

CAMBRIDGE CITY COUNCIL

REPORT OF: Tracy Spaxman

TO: Executive Councillor Community Development and Health
Sheila Stuart 16/11/2006
WARDS: All

NEW POLICIES AND CEMETERIES/CREMATORIUM REVISED REGULATIONS

1.0. INTRODUCTION

- 1.1. This report is being submitted to the Scrutiny Committee for prior consideration and comment before decision by the Executive Councillor.

2.0. RECOMMENDATIONS

- 2.1. To endorse new policies for the service (appendix A) and memorial safety appendix B).
- 2.2. To adopt revised regulations (Appendix C) for the management of the Council's existing bereavement services which are the City's three cemeteries located at Histon Road, Newmarket Road, Huntingdon Road, where the latter is also the location for the city's crematorium.

3.0. BACKGROUND Policies

- 3.1.1. The management of memorials is an area of cemetery work that has traditionally received little attention over the years. This is a natural response from all cemetery managers as budgets tend to be focused on front line income, generating areas such as crematoria.
- 3.1.2. However, when the national picture is considered, there have been three deaths in cemeteries in recent years and because of this, the Health and Safety Executive and the National Media are taking a very active interest in the action local authorities are taking to reduce the risk.
- 3.1.3. It has been made very clear to cemetery managers and seminars, conferences and in written guidance that it is not an option to do little or nothing. Should another fatality occur, the local authority involved is likely to be heavily fined and, along with the associated bad publicity, the officers involved could face the newly introduced charge of Corporate Manslaughter. Staff in Bereavement Services feel very vulnerable to litigation and the ensuing bad publicity should an injury or fatality occur in one of Cambridge City's cemeteries.

3.1.4. Under the Management of Health & Safety at Work Regulations 1992 when risk assessments are carried out, there is a clear significant risk associated with unsafe memorials. The control measure that is necessary to reduce this risk is the implementation of a full inspection programme of all existing memorials with funding clearly identified to make safe those requiring immediate action.

Rules and Regulations

3.2.1. The City Council is a Burial Authority under the Local Government Act 1974. This means that the Council has an obligation to provide cemeteries for burial of its residents but these do not have to be within its own administrative area. The Council has exercised its discretionary powers under the same act to provide and operate a crematorium.

3.2.2. Newmarket Road and Histon Road Cemeteries have been in use since 1903 and 1843 respectively. Both have little space available for new graves, so in order for the Council to continue to meet its statutory obligations, a new cemetery has been developed on Council owned land adjacent to the Crematorium on Huntingdon Road.

3.2.3. The existing Regulations were introduced for Newmarket Road Cemetery in 1903 and, although some amendments have been introduced, there has never been a comprehensive review. There is not a comprehensive leaflet detailing the regulations and other relevant information available to the public.

3.2.4. This lack of clarity has created confusion in two important areas:-

- Those arranging burials, cremations or installing memorials have not had information about the regulations readily available and this has led to the problems being experienced especially in the lawn grave area.
- There has been a lack of consistency in the day to day management of these issues.
- Public and purchased graves are available.

3.2.5. Public graves are those on which the Exclusive Right of Burial remains with the Council, they are unmarked by memorials and may be used for the burial of more than one, unrelated person. Public graves are requested when those arranging a burial do not wish or cannot afford to purchase the Exclusive Right of Burial.

3.2.6. With purchased graves the exclusive right of burial is purchased and memorials (the right to erect) can be erected in accordance with the regulations and on payment of the appropriate fee. These rights last for 30 years and are renewable at the end of that period. The purchaser decides who may be buried in the grave and on memorial inscriptions.

3.2.7. Memorials erected in the first areas used at Newmarket Road Cemetery and all of Histon Road Cemetery are in the traditional Victorian style with headstones, kerbstones and sculptures usually covering the full grave length. In 1947 the former Borough Council resolved that all future burials would be in lawn areas. This restricted memorials to a headstone with the remaining length of the grave being grass. This decision was taken in the interests of conformity and efficiency to address the increasing grounds maintenance costs associated with traditional memorial areas.

- 3.2.8. Although most of the sections of Newmarket Road Cemetery are non-denominational there are designated areas for the burial of those of the Roman Catholic, Jewish and Muslim faiths. There is also a section for infant burials. The exclusive right of burial, with the exception of the Jewish area, may be purchased by individuals. The Jewish community has traditionally purchased a block of grave spaces so ensuring segregation. The exclusive right of burial for all these graves was purchased by the Cambridge Jewish Residents' Burial Association in the 1940s and 1970s.
- 3.2.9. The consolidation of administration of the cremation and burial service at the crematorium has contributed to the difficulties in enforcing and monitoring the cemetery regulations. This has resulted in a proliferation of unauthorised memorabilia within the Cemetery and the ignoring of the existing regulations relating to lawn graves. Many graves in lawn grave areas are covered by headstones, kerbing and plastic or metal fencing.
- 3.3. This report recommends new regulations that will clarify the situation. It will also make members aware of sensitive management issues and seeks confirmation of how they are to be addressed.

4.0. PROPOSED CEMETERY AND CREMATORIUM REGULATIONS

- 4.1. The new Regulations to this report, for the first time cover both the Council's burial and cremation service.
- 4.2. The regulations clarify the documentation needed for funerals, grave types (public or purchased) and funeral services available. The types of memorial available and the regulations regarding their erection are clearly stated.
- 4.3. The Crematorium and Cemeteries Fundamental Service Review's Challenge Workshop identified the need to improve the information made available to users of the service and the new Regulations are central to this initiative. The Regulations are, of necessity lengthy, but will form the basis of summary information leaflets to be distributed to bereaved families, funeral directors, service officiates and stone masons. This will ensure that bereaved families are fully aware of the choices available to them at an early stage

5.0. NEWMARKET ROAD CEMETERY

- 5.1. The implementation of the Regulations will improve the already high service levels identified in the Service Review but will not address some of the current concerns at Newmarket Road Cemetery. The issues which need to be addressed have been referred to in paragraph 3.7 and 3.9 above, are:-
- Many lawn graves now have full length memorials and an increasing number of requests are being received for full length kerbing and, while some applicants respect the existing regulations, many do not. This leads to dissatisfaction amongst those who do conform to the regulations and makes the work of the grounds maintenance contractors much more difficult. Considerable staff time is also spent dealing with these issues and there is some loss of income to the Council.

- It would be possible to initiate action against those who ignore the regulations but this is a sensitive problem and it would be difficult and possibly expensive to pursue offenders. In addition retrospective enforcement would be made more difficult because the existing regulations are outdated and lack clarity.
- This report recommends that the changing requirements of the public should be acknowledged and a wider choice of memorials opportunities offered. This will enable the difficult situation at the Newmarket Road Cemetery to be regularised and controlled. It will also increase income at Newmarket Road Cemetery at a time when burials decrease but the maintenance costs continue.

6.0. HUNTINGDON ROAD CEMETERY

- 6.1. The cemetery received its first burial in 2005 by which time there will be virtually no space available for new graves in Newmarket Road Cemetery. The new cemetery has been designed to provide sections for both traditional and lawn graves and to have specific areas designated for Roman Catholic, Jewish, Muslim and Infant burials. The Executive Member is recommended to confirm this arrangement.
- 6.2. An area has also been set aside for natural burials. This means graves will be unmarked and burial will take place in bio-degradable coffins such as wood, wood products, cardboard, wicker or shrouds. This area will be informal and will, as time progresses, be planted with native plants.
- 6.3. The Cambridge Jewish Residents Burial Association and the Beth Shalom Reform Synagogue approached the Council and have now purchased the exclusive right of burial for two sections in the new cemetery. These sections will contain approximately 200 graves (the total number of grave spaces is in excess of 2500) and this request replicates the situation that has existed at Newmarket Road Cemetery for the last 60 years. Terms and conditions will apply had an individual City resident purchased an exclusive right of burial for one grave.

The income from the sale of exclusive right of burial would be a significant at a time when annual running costs associated with the opening of the new cemetery will be incurred. Over a period of years, income from burials and memorials at Newmarket Road will naturally decrease while that at Huntingdon Road will increase.

7.0. CONSULTATIONS

- 7.1. The Cemetery and Crematorium regulations have been drawn up in consultation with:
- The Head of Legal Services
 - City Services
 - The Chief Executive of the Institute of Cemetery and Crematorium Management (ICCM).
 - Funeral Directors

- Stone Masons
- Fundamental Service Review 2002

8.0. OPTIONS

8.1. The introduction of new cemetery and crematorium policies and regulations is vital to the maintenance of adequate control and ensure clarity for users.

8.2. Options regarding memorials throughout the bereavement services are:

- Continue to take no action against offenders whilst refusing permission to those who ask. This option is considered unfair and will not solve the problem.
- Strictly enforce the present rule and take legal action against the offenders if necessary. This approach is considered to be a very insensitive way to treat the bereaved.
- Accept that families wish to have a choice in memorials and recognise this in the new regulations. This option is recommended.

9. CONCLUSIONS

It is clear that Cambridge City Council has a need for a memorial safety policy to comply with the statutory requirement and the expectation of our service users supported by clear comprehensive rules and regulations. These regulations will provide clarity for service users and actively promote the aesthetics at all sites and safer cemeteries.

To enhance a customer focused, professional service it is essential that Cambridge City Council endorse the recommendations of our own service policy, which displays our commitment to serving the needs of the bereaved.

10. IMPLICATIONS

(a) Financial Implications

There are no direct financial implications other than the possibility of additional income from increasing a wider choice of memorials for the bereaved.

(b) Staffing Implications

There are no staffing implications.

(c) Equal Opportunities Implications

Equal opportunities will be improved by the introduction and transparency of the new regulations.

(d) Environmental Implications

There are no direct environmental implications in this report.

BACKGROUND PAPERS:

The following are the background papers that were used in the preparation of this report:

- ICCM Guiding Principles
- ICCM "Model" Cemetery Regulations
- ICCM. Installation, Inspection, Management and Maintenance of Memorials
- The Local Government Ombudsmen - Special Report
- Chief Executive ICCM - Management of Memorials Report..
- The Federation of British Cremation Authorities – Cremation Procedures
- Specimen Cemetery Regulations from other burial authorities
- City Cemetery Regulations dated 1903 and subsequent amendments
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To inspect these documents contact on extension

The author and contact officer for queries on the report is on extension

Report file:

Date originated: 03 November 2006
 Date of last revision: 03 November 2006

Appendix A

CAMBRIDGE CITY CEMETERIES AND CREMATORIUM BEREAVEMENT SERVICES

Memorial Safety Policy

Purpose

The purpose of this policy is to set out how Cambridge City Council will manage the risk of memorials in cemeteries becoming unstable and therefore hazardous to Employees, Contractors, and the General Public visiting the cemetery concerned.

Applicability

This policy will apply to all cemeteries for which the Council has maintenance responsibility including closed churchyards.

The extent to which the policy applies in closed churchyards, which are not City Cemeteries has yet to be clarified. The Duty of Care to Employees and Contractors has to be discharged but whether this extends to deeming areas unsafe or full testing has yet to be established.

From time to time the council may acquire new management responsibility for additional closed churchyards. This policy will also apply in such cases.

Policy

Prior to any testing members of the public will be properly informed of the process explaining the why, where, when and how of the memorial inspection procedure. Where possible grave owners of burial rights will be informed individually in writing.

All memorials will be inspected over a five-year rolling programme. Details of individual memorials will be recorded and the memorial tested in accordance with best practice to ensure that they are stable. A programme will be developed prior to the commencement of any testing prioritising areas considered to contain any memorial likely to provide a higher potential risk for causing injury.

