

STOCKTON-ON-TEES
CREMATORIUM

RULES AND REGULATIONS



Stockton-on-Tees
BOROUGH COUNCIL

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Introduction

Stockton-on-Tees Crematorium, which opened in the autumn of 2019, is located off Junction Road, Norton, Stockton-on-Tees.

The Crematorium is owned and managed by Stockton-on-Tees Borough Council. It is a privilege for the staff of the Council to be entrusted with the management of such an important service for our customers, and this is reflected in the pride which we take in offering the highest levels of customer care. At Stockton-on-Tees Crematorium we aim to deliver a caring, supportive and professional service, which we hope will assist you in making the decisions and arrangements that best suit you and your family, and which respect the memory of your loved one.

The running of a facility which affects so many people in such a personal way demands that we get things right first time, and this necessitates the use of clear rules and procedures which are fair to all our customers.

We hope that you find this booklet to be informative, and that it fully explains the services and facilities which the Crematorium offers. However, if you cannot find the information which you are looking for, or would like further explanation, please do not hesitate to get in touch with our Bereavement Services Team – our contact details can be found opposite.

Contact Information:

Bereavement Services
Stockton-on-Tees Crematorium
Junction Road
Norton
STOCKTON-ON-TEES
TS19 9NA

Tel: 01642 527341

Email:
bereavement.services@stockton.gov.uk

Website:
www.stocktoncrematorium.co.uk

1. Opening Times

Bereavement Services Office:

Monday – Thursday 9.00 am – 5.00 pm

Friday 9.00 am – 4.30 pm

2. Cremation Service Times

- (1) The Crematorium has two separate chapels, each holding services at hourly intervals, which includes the time taken for entering and exiting the Crematorium:

Maplewood: Services are available for booking on the hour. The first service of the day will be held at 10.00 am. The final service of the day will be held at 3.00 pm.

Bluebell: Services are available for booking at half-past the hour. The first service of the day will be held at 9.30 am. The final service of the day will be held at 3.30 pm.

- (2) Saturday cremation services only available on request and at the discretion of the Cemeteries and Crematorium Manager.
- (3) Except at the discretion of the Cemeteries and Crematorium Manager, no cremation service will be held on either:
- A Sunday
 - A Statutory Bank Holiday

3. Bookings and Applications

- (1) All initial bookings and applications for cremation must be made through the Bereavement Services Office.
- (2) All applications for cremation must be made by completing the Crematorium’s Notice of Cremation form, together with the prescribed statutory forms and requisite supporting documentation. Applications must be correctly completed and received in the Bereavement Services Office **at least 48 hours** before the date of the proposed cremation.
- (3) Wherever practicable, the application for cremation should normally be made by either the executor of the deceased, or their nearest surviving relative (“the Applicant”). Alternatively, the application may be made by some other person who is able to show satisfactory reason why it has not been made by the executor or nearest surviving relative.
- (4) Except where prior arrangements have been made by Funeral Directors to make payments by direct debit, all fees payable in respect of the cremation must be paid to the Crematorium before the cremation may take place.
- (5) The Applicant should advise the Bereavement Services Office of their specific requirements for services by completing the Notice of Cremation form.
- (6) Should the time required for a service exceed the initial one hour allocation, then an additional, consecutive time-slot of one hour may be booked, if available. This will incur an additional hourly charge.

- (7) Alterations to the time arranged for a service, once booked, will require the prior authorisation of the bereavement services office.
 - (8) Whenever possible, the Bereavement Services Office should be notified if a large number of people are expected to attend a funeral service, so that appropriate arrangements can be made.
- (a) inspect the medical certificate and confirmatory medical certificate at the Bereavement Services Office; and
 - (b) make any representation to the Medical Referee about any matter contained within the certificates.
- (4) Applicants should bear in mind the possibility that exercising these rights may cause delay to funeral arrangements and could result in an additional fee from the Medical Referee.

4. The Medical Referee

Every cremation will require the prior written authority of the Medical Referee.

