

PETER ROBERTS & SON.

FUNERAL SERVICES

HELPFUL INFORMATION

PR&
SON.



ABOUT US

Welcome to Peter Roberts & Son Funeral Services.

We provide a professional and caring service when you need it most. Our family run company is led by Peter, his granddaughter, Nicole and other family members.

We are proud to be the longest established independent Funeral Directors in Prestatyn and a recognised family name to many local generations.

When a loved one has passed away, managing the practical necessities of what to do next should be the last thing on your mind. Thanks to our many years of service we have a special understanding of bereavement, and the difficulty of losing a loved one.

We understand and that is why we are always here for you and your family through a difficult time by relieving stress and letting you and your family focus on each other and memories.

You should not be rushed into making decisions - you cannot undo or change what has been done after the funeral. There is no one standard funeral and we will guide you through the steps to be followed and make all the necessary arrangements on your behalf.

This booklet has been prepared to give helpful information on the various matters facing relatives and executors when a death occurs, because unless you have been responsible for arranging a funeral before, you will probably be unprepared for the many details and decisions to be made.

It's easy to feel overwhelmed during this time and this guide can be a useful reference point but our representatives are on hand to advise you step-by-step during this time. We end the book with a short guidance on self-care, its equally important that you take the time to plan moments for yourself to stop, rest and reflect. A short breathing exercise can calmly clear the mind and help you prioritise during this difficult time.

We are a family company caring for your family and are available 24 hours a day, every day of the years.

We hope you find this booklet helpful.

Peter & Nicole

WHAT TO DO IF DEATH OCCURS...

AT HOME

Firstly, contact your doctor's surgery, who will call at your address to establish that death has taken place. If death occurs outside of normal surgery hours, you will be given a number to contact the on-call doctor.

When the doctor has verified the death, you will be advised to contact your chosen funeral director in order for them to arrange to collect the person. They will then confirm when they will be with you. You will be asked a few basic details and whether the funeral will be a burial or cremation. Do not worry if you cannot answer any of these questions, you can advise the funeral director later when you meet them at a convenient time to make the funeral arrangements.

N.B. If the deceased donated his or her organs for transplant or medical research you should notify the doctor immediately. Such donations are accepted or refused at the discretion of the Head of Anatomical Research at the nearest teaching hospital or university.

If the doctor is unable to issue a Death Certificate, they will contact the Coroner. See 'Her Majesty's Coroner' for further details.

IN A NURSING HOME OR ELDERLY PEOPLES' RESIDENCE

The nursing home will contact the doctor who will then call to establish that death has taken place. The nursing home should then contact the nearest relative or executor to advise them of the passing and to ask which funeral director should be contacted, if one hasn't already been stated with the home.

You should arrange to collect valuables, clothing and any other items from the nursing home. If the deceased was wearing any jewellery, find out whether it has been removed.

The nursing home will advise you if the doctor has left the Death Certificate there. Usually this will be arranged through the funeral director.

When you are ready, call your chosen funeral director and make an appointment to discuss the funeral arrangements.

N.B. If the doctor is unable to issue the Death Certificate, they will contact the coroner. See 'Her Majesty's Coroner' for further details.

IN A HOSPITAL

The hospital will advise the nearest relative or executor of the passing. They will send the Death Certificate to Registry office. You can arrange with the bereavement office when would be convenient to collect any valuables, clothing and any other items. If the deceased was wearing any jewellery, find out whether it has been removed. You will be asked to sign for such items. The deceased will be taken by the hospital staff to the hospital mortuary. Sometimes relatives or friends ask to see the deceased in the mortuary chapel. This can usually be arranged, but we strongly recommend that you wait for the person to be in the care of the funeral director and received the proper care & preparation.

When you are ready, call your chosen funeral director to inform them of the passing and make an appointment to discuss the funeral arrangements.

N.B. If the doctor is unable to issue a Death Certificate, he will contact the coroner. See 'Her Majesty's Coroner' for further details.