The inspections will identify and record all unsafe memorials. Where a memorial poses an imminent danger the City Council will undertake all necessary temporary safety work. The principle responsibility for maintaining a memorial in a safe condition is that of the owner, who will, wherever, possible, be contacted.

Any memorial, which is deemed to be unstable, will be temporarily made safe by the most appropriate method carried out to an approved standard. The Council will not normally lay a memorial flat on the ground unless the memorial itself has broken and has fallen to the ground (or one of its constituent parts has fallen to the ground).

Generally repair works are the responsibility of the owner. In cases where no owner can be found or who cannot meet some or all of the repair costs, Cambridge City Council will meet the costs of such repairs themselves, in the interest of preserving the amenity and aesthetics of their cemeteries.

After the initial five-year rolling programme the memorials will be inspected on a regular basis depending on the age and type and perceived risks of the memorial but with the maximum interval of five years between inspections.

Responsibilities

Elected Members	Understand the requirements relating to headstone safety and adopt suitable policies. Such policies to be reviewed periodically in the light of any changes to statutory or legal requirements. To allocate adequate resources in order to fulfil policy requirements and to communicate requirements to their constituents as required.
Director of Community Services	Ensure that identified resources are made available to comply with this policy.
Head of Technical Services	Responsible for ensuring that this policy is adhered to, and Safe System of Work is developed and maintained to facilitate this.
Crematorium & Cemeteries Bereavement Services Manager	Responsible for the implementation of this policy at all Municipal Cemeteries, via a Safe System of Work. Ensure that all necessary training is provided for Employees.
Recreation Officers	Are responsible to implement this policy in Closed churchyards, which are not City Cemeteries in line with the scope finalised.
All Staff	Responsible for notifying the Bereavement Services Manager or Recreation Officers of any unstable Memorial they become aware of, and ensuring these are temporarily made safe.
Contractors	All Contractors working within Cemeteries are expected to brief Operatives in this Policy. Any Operative who becomes aware of an unstable Memorial should report them to the Bereavement Services Manager. Normal risk assessment methodology and safe plan of work requirements to be adhered to.
General Public	Any member of the public who becomes aware of an unstable Memorial should report them to the Bereavement Services Manager or at any council office.

Training

Basic Training will be provided to enable any Employee who works in Cemeteries to understand the visual signs or any remedial action required, which would indicate a Memorial is unstable. Comprehensive training will be provided for staff allocated specific responsibilities under the Management Plan.

Review

This policy will be reviewed as bi-annually or as events dictate necessary, or as good practice within the industry is amended.

Liz Bisset: Date:

Post Script Note: Zurich Municipal Legal Advisors' are reviewing the latest guidance on Closed Churchyards from the ABA, and will provide information on the application of this documentation on completion of this review.

Appendix B

CAMBRIDGE CITY CEMETERIES AND CREMATORIUM BEREAVEMENT SERVICES

Statement of Policy

'Tradition meets modern where your choices are our values'

Our Mission

It is our mission to provide exemplary services to the bereaved within the Cambridge City Council area and to the wider community of East Anglia. We will endeavour to deliver a caring, considerate and understanding service to people of all religions and of none. We will not discriminate on grounds of creed, colour or orientation.

It is our duty to be as efficient, understanding and respectful as humanly possible in delivery of the bereavement service. We will endeavour to provide clean well managed grounds and buildings that are safe to visit and where high standards of housekeeping are evident.

It is our ambition to provide choice in everything. We will offer flexible service times, opportunities for self expression and facilities that allow the performance of individual requests. We will offer an extensive range of memorials allowing families to choose something that reflects their loved one in a meaningful way.

It is our intention to offer the best possible environmental care no matter whether burial or cremation is chosen. The Council has elected to meet the full abatement of heavy metals pollution in excess of legal requirements. We will also offer natural or woodland burials reflecting a true return to nature.

Cemeteries

Cambridge City Council will operate its cemeteries for the benefit of the public in order to maintain choice and local services. In order to do this we will follow best practice as laid down by the ICCM, in particular:

- Train all our staff to ICCM qualification level, committed to recognising individual potential to support their personal development.
- Seek to conserve the cemetery landscape
- Encourage visitation to cemeteries
- Continue to offer choice and variety
- Work with Funeral Directors, clergy and officiants
- Work with stakeholders and Friends organisations

Crematorium

Cambridge City Council has committed to meeting the highest standards of compliance both with the Environmental Protection Act 1990 and the Institute of Cemetery and Crematorium Management Guiding Principles. In order to do this we will:

- Train all our staff to ICCM qualification level, committed to recognising individual potential to support their personal development.
- Adhere to the ICCM Guiding Principles as attached to this policy (appendix 1)
- Operate the Crematorium in the best interests of the environment
- Recycle all metals in accordance with ICCM policy (appendix 2)
- Conduct the service in a way which lessens the impact on families
- Liaise with Funeral Directors, clergy and officiants to offer seamless service

Other Services

Cambridge City Council Bereavement Services provides a range of related services to the bereaved these include:

- Bereavement led, caring and compassionate staff
- Meeting cultural needs, religious and non-religious beliefs
- High quality audio and visual recording facilities
- Web cam facilities
- Witness interments and strewing of cremated remains
- Living and non-living memorials
- Educational visits
- Refreshment facilities

Appendix 1

ICCM Guiding Principles for Burial and Cremation

CARING FOR THE COMMUNITY

All cremation and burial facilities shall be managed with competence and efficiency, to ensure that the entire bereavement experience occurs without error or insensitivity, and meets the religious, secular, ethnic and cultural needs of the bereaved.

The service shall comply with all statutory and Health and Safety requirements.

SERVICE SENSITIVITY

The burial or cremation of a human body is a highly emotional occasion for those taking part. Each cemetery and crematorium must be managed to create and maintain an atmosphere of solace and respect throughout the entire proceedings. This sensitivity must extend to all staff and contractors working at facilities, through the application of bereavement sensitive specifications.

Members will respond sympathetically to individual funeral needs and shall give a justifiable reason for refusing any specific request.

STAFF

All staff should possess qualifications and undergo recognised training specific to their duties. The following should be seen as minimum requirements:

Cemetery Chargehands/Sextons - Cemetery Operatives Training Scheme (Course 1)

Senior Crematorium Technicians - Cremation Technicians Training Scheme Certificates

Cemetery Manager - ICCM Cemetery Management Certificate

Crematorium Manager - ICCM Crematorium Management Certificate

Senior/Joint Service Managers should be in possession of, or working towards, the full ICCM Diploma.

The appointment of all staff must emphasise the need for proper conduct and demeanour, as well as technical expertise. Staff must act and speak in a manner that recognises the sensitivity of bereavement, both during and outside working hours, and should not accept gratuities.

All staff should be willing to operate flexible working hours to meet the requirements of the service. Pay and conditions of service should be suitably adapted to reflect such flexibility.

All staff should be identified by name badges.

ENVIRONMENTAL ISSUES

Every Charter member shall minimise the impact of bereavement upon the environment. This should encourage the greater use of earth friendly materials and environmentally friendly practices, particularly in:

General

- Ensuring the use of suitable coffins and containers used for burial or cremation. The use of plastics should be minimised with natural materials encouraged wherever possible. Zinc or lead lined coffins cannot be cremated.

- Employing the use of the most environmentally friendly materials in the maintenance of grounds
- Recycling of green waste from grounds maintenance works
- Recycling, where law permits, of any other material for which permission of the applicant for cremation or burial has been obtained

Burial

- Ensuring the most effective use of land for burial.
- Where possible providing or partnering a provider of woodland burial
- The use of suitable ground for burial so that water borne pollution shall not occur

Cremation

- Emissions to air are of great concern to the public. All Charter members should actively seek to reduce emissions to the air by the provision of suitable abatement equipment at the earliest possible time.
- Promoting the most effective use of energy within the crematorium. This could include consideration of heat exchange units to capture energy that is currently wasted.
- Ensuring the optimum usage of crematorium plant and equipment including longer operational hours.
- Advising that clothing the deceased in clothes made of natural fibre/materials is acceptable whereas plastic, nylon and other synthetic materials are not acceptable due to the impact on the environment via emissions.

INDIVIDUAL DISPOSAL

The importance of human beings as individuals and the manner in which they inter-relate with relatives and friends does not diminish in significance following death. It is important for the bereaved to know that the burial or cremation is individually carried out, and the following requirements must, therefore, be met:-

General conditions

- i) No coffin/container/shroud shall be accepted at a cemetery unless the name of the deceased therein is clearly shown.
- ii) The identity shown on the coffin/container/shroud shall be verified at every funeral.
- iii) If burial is to occur, the body and its coffin/container/shroud shall be placed in the identified grave.
- iv) If cremation is to occur, the body shall be cremated individually and the correct identity shall be maintained throughout the process.
- v) If requested by the Applicant for Cremation or Burial the lid of the coffin or container may be removed for the duration of the chapel service and subsequently replaced prior to the committal (This action cannot be permitted in cases where cause of death is a notifiable disease).

Requirements relating to burial

- i. After the coffin/container/shroud and body have been committed into the grave, they shall not be removed or otherwise disturbed except for lawful exhumation, by licence and/or faculty or by the order of a Coroner.
- ii. Immediately after the mourners have departed the graveside, the grave shall be entirely backfilled and made tidy. This work will be completed on the day of the burial and must not extend overnight.

Requirements relating to cremation

- i) A body shall not be removed from the crematorium after the service of committal, except by order of a Coroner or for some other valid reason.
- ii) The container and the body shall be placed in a cremator and cremation commenced no later than 72 hours after the service of committal. Where cremation may not be carried out on the same day, the Applicant for Cremation shall be notified.
- iii) The coffin or container with the body inside shall not be opened or otherwise disturbed after the committal other than in exceptional circumstances and then only in the presence of and with the permission of the Applicant for Cremation, or for a lawful purpose as directed by a higher authority.
- iv) Once a coffin or container has been placed in a cremator, it shall not be disturbed until the process of cremation is complete.
- v) On completion, the whole of the cremated remains shall be removed from the cremator and reduced to granular form, except where this is specifically not requested, and shall be disposed of or released according to the instructions of the Applicant for Cremation.
- vi) Cremated remains placed in the Garden of Remembrance shall be treated with reverence and respect. If strewn, they should be obscured by soil or brushing. Where a local practice of strewing in the form of a cross or other pattern has developed, it is acceptable providing it does not result in the unsightly build-up or prolonged visibility of the cremated remains. Cremated remains must be labelled and released in suitable, unused containers, and where sent by registered post or secure carrier, capable of withstanding transit without damage.

COMMERCIALISATION OF PRODUCTS OR RESIDUES OF CREMATION

The products or residues of a cremation shall not be used for any commercial purpose

INSPECTION

Everyone has the right to inspect the crematorium or cemetery during normal working hours, upon application to the manager of the facility.

The ICCM Guiding Principles will be regularly reviewed, and updated where appropriate, to ensure that they remain relevant and meet the changing needs of the bereaved, the environment and the society in which we all live.

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CAMBRIDGE CITY COUNCIL BEREAVEMENT SERVICES

CEMETERIES AND CREMATORIUM REGULATIONS

The Cemeteries and Crematorium are managed and operated in accordance with the Local Authorities' Cemeteries Order 1977, as amended by the Local Authorities' (Amendment) Order 1986, the Criminal Justice Acts 1967 and 1982 and such regulations as may be made by the Secretary of State for the Home Office.

These Regulations replace those adopted by the predecessor to Cambridge City Council in 1903.

Where, in these Regulations, there is a requirement to produce documentation of any sort, all such documentation shall be in its original form. Photocopies will not be accepted.