5. Inspection of the Medical Referee's Certificates

- (1) If the Applicant for the cremation wishes to inspect the medical certificate and confirmatory medical certificate (Forms 4 and 5) they should, when completing Cremation Form 1:
 - (a) Indicate that they (or another person nominated by them) wish to inspect;
 - (b) Provide contact telephone numbers for themselves or their nominee.
- (2) Upon receipt of the Medical Referee's Certificates, the Bereavement Services Office will then notify the Applicant or their nominee using the telephone numbers provided.
- (3) Within 48 hours of receiving such notification, the Applicant or their nominee may:

6. Arrival at the Crematorium

- (1) Funeral corteges should arrive at the Crematorium at the time for when the service is booked. Strict punctuality is essential to avoid disruption to other funerals taking place later in the day.
- (2) A funeral arriving late will not be allowed to enter the chapel unless there is a clear interval of 40 minutes between the time of its arrival and the time fixed for the next service in the chapel.
- (3) Should a funeral arrive late, it will be the responsibility of the Funeral Director or Organiser to ensure that, if necessary, the service is appropriately curtailed so that it finishes at the time originally booked.

7. Coffins

Identification

- (1) All bodies brought to the Crematorium for cremation must be contained in a suitable coffin. The coffin must be clearly marked

for identification purposes, and include the full name and age of the deceased. An additional nameplate must also be fitted to the head end of the coffin to further assist in identification.

Construction of the Coffin

- (2) 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 or toxic gas, or leave any retardant smears or drips after final combustion.
- (3) No metal of any kind should be used in the manufacture of a coffin, except as necessary for its safe construction, and then only metal of a high ferrous content. Metal cross-pieces must not be attached to the bottom of a coffin. If it is desired to strengthen the bottom of a coffin, wooden strips may be placed lengthways for this purpose.
- (4) Wicker coffins should have a smooth, wood-ply base. If an open-type basket weave is to be used, the body should be wrapped in a cotton shroud.
- (5) Cardboard coffins should not contain chlorine in the wet-strength agent (e.g. not using polyamidoamine-epichlorhydrin based resin (PAA-E)).
- (6) Pandanus and papier-mache coffins are not suitable for cremation, and will not be accepted.
- (7) Where there is doubt, contact should be made with the Bereavement Services Office to ensure that the coffin selected is fit for the purpose of cremation.

Coffin Furniture and Fittings

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

Lining of the Coffin

- (11) The use of sawdust, cotton wool or shredded paper within a coffin is not permitted. If the lining of a coffin is necessary, this should be manufactured from polythene not exceeding 75 microns in thickness. Lead or zinc linings must not be used.

Large Coffins

- (12) A coffin which exceeds any of the following dimensions will be categorised as large:
Length: 6 feet 5 inches (1956mm)
Width: 28 inches (711mm)
Depth: 17 inches (432mm)
- (13) In order to operate the cremation

equipment as safely and efficiently as possible, large coffins must be cremated early in the day, and will only be accepted for service times commencing at either 9.30 am, 10.00 am or 10.30 am.

Maximum Coffin Dimensions

- (14) The maximum external dimensions of any coffin, including all handles, **must not** exceed:

Length: 7 feet 2.5 inches (2200mm)

Width: 3 feet 5 inches (1041mm)

Depth: 2 feet 5.5 inches (750mm)

- (15) A coffin found to exceed these dimensions will be too large to be placed in the cremator, and cannot be accepted for cremation. In such circumstances, it will be the responsibility of the Funeral Director or Organiser to remove the coffin from the Crematorium.

Clothing and Coffin Content

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

- (17) A body containing a cardiac pacemaker, radioactive implant or pressurised Fixion Nail **will not** be accepted for cremation. It is the responsibility of the Funeral Director or Funeral

Organiser to ensure that such items are removed.

- (18) Rings, jewellery and other personal items which a family wish to retain, should be removed from the body before it is placed within the coffin, as they will be destroyed by the cremation process. Stockton-on-Tees Borough Council cannot account for such articles after the cremation has taken place.

8. Bearers

- (1) It is the responsibility of the Funeral Director or Funeral Organiser to provide sufficient bearers to convey the coffin from the hearse to the catafalque or committal area of the Crematorium.
- (2) Crematorium staff are unable to assist with the transport of the coffin from the hearse.
- (3) Stockton-on-Tees Borough Council accepts no liability for loss, damage or injury occasioned by any person while the coffin is transferred from the hearse to the catafalque. The responsibility for this action rests solely with the Funeral Director or Funeral Organiser, who should carry out an appropriate risk assessment (in respect of their own employees and also family members) before proceeding. Funeral Directors are required to provide copies of their firm's risk assessments in respect of coffin-bearing.

