

Worcester City Council Bereavement Services Rules and Regulations

**Made by Worcester City Council under the powers granted by the
Local Government Act 1972 and the Cremation Act 1902 & 1952 and Cremations Regulations 2008**

**For the Management, Regulation and Control of Worcester Crematorium and Astwood and St
John's Cemeteries**

Effective from 1 April 2021

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Introduction

These rules and regulations are a necessary requirement for the management of Worcester City Council's, Cemetery and Crematorium facility.

Every effort has been made to avoid restricting the rights and choices of the individual. Therefore, these rules and regulations have been prepared with a balance between individual rights/information and the need to regulate for clean, safe and tidy cemetery/crematorium grounds.

The Charter for the Bereaved

This charter is produced by the Institute of Burial and Cremation Administration and lists a series of guarantees, rights and responsibilities effecting managers and users of cemetery and crematorium services.

Worcester City Council is not a charter member but aspires to achieve the guiding principles suggested by the charter where reasonably practicable.

The content of the Charter is based on the experiences of cemetery and crematorium managers who have worked extensively with bereaved families.

Professional and charitable groups involved with the bereaved have also been consulted.

Glossary of Terms

The Council – Worcester City Council.

The Manager – The Bereavement Services Business Manager who is appointed and authorised by the Council to be responsible for the management of the cemeteries/crematoria and their staff.

Cemetery – Any one of the cemeteries which belongs to and is operated by the Council, which are known locally as Astwood and St John's cemeteries

Crematorium – Worcester Crematorium which is owned and operated by the Council.

General Regulations

Anyone visiting or working within the confines of the cemetery and crematorium grounds must adhere to these regulations.

Please respect the manager and his staff by following any instructions they may give you, when you visit the cemetery and crematorium.

Records of burials, graves, cemetery plans, cremations and subsequent memorials are available from the respective offices in accordance with the Data Protection Act 1998 and the Freedom of Information Act 2000, on payment of the appropriate fee.

Contact us and opening times

Worcester City Council
Bereavement Services Team
Tintern Avenue
Astwood Road
Worcester
WR3 8HA

Tel and Fax: 01905 22633

E mail: bereavementservices@worcester.gov.uk

Web: www.worcester.gov.uk/bereavement

Astwood & St Johns Cemeteries and Worcester Crematorium Grounds will be open every day of the year.

Spring / Summer

1st April – 30th September

Daily 8.00am to 8.00pm

Entrance gate will close at 7.45pm

Autumn / Winter

1st October – 31st March

Daily 8.00am to 4.30pm

Entrance gate will close at 4 15pm

The Remembrance Book Room will be open every day of the year.

Spring / Summer

1st April – 30th September

Daily 10.00am to 7.30pm

Autumn / Winter

1st October – 31st March

Daily 10.00am to 4.00pm

The office reception will be open to the public from Monday to Friday 9.00am to 4.00pm but closed at the weekends and on Public.

Holiday

A manned telephone answering service is available Monday to Friday until 4.15pm, thereafter messages may be left on the automated message service. The management reserve the right to close the cemetery/crematorium without notice if considered necessary.

Children

Children under the age of 16 are not allowed in the cemetery/crematorium grounds unless they're under the care of a responsible adult or walking to school

Vehicles

Vehicles shall only use the main drives and must not exceed a speed of 5 mph. Please do not drive down the paths on the older sections of the cemetery, as considerable damage is being caused to gravesides. These paths are for the use of funeral cars and grounds maintenance staff. Signs currently located in these areas indicate this arrangement.

Vehicles must park where parking spaces are available and not park or drive on any grassed areas. The manager has the authority to exclude from the grounds, any vehicle which is deemed unsuitable or parked inappropriately.

Coaches and buses are permitted into the grounds but require prior discussion with the manager over suitable parking arrangements.

Dogs

The council recognises the importance of green spaces particularly within city limits and as a result of this is allowing dog walking onsite on lead only within the prescribed opening hours. New Dog foul bins will be added to the site along with signage warning of fines for anyone caught allowing a dog to foul on the site. Dogs are not permitted either in or around the cemetery and crematorium gardens. Signs are posted at all the entrances and exits to both cemeteries, indicating this arrangement. No dogs shall be permitted in the crematorium buildings, except for dogs for assistance or in special circumstances (contact the manager)

Photographs & Metal Detectors

The permission of the manager shall be requested before photographing, or filming any object(s) in the crematorium/cemetery grounds. No persons will be allowed to use metal detectors, anywhere within the confines of the cemetery boundaries.

Fees & Charges

In respect to members of the public, all fees and charges regarding cremations, burials and memorials must be paid at the cemetery office in person or via phone or website before the funeral service.

Funeral Directors have the benefit of a monthly account at the discretion of the manager. The cemetery office will always issue a printed receipt for any monies paid to us.

Ministers

Relatives or their representatives (e.g. funeral directors) must make the necessary arrangements for a minister to officiate, when a religious service is required.

Canvassing

No person shall canvass or solicit orders in the crematorium/cemetery grounds.

Gratuities

The Council staffs are not allowed to receive tips or any other gifts for services rendered.

Individual requests for funeral services

We welcome any individual requests for a funeral service i.e. horse drawn carriages, pipers, military, family to video the service and to view the committal, but please inform the cemetery office at your earliest convenience, so these requests can be accommodated.

We will always try to accommodate requests relating to any cultural, religious or personal preferences.