



Craven Bereavement  
Services compassion & respect for all



# **Rules and Regulations For Skipton Crematorium Waltonwrays Cemetery & Ingleton Cemetery January 2021**

**Bereavement Services  
The Chapel Office  
Skipton Crematorium  
Carleton Road  
Skipton  
BD23 3BT**

**T: 01756 796118  
E: [BereavementServices@cravencd.gov.uk](mailto:BereavementServices@cravencd.gov.uk)**

## Contents

1	INTRODUCTION.....	3
2	DEFINITION OF TERMS .....	3
3	CEMETERY - RULES AND REGULATIONS.....	4
3.1	Burial Grounds and Cemeteries .....	4
3.2	Conduct within the Cemetery Grounds .....	4
3.3	Selection and ownership of graves.....	4
3.4	Production of documents of title for burial .....	4
3.5	Alterations to Arrangements.....	5
3.6	Transfer of Ownership.....	5
3.7	Interment Service Times.....	6
3.8	Certification .....	7
3.9	Coffins .....	7
3.10	Grave maintenance and aftercare .....	7
3.11	Grave Sizes .....	8
3.12	General information relating to graves and cemeteries .....	8
3.13	Memorials.....	9
3.14	Muslim burials .....	10
4	CREMATORIUM SERVICE .....	11
4.1	Introduction .....	11
4.2	Book of Remembrance .....	11
4.3	Cremation Service Times .....	11
4.4	Held over Cremations .....	12
4.5	Metal Recycling .....	12
4.6	Arrangements and Alterations.....	12
4.7	Certification .....	13
4.8	Coffins .....	13
4.9	Cremated Remains.....	15
4.10	Crematorium – General .....	15
4.11	Cremation Memorialisation .....	16
5	CEMETERY AND CREMATORIUM - GENERAL REGULATIONS.....	17
6	FEES AND CHARGES .....	18
7	GROUNDS MAINTENANCE .....	18
8	GRIEVANCE PROCEDURE.....	19
9	RESERVED RIGHTS OF CRAVEN DISTRICT COUNCIL .....	19

## 1 INTRODUCTION

These Regulations have been made by Craven District Council in relation to the Cemeteries and Crematorium it provides.

All enquiries regarding Craven Bereavement Services should be directed to:

### **Bereavement Services**

The Chapel Office

Skipton Crematorium

Carleton Road

Skipton

North Yorkshire

BD23 3BT

Telephone: 01756 796118

Email: [bereavementservices@cravencd.gov.uk](mailto:bereavementservices@cravencd.gov.uk)

Web: [www.cravencd.gov.uk/bereavement](http://www.cravencd.gov.uk/bereavement)

Office Opening Times:

Monday to Friday 8.30 am – 4.30 pm

Weekends Closed

Public Holidays Closed

## 2 DEFINITION OF TERMS

“**The Council**” means Craven District Council

“**The Cemetery**” means the cemeteries provided by the Council.

“**The Bereavement Services Manager**” means the person who has the delegated responsibility by the Council to manage the bereavement service.

“**Crematorium**” means the Chapel and Crematory where cremation funerals take place.

“**Crematorium Grounds**” means the Gardens of Remembrance and other memorial grounds associated with the Crematorium and Waltonwrays Cemetery.

“**Grave**” means a burial place formed in the ground by excavation without an internal wall of brickwork or stonework which is backfilled with earth.

“**Vault**” means an underground burial place with an internal wall of bricks/concrete blocks and a concrete base which is divided into separate chambers, each of which is sealed in an approved manner after each interment, and the vault sealed with top covers.

“**Exclusive Right of Burial**” means the exclusive right of burial in a specific grave and is issued to the owner of the “Deed of Grant”. In September 2002 the exclusive right of burial was reduced from a period of 100 years to a period of 30 years. This does not affect any deeds issued prior to this date.

