

Charter for the Bereaved

The Rights in this Charter are available at all Conwy County Borough Council cemeteries and at Bron y Nant Crematorium.

The Charter for the Bereaved:-

- a) Is a commitment to improving the service by confronting rather than disguising the death experience, and by reducing ignorance
- b) Is intended to define the rights of every individual who experiences bereavement
- c) Will set standards of service related to burial, cremation and funerals generally. It is a written statement of what can be expected, and this can act as a measure for judging the service received
- d) Recognises that bereavement services are critical to the health of the nation and that the benefits of a meaningful funeral are immeasurable, influencing both the physical and mental wellbeing of us all
- e) Will give the bereaved greater influence over the arrangement of funerals, thereby controlling costs and offering more satisfaction.

Burial procedure

1. It is your right to have a burial organised and conducted in a dignified and orderly manner, supported by competent, professional and caring cemetery staff.
2. It is your right to inspect statutory cemetery records (by appointment)

Grave choice

3. It is your right to purchase a private grave for a period not exceeding 100 years. (This "Right of Burial" is a grave for one or more burials, and upon which you can place a memorial. A burial fee is also payable.)
4. It is your right to choose to be buried in an unpurchased grave. You cannot reserve space for further burials in this type of grave, nor do you have the right to place a memorial on the grave. Further unrelated burials may occur in the grave in the future, the grave being "recycled".

Cemetery Memorials

5. It is your right to place a memorial on a private grave within the constraints of regulations in force, or to leave the grave unmarked.
6. It is your right and responsibility to maintain a memorial upon a grave during the period of grave rights granted to you. The memorial cannot be disturbed or moved during this period without your express permission, unless it poses a safety hazard. The safe erection and maintenance of the memorial is your responsibility.
7. It is your right to use any memorial mason of your choice, provided they are not prohibited by Conwy County Borough Council.

Baby and Infant Graves

8. It is your right to be offered an individual grave for a baby or infant.
9. It is your right to be able to purchase an adult grave for the burial of a baby or infant, with sufficient depth remaining to allow future adult burials.

Burials in private land

10. It is your right to receive factual information on burial in private land e.g. gardens, farms, orchards etc.

Cremation procedure

11. It is your right to organise and conduct a cremation in a dignified and orderly manner, supported by competent, professional and caring crematorium staff.
12. It is your right to inspect the crematorium under normal working conditions.

Cremated remains and Memorialisation

13. It is your right to be offered a Book of Remembrance memorial, set in a Hall of Remembrance. This must include a designated place for floral tributes.

Ceremonies and belief

14. It is your right to hold a burial or cremation service at the cemetery or crematorium and define the type of music and ceremony.
15. It is your right to define the type of religious or secular (non-religious) format of the service.

Coffins and alternatives

16. It is your right to choose the type and design of coffin, within the constraints of availability, regulations and safe materials.
17. It is your right to obtain a coffin via Conwy County Borough Council (bio-degradable type). *Conwy County Borough Council will only provide information on suppliers.*

Communication

18. It is your right to receive a prompt response to any form of communication within the times specified by Conwy County Borough Council.
19. It is your right to be given a table of our cemetery and crematorium fees upon request.

Environmental issues

20. It is your right to be made aware of all known environmental issues relating to bereavement services (Full details are given in the reference copy of the Charter for the Bereaved available for inspection at the Crematorium and cemetery office).

Social and community aspects

21. It is your right to receive a service that recognises your needs, without unfairness or discrimination e.g. religious belief, ethnic needs, disability etc.

Funerals without a Funeral Director (Independent funerals)

22. It is your right to organise a funeral without the use of a funeral director.
23. It is your right, as an executor (or next of kin) to be given the body by a mortuary, hospital etc. in order to carry out the funeral.
24. It is your right to be given a leaflet by Conwy County Borough Council describing how to arrange an independent funeral.

Maintenance of Grounds and Grave Digging

25. It is your right to be shown a specified standard of grounds maintenance. Where standards fail to meet the specification, you have the right to complain.