9. Cremation Services

- (1) All funerals will be met upon arrival by a member of the Crematorium staff. A cremation service cannot proceed unless accompanied by a member of staff.
- (2) All persons attending the Crematorium are required to follow the directions given by Crematorium staff.
- (3) All coffins must enter the Crematorium through the main chapel doors.
- (4) A coffin may not be opened once it arrives in the Crematorium grounds, unless the Applicant has requested an open-coffin service when completing the Notice of Cremation form.
- (5) A check of the nameplate on the coffin and its dimensions will be made prior to any cremation service being permitted.
- (6) The body of a person will not be accepted for cremation unless in a coffin bearing a nameplate establishing the correct identity of the body (see Regulation 7 (13)).
- (7) A coffin exceeding the maximum dimensions set out in Regulation 7 (13) will be too large to place in the cremators and will not be accepted for cremation. At the discretion of the Cemeteries and Crematorium Manager, the service may be allowed to proceed, but the Funeral Director or Funeral Organiser will be required to subsequently remove the coffin from the Crematorium, and to make alternative arrangements for the cremation. It will be the responsibility of the Funeral Director or Funeral Organiser to inform the family of such developments.
- (8) If offensive odours or liquids are produced by any coffin brought for cremation, the Cemeteries and Crematorium Manager may delay the entrance of the coffin into the chapel while the situation is rectified by the Funeral Director or Funeral Organiser. It will be the responsibility of the Funeral Director or Funeral Organiser to inform the family of such developments.
- (9) When all their obligations have been met, the responsibility of the Funeral Director or Funeral Organiser in respect of the coffin will end when it is either placed upon the catafalque (with the lid replaced when necessary) or deposited in the committal area. Thereafter, responsibility for the coffin will rest with Stockton-on-Tees Borough Council.
- (10) A body shall not be removed from the Crematorium after the Committal Service, unless for a lawful purpose.
- (11) All persons attending a service in the Crematorium chapel are required to leave the building as soon as practicable after the conclusion of the ceremony.

10. Infant Cremations

- (1) In accordance with best practice guidelines issued by the ICCM and FBCA, in order to maximise the amount of remains recoverable at the end of the cremation process, an infant cremation must be booked to take place in the first time-slot of the day.

11. Music and Media

- (1) The Crematorium is equipped with the Obitus music and media system. In addition, a traditional organ is available for use in the Maplewood Chapel.

The Obitus System

- (2) The Obitus music and media system is available for the provision of pre-recorded music during a service. The system also enables playback of a range of audio/visual tributes, together with webcast and recording facilities.
- (3) Families should discuss their specific music and media requirements with their Funeral Director, who will advise on the available options and their cost, and make arrangements with the media provider and Bereavement Services for music and media provision during the ceremony.
- (4) Families and Funeral Directors must exercise care when making musical selections, particularly where the same song may have been recorded by a number of different artists. Given the time needed to download new material, it may not be possible to make changes on the day of the service.
- (5) Funeral Directors must ensure that music and media requirements are received by Bereavement Services by no later than close of business on the working day immediately preceding the date of the service.
- (6) The Obitus system is the only means of playing pre-recorded music at the Crematorium. The use of CDs or online content such as YouTube is not possible.

The Organ

- (7) The organ is available for use in the Maplewood Chapel.
- (8) Families wishing to make use of the organ should discuss this with their Funeral Director, who will need to arrange an organist, and liaise with Bereavement Services as to musical selections and the provision of service books, if required.

Funeral Organisers

- (9) Where families have not retained the services of a Funeral Director, and wish to make use of the Crematorium's music and media facilities, they should contact Bereavement Services as soon as possible to discuss their requirements.

12. The Cremation Process

- (1) The cremation process will be undertaken in compliance with statutory regulations, and in accordance with any guidance, codes of practice and requirements of the regulatory bodies issued in relation to cremation.
- (2) Every coffin will be cremated separately, and will be placed into the cremator in the exact condition in which it is received at the Crematorium.
- (3) Only one body may be cremated at a time. The exceptions to this rule are:
 - (a) In the case of a mother and infant child;
 - (b) In the case of infant twins.

In either of these instances, the Applicant must provide full particulars of what is proposed

at the application stage. Such a cremation will be entirely at the discretion of the Cemeteries and Crematorium Manager, and if permitted, both bodies must be placed in the same coffin.