“**The Medical Referee and Deputies**” are the medical practitioners for Craven District Council appointed by the Ministry of Justice to undertake statutory duties required for cremation.

“**Working Days**” means the days on which the relevant Cemeteries and Crematorium service office is open.

## 3 CEMETERY - RULES AND REGULATIONS

### 3.1 Burial Grounds and Cemeteries

Cemeteries controlled by Craven Bereavement Services are:

#### **Waltonwrays Cemetery**

Carleton Road, Skipton, North Yorkshire BD23 3BT

#### **Ingleton Cemetery**

Clapham Old Road, Ingleton, Lancashire LA6 3JA

### 3.2 Conduct within the Cemetery Grounds

The Cemeteries are maintained to a high standard and are provided as a quiet area for people to visit so they can reflect and remember their loved ones. Consequently, we request that visitors act accordingly and respect the need of others.

If however they do not then attention is drawn to the Local Authorities Cemetery Order 1977 and any amendments thereto:

The order provides that no person shall:

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

#### **DOGS IN CEMETERIES**

Dogs are permitted within the cemetery grounds but must remain on their lead at all times. All dog waste **MUST** be cleared up and disposed of.

### 3.3 Selection and ownership of graves

Every interment shall take place either in a private grave or in a public grave. New graves will be selected by either the Bereavement Services Officer or by the family of the deceased.

### 3.4 Production of documents of title for burial

A purchased grave, including vaults, in which the Exclusive Right of Burial has been purchased, shall not be opened without the production of the Deed of Grant and written consent of the owner, or of his or her legal representative. In the case where the Deed of Grant has been lost or mislaid an indemnity will need to be completed.

Where the consent of the owner cannot be obtained, the grave will be opened on the application of any person whom the Council shall consider entitled thereto. In the case of an Executor of a Will being appointed then they may apply for the burial of the deceased in any grave space that the deceased is so entitled to be buried in.

In cases of the deceased not appointing a Solicitor or where the deceased died intestate the Applicant in this case must satisfy the Council of their entitlement to open the grave. This is done by completing and returning a Statutory Declaration which needs signing in front of a Ministry of Oaths to take ownership of the grave space and giving an indemnity to the Council at his or her own expense.

Statutory Declaration Indemnity forms may be obtained from the Bereavement Services Office at Waltonwrays Cemetery.

Craven District Council have a right to charge an administration fee for the transfer of any Burial Rights.

### **3.5 Alterations to Arrangements**

Any cancellation of a service may incur a charge in respect of any work which has already been carried out; this will be at the discretion of the Bereavement Services Manager.

The time booked for a funeral must be punctually observed where at all possible, to prevent inconvenience or one funeral impending with another. This is necessary to preserve the personal effect of the service attended by the bereaved, and to reflect care and consideration.

### **3.6 Transfer of Ownership**

Any transfer of the Exclusive Right of Burial in any grave shall not be deemed valid unless such transfer has been previously registered at the Bereavement Services Office.

Where the current owner is still alive and wishes to transfer ownership to another person an Assignment of Ownership must be properly completed and returned to the Bereavement Services Office. An Assignment of Ownership is available on request from this office.

Transfer of Ownership of a grave may take place where the registered grave owner is deceased by submitting any of the following to the Bereavement Services Office:

- Letters of Administration
- Completion of a Statutory Declaration – to be signed in front of a Ministry of Oaths.

Craven District Council have a right to charge an administration fee for the transfer of any Burial Rights.

### 3.7 Interment Service Times

It is not possible to allow interments on Christmas Day, New Year's Day or Good Friday in either of our cemeteries. With the exception of Muslim burials we are also unable to accept burials on Bank Holidays or Sundays. Muslim burials on the weekend and bank holidays (except religious holidays) are only permitted subject to the availability of our contract grave digger and Craven District Council Staff.

**Between April and September:** the latest burial time which includes prior use of the chapel will be at 3.00 pm and at 3.30 pm for a burial which is straight to the grave.