Regulations

26. It is your right to be given a list of cemetery and crematorium regulations used by Conwy County Borough Council.
27. It is your right to be given a written explanation of the reason why a regulation has been used to restrict or otherwise influence your rights.

Staff and expertise

28. It is your right to receive a quality service provided by trained and qualified staff. Where service standards fail, you have a right to question the level of expertise shown and to receive assurances regarding the ability of those involved.

Inspection

29. It is your right to be given an inspection of the cemetery or crematorium at a reasonable time.
30. It is your right to be given a copy of the "Guiding Principles of Burial and Cremation Services" under which Conwy County Borough Council operates.

Grievance procedure

31. It is your right to use the grievance procedure if you are dissatisfied about any service provided by Conwy County Borough Council. You can complain "on the spot" if you have the opportunity. If you continue to be dissatisfied, a series of stages leading to arbitration can be followed. Copies of the grievance procedure are available. If Conwy County Borough Council fails to offer the specified rights, our Charter membership will be withdrawn.

Using a Funeral Director

32. It is your right to be given a copy of the item "Information on using a Funeral Director" (from the reference copy of the Charter for the Bereaved) by Conwy County Borough Council. This describes the funeral "package", price transparency, the impact of large commercial firms, funeral pre-payment plans etc.

Embalming

33. It is your right to be given a copy of the item "Information on Embalming" (from the reference copy of the Charter for the Bereaved) by Conwy County Borough Council. This describes the process of embalming, often referred to as cosmetic treatment by funeral directors. It addresses the issues of environmental impact and whether the process is necessary.

Services

Cremated remains

Collection of cremated remains is possible within 4 hours for cremations before 12.00pm, and next day for cremations after 12.00pm (with 24 hours notice).

Grave/Cremation searches

Written applications are processed within 7 working days from receipt. Telephone enquiries are processed within 24 hours.

Transfer of ownership

Transfer applications are processed within 24 hours of receipt.

Memorial Management

Memorial permits are processed within 24 hours of receipt. New memorials are inspected for safety 10 working days after installation and the installation of headstones are supervised randomly and without prior warning.

Service Standards

- Telephone calls are answered within 15 rings
- Written correspondence is responded to within 15 working days
- Complaints are investigated within 15 working days
- Receipt of a complaint will be acknowledged within 5 working days

Burial

- Burials can be arranged within 3 working days (dependant on bookings previously received).

Cremation

- Cremations can be arranged within 2 working days (dependant on bookings previously received).

Memorial Gardens

- Applications for memorials are processed within 24 hours of receipt.
- Memorials are in place within 6 – 8 weeks (dependant on type ordered).

Book of Remembrance

- Applications for entries are processed within 24 hours of receipt.
- Entries are ready to view within 2 months of application.

Maintenance Standards

Cemetery Grounds

In caring for the cemetery grounds we aim to achieve the following maintenance standards:

The lawn section will be cut every:	14 days.
The lawn section will be strimmed every:	14 days.
The large open areas will be cut every:	14 days.
The traditional areas will be strimmed:	Once/month (April to Oct Inc)

- Grass cutting and strimming is carried out during the growing season from the end of March to the end of October.
- Leaf clearance will commence in November until the end of March.
- All roads within the cemeteries will be swept as and when necessary by hand and/or by machine.
- All flower beds will be planted twice yearly and maintained every 14 to 17 days.

Grave care

- Graves will receive attention as and when required and will be topped up and seeded or turfed when needed.

Memorial gardens

- In caring for the memorial gardens, we aim to achieve the following maintenance standards:

The Lawn areas will be cut every	10 days
Each Rose bed will be weeded and edged every	14 days
Roses will be inspected for disease and aphid Infestation every	21 days
Roses will be treated within	10 days
Paths will be edged	monthly
Paths will be inspected	monthly
Repairs will be completed immediately	

In addition

- Rose heads will be removed after each flush of bloom
- Shrubs and trees will be replaced as required over the winter period
- Shrubs and trees will be pruned and cut back in accordance with their seasonal requirements

All these service standards are subject to weather conditions permitting work to be carried out