

CARDIFF BEREAVEMENT SERVICES



CEMETERY & CREMATORIUM POLICY DOCUMENT

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1. Introduction

The purpose of this Policy Document is to set out the Cardiff Bereavement Services “in-house” rules which apply to the provision of the bereavement services and to provide a useful guide to members of the public who require the said services.

Please note, the explanatory notes set out in this policy document do not form part of the Rules but have been inserted into the Policy Document in italics so as to explain the provisions and reasons for the Rules.

All graves and vaults will be sold subject to the Rules set out in this Policy Document (which may be amended from time to time by the Council), together with any statutory legislation relating to 1) the provision of the services and 2) the management, regulation and control of Council owned and/or managed cemeteries and crematoria, and issued by central government, the Welsh Assembly Government, and any other competent authority under which the Council is bound to comply.

These Rules apply throughout to all cemeteries and crematoria owned or managed by the Council.

Should anyone have any queries in connection with the Rules and guidance set out in this Policy Document, in the first instance they should contact the Operational Manager (Bereavement) at the Administration Office. Any complaints will be dealt with in accordance with the Council’s Corporate Complaints Policy.

2. Terms of Reference and Definitions

In this Policy Document, unless the context otherwise requires the following terms shall have the meanings given to them below:

“the Council” means the County Council of the City and County of Cardiff

“Cardiff Bereavement Services” means the Bereavement Services department of the Council;

“Cemetery, Cemeteries or Site” means any cemetery or crematorium site currently owned or managed by the Council

“Chapel” means the chapels situated at the Crematorium

“Cremation Regulations 2008” means the Cremation (England and Wales) Regulations 2008

“Crematorium” means any crematorium site currently owned or managed by the Council

“Deputy Medical Referee” means the deputy medical referee appointed to the Council in its capacity as a cremation authority

“Exclusive Right of Burial” means an exclusive right of burial granted in accordance with Rule 4.2.3

“Lawn Grave” - means a grave which is mainly laid to lawn and which complies with Rules 4.13.2

“Medical Referee” – means the medical referee appointed to the Council acting in its capacity as a cremation authority, and shall include the Deputy Medical Referee acting in the absence of the Medical Referee.

“Memorial” means an object serving as a remembrance and for the purposes of these rules include a headstone, cross, kerb, landing, edging, stone chippings, vase, flat memorial tablet, wooden grave markers, temporary grave markers and those memorials permitted under Rule 6

“Memorial Rules” means those rules set out under Rule 6 of this Policy Document

“Operational Manager (Bereavement)” means the operational manager for Bereavement Services and includes his/her deputies, assistants and or his or her representative.

“Policy Document” means this document which sets out the Rules

“Register of Burials” means a register of all burials in a Cemetery kept and maintained by the Council

“Rules” means the Cardiff Bereavement Services’ “in house” rules set out in this Policy Document.

“Right of Burial” means a right of burial granted in accordance with Rule 4.2.2

“Semi Lawn Grave” means a grave which is edged by kerbs set at ground level and which complies with Rule 4.13.3.

“Table of Fees” means the list of fees and charges for goods and services provided by Cardiff Bereavement Services

“the Administration Office” means the administration office at the Cemetery Office, Thornhill Road, Cardiff, CF14 9UA

“Traditional Grave” – means a grave which is edged by raised kerbs and complies with Rules 4.13.4

“Woodland Grave” means a grave or grave space in an allocated woodland area in the Cemetery and complies with Rule 4.13.5

“Working Day” means between 9.00am and 5.00pm Monday to Friday inclusive but does not include any days which are bank holidays, public holidays or Council statutory days (a copy of the Council’s statutory days can be provided upon request).

3. General Rules and Guidance

3.1 Other than as set out to the contrary in this Policy Document or in exceptional circumstances, the opening and closing times of the Cemeteries are displayed at the entrances to each Site and are as follows:

APRIL TO SEPTEMBER		OCTOBER AND MARCH		NOVEMBER AND FEBRUARY		DECEMBER AND JANUARY	
Monday to Friday	Weekends and Bank Holidays	Monday to Friday	Weekends and Bank Holidays	Monday to Friday	Weekends and Bank Holidays	Monday to Friday	Weekends and Bank Holidays
THORNHILL 9am - 7pm	10am - 7pm	9am - 6pm	10am - 6pm	9am - 5pm	10am - 4.30 pm	9am - 5pm	10am - 4pm
CATHAYS 9am - 6pm	10am - 6pm	9am - 5pm	10am - 5pm	9am - 5pm	10am - 4.30pm	9am - 5pm	10am - 4pm
WESTERN 9am - 6pm	10am - 6pm	9am - 5pm	10am - 5pm	9am - 5pm	10am - 4.30pm	9am - 5pm	10am - 4pm
PANTMAWR 9.30am - 6pm	9.30am - 6pm	9.30am-4.30pm	9.30am-4.30pm	9.30am-4.30pm	9.30am-4.00pm	9.30am-4.30pm	9.30am-3.30pm

3.2 No person shall trade any goods or services within any of the Cemeteries except with the prior written permission of the Operational Manager (Bereavement)

To help protect visitors consumer rights and to ensure that the bereaved can visit the cemeteries without fear of being disturbed.

3.3 Animals are not permitted in any Cemetery other than for assistance dogs, and, horses which form part of a funeral cortege.

Not all of our visitors feel that cemeteries are suitable environments for pets.

3.4 The speed limit in force at all of the Sites is a maximum of 10 miles per hour.

This helps protect the safety of other visitors and our staff.

3.5 Vehicles must not leave any roadway within the Cemeteries except with the permission of the Operational Manager (Bereavement)

This protects our grounds and burial sections from unnecessary damage and avoids the need for reinstatement works and prevents additional upset to other families.

- 3.6 All funeral corteges must be at the main entrance gates of the site where the funeral has been arranged by the agreed booked time. *It is essential that funerals arrive on time at the Cemetery and Crematorium to ensure the efficient operation of the service.*
- 3.7 Whilst at the Cemetery or Crematorium all funeral corteges shall be under the control of the Operational Manager (Bereavement) and all hearses and accompanying vehicles must be driven to those areas of the sites as directed by him. *The staff on site will be responsible for the burial and ensuring the cortege reaches the correct location. The funeral director or other appointed person will work in co-operation with the staff on site to ensure the funeral is completed in a dignified and respectful manner.*
- 3.8 The Council reserves the right to exclude from any Site any persons not being mourners or persons directly connected with a funeral at the Cemetery or Crematorium. Such a right may be exercised by the Operational Manager (Bereavement) on behalf of the Council. *In some cases it may be necessary to close the Sites to visitors due to an extremely large funeral or on the request of the police or another authority.*
- 3.9 When notice of burial or cremation is given and where it is anticipated that a funeral is one at which a large number of persons may be expected to assemble, then the applicant or his or her representative shall notify the Operational Manager (Bereavement) accordingly. *If notification of a large attendance is given measures can be put in place by the staff to ensure the service is not compromised or disrupted in any way.*
- 3.10 If any damage is caused to Cemetery land, walls or premises by any cause whatsoever, the person or persons committing such damage will be held responsible by the Council. *The service area will always attempt to recover full costs for any damage caused by visitors in order to protect the available budgets for the upkeep, maintenance and improvement of the service.*
- 3.11 No photography or filming shall be allowed within the Cemetery except with the consent of the Operational Manager (Bereavement). Families or a representative of a family however may photograph an individual Memorial. *Some visitors may be offended by being filmed or photographed within the cemeteries or whilst attending funerals.*
- 3.12 Employees of the Council shall not be allowed to execute any private work whatsoever within any of the Cemeteries. *Staff in Bereavement Services are not allowed to accept any form of payment or gratuity from members of the public.. If you require any works within the Cemeteries please contact the Administration Office where our staff will be happy to provide you with the relevant information.*

- 3.13 No music (whether live or recorded) shall be played within the Cemeteries by any person except with the permission of the Operational Manager (Bereavement).
Music can disturb other visitors to the Cemeteries. Permission will generally be granted for music to accompany a funeral service.
- 3.14 Dead flowers, spent wreaths or other articles of waste or litter must be placed in the appropriate receptacles provided throughout the Cemeteries. Any floral items found 'past their best' within any areas of the Cemeteries may be removed without notice by Cardiff Bereavement Services' staff.
This allows our staff to keep the cemeteries and crematorium areas tidy for our visitors.
- 3.15 All persons in the Cemeteries must take all reasonable care in order to protect their own safety
- 3.16 Visitors must conduct themselves in a quiet and orderly manner and must keep to the roads and pathways, except when visiting graves.
This ensures that the Cemetery and crematorium grounds are used in the manner to which is expected from our visitors.
- 3.17 All persons admitted to any of the Cemeteries or Crematorium will be subject to the Rules set out in this Policy Document. Any person infringing the Regulations may be removed from the Cemetery by a member of staff of Cardiff Bereavement Services..
- 3.18 The Council reserves the right to make any alterations to the Rules as and when required
As the service changes and improves it may be necessary to amend the current regulations accordingly or at short notice. Wherever possible when this happens Bereavement Services will take all reasonable steps to inform those affected by any changes.

4. Burial Rules and Guidance

4.1 Bookings

- 4.1.1 All initial bookings for a burial (including the burial of cremated remains) in any Cemetery must first be made to the Administration Office either by telephone or in person and confirmed in writing as soon as possible thereafter using the Councils specified form referred to in 4.1.2 below.
This ensures all of our relative processes and procedures can be followed to minimise any problems that may arise.