**Between October and March:** the latest burial time which includes prior use of the chapel will be at 2.10 pm and at 2.45 pm for a burial which is straight to the grave.

This includes burials in the Muslim section of Waltonwrays Cemetery.

Burials may be accepted at other times at the discretion of the Bereavement Services Manager, especially for the burial of cremated remains.

Notice of Interment Forms must be submitted to the Bereavement Services Office no less than 48 hours (excluding Weekends and Bank Holidays) prior to the proposed burial date.

All forms must be submitted including the exact coffin size.

For traditional coffin shaped coffins exclude handles

For casket shaped coffins include handles

(except for cremated remains).

We recognise that some families like to inter their loved ones in caskets which exceed 29" in width. This is possible in certain parts of the cemetery by purchasing a grave which can accommodate this size coffin (an additional fee will be payable). This also allows the family the opportunity to install a larger sized memorial (subject to permit and regulations).

In the case of a burial taking place in the Muslim section a minimum of 24 hours' notice must be given. This will be accepted by telephone; however, an exact coffin size must be given when the burial is booked.

All funerals entering the cemetery shall be under the control and discretion of the Bereavement Services Officer.



### **3.8 Certification**

A burial will not be permitted unless the correct and adequate paperwork has been received at the Bereavement Services Office and inspected by the appropriate officer. This also applies to official papers obtained from the Registrar of Births, Deaths and Marriages or the Coroner.

The Bereavement Services Manager must be informed of any bodies which have died from an infectious disease. An up-to-date list of infectious diseases is available from the British Medical Association.

### **3.9 Coffins**

A body will not be accepted for interment at the cemetery unless it is enclosed within a suitable coffin, this can include cardboard, wool, wicker, bamboo coffins. Homemade coffins will be accepted with prior approval from the Cemetery Office. All coffins must have suitable handles and a nameplate. Any other request must be agreed and authorised by the Bereavement Service Office.

Any coffin entering the cemetery must bear a nameplate or other suitable form of identification and must include the name of the deceased.

It is the responsibility of the Funeral Director or the person conducting the funeral to ensure that enough people are available to assist in the transporting of the coffin to the graveside and assist with its lowering into the grave.

A coffin will not be permitted to be buried less than 3ft below ground level. However, where the Bereavement Services manager considers the soil to be of suitable character, a coffin can be buried not less than 2ft below the level of any adjoining ground, as long as the coffin is made of perishable materials.

Every coffin placed in a vault must be covered and sealed with concrete slabs of not less than 50 mm (2 inches) in thickness and entombed in such a manner to make the vault airtight.

### **3.10 Grave maintenance and aftercare**

Deeds of Grant for graves are granted for 1, 2 or 3 coffin interments (Maximum 2 interments at Ingleton Cemetery) plus cremated remains. Graves in the Muslim section are for one interment only.

Every full sized grave can accommodate up to 8 sets of cremated remains. Once a set of cremated remains has been interred in the grave, the grave will be deemed to be full for the interment of coffins.

After burial all graves will be tidied and left in an acceptable condition by the grave digging contractor. The levelling of graves during the period of settlement will be carried out by Craven District Council on a regular basis.

The Council will undertake the seeding (depending on the time of year) and maintenance of lawn areas, for which no cost will be incurred to the owner of the Right of Burial.

### **3.11 Grave Sizes**

A standard size grave will accept a coffin to the maximum width of 29". If a coffin exceeds this size for a subsequent interment every effort will be made to accommodate the burial (excluding the use of caskets). There may be a surcharge for the interment.

The interment of a coffin/casket exceeding 29" will necessitate the purchase of a larger sized grave in order to accommodate the coffin/casket and will be subject to a surcharge.

### **3.12 General information relating to graves and cemeteries**

Fences, enclosures, unofficial kerb surrounds, border stones or chippings are not permitted on any grave space including the Gardens of Rest, in any section of either Waltonwrays or Ingleton Cemeteries.