Location and Services

Cambridge City Council operates and manages three cemeteries and one crematorium. Two cemeteries (Newmarket Road Cemetery and Histon Road Cemetery) are within the City's boundary and the Crematorium and the third cemetery are located outside the boundary on the main A14 Huntingdon Road. The Crematorium and Huntingdon Road Cemetery are approximately 5 miles from the City centre.

Bus Service

Local buses serve all locations

Rail Service

The nearest station is Cambridge and this is approximately 6 miles from the Cemetery and Crematorium on Huntingdon Road.

GENERAL REGULATIONS

1.0 Terms

- 1.1. "Administration Office" means in the case of the three cemeteries and the Crematorium the administration office located at Cambridge City Crematorium, Huntingdon Road, Cambridge CB3 0JJ.
- 1.2. "Cemeteries" means the Histon Road Cemetery and the Newmarket Road Cemetery and the Huntingdon Road Cemetery and/or any cemetery and any buildings or land provided therewith by Cambridge City Council.

- 1.3. "Cremation Authority" means the cremation authority in whose area a cremation has been carried out.
- 1.4. "Crematorium" means the Cambridge City Crematorium at Huntingdon Road Cambridge and/or any crematorium and any buildings or land therewith provided by Cambridge City Council.
- 1.5. "Director" means Cambridge City Council's Director of Community Services and his/her staff as directed.
- 1.6. "Regulations" means these Cemetery and Crematorium Regulations and any amendment thereof.
- 1.7. 1.7 "Registrar" means the Registrar of Births Deaths and Marriages.
- 1.8. "Resident" means any individual permanently resident within Cambridge City Boundary.

2.0 Opening Times

- 2.1. The grounds of the Cemeteries and Crematorium will be open to the public every day of the year and at all times except as detailed in 2.2 and 6.0 below.
- 2.2. Newmarket Road Cemetery will be open from 9.00am until 4.00pm in the period from the 1st November to the 31st March and from 9.00am until 6.00pm from the 1st April to the 31st October in any year.

3.0 Administration

- 3.1. The Administration Office is open from 9.00am to 5.00pm Monday to Friday. It is closed at weekends and on public holidays.
- 3.2. Plans of the Cemeteries and the Crematorium shall be available for inspection during normal office hours in the Administration Office.
- 3.3. A Register of Burials and a Register of Cremations are kept at the Administration Office. Searches may be made and certified extracts obtained by prior arrangement with the Administration Office.
- 3.4. Any form specified in these Regulations for use in connection with burial, cremation or memorials may be obtained free of charge from the Director at the Administration Office.
- 3.5. All enquiries, complaints and requests from members of the public should be made to the Director at the Administration Office.

4.0 Fees

- 4.1. Cambridge City Council will determine fees for the Cemeteries and Crematorium Services annually.
- 4.2. Fees, in respect of memorials, will take effect from the 1st April in each year.
- 4.3. Details of fees for the Cemeteries and Crematorium services may be obtained from the Administration Office during office hours or via Cambridge City Council's website.
- 4.4. In determining whether burial fees will be chargeable at the Resident or Non-resident rate the last permanent address of the deceased will be used. If a long term resident of Cambridge has been accommodated in a residential care/nursing home outside the boundary of the City the Resident rate will apply so long as the deceased has had a permanent address in the City of Cambridge within the year immediately prior to the date of death. The payment of Resident as opposed to Non-resident charges may also be allowed in exceptional circumstances at the discretion of the Director.
- 4.5. All fees and charges are payable in advance to Cambridge City Council at the Administration Office.
- 4.6. Official receipts will be given for all money received by Cambridge City Council.

5. Visitors

- 5.1. Cambridge City Council welcomes all visitors to the Cemeteries and Crematorium. Visitors are asked to respect the peace, dignity and reverence of the facilities.
- 5.2. All persons entering the Cemeteries and Crematorium shall be subject to the Regulations and to any directions, which may be given by the Director or his/her staff in the course of their duties.
- 5.3. All persons shall conduct themselves in a decent, quiet and orderly manner and are advised of the following provisions in the Local Authorities' Cemeteries Order 1977:

No person shall:

- ***wilfully create any disturbance in a cemetery***
- ***commit any nuisance in a cemetery***
- ***wilfully interfere with any burial taking place in a cemetery***

- ***wilfully interfere with any grave vault or tombstone or other memorial or with any flowers or plants on any such grave***
- ***play at any game or sport in a cemetery***

Any person who contravenes these provisions shall be liable on summary conviction to a fine not exceeding level 1 on the Standard Scale (at the date of the Regulations £200) and, in the case of a continuing offence, to a fine not exceeding £10 for each day during which the offence continues after conviction thereof.

- 5.4. Visitors shall not unreasonably interrupt the Council's employees at their duties or employ them to execute private works within the Cemeteries or the Crematorium or extend to them any gratuity.
- 5.5. All visitors must keep to the footpaths or roads provided for that purpose except when visiting a grave and must refrain from touching the trees, shrubs, plants or flowers.
- 5.6. No person shall drop, throw or otherwise deposit and leave in the Cemeteries and the Crematorium any wastepaper or refuse of any kind except in the litter bins provided.
- 5.7. No person shall operate any sound reproducing equipment or play any musical instrument without the prior consent of the Director.
- 5.8. No photographs or videos may be taken in the Cemeteries and the Crematorium without the prior consent of the Director and where applicable the holder of the deed of grant of exclusive right of burial.
- 5.9. No person shall smoke in any of the Cemeteries and Crematorium buildings.
- 5.10. All persons entering the Cemeteries and Crematorium do so at their own risk and Cambridge City Council will not accept liability for injuries or damage sustained howsoever caused.
- 5.11. Any person found soliciting for business within any of the Cemeteries or the Crematorium may be banned from entering the Cemeteries or the Crematorium.
- 5.12. Vehicles (which term shall, for the purpose of the Regulations, include bicycles) are allowed in the grounds of the cemeteries at Huntingdon Road, Newmarket Road and the Crematorium. Motorised vehicles are not allowed in the cemetery at Histon Road without prior consent from the Director.
- 5.13. Vehicle access is subject to absolute right of way being given to funeral cortege and/or pedestrians at all times in the cemeteries and crematorium.

- 5.14. The maximum speed limit in the grounds of the Cemeteries and Crematorium is 10 miles per hour or such other speed limit as may be notified.
- 5.15. Vehicles may only be driven on carriageways suited to the purpose and in the car parks. They must not be driven or parked on grassed areas. No vehicle to be left in a position so as to cause an obstruction to other traffic.

6. Children

- 6.1. Children under 15 years of age are not allowed, for their own safety, within the Cemeteries and Crematorium except under the care and supervision of a responsible adult.

7. Dogs and Animals

- 7.1. Without the prior consent of the Director, no animals are allowed within the buildings and grounds of the cemeteries and crematorium except for assisted dogs.

8. Water supply

- 8.1. Cambridge City Council reserves the right to disconnect the water supply in Cemeteries to avoid freezing, when a tap or taps are defective or if the supply provided is abused.

9. Non-council employees

- 9.1. All persons, not being employees of Cambridge City Council, engaged at work in the Cemeteries and Crematorium shall comply with all requirements and directions of Cambridge City Council when in the Cemeteries or the Crematorium.

10. Public Health Funerals

- 10.1. Under the Public Health (Control of Disease) Act 1984, Cambridge City Council has a duty to dispose of the body of any person dying within the administrative district, where it appears that no suitable funeral arrangements are being made other than by the authority. The exception to this is where a death occurs in Hospital; in this instance the relevant Hospital authorities make the arrangements.
- 10.2. The Council normally acts on written instructions received from the local Coroners Officer. In some instances the managers of residential homes and sheltered accommodation advise of circumstances where a death has occurred within their home.

- 10.3. Where the deceased has not left a will or any other documents that will indicate the existence of relatives, religious beliefs or funeral preferences Cambridge City Council will make suitable arrangements for the deceased to be buried. The reason for this option is predominantly the possibility of a future requirement for an exhumation licence request via relatives that may come forward at a later date.

BURIALS

10.0 Booking burial service times

- 10.1. Applications for burial must be made to the Director at the Administration Office between 9.00am and 5.30pm Monday to Friday (except public holidays).
- 10.2. Every application for burial must be confirmed in writing on the prescribed Interment Notice.

11.0 Interment notices

- 11.1 The Interment Notice must be completed accurately and in full by the person/s arranging the burial. (Advice on this can, if required, be obtained from the Administration Office).
- 11.2 The Interment Notice together with the appropriate fee must be delivered to the Administration Office by 12 noon at least two clear working days before the date of the proposed burial. (*This Regulation may be waived at the discretion of the Director in the interest of public health*).
- 11.3 The Registrar's Certificate for Burial or the Coroner's Order for Burial (or a duplicate thereof) must be delivered to the Director at the Administration Office before the proposed burial can take place. Whenever possible the relevant document should accompany the Interment Notice referred to in 11.1 above
- 11.4 In the case of the burial of a non viable foetus, a Certificate from the Medical Practitioner or Midwife who last attended the deceased will be required.
- 11.5 In the case of the burial of cremated remains, a Certificate of Cremation, issued by the relevant Cremation Authority, will be required.
- 11.6 Coffin and casket sizes must be confirmed in writing on the Interment Notice.
- 11.7 Should a properly completed Interment Notice and the prescribed documents referred to in paragraphs 11.3 and 11.4 above not be

received by the required time (see Regulation 11.2 above) the Director may, at his discretion, postpone the funeral.

11.8 All fees and charges must be paid in full before the burial.

12.0 Burial times

12.1. The time booked for a funeral is the time at which the cortege is due to arrive at a Cemetery and this must be strictly observed. This is essential if disruption to other funerals is to be avoided.

12.2. In the event of the late or early arrival of a cortege the funeral must wait as and where instructed by the Director until it is convenient to proceed.

13.0 Religious or other services

13.1. The person or persons arranging the burial shall be responsible for the attendance of a minister of religion or other officiant at the burial service and for the payment of any fee to which they may be entitled.

13.2. Any form of funeral may be used and the Director must be given details in advance of all proposed ceremonies. The Director shall have the discretion to prohibit a form of ceremony if in his opinion it would cause a disturbance or be offensive to other visitors in the Cemetery.

13.3. Alternatively, the coffin may be committed direct to the grave without any form of funeral service.

14.0 Coffins and caskets (Any reference to coffins applies equally to caskets)

14.1. Each individual body whether adult or child brought into any of the Cemeteries must be contained in a separate coffin. The only exceptions to this rule will be when

14.1.1 The burial is that of a mother and baby who died together in childbirth in which event mother and child may be contained in the same coffin;

14.1.2 The burial is that of twins who died in childbirth in which event the babies may be contained in the same coffin.

14.2. No coffin will be accepted for burial unless it bears adequate particulars of the deceased person/s therein.

14.3. Coffins may be open during the funeral service in the Chapel only. They may not be open if a graveside only service is held.

14.4. Coffins may be constructed of wood, metal, wicker or cardboard. Shrouds will also be permitted but their use must be notified to the

Administration Office at the time the service is booked. The office must also be notified of the type and design of shroud.

- 14.5. Responsibility for providing sufficient bearers to carry the coffin rests with the funeral director or the person arranging the funeral.

GRAVES

Cambridge City Council's Cemeteries offers public graves and graves to which the exclusive right of burial may be purchased for a fixed period of 50 years. On the fifth anniversary of the purchase of the Grant of Exclusive Right of Burial we may offer the owner the chance to buy another five years bringing it back to its original full term.

15.0 General

- 15.1. Cambridge City Council will prepare all graves.
- 15.2. No body will be buried in a grave in such a manner that any part of the coffin is less than 3 feet below the level of the ground adjoining the grave provided that Cambridge City Council may, in its absolute discretion where it considers the soil to be of a suitable character, permit a coffin to be placed not less than 2 feet below the level of any ground adjoining the grave.
- 15.3. No body shall be buried in a grave unless the coffin is effectively separated from any coffin interred on a previous occasion by means of a layer of earth not less than 6 inches thick.