- 4.1.2 For all burials a notice of an interment using the Council's specified form must be delivered to the Administration Office on a Working Day (except for burials relating to the 'out of hours' burial procedure as referred to in Rule 4.1.9) and as follows:
- a) in the case of an interment in any grave (except a first interment in a walled grave) by 9.30 am at least two (2) Working Days prior to the interment;
 - b) in the case of the construction of a walled grave, chamber or vault, by 9.30 am at least three (3) Working Days prior to the interment.

This ensures that the staff of Cardiff Bereavement Services have enough notification to excavate a grave in preparation for a burial.

- 4.1.3 At the discretion of the Operational Manager (Bereavement) : an interment at shorter notice than that provided for by Rule 4.1.2 may be provided:
- a. in a case of emergency certified by a medical practitioner; or
 - b. for those requiring burial due to cultural need in which case the burial will be subject to the agreed 'Out of Hours' burial procedure

Please note, interments arranged at short notice are subject to payment of the additional fee or charge specified in the Table of Fees

Cardiff Bereavement Services will try wherever possible to facilitate burials at any time providing that all statutory documentation is in place but this is dependent on staff availability to undertake the necessary checks and preparatory works.

- 4.1.4 A notice of interment shall be given only on the form provided by the Council and such form shall be duly completed in all respects and be signed by the person applying for the interment.
It is a statutory requirement that a burial cannot take place without the consent of the burial authority.

- 4.1.5 No alteration to a notice of interment is permitted unless 1) a written request for any such alteration has been submitted to the Administration Office and 2) such alteration has been agreed by the Operational Manager (Bereavement).
Only alterations to arrangements can be accepted in writing prior to the burial date, this ensures there can be no misunderstandings if verbal alterations only are given.

- 4.1.6 All fees and charges in respect of an interment will be invoiced at the time of registration of the notice of the interment. The invoice will be raised against the person submitting the application.

In usual circumstances this will be the Funeral Director acting on behalf of the bereaved. Payment of fees may also be made direct to the Administration Office by the applicant for the interment.

- 4.1.7 The person responsible for the interment shall make all the necessary arrangements with the minister or other person intended to officiate at the interment, including the payment of the minister's fee.

Cardiff Bereavement Services do not provide a minister or officiate as part of its service.

- 4.1.8 Subject to payment of the appropriate fee, the Chapel at Thornhill Crematorium may be booked to hold a burial service prior to an interment at any of the Cemeteries.

The Chapels at Thornhill are designed to be interdenominational and any religious artefacts can be removed from the chapel areas if required. The seating layout can be altered if required to meet the wishes of the family.

- 4.1.9 Cardiff Bereavement Services operates and "out of hours" burial procedure for those who require a burial outside of normal operating hours and/or within a shorter time frame to that referred to under Rule 4.1.2, as part of any cultural requirements. Details of this procedure, including time scales, are available upon request from Cardiff Bereavement Services.

4.2 Grave Selection & Purchase of Exclusive Rights of Burial

- 4.2.1 Cardiff Bereavement Services may grant upon such terms and conditions as it considers appropriate, to any individual an Exclusive Right of Burial. Enquiries relating to such rights can be made to the Administration Office.

4.2.2 Exclusive Right of Burial

- 4.2.3.1 An Exclusive Right of Burial allows the purchaser of such a right to burial in an agreed grave space. A grave which is subject to an Exclusive Right of Burial may not be opened and no one may be buried there without the owner's permission (other than where the provisions of Rule 4.3 apply).

The person purchasing the grave has the right to select a grave space in advance of the burial subject to making an appointment with the administration office.

- 4.2.3.2 An Exclusive right of Burial may be granted for a period of no more than 100 years beginning with the date upon which the grant is made

and upon such terms and conditions as the Council deems appropriate. The Council may extend the period of such a grant for up to 100 years from the date upon which the extension is granted. The fee for an Exclusive Right of Burial is set out in the Table of Fees.

Under the current legislation, an Exclusive Right of Burial may only be granted for a certain length of time.

- 4.2.3.3 An Exclusive Right of Burial does not constitute any ownership of land. It is purely the right to have a burial in a selected grave.

The rights are granted on the understanding that the owner of those rights complies with the Rules set out in this Policy Document, in particular any such Rules which are applicable to the particular type of grave and/or memorial to which the Exclusive Right of Burial relates. For example, if an Exclusive Right of Burial is granted in respect of a Lawn Grave, then the grant holder will be required to comply with the Rules relating specifically to Lawn Graves.

The purchase of burial rights is not in any way the purchase of the land in which the grave lies, it is essential that the public are aware that the grave is sold on a lease basis and that the only rights with that lease are the rights to a burial in the grave and to place a subsequent memorial.

- 4.2.3.3 On the purchase of the Exclusive Right of Burial a Deed of Grant shall be issued to the person by whom or on whose behalf the said exclusive Right of Burial is purchased.

- 4.2.3.4 The purchase of the Exclusive Right of Burial in any grave includes the right to erect and maintain a Memorial on that grave space subject to the regulations concerning memorials set out under Rule 6.

This allows for a Memorial to be placed on a grave without need for additional rights to be granted.

- 4.2.3.5 The holder of the Exclusive Right of Burial may surrender his/her right at any time in respect of the grave or grave space where the said right has not been exercised (ie where no burial has taken place and/or no memorial has been placed on the grave). In all cases the fee repayable will be that of the original fee paid to purchase the Exclusive Right of Burial.

Some people purchase a grave in advance but then later decide it is no longer required. As the grave is unused it is permissible for the Council to sell the right of burial to another person.

4.3 Transfer of Exclusive Right of Burial

- 4.3.1 An Exclusive Right of Burial to a grave space may be transferred by deed or bequeathed by will.

4.3.2 In cases where the owner of the Exclusive Right or Burial (“the grant holder”) is still alive the transfer may be done by completion of a Deed of Assignment. A Deed of Assignment is available from the Administration Office. This form should be completed and signed by the grant holder and the person taking ownership of the said right and submitted to the Administration Office together with the original Deed of Grant. A new Deed of Grant will be then issued to the new holder of the said right. A fee, as set out in the Table of Fees, in connection with this service is payable to Cardiff Bereavement Services.
This is the recognised legal way of transfer of grave rights where the grant holder is alive.

4.3.3. Where the grant holder is deceased, and provided that the Exclusive Right of Burial has not been specifically left to another person, then upon production of a will or letters of administration the Exclusive Right of Burial may be legally transferred to the person in possession of the Letters of Administration or the beneficiary of the residue of the estate under the terms of the grant holder’s will.
The grave rights form part of the estate of the deceased and can thereby be transferred to the appropriate person upon proof being submitted to the Administration Office of Bereavement Services.

4.3.4 In cases where the grant holder is deceased and there is no will or Letters of Administration available then the Exclusive Right of Burial may not be transferred to another person however a further burial in the grave space may be permissible (if there is available depth) subject to the applicant for the burial completing a Statutory Declaration and ensuring that any other person equally entitled counter signs the Statutory Declaration. A statutory declaration must be witnessed by a Solicitor or a Commissioner for Oaths.
This is a legally recognised way of dealing with this issue.

4.4 Plan of Cemetery

4.4.1 In accordance with current legislation the Council keeps and maintains plans showing all used grave spaces and those graves or grave spaces to which special rights appertain (ie an Exclusive Right of Burial). Such plans are kept at the Cemeteries and are available for inspection, free of charge on any Working Day.
This is a legal requirement as well as an operational requirement of the service.

4.5 Register of Burials

4.5.1 All burials carried out in the Cemeteries are recorded in a Register of Burial, one for each Cemetery. The Registers of Burials are kept in the Administration Office and are available for inspection by appointment on any Working Day at the Administration Office by any person free of charge.

- 4.5.2 If requested, searches of the Register of Burials can be made by a member of Cardiff Bereavement Services and a certified copy of an entry or entries relating to any grave space or interment in the Register of Burials will be provided. A fee is payable for this service in accordance with the Table of Fees.

This is a legal obligation of the Burial Authority to keep and maintain records of burials in the Cemeteries and the current legislation permits the Council to charge a fee for a search of the Register of Burials and to provide certified copies of entries of the said register..

4.6 “Unpurchased Graves”

- 4.6.1 The charge for an interment in a grave where the Exclusive Right of Burial has not been purchased does not include any right or privilege relating to the grave space.

This is what is termed a public grave and no memorialisation is permitted unless the right of burial is purchased. Any person may apply to undertake a burial in an unpurchased grave and would only have to pay the interment fee as set out in the Table of Fees. However it should be noted that other unrelated burials may take place in the same grave and no headstone or other memorial will be permitted on the grave.

4.7 Burial Procedure

- 4.7.1 Before a grave space which is subject to an Exclusive Right of Burial can be opened, the written consent of the owner of the Exclusive Right of Burial, or his or her legal representative, must be submitted to Cardiff Bereavement Services at the Administration Office together with the original Deed of Grant. If the original Deed of Grant has been mislaid /lost a sworn Statutory Declaration relating to the loss of the original Deed of Grant will be required.

The Council must be satisfied that the person requesting the burial is the person legally entitled to the Exclusive Right of Burial..

- 4.7.2 In cases where the person intended to be interred was the owner of the Exclusive Right of Burial immediately before his death, the Council if requested by the person giving notice of the interment, has the power to order that the grave space be re-opened for the interment of the deceased owner without obtaining the consent of his or her executor or other representative.