REGISTRATION

A death must be registered in the district in which it was confirmed. Whenever possible this should be done by a near relative or executor. If neither is available, then the person in charge of the institution or hospital where the death occurred can register, or even a person who was present at the death. Your funeral director will tell you where and when to register. The hospital or GP surgery will email the 'medical cause of death' certificate directly to the registrar. Most registrars offer a service called 'Tell Us Once'. Please have available the deceased's National Insurance number and they will get the state pension and any benefits they were receiving stopped for you, if still valid, also have available their passport, driving licence and blue disabled parking badge, and these will be cancelled with the appropriate issuing authority. They can also contact the council tax district where the deceased lived and the electoral roll department. The registrar will need to know the deceased's full name, address and postcode, date and place of

birth, date and place of death, occupation and whether the deceased was in receipt of a pension or allowance from public funds. If the deceased was a married woman or widow, the registrar will want to know her husband's names and occupation, and her maiden name. If married, the date of birth of the surviving partner is also needed. The registrar will issue you a Green Certificate for the funeral director which is kindly asked to be passed onto them, unless the death has been reported to the coroner, your funeral director will explain what happens next. The registrar issues copies of the entry in the register for banks, probate, insurances, Post Office accounts, etc. You will need to pay for these at the registry appointment. N.B. When the death has been reported to the coroner you will be advised when the registration can be done. See 'Her Majesty's Coroner' for further details.

H.M. CORONER

Her Majesty's Coroner are judicial officers, usually solicitors or doctors, who are quite independent of local or central government. It is their duty to establish the cause of death when a doctor is unable to issue a Death Certificate. This may be because the doctor has not seen the person within fourteen days prior to death; or the death occurred during an operation or before recovery from the effects of the anaesthetic; or the death was sudden and unexplained; or as the result of an accident or under suspicious circumstances.

If any of the above circumstances apply, either the doctor or a police officer will contact the coroner. The Registrar of Deaths also has the power to report to the coroner. If none of these has reported the death, but you, as a relation or executor are suspicious about the cause of death, you may speak to the coroner yourself. Your funeral director will advise you how to contact them.

It is usually necessary for the coroner to order a post-mortem examination to establish accurately the cause of death. The consent of relatives is not needed for this.

If the coroner is satisfied that the death was due to natural causes, they will then issue a form to enable the death to be registered. This will normally be posted or emailed direct to the appropriate registrar. Sometimes if the doctor

feels that the coroner should know the circumstances of death but does not feel that a post-mortem examination is necessary, the coroner will issue a certificate called a Part A. Registration cannot be done until this has been received by the registrar, the funeral director will advise you of this.

Whilst the funeral arrangements cannot be confirmed until the coroner has issued their form, you should still contact your funeral director as soon as possible. They will be able to make provisional arrangements and explain the likely time span before the funeral.

WILL THERE BE AN INQUEST?

The coroner will order an inquest if the death was caused by an accident; caused by an industrial disease; violence; or if, after a post-mortem examination, the cause of death remains uncertain.

An inquest is an inquiry into the medical cause and circumstances of death. It is held in public and sometimes with a jury. It is up to the coroner how to organise the inquiry in a way to best serve the public interest and the interest of the relatives. If there is to be an inquest the relatives will be notified of the time and place.

Relatives and executors can attend and ask questions if they wish. The inquest does not attempt to allocate responsibility for the death, as a trial would do. However, the coroner will report to the Director of Public Prosecutions any criminal acts which come to their attention.

It may be important to have a lawyer to represent you if the death was caused by a road accident or accident at work which could lead to a claim for compensation.

The coroner's order for burial or cremation will not be issued until the inquest has been opened and then commonly adjourned.

Registration of the death will not be possible until the inquest has been closed and the coroner has sent his form to the Registrar. The coroner may be able to provide an interim death certificate which can be used in most circumstances until the formal registration has taken place after the inquest.

ARRANGING THE FUNERAL

The first thing that needs to be confirmed is who is responsible for making the funeral arrangements; this will usually be either the next of kin or the executor as named in a will. They will also be responsible for ensuring all the funeral costs are met. If you are not the immediate next of kin or executor but have been asked to arrange the funeral, we would ask that we have some communication with that person to ensure the funeral arrangements can be carried out by the nominated person.

As soon as we receive your call, we will guide you through the various steps and decisions to be made. Service arrangements with the minister/celebrant, cemetery or crematorium are made by us. We will make sure that all the necessary documents for the funeral are completed and delivered on time.

