



## Cabinet 25 March 2009

### Cemeteries Strategy (Apr 09/07)

- 1. Summary and Reason for Recommendations**
- 1.1 The Policy Development Committee requested that a strategy for the future management of the Cemeteries and Closed Churchyards should be prepared.
- 1.2 The rationale for the Cemeteries Strategy is:-
  - (a) primarily to provide a clear direction on the way the service should be delivered in the future;
  - (b) to outline how current service specific issues will be addressed; and
  - (c) to provide clarity around the Council's responsibilities as a Burial Authority.
- 1.3 A report and draft Cemeteries Strategy was presented to Members of the Policy Development Committee on the 14 January 2009, Report Z459 refers. At that meeting a number of suggestions were made by Members and it was agreed that the Draft Cemeteries Strategy (including Closed Churchyards), be approved for consultation.
- 1.4 This report outlines the findings of the consultation process which took the form of:-
  - (a) a Cemeteries stakeholder's forum, which Funeral Directors, Local Religious Leaders, Celebrants and Memorial Masons were invited to attend; and
  - (b) four Cemetery open days were also held to obtain local peoples views on the proposals outlined in the Strategy.
- 1.5 The attached Strategy has been prepared in consultation with a specially formed Policy Development Committee Members Working Group, the full Policy Development Committee and Special events as outlined in 1.4 above.

**2. Recommendations**

It is **RECOMMENDED** that:-

- (a) the Cemeteries Strategy (including Closed Churchyards), attached as Appendix A to Report Z609 be adopted; and
- (b) the new cemetery regulations for Haverhill and Bury St Edmunds Cemeteries, which are included as Appendix 5 in the Cemeteries Strategy, be adopted.

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### **3. Actions proposed in the Cemeteries Strategy**

3.1 The Cemeteries Strategy recommends that the following key actions be progressed:-

- (a) new Cemetery rules and regulations be introduced for the management of Bury St Edmunds Cemetery and Haverhill Cemetery;
- (b) cemetery charges be reviewed to be more in line with those authorities of a similar character to St. Edmundsbury, thus reducing the overall subsidy of the service by the Council;
- (c) reduction in the Exclusive Rights of Burial from 75 years to 50 years for lawn graves and 25 years for cremated remains graves;
- (d) formalised methods of consultation with the bereaved and other stakeholders of the service be introduced in order that their views can be used to inform management decisions concerning the future delivery of the service;
- (e) the Council's Cemetery Service should strive to achieve the "*Charter for the Bereaved*" accreditation from the Institute of Cemetery and Crematoria Management. This would provide auditable evidence of service improvement; and
- (f) the need for additional burial space should be considered in the Local Development Framework (LDF).

### **4. Consultation**

4.1 On 10 February 2009 a Cemeteries stakeholder's forum was held. The forum was attended by Funeral Directors, Local Religious Leaders and Celebrants, as well as Members of the Policy Development Committee Working Group. The forum was held in the Athenaeum, Bury St Edmunds. During the meeting there was a general consensus and support for the proposals being put forward in the Cemeteries Strategy.

4.2 Two Cemetery open days were held in Haverhill cemetery on 21 and 26 February 2009 and two in Bury St Edmunds Cemeteries on 24 and 28 February 2009. Officers and Members involved with the Cemeteries review were in attendance to answer visitors' enquiries about the service throughout the four days between the hours of 10.00am and 2.00pm.

4.3 Over the four days, two of which were Saturdays, it is estimated that around 110 to 150 people visited the information points in the Cemeteries.

4.4 66 questionnaires were completed regarding the visitors' opinions on how the cemeteries are currently managed and how they could be better managed in the future. The responses are summarised in Appendix B of this report.

4.5 The majority of people consulted were supportive and in favour of the proposals being put forward to introduce new cemetery regulations which, restrict vehicular access into the Cemeteries, permit dogs access subject to them being on leads and of the Council better managing the proliferation of unauthorised memorials on site.

- 4.6 There were some concerns raised at Haverhill Cemetery about the limited car-parking opportunities around that particular Cemetery and further investigations into this matter will be undertaken.

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*St Edmundsbury*  
**BOROUGH COUNCIL**

**St Edmundsbury Borough Council**

**Cemeteries Strategy  
(including closed churchyards)**

March 2009



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3. CIPFA comparisons
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## **Foreword**

Policy Development Committee on the 10 September 2008, requested that a Strategy for the future management of the Boroughs Cemeteries and Closed church yards be developed.