The registered grave owner has a legal right to be buried in any grave space they own the rights to.

- 4.7.3 All bodies brought to the Cemeteries for burial shall be contained in a suitable coffin or shroud to a pattern agreed with Cardiff Bereavement Services. All cremated remains must also be held in a suitable container. The coffin or suitable container must be clearly marked for

identification purposes and include the full name and age of the deceased.

To properly respect the deceased and also prevent distress that may be caused to other visitors or staff is essential that the body of the deceased person is properly covered. Cremated remains will only be accepted in a suitable container prior to burial or scattering within the grounds.

4.7.4 Interments shall be permitted as follows:

February to October

9.30am to 3.30pm Monday to Thursday at hourly intervals

9.30am and 2.30pm on Fridays at hourly intervals

November to January

9.30am to 2.30pm Monday to Thursday at hourly intervals

9.30am and 2.30pm on Fridays at hourly intervals

Excluding bank and public holidays and Council statutory days

It is essential that set times for burials are offered in order to ensure the smooth operation of the service.

4.7.5 When interments are permitted outside any of the above days and times they will be subject to the agreed "out of hours" burial procedure, as referred to in Rule 4.1.9, and will be arranged for either 2.00pm or 3.00pm on the required day. An additional fee for any "out of hours" burials will also be charged in accordance with the fees set out in the Table of Fees. Subject to the approval of the Operational Manager (Bereavement) additional services times may be introduced in exceptional circumstances.

It is essential that set times for burials are offered in order to ensure the smooth operation of the service.

4.7.6 Prior to the burial being undertaken, the Registrar's Certificate for Disposal or Coroner's Order for Burial must be handed to the Operational Manager (Bereavement) or his representative unless the person who has arranged for the burial to take place is able to provide a signed written declaration in the prescribed form confirming that the Registrar's Certificate for Disposal or the Coroner's Order for Burial has been issued and the reason as to why the said document cannot be delivered to the Operational Manager (Bereavement). This declaration or the relevant certificate must be handed in prior to the burial taking place.

These are legal documents that must be submitted prior to the burial being allowed to take place.

Should a valid reason be given for the absence of the above document(s) and on confirmation with the Registrars service it is possible to facilitate a burial on completion of a standard declaration

available from the administration office. This ensures that a funeral can still go ahead and reduce any upset to the bereaved family.

- 4.7.7 All funerals will be met by a member of staff from Cardiff Bereavement Services. No burial will be allowed to proceed unless accompanied by such a member of staff. A check of the name plate will be made against the statutory paperwork prior to any interment being permitted. *This ensures that the correct coffin is buried in the correct grave.*
- 4.7.8 The person arranging the funeral or his/her representative shall ensure that they have sufficient persons to transfer the coffin from the vehicle to the grave side and lower the coffin into the grave. In all cases this should be a minimum of 4 persons for a burial of an adult. *It is the responsibility of the funeral director or the person making the funeral arrangements to ensure enough people are present to transfer the coffin from the hearse/vehicle to the grave side and lower the coffin to the base of the grave.*

4.8 Grave Preparation and Backfilling

- 4.8.1 Other than where the provisions of Rule 4.8.8 may apply, all excavation works and backfilling of graves will only be undertaken by the Council's staff, who are trained to a recognised and accredited standard, or the Council's appointed contractors.. *Cardiff Bereavement Services employ competent and qualified staff for the excavation of graves. As a Health and Safety issue it is not possible to allow any other person to excavate any grave space within the Cemeteries.*
- 4.8.2 Grave spaces in the Cemetery shall be in accordance with the following measurements:-
Full Adult grave space - Maximum of 10ft long by 4ft wide.
In order to effectively lay out and plan the Cemeteries it is necessary to provide a maximum dimension to each grave space. Should a larger grave space than this be required a request to the Operational Manager Bereavement Services should be submitted.
- 4.8.3 Graves shall be excavated to a maximum depth of:
8'6" for 3 interments
6'6" for 2 interments
4'6" for 1 interment.
This is so that the Council can comply with the current legislation in this regard.
- 4.8.4 The positions of the head and the feet of a grave space in all the Cemeteries shall be as designated by the Council.
In order to manage the layout of the cemeteries Cardiff Bereavement Services will decide on the location of sections and graves within those sections.
- 4.8.5 A grave shall be of sufficient width and length to admit a coffin to the size specified on the notice of interment.

It is the responsibility of the person making the funeral arrangements to provide accurate measurements of the coffin size to ensure the correct size grave is prepared.

- 4.8.6 A grave shall be suitably matted and dressed prior to a burial taking place unless otherwise requested by the applicant or representative acting on their behalf.
In order to provide an aesthetically pleasing environment all graves will be 'dressed' prior to burial. Should any persons not require this service instructions should be submitted in writing to the Operational Manager (Bereavement) at the Administration Office.
- 4.8.7 After each burial a layer of warning tape shall be placed into the grave 6 inches above the last coffin buried so as to provide a guide as to the depth at which the last coffin was buried in the grave space in the event that there may be future excavations in the grave space.
This ensures that previous burials are not inadvertently disturbed during the reopening of existing graves.
- 4.8.8 At the discretion of the Operational Manager (Bereavement) and where safe and possible to do so the Council will allow family backfilling to take place under supervision of Cardiff Bereavement Services' staff. In the event of a family wishing to backfill the grave after the service, details must be included on the original notice of interment.
Some families find this an appropriate way to pay their final respects to the deceased. In all cases Cardiff Bereavement Services' staff will be present to oversee and supervise the backfilling and provide assistance where necessary.

4.9 Brick Graves, Chambers & Vaults

- 4.9.1 In relation to a brick grave, chamber or vault the grave shall be prepared by staff of Cardiff Bereavement Services or their appointed contractors.
- 4.9.2 The bricking of any vault, chamber or grave will be arranged by the family or their representative. The cost of providing a vault, chamber or brick grave will be born by the person requesting the works or his or her representative.
This is a private arrangement between the person arranging the burial and a suitably qualified person to carry out the works to the satisfaction of the Operational Manager (Bereavement).
- 4.9.3 In cases where it is necessary to provide a brick chamber due to a previous shallow excavation the cost of providing the brick chamber will be born by the Council.
In some cases it may be necessary to provide a brick chamber to facilitate the final burial in a grave that would otherwise be shallow. In order to comply with legislation concerning the depth of a grave a brick vault will be supplied

4.10 Burial of Stillborn Children and Foetal Remains

- 4.10.1 No interment of a stillborn child shall be permitted unless the Registrar's Certificate for Disposal or the Coroner's Order for Burial is deposited with the Operational Manager (Bereavement) before burial.
This is a statutory requirement.
- 4.10.2 The body of any stillborn child brought to the Cemetery for burial must be enclosed in a suitable receptacle.
To properly respect the deceased and also prevent distress that may be caused to other visitors or staff is essential that the body of any deceased person is properly covered.
- 4.10.3 Burial of stillborn and foetal remains is permitted in any privately owned grave space, in the dedicated Baby and Still Born burial sections or in a grave space which is not subject to an Exclusive Right of Burial.
This allows for a choice for the bereaved.
- 4.10.4 Memorials for burials in the dedicated Still Born and Foetal remains sections of the Cemeteries must be purchased and arranged through Cardiff Bereavement Services.
The graves in the dedicated Still Born and Foetal Remains sections of the Cemeteries are not subject to an Exclusive Right of Burial and, as such, memorialisation is not normally allowed. In order to satisfy the needs of the bereaved families, a low cost, uniform type of Memorial available through Cardiff Bereavement Services is permitted.

4.11 Infectious Diseases

- 4.11.1 The body of a person who has died of a dangerous infectious disease shall not be allowed within any Chapel within the Cemeteries unless a certificate from the Area Health Officer for the District in which the death occurred is given to the Operational Manager (Bereavement). Such a certificate should set out details such as confirmation that the coffin containing the body has been thoroughly sprayed with disinfectant after having been screwed down and that adequate precautions have been taken to his satisfaction against the spread of the disease. In the event of offensive smells issuing from any body brought for interment it shall be in the power of the Operational Manager (Bereavement) or other person appointed by him to order that no such body be taken inside any chapel within the cemeteries.
This is to protect the Health and Safety of visitors and staff
- 4.11.2 For the purpose of this Rule the term "dangerous infectious disease" includes plague, cholera, smallpox, typhus fever, enteric fever (including typhoid and paratyphoid fevers), scarlet fever and diphtheria, and such other infectious diseases as the Area Health Officer may determine from time to time to require such precautions.

These are the current list of dangerous infectious diseases; this may be added to by the Chief Medical Officer at any point.

4.12 Grave Aftercare

4.12.1 The Council will manage the aftercare and maintenance of the Cemeteries as they see fit and in accordance with the service standards set out by Cardiff Bereavement Services. This includes levelling, turving or seeding areas within the Cemeteries as required. *Under Article 4 of the Local Authorities' Cemeteries Order 1977 the burial authority has a duty to keep a cemetery in good order and repair*

Bereavement services employ trained and qualified staff to undertake the grounds maintenance duties, although families may choose to tend their own graves it is strongly advised that any major works required are requested through the administration office.