If not stated, you will need to decide if the deceased is to be buried or cremated, where the funeral is to start from, how many cars are required, whether a church service is appropriate and if you wish to have hymns and music. You may have special wishes regarding flowers or donations. We are usually asked to look after the newspaper notices, and we will help you to compile these.

After the funeral you may wish to invite family and friends back to your home, or you may wish to arrange refreshments elsewhere; we have many recommendations for hotels, golf clubs, restaurants etc. Please let your funeral director know if you require help with this aspect of the arrangements.

These are only a few of the details to be considered and we will be pleased to call at your house or see you at our office, whichever is more convenient.

We are a family company caring for your family and are available 24 hours a day, every day of the year. Please feel free to call or email us at any time.

RELIGIOUS OR NON-RELIGIOUS FUNERALS

Funerals have changed very much over the last decade with people making them more personal and having more of an input as to what type of funeral they would like. It should be considered what the deceased's wishes or beliefs were when deciding whether to have a religious, non-religious or personally designed service.

Crematorium or cemetery chapels are not deemed religious buildings and are available for all to use and have within them the service of their choice. It is also a person's right to have their funeral in their local parish church of the denomination that they have been christened or practise. We will happily advise as to the churches in each area and, if unsure, how a service within them would work.

Whatever type of funeral is decided upon we take it as a very important part to match the minister or officiant to you to make sure the funeral service is carried out to both your own and your loved one's wishes. This may be a minister from your parish, a minister you have connections with, an officiant or a family relative or friend.

If the funeral is to take place in a Church, then it is the responsibility of the minister of that church or a minister they nominate to take the service.

The thought of having a humanist service has become popular, but many do not realise that this type of funeral contains no religious elements at all, such as prayers or hymns. This does not then often meet families' requirements, so we can provide a person, known as a celebrant, who can build the funeral service to your exact requirements, allowing music, hymns, readings, prayers or whatever you wish to be included, and this has become one of the most popular types of funeral service we arrange.

UNATTENDED FUNERAL

For those seeking simplicity or facing financial constraints, unattended cremations provide a more affordable option. This choice involves a straightforward cremation process without a formal funeral service and is

typically unattended, allowing you to bid farewell to your loved one in your own way.

Although there is no formal service, you can still arrange a private memorial service or a celebration of life before or after the cremation to honour your loved one's wishes. We are here to help you determine if an unattended cremation is the right choice for your loved one and provide additional information to assist in organising such a service.



FUNERAL COSTS

The funeral director will explain the various fees and charges involved. Because funeral arrangements are a matter of personal wishes and choice, the only way to obtain an accurate estimate is by discussion with your funeral director. You will not be rushed into making any decisions.

Many of the costs involved are not set by the funeral director. These may be for the cemetery or crematorium, the officiant, Church, doctor's fees, newspaper notices, flowers and many other details you wish to have. Many of these items are paid by us on your behalf and will be listed under the heading 'Disbursements', but we ask that these are paid before the funeral takes place. Our funeral service is inclusive of the following:

The services and attention of the funeral director from your first call until everything has been completed. We are available to give help and advice at any time:

- The collection of the deceased to our funeral premises
- The care & presentation of the deceased
- Arranging and conducting the funeral arrangements
- The provision of a Pentre Coffin
- Obtaining all necessary forms and documents required by the authorities
- Making necessary arrangements with the chosen officiant
- Use of private Chapel of Rest
- The provision of the Hearse

Any other items will be itemised on the funeral account.

You will receive an itemised estimate and confirmation of the funeral arrangements before the date of the funeral. The final invoice will be forwarded to you after the funeral has taken place, unless otherwise specified. Many banks will pay direct from the deceased's account on production of both the funeral invoice and a copy of the Death Certificate.

TERMS & CONDITIONS

A full set of terms and conditions will be sent with our estimate of charges and confirmation of funeral arrangements before the funeral takes place.

For funeral arrangements made in your home you have the right to cancel the contract under the Cancellation of Contracts made in the Consumer's Home or Place of Work Regulations. You have the right to cancel the contract within a 14-day period and we will provide you with the necessary paperwork for this. At this time, we shall ask for your authority to commence with the funeral arrangements within the cancellation period.