The primary objective of the Strategy is to provide clear direction on the way the service should be delivered in the future.

The Strategy will drive forward the ambitions of the Council to ensure that its Cemeteries Service meets nationally recognised standards, as a minimum, and that the service is delivered in a dignified, caring and sensitive manner.

**Councillor Lynsey Alexander**

**Portfolio Holder, Arts, Culture and Heritage**

## **Section 1 – General Background**

### **1. Introduction**

- 1.1 The following strategy considers a wide range of elements to ensure that proper consideration is given to the future development of cemeteries in St Edmundsbury. The strategy is being developed at a time of significant change for burial ground legislation in the UK and the issues raised within new guidelines are contained within the strategic recommendations.
- 1.2 The strategy considers both short term and long term development of the service. In the shorter term, assessment must be made of the likely changes in burial law and any impact such changes may have on the service. It must also consider the existing organisational and financial controls currently being employed and any changes that might be beneficial to the service. In the longer term the strategy considers the needs of the community for ongoing burial facilities that will meet the needs of the bereaved.
- 1.3 The strategy is divided into three sections, providing (i) *general background*, giving some historical and legislative context to the strategy; explaining (ii) the *current position* with the service in relation to current standards of provision; and finally looking at (iii) the *future development* for cemeteries in St Edmundsbury whilst considering the views of the public, legislative changes and extending the range of choice.

### **2 Background Information**

- 2.1 Historical Position
  - 2.1.1 Historically burial was the responsibility of the Church. The 'churchyard', the area around a church, usually no more than a couple of acres in extent, had become a common place for burial in England by the eighth century, and was the principal location for interment for the majority of the population until the nineteenth century.
  - 2.1.2 As churchyards became full and there was an increase in demand for burial on land that was not controlled by the Church of England, the emergence of 'cemeteries' resulted. Many of the earliest cemeteries in Britain were founded by joint-stock companies that financed the laying out of grounds through the sale of shares.
  - 2.1.3 Massive population growth from the 1810s, together with evidence of the success of joint-stock cemeteries, increased the popularity of the format. During the 1820-53 period, cemetery companies increased in all the major towns in Britain.
  - 2.1.4 Many companies supplied much needed provision for sanitary interment away from the centre of towns, but by the early 1850s such schemes were deemed ineffective. The issue of burial had become dominated by the need to halt continued interments in the graveyards and churchyards in the heart of cities, a measure which companies had no power to achieve. National legislation was implemented – for London in 1852 and the provinces in 1853 – granting the Secretary of State the right to prohibit interment in any churchyard or graveyard. Communities were enabled to set up burial boards, which

were based on the parish unit. These boards could appropriate monies from the Poor Rate to fund the cost of laying out new cemetery land. The majority of cemeteries currently in use were founded in the period 1853-90, when burial boards were the principal agency of new cemetery establishment.

- 2.1.5 From the 1890s, the newly created local authorities were empowered to lay out cemeteries, and burial boards went into decline. The responsibility for providing and maintaining cemetery land was much simplified in 1972, when the Local Government Act abolished all burial boards. New burial authorities were defined, which included metropolitan and non-metropolitan authorities, London councils and, in rural areas, parish councils. These authorities took over the management of the burial board cemeteries. With the exception of a small number of company cemeteries, all cemeteries are now owned by local authorities or parish councils.
- 2.1.6 Perhaps the most radical change in burial provision has been the introduction of cremation. Statistics showing changes in the proportion of cremations demonstrates the rapid increase in the use of this form of disposal, especially since the 1940s: in 1920, cremation accounted for 0.35% of disposals; in 1940, 3.8%; in 1960, 34.7% and by 1980 had reached 65.3%. At present, the rate holds at 68-70%.