4.13 Grave Types

4.13.1 Cardiff Bereavement Services offer a range of grave types available for full burials. These are:

- a) Lawn Grave
- b) Semi Lawn Grave
- c) Traditional Grave
- d) Woodland Grave
- e) Cremated Remains Graves

4.13.2 Lawn Graves

4.13.2.1 Lawn Graves are currently available at Thornhill Cemetery, Western Cemetery and Pantmawr Cemetery.

4.13.2.2 Where possible all new Lawn Graves are set out with a concrete foundation to allow for the placing of a Memorial. *This allows for a memorial to be placed immediately after or if required before the actual burial takes place.*

4.13.2.3 Other than a headstone placed on the foundation at the head of the grave no memorialisation (and for the avoidance of doubt this includes kerbs, fences, edgings, chippings, plantings or borders of any description) is permitted on a Lawn Grave. *Lawn Graves are required to be clear of any materials to allow for regular and easy maintenance and also ensure that all families who purchase a grave on a lawn section are able to keep and maintain a lawn effect throughout the section. Traditional graves which allow for kerbs, edgings and plantings are available, upon request, in other sections of the Cemeteries.*

- 4.13.2.4 A memorial placed on a Lawn Grave in accordance with Rule 4.13.2.3 is subject to the Memorial Rules contained in this document.

4.13.3 Semi Lawn Graves

- 4.13.3.1 Semi Lawn Graves are available at Western Cemetery only.

- 4.13.3.2 A Semi Lawn Grave is one which allows for the grave to be edged with kerbs that are sunk to ground level and may also house a headstone.

The kerb edgings MUST be flush with the surrounding ground to assist with maintenance of the areas.

- 4.13.3.3 The area within the kerb of a Semi Lawn Grave may be planted with suitable bedding plants, covered in stone chippings, include a landing slab or be turfed. Any memorial/stone works are to be carried out in line with the Memorial Rules.

The area within the edgings/kerb of the Semi Lawn Grave is the responsibility of the grave owner who may place any suitable and approved material within the edgings/kerb or plant the area with suitable bedding plants. Shrubs and trees are not permitted.

- 4.13.3.4 A plaque or a memorial vase may be placed at/upon a Semi Lawn Grave provided it is in accordance with the Memorial Rules.

- 4.13.3.5 The maintenance of the internal area is the responsibility of the family/next of kin of the deceased who is buried in the grave. Should any Semi Lawn Grave become untidy or neglected in the view of the staff of Bereavement Services where possible, Cardiff Bereavement Services will notify the registered grave owner that the Semi Lawn Grave has become untidy or neglected and that Cardiff Bereavement Services' staff will remove any planting/layer of bark, mulch or similar ground covering within the next 14 days unless notified by the family/next of kin within that 14 day timescale that they will tidy up the grave within the next 5 days. Prior to any works commencing by Cardiff Bereavement Services the area will be photographed and kept on file.

This allows for the Cemeteries to be kept in a tidy condition for the benefit of all visitors and also avoids upset and confrontation with families by notifying them of the intention to undertake works.

4.13.4 Traditional Graves

- 4.13.4.1 Traditional Graves are currently available at Western Cemetery, Ely and Pantmawr Cemetery and, from August 2009, Thornhill Cemetery. A choice of grave types allows the bereaved to correctly ensure they can choose the correct type of grave to meet their needs.

- 4.13.4.2 Traditional Graves are laid out to allow for full kerbs, edgings and landings to be placed upon the graves. Planting of suitable bedding

plants within the kerbs is permitted. Kerbs and edgings must be no bigger than 7' x 3'. The full grave space within the kerbs or edgings may be planted with suitable bedding plants or chippings may be placed within the edgings on top of a landing slab.

The grave spaces are 10' long x 4' wide at the maximum. All memorialisation must be contained within these dimensions.

The area within the kerb edgings is the responsibility of the grave owner who may place any suitable and approved material within the edgings or plant the area with suitable bedding plants. Shrubs and trees will not be permitted.

4.13.4.3 Traditional Graves are laid out in a low maintenance area of the Cemeteries.

The area is classed as 'low maintenance' and does not have any lawn or grassed areas. This enables the grounds staff to adequately maintain the whole of the Cemetery to an acceptable standard.

4.13.4.4 It is the responsibility of the family/next of kin of the deceased buried in a Traditional Grave to properly maintain any planted area of a Traditional Grave.

The registered grave owner holds the responsibility for maintaining the grave including its planting and condition of the memorial.

4.13.4.5 Any Memorial placed on a Traditional Grave is subject to the Memorial Rules.

4.13.4.6 The maintenance of the internal area is the responsibility of the family/next of kin of the deceased who is buried in the grave. Should any Traditional Grave become untidy or neglected in the view of the staff of Bereavement Services where possible, Cardiff Bereavement Services will notify the registered grave owner that the Traditional Grave has become untidy or neglected and that Cardiff Bereavement Services' staff will remove any planting/layer of bark, mulch or similar ground covering within the next 14 days unless notified by the family/next of kin within that 14 day timescale that they will tidy up the grave within the next 5 days. Prior to any works commencing by Cardiff Bereavement Services the area will be photographed and kept on file.

4.13.5 Woodland Graves

4.13.5.1 Woodland Graves are available at Thornhill Cemetery. The area (known as the "Woodland Burial Section") is designed to be a "return to nature" area and is managed in such a way as to encourage wildlife to inhabit the area and natural fauna and habitat to flourish.

This allows further choice for the bereaved.

4.13.5.2 Each grave space is for a single individual only.

The nature of woodland graves only allows for a single interment to take place in the grave.

4.13.5.3 No stone or man made Memorials are permitted within the Woodland Burial Section.

The idea of a woodland burial area is to create a natural woodland area. Therefore we cannot allow any stone or man made memorialisation to be put in place.

4.13.5.4 Wooden Memorials are available through Bereavement Services at the fee prescribed in the Table of Fees.

These are the only types of memorial permitted to mark a grave in this area.

4.13.5.5 Maintenance of the Woodland Burial Section is carried out by Cardiff Bereavement Services to ensure the area is in keeping with a naturalised woodland area. Therefore mowing will be undertaken at a minimum throughout the year (maximum 2 cuts per year) and natural plants and flowers will be encouraged. Clearance works in the area will be undertaken when required and as identified by bereavement services staff.

The maintenance programme has been established to encourage natural species to flourish in the area, those wanting a much more 'formal' appearance should consider an alternative grave type.

4.13.6 Cremated Remains Graves

4.13.6.1 Graves for the provision of cremated remains are provided at Thornhill Cemetery, Western Cemetery and Cathays Cemetery.

Dedicated cremated remains burial plots are available at the above locations.

4.13.6.2 Cremated remains may also be interred in any other full size grave where an Exclusive Rights of Burial has been granted provided that the owner of the Exclusive Right of Burial has given the necessary permission to inter in that grave, or if desired, in an unpurchased grave space.

Burials of cremated remains are available in any grave or a full size adult grave if required.

4.13.6.3 Cremated remains must be held in a container suitable for burial. The container must have the full name of the deceased clearly visible.

Suitable identification of the deceased person is essential to ensure the correct remains are interred in the correct grave.

4.13.6.4 No burial of cremated remains will be permitted unless a copy of the Certificate of Cremation from the crematorium where the cremation took place, is delivered to the Administration Office, together with the necessary completed notice of interment and the prescribed fee.

Where the cremation took place at Thornhill Crematorium no such cremation certificate is required for interment of cremated remains in any of the Sites .

This is to comply with current legislation.

4.14 Application of the Rules to certain graves in existence prior to the coming into force of the Policy Document.

4.14.1 Cardiff Bereavement Services acknowledge that there may be some graves within the Sites which were already in existence prior to the coming into force of this Policy Document and which will not comply with the Rules set out in this Policy Document. In some circumstances the Council reserves the right to use its discretion to waive some or all of these Rules with respect to such graves on the condition that such graves are well kept and maintained by the owners of the graves and/or their families/heirs.

4.14.2 The following rules will also apply to any such graves:-

4.14.2.1 Any such grave that is in a designated lawn section will be regularly inspected by staff of Cardiff Bereavement Services;

4.14.2.2 Should any grave situated within a designated lawn section become untidy or neglected in the view of the staff of Cardiff Bereavement Services, where possible, Cardiff Bereavement Services will notify the registered grave owner that the grave has become untidy or neglected and/or contains any unauthorised memorials such as fences, kerbs or edgings on or around the lawn grave which fall into a state of disrepair the area, and if following 14 days of such notification the grave has not been properly maintained/repared or made tidy or within the said 14 day timescale the grave owner, family or next of kin have not notified Cardiff Bereavement Services that they will maintain/repair and/or make tidy the grave within the next 5 days, then the necessary works will be carried out by Cardiff Bereavement Services.

This ensures that neglected graves are restored to a neat and tidy appearance for the benefit of all of our visitors and the grounds staff who maintain the areas.

4.14.2.3 In respect of Rule 4.14.2.2 once any items are removed and any works carried out on the grave the future management/maintenance of the grave space will fall under the Rules set out in this Policy Document and no further discretion on the part of the Council as to waiving such Rules will be applied..

This ensures that the problems of unauthorised memorials do not reoccur in the future and ensures the grounds are kept in a neat and tidy condition.

4.14.5.1 The Rules set out in 4.14 extend to cremated remains and traditional graves where any unauthorised memorialisation becomes neglected.

This allows for the Authority to deal with any grave space regardless of its type should it become neglected.

5. Cremation and Crematorium Rules and Guidance

- 5.1** Cardiff Bereavement Services will not carry out a cremation until at least 3 Working Days have passed since the date upon which the application for cremation has been received by the Administration Office and provided it has received the Medical Referee's written authorisation to do so.