DEPOSITS

It is required that all disbursements are paid before the funeral takes place. These will be itemised on a written estimate to you. Any disbursements added after the estimate has been provided will be included on the final funeral invoice. The deposit amount provided by the funeral director, is requested within 48 hours of the funeral arrangements being concluded.

Invoices will typically be sent out a fortnight after the funeral date (subject to third party costs being available.) A 28-day grace is given for payment of the funeral account. If the invoice is not likely to be paid within the 28-day period, contact by the payee is requested.

If an invoice payment is not forthcoming, subject to the funeral director's discretion, the debt may be passed to a collection's agency. Interest will be charged to your account, and a flat rate percentage will be charged to cover third party costs.

PAYMENT OF FUNERAL ACCOUNT

The most common way for a funeral account to be paid is via the deceased's own bank/ building society account. The invoice and a death certificate should be given to them, and they will arrange payment direct to us. We also accept payment via cheque, debit/credit card or by bank transfer (BACS). Please ask your funeral director if you require any information on this.

HELP WITH THE COST OF A FUNERAL

If you do not think you will have sufficient money for the funeral, the Social Fund may be able to help you. The Social Fund is part of the Department of Works and Pensions (DWP).

You may receive help if you are the person responsible for the funeral arrangements and you qualify for Income Support, Income- Based Job Seekers Allowance, Income-related employment and support allowance, Pension Credit, Housing Benefit, Child Tax Credit, Universal Credit or the disability or severe disability element of Working Tax Credit.

For further information contact the DWP on 0800 731 0469

COFFINS & CASKETS

HOW ARE COFFINS AND CASKETS ENVIRONMENTALLY FRIENDLY?

We live in an environmentally conscious society. It is common to enquire about the effect on the environment. Coffin manufacture is no exception. We hope the following points will be of reassurance. The majority are made using either a solid timber or oak or mahogany style veneers, which are laminated on to chipboard or medium density fibre board (MDF). All Forest Stewardship Council certified.

Mdf coffins are 98% recycled wood waste from the urban waste stream. The balance of 2% is from other forest residues. The wood is cleaned and chipped then pressed with heat and glue to make a useable joinery board. Chipboard coffins are approximately 83% wood, 10% glue and 7% moisture. The glue has to contain a very small amount of formaldehyde, a natural organic compound which evidence supports to be harmless in such low levels. In one tonne of board the amount of formaldehyde is less than 70g equivalent to two bags of crisps. No other toxins or dioxins are contained within the board.

Coffins are polished using specialist lacquers. For the majority, a water-based, rather than solvent-based is used. The polish when dry, is biodegradable and suitable for burial or cremation. Most coffins we use are of a Matt finish.

IS THE COFFIN SUITABLE FOR CREMATION?

Cremation is controlled by the Environmental Protection Act 1990, so all coffins must be compliant. During cremation, as the wood burns it aids the process of cremation without any harmful emission. As a result of combustion, the amount of CO2 released is offset by the CO2 it used during its growing life as a tree. This is why wood is classed as a biomass.

ARE THERE OTHER TYPES OF COFFINS AVAILABLE?

There are alternatives to the traditional coffins:

CARDBOARD. We do not advocate their use as they are extremely flimsy and can become soggy in the rain. Many clients mistakenly assume that cardboard coffins are the most environmentally friendly. The cardboard is either made

from recycled materials that require a heavy input of energy and use harmful chemicals in their manufacture or are manufactured from pulp that requires the felling of trees.

WOOLLEN. Constructed around a strong and recycled cardboard frame covered in organic wool.



WICKER. Handcrafted from natural wicker and 100% biodegradable. The company that supplies us grow and harvest the willow on the Somerset Levels.

SEAGRASS. Handcrafted in seagrass and cane and imported from Indonesia and 100% biodegradable.

All coffins can be viewed in the brochures.

VISITING THE CHAPEL

We will advise you when all the necessary documentation and preparation to the deceased is completed so that you may visit your loved one.

We do ask that you telephone to make an appointment to visit your loved one, however, appointments after 5:00pm Monday to Friday and weekends will incur a charge and may require permission from the person responsible for the funeral arrangements before this can happen.

