. It made it seem like an impersonal conveyor belt.	
70	the rules regulation need to supplied with burial ORDER along with term conditions	Local funeral directors are aware of the Rules and Regulations and would be expected to explain these to their clients (the applicants) as part of the professional services they offer. A copy of the Rules and Regulations are lodged on the Bereavement Services web pages and hard copies are available on request. A condolence letter, containing excerpts of the Rules and Regulations, is sent to the applicant following the burial / cremation. Bereavement and Registration officers may need to provide additional help / support to funeral directors and community groups which allows / enables them to give copies of the Rules and Regulations to mourners when they make arrangements

Sample of pictures of compliant areas within Walsall Cemeteries

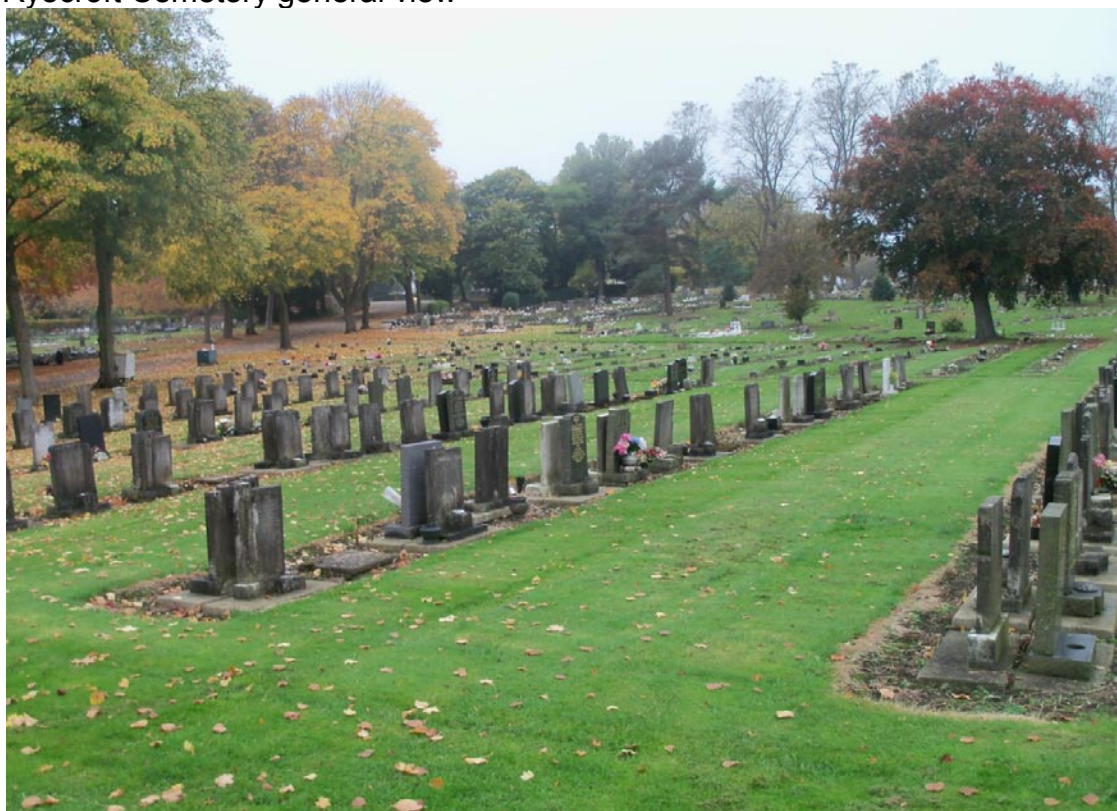
James Bridge Cemetery Muslim Section



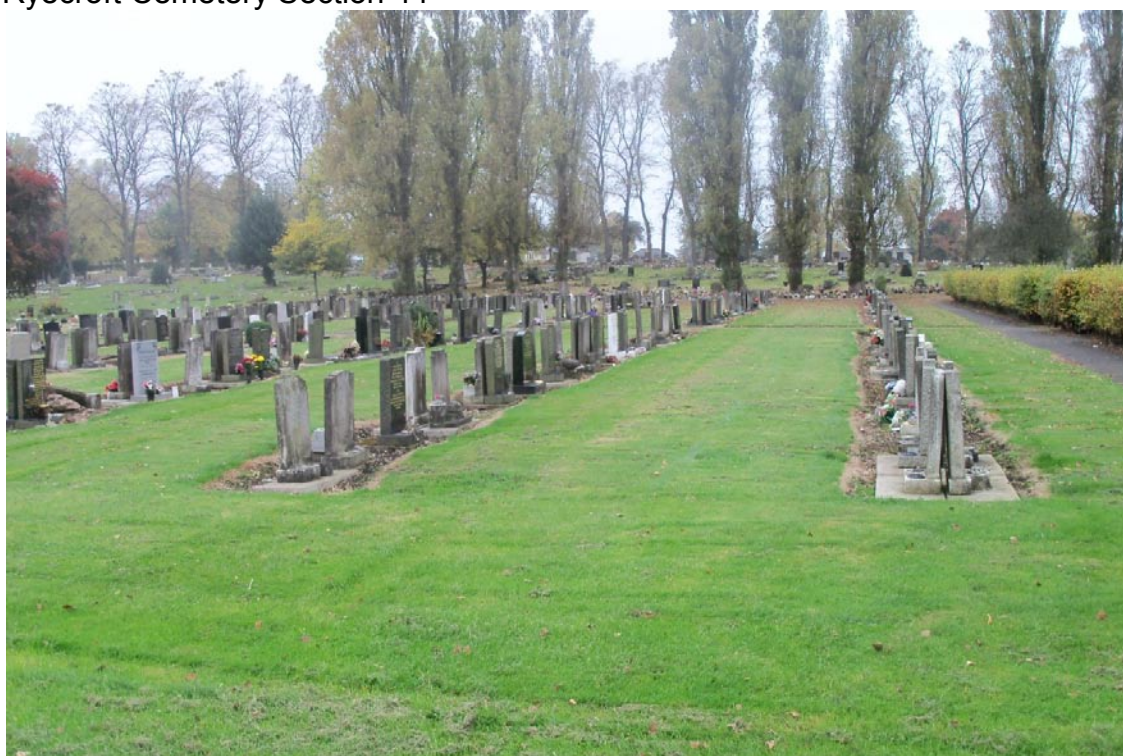
James Bridge Cemetery Lawn Sections



Ryecroft Cemetery general view



Ryecroft Cemetery Section 44



North Walsall Cemetery Section A



North Walsall Cemetery Section F



Streetly Cemetery Section F



Streetly Cemetery Section S



Streetly Cemetery Traditional Section



Streetly Cemetery Traditional Section



Streetly Cemetery Traditional Section



Streetly Cemetery Traditional Section



Bloxwich Cemetery Sections AA – DD



Willenhall Lawn Cemetery Section F



Pictures of areas requiring enforcement

Bloxwich Cemetery Cremated Remains section



Streetly Cemetery Section T



Streetly Cemetery Section V



Enforcement proposals

For Members' information the following procedure will be used where non-compliance with the new requirements is identified:

- A letter will be sent to the last known address of the grave rights owner or, if not possible, place appropriate signage on or near the identified non-conforming article(s). A copy of the letter will be attached to the memorial, tree, building or council property.