Articles such stone chippings, glass containers, windmills, wind chimes, other ornamental artefacts and plastic or metal surroundings are not permitted.

Raised mounds or turfed banks will not be permitted on any graves, except for the Muslim section in Waltonwrays Cemetery.

The Council has the right to remove any items from any grave which may interfere with the grounds maintenance of that area, after serving notice to the registered grave owner. Any items deemed to be causing an immediate hazard; danger or offence will be removed immediately without notice.

All brick, stone, or other work in or around vaults or graves shall be furnished and erected at the approval by the Council in the form of a permit and must be installed by a registered Memorial Mason, at the cost of the owner.

A coffin or cremated remains shall not be interred in any grave without the consent in writing of the owner/applicant of the Right of Burial and with authority of Craven District Council, whose designated officer must be in attendance.

Human remains shall not be scattered in or over a place in the cemetery grounds unless the area is designated for such practice, and has been authorised by the Bereavement Services Office and with a designated officer in attendance.

All burials and interments shall take place in accordance with statutory requirements laid down in the Local Authorities Cemeteries Order 1977 and any other subsequent legislation that comes into force.



The Register of Burials shall at all reasonable times be available for inspection by any person free of charge. The Council may charge such fees as they think appropriate for searches made by them, and provision of certified copies of entries in a Register of Burials or Record of Disinterments.

A body or cremated remains shall not be removed from any grave or vault in any of the Council's cemeteries without licence of the Secretary of State or faculty from the Church of England Bishop of Diocese in which the cemetery lies.

No remains other than human may be accepted under any circumstances.

Children under 14 years of age must be accompanied by a responsible adult.

All vehicles that have access into a cemetery must precede no more than 5 mph and adhere to the notices displayed in the grounds. No parking shall be made on any grass verge, or grave or any area designated as burial ground.

No person is allowed to distribute business cards or advertising matter within the cemeteries.

The Council does not allow any gratuities to be received by any of their employees.

Due to our commitment to biodiversity and environmental best practice we politely request that balloons, Chinese lanterns or anything similar are not placed or released within our cemeteries. Items such as this are proven to cause damage to wildlife, and litter the local area.

We also discourage the use of single use plastics and politely request that all flowers left within our cemeteries and memorial gardens are left without the plastic coverings.

### **3.13 Memorials**

All private graves and vaults including their monuments, memorials and grave stones must be kept in good repair by the owner, in accordance with the Rules and Regulations Governing Memorials where applicable.

All grave memorials will be inspected on a regular basis by the Council to check their stability and the Council will make every attempt to contact the memorial owner before any works are carried out. Where a headstone or memorial is found to be potentially dangerous, the Council has the right to make it safe immediately before contacting the owner in accordance with the Local Authorities Cemeteries Order 1977, Article 3. The Rules and Regulations Governing Memorials give full details on the approved methods of memorial maintenance.

The "Right to Erect" a new memorial or grave stone on a grave will be subject to a 30 year agreement, which can be extended at anytime prior to expiry. The memorial will be inspected once every five years and any want of repair will be brought to the attention of the owner of the Right of Burial.

On receipt of a notice identifying the hazard the owner of the Right will be expected to arrange for the necessary works of repair to be carried out using a monumental mason which is registered with the Council. If the necessary works are not completed within the timescale specified by the Council, the Council is entitled to serve a further notice terminating the owners Right to Erect.

The Rules and Regulations Governing Memorials are fully explained in a separate edition of these Rules and Regulations.

Any work in connection with the fixing or renovating of a memorial shall take place during the ordinary working hours of the cemetery. No work shall take place within the immediate vicinity of a grave where an interment is taking place until the funeral service is over and the mourners have completely dispersed.

### **3.14 Muslim burials**

The Council recognises the wishes of the Muslim community to bury their dead in accordance with their faith and practices and the following regulations governing burials have been made in consultation with the local Muslim community representatives.