JEWELLERY

We will not remove jewellery unless instructed. We also will only return jewellery to the person responsible for making the funeral arrangements unless otherwise instructed. In the case of returned jewellery we will ask you to sign for receipt thereof.

FLOWERS

Please arrange for your floral tributes to be delivered to our funeral premises by the time advised on the day of the funeral from your funeral director. If we are taking care of the floral tribute order on your behalf, we will liaise with the florist direct. Flowers are received with care.

After the cremation the floral tributes are placed on the garden of remembrance, we recommend that you consider choosing some to take home with you, or the reception after, or to an existing family grave. Many hospitals and nursing homes will now not accept floral tributes.

SERVICE SHEETS

Many families now have an order of service printed as this gives a lasting memory and keepsake for those attending the funeral. We will liaise with the minister or person conducting the funeral service as to its content. We will then discuss the personalisation of these with you and let you proof a draft copy prior to final printing. Please let the funeral director know should you require this service and arrange for the photo(s) required to be sent as soon as possible to us. We can scan hard copies of photos and receive them via email.

MUSIC

Music now plays a very important part in funerals. Most crematoria now operate a computer-based music system that enables commercially available music to be downloaded and played during the service or ceremony. Please let your funeral director know the music choices you would like, and they will arrange this for you.

Most churches don't have an up-to-date music system; therefore, we supply the necessary equipment. Please discuss this with the funeral director and they will take care of your requests.

NEWSPAPER NOTICES

We shall be pleased to help compile notices for both local and national newspapers. Many newspapers will only accept death announcements from funeral directors.

You may also wish to place a notice in the newspaper after the funeral to thank people for their help, donations, flowers, etc.

ONLINE TRIBUTES



We will create, if desired, an online tribute page to your loved which you can share with family, friends and on social media, the tribute will also be published on our website - peterrobertsandson.co.uk. The page can contain photo(s) of the deceased if desired. The funeral details and reception venue can be added as well as a map to show their location and a link to JustGiving for people who to donate safely online, they also have the opportunity to write a message and light a candle.

We will then pass the ownership of the page via email to a designated person chosen by yourselves and you will then be able to:

- Add as many photos as you wish
- Add more biographical text
- Link to your Facebook and email accounts
- Add the tribute from the funeral
- Add personal messages and/or memories
- Light a candle in their memory
- Make a donation

You may, if you wish, via the page create and purchase a book which will have all the photos, messages, memories, tributes and candles. This book, we believe, is both a quality product and tool to help through the grieving process. You are under no obligation to purchase a book.

We do not charge for providing the online tribute or setting it up for you. You may also wish to place a notice in the newspaper after the funeral to thank people for their help, donations, flowers, etc.

VISUAL TRIBUTES

The local Crematoriums have the facilities to now display pictures during the service - this can either be one single image or a slideshow with a piece of music, often during a reflection moment of the service. We can advise as to how this works and the costings involved; this has become a popular part of a funeral.

WEBCASTING

A funeral webcast is where the funeral service is broadcast live over the internet. Families choosing this service are provided with a private log in and password. This information, together with instructions can be given to friends and relatives, whoever they would like to invite to take part in the service, no matter where they live providing, they have access to the internet. Please ask your funeral director for further information and the costings involved.

CARS

Our limousines will seat seven mourners comfortably. It is usual for the principal mourners to travel in extra vehicles and limousines are also available. Where possible try to keep a parking space outside the house for the funeral. We can arrange 'no parking' cones. It is best to decide who is travelling in which car and with whom before the cortège is ready to leave. If there are several private cars, try and arrange for the driver of the last car to be someone who knows the way. It is also helpful for all private cars to be facing in the right direction.

Alternative vehicles are also available such as horse and carriage, motorbike/trike hearses, vintage vehicles etc. Please ask for more details.

PALL BEARERS

Our trained pall bearers will assist at all funerals. Any family members wishing to act as a pall bearer are welcome and will be offered full guidance and support by our representatives. Please bear in mind that any family bearers do this at their own risk.