- If the issue remains outstanding after one month, staff from Bereavement Services will remove the property from the grave or other areas of the cemetery / crematorium and this will be taken into storage for one month for collection by the owner.
- If no contact is received from the owner by the end of this period the property will be disposed of. The procedure will be fully explained in the initial correspondence.

Items deemed to present an immediate safety hazard to cemetery and / or crematorium visitors will be removed without prior notification. The grave rights owner will subsequently be notified and provided with an opportunity to collect the items. If this has not occurred within one month the items will be disposed of.

It is recognised that there is a need for sensitive and proportionate introduction of the revised memorial Rules and Regulations, particularly as a large number of existing memorials will be expected to meet the required standard in order to ensure compliance.

To this end a number of key improvements will be made as a result of the consultation, these being:

- The diagrams in the Rules and Regulations have been moved to the front of the document, as requested,
- Appropriate signage will be placed in all cemeteries advising grave rights owners of the introduction of the new requirements and providing them with a contact number for further advice. The Council's Bereavement Services website will also display relevant information,
- The signage will show clear diagrams of what is allowed along with a "Top 10" of the key issues to adhere to,
- The new regulations will be displayed within cemetery buildings and at the crematorium, and
- All local funeral directors and memorial masons will be notified of the implementation of the revised new requirements and their support requested in advising cemeteries and crematorium users.

Recognised community groups will be contacted to advise of the revised rules and regulations as a means of dissemination across the borough.

Pictures of trial wooden grave frame at Willenhall Lawn Cemetery
(pictures taken 25th May 2016)