16.0 Public graves

- 16.1. Public graves are provided for those that desire burial but cannot or do not wish to purchase the exclusive right of burial.
- 16.2. The right of burial in public graves remains with Cambridge City Council and such graves may contain other, non related, interments.
- 16.2. Memorials cannot be erected on public graves except with the written permission of the Director.

17.0 Graves with an Exclusive Right of Burial

- 17.1. The exclusive right of burial in a grave may be purchased at the time of the burial on payment to Cambridge City Council of the appropriate fee and completion of the Interment Notice.
- 17.2. The exclusive right of burial in a grave space in the Cemeteries is granted for a fixed period of 50 years with the option to top up at five yearly intervals.

- 17.3. The grant of exclusive right of burial entitles the deed holder to determine who is buried in the grave and whether a memorial can be erected thereon (subject to payment of the relevant fees and permission in advance from Cambridge City Council) The grant relates solely to the exclusive right of burial and does not extend any freehold rights in respect of the land space.
- 17.4. All such graves will normally be excavated to the maximum depth available. All graves should be sufficient for a minimum of two interments but Cambridge City Council cannot be held responsible if, due to factors outside its control, two interments in a grave cannot be achieved.
- 17.5. New graves will be allocated in rotation within each section of the Cemeteries. Alternative locations are at the discretion of the Director.
- 17.6. Plans showing all grave spaces are kept by Cambridge City Council and may be viewed on application to the Director at the Administration Office.
- 17.7. At the expiration of the 50 year period of the exclusive right of burial the purchaser, or current owner of the exclusive right of burial, will have the option to renew the said right subject to such restrictions and regulations and on payment of such fees as may be in force at that time.
- 17.8. Applications for renewal of the exclusive right of burial should be made to the Administration Office no less than 6 months before the expiry of the previous grant.
- 17.9. Where the period of grant of the exclusive right of burial has lapsed, and no notification of the intention to renew has been received from the person who held the exclusive right of burial, Cambridge City Council may grant a new exclusive right of burial to another person but before doing so will, where practical, notify the previous owner, or his/her personal representatives, of the Council's intention and give the previous purchaser the opportunity to renew the exclusive right of burial.
- 17.10. Where no interment has taken place in the grave, the owner of an exclusive right of burial may surrender the same to Cambridge City Council and receive repayment of the original purchase fee paid by the owner. No refund will be made if the exclusive right of burial will lapse within 5 years from the date of surrender
- 17.11. No grave in which the grant of exclusive right of burial has been purchased can be opened without the prior written consent of the registered owner except where the burial is that of the owner of the said grant.

17.12. Any transfer of ownership of exclusive right of burial will be subject to the production of satisfactory evidence of title and the approval of Cambridge City Council. Such transfer must be recorded in the Cemeteries' records and the original deed of grant of exclusive right of burial produced. The legal transfer of ownership can be arranged on application to the Director at the administration office.

18.0 Lawn Graves

18.1. Sections of the Cemeteries will be designated for lawn graves.

18.2. A lawn grave is a grave that is laid to lawn with no mounds or surrounds erected upon it. If the grave is a purchased grave, a headstone may be erected at its head on virgin soil

18.3. Memorial headstones on lawn graves must not exceed 90cms (approx. 36") in height above ground level and 60cms (approx.24") wide. These measurements include a base when provided.

18.4. Memorial headstones must be securely fixed and safely erected by a National Association of Memorial Masons (NAMM) accredited memorial stonemason in a manner approved by Cambridge City Council.

19. Traditional graves

19.1. Sections of the Cemeteries may be designated for traditional graves

19.2. A traditional grave is one that can have a memorial slab covering its full length (2.13mts - approx 7 feet) and width (90cms - approx. 3 feet) and/or kerb surrounds and/or a memorial headstone (not exceeding 1.22mts - 4 feet high) These measurements include the dimensions of any base that might be erected

19.3. All memorials must be securely fixed and safely erected by a NAMM accredited memorial stonemason in a manner approved by Cambridge City Council.

20. Infant graves

20.1. There is a section designated for infant burials in the Cemeteries at Newmarket Road and Huntingdon Road.

20.2. Infant graves are intended for the burial of babies and infants up to the age of 3 years at the time of death (in exceptional circumstances burial of older children may take place at the discretion of the Director).

20.3. Memorial headstones, not exceeding 46cms (approx. 18 inches) high, are permitted on purchased infant graves.

- 20.4. Memorial headstones on infant graves must be securely fixed and safely erected by a NAMM accredited memorial stonemason in a manner approved by Cambridge City Council.

21. Natural and Woodland Burials

- 21.1. The Cemetery and Crematorium at Huntingdon Road have areas designated for woodland and natural burials.
- 21.2. Natural burials in the cemetery will be in a designated section of grassland with trees and shrubs planted on or around them. This section will remain “natural” and “informal” and grass cutting will be kept to a minimum.
- 21.3. No memorial or marker of any type will be permitted on graves in this section. This is to protect the naturalness of the area.
- 21.4. Woodland burials are in a mature wooded area located at the Crematorium, in which, if required, can be marked discreetly with a wooden memorial or marker. Stone monuments or anything made from non-biodegradable materials are not permitted.
- 21.5. Interments at both locations will only be allowed if a cardboard, wood or wicker coffin or a shroud is used.

22. Opening of graves

- 22.1. After burial no body or cremated remains may be removed from a grave without the prior production, to the satisfaction of Cambridge City Council, of an exhumation licence issued by the Department of Constitutional Affairs at least 7 days in advance of the date set for any such exhumation. Cambridge City Council will require the original documents for this purpose.
- 22.2. Where the registered owner of an exclusive right of burial is deceased and a further burial (ie not being that of the registered owner) is sought, Cambridge City Council will require a legal transfer of ownership to be applied for by the person/s claiming ownership of the exclusive right of burial, before any burial is permitted.
- 22.3. Cambridge City Council reserves the right to demand production of the deed of exclusive right of burial before a grave can be reopened. In the event of the loss of the deed Cambridge City Council reserves the right to demand a statutory declaration as to the loss of the said grant.
- 22.4. Cambridge City Council reserves the right to erect soil boxes on graves adjacent to those needing to be opened for burial purposes. The soil box will be removed as soon as possible after the burial has taken place and the grave restored to its original state.
- 22.5. Occasionally, it may be necessary to move memorials adjacent to a grave where a burial is due to take place. When this happens the

memorial will be reinstalled as soon as possible after the burial, using a NAMM.

23. Memorial Management

The installation of new memorials and the adding of inscriptions to existing memorials is carefully controlled by Cambridge City Council to ensure that:

- 23.1. The work is only carried out with the permission of the registered owner/s of the right of burial. All memorials comply with Cambridge City Council's Regulations and the work is carried out with due regard to the appropriate Health and Safety regulations.
- 23.2. Owners of the exclusive right of burial in a grave space may erect, without charge, a wooden cross as a temporary grave marker for a maximum period of twelve months from the date of burial. Crosses should be constructed from a non-tropical, sustainable forest hardwood and should not exceed 3 feet in height.
- 23.3. Application for memorial work together with the relevant fee must be submitted to the Director on an "Application To Undertake Memorial Work" form for approval in advance of any work being carried out. This form must contain full details of the memorial stone mason who will carry out the work, the material to be used, full dimensions of the memorial, the proposed inscription and include a diagram of the proposed memorial. The application must also contain the full names of the registered owner/s together with their signature/s authorising the work.
- 23.4. The Director reserves the right to refuse to approve an inscription if in his/her opinion the proposed inscription would be offensive to relatives or friends of the deceased or users of the Cemetery or the public at large.
- 23.5. Every memorial must have inscribed upon the rear of the headstone the grave number as shown on the deed of grant of exclusive right of burial.
- 23.6. Memorial permits must be presented at either the cemetery office at Newmarket Road or the administration office located at the Crematorium if the monumental works relate to Histon or Huntingdon Road cemeteries. The memorial will be inspected. If the memorial is acceptable the permit will be signed authorising the memorial to be erected. The permit slip must be signed before the memorial can be erected.
- 23.7. The owner must keep all memorials in a good and safe condition. The Director is authorised to remove any memorial that is allowed to fall into disrepair or become dangerous.
- 23.8. All memorial stones shall be of solid stone.

- 23.9. No memorial, of whatever description, will be admitted into the Cemeteries or permitted to be erected except on condition that such memorial be erected and remain at the owner's sole risk and Cambridge City Council shall not be held responsible for any damage or breakage which may occur to the same at any time. ***(The owner of the exclusive right of burial is advised to consider the availability of a suitable form of insurance in this respect)***
- 23.10. Cambridge City Council reserves the right to remove any artificial wreaths or flowers, glass shades, items of pottery, glass jars, tins, plastic or wire mesh fences or any other items of wood, metal, plastic or any other material and any item so placed in contravention of these Regulations will be disposed of without notice.

24. Memorial Safety

Duties

- 24.1. Cambridge City Council will take measures to deal with headstone safety. A memorial inspection programme will be implemented to identify memorials posing an immediate danger to the public.
- 24.2. A memorial masons registration scheme will be introduced to monitor monumental masons and prevent further risk within Cambridge cemeteries.
- 24.3. Primary responsibility for Health & Safety in Council owned cemeteries lies with Cambridge City Council as the burial authority in control of the cemetery. Cambridge City Council is required to control the risks associated with any cemetery for which they have responsibility.
- 24.4. Whilst Cambridge City Council has overall responsibility for the safety of the cemeteries, including risks from unstable memorials, it does not own the memorials. The owner of the memorial will be the grave owner who is responsible for the safety and stability of their memorial. In many cases there is no identifiable owner.
- 24.5. The Council has a responsibility to staff (Section 2 Health and Safety at Work Act 1974) and a responsibility to visitors (Section 3 Health and Safety at Work Act 1974). The Management of Health and Safety at Work Regulations 1999 places a legal duty on the Council to assess the risks from cemetery structures and work activities and ensure that the risks are controlled.
- 24.6. Cambridge City Council has a duty of care to all visitors at their cemeteries and to ensure all memorials are safe, will carry out regular safety inspections at least once every five years. The Memorial Mason is responsible to erect a memorial safely. They are also legally liable for the standard of workmanship and memorial owners are protected under general consumer protection legislation. The memorial owner

has a responsibility for ensuring their property is installed and maintained in a safe manner.

- 24.7. The frequency of re-inspection will be under a five year rolling programme. The Council's inspection regime may prescribe shorter periods of inspection for memorials with a higher risk, but are not in need of immediate repair, or where ground condition; climate or other factors indicate a need for more frequent inspections.

Immediate Danger

- 24.8. In cases of immediate danger, the Council is empowered under the provision of Local Authorities Cemeteries Order 1977 (LACO) Article 6 (1) to take immediate action to make safe dangerous memorials

Duties

- 24.9. Cambridge City Council has implemented a memorial safety programme in line with the guidance set by the ICCM – Installation, Inspection, Management and Maintenance of Memorials October 2005, recommended by the HSE and endorsed by the Local Government Ombudsmen Special Report March 2006.
- 24.10. Cambridge City Council complies with the clear recommendations of the HSE and the ICCM “a clear policy should be in place with set standards for management of memorial stability”.

Training

- 24.11. Cambridge City Council employees are trained to carry out inspections of unstable memorials, and have completed an ICCM Management of Memorials course, covering memorial testing methods, marking and record keeping and current Health and Safety issues.
- 24.12. All staff are specifically trained on manual handling, gantry lifting equipment, calibrated testing devices and moving memorials. Training is provided prior to all inspections and working in a team ensures consistency.

