



## **Bereavement Services Rules and Regulations**

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

These rules and regulations apply to the following locations:-

- Rainsbrook Cemetery & Crematorium
- Croop Hill Cemetery
- Watts Lane Cemetery
- Whinfield Cemetery
- Clifton Road Cemetery

We aim to provide the highest possible standards of care, choice and dignity to those who suffer bereavement and to create and maintain an environment where the bereaved can pay their respects and remember loved ones in the ways they feel most appropriate. To assist with this we request that all visitors to our Cemeteries and Crematorium follow these regulations. Please be aware that the Council reserve the right to change these regulations from time to time and that compliance with any changes is requested.

The Bereavement Services Office is situated at:

Rainsbrook Cemetery & Crematorium  
Ashlawn Road  
Rugby  
CV22 5QQ  
Tel: 01788 533715  
Email: [Rainsbrook@rugby.gov.uk](mailto:Rainsbrook@rugby.gov.uk)  
Web: [www.rainsbrookcrematorium.gov.uk](http://www.rainsbrookcrematorium.gov.uk)

The office is open from 9 am to 4.30 pm Monday to Friday. The office is closed on Saturdays, Sundays and Public Holidays.



### **General Regulations**

For safety purposes the speed limit within the grounds of our Cemeteries and Crematorium is 10 mph.

To maintain the appearance of our Cemeteries and gardens of remembrance we request that you park in the designated car parks and do not drive on grassed areas.

For safety purposes children under 12 years are only allowed in the grounds of the Cemeteries and Crematorium when accompanied by and under the care of a responsible adult.

The Public Spaces Protection Order (PSPO) requires all dogs to be kept on a lead when within the grounds of the Cemeteries and Crematorium and that any dog faeces must be removed immediately.

The list of scale of fees and charges are on display at the Crematorium. Plans of the cemeteries and crematorium grounds are also available for inspection free of charge.

### **Crematorium Rules and Regulations**

All cremations at our Crematorium are carried out with strict adherence to the Code of Cremation Practice issued by the Federation of British Cremation Authorities (FBCA) and the Guiding principles of cremation issues by the Institute of Cemetery & Crematorium Management (ICCM) of which Rugby & West Northamptonshire Joint Crematorium Committee is a member. Copies of the Code are available from the Crematorium Office.

The days upon which cremation services at Rainsbrook Crematorium take place are Monday to Friday with services held at between 9.00 am and 4 pm. Saturday morning funerals are available and service times are allocated by Bereavement Services from 10.00 am.

All initial bookings for a cremation at Rainsbrook Crematorium must first be made to the Administration Office.

Please note that the time booked for a service is the time the cortege is due at the Crematorium Ceremony room. In order to avoid distribution to any other funerals we request that you keep to this time. A charge, as detailed in the list of scale of fees and charges, may be levied for corteges arriving early or late.





To ensure that we have sufficient time to make the necessary arrangements for a cremation we request that correctly completed paperwork is delivered to the Crematorium Office by no later than 12 noon 48 working hours prior to the day of cremation.

Please be aware that a charge, as detailed in the list of scales of fees and charges, will be made if the paperwork is delivered after the specified time.

Before a cremation can take place all statutory documents relating to that cremation are checked by a doctor appointed by the Home Office. This doctor is called a Medical Referee and gives the final permission for a cremation to take place. The Medical Referee can refuse to allow a cremation to be carried out without stating the reason in accordance with statutory regulations.

If the applicant in the application form for cremation has informed Bereavement Services that he/she would like to inspect the medical certificate (Cremation Form 4) and has given contact telephone numbers to Bereavement Services, then as soon as Bereavement Services receives the 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.

The Cremation Form 4 will only be available for inspection for 48 hours after Bereavement Services have notified the applicant or nominated representative you may:

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

The Crematorium has two interdenominational Ceremony rooms and the service times permitted are as follows:

The Avon Ceremony room

(Seating Capacity 150 – Service Times 45 minutes each)  
(Monday to Friday 9.00 am – 4pm (inclusive))

The Drayton Ceremony room

(Seating Capacity 50 – Service Times 45 minutes each)  
(Monday to Friday 9.30 am – 4.30 pm (inclusive))



Saturday morning funeral services from 10.00 am (times are allocated by Bereavement Services only)

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

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 current fees and charges.

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

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

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

Both Ceremony rooms are equipped with a music system from which music can be selected from an extensive computerised database. If a piece of music is not on the database it can be requested by your funeral director from the system supplier who can nearly always make it available for your service. These requests should be made no later than 72 hours prior to the service taking place at the crematorium.

The crematorium provides a webcast service which is a live broadcast of a service streamed on the internet via the Obitus website. This service is only viewable to those issued with a username and password which is provided before the service. The applicant for the cremation is the only person who can request this service. The broadcast can be viewed up to 28 days after the service.

Funeral services can be recorded onto a DVD (audio-visual) CD (audio) disc and USB + Download link. More than one can be ordered and extra copies can be available after the service. Once we have received these, they will be passed to your Funeral Director, who will arrange with you to collect from them. Each Ceremony room has a wall mounted TV screen which can be used for a professionally edited Pro Tribute with up to 50 photographs and have a single photo displayed throughout the service. Please ask your Funeral Director for more information.



## **Cremation Procedure**

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 Ceremony room's entrance.