The Muslim community may bury their dead in a shroud and/or remove the coffin lid at graveside if so desired provided that:

The body is conveyed to the graveside in suitable enclosed coffin or container suitable for burials (biodegradable) which must bear a visible nameplate with states the deceased name; this will be checked at the graveside by a Craven District Council officer before the actual burial can take place.

The shrouded body shall not be visible or removed from the coffin or container until all mourners have assembled around the graveside for the service, so as to obscure the body from public view.

Cemetery staff or others employed by the Council shall not be required to come in contact with the body at any time.

In order to satisfy the Public Health (Control of Diseases) Act 1984 the body of a person dying from a notifiable disease will not be permitted to be handled, transported or buried unless enclosed in a coffin.

A stock of graves will be prepared ready to facilitate the burial as soon as possible after death.

All graves are prepared in such a way that the body will face Mecca.

The Cemetery staff will level the grave after settlement and if requested will mound the grave to a height of 6 inch above the surrounding land.

## 4 CREMATORIUM SERVICE

### 4.1 Introduction

The Crematorium is located within the grounds of Waltonwrays Cemetery and incorporates the memorial gardens and the Book of Remembrance Chapel. The Crematorium is located at:

Skipton Crematorium  
Carleton Road  
Skipton  
North Yorkshire  
BD23 3BT

Telephone Number: 01756 796118  
Email: [bereavementservices@cravendc.gov.uk](mailto:bereavementservices@cravendc.gov.uk)  
Web: [www.cravendc.gov.uk/bereavement](http://www.cravendc.gov.uk/bereavement)

### 4.2 Book of Remembrance

The Book of Remembrance is opened and on display every day of the year:

9.00 am – 4.00 pm daily including weekends, Bank holidays and Christmas day.

The books can be viewed on line at any time by visiting:  
[www.remembrance-books.com/skipton/book-of-remembrance](http://www.remembrance-books.com/skipton/book-of-remembrance)

### 4.3 Cremation Service Times

Cremation services are conducted between the following times:

Monday to Friday

8.40 / 8.50 am	Drop off only (no service)
9.10 am	Reduced fee Service
10.00 am – 2.10 pm	Main Service Slots at 50 minute intervals
3.00 pm	Premium service time
3.50 pm	Additional service time (if requested)

Saturdays                      Open subject to availability

It should be noted that our service times are every 50 minutes – however, the time allocated for each funeral is strictly 40 minutes. This is to enable the cremation services during the course of the day to flow smoothly without converging on each another, and to preserve a personal atmosphere as much as is possible.

Persons arranging and conducting funerals should note that the 40 minutes allocated for each service time includes suitable time to allow everyone to enter and leave the chapel as well as to hold the service. It would be advisable to ensure that those carrying out the service are aware that they are permitted approximately 20 minutes for the actual service time. Additional service times can be booked if required, at an extra charge.

We reserve the right to fine any Funeral Director whose funeral runs late and inconveniences the following service.

Our 8.40 am and 8.50 am service times are for the delivery of the deceased only; it is not possible for any usage of the chapel or for the family to attend.

The 3.50 pm service time is available during busy periods. It is not possible to request a same day cremation for this service time.

#### **4.4 Held over Cremations**

In an attempt to be more environmentally friendly and reduce our carbon emissions Skipton Crematorium will not necessarily cremate the deceased on the same day as the cremation service. We have the right to hold over the cremation for up to 72 hours (however, we endeavour to always cremate the next day). If the family wish to have the cremation the same day the applicant must confirm this on the relevant paperwork. Craven District Council reserves the right to charge a surcharge for same day cremation requests.

#### **4.5 Metal Recycling**

Craven District Council is a member of the Institute of Cemetery and Crematorium Management (ICCM) Metal Recycling scheme and sends the metal residues left from the cremation process for recycling in order to raise money for charity and to prevent the environmental impact of burying these remains.