- (4) No portion of the coffin or its contents shall be removed following the Committal Service.
- (5) No person shall be allowed to enter the Committal Area or Crematory.

13. Viewing the Cremation

- (1) All viewings will take place in the Crematorium's dedicated Viewing Area, accompanied by a member of the Crematorium staff. The Viewing Area will accommodate a maximum of 6 people, including the staff member.
- (2) Family viewing and the charging of the coffin into the cremator must be requested by the Applicant when completing the Notice of Cremation form.
- (4) For reasons of health and safety, no inspection of the actual cremation process in the Crematory will be permitted.

14. Holding Over The Cremation

- (1) Cremations will normally take place on the same day as the funeral service, but on occasion, it may be necessary to hold over a cremation until the following day. Applicants are requested to indicate in advance if they consent to this measure when completing the Notice of Cremation form.
- (2) Where the Applicant has not given advance consent to the holding over of a cremation, and cremation is

not possible owing to mechanical failure, the Applicant will be notified, as soon as practicable, via their Funeral Director. Their consent to holding over will be sought, and if not provided, arrangements will be made for cremation at an alternative crematorium.

- (3) Regardless of circumstances, all cremations will be completed within 72 hours of receipt of the coffin at the Crematorium.

15. Storage of Cremated Remains

- (1) Cremated remains will be held at the Crematorium for up to one month with no charge.
- (2) If desired, cremated remains may be stored for a longer period by prior arrangement and subject to payment of a monthly fee.
- (3) Upon the expiry of one calendar month (or longer period if so agreed) if no arrangements have been made for removal, instructions will be sought from the Applicant. If no instructions are received within the time specified, then the cremated remains will be scattered in the area of the Garden of Remembrance corresponding with the season in which the cremation took place.

16. Release of Cremated Remains

- (1) The responsibility for the disposal of cremated remains lies with the Applicant for the cremation, or with a person holding the Applicant's written authorisation and acting on their behalf.

- (2) Any alterations to the Applicant's original instructions must be confirmed by the Applicant in writing, and before the Crematorium has already made arrangements for disposal.
- (3) Cremated remains that are to be removed from the Crematorium must be collected in office hours only, by either the Applicant, or by a person with their written authority, including a Funeral Director.
- (4) Without exception, whenever cremated remains are removed from the Crematorium, the person collecting must sign a release form to acknowledge their receipt of the remains.

17. Scattering of Cremated Remains

- (1) In all cases, the prior permission of the Cemeteries and Crematorium Manager will be required before cremated remains may be scattered in the Crematorium grounds.
- (2) All requests for scattering must be made, in the first instance, by the Applicant completing the relevant section of the Notice of Cremation form.
- (3) Every scattering of cremated remains undertaken at the Crematorium **must** take place within one of the designated scattering areas in the Garden of Remembrance. The Applicant should indicate their preferred area when completing the Notice of Cremation form.
- (4) All scatterings will be carried out by a member of the Crematorium staff, or under their supervision.

- (5) The scattering of cremated remains may be witnessed by the deceased's family, or may take place in their absence. The Applicant should indicate their preference when completing the Notice of Cremation form.
- (6) Families should bear in mind that in order for the Gardens of Remembrance to be continuously available for the scattering of cremated remains, they must at all times remain clear and free of obstruction. For the avoidance of doubt, the placement of any floral tributes, personal items or memorials is **not permitted** in the Gardens.

Unwitnessed Scatterings

- (7) When an unwitnessed scattering is requested, this will be carried out within two days of the cremation, by a member of the Crematorium staff in the area of the Garden of Remembrance selected by the Applicant.

Witnessed Scatterings

- (8) When a witnessed scattering is requested, the Applicant should indicate their preferred date when completing the Notice of Cremation form.
- (9) Following the cremation, Bereavement Services will contact the Applicant to arrange the scattering.

Scattering when the Cremated Remains have been retained

- (10) Where a cremation has taken place at Stockton-on-Tees Crematorium, and the cremated remains have been retained by the Applicant, their subsequent scattering in the Gardens of Remembrance (either witnessed or unwitnessed) can be arranged, free of charge, by contacting the Bereavement Services Office.