Communication

- 24.13. Prior to starting any work a range of collective public awareness and notification will be carried out. Press releases, prominent warning notices and open days advising the public of the inspection and make safe process. Warning notices placed at the entrance of and throughout the burial grounds, to include indication of potential danger posed by unsafe memorials. Wherever possible individual notification

will be sent to grave owners, kept fully informed of what is being done, the test date, result and future period of inspection.

Inspection and Testing

- 24.14. On commencement of the memorial safety programme an initial inspection will be carried out to identify any memorials posing an immediate danger to the public. All memorials posing an immediate danger to the public will be made safe with a temporary support where possible and only laid down as a final option minimising distress to the bereaved, consideration of the aesthetics to the cemeteries and avoiding trip hazards.
- 24.15. All memorials in the cemetery will be visually assessed, but memorials in excess of 2.5 metres will require inspection from a structural engineer. A physical hand test will be carried out on memorials up to 2.5 metres at the apex of the memorial or as high up as can comfortably be reached by the operative, to a force of 350 Newtons. Results from this test will be fed into a hand-held device and then download to a central computer system in the administration office at the Crematorium. The physical hand test shall only take place following a visual inspection.
- 24.16. A final test following successful visual and the hand test, force measuring equipment will be used to test memorials up to 1.5 metres.
- 24.17. A risk assessment will be carried out on memorials below 500mm due to the difficulty to test using force measuring equipment as these type of memorials are less likely to cause injury.

Record Keeping

- 24.18. Every memorial inspected will have an electronic and photographic record made of the inspection. Records include locating memorials for future inspections, method of inspection and an assessment of the priority and action to be taken to make the memorial safe.

Making Safe

- 24.19. Cambridge City Council will make safe memorials by using stabilisation devices to ensure that they are as much in harmony with the cemetery use as possible. In some individual cases laying down memorials will be essential to prevent a genuine hazard to health and safety but Cambridge City Council will not operate the laying down of large numbers of lawn memorials as an appropriate making safe method.

Repairing

24.20. The grave owner will be contact where possible and advised of the situation regarding their memorial and to then contact a memorial mason so a memorial anchor system can be fitted as recommended by NAMM and the ICCM.

24.21. Grave owners who cannot be traced, the memorials will be refixed by Cambridge City Council either by, where funds allow, complying with the NAMM and ICCM recommendations as at 24.20 or inlaying in the ground.

CREMATION

24.0 Booking cremation service times

24.1. Application for cremation must be made to the Director at the Administration Office between the hours of 9.00am to 5.00pm Monday to Friday (except Public Holidays)

24.2. Every application for cremation must be confirmed in writing on the prescribed "Preliminary Instructions for Cremation" form.

25.0 Cremation papers

25.1. Fully and properly completed cremation papers must be delivered to the Director at the Administration Office by 9.00am at least one clear working day prior to the date of the cremation service. In exceptional circumstances the later delivery of papers may be accepted but only by prior arrangement with the Director.

25.2. The Registrar's Certificate for Cremation or the Coroner's Order for Cremation or The Registrar's Certificate of Non Liability to register must accompany the cremation papers referred to in 25.1 above.

25.3. In the case of the cremation of a non viable foetus a Certificate of Delivery from the Medical Practitioner or Midwife who delivered the foetus will be required.

25.4. Should the duly completed cremation papers and Certificates for Disposal not be received by the required time the Director may, at his/her discretion, postpone the funeral.

25.5. All fees and charges must be paid in full before the cremation service unless the Director has agreed alternative arrangements for payment.

26.0 Cremation times

26.1 The time booked for a funeral is 45 minutes. The first 5 minutes to allow the congregation to assemble within the Chapel, 30 minutes service time and the latter 10 minutes for crematorium staff to facilitate

essential housekeeping. These times must be strictly observed, as it is paramount to avoid disruption to other funerals.

- 26.2. The allocated time for a service shall not exceed the stated time at 26.1 unless prior approval for a longer period has been obtained in exceptional and/or unavoidable circumstances from the Director on an application at the Administration Office.
- 26.3. When prior knowledge of a large congregation or an expressed wish of the applicant for a longer service time, an additional service time must be booked.
- 26.4. In the event of a cortege arriving early or late the funeral must wait as and where instructed by the Director or other authorised person until it is convenient to proceed.

27.0 Religious or other services

- 27.1. The person or persons arranging the funeral shall be responsible for the attendance of a minister of religion or other officiant at the cremation service and for the payment of any fee to which they may be entitled.
- 27.2. Any form of funeral service may be used and the Director must be given details in advance of all proposed ceremonies. The Director shall have the discretion to prohibit any form of ceremony if in his opinion it would cause a disturbance or be offensive to other visitors to the Crematorium.
- 27.3. Alternatively, the coffin may be committed for cremation without any form of funeral service.

28.0 Coffins/Caskets

(Any reference to coffins will apply equally to caskets)

- 28.1. The Administration Office must be advised before any coffin larger than 7'6" long by 32" wide by 20" high can be accepted for cremation.
- 28.2. Each individual body, whether adult or child, brought into the Crematorium must be contained in a separate coffin. The only exceptions to this rule will be when the death is due to childbirth in which event mother and child may be contained in the same coffin or when the cremation is that of twins who died at childbirth.
- 28.3. Each body, whether adult or child, brought to the Crematorium for cremation must be contained in a wood or wood by-product or other suitable coffin (the Director must have prior notification if cardboard or wicker coffins are to be used). Metal or metal lined coffins and metallic coffin fittings are not permitted.

- 28.4. No coffin shall be accepted unless it bears adequate particulars of the deceased person therein.
- 28.5. Coffins may be open in the Chapel(s) during the funeral service.
- 28.6. Funeral Directors and others arranging a funeral service are reminded of the Environmental Protection Act 1990, which prohibits the burning of any substance, which may cause pollution. Bodies in coffins must only be covered or clothed in natural materials. If any other form of covering or clothing is required then the Director must be informed and his decision on the matter will be final.

29.0 General cremation regulations

- 29.1. The duration of any service shall not exceed 30 minutes without the prior permission of the Director.
- 29.2. The funeral director/person(s) arranging the service is responsible for the provision of sufficient bearers to convey the coffin reverently from the hearse to the catafalque. (The Crematorium may (subject to prior approval) be able to provide one bearer)
- 29.3. Persons attending a funeral at the Crematorium must leave the chapel at the end of the ceremony in order that it can be prepared for the next service.
- 29.4. Wreaths and flowers brought to the Crematorium at the time of the funeral service are placed in a position allocated for the deceased in the floral display area. A plaque bearing the name of the deceased will indicate the allocated place.
- 29.5. Floral tributes will normally remain on display for 7 days (including the day of the service) but in the event of severe deterioration or damage due to adverse weather conditions etc. they may be removed earlier at the Director's discretion. In any event removal will not take place less than 5 days (including the day of the service) after the funeral.
- 29.6. Floral tributes may occasionally be displayed in the Chapel(s) unless the Director has been otherwise advised. The funeral director must advise his/her client accordingly.
- 29.7. Representatives of the deceased may view the coffin being placed into the cremator after the funeral service. If this facility is required the Director must be notified at the time of booking the cremation.

Cremated remains

- 29.8. Cremated remains may be stored free of charge at the Crematorium for a period of 14 days following the date of cremation. If, at the end of this period, no further instructions have been received a telephone call will be made to the applicant or Funeral Director for the cremation giving a further 14 day period in which instructions may be given. If, at the end

of this period no instructions have been received, the cremated remains will be disposed of in accordance with current legislation within the grounds of the Crematorium without further consultation.

- 29.9. Cremated remains where instruction has been received not to witness will be stored for a period of 14 days free of charge following the date of cremation. The remains will be strewn in the woodland area with the exception of a request to be reunited with a previous loved one at a specific location.
- 29.10. Cremated remains where instruction has been received to witness will be stored free of charge until the applicant has booked an appointment for interment/strewing to take place.
- 29.11. Cremated remains where instruction has been received for collection by the Applicant, Funeral Director or nominated person will be stored for up to a period of 14 days, free of charge. Contact will be made with the appropriate person requesting collection and if collection has not been facilitated within another 14 day period a fee will be charged for this storage facility.
- 29.12. Cremated remains may only be strewn or interred by or under the supervision of Cambridge City Council Bereavement Services staff.
- 29.13. The appropriate cremation certificate must accompany cremated remains received from other Cremation Authorities.
- 29.14. Metals remaining after cremation are either collected by the Applicant, Funeral Director or nominated person or upon obtaining written consent the Bereavement services will arrange for the metal residue to be removed via the ICCM by a non profit making company as part of a national scheme. All surplus monies derived from this process is given to selected death related charities.

30.0 Guiding Principles for Cremation Services.

- 30.1. Cambridge City Council has adopted the Guiding Principles for Cremation Services issued by the Institute of Cemetery and Crematorium Management (ICCM) and is a member of the ICCM Corporate. Cambridge City Council works to the Federation of British Cremation Authorities (FBCA) Code of Cremation Practice and is a member.
- 30.2. The coffin will be placed into the cremator exactly as it is received on the catafalque and no part of it or its contents may be removed after the service of committal. The only exception being that floral tributes and any covering (eg a flag) on the coffin will be removed and placed to one side to await removal by the Chapel Attendant to the floral tribute display area.

30.3. Each coffin and contents given to the care of Cambridge City Council will be cremated separately.

31.0 Garden of Remembrance

31.1. The gardens at the Crematorium cover an area of 9 acres. The gardens are planned and formally planted with roses, shrubs and trees with a part being set aside as memorial woodland.

31.2. Many forms of memorial are available at the Crematorium. There is a Book of Remembrance and roses, shrubs, trees, garden seats, stone and slate tablets and memorial vaults are available for dedication to the deceased on payment of the appropriate fee. Application for these memorials must be made to the Administration Office

31.3. The only memorials allowed in the Garden of Remembrance are those supplied and approved by Cambridge City Council.

31.4. The placing in the crematorium buildings or on the areas designated as the Gardens of Remembrance or the woodland of artificial wreaths or flowers, glass shades, items of pottery, glass jars, tins, plastic or wire mesh fences and any other items of wood, metal, plastic or any other material is strictly forbidden and any item so placed in contravention of these Regulations will be removed and disposed of the by Council without notice.

31.5. The fixing of screws, hooks, nails and plastic binding including string to any tree/shrub whether it is an adopted memorial tree, or not, is strictly forbidden

31.6. Any unauthorised artefacts, or cut flowers used to adorn any tree will be removed immediately, without prior notice.

CAMBRIDGE CITY COUNCIL ARE AUTHORISED TO ALTER OR AMEND THE FOREGOING REGULATIONS AT ANY TIME; TO INTRODUCE SUCH FURTHER REGULATIONS AS THEY CONSIDER NECESSARY; TO WAIVE ANY OF THE FOREGOING REGULATIONS IN EXCEPTIONAL CIRCUMSTANCES OR TO IMPOSE TEMPORARY RESTRICTIONS ON ANY MATTERS NOT SPECIFICALLY COVERED BY THESE REGULATIONS.

Appendix C

CAMBRIDGE CITY CEMETERIES AND CREMATORIUM BEREAVEMENT SERVICES

Cemeteries and Crematorium Regulations

The Cemeteries and Crematorium are managed and operated in accordance with the Local Authorities' Cemeteries Order 1977, as amended by the Local Authorities' (Amendment) Order 1986, the Criminal Justice Acts 1967 and 1982 and such regulations as may be made by the Secretary of State for the Home Office.

These Regulations replace those adopted by the predecessor to Cambridge City Council in 1903.