Craven District Council can also include removed pacemakers in the same scheme.

It is essential that the consent of the Applicant for cremation is always sought and confirmed on the paperwork for each cremation.

The Applicant has the right to request the return of these metal residues.

#### **4.6 Arrangements and Alterations**

Any instruction given by telephone relating to the initial funeral booking time will be received at the sole risk of the person giving such orders or instructions. The Council will not be responsible for any misunderstanding which may arise with regard to bookings given by telephone.

Bookings can be made by Funeral Directors directly onto our computerised booking system. The Council takes no responsibility for any incorrect bookings made. A booking confirmation can be obtained by telephoning the office. The booking system is available 24/7 to make bookings and to confirm bookings made.

The cancellation of a service may incur a charge in respect of any work which has been already carried out or completed. This will be at the discretion of the Bereavement Services Manager.

#### **4.7 Certification**

A cremation will not be permitted unless the correct and adequate paperwork has been received at the cemetery office and inspected by the appropriate officer. This also applies to office papers obtained from either the Registrar of Births and Deaths or the Coroner.

All forms must be delivered to the Craven Bereavement Services office no later than 10.00 am two working days prior to the cremation taking place.

The Bereavement Services Manager must be informed of anybody who has died from an infectious disease. An up-to-date list of infectious diseases is available from the British Medical Association.

A cremation will not be permitted except on the written authority of the Medical Referee or their approved Deputies, who may in exceptional circumstances, decline to allow the cremation to proceed by providing a valid reason.

#### **4.8 Coffins**

The maximum coffin dimensions for cremation are:

7'7" (2305 mm) Long  
41" (1050 mm) wide  
27" (700 mm) deep  
47 stone (298 kilos) in weight

To ensure compliance with the Code of Cremation Practice and the Environmental Protection Act 1990 in respect of cremation, the following must be adhered to:

A coffin will not be accepted at the crematorium unless it is properly identified with the name of the deceased. Note: the nameplate on all coffins will be checked by the Bereavement Services Officer prior to the coffin entering the chapel.

The coffin must be made of wood or a wood by-product which, when placed in a cremator and subjected to the cremation process, is easily combustible and does not emit smoke, give off toxic gas or leave any retardant smears or drips after final combustion.

Cardboard, wicker, wool and bamboo coffins will be accepted for cremation.

Zinc or lead lined coffins will not be accepted for cremation.

Metal furniture or fittings shall not be used on a coffin for cremation. Metal of any kind shall not be used in the manufacture of such coffins except as necessary for its safe construction and then only metal of a high ferrous content will be used. Cross pieces must not be attached to the bottom of the coffin; wooden strips may be placed lengthways, should the floor of the coffin require reinforcement.

The coffin must be made of a suitable material which, when placed in a cremator and subjected to the cremation process, is easily combustible and which does not emit smoke, give off toxic gas or leave any retardant smears or drips after final combustion. Cardboard coffins should not contain chlorine in the wet strength agent (eg not using polyamidoamine-epichlorhydrin based resin (PAA-E).

The use of sawdust, cotton wool or newspapers must be avoided in the lining of the coffin. If circumstances require, suitable sealing material may be used but no rubber or polyvinyl chloride will be permitted and on no account must pitch or similar substances be used.

No other items are to be placed in the coffin without the express permission from the Bereavement Services Manager. This includes the cremated remains of another deceased person/animal. Funeral Directors must sign the agreement to the above before cremation will be accepted; failure to do so may result in the cremation being refused.

To comply with Health and Safety at Work Act 1974 coffins/caskets must not contain articles of a combustible nature which are likely to be of danger to an operator or may cause damage to the equipment. Examples of such items are pacemakers, aerosol containers, glass bottles, alcohol. Plaster casts must not be left on the body for cremation.

Failure to adhere to these regulations could involve the costs of any damage being invoiced back to the Funeral Director.