Scattering Cremated Remains from another Crematorium

- (11) Where a cremation has taken place at a crematorium other than Stockton-on-Tees, the scattering of the cremated remains in the Garden of Remembrance can be arranged, subject to production of the Certificate of Cremation, and payment of the requisite fee as set out in the Crematorium's current list of fees.

18. Recycling of Metals

- (1) The Crematorium subscribes to the "Scheme for the Recycling of Metals Following Cremation" initiated by the Institute of Cemetery and Crematorium Management (ICCM).
- (2) All orthopaedic implants and any metal residues recovered from the cremation process will be stored at the Crematorium and periodically collected for the purpose of recycling.
- (3) All monies raised by the scheme will be donated to charity, and will not benefit the Crematorium or Stockton-on-Tees Borough Council.

- (4) If an Applicant should prefer that metal residues are not taken for recycling, they should so indicate when completing the Notice of Cremation form.
- (5) Applicants should note that it is not possible to recover precious metals such as silver and gold following the cremation process. For this reason, items of jewellery should be removed from the body prior to it being placed within the coffin. Stockton-on-Tees Borough Council cannot accept liability for such articles after cremation has taken place.

19. Floral Tributes

- (1) At the conclusion of the funeral service, all floral tributes brought to the Crematorium will be placed on display in the Floral Tribute Area for a period of three days. They will be removed in accordance with the schedule set out below, and arrangements then made for their disposal.

Day of Cremation	Day of Removal
Monday	Friday
Tuesday	Monday
Wednesday	Tuesday
Thursday	Wednesday
Friday	Thursday

- (2) If a family should wish to collect floral tributes after the expiry of the display period, the Applicant should indicate this when completing the Notice of Cremation form. Stockton-on-Tees Borough Council cannot accept liability for the disposal of floral tributes where no prior intention to collect has been properly given.
- (3) In all other instances, visitors wishing to place floral tributes may

do so **only** in the designated area of the Memorial Wall or in Niche Vault vases when leased. Floral tributes **must not** be placed in the Garden of Remembrance, which must remain free of obstruction at all times.

- (4) Floral tributes found placed in any unauthorised areas of the Crematorium will be moved to the Memorial Wall and later disposed of in accordance with the schedule detailed above, without further notice.

20. The Book of Remembrance

- (1) The Book of Remembrance is displayed in the Crematorium Pavilion and is available to view, during normal opening hours, in both paper and digital editions. The book's content may also be viewed online.

The Paper Edition

- (2) The entries in the book are set out as one page per day, and the book will be opened to the current date. Pages will be turned by Crematorium staff on a daily basis.
- (3) Physical inspection of the book by visitors is not permitted.
- (4) Entries in the book may be arranged by completing the appropriate application form and paying the relevant fee to the Bereavement Services Office.
- (5) The Cemeteries and Crematorium Manager reserves the right to refuse any proposed entry which appears unsuitable.
- (6) Entries will require a minimum of 2 months from the receipt of the application to prepare. Customers are requested to bear this in mind, when placing orders for inscriptions

in relation to particular dates.

- (7) Inscriptions shall be prepared only by the company appointed by the Crematorium for such purpose.

The Digital Edition

- (8) Entries made in the paper edition of the Book of Remembrance are reproduced in the digital edition.
- (9) The digital edition is open to inspection by visitors, who may view entries contained for any date therein.

The Online Edition

- (10) All entries are also available to view online at www.stocktoncrematorium.co.uk

21. Garden of Remembrance Flower Plaques

- (1) The Garden of Remembrance features a display of wrought iron flowers, created for the Crematorium by a local artist blacksmith. At the centre of each flower there is space for the fixing of a small, circular granite plaque, upon which a short inscription may be placed.
- (2) The leasing and inscription of flower plaques may be arranged by completing the appropriate application form and paying the relevant fee to the Bereavement Services Office.
- (3) Applicants may select any flower in the Garden which is presently unleased.
- (4) The initial lease period for a flower plaque is **5 years**. Upon expiry of this period, the lease may be renewed for a further **5 years**, if so desired.