Where, in these Regulations, there is a requirement to produce documentation of any sort, all such documentation shall be in its original form. Photocopies will not be accepted.

Location and Services

Cambridge City Council operates and manages three cemeteries and one crematorium. Two cemeteries (Newmarket Road Cemetery and Histon Road Cemetery) are within the City's boundary and the Crematorium and the third cemetery are located outside the boundary on the main A14 Huntingdon Road. The Crematorium and Huntingdon Road Cemetery are approximately 5 miles from the City centre.

Bus Service

Local buses serve all locations

Rail Service

The nearest station is Cambridge and this is approximately 6 miles from the Cemetery and Crematorium on Huntingdon Road.

GENERAL REGULATIONS

1.0 Terms

- 1.1. "Administration Office" means in the case of the three cemeteries and the Crematorium the administration office located at Cambridge City Crematorium, Huntingdon Road, Cambridge CB3 0JJ.
- 1.2. "Cemeteries" means the Histon Road Cemetery and the Newmarket Road Cemetery and the Huntingdon Road Cemetery and/or any cemetery and any buildings or land provided therewith by Cambridge City Council.
- 1.3. "Cremation Authority" means the cremation authority in whose area a cremation has been carried out.
- 1.4. "Crematorium" means the Cambridge City Crematorium at Huntingdon Road Cambridge and/or any crematorium and any buildings or land therewith provided by Cambridge City Council.

- 1.5. "Director" means Cambridge City Council's Director of Community Services and his/her staff as directed.
- 1.6. "Regulations" means these Cemetery and Crematorium Regulations and any amendment thereof.
- 1.7. 1.7 "Registrar" means the Registrar of Births Deaths and Marriages.
- 1.8. "Resident" means any individual permanently resident within Cambridge City Boundary.

2.0 Opening Times

- 2.1. The grounds of the Cemeteries and Crematorium will be open to the public every day of the year and at all times except as detailed in 2.2 and 6.0 below.
- 2.2. Newmarket Road Cemetery will be open from 9.00am until 4.00pm in the period from the 1st November to the 31st March and from 9.00am until 6.00pm from the 1st April to the 31st October in any year.

3.0 Administration

- 3.1. The Administration Office is open from 9.00am to 5.00pm Monday to Friday. It is closed at weekends and on public holidays.
- 3.2. Plans of the Cemeteries and the Crematorium shall be available for inspection during normal office hours in the Administration Office.
- 3.3. A Register of Burials and a Register of Cremations are kept at the Administration Office. Searches may be made and certified extracts obtained by prior arrangement with the Administration Office.
- 3.4. Any form specified in these Regulations for use in connection with burial, cremation or memorials may be obtained free of charge from the Director at the Administration Office.
- 3.5. All enquiries, complaints and requests from members of the public should be made to the Director at the Administration Office.

4.0 Fees

- 4.1. Cambridge City Council will determine fees for the Cemeteries and Crematorium Services annually.
- 4.2. Fees, in respect of memorials, will take effect from the 1st April in each year.
- 4.3. Details of fees for the Cemeteries and Crematorium services may be obtained from the Administration Office during office hours or via Cambridge City Council's website.
- 4.4. In determining whether burial fees will be chargeable at the Resident or Non-resident rate the last permanent address of the deceased will be used. If a long term resident of Cambridge has been accommodated in a residential care/nursing home outside the boundary of the City the Resident rate will apply so long as the deceased has had a permanent address in the City of Cambridge within the year immediately prior to the

date of death. The payment of Resident as opposed to Non-resident charges may also be allowed in exceptional circumstances at the discretion of the Director.

- 4.5. All fees and charges are payable in advance to Cambridge City Council at the Administration Office.
- 4.6. Official receipts will be given for all money received by Cambridge City Council.

5. Visitors

- 5.1. Cambridge City Council welcomes all visitors to the Cemeteries and Crematorium. Visitors are asked to respect the peace, dignity and reverence of the facilities.
- 5.2. All persons entering the Cemeteries and Crematorium shall be subject to the Regulations and to any directions, which may be given by the Director or his/her staff in the course of their duties.
- 5.3. All persons shall conduct themselves in a decent, quiet and orderly manner and are advised of the following provisions in the Local Authorities' Cemeteries Order 1977:

No person shall:

- ***wilfully create any disturbance in a cemetery***
- ***commit any nuisance in a cemetery***
- ***wilfully interfere with any burial taking place in a cemetery***
- ***wilfully interfere with any grave vault or tombstone or other memorial or with any flowers or plants on any such grave***
- ***play at any game or sport in a cemetery***

Any person who contravenes these provisions shall be liable on summary conviction to a fine not exceeding level 1 on the Standard Scale (at the date of the Regulations £200) and, in the case of a continuing offence, to a fine not exceeding £10 for each day during which the offence continues after conviction thereof.

- 5.4. Visitors shall not unreasonably interrupt the Council's employees at their duties or employ them to execute private works within the Cemeteries or the Crematorium or extend to them any gratuity.
- 5.5. All visitors must keep to the footpaths or roads provided for that purpose except when visiting a grave and must refrain from touching the trees, shrubs, plants or flowers.
- 5.6. No person shall drop, throw or otherwise deposit and leave in the Cemeteries and the Crematorium any wastepaper or refuse of any kind except in the litter bins provided.
- 5.7. No person shall operate any sound reproducing equipment or play any musical instrument without the prior consent of the Director.
- 5.8. No photographs or videos may be taken in the Cemeteries and the Crematorium without the prior consent of the Director and where applicable the holder of the deed of grant of exclusive right of burial.
- 5.9. No person shall smoke in any of the Cemeteries and Crematorium buildings.

- 5.10. All persons entering the Cemeteries and Crematorium do so at their own risk and Cambridge City Council will not accept liability for injuries or damage sustained howsoever caused.
- 5.11. Any person found soliciting for business within any of the Cemeteries or the Crematorium may be banned from entering the Cemeteries or the Crematorium.
- 5.12. Vehicles (which term shall, for the purpose of the Regulations, include bicycles) are allowed in the grounds of the cemeteries at Huntingdon Road, Newmarket Road and the Crematorium. Motorised vehicles are not allowed in the cemetery at Histon Road without prior consent from the Director.
- 5.13. Vehicle access is subject to absolute right of way being given to funeral cortege and/or pedestrians at all times in the cemeteries and crematorium.
- 5.14. The maximum speed limit in the grounds of the Cemeteries and Crematorium is 10 miles per hour or such other speed limit as may be notified.
- 5.15. Vehicles may only be driven on carriageways suited to the purpose and in the car parks. They must not be driven or parked on grassed areas. No vehicle to be left in a position so as to cause an obstruction to other traffic.

6. Children

- 6.1. Children under 15 years of age are not allowed, for their own safety, within the Cemeteries and Crematorium except under the care and supervision of a responsible adult.

7. Dogs and Animals

- 7.1. Without the prior consent of the Director, no animals are allowed within the buildings and grounds of the cemeteries and crematorium except for assisted dogs.

8. Water supply

- 8.1. Cambridge City Council reserves the right to disconnect the water supply in Cemeteries to avoid freezing, when a tap or taps are defective or if the supply provided is abused.

9. Non-council employees

- 9.1. All persons, not being employees of Cambridge City Council, engaged at work in the Cemeteries and Crematorium shall comply with all requirements and directions of Cambridge City Council when in the Cemeteries or the Crematorium.

10. Public Health Funerals

- 10.1. Under the Public Health (Control of Disease) Act 1984, Cambridge City Council has a duty to dispose of the body of any person dying within the administrative district, where it appears that no suitable funeral arrangements are being made other than by the authority. The exception to this is where a death occurs in Hospital; in this instance the relevant Hospital authorities make the arrangements.
- 10.2. The Council normally acts on written instructions received from the local Coroners Officer. In some instances the managers of residential homes and sheltered accommodation advise of circumstances where a death has occurred within their home.

- 10.3. Where the deceased has not left a will or any other documents that will indicate the existence of relatives, religious beliefs or funeral preferences Cambridge City Council will make suitable arrangements for the deceased to be buried. The reason for this option is predominantly the possibility of a future requirement for an exhumation licence request via relatives that may come forward at a later date.

BURIALS

10.0 Booking burial service times

- 10.1. Applications for burial must be made to the Director at the Administration Office between 9.00am and 5.30pm Monday to Friday (except public holidays).
- 10.2. Every application for burial must be confirmed in writing on the prescribed Interment Notice.

11.0 Interment notices

- 11.1 The Interment Notice must be completed accurately and in full by the person/s arranging the burial. (Advice on this can, if required, be obtained from the Administration Office).
- 11.2 The Interment Notice together with the appropriate fee must be delivered to the Administration Office by 12 noon at least two clear working days before the date of the proposed burial. (*This Regulation may be waived at the discretion of the Director in the interest of public health*).
- 11.3 The Registrar's Certificate for Burial or the Coroner's Order for Burial (or a duplicate thereof) must be delivered to the Director at the Administration Office before the proposed burial can take place. Whenever possible the relevant document should accompany the Interment Notice referred to in 11.1 above
- 11.4 In the case of the burial of a non viable foetus, a Certificate from the Medical Practitioner or Midwife who last attended the deceased will be required.
- 11.5 In the case of the burial of cremated remains, a Certificate of Cremation, issued by the relevant Cremation Authority, will be required.
- 11.6 Coffin and casket sizes must be confirmed in writing on the Interment Notice.
- 11.7 Should a properly completed Interment Notice and the prescribed documents referred to in paragraphs 11.3 and 11.4 above not be received by the required time (see Regulation 11.2 above) the Director may, at his discretion, postpone the funeral.
- 11.8 All fees and charges must be paid in full before the burial.

12.0 Burial times

- 12.1. The time booked for a funeral is the time at which the cortege is due to arrive at a Cemetery and this must be strictly observed. This is essential if disruption to other funerals is to be avoided.
- 12.2. In the event of the late or early arrival of a cortege the funeral must wait as and where instructed by the Director until it is convenient to proceed.

13.0 Religious or other services

- 13.1. The person or persons arranging the burial shall be responsible for the attendance of a minister of religion or other officiant at the burial service and for the payment of any fee to which they may be entitled.
- 13.2. Any form of funeral may be used and the Director must be given details in advance of all proposed ceremonies. The Director shall have the discretion to prohibit a form of ceremony if in his opinion it would cause a disturbance or be offensive to other visitors in the Cemetery.
- 13.3. Alternatively, the coffin may be committed direct to the grave without any form of funeral service.

14.0 Coffins and caskets (Any reference to coffins applies equally to caskets)

- 14.1. Each individual body whether adult or child brought into any of the Cemeteries must be contained in a separate coffin. The only exceptions to this rule will be when
 - 14.1.1 The burial is that of a mother and baby who died together in childbirth in which event mother and child may be contained in the same coffin;
 - 14.1.2 The burial is that of twins who died in childbirth in which event the babies may be contained in the same coffin.
- 14.2. No coffin will be accepted for burial unless it bears adequate particulars of the deceased person/s therein.
- 14.3. Coffins may be open during the funeral service in the Chapel only. They may not be open if a graveside only service is held.
- 14.4. Coffins may be constructed of wood, metal, wicker or cardboard. Shrouds will also be permitted but their use must be notified to the Administration Office at the time the service is booked. The office must also be notified of the type and design of shroud.
- 14.5. Responsibility for providing sufficient bearers to carry the coffin rests with the funeral director or the person arranging the funeral.

GRAVES

Cambridge City Council's Cemeteries offers public graves and graves to which the exclusive right of burial may be purchased for a fixed period of 50years. On the fifth anniversary of the purchase of the Grant of Exclusive Right of Burial we may offer the owner the chance to buy another five years bringing it back to its original full term.