## **2.2 Legislative Background**

- 2.2.1 The provision of cemeteries is widely recognised as a vital service provided by St Edmundsbury Borough Council. To maintain and improve this service for the future will require the Council to take a number of strategic decisions, which may affect the direction in which the cemeteries are managed.
- 2.2.2 It is the public duty of the Church of England to provide for burials in open churchyards, however, there is, at present, no statutory requirement on any public authority in England or Wales to make available a place for burial. The opportunity for the public to bury those who have died in ground set aside for this purpose is dependent on the exercise of the discretionary powers of the Authority.
- 2.2.3 Provision of burial grounds is also dependent on normal application of planning legislation. No dispensation in relation to burial grounds is provided, nor are there any financial incentives or relaxation of financial burdens.
- 2.2.4 Although there is no legal requirement for a Council to provide burial or cremation facilities, this authority assumed the role and responsibility of a burial authority as it inherited the management of Cemeteries when it was first constituted following a Local Government Reorganisation in 1974. The main legislation that governs cemeteries in England and Wales is the Local Authorities' Cemeteries Order 1977 (LACO). The Order sets out the general parameters under which municipal cemeteries operate. The Order allows considerable management discretion and regulates matters such as:
- Provision of chapels, mortuaries and biers
  - Plans and record keeping, registration of burials and disinterments, and storage of records
  - Grant of exclusive burial rights, rights to erect memorials and agreements for maintenance of graves and memorials
  - Fees and other charges
  - Maintenance, including removal of memorials
  - Depth of burial and special provisions in relation to walled graves and vaults
  - Offences and penalties.
- 2.2.5 An important element of the legislation relating to burial consists of the regulation of the exhumation of buried human remains. It is an offence to exhume, or otherwise disturb buried human remains (including cremated remains) unless legal authority has been obtained. Where remains are to be exhumed from land consecrated according to the rites of the Church of England, permission takes the form of a Faculty from the Diocesan Consistory Court. If the remains are to be reburied in consecrated land a faculty will authorise this. In all other cases of exhumation, a licence must be obtained from the Ministry of Justice, unless otherwise permitted by other legislation e.g. Coroner's Warrant.

2.2.6 The authority to bury a body is subject to standard regulations i.e. requires a Disposal Certificate for the burial of a deceased person, issued by a Registrar of Births and Deaths or, where the death has been referred to the Coroner, the Coroner's Burial Order.

2.2.7 The provision of graves and the burial process is less regulated and allows discretion to the Authority, *some examples are:*

- *Depth of Grave* - Under LACO, Schedule 2, para. 2, a minimum depth of three feet is required above the top coffin to natural soil level, or two feet depending on soil conditions.
- *Plans and record keeping, registration of burials and disinterments, and storage of records* – LACO, Article 9, 11 and 12 make detailed and comprehensive provision for burial records, the registration of burials and disinterments, but fees charged for copies of entries are determined locally.
- *General powers of management* – Under current legislation the Authority manage, regulate and controls maintenance levels, service standards, staff training and qualifications. We are also responsible for promotion of cultural, historical and environmental values and diversity of service provision.
- *Layout, repair and access* – Burial authorities may enclose, lay out and embellish a cemetery as they see fit, and must keep it in good order and repair, together with its buildings, walls and fences.
- *Consecration and setting apart for particular denominations* – There is discretionary provision to set aside part of a cemetery for consecration or use by particular denominations or religious bodies.
- *Provision of chapels* – There is a discretionary provision to provide a chapel, and such chapels may be provided for use by the Church of England or other denominations or religious bodies on application and where funded other than by the burial authority.
- *Provision of mortuaries and biers* – There is a discretionary provision to provide mortuaries and biers.
- *Sharing facilities* – Facilities may be shared with other burial authorities.
- *Maintenance, including removal of memorials* – Existing regulations relating to the maintenance of graves and memorials, levelling and the removal of tombstones and kerbstones in local authority cemeteries are comprehensive. The Ministry of Justice has recently published a practical guidance note entitled "Managing the safety of burial ground memorials".
- *Burial rights* – The Exclusive Right of Burial in and the Right to Erect a Memorial upon a grave or grave space are leased by the Authority to the Grantee for a fixed period, rather than the Grantee purchasing the land itself. Burial rights may be granted, either exclusively or otherwise, for a fixed term not exceeding 100 years.

Where the right to burial or to construct a walled grave or vault has not been exercised for 75 years, the right may be extinguished subject to compliance with due notice procedure.