- (5) Bereavement Services will write to the leaseholder 3 months before the expiry of the lease to ascertain whether renewal is required:
- (a) If renewal is required, then the leaseholder must promptly pay the renewal fee when it falls due;
 - (b) If renewal is not required, or if the leaseholder does not respond or does not pay the renewal fee, the plaque will be removed upon the expiry of the original lease period, and retained for a period of 3 months, pending collection by the leaseholder. The plaque space will then be made available for leasing by other parties.
- (6) All flower plaques will be supplied in polished granite from the Council's approved supplier.
- (7) The Cemeteries and Crematorium Manager reserves the right to refuse any proposed inscription which appears unsuitable.
- (8) Delivery of a plaque will typically require between 2-4 weeks from receipt of the approved layout design. Customers are requested to bear this in mind, when placing orders for inscriptions in relation to particular dates.
- (9) Inscriptions shall be prepared only by the company appointed by the Crematorium for such purpose.
- (10) Flower plaques are the **only** form of memorial permitted in the Garden of Remembrance. Any floral tributes found in the Garden will be removed to the Memorial Wall without prior notice, left on display for 3 days and then disposed of. Any other

items of personalisation found in the grounds will be immediately removed, without prior notice, and made available for collection at the Bereavement Services Office. Items will be stored for a period of three months, and if not collected within that time, disposed of.

22. Infant Memorial Garden Flower Plaques

- (1) The Infant Memorial Garden features a display of wrought iron flowers, created for the Crematorium by a local artist blacksmith. At the centre of each flower there is space for the fixing of a small, circular granite plaque, upon which a short inscription may be placed.
- (2) The leasing and inscription of flower plaques may be arranged by completing the appropriate application form and paying the relevant fee to the Bereavement Services Office.
- (3) Applicants may select any flower in the Garden which is presently unleased.
- (4) The initial lease period for a flower plaque is **5 years**. Upon expiry of this period, the lease may be renewed for a further **5 years**, if so desired.
- (5) Bereavement Services will write to the leaseholder 3 months before the expiry of the lease to ascertain whether renewal is required:
 - (a) If renewal is required, then the leaseholder must promptly pay the renewal fee when it falls due;
 - (b) If renewal is not required, or if the leaseholder does not respond or does not pay

the renewal fee, the plaque will be removed upon the expiry of the original lease period, and retained for a period of 3 months, pending collection by the leaseholder. The plaque space will then be made available for leasing by other parties.

- (6) All flower plaques will be supplied in polished granite from the Council's approved supplier.
- (7) The Cemeteries and Crematorium Manager reserves the right to refuse any proposed inscription which appears unsuitable.
- (8) Delivery of a plaque will typically require between 2-4 weeks from receipt of the approved layout design. Customers are requested to bear this in mind, when placing orders for inscriptions in relation to particular dates.
- (9) Inscriptions shall be prepared only by the company appointed by the Crematorium for such purpose.
- (10) Flower plaques are the only form of memorial permitted in the Infant Memorial Garden. Any floral tributes found in the Garden will be removed to the Memorial Wall without prior notice, left on display for 3 days and then disposed of. Any other items of personalisation found in the grounds will be immediately removed, without prior notice, and made available for collection at the Bereavement Services Office. Items will be stored for a period of three months, and if not collected within that time, disposed of.

23. Memorial Wall Plaques

- (1) The Crematorium's Memorial Walls are available for the leasing and placement of commemorative plaques.
- (2) The leasing and inscription of wall plaques may be arranged by completing the appropriate application form to the Crematorium Office and payment of the relevant fee.
- (3) In order to optimise the appearance of the wall, plaques must be leased on a "next in line" basis.
- (4) The initial lease period for a wall plaque is **10 years**. Upon expiry of this period, the lease may be renewed for a further **5 years**, if so desired.
- (5) Bereavement Services will write to the leaseholder **3 months** before the expiry of the lease to ascertain whether renewal is required:
 - (a) If renewal is required, then the leaseholder must promptly pay the renewal fee when it falls due;
 - (b) If renewal is not required, or if the leaseholder does not respond or does not pay the renewal fee, the plaque will be removed upon the expiry of the original lease period, and retained for a period of three months, pending collection by the leaseholder. The plaque space will then be made available for leasing by other parties.
- (6) All wall plaques will be supplied in polished granite from the Council's approved supplier.