This is in order to comply with the 2008 Cremation Regulations. All fees and charges payable to Cardiff Bereavement Services in respect of a cremation will be invoiced upon receipt of the completed application form. The invoice will be raised against the person submitting the application who, in usual circumstances, tends to be the Funeral Director acting on behalf of the bereaved. Payment of fees may be made directly to the Administration Office and must be paid in advance of the cremation.

5.2 Bookings and Applications

- 5.2.1** All initial bookings for a cremation at Thornhill Crematorium must first be made to the Administration Office.

- 5.2.2** An application for cremation on the prescribed form must be made to the Operational Manager (Bereavement) at the Administration Office (from where all necessary forms may be obtained)

- (i) by no later than 9:30am at least 3 Working Days prior to the arranged cremation time; and
- (ii) between the hours of 9:00am and 5:00pm Monday to Friday (please note such forms cannot be delivered on a Saturday, Sunday, Good Friday, Christmas Day, Boxing Day, New Years Day, Bank Holiday's, Council Statutory Holidays or any other days appointed for public thanksgiving or mourning).

5.3 Right for the applicant to inspect the medical forms

- 5.3.1** If the applicant in the application form for cremation has informed Cardiff Bereavement Services that he/she would like to inspect the medical certificate and the confirmatory medical certificate (or has nominated another person to inspect those certificates) and has given contact telephone numbers to Cardiff Bereavement Services, then as soon as Cardiff Bereavement Services receives the medical certificate and the confirmatory medical certificate it shall endeavour to notify the applicant or the person nominated by the applicant using the contact telephone numbers given by the applicant.

- 5.3.2** Within 48 hours of being notified by Cardiff Bereavement Services in accordance with Rule 4.3.1, the applicant (or such person nominated by the applicant in the application form) may:

- 5.3.2(i) inspect the medical certificate and the confirmatory medical certificate at the Administration Office; and

5.3.2(ii) make any representations to the Medical Referee about any matter contained in the certificates or the inquiry made by the person who gave the certificate.

There may be a fee charged by the Medical Referee for this service.

5.4 Chapels and Services

5.4.1 The Crematorium has two interdenominational Chapels and the service times permitted are as follows:

Wenallt Chapel (Seating Capacity 150 – Service Times 45 minutes each)

Monday to Friday 9.00 am – 4.30 pm (inclusive)

Saturday 10.00 am – 12.00 noon (inclusive)

Briwnant Chapel (Seating Capacity 50 – Service Times 45 minutes each)

Monday to Friday 9.30 am – 4.15 pm (inclusive)

Saturday 10.15 am – 12.30 pm (inclusive)

Service times are set to allow for a meaningful service to be completed and allow for mourners to enter and leave the Chapel within the 45 minute period.

5.4.2 Should any person require a longer service time then an additional 45 minute service time may be booked for an additional charge in accordance with the Table of Fees.

This allows for those who wish for a longer service or if it is felt a large number of mourners will attend and 45 minutes is not long enough to properly seat all mourners in the Chapel, hold a service and clear the chapel afterwards.

5.4.3 No alteration in the time arranged for a service shall be permitted without the prior written consent of the Operational Manager (Bereavement).

The times may be changed by the Operational Manager for Bereavement Services and notification of any permanent changes will be issued to all key stakeholders.

5.4.4 Both Chapels are interdenominational and therefore no permanent religious symbolism exists. The family or the family's representative are responsible for informing the Administration Office of any specific religious symbolism required or not for the service

It is essential to operate our service in a multicultural society that no permanent fixtures are housed in either Chapel.

5.4.5 The family or the family's representative are responsible for informing the Administration Office of specific details of service requirements.

All persons using our facilities have full choice over the content and type of service including, music, readings and format of the service. All specific instructions must be given in writing to the Administration Office with the necessary paperwork to allow for suitable arrangements to be put in place and meet the family's wishes. Families must also

ensure all service related requests are arranged through their representative.

5.5 Cremation Procedure

5.5.1 Strict punctuality is required by all persons attending a cremation so as to prevent the interference of one funeral with another. The time arranged for a cremation is that at which the cortege is required to be at the booked Chapel's entrance.

It is essential that bookings arrive on time for the smooth operation of the service.

5.5.2 A funeral arriving late will not be allowed to enter the Chapel unless there is a clear interval of 15 minutes between the time of its arrival and the time fixed for the next service in the Chapel. Should a funeral arrive late it is the responsibility of the person leading the funeral to ensure the service is curtailed to ensure it finishes at the appropriate booked time.

This ensures subsequent funerals will not be delayed.

5.5.3 Except at the discretion of the Operational Manager (Bereavement), no cremation service shall be allowed on a Sunday, statutory Bank Holiday, Christmas Day, New Years Day, Good Friday, or other day appointed for Public Thanksgiving or Mourning.

This allows for adequate planning of service delivery.

5.5.4 All bodies brought to the Crematorium for cremation shall be contained in a suitable coffin or shroud to an agreed pattern. The coffin or suitable container must be clearly marked for identification purposes and include the full name and age of the deceased. .

This is a requirement under the Guiding Principles for Burial and Cremation Authorities issued by the Institute of Cemetery and Cremation Management ("ICCM"). Details of coffin choice and types permitted can be given from the administration office at Thornhill.

5.5.5 All funerals will be met by a member of staff from Cardiff Bereavement Services. No cremation service will be allowed to proceed unless accompanied by a member of staff. A check of the name plate on the coffin will be made prior to any cremation service being permitted.

This is to ensure the correct deceased person is in the correct chapel and forms part of Cardiff Bereavement Services' procedural checks.

5.5.6 The person arranging the funeral or his/her representative shall ensure that they have sufficient persons to transfer the coffin from the vehicle to the Chapel. In all cases this should be a minimum of 3 persons (using a wheeled bier) for cremation of an adult (4 if the coffin is to be carried).

Staff of Cardiff Bereavement Services are unable to assist with the transport of the coffin from the hearse to the Chapel. A suitable risk assessment should be carried out by the persons transporting the coffin from the hearse to the chapel. The Council accepts no liability

for loss or damage to any person whilst the coffin is transferred from the vehicle to the front of the Chapel. The responsibility for this action is that of the funeral director or other person making the funeral arrangements

- 5.5.7 Rings, jewellery and personal articles on or about the body should be removed before the body is placed in the cremation coffin and the Council shall not be liable to account for such articles after cremation has taken place.

Any jewellery on the deceased should be removed prior to the cremation service if required, once placed into the cremator any valuables will be unrecoverable.

- 5.5.8 Except in cases where the deceased has died of a notifiable disease, if requested, the coffin may be opened as part of the service held in the Chapel. The coffin lid must be replaced prior to the coffin being charged into the cremator.

This allows for further choice for the bereaved and enables the service to be personalised.

- 5.5.9 All persons attending a service shall leave the Chapel immediately after the conclusion of the service.

This ensures there are no delays for the following services.

- 5.5.10 The cremation process shall be undertaken in line with any guidance, codes of practice and requirements of the regulatory bodies who issue or may issue the same in relation to cremation and in compliance with statutory regulations.

All cremations must be undertaken under current legislative and best practice guidance (for example, the Guiding Principles for Burial and Cremation Authorities issued by the ICCM).

- 5.5.11 Viewing of the actual process of cremation will only be permitted with the express permission of the Operational Manager (Bereavement). The number of representatives to witness the coffin being placed into the cremator must be first agreed with the Operational Manager (Bereavement).

Any person may witness the placing of the coffin in the cremator provided permission has been requested in advance.

- 5.5.12 After the Service of Committal

(a) a coffin shall not be opened except upon completion of the relevant form granting permission (such forms to be obtained from the Operational Management (Bereavement)) and in the presence of at least 2 independent witnesses; and

(b) a coffin or a body shall not be removed from the Crematorium except for a lawful reason.

These are requirements to protect our staff and the bereaved.

- 5.5.13 All cremations shall be completed within 72 hours of receipt of the coffin at the Crematorium and each coffin will be individually cremated.

This is in accordance with the current industry guidance. Any coffins not cremated the same day will be held on site at the crematorium in suitable refrigerated storage.

5.5.14 The coffin must be made of an easily combustible material. Resinous or badly seasoned wood must not be used. No metal of any kind must be used except for the use of nails, pins and screws used in the construction of the coffin. Handles, nameplates or ornaments must be of a combustible nature; hardwood plugs must be used wherever possible. No cross pieces must be attached to the bottom of the coffin. If it is desired to strengthen the bottom of the coffin, strips may be placed lengthways for this purpose. The coffin may be coated with water based paints or water based varnish.

A correctly constructed coffin aids the cremation process.

5.5.15 The unnecessary use of sawdust, paper or cotton-wool must be avoided and pitch must on no account be put into the coffin. Materials liable to cause smoke or noxious fumes must not be used in or on the coffin. The use of clothing on the body should be in accordance with the industry's code of practice.

These items are a hindrance to the cremation process and will cause the cremation to operate outside of the Environmental Protection Act 1990.

5.5.16 The maximum external dimensions permitted for a coffin for cremation are as follows:-

Traditional Coffin: Length 7ft.; Width 2ft. 6in.; Depth 1ft. 4in.

Casket : Length 7ft; Width 2ft. 4in.; Depth 1ft. 4in.

If a coffin exceeds any of the above dimensions then the person arranging the cremation will need to consult with Cardiff Bereavement Services' staff.