## Section 2 – Current Position

### 3 Burial Grounds and Administration Centre

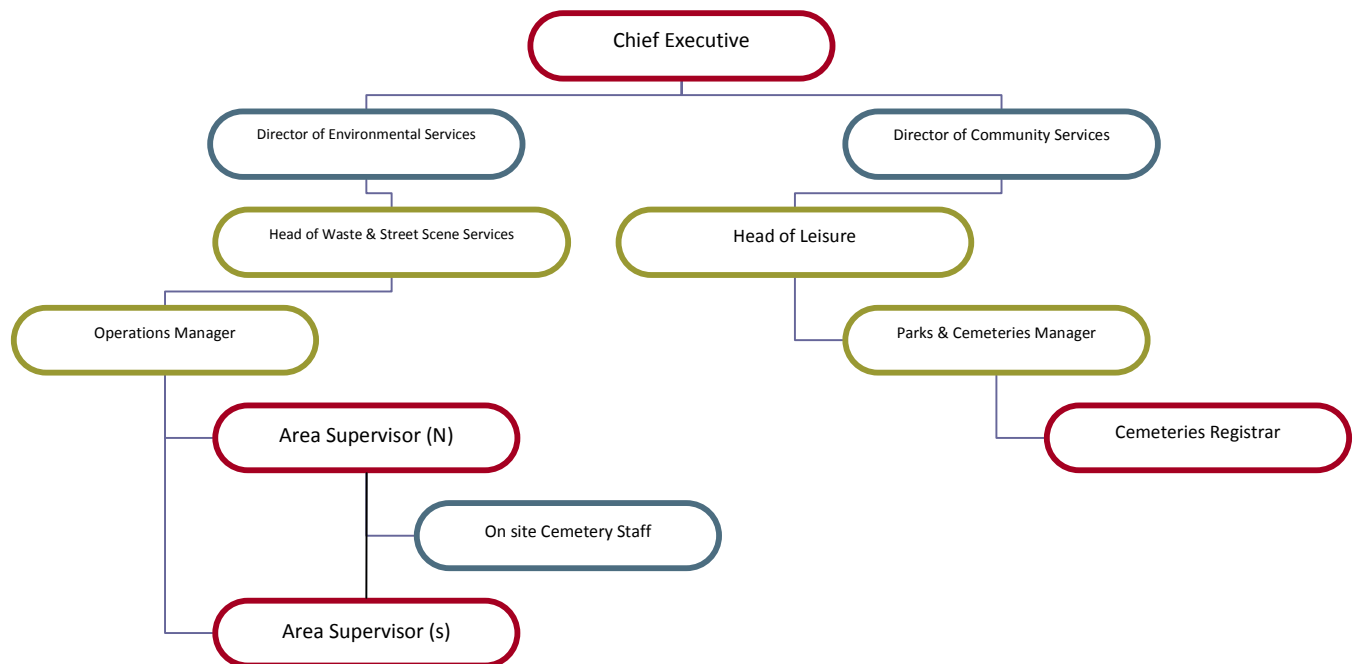
#### 3.1 Administration of Cemeteries

The management and administration of the Cemeteries Service is currently located in the Council's Leisure Services Division which operates from the Borough Offices in Angel Hill. The service can be contacted at the following address:

Cemeteries Service  
St Edmundsbury Borough Council  
Borough Offices  
Angel Hill  
Bury St Edmunds  
Suffolk  
IP33 1XB  
Email: [Cemeteries@stedsbc.gov.uk](mailto:Cemeteries@stedsbc.gov.uk)  
Tel: 01284 757068

### 4 Management Structure

4.1 The following organisation chart illustrates the structure of St Edmundsbury Borough Council, indicating where the responsibilities for the management of cemeteries lie.



- 4.2 Officers will continue to review these management arrangements to ensure that the most efficient and effective service is delivered.

## **5. Burial Sites**

### **5.1 Cemeteries**

St Edmundsbury Borough Council operates two cemeteries covering a total area of 12.30 hectares. The two sites are:

- Bury St Edmunds Cemetery

Bury St Edmunds Cemetery has been advertised as no longer being able to accept new burials.

At present burials are restricted to existing family graves and in graves that have previously been reserved by the family and the exclusive right of burial is still current.

There is a defined area set aside for children's burial which is now full.

It is currently estimated that 200 cremation plots are available for use within this site.