FUNERAL RECEPTIONS & CATERING

We can provide a list of venues that previous clients have found suitable for a reception following the funeral. We also have a list of caterers who can either come to your home or another venue to provide this service for you. If you wish, we can organise the reception for you and provide the menus. Once decided all we require from you is the menu option, the number of people you wish to cater for and any dietary requirements.

CREMATED REMAINS

Our cremated remains policy - We will collect your loved ones remains from the local crematorium within 3 working days from the funeral service date. The remains will then be kept in our safekeeping awaiting the collection or any further instructions from the applicant. Your loved ones remains can stay in our safekeeping for up to three months. If we have had no contact from the applicant within the three months, one of our representatives will contact you to discuss the collection.

We can discuss with you your wishes concerning the disposal of the cremated remains following the cremation. This decision may have been made during the funeral arrangements.

The cremated remains are very much still part of that person and the funeral process. For many, until a final resting place for them has been chosen and this carried out, the funeral is not fully ended.

You may wish them to be scattered in the Garden of Remembrance at the crematorium or you may wish to have them buried in your local churchyard or cemetery, or, you may wish to scatter them somewhere private, the choice

is yours. If you wish to do this somewhere private, we will advise as to any regulations on places you cannot do this and provide the cremated remains in a suitable scatter tube allowing this to be done in a dignified manner.

We will hold the cremated remains for a period of three months. We strongly advise a final resting place should be made or discussed with ourselves.

We can offer a wide selection of urns and caskets and have a selection you can see at our office and many more available from brochures.

The crematorium will advise you directly regarding details of the Book of Remembrance and other commemorative purchases.

- Scatter Pods
- Ashes Casket
(ideally used for interment of ashes)



BURIALS

Burial is still a common choice, even though most funerals are cremation. A person has the right to be buried within their parish or borough if the burial ground is available. Burials can take place outside of these areas in a cemetery of your choice but often will incur higher fees than for those who are residents of that area.

The ownership of a grave is very important, a new grave, if for two interments, should be purchased by the person either responsible for the funeral arrangements or the person who would wish to be buried in that grave also. For existing graves, the interment can only take place by permission of the grave owner, this may not be the immediate next of kin and if no deed of ownership can be found then we will need to contact the burial authority to confirm ownership and gain that person's permission.

The fees paid to a cemetery include the maintenance of the grave unless stated otherwise, meaning the cemetery maintain both the grounds and the plot but not any memorial on the grave.

Most cemeteries have designated cremation burial areas, but you may choose to have the cremated remains interred in a full burial plot if that is available. We strongly advise before any burial takes place that you visit the cemetery to make sure you are happy that this is the right final resting place.

Woodland burial is also available within this area and again we strongly advise visiting these sites to check they are what you had envisaged. Some of them come with very restrictive regulations as to type of memorial, type of coffin used etc. Often individual plots need to be purchased for both the deceased and any other family members who wish to be buried near to them and this would need to be done at the time of making funeral arrangements.

DISTANCE FUNERALS

We are frequently asked to arrange funerals to or from other parts of the country. This presents no particular difficulties as we have very close links through our professional associations. We can take care of all the arrangements, including the transportation, and will provide an estimate of the cost.

TO & FROM ABROAD

We are experienced in arranging funerals to and from other countries. We will take care of all the documentation and regulations that must be adhered to and advise you of the likely timescale before the funeral can be finalised. Persons who die on holiday are usually covered for the cost of repatriation by their travel insurance. The insurance company or travel agent should be notified as soon as possible.

INSURANCE POLICIES

Insurance companies should be notified as soon as possible of the death of an insured person. This applies to household and fire insurance as well as life policies. You should check that all policies are still in force. For any claim on a life policy, the insurance company will require the policy itself and a copy of the registrar's death certificate. It is best to telephone the insurance company for instructions.

MOTOR INSURANCE

Insurance cover on a vehicle owned and insured by the deceased ceases immediately at the time of death. No one should drive the vehicle until the insurance company has been notified and new cover has been arranged. The car registration documents should be returned to DVLA Swansea, SA99 1AT.

WHAT HAPPENS TO PASSPORTS, DRIVING LICENCES, HOUSE DEEDS?

Passports, driving licences or any official style pass should be returned to the authority that issued them if they have not expired. This can be done as part of the registration service. House deeds may need to be changed to remove the deceased's name from them, you may need the help or advice of a solicitor for this.