- (7) Cemeteries and Crematorium Manager reserves the right to refuse any proposed inscription which appears unsuitable.
- (8) Delivery of a plaque will typically require between 2-4 weeks from receipt of the approved layout design. Customers are requested to bear this in mind, when placing orders for inscriptions in relation to particular dates.
- (9) Inscriptions shall be prepared only by the company appointed by the Crematorium for such purpose.
- (10) Wall plaques are the only form of memorial which are permitted to be fixed on or about the Memorial Walls. Any items of personalisation found attached to the walls will be immediately removed, without prior notice, and made available for collection at the Bereavement Services Office. Items will be stored for a period of three months, and if not collected within that time, disposed of.
- (4) Each set of cremated remains stored within a vault must be contained within a suitable casket which will be provided by bereavement services.
- (5) The initial lease period for a vault is **10 years**. Upon expiry of this period, the lease may be renewed for a further **10 years**, if so desired.
- (6) Bereavement Services will write to the leaseholder 3 months before the expiry of the lease to ascertain whether renewal is required:
 - (a) If renewal is required, then the leaseholder must promptly pay the renewal fee when it falls due;
 - (b) If renewal is not required, or if the leaseholder does not respond or does not pay the renewal fee:
 - (i) The plaque will be removed upon the expiry of the original lease period, and retained for a period of three months, pending collection by the leaseholder.
 - (ii) Any cremated remains contained within the vault will be removed and retained for a period of 3 months, pending collection by the leaseholder. If the cremated remains are not collected within that period, they will be scattered in the Garden of Remembrance by a member of the Crematorium staff.
 - (iii) The vault will then be made available for leasing by other parties.

24. Above Ground Memorial Vaults

- (1) Above-ground memorial vaults are available for leasing in the Crematorium's Memorial Gardens. Vaults will accommodate up to two sets of cremated remains and are sealed with an inscription plaque.
- (2) The leasing of above ground vaults and inscription of plaques may be arranged by completing the appropriate application form and payment of the relevant fee to the Bereavement Services Office
- (3) Above ground vaults will be allocated and situated on a "next in line" basis.

- (7) All vault plaques will be supplied in polished granite from the Council's approved supplier.
- (8) The Cemeteries and Crematorium Manager reserves the right to refuse any proposed inscription which appears unsuitable.
- (9) Delivery of a plaque will typically require between 2-5 weeks from receipt of the approved layout design. Customers are requested to bear this in mind, when placing orders for inscriptions in relation to particular dates.
- (10) Inscriptions shall be prepared only by the company appointed by the Crematorium for such purpose.
- (11) Floral tributes may be placed in the vault integral vases. Any other floral tributes left in the Memorial Gardens will be immediately removed, without prior notice, and transferred to the Memorial Wall, where they will be left on display for three days, and then disposed of.
- (11) Above ground vaults are the only form of memorial permitted in the Memorial Gardens. Any items of personalisation found attached to a vault or placed elsewhere in the Garden will be immediately removed, without prior notice, and made available for collection at the Bereavement Services Office. Items will be stored for a period of three months, and if not collected within that time, disposed of.

25. Personalisation

- (1) The fact of a cremation or scattering **does not** confer any right to interest in land upon the Applicant, their relatives or relatives of the deceased.

The land will **at all times** remain the absolute property of Stockton-on-Tees Borough Council.

- (2) The only memorial options which are available at the Crematorium are those listed above.
- (3) Regardless of whether a cremation has taken place at the Crematorium, or whether cremated remains have been scattered in the Gardens of Remembrance, under no circumstances does this create any entitlement to place any form of unauthorised memorial, personal item or floral tribute at any location within the Crematorium site. The placement of such items (whether intended to be temporary or permanent) **is not permitted**.
- (4) In particular, in order for the Gardens of Remembrance to be continuously available for the scattering of cremated remains, they must at all times remain clear and free of obstruction.

For the avoidance of doubt, the placement of any floral tributes, personal items or memorials is not permitted in the Gardens.
- (5) Floral tributes found at inappropriate locations in the Crematorium grounds will be immediately removed, without prior notice, and transferred to the Memorial Wall, where they will be left on display for three days and then disposed of.
- (6) Any other items of personalisation found in the grounds will be immediately removed, without prior notice, and made available for collection at the Bereavement Services Office. Items will be stored for a period of three months, and if not collected within that time, disposed of.