- Haverhill Cemetery

Haverhill Cemetery currently has a full range of burial options available to the public. These include the following options:

- Full burial
- Children's burial
- Cremated Remains Burial

## 5.2 Closed Churchyards

5.2.1 St Edmundsbury is currently responsible for the maintenance of ten closed churchyards:

| Church Name           | Location        | Size of grounds (Hectares) |
|-----------------------|-----------------|----------------------------|
| The Great Church Yard | Bury St Edmunds | 2.30                       |
| St John's             | Stoke by Clare  | 0.46                       |
| St Petronillias       | Whepstead       | 0.46                       |
| St. Nicholas          | Denston         | 0.24                       |
| All Saints            | Chedburgh       | 0.25                       |
| St. Peter's           | Ousden          | 0.34                       |
| St Mary's             | Lidgate         | 0.34                       |
| St. Andrews           | Barningham      | 0.25                       |
| All Saints            | Rede            | 0.24                       |
| St Mary's             | Haverhill       | 0.32                       |
|                       |                 | <b>5.20</b>                |

5.2.2 Whilst no burials are able to take place in these closed church yards the Council has assumed responsibility for the safety and maintenance of the sites, in particular they are responsible for the landscape maintenance, paths, walls and fences. As the authority is responsible for safety issues in relation to the Health and Safety at Work Act 1974, memorials within the churchyards are subject to safety inspections, however, the memorials themselves remain in the ownership of the families who originally arranged for them to be erected.

5.2.3 The Budget allocated for the maintenance of the nine closed church yards in financial year 2008-09 was £25,200. The total cost of the landscape maintenance in the eight sites in 2008-09 is £16,050 leaving a balance of £9,150 for tree work and the repair and maintenance of all the other infrastructure which the Council is liable for.



## 6 Burial Statistics and Existing Burial Space Provision

- 6.1 Population statistics show St Edmundsbury currently has a population of around 102,900. The figures show a 2.9% growth over the past four years, however, the number of burials in the Council Managed Cemeteries has declined.
- 6.2 The following chart shows the population, registered deaths and number of burials in the area between 2004 and 2007. Numbers of deaths are in line with the national average of a little under one percent. The current national ratio of Cremations to Burials is 71% : 29%. The burial figures for this area are significantly lower than the national average:

Population Figures - 2004 - 2007

|                   | 2004   | 2005   | 2006   | 2007   |
|-------------------|--------|--------|--------|--------|
| <b>Population</b> | 100000 | 101800 | 101900 | 102900 |
| <b>Deaths</b>     | 965    | 998    | 935    | 891    |
| <b>Burials</b>    | 133    | 125    | 86     | 70     |
| <b>% Burial</b>   | 13.78  | 12.53  | 9.20   | 7.86   |

- 6.3 Attached as **appendix 1** is a breakdown of where the burials have taken place over the past 5 years and the split between burials in new graves and those in graves which have previously been used for burials.
- 6.4 In the longer term, the likely variances in the number of deaths are likely to be relatively small so are unlikely to have significant impact on the number of burials being carried out in St Edmundsbury over the next 10 to 15 years. It is significant, however, that during this time the availability of burial space in the District will be dramatically reduced if action is not taken now to resolve this problem.
- 6.5 2001 Census figures for St Edmundsbury indicate a substantial majority of white English residents and small percentages of minority groups, there is no information to suggest that this has changed significantly since this time. It is unlikely due to the very small numbers involved that there will be pressures on burial grounds to provide separate sections for such groups. The ICCM recommend the principle of 'live together, die together' and the provision of multi denominational plots where practical.
- 6.6 Should any approach be made by minority groups for a specific area to be identified and used by that group alone, then this will need to be considered on application.

- 6.7 Since 2003 it has been considered that all the exclusive rights of burial (ERB) over full body graves in Bury St Edmunds Cemetery have been purchased. Burials in new graves are still being honoured in pre-purchased graves in Bury St Edmunds Cemetery hence the returns indicated in **appendix 1**. The Council is currently transferring the burial records onto a computerised system and it is possible that this piece of work will identify some additional graves which have not been either pre-purchased or already used.
- 6.8 Given the lack of new grave space available in Bury St Edmunds Cemetery the majority of bereaved people living in Bury St Edmunds, who opt for burial over cremation, now inter their loved ones in the privately operated cemetery in Risby.
- 6.9 At the time of preparing this report Haverhill Cemetery has around 120 graves (excluding Woodland graves) capable of accommodating burials. Based on the average burial numbers Haverhill Cemetery has little more than 5 years of space remaining.
- 6.10 The authority can make the decision to cease providing burial facilities if it so wishes, however, it will continue to be responsible for the maintenance of the two other burial grounds even after they are full. With no income source this would have an impact on the revenue budgets.
- 6.11 Under an agreement negotiated with the Westerleigh Group PLC burial space was made available at their Crematorium site at Risby. One of the conditions stipulated in the agreement is that the Council will not "*undertake to open manage or maintain any new local authority Cemeteries within Bury St Edmunds throughout the duration of this agreement*". The agreement is in place until 2019.