These are the maximum sized coffins accepted at Thornhill crematorium.

5.5.17 A body of a person dying of a dangerous infectious disease should be enclosed in 2 body bags and placed inside a coffin which will not be reopened for any reason once delivered to the Crematorium

For the purpose of this Rule the term "dangerous infectious disease" includes plague, cholera, smallpox, typhus fever, enteric fever (including typhoid and paratyphoid fevers), scarlet fever and diphtheria, and such other infectious diseases as the Area Health Officer may determine from time to time to require such precautions.

These are the current list of dangerous infectious diseases; this may be added to by the Chief Medical Officer at any point.

5.5.18 All metal residues removed after the cremation process shall be suitably stored and transferred to a central organisation for recycling. Any applicant who does not wish for the metal residues to be taken for recycling must inform the Administration Office prior to the cremation process.

Metal residues include nails and screws used in the construction of the coffin and metal implants. Any profits from the recycling of these metals are donated to national charities as per the Institute of Cemetery and Crematorium Management recycling scheme.

5.5.19 Cardiff Bereavement Services will give any urn or container, containing the cremated remains of a deceased person to the applicant who made the application for cremation or a person nominated for that purpose by the applicant in which case Cardiff Bereavement Services will require the applicant's written authority to hand over the urn or container to the nominated person. A receipt will be issued by Cardiff Bereavement Services upon the hand over of an urn or container containing the cremated remains of a deceased person..

This is essential for Cardiff Bereavement Services' internal management of the storage of cremated remains.

5.5.20 The temporary deposit of urns or caskets containing the cremated remains of deceased persons is permitted by the Council for a period not exceeding three months provided that payment is made of the prescribed fee (in accordance with the Table of Fees) after the first month of deposit. Should this payment be in arrears for 21 days the Council reserves the right to dispose of such urns or caskets and the cremated remains therein as they think fit

This is due to there being limited storage space at the Crematorium.

5.5.21 In the absence of any arrangements for the disposal of cremated remains and at the expiration of a fortnight from the date of cremation, the Council shall give a fortnight's notice to the person who applied for the cremation of its intention to scatter the cremated remains in the Garden of Remembrance.

This is due to there being limited storage space at the Crematorium.

5.5.22 The scattering of cremated remains will take place no sooner than 48 hours after the cremation process has been completed.

This allows for families to consider options more fully after the cremation date has passed.

5.5.23 No scattering of cremated remains will be permitted unless a copy of the Certificate of Cremation, is delivered to the Administration Office, Thornhill Road, Cardiff and the prescribed fee for the scattering of the cremated remains is paid. Where the cremation took place at Thornhill Crematorium no such disposal certificate is required for the scattering of remains in any of the sites administered by Cardiff Bereavement Services. Should a Certificate of Cremation not be available for any reason Bereavement Services will confirm the remains can be disposed of by checking with the relevant cremation authority or registrars office.

This is to ensure that all previous legal requirements have been completed prior to the disposal of the cremated remains. .

5.5.24 No person shall scatter cremated remains within any part of the Cemeteries or Crematorium grounds without the permission of the

Operational Manager (Bereavement). Any request for the same must be made in writing to the Administration Office..

It is unlawful to scatter any remains within the cemetery or crematorium grounds without first gaining permission from the Council who manage and own the land.

5.5.25 The applicant for the cremation may attend the scattering of cremated remains at a pre booked time. If required, families may arrange for a short service to be held either by a family member, a minister or a member of staff from Cardiff Bereavement Services. Details must be submitted in writing to the Administration Office by 9.30 am at least two Working Days prior to the appointment time.

This allows for the family to have a short service if required and gives enough time for the proper arrangements to be put in place.

5.5.26 Wreaths, sprays, cut flowers or other tributes may be placed in the Gardens of Remembrance on the hard standings provided and not within the lawned areas which is reserved for the scattering of remains only. The gardens are inspected on a regular basis by Cardiff Bereavement Services' staff and any dead flowers or spent wreaths shall be removed and disposed of.

This ensures the grounds are kept tidy and well maintained.

5.5.27 Inscriptions in the Book of Remembrance provided by the Council shall be inserted only by the person or persons appointed by the Council for such purpose and only after the prescribed fee, as set out in the Table of Fees, has been paid.

Only the approved calligrapher is permitted to make entries and amendments into the books due to contractual agreements.

6. Memorial Rules and Guidance

6.1 Application for permit to place Memorial upon a grave

6.1.1 No Memorial is to be installed in any of the Cemeteries unless a permit has been granted for the same by Cardiff Bereavement Services.

It is essential for Cardiff Bereavement Services to manage Memorials placed within the Cemetery.

6.1.2 An application for a permit to carry out Memorial works may be made by any of the following in respect of a grave which is subject to an Exclusive Right of Burial or a Right of Burial :-

6.1.2 (i) the owner of the Exclusive Right of Burial or Right of Burial; or

6.1.2 (ii) any person who can satisfy the Cardiff Bereavement Services that he or she is a relative of the person buried in the grave, or is acting at the request of such a relative and that it is impractical for him or her or such relative to trace the owner of the said right.

This ensures the correct person is applying for the memorial works.

- 6.1.3 The permit application form must be completed fully and include a detailed plan of the proposed Memorial including the dimensions of the same, and details of the proposed fixing method. An application will only be processed upon receipt of the correct fee where applicable. *This ensures our staff can ensure the proposed memorial is within the regulations and will be fixed to an approved industry standard..*
- 6.1.4 The permit application must clearly state the section of the Cemetery in which the grave is situated together with the grave number. Schedule 1 to the Policy Document sets out the Memorials permitted within the different sections of Thornhill, Pantmawr, Cathays, Western and Radyr Cemeteries.. *This ensures the Memorial is going on the correct grave and the proper person is authorised to instruct the work.*
- 6.1.5 All such permit applications are to be submitted to the Administration Office. Once checked, and, if agreed by Cardiff Bereavement Services, a permit to carry out works will be granted. The permit must be kept in the possession of the person carrying out the works authorised under the permit at all times whilst they are carrying out the said works within the Cemetery. Once the authorised works have been completed the permit must be handed back to the Administration Office. A site check of the authorised works will then be carried out by staff of Cardiff Bereavement Services as soon as reasonably practicable.. *This allows for Bereavement Services staff to undertake checks on site to ensure the person fixing the memorial is authorised to do so.*

6.2 Fixing of Memorials

- 6.2.1 No works are permitted to be carried out on any grave space except by:
- a Monumental Mason who is accredited to the British Registration of Approved Monumental Masons Scheme (“BRAMM”) or an equivalent scheme or;
 - by staff of Cardiff Bereavement Services (and such works may include any works associated with memorial safety inspections and the subsequent temporary making safe of any Memorial)

Basic cleaning/washing down and non specialist cleaning of a Memorial may be undertaken by any person.

To promote high standards and protect consumers we only allow those registered to the approved national scheme to undertake any works on memorials in our Cemeteries. Approved masons have the necessary skills to ensure that any memorial they fix or repair will be able to pass a future stability test.

- 6.2.2 All Memorials (including Memorials being re-fixed after a burial has taken place and those found to be unsafe after Memorial testing has taken place) are to be fixed in line with the National Association of Memorial Masons (“NAMM”) approved standard and code of safe working practice. This states the minimum requirements for the fixing of

Memorials. On occasion it may be appropriate to include additional foundations or bearer slabs and these cannot exceed 4' in width x 18" deep.

All costs for this work must be met by the person to whom a permit to place the Memorial was given on his or her heir.

To ensure all Memorials are safe they must be fixed to the recognised approved standards of the day.

- 6.2.3 The upkeep and maintenance of any Memorial within the Cemetery remains the responsibility of the person to whom a permit to place the Memorial was given or his or her heir.

All Memorials remain in the ownership and are the responsibility of the grave owner or his/her family.

6.3 Operational Times for Memorial Works

- 6.3.1 The erection of, cutting of inscriptions on, or professional cleaning of, Memorials shall be carried out between the hours of 9.00am and 4.00pm Monday to Friday.

Works can only be undertaken during normal operational hours to ensure safety within the site.

6.4 Stability Guarantee Period

- 6.4.1 All Memorials installed in any Cemeteries from the date of installation must be subject to a 'Guarantee of Conformity' granted by the mason who installed the Memorial. Such a guarantee is given to confirm that the Memorial has been fixed to the best standard set by NAMM at the date of fixing and should last for a minimum of 30 years. If at any point during the life of the Memorial it becomes loose or unstable and this cannot be attributed to ground conditions or disturbance, the mason should, under the terms of the said guarantee, refix the Memorial to the original standard at no cost to the grave owner or the Council.

This is a standard guarantee that must be given to any person arranging a Memorial in any site.

6.5 Memorial Safety Testing

- 6.5.1 All Memorials erected within any of the Cemeteries will be subject to periodic testing. This is currently carried out every 5 years as recommended by the Health and Safety Executive. Any Memorials failing a safety test will be made safe by Cardiff Bereavement Services staff. This may include being sunk into the ground vertically, laid flat, cordoned off, stake and banded, covered with a yellow bag to warn visitors of a danger. The grave owner or his/her representatives are responsible for authorising suitable repairs to be undertaken by an approved BRAMM accredited mason.

Should it be necessary for any Memorial to be removed from a Site due to it being a danger or where no person has come forward to arrange repairs after a reasonable time period, the Council may carry out any

such removal in accordance with the provisions of Section 3 (1) of the Local Authorities' Cemeteries Order 1977. Such provisions include the requirement for the Council to display a notice in conspicuous positions at the entrances to the Cemetery, publish the notice in two successive weeks in a local newspaper and consider any objections made to the proposals.