COMPANY & PRIVATE PENSIONS

If the deceased was in receipt of a company or private pension, you should notify the company concerned as soon as possible. They will probably require a copy of the registrar's death certificate.

DONATIONS

You may wish that only family flowers are sent to the funeral and that donations, if desired, be sent to a charity of your choice. If this is your wish, it is advisable to state your request in any newspaper announcement, online tribute page and on any printed Orders of Service.

We now strongly encourage people to make donations online via the online tribute page, a much more secure method and they guarantee that all gift aid that is due will reach each charity.

CASH DONATIONS

For safety and security, we now have a NO CASH policy for charitable donations. If we receive any cash donations, we pass these to the family and ask them to make the donation online or send a cheque directly to the chosen charity.

ON THE DAY OF THE FUNERAL

Throughout the entire funeral process, we are here to support you and guide you every step of the way. This includes the funeral procession, funeral service, committal service, and wake. Our dedicated team will work closely with you before the day to understand your preferences, help you choose a suitable tribute, and fulfil any final wishes you may have. We will provide you with a detailed guide and be available to answer any questions you may have. On the day of the funeral, our Funeral Directors will handle all necessary preparations to ensure a seamless and timely service.

During your loved one's final journey, typically starting from the home of the deceased, our Funeral Directors will meticulously check all routes and ensure there are enough pallbearers to respectfully convey the coffin into the church, crematorium, or graveside. If you have any specific requests, such as a preferred route or stops at significant landmarks, we will make every effort to accommodate them.

Upon arrival at the church or crematorium, your Funeral Director will have taken care of all the arrangements, including any requested music and order of service sheets. They will coordinate with the service conductor and service attendants to ensure a seamless experience. The Funeral Director will guide you into the venue, ensuring all guests are seated before proceeding with the funeral service. If you have chosen to have a committal service at the same or different location, depending on burial or cremation, the Funeral Director will be present to provide guidance to you and your guests.

In the days following the funeral service, your Funeral Director will contact to ensure that everything was arranged as you wished.

AFTER THE FUNERAL

ACKNOWLEDGEMENTS

We can place a 'Thanks Notice' in a newspaper on your behalf, or, of course, you can place this yourself with the newspaper. If you would like us to do this for you, please discuss this with the funeral director who will be happy to draft the wording with you.

THANK YOU CARDS

Personalised cards thanking friends and family for floral tributes, messages of sympathy and donations can be designed and printed to your requirements, on request.

AFTER A CREMATION

Should you wish to know about the memorials available at the crematorium you can discuss this with their representatives.

AFTER A BURIAL

You may be contacted or need to contact the burial authority if this is not the first interment in that grave about change of ownership if the grave was originally owned by the deceased. This needs to be done to allow any further interments or changes to a memorial placed on the grave. The burial authority will guide you through this process.

Please also see 'Memorials' below.

MEMORIALS

Following a burial or interment of ashes, our recommended stonemasons, Blackwell's Stonecraft, are available to discuss your memorial requirements. They can provide brochures and you are welcome to visit them to discuss any aspect of the memorial and they will be able to show you examples of their work and guide you through all the many options. We can also provide you with their brochure & price list and assist with ordering memorials. At our premises we have many memorials on display.

Please feel free to contact them direct on 01244 680 704
www.blackwellsstonecraft.com

FUNERAL PRODUCTS

There are many types of funeral products, and we are happy to discuss these with you either as part of the funeral arrangements or more commonly after the funeral has taken place.

We recommend certain companies that we currently work with, but we know there are also many options available in the market and on the internet. The reason we recommend the companies we do, is due to the quality and reliability of their work. We are happy to discuss all options and help you as much as we can to find the right product for you.

These are the typical funeral products we offer:

- MEMORY SEEDS
- MEMORY PINS
- ASHES INTO GLASS
- URNS AND KEEPSAKES
- ASHES CASKETS
- SCATTER TUBES



We can provide brochures and samples on these.