15.0 General

- 15.1. Cambridge City Council will prepare all graves.
- 15.2. No body will be buried in a grave in such a manner that any part of the coffin is less than 3 feet below the level of the ground adjoining the grave provided that Cambridge City Council may, in its absolute discretion where it considers the soil to be of a suitable character, permit a coffin to be placed not less than 2 feet below the level of any ground adjoining the grave.
- 15.3. No body shall be buried in a grave unless the coffin is effectively separated from any coffin interred on a previous occasion by means of a layer of earth not less than 6 inches thick.

16.0 Public graves

- 16.1. Public graves are provided for those that desire burial but cannot or do not wish to purchase the exclusive right of burial.
- 16.2. The right of burial in public graves remains with Cambridge City Council and such graves may contain other, non related, interments.
- 16.2. Memorials cannot be erected on public graves except with the written permission of the Director.

17.0 Graves with an Exclusive Right of Burial

- 17.1. The exclusive right of burial in a grave may be purchased at the time of the burial on payment to Cambridge City Council of the appropriate fee and completion of the Interment Notice.
- 17.2. The exclusive right of burial in a grave space in the Cemeteries is granted for a fixed period of 50 years with the option to top up at five yearly intervals.
- 17.3. The grant of exclusive right of burial entitles the deed holder to determine who is buried in the grave and whether a memorial can be erected thereon (subject to payment of the relevant fees and permission in advance from Cambridge City Council) The grant relates solely to the exclusive right of burial and does not extend any freehold rights in respect of the land space.
- 17.4. All such graves will normally be excavated to the maximum depth available. All graves should be sufficient for a minimum of two interments but Cambridge City Council cannot be held responsible if, due to factors outside its control, two interments in a grave cannot be achieved.
- 17.5. New graves will be allocated in rotation within each section of the Cemeteries. Alternative locations are at the discretion of the Director.
- 17.6. Plans showing all grave spaces are kept by Cambridge City Council and may be viewed on application to the Director at the Administration Office.
- 17.7. At the expiration of the 50 year period of the exclusive right of burial the purchaser, or current owner of the exclusive right of burial, will have the option to renew the said right subject to such restrictions and regulations and on payment of such fees as may be in force at that time.
- 17.8. Applications for renewal of the exclusive right of burial should be made to the Administration Office no less than 6 months before the expiry of the previous grant.
- 17.9. Where the period of grant of the exclusive right of burial has lapsed, and no notification of the intention to renew has been received from the person who held the exclusive right of burial, Cambridge City Council may grant a new exclusive right of burial to another person but before doing so will, where practical, notify the previous owner, or his/her personal representatives, of the Council's intention and give the previous purchaser the opportunity to renew the exclusive right of burial.
- 17.10. Where no interment has taken place in the grave, the owner of an exclusive right of burial may surrender the same to Cambridge City Council and receive repayment of the original purchase fee paid by the owner. No refund will be made if the exclusive right of burial will lapse within 5 years from the date of surrender

- 17.11. No grave in which the grant of exclusive right of burial has been purchased can be opened without the prior written consent of the registered owner except where the burial is that of the owner of the said grant.
- 17.12. Any transfer of ownership of exclusive right of burial will be subject to the production of satisfactory evidence of title and the approval of Cambridge City Council. Such transfer must be recorded in the Cemeteries' records and the original deed of grant of exclusive right of burial produced. The legal transfer of ownership can be arranged on application to the Director at the administration office.

18.0 Lawn Graves

- 18.1. Sections of the Cemeteries will be designated for lawn graves.
- 18.2. A lawn grave is a grave that is laid to lawn with no mounds or surrounds erected upon it. If the grave is a purchased grave, a headstone may be erected at its head on virgin soil
- 18.3. Memorial headstones on lawn graves must not exceed 90cms (approx. 36") in height above ground level and 60cms (approx.24") wide. These measurements include a base when provided.
- 18.4. Memorial headstones must be securely fixed and safely erected by a National Association of Memorial Masons (NAMM) accredited memorial stonemason in a manner approved by Cambridge City Council.

19. Traditional graves

- 19.1. Sections of the Cemeteries may be designated for traditional graves
- 19.2. A traditional grave is one that can have a memorial slab covering its full length (2.13mts - approx 7 feet) and width (90cms - approx. 3 feet) and/or kerb surrounds and/or a memorial headstone (not exceeding 1.22mts - 4 feet high) These measurements include the dimensions of any base that might be erected
- 19.3. All memorials must be securely fixed and safely erected by a NAMM accredited memorial stonemason in a manner approved by Cambridge City Council.

20. Infant graves

- 20.1. There is a section designated for infant burials in the Cemeteries at Newmarket Road and Huntingdon Road.
- 20.2. Infant graves are intended for the burial of babies and infants up to the age of 3 years at the time of death (in exceptional circumstances burial of older children may take place at the discretion of the Director).
- 20.3. Memorial headstones, not exceeding 46cms (approx. 18 inches) high, are permitted on purchased infant graves.
- 20.4. Memorial headstones on infant graves must be securely fixed and safely erected by a NAMM accredited memorial stonemason in a manner approved by Cambridge City Council.

21. Natural and Woodland Burials

- 21.1. The Cemetery and Crematorium at Huntingdon Road have areas designated for woodland and natural burials.
- 21.2. Natural burials in the cemetery will be in a designated section of grassland with trees and shrubs planted on or around them. This section will remain “natural” and “informal” and grass cutting will be kept to a minimum.
- 21.3. No memorial or marker of any type will be permitted on graves in this section. This is to protect the naturalness of the area.
- 21.4. Woodland burials are in a mature wooded area located at the Crematorium, in which, if required, can be marked discreetly with a wooden memorial or marker. Stone monuments or anything made from non-biodegradable materials are not permitted.
- 21.5. Interments at both locations will only be allowed if a cardboard, wood or wicker coffin or a shroud is used.

22. Opening of graves

- 22.1. After burial no body or cremated remains may be removed from a grave without the prior production, to the satisfaction of Cambridge City Council, of an exhumation licence issued by the Department of Constitutional Affairs at least 7 days in advance of the date set for any such exhumation. Cambridge City Council will require the original documents for this purpose.
- 22.2. Where the registered owner of an exclusive right of burial is deceased and a further burial (ie not being that of the registered owner) is sought, Cambridge City Council will require a legal transfer of ownership to be applied for by the person/s claiming ownership of the exclusive right of burial, before any burial is permitted.
- 22.3. Cambridge City Council reserves the right to demand production of the deed of exclusive right of burial before a grave can be reopened. In the event of the loss of the deed Cambridge City Council reserves the right to demand a statutory declaration as to the loss of the said grant.
- 22.4. Cambridge City Council reserves the right to erect soil boxes on graves adjacent to those needing to be opened for burial purposes. The soil box will be removed as soon as possible after the burial has taken place and the grave restored to its original state.
- 22.5. Occasionally, it may be necessary to move memorials adjacent to a grave where a burial is due to take place. When this happens the memorial will be reinstalled as soon as possible after the burial, using a NAMM.

23. Memorial Management

The installation of new memorials and the adding of inscriptions to existing memorials is carefully controlled by Cambridge City Council to ensure that:

- 23.1. The work is only carried out with the permission of the registered owner/s of the right of burial. All memorials comply with Cambridge City Council’s Regulations and the work is carried out with due regard to the appropriate Health and Safety regulations.
- 23.2. Owners of the exclusive right of burial in a grave space may erect, without charge, a wooden cross as a temporary grave marker for a maximum period of twelve months from the date of burial. Crosses should be constructed from a non-tropical, sustainable forest hardwood and should not exceed 3 feet in height.
- 23.3. Application for memorial work together with the relevant fee must be submitted to the Director on an “Application To Undertake Memorial Work” form for approval in advance of any work being carried out. This form must contain full details of the

memorial stone mason who will carry out the work, the material to be used, full dimensions of the memorial, the proposed inscription and include a diagram of the proposed memorial. The application must also contain the full names of the registered owner/s together with their signature/s authorising the work.

- 23.4. The Director reserves the right to refuse to approve an inscription if in his/her opinion the proposed inscription would be offensive to relatives or friends of the deceased or users of the Cemetery or the public at large.
- 23.5. Every memorial must have inscribed upon the rear of the headstone the grave number as shown on the deed of grant of exclusive right of burial.
- 23.6. Memorial permits must be presented at either the cemetery office at Newmarket Road or the administration office located at the Crematorium if the monumental works relate to Histon or Huntingdon Road cemeteries. The memorial will be inspected. If the memorial is acceptable the permit will be signed authorising the memorial to be erected. The permit slip must be signed before the memorial can be erected.
- 23.7. The owner must keep all memorials in a good and safe condition. The Director is authorised to remove any memorial that is allowed to fall into disrepair or become dangerous.
- 23.8. All memorial stones shall be of solid stone.
- 23.9. No memorial, of whatever description, will be admitted into the Cemeteries or permitted to be erected except on condition that such memorial be erected and remain at the owner's sole risk and Cambridge City Council shall not be held responsible for any damage or breakage which may occur to the same at any time. ***(The owner of the exclusive right of burial is advised to consider the availability of a suitable form of insurance in this respect)***
- 23.10. Cambridge City Council reserves the right to remove any artificial wreaths or flowers, glass shades, items of pottery, glass jars, tins, plastic or wire mesh fences or any other items of wood, metal, plastic or any other material and any item so placed in contravention of these Regulations will be disposed of without notice.

24. Memorial Safety

Duties

- 24.1. Cambridge City Council will take measures to deal with headstone safety. A memorial inspection programme will be implemented to identify memorials posing an immediate danger to the public.
- 24.2. A memorial masons registration scheme will be introduced to monitor monumental masons and prevent further risk within Cambridge cemeteries.
- 24.3. Primary responsibility for Health & Safety in Council owned cemeteries lies with Cambridge City Council as the burial authority in control of the cemetery. Cambridge City Council is required to control the risks associated with any cemetery for which they have responsibility.
- 24.4. Whilst Cambridge City Council has overall responsibility for the safety of the cemeteries, including risks from unstable memorials, it does not own the memorials. The owner of the memorial will be the grave owner who is responsible who is responsible for the safety and stability of their memorial. In many cases there is no identifiable owner.

- 24.5. The Council has a responsibility to staff (Section 2 Health and Safety at Work Act 1974) and a responsibility to visitors (Section 3 Health and Safety at Work Act 1974). The Management of Health and Safety at Work Regulations 1999 places a legal duty on the Council to assess the risks from cemetery structures and work activities and ensure that the risks are controlled.
- 24.6. Cambridge City Council has a duty of care to all visitors at their cemeteries and to ensure all memorials are safe, will carry out regular safety inspections at least once every five years. The Memorial Mason is responsible to erect a memorial safely. They are also legally liable for the standard of workmanship and memorial owners are protected under general consumer protection legislation. The memorial owner has a responsibility for ensuring their property is installed and maintained in a safe manner.
- 24.7. The frequency of re-inspection will be under a five year rolling programme. The Council's inspection regime may prescribe shorter periods of inspection for memorials with a higher risk, but are not in need of immediate repair, or where ground condition; climate or other factors indicate a need for more frequent inspections.

Immediate Danger

- 24.8. In cases of immediate danger, the Council is empowered under the provision of Local Authorities Cemeteries Order 1977 (LACO) Article 6 (1) to take immediate action to make safe dangerous memorials

Duties

- 24.9. Cambridge City Council has implemented a memorial safety programme in line with the guidance set by the ICCM – Installation, Inspection, Management and Maintenance of Memorials October 2005, recommended by the HSE and endorsed by the Local Government Ombudsmen Special Report March 2006.
- 24.10. Cambridge City Council complies with the clear recommendations of the HSE and the ICCM "a clear policy should be in place with set standards for management of memorial stability".