The Council has a legal obligation to ensure all of its Sites are safe to both visit and work in. In order to be satisfied that this is the case it is essential that Cardiff Bereavement Services carry out regular inspections of Memorials in the Sites in a bid to avoid injury or death to any of its staff or visitors.

6.6 Memorial Types

6.6.1 The following types of Memorials are permitted in the Cemeteries subject to compliance with Rules 6.6.2 to 6.7 :-

- a) Headstone or Cross
- b) Kerbs, landings, edgings & stone chippings
- c) Vase
- d) Flat Memorial Tablet
- e) Cremated Remains Headstone
- f) Baby Memorials
- g) Wooden Grave Marker
- h) Wooden Cross
- i) Temporary Grave Marker

6.6.2 Any memorials covering multiple grave spaces may be to a maximum width of 7' per double grave. Wider memorials may be considered in consultation with the Memorials Manager.

This allows for families wishing to have a larger Memorial over a number of family owned graves to do so.

6.6.2 Headstones and Crosses

6.6.2.1 Headstones and crosses are permissible on any grave space other than Woodland Graves and any other grave for which these Rules impose a restriction as to the placing of a headstone or cross upon a particular type of grave.

6.6.2.2 Any headstone or cross must not exceed 5' in height or 3' in width including the base and must have a depth of between a minimum of 3" and a maximum of 12" (in the majority of its construction)

To ensure safety within the Cemeteries and ensure they do not encroach onto other graves it is essential to prescribe a maximum size for new memorials.

6.6.3 Kerbs, landings, edgings & stone chippings

- 6.6.3.1 Kerbs shall be permitted only on Traditional Graves where provision for this type of memorialisation has been made (see schedule 1 for a complete list of memorials permitted by section and location)
Edgings that do not sit higher than the ground level may be installed on any Semi-lawn grave space.
This ensures the desired appearance of all burial sections remains.
- 6.3.3.2 Kerbs must be between a minimum of 3” to a maximum of 12” in height and between a minimum of 3” to a maximum of 6” in thickness.
Kerbstones shall be of a maximum size of 7’ x 3’ wide.
To ensure safety within the cemeteries and ensure they do not encroach onto other graves it is essential to prescribe a maximum size for new memorials.
- 6.3.3.3 The corner stones of a kerb set shall be no more than 1’ 2” in height.
This ensures the desired appearance of all burial sections remains.
- 6.3.3.4 Edging stones are to be a uniform length of a maximum of 7’ x 3’ wide and made in complete lengths and of a depth of no more than 5” and a thickness of no more than 3”. The upper surface of the edging must not be greater than 1” in thickness and must be set level with the adjoining ground.
To ensure safety within the cemeteries and ensure they do not encroach onto other graves it is essential to prescribe a maximum size for new memorials.
- 6.3.3.5 No chippings will be permitted on any grave that is not enclosed with kerbs or edgings as detailed above.
This ensures the desired appearance of all burial sections remains.
- 6.3.3.6 Landing or cover stones are to be constructed of no more than 3 pieces measuring a total of 7’ in length x 3’ in width.
This ensures the desired appearance of all burial sections remains.

6.6.4 Vase

- 6.6.4.1 This type of Memorial is permissible on any grave space.
- 6.6.4.2 A memorial vase must measure no more than 1’6” in length x 12” wide. Its maximum height should be no more than 12”.
To ensure safety within the Cemeteries and ensure they do not encroach onto other graves it is essential to prescribe a maximum size for new memorials.
- 6.6.4.3 Memorial vases are to be must be firmly fixed upon the grave space.
- 6.6.4.4 On any Lawn Graves or Semi Lawn Graves vases must be placed at the head of the grave only.

6.6.5 Flat Memorial Tablet

- 6.6.5.1 Flat Memorial Tablets are permissible on any grave space.
- 6.6.5.2 On Lawn Graves and Semi Lawn Graves flat memorial tablets must be placed at the head of the grave only.

6.6.6 Cremated Remains Headstone

- 6.6.6.1 Cremated Remains Headstones are permissible on any cremated remains grave space except those where flat tablets or vases are only permitted. (see schedule 1 for a complete list of memorials permitted by section and location)

6.6.7 Baby Memorials

- 6.6.7.1 Baby Memorials are permissible on any grave space in the dedicated Baby and Stillborn burial sections or, if desired, on a full sized grave where the Exclusive Right of Burial has been granted

6.6.8 Wooden Grave Marker

- 6.6.8.1 Wooden grave markers are permissible on any Woodland Grave.

6.6.9 Wooden Cross

- 6.6.9.1 Wooden crosses are permissible on any grave space.

6.6.10 Temporary Grave Marker

- 6.6.10.1 Temporary grave markers are permissible on any grave space for a period of no more than 12 months

6.7 Materials

- 6.7.1 Memorials made of any type of natural material is permissible in the Cemeteries provided that it complies with the approved NAMM standard and is fixed to the grave by a registered BRAMM fixer other than for the exception set out in Regulation 6.7.2.
This allows for more freedom of choice for the bereaved.
- 6.7.2 Wooden crosses must be fitted securely into the ground but do not have to be secured a national approved method.
Wooden Crosses do not pose the same sort of danger as other traditional memorials.

6.8 Unauthorised Memorials

- 6.8.1 Should any unauthorised items be placed on or around any grave or any Memorial put in place contravene the Rules the grave will be photographed, the unauthorised items shall be removed and placed into storage by Bereavement Services' staff for a period of up to 1 month, after which they may be destroyed. No notice will be given to the owner of the Exclusive Right of Burial.

Pursuant to the Local Authorities' Cemeteries Order 1977 no tombstone or other memorial may be placed in a cemetery without the permission of the officer appointed for that purpose by the burial authority. If permission has not been granted the burial authority is permitted to remove the memorialisation from the site.

It is essential that the burial sections are maintained to the agreed standard for the benefit of all of our visitors. It is unfair for one or two families to furnish their graves with articles outside of the Rules which can cause distress to others when alternative options are available. It is not always possible to notify the grave owner of the need to remove unauthorised memorialisation, particularly if the grave owner has moved and not informed the Administration Office. It is for this reason, we hold any items that are removed and destroy them after 1 month without necessarily giving notice.

- 6.8.2 The Council, in its capacity as a burial authority, is legally entitled to recover the cost it may incur in removing any unauthorised tombstone or other Memorial from the person to whose order the tombstone or Memorial was placed or within two years from the placing of the tombstone or memorial, from the personal representative of such a person.

All memorials installed within the Cemeteries must be approved by the Memorials Manager by the granting of a permit. If any memorials are erected outside of the Rules or without proper permission they may be removed and destroyed.

7. Gardens of Remembrance

The Gardens of Remembrance at Thornhill and Western Cemeteries provide a peaceful and tranquil setting to scatter cremated remains and leave floral tributes within a designated area.

- 7.1 All cremated remains shall be scattered by Cardiff Bereavement Services and in accordance with the industry recognised best practice standards. Cremated remains shall be scattered evenly over an area of lawn so as not to leave any noticeable trace.
- 7.2 No mementoes, floral tributes, wind chimes or other items are permitted to be left in or on any of the trees or shrubs within the Gardens of Remembrance.

- 7.3 The memorial rose beds in the Gardens of Remembrance are bordered with memorial plaques and provide for a small floral tribute within the design. No planting, floral tributes or any other articles are to be left within the actual rose bed area or the front perimeter of the Memorial.

8. Memorial Tree Gardens

- 8.1 The memorial tree gardens are provided for the bereaved to lease a plaque at the base of a tree in memory of a loved one. The plaque will allow for the placing of floral tributes within a pot.
- 8.2 A small area around the base of the tree (no more than 12"x12") may be used for the planting of seasonal bedding plants. No kerb or other type of edging surrounds will be permitted around the bases of the trees.
- 8.3 No articles may be placed on or in the trees and any articles that have been placed outside of these Rules may be removed without notice.
- 8.4 The Council shall be responsible for the maintenance and upkeep of any trees in the Memorial Tree Gardens. This shall include the replacement of any trees. The Council reserves the right to alter the position or species of any trees that may be replaced.

9. Floral Tributes, Waste and Recycling

Throughout all of the Sites operated by Cardiff Bereavement Services it is common for there to be a regular amount of floral tributes left within the memorial gardens and on graves. Cardiff Bereavement Services are not responsible for the type or condition of any floral tributes left by visitors.

- 9.1 Floral tributes will be removed from graves where a burial has taken place between 14 and 21 days after the burial date. Should any families wish to remove and keep the floral tributes themselves they are advised to do this within 14 days of the burial date.
- 9.2 Floral tributes left within the Gardens of Remembrance will be removed to the hard standing areas on a weekly basis. Any tributes deemed past their best by staff will be disposed of at this time.
- 9.3 Floral tributes are not permitted to be left inside the Book of Remembrance Room. Provision is made for flowers and plants to be left outside in the area surrounding the building.
- 9.3 Any waste removed including floral tributes may be composted where possible and visitors are asked to properly utilise the recycling points throughout the Cemeteries.
- 9.4 Articles such as windchimes, cards, pictures, flags etc are not permitted to be placed on any tree, bench or other similar feature within any of the Sites.