On arrival at the crematorium the Funeral Director or person taking charge of the funeral must supply adequate bearers to transport the coffin from the hearse to the catafalque.

Once the coffin is placed on the catafalque it becomes the sole responsibility of Craven District Council.

No portion of the coffin shall be removed following the committal service and it will be placed in the cremator exactly as it is received, except for the removal of the nameplate (after all checks have been completed) and flowers/items from the top of the coffin. Exceptions to this are in the use of a coffin cover which will be removed prior to cremation.



## **4.9 Cremated Remains**

Under no circumstances will remains other than human remains be accepted.

The necessary forms will need to be completed and received at the Bereavement Service Office before any ashes are interred or scattered along with the original cremation certificate and the associated fee.

The scattering of cremated remains from another crematorium will not be undertaken without the correct certificate of cremation being submitted together with the appropriate completed paperwork and associated fee.

Cremated remains will only be released to either the Funeral Director, the original Applicant for Cremation or his/her appointed representative. If the Applicant or representative of the Applicant for Cremation collects the remains, a letter from the Applicant confirming this is required together with one form of identification of the person collecting them needs to be produced. These should be shown to the Bereavement Officer prior to the release of the cremated remains. This procedure is to avoid cremated remains being collected by unauthorised persons, which can be the case when there are disputes within families.

Cremated remains will only be released from the crematorium in either a biodegradable container, polytainer, or wooden casket supplied by the Council or by a Funeral Director, which must bear the appropriate identification (ie name). Caskets and urns with a loose piece of paper attached for identification purposes will not be accepted.

Except as provided for in the above Regulations the cremated remains may be retained at the crematorium for a period of four weeks. After this the Council will consider charging a prescribed fee and reserve the right to scatter the cremated remains at the discretion of the Bereavement Services Manager.

## **4.10 Crematorium – General**

No person will enter the room which houses the cremators (crematory) without express permission and a Bereavement Services Officer being present.

Any person may inspect the crematorium during officer hours, permission for which will be granted by the Bereavement Services Officer, who will make an appointment to meet those wishing to inspect the crematorium. A witnessing of a cremation can also be requested.

A body shall not be removed from the crematorium after the service of committal unless for lawful purposes, in which case the Applicant for Cremation will be given prior notification.

With the exception of the cremation of a mother and her baby, only one coffin shall be cremated in a cremator at any one time in accordance with the Code of Cremation Practice, a copy of which is available from the Bereavement Services Officer. Craven District Council will abide by the Code of Cremation Practice.

## 4.11 Cremation Memorialisation

Only memorialisation approved by the Council will be permitted in the crematorium grounds.

Any type of memorialisation in any part of the grounds which has not been approved by the Council will be removed without notice.

Personal crosses, wind chimes, photographs and cards left in any area of the crematorium grounds will be removed without notice.

All visitors to the gardens are reminded that the staff have a duty to keep the gardens tidy and preserve its beautiful appearance. The staff are therefore instructed to remove any figures, plants, wind chimes, unofficial vases or any other type of unauthorised memorialisation which may have been placed independently in the garden.

We believe that keeping the gardens in a clean and well-ordered condition is the best mark of respect we can give and ask that all visitors to the crematorium help us maintain this standard.

Any items removed will be stored in the Bereavement Services Office for a period of 6 months, from where they may be collected if desired. Plants and flowers (apart from silk) which have been removed will be disposed of immediately.

Due to our commitment to biodiversity and environmental best practice we politely request that balloons, Chinese lanterns or anything similar are not placed or released within our cemeteries. Items such as this are proven to cause damage to wildlife and litter the local area.

We also discourage the use of single use plastics and politely request that all flowers left within our cemeteries and memorial gardens are left without the plastic coverings.

## **5 CEMETERY AND CREMATORIUM - GENERAL REGULATIONS**

Any unsightly or objectionable article shall not be allowed and the Bereavement Services Manager shall be at liberty to remove any article which is broken, has become unsightly or in their opinion objectionable, which includes any flowers which have withered or are dead. The Council reserve the right to either level and seed or turf any graves within the cemeteries in order to improve the appearance of the grounds.