For cremation jewellery you will need to decide if this is something you would like prior to the ashes being scattered or buried. We will remove the required

amount of ashes needed and hold this until you have chosen your jewellery and we will then organise to safely send this to the company supplying this. If you wish to keep all or some of the ashes at home, then an urn or keepsake may be the right choice for this. There are many options from traditional looking to more contemporary, and many different materials, colours and finishes.

BEREAVEMENT COUNSELLING

Peter Roberts & Son, in partnership with SAIF, can offer a new bereavement support service called SAIF Care to any person who feels they would benefit from the service.

The death of someone important to us will probably be one of the most difficult experiences we ever have to face. Grief is what we feel after a significant loss such as bereavement and our feelings of grief can take many forms, including sadness, anger, relief, depression and many others. Everyone experiences grief differently and there is no 'normal' or 'right way' to grieve. Grief is completely natural after bereavement and people cope with it with help and support from family and friends, or from an organisation like SAIF Care.

They provide a range of services to bereaved people over the age of 18, including:

- A free telephone helpline 0800 917 7224 which is open 9am-9pm, Monday to Friday
- Email support and information via help@saifcare.org.uk
- Up to six free sessions of supportive counselling by telephone, Skype/ Facetime or face to face in your local area by a skilled and qualified counsellor

For more information, please ask us for a bereavement care leaflet, or if you wish to make contact, in full confidentiality, direct to SAIF Care via any of the below:

Freephone 0800 917 7224
help@saifcare.org.uk
professionalhelp.org.uk



SELF-CARE

Taking care of yourself during the process of planning a funeral is of utmost importance. While it can be emotionally and physically demanding, it's crucial to prioritize self-care. Lean on the support of family and friends, and don't hesitate to ask for help when needed. Take breaks when necessary and engage in activities that bring you solace and comfort. Consider seeking professional support, such as counselling or therapy, to navigate your emotions and grief. Remember to nourish your body with healthy meals, get sufficient rest, and engage in activities that promote relaxation and self-reflection. Taking time for self-care allows you to honour your own well-being while honouring the memory of your loved one.

PRE-PAID PLANS

An ever-growing side to our company is the request and need for people to pre-arrange their funeral.

There are many advantages to doing this: most importantly it gives you the opportunity to lay down all your wishes and instructions for your funeral; from whether you are buried or cremated, to which hymns or music you would like. Pre-arrangement also relieves the decision-making burden on families at the time of bereavement. All our funeral directors have many valuable years of experience in arranging and planning various funerals. There is no one standard funeral and the funeral plan options we have created are based on typical funeral scenarios, but each plan can be personalised to your exact wishes.

Peter Roberts & Son sell exclusively the Independent Way Funeral Plan through Golden Charter as we believe this gives the best options and security for people who wish to pre-arrange their funeral or that of a loved one. With an Independent Way Funeral Plan, your payments are safe and secure in the Golden Charter Trust. Your money will be paid into the Golden Charter Trust, which is run by an independent Board of Trustees, separate from Golden Charter.

The funeral plan is a guarantee that no matter how much the cost of our services included in your plan may increase in years to come, once your plan is fully in place, neither you nor your loved ones will be asked for a penny more for these services. The funeral plan also includes an allowance towards third party costs (fees paid to crematorium, minister, etc.) If no additions or amendments are required and the included third party costs are covered by the allowance at the time of death, then no further charges will be made. Once the plan has been purchased if your requirements change and you wish to add to the plan then this can be arranged.

In arranging your funeral plan, we will meet with you to discuss all your wishes and needs, answer any questions and build you the funeral plan that best suits your requirements and will be costed on what you require. We can provide a written quotation if required as well as payment option examples.

DATA PROTECTION

We will collect personal information about you, the deceased and any other persons whom you supply details for. In order to allow us to fulfil the services agreed, we will pass your details to appropriate third parties such as florists, clergy/ministers/officiants, cemetery & crematorium staff, stonemasons, etc.

We treat all information as confidential and in line with UK Data Protection laws. We will never sell information collected to third parties for marketing purposes.

If you would like further information on how we handle your personal information, please request a copy of our Privacy Policy or refer to peterobertsandson.co.uk

FEEDBACK

We always welcome feedback on any area of our work. You may send this to us in writing or by email to info@peterrobertsandson.co.uk

NOTES

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TO DO LIST

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