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

A funeral arriving late will not be allowed to enter the Ceremony room unless there is a maximum of 40 minutes between the time of its arrival and the time fixed for the next service in the Ceremony room. 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.

Except at the discretion of the Bereavement Services Manager, no cremation service shall be allowed on a Sunday, statutory Bank Holiday, or other day appointed for Public Thanksgiving or Mourning.

All bodies brought to the Crematorium for cremation shall be contained in a suitable coffin. The coffin or suitable container must be clearly marked for identification purposes and include the full name, date of death and age of the deceased.

This is a requirement under the Code of Cremation Practice issued by the Federation of Burial and Cremation Authorities (FBCA) and the Guiding Principles for Burial and Cremation Authorities issued by the Institute of Cemetery and Cremation Management (ICCM).

All funerals will be met by a member of staff from 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 Ceremony room and forms part of Bereavement Services' procedural checks.

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 Ceremony room. In all cases this should be a minimum of 4 persons for the cremation of an adult.

Bereavement Services staff are able to assist with the transport of the coffin from the hearse to the Ceremony room with prior notice and this will incur a fee. 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 Ceremony room. The responsibility for this action is that of the funeral director or other person making the funeral arrangements.





Rings, jewellery and personal articles on or about the body should be removed prior to the cremation service if required. Once placed into the cremator any valuables will be unrecoverable and the Council shall not be liable to account for such articles after cremation has taken place.

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 Ceremony room. The coffin lid must be replaced and sealed prior to the coffin being charged into cremator. This allows for further choice for the bereaved and enables the service to be personalised.

All persons attending a service shall leave the Ceremony room immediately after the conclusion of the service. This ensures there are no delays for the following services.

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

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 only be coated with water based paints or water based varnish.

The unnecessary use of sawdust, paper or cotton-wool must be avoided and 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.

We do not accept Pandanus coffins under any circumstances.

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

Any person may witness the placing of the coffin into the cremator with permission from the applicant for that cremation. The Avon ceremony room has a viewing window for this purpose. A viewing must be requested in advance of the funeral service taking place.





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

All cremations shall be completed within 24 hours of receipt of the coffin at the Crematorium, unless there are any unforeseen circumstances, 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 storage.

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

Traditional Coffin: Length 7' (84") Width 3'4" (40") Depth 2'5" (28")

These are the maximum sized coffins accepted at Rainsbrook crematorium. The maximum weight of a deceased, with the coffin, accepted at Rainsbrook Crematorium is 47 stone. A body of a person who has died of a dangerous infectious disease should be enclosed in two sealed 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 appropriate officer may determine from time to time to require such precautions.

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 using 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 (ICCM) recycling scheme.

Bereavement Services will give any urn or container, holding 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 Bereavement Services will require the applicant's written authority to hand over the urn or container to the nominated person. The cremated remains will be signed for by the person collecting the cremated remains and photographic proof of identification will be required.



# Bereavement Services



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. After the initial three month period, a fee will be charged in accordance with our current fees and charges. 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 deemed appropriate.

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

The scattering of cremated remains will take place no sooner than 24 hours after the cremation process has been completed. This allows for families to consider options more fully after the cremation date has passed.

No scattering of cremated remains will be permitted unless a copy of the Certificate of Cremation, is delivered to the Administration Office and the prescribed fee for the scattering of the cremated remains is paid. Where the cremation took place at Rainsbrook Crematorium no such disposal certificate is required for the scattering of remains in any of the sites administered by 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 Registrar's office.

No person shall scatter or inter cremated remains within any part of the Cemeteries or Crematorium grounds without the permission of the Bereavement Services Manager. Any request for the same must be made in writing to the Administration Office. It is unlawful to scatter or inter any remains within the cemetery or crematorium grounds without first gaining permission from the Council who manage and own the land.

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, or a minister of their choice. Details must be submitted in writing to the Administration Office by 12 noon at least two Working Days prior to the appointment time.

Wreaths, sprays, cut flowers or other tributes may be placed in the Gardens of Remembrance on the areas 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 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.





### **Floral Tributes**

Each Ceremony room is served by a floral tribute court for the display of floral tributes following a funeral service. Mourners are free to either take the tributes away after the service, or alternatively leave them on display in the floral tribute court.

Tributes left at the Crematorium will remain on display for seven days, or as soon as possible thereafter following public holidays, when they are disposed of.

Please note that unfortunately for practical reasons the crematorium and its staff cannot accept any responsibility for floral tributes left at the Crematorium before, during or after a funeral service.

### **Cremated Remains**

Cremated remains are normally available for collection the day after the cremation has taken place, unless prior notice is given that they are required sooner. A suitable container large enough to hold all the ashes is provided and must always be used for the removal of ashes from the Crematorium. The Bereavement Services Manager shall have the right to decide what is a "suitable" container.

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

All cremated remains shall be scattered by 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.

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.

Flowers, plants and floral tributes may be placed in the areas specifically provided, namely the Book of Remembrance, floral tribute courts, in the integral vases of the stone memorials, and in the designated vases by the Tree of Life. No plants, flowers, flower vases, glass or other receptacles for plants or flowers or any other items shall be placed in any other part of the crematorium or the gardens, and if they are they will be removed. Flowers, plants and floral tributes which are left at the Crematorium will be disposed of by Bereavement Services.