Training

- 24.11. Cambridge City Council employees are trained to carry out inspections of unstable memorials, and have completed an ICCM Management of Memorials course, covering memorial testing methods, marking and record keeping and current Health and Safety issues.
- 24.12. All staff are specifically trained on manual handling, gantry lifting equipment, calibrated testing devices and moving memorials. Training is provided prior to all inspections and working in a team ensures consistency.

Communication

- 24.13. Prior to starting any work a range of collective public awareness and notification will be carried out. Press releases, prominent warning notices and open days advising the public of the inspection and make safe process. Warning notices placed at the entrance of and throughout the burial grounds, to include indication of potential danger posed by unsafe memorials. Wherever possible individual notification will be sent to grave owners, kept fully informed of what is being done, the test date, result and future period of inspection.

Inspection and Testing

- 24.14. On commencement of the memorial safety programme an initial inspection will be carried out to identify any memorials posing an immediate danger to the public. All memorials posing an immediate danger to the public will be made safe with a temporary support where possible and only laid down as a final option minimising distress to the bereaved, consideration of the aesthetics to the cemeteries and avoiding trip hazards.
- 24.15. All memorials in the cemetery will be visually assessed, but memorials in excess of 2.5 metres will require inspection from a structural engineer. A physical hand test will be carried out on memorials up to 2.5 metres at the apex of the memorial or as high up as can comfortably be reached by the operative, to a force of 350 Newtons. Results from this test will be fed into a hand-held device and then download to a central computer system in the administration office at the Crematorium. The physical hand test shall only take place following a visual inspection.
- 24.16. A final test following successful visual and the hand test, force measuring equipment will be used to test memorials up to 1.5 metres.
- 24.17. A risk assessment will be carried out on memorials below 500mm due to the difficulty to test using force measuring equipment as these type of memorials are less likely to cause injury.

Record Keeping

- 24.18. Every memorial inspected will have an electronic and photographic record made of the inspection. Records include locating memorials for future inspections, method of inspection and an assessment of the priority and action to be taken to make the memorial safe.

Making Safe

- 24.19. Cambridge City Council will make safe memorials by using stabilisation devices to ensure that they are as much in harmony with the cemetery use as possible. In some individual cases laying down memorials will be essential to prevent a genuine hazard to health and safety but Cambridge City Council will not operate the laying down of large numbers of lawn memorials as an appropriate making safe method.

Repairing

- 24.20. The grave owner will be in contact where possible and advised of the situation regarding their memorial and to then contact a memorial mason so a memorial anchor system can be fitted as recommended by NAMM and the ICCM.
- 24.21. Grave owners who cannot be traced, the memorials will be refixed by Cambridge City Council either by, where funds allow, complying with the NAMM and ICCM recommendations as at 24.20 or inlaying in the ground.

CREMATION

24.0 Booking cremation service times

- 24.1. Application for cremation must be made to the Director at the Administration Office between the hours of 9.00am to 5.00pm Monday to Friday (except Public Holidays)
- 24.2. Every application for cremation must be confirmed in writing on the prescribed "Preliminary Instructions for Cremation" form.

25.0 Cremation papers

- 25.1. Fully and properly completed cremation papers must be delivered to the Director at the Administration Office by 9.00am at least one clear working day prior to the date of the cremation service. In exceptional circumstances the later delivery of papers may be accepted but only by prior arrangement with the Director.
- 25.2. The Registrar's Certificate for Cremation or the Coroner's Order for Cremation or The Registrar's Certificate of Non Liability to register must accompany the cremation papers referred to in 25.1 above.
- 25.3. In the case of the cremation of a non viable foetus a Certificate of Delivery from the Medical Practitioner or Midwife who delivered the foetus will be required.
- 25.4. Should the duly completed cremation papers and Certificates for Disposal not be received by the required time the Director may, at his/her discretion, postpone the funeral.
- 25.5. All fees and charges must be paid in full before the cremation service unless the Director has agreed alternative arrangements for payment.

26.0 Cremation times

- 26.1. The time booked for a funeral is 45 minutes. The first 5 minutes to allow the congregation to assemble within the Chapel, 30 minutes service time and the latter 10 minutes for crematorium staff to facilitate essential housekeeping. These times must be strictly observed, as it is paramount to avoid disruption to other funerals.
- 26.2. The allocated time for a service shall not exceed the stated time at 26.1 unless prior approval for a longer period has been obtained in exceptional and/or unavoidable circumstances from the Director on an application at the Administration Office.
- 26.3. When prior knowledge of a large congregation or an expressed wish of the applicant for a longer service time, an additional service time must be booked.
- 26.4. In the event of a cortege arriving early or late the funeral must wait as and where instructed by the Director or other authorised person until it is convenient to proceed.

27.0 Religious or other services

- 27.1. The person or persons arranging the funeral shall be responsible for the attendance of a minister of religion or other officiant at the cremation service and for the payment of any fee to which they may be entitled.
- 27.2. Any form of funeral service may be used and the Director must be given details in advance of all proposed ceremonies. The Director shall have the discretion to prohibit any form of ceremony if in his opinion it would cause a disturbance or be offensive to other visitors to the Crematorium.
- 27.3. Alternatively, the coffin may be committed for cremation without any form of funeral service.

28.0 Coffins/Caskets

(Any reference to coffins will apply equally to caskets)

- 28.1. The Administration Office must be advised before any coffin larger than 7'6" long by 32" wide by 20" high can be accepted for cremation.
- 28.2. Each individual body, whether adult or child, brought into the Crematorium must be contained in a separate coffin. The only exceptions to this rule will be when the death is due to childbirth in which event mother and child may be contained in the same coffin or when the cremation is that of twins who died at childbirth.
- 28.3. Each body, whether adult or child, brought to the Crematorium for cremation must be contained in a wood or wood by-product or other suitable coffin (the Director must have prior notification if cardboard or wicker coffins are to be used). Metal or metal lined coffins and metallic coffin fittings are not permitted.
- 28.4. No coffin shall be accepted unless it bears adequate particulars of the deceased person therein.
- 28.5. Coffins may be open in the Chapel(s) during the funeral service.
- 28.6. Funeral Directors and others arranging a funeral service are reminded of the Environmental Protection Act 1990, which prohibits the burning of any substance, which may cause pollution. Bodies in coffins must only be covered or clothed in natural materials. If any other form of covering or clothing is required then the Director must be informed and his decision on the matter will be final.

29.0 General cremation regulations

- 29.1. The duration of any service shall not exceed 30 minutes without the prior permission of the Director.
- 29.2. The funeral director/person(s) arranging the service is responsible for the provision of sufficient bearers to convey the coffin reverently from the hearse to the catafalque. (The Crematorium may (subject to prior approval) be able to provide one bearer)
- 29.3. Persons attending a funeral at the Crematorium must leave the chapel at the end of the ceremony in order that it can be prepared for the next service.
- 29.4. Wreaths and flowers brought to the Crematorium at the time of the funeral service are placed in a position allocated for the deceased in the floral display area. A plaque bearing the name of the deceased will indicate the allocated place.
- 29.5. Floral tributes will normally remain on display for 7 days (including the day of the service) but in the event of severe deterioration or damage due to adverse weather conditions etc. they may be removed earlier at the Director's discretion. In any event removal will not take place less than 5 days (including the day of the service) after the funeral.
- 29.6. Floral tributes may occasionally be displayed in the Chapel(s) unless the Director has been otherwise advised. The funeral director must advise his/her client accordingly.
- 29.7. Representatives of the deceased may view the coffin being placed into the cremator after the funeral service. If this facility is required the Director must be notified at the time of booking the cremation.

Cremated remains

- 29.8. Cremated remains may be stored free of charge at the Crematorium for a period of 14 days following the date of cremation. If, at the end of this period, no further instructions have been received a telephone call will be made to the applicant or

Funeral Director for the cremation giving a further 14 day period in which instructions may be given. If, at the end of this period no instructions have been received, the cremated remains will be disposed of in accordance with current legislation within the grounds of the Crematorium without further consultation.

- 29.9. Cremated remains where instruction has been received not to witness will be stored for a period of 14 days free of charge following the date of cremation. The remains will be strewn in the woodland area with the exception of a request to be reunited with a previous loved one at a specific location.
- 29.10. Cremated remains where instruction has been received to witness will be stored free of charge until the applicant has booked an appointment for interment/strewing to take place.
- 29.11. Cremated remains where instruction has been received for collection by the Applicant, Funeral Director or nominated person will be stored for up to a period of 14 days, free of charge. Contact will be made with the appropriate person requesting collection and if collection has not been facilitated within another 14 day period a fee will be charged for this storage facility.
- 29.12. Cremated remains may only be strewn or interred by or under the supervision of Cambridge City Council Bereavement Services staff.
- 29.13. The appropriate cremation certificate must accompany cremated remains received from other Cremation Authorities.
- 29.14. Metals remaining after cremation are either collected by the Applicant, Funeral Director or nominated person or upon obtaining written consent the Bereavement services will arrange for the metal residue to be removed via the ICCM by a non profit making company as part of a national scheme. All surplus monies derived from this process is given to selected death related charities.

30.0 Guiding Principles for Cremation Services.

- 30.1. Cambridge City Council has adopted the Guiding Principles for Cremation Services issued by the Institute of Cemetery and Crematorium Management (ICCM) and is a member of the ICCM Corporate. Cambridge City Council works to the Federation of British Cremation Authorities (FBCA) Code of Cremation Practice and is a member.
- 30.2. The coffin will be placed into the cremator exactly as it is received on the catafalque and no part of it or its contents may be removed after the service of committal. The only exception being that floral tributes and any covering (eg a flag) on the coffin will be removed and placed to one side to await removal by the Chapel Attendant to the floral tribute display area.
- 30.3. Each coffin and contents given to the care of Cambridge City Council will be cremated separately.

31.0 Garden of Remembrance

- 31.1. The gardens at the Crematorium cover an area of 9 acres. The gardens are planned and formally planted with roses, shrubs and trees with a part being set aside as memorial woodland.
- 31.2. Many forms of memorial are available at the Crematorium. There is a Book of Remembrance and roses, shrubs, trees, garden seats, stone and slate tablets and memorial vaults are available for dedication to the deceased on payment of the appropriate fee. Application for these memorials must be made to the Administration Office

- 31.3. The only memorials allowed in the Garden of Remembrance are those supplied and approved by Cambridge City Council.
- 31.4. The placing in the crematorium buildings or on the areas designated as the Gardens of Remembrance or the woodland of artificial wreaths or flowers, glass shades, items of pottery, glass jars, tins, plastic or wire mesh fences and any other items of wood, metal, plastic or any other material is strictly forbidden and any item so placed in contravention of these Regulations will be removed and disposed of by Council without notice.
- 31.5. The fixing of screws, hooks, nails and plastic binding including string to any tree/shrub whether it is an adopted memorial tree, or not, is strictly forbidden
- 31.6. Any unauthorised artefacts, or cut flowers used to adorn any tree will be removed immediately, without prior notice.

CAMBRIDGE CITY COUNCIL ARE AUTHORISED TO ALTER OR AMEND THE FOREGOING REGULATIONS AT ANY TIME; TO INTRODUCE SUCH FURTHER REGULATIONS AS THEY CONSIDER NECESSARY; TO WAIVE ANY OF THE FOREGOING REGULATIONS IN EXCEPTIONAL CIRCUMSTANCES OR TO IMPOSE TEMPORARY RESTRICTIONS ON ANY MATTERS NOT SPECIFICALLY COVERED BY THESE REGULATIONS.