26. Control

- (1) Subject to these Regulations, or any changes made by the Council thereto, the general management and control of the Crematorium shall be exercised by the Cemeteries and Crematorium Manager.
- (2) These Regulations apply to any person entering the Crematorium premises and its grounds, every memorial leaseholder, and any person who may acquire such lease by assignment or transfer.
- (3) All enquiries with regard to the Crematorium should be made to Bereavement Services, whose address and telephone numbers appear on page 4 of this booklet. Any comments or complaints should be made, in the first instance, to the Cemeteries and Crematorium Manager. Alternatively, the leaflet, 'Have Your Say, Commendations, Comments and Complaints' may be used, a copy of which can be obtained from the Bereavement Services Office or Municipal Buildings. This form can also be completed online at: www.stockton.gov.uk/stockton-council/customer-services

27. Unauthorised Gatherings and Attendances

- (1) Gathering in the Crematorium premises or its grounds shall be only for the purposes of remembrance or a funeral service.
- (2) No person shall enter or remain in the Crematorium premises or grounds at any hour when it is closed to the public, except with the express

authorisation of the Cemeteries and Crematorium Manager.

- (3) Children under 14 years will not be admitted into the Crematorium premises or grounds, unless in the care of a responsible person.
- (4) Visitors should keep to the drives and paths provided, and refrain from touching the plants, flowers and memorials.

28. Vehicles

- (1) Motor vehicles shall not enter the Crematorium grounds except for the purposes of attending on Crematorium business.
- (2) Vehicles within the Crematorium grounds shall not exceed a speed of 10mph.
- (3) All vehicles must park only in the spaces provided, and must not obstruct driveways and pathways. Parking on grassed areas is strictly forbidden. If there is no space available, vehicles must park outside the Crematorium grounds.

29. Alcohol and Substance Misuse

The consumption of alcohol or use of illicit substances is not permitted anywhere within the Crematorium grounds.

30. Smoking

Smoking is not permitted anywhere within the Crematorium grounds.

31. Animals

- (1) No animals are allowed in the Crematorium grounds apart from guide dogs or horses forming part of a funeral cortege.
- (2) The walking or exercising of dogs in the Crematorium grounds is strictly forbidden.

32. Music

Music is not to be played in the Crematorium grounds without prior permission from the Cemeteries and Crematorium Manager.

33. Rubbish

Spent flowers and other rubbish must be put in the bins provided for this purpose.

34. Firearms and Banners

Firearms shall not be discharged, nor banners displayed within the Crematorium grounds without the prior written consent of the Cemeteries and Crematorium Manager.

35. Photography and Filming

Filming, video recording and photography is allowed for personal use only. In all other instances, written permission should be sought from the Stockton-on-Tees Borough Council Communications, Consultations and Engagement Team (communications@stockton.gov.uk)

36. Promotion of Services or Goods

Unless with the prior written agreement of the Council, it is prohibited in the Crematorium grounds to:

- (1) Sell goods, services, plants or articles.
- (2) Promote services in connection with memorials or graves by the distribution of business cards or literature.
- (3) Approach bereaved families in connection with obtaining a contract for work(s) to do with memorials or any matter in connection with a grave.

37. Council Employees

- (1) Council employees, or sub-contracted employees carrying out works on the Council's behalf, are not allowed to undertake any private work within working hours, when employed by the Council.
- (2) Council employees or sub-contracted employees should not be offered, and cannot accept, any tips or gratuities.

38. Disclaimers and Responsibility for Loss or Damage

- (1) The Council accepts no liability for any fatal or personal injuries sustained by anyone entering the Crematorium premises or grounds (in the absence of negligence by the Council, its employees or sub-contracted employees).
- (2) The Council accepts no liability (so far as is reasonable) for any loss or damage occasioned by any person entering the Crematorium premises or grounds.
- (3) The Council will not accept any liability in respect of accident or damage to memorials. It is the responsibility of the memorial leaseholder to keep it in good condition and repair. Broken, damaged or unsafe memorials will be made safe by the Cemeteries and Crematorium Superintendent and / or the Asset Management Team, as precaution to public safety.
- (4) The Council shall not be responsible or accept any liability for orders or documents sent by post. Neither will the Council accept responsibility for errors following telephoned instructions, which should always be confirmed in writing, when requested.

39. Amendments

Stockton-on-Tees Borough Council reserves the right to change or amend these Rules and Regulations, if and when required.

Notes

Stockton-on-Tees Crematorium
Junction Road
Stockton-on-Tees
TS19 9NA

Tel: 01642 527341

Email: bereavement.services@stockton.gov.uk

Website: www.stocktoncrematorium.co.uk



Stockton-on-Tees
BOROUGH COUNCIL