Schedule 1

Memorials permitted at Thornhill, Pantmawr, Western, Radyr and Cathays Cemeteries

THORNHILL CEMETERY

Thornhill Cemetery is a Lawn garden cemetery. Each section will be listed below with memorial dimensions shown in terms of height, width and thickness (front to back).

SECTION	MEMORIAL PERMITTED
SECTIONS A, D & G	CREMATED REMAINS TABLET: 2" x 18" x 12" (Base: 2" x 24" x 12-14")
SECTIONS B, C, E, F, H, I & J	EARTHEN BURIAL TABLET – MAXIMUM DIMENSION 12" x 24" x 18" (Base: 2" x 3' x 2')
SECTION J & K (BABIES)	BABY MEMORIAL (ORDER FROM THORNHILL ENQUIRIES)
SECTION K (BRONZE)	BRONZE MEMORIAL (ORDER FROM THORNHILL ENQUIRIES)
SECTIONS N, P, R & S	HEADSTONE ONLY - MAXIMUM DIMENSIONS 5' x 3' x 12" VASE ONLY – MAXIMUM 12" IN HEIGHT – WOODEN CROSS (Base is slightly larger than block) (Bearer – on N – 2" x 4' x 12 - 18") (Bearer on rest – width minimum 3'6")
SECTION Q	CREMATED REMAINS MEMORIAL: 12" x 18" x 12" (Base: 2" x 2'6" x 18")
SECTION T & V	CREMATED REMAINS MEMORIAL - 12" x 30" x 12" (Fitted to in situ raft system)

PANTMAWR CEMETERY

Pantmawr Cemetery is a Traditional & Lawn garden cemetery. Each section will be listed below with memorial dimensions shown in terms of height, width and thickness (front to back).

SECTION	MEMORIAL PERMITTED
SECTION A, C, D & G	TRADITIONAL SECTION – ALL MEMORIALS WITHIN REGULATIONS (Base is slightly larger than block) (Bearer: 2" x 4' x 12 - 18")
SECTION B	EARTHEN BURIAL TABLET – MAXIMUM DIMENSION 12" x 24" x 18" (Base: 2" x 3' x 2')
SECTIONS E, F	HEADSTONE ONLY - MAXIMUM DIMENSIONS 5' x 3' x 12" VASE ONLY – MAXIMUM 12" IN HEIGHT – WOODEN CROSS (Base is slightly larger than block) (Bearer: 2" x 4' x 12 - 18")
SECTION H	HEADSTONE 5' x 3' x 12" (Fitted on in situ raft system)

WESTERN CEMETERY

Western Cemetery is a Lawn garden and Semi-lawn section cemetery. Each section will be listed below with memorial dimensions shown in terms of height, width and thickness (front to back).

SECTION	MEMORIAL PERMITTED
SECTION A	HEADSTONE ONLY - MAXIMUM DIMENSIONS 5' x 3' x 12" VASE ONLY – MAXIMUM 12" IN HEIGHT – WOODEN CROSS (Base is slightly larger than block) (Bearer: 2" x 4' x 12 - 18")
SECTIONS B, C, E, F, G, H, I, J, K & P	HEADSTONE - MAXIMUM DIMENSIONS 5' x 3' x 12" EDGINGS EITHER OF TERRAZZO OR CONCRETE 3'x 7' OR LANDING SLAB AT GROUND LEVEL 3" x 3' x 7' (Base is slightly larger than block) (Bearer: 2" x 4' x 12 - 18")
SECTION TRAD. E	TRADITIONAL SECTION - ALL MEMORIALS PERMITTED
SECTION D (SEMI-LAWN)	HEADSTONE - MAXIMUM DIMENSIONS 5' x 3' x 12" EDGINGS EITHER OF TERRAZZO OR CONCRETE 3'x 7' OR LANDING SLAB AT GROUND LEVEL 3" x 3' x 7' (Base is slightly larger than block) (Bearer: 2" x 4' x 12 - 18")
SECTION D (LAWN)	HEADSTONE ONLY - MAXIMUM DIMENSIONS 5' x 3' x 12" VASE ONLY – MAXIMUM 12" IN HEIGHT (Base is slightly larger than block) (Bearer: 2" x 4' x 12 - 18")
SECTION L	HEADSTONE ONLY - MAXIMUM DIMENSIONS 5' x 3' x 12" – MEMORIAL FIXINGS REQUIRED VASE ONLY – MAXIMUM 12" IN HEIGHT - WOODEN CROSS (Base is slightly larger than block) (Bearer - minimum = 3'6" width bearer up to – 2" x 3' 6" x 12 - 18")
SECTION N (BABIES)	BABY MEMORIAL (ORDER FROM THORNHILL ENQUIRIES)
SECTION Q	HEADSTONE ONLY (Fitted on in situ raft system)
SECTION R	CREMATED REMAINS MEMORIAL - 12" x 18 " x 12" (Base: 2"x 2'6" x 18")

RADYR CEMETERY

Radyr Cemetery section is divided into two sections. The churchyard is a traditional section allowing all memorials within our regulations.

SECTION	MEMORIAL PERMITTED
CHURCHYARD	TRADITIONAL SECTION - ALL MEMORIALS WITHIN REGULATIONS (Base is slightly larger than block) (Bearer: 2" x 4' x 12 - 18")
SECTION AC	CREMATED REMAINS TABLET 2" x 18" x 12"
SECTIONS A - B	TRADITIONAL SECTION - ALL MEMORIALS WITHIN REGULATIONS (Base is slightly larger than block) (Bearer: 2" x 4' x 12 - 18")
SECTION D	HEADSTONE ONLY - MAXIMUM DIMENSIONS 5' x 3' x 12" VASE ONLY - MAXIMUM 12" IN HEIGHT - WOODEN CROSS (Base is slightly larger than block) (Bearer: 2" x 4' x 12 - 18")
SECTION E	CREMATED REMAINS MEMORIAL - 12" x 18" x 12"

All memorials will be erected to meet the national standard set by the National Association of Memorial Masons (NAMM) of 70 kg irrespective of the fixing system adopted.

CATHAYS CEMETERY

Cathays cemetery is a Traditional & Lawn garden cemetery. Each section will be listed below with memorial dimensions shown in terms of height, width and thickness (front to back). *All sections on Allensbank Road will be in italics.*

SECTION	MEMORIAL PERMITTED
SECTIONS A - L & SECTIONS O - R	TRADITIONAL SECTIONS - ALL MEMORIALS WITHIN REGULATIONS (Base is slightly larger than block) (Bearer: 2" x 4' x 12 - 18")
SECTION M, N, T, U, V, W & Y	HEADSTONE ONLY - MAXIMUM DIMENSIONS 5' x 3' x 12" VASE ONLY - MAXIMUM 12" IN HEIGHT, WOODEN CROSS (Base is slightly larger than block) (Bearer: 2" x 4' x 12 - 18")
SECTION S	TRADITIONAL SECTION FROM GRAVE NUMBER 1- 3922 HEADSTONE ONLY - MAXIMUM DIMENSIONS 5' x 3' x 12" VASE ONLY - MAXIMUM 12" IN HEIGHT (Base is slightly larger than block) (Bearer: 2" x 4' x 12 - 18")
SECTION X, LA, RA & VL	TRADITIONAL SECTION - ALL MEMORIALS WITHIN REGULATIONS (Base is slightly larger than block) (Bearer: 2" x 4' x 12 - 18")
SECTIONS GA - GS & RL	HEADSTONE ONLY - MAXIMUM DIMENSIONS 5' x 3' x 12" VASE ONLY - MAXIMUM 12" IN HEIGHT (Base is slightly larger than block) (Bearer: 2" x 4' x 12 - 18")
<i>SECTION EA 1-3107</i>	<i>TRADITIONAL SECTION</i> (Base is slightly larger than block) (Bearer: 2" x 4' x 12 - 18")
<i>SECTION EA 3108-3242</i>	<i>HEADSTONE ONLY - MAXIMUM DIMENSIONS 5' x 3' x 12"</i> <i>VASE ONLY - MAXIMUM 12" IN HEIGHT</i> (Base is slightly larger than block) (Bearer: 2" x 4' x 12 - 18")
<i>SECTIONS, EB, EE & EG - EQ</i>	<i>TRADITIONAL SECTION - ALL MEMORIALS WITHIN REGULATIONS</i> (Base is slightly larger than block) (Bearer: 2" x 4' x 12 - 18")
<i>SECTION EC</i>	<i>BRONZE MEMORIAL (ORDER FROM THORNHILL ENQUIRIES)</i>
<i>SECTION ED</i>	<i>HEADSTONE ONLY - MAXIMUM DIMENSIONS 5' x 3' x 12"</i> <i>VASE ONLY - MAXIMUM 12" IN HEIGHT</i> (Base is slightly larger than block) (Bearer: 2" x 4' x 12 - 18")
<i>SECTION EF 8376 - 9874</i>	<i>TRADITIONAL SECTION - ALL MEMORIALS WITHIN REGULATIONS</i> (Base is slightly larger than block) (Bearer: 2" x 4' x 12 - 18")
<i>SECTION EF 9875 - 9959</i>	<i>HEADSTONE ONLY - MAXIMUM DIMENSIONS 5' x 3' x 12"</i> <i>VASE ONLY - MAXIMUM 12" IN HEIGHT</i> (Base is slightly larger than block) (Bearer: 2" x 4' x 12 - 18")

All memorials will be erected to meet the national standard set by the National Association of Memorial Masons (NAMM) of 70 kg irrespective of the fixing system adopted.