Graves which become neglected may be repaired or kept free from weeds by the Council; the cost of such work shall be repaid to the Council by the grave owner before the next interment is allowed to take place within that grave.

No person shall intentionally obstruct any Officer of the Council in the proper execution of their duties.

No person shall intentionally obstruct any other person in proper use of the grounds or behave so as it give reasonable justification for annoyance to other persons.

Photographs for personal use is permissible however, we do ask that anyone taking photographs respect the wishes and privacy of others. All photographs and video filming or interviewing within the cemetery and crematorium by persons involved in public service progress shall first be given consent from the Council. Persons involved in campaigning purposes are required to give period notification to the Council of their intentions. Leaflets left in any communal area, including the Book of Remembrance chapel will be removed.

Any officer of the Council or a Police Officer may remove any person offending against any of the Rules and Regulations within the grounds.

Vehicles and their contents are left in the grounds at the owner's risk. Vehicles must not exceed 5 mph in the cemetery grounds and must park where indicated. The Bereavement Services Manager has the power to exclude any vehicle that is considered unsuitable.

## **6 FEES AND CHARGES**

Fees and Charges are payable to the Council. In most cases a Funeral Director will be invoiced directly for all associated costs for both cremations and burials. Payments by the general public can be made either via cheque or card payments.

A copy of the current fees and charges are available from the internet or from the Bereavement Services Office.

Members of the public have the opportunity to purchase the Exclusive Rights of Burial, and certain memorialisation options via a 12 monthly instalment plan without an additional charge, details of which can be obtained from the Bereavement Service Office.

## **7 GROUNDS MAINTENANCE**

Craven District Council contracts out the grounds maintenance of the two cemeteries in its care, these being Waltonwrays and Ingleton Cemeteries.

The contractor is instructed to cut the grass on a fortnightly basis to ensure the cemeteries are kept in as high a standard as possible.

Other work within the cemeteries, ie gardening, litter picking, general upkeep is undertaken by staff working in Bereavement Services.

Bereavement Service staff will remove Christmas wreaths and funeral flowers after a dignified length of time has lapsed.

A thorough tree maintenance regime is in place, when required this work is contracted out to a third party.

To help maintain the cemetery to a high standard all visitors are asked to keep the cemetery clear from rubbish and remove dead flowers from graves etc.

Fences, enclosures, unofficial kerb surrounds, border stones or chippings (unless confined in official kerbed graves) are not permitted on any grave space including the Gardens of Rest, in any section of either Waltonwrays or Ingleton Cemeteries. Articles such as stone chippings, glass containers, windmills, wind chimes, other ornamental artefacts and plastic or metal surrounds are also not permitted as they can be a potential health and safety concern to visitors and staff working in the cemetery also they can hinder maintenance.

We politely ask that flowers are left without the plastic coverings as this can litter the cemetery and pollute the environment.

## **8 GRIEVANCE PROCEDURE**

The Council has achieved the Charter for the Bereaved which is a commitment to improving the service. The Charter defines the rights of every individual who experiences bereavement and it recognises their needs and rights, it also seeks to support these in the standards of service that are given.

In the event of any dissatisfaction or failure relating to their rights not being offered by the Council the bereaved have a right to complain.

The full Council complaints procedure can be found from the Council's website at:

<https://www.cravenc.gov.uk/contact-craven-district-council/complaints-and-comments/>

## **9 RESERVED RIGHTS OF CRAVEN DISTRICT COUNCIL**

The Council reserve the right after due consideration with relevant organisations to alter these Rules and Regulations or any part of them from time to time as they may see fit and make supplementary Rules and Regulations specific to named cemeteries. These Regulations appeal and cancel all previous Regulations made by the Council or their predecessors with respect to cemeteries and crematorium in the said district.