## **7 Fees and Charges**

7.1 St Edmundsbury sets its charges for burial services on an annual basis.

7.2 Current Fees and Charges for Financial Year 2008/2009 are included as **appendix 2**.

7.3 The current Cemetery Fees and Charges levied by St. Edmundsbury Borough Council are low when compared against authorities of a similar size and demographics. Attached as **appendix 3** is a comparison exercise using information sourced by CIPFA.

7.4 The comparisons identified in **appendix 3** are important to enable the authority to gain some context of any decisions made on fees and charges, however, they should be considered carefully when considering improving the sustainability of the Council's cemeteries. As financial restrictions on local government persist and pressures are applied to save expenditure or increase income to make the service more cost effective, three things should be remembered:

- The exclusive right of burial currently lasts for 75 years. It includes the right of burial, but is silent on memorial rights, although these might be inferred. Assuming the 75 years, the charge being made by the authority in 2008/09 amounts to only £3.88 a year. This is a very low cost for what is provided.
- There are already families living in other areas of the UK paying much higher fees for the same rights. Research shows that the cost of an exclusive right of burial is not a major element in the decision making process for the bereaved, however, standards of service are very much a concern so it is essential that funding streams for cemeteries are set at a realistic level which allows a high quality service to be maintained.
- In addition to giving consideration to increasing the current Cemetery Fees and Charges consideration should also be given to reducing the sale of future Exclusive Rights of Burial from 75 years to 50 years for a lawn grave and 25 years for cremated remains graves.

## **8 Budgets**

- 8.1 Cemeteries budgets should be closely reviewed to ensure both value for money and sustainability. In 2008-2009 the total cost of providing the service (including the up keep of the two sites) is estimated as £298,800. The total income is estimated as being £240,150, which means the service is subsidised by £58,650 (19.53% Subsidy).
- 8.2 There is little doubt that the service is appreciated by key stakeholders in the community, however, it is essential that the true cost of such a service is properly identified and that service based budgets are properly maintained.
- 8.3 In the interests of "Best Value" St Edmundsbury Borough Council should review, at regular intervals, both the costs associated with maintaining the cemeteries and its charges to users of the service.

## **9 Public Consultation and Standards of Service Provision**

- 9.1 The Cemeteries Service consults with its stakeholders in the following ways:
- (i) Survey of the recently bereaved.  
Attached as **appendix 4** is a survey questionnaire which is now being sent out to new grave owners with their deeds.
  - (ii) Cemetery Stakeholder Forums  
These meetings are hosted on a six monthly basis and are attended by Funeral Directors, Monumental Masons and local Religious Leaders.
- 9.2 The meeting with key stakeholders should be seen as the start of a more comprehensive process of consultation, particularly in the light of the government white paper entitled 'Communities in Control'. It is the aim of this white paper to ensure local authorities give proper consideration to areas where they can devolve more power to citizens.

## **Section 3 – Future Development of Burial Grounds**

### **10 Changing Legislation**

- 10.1 In developing a strategy for St Edmundsbury Borough Council it is essential to consider the impact of changing legislation. The Burial and Cemetery Advisory Group has been meeting for some time discussing wide ranging changes to the way in which burial authorities manage their cemeteries. In recent months there have been some major proposals put forward for the review of death certification, for the reuse of burial grounds in order to accommodate further burials and a revised means of inspection of memorials. All these may have potential implications on the way in which local authorities manage their cemeteries. In particular, reuse of graves is now permitted under legislation contained in the London Local Authorities Act 2007. In addition to this the Ministry of Justice, currently responsible for the government's role in the management of the Coroner's Office, burial and cremation matters, has asked for pilot authorities to put their names forward for consideration in order that a number of reuse pilot schemes can be trialled throughout the UK using existing legislation, or a minor variance on existing legislation.
- 10.2 The ability to reuse burial grounds will have a major effect on the sustainability of cemeteries throughout the UK and will provide an important option for authorities to consider in the future. It is intended that any potential reuse of cemeteries will be a community choice and may provide the only option for many authorities to continue to allow the option of burial. Without reuse many authorities will be unable to provide this option into the future.
- 10.3 Whilst reuse is a difficult concept for the UK it is widely accepted across the whole of Europe allowing European communities the option for cost effective burials within relatively small local burial grounds. It should also be remembered that reuse of burial grounds is allowed for almost anything else, including the provision of supermarkets or car parks or roads. Almost the only thing you are not allowed to reuse a burial ground for is the continuation of burial on the site.
- 10.4 Memorial safety guidance is also changing and the final draft of new guidance drawn up by the HSE on behalf of the Burial and Cemeteries Advisory Group (BCAG) has been approved and new guidance notes will be published in the coming months. The new guidance places a different emphasis on memorial safety and represents a change in position on behalf of the HSE. It will be important for St Edmundsbury Borough Council to familiarise itself with the new guidance at the earliest opportunity and adjust any memorial inspection procedures accordingly.
- 10.5 Ultimately, it may be that BCAG will guide through legislative changes in burial law, however, it has taken many years to reach this stage, and it is expected that any significant changes in burial legislation will take many more years.

## **11 Extending Choice**

- 11.1 The ICCM promotes a “Charter for the Bereaved”. The Charter sets out certain service standards (referred to as Charter Rights). Authorities that are able to achieve the ‘Charter Rights’ are then able to adopt the ICCM Charter for the Bereaved and obtain ‘Member’ status. Once Member status is achieved there are many more service ‘targets’ that can be achieved for the continuing improvement of the service.
- 11.2 At any time the authority could join the ICCM Best Value Assessment Process. This allows St Edmundsbury to compare its own service, by means of a self assessment questionnaire, with other services both locally and throughout the UK. It also allows the service to be monitored and service development standards to be set in a constructive and progressive manner in order to achieve continuing improvement. Joining the scheme is not expensive and provides a very simple means of setting targets and monitoring the development of the service, both against current service standards and standards achieved by other authorities. It is recommended that this process be seriously considered as an integral and ongoing part of the service.
- 11.3 It is important that the bereaved are properly informed about the service using good quality literature that is designed in such a way that it is easily understood. This means that printing and design standards should be high, clear language should be used and pictures should be included where appropriate. Rules and Regulations should be available in clear language, while ensuring that all regulations are able to withstand scrutiny.
- 11.4 Within the Charter for the Bereaved is a section on extending choice for the bereaved and this relates to the full range of services provided by the authority. It is recommended that current choices available to the bereaved be considered and opportunities to extend this range investigated.

## **12 Development of Burial Grounds**

- 12.1 A range of matters lie central to the ongoing development of the cemeteries service over the next 5 to 10 years to ensure that the service is able to be provided to the highest standards, as expected by the bereaved and key stakeholders. These are detailed in the remainder of this section.
- 12.2 **Records and data management**
- 12.2.1 Only recently has consideration been given to the computerisation of cemetery administration records. This will be essential for the effective operation of the service into the future. Historical records are currently being placed onto the Council’s new Cemetery management system. Consideration is currently being given to digitising the cemetery burial plans.
- 12.2.2 During the process of transferring records it will be important to identify all grave spaces that may be available for sale of rights. These will include:

- Graves sold in perpetuity – Rights may be cancelled after 75 years, but may only be used where no previous interments have taken place (Local Authorities Cemeteries Order 1977 - LACO).
- Reserved graves – in many cemeteries graves were reserved but no rights issued, these normally reverted to a public grave after 14 years from date of reservation. Many of these have not been identified in other cemeteries and a check for this type of reservation should be carried out. Any graves in this category may therefore be used for further interments.
- Graves where Rights have expired – it is unlikely that any of these exist but, technically when a right has expired the memorial may be removed and remaining space used where family have not renewed Grant of Rights.
- London Local Authorities have greater powers to cancel Rights and re-use grave spaces (exhumation and increasing depth) – London Local Authorities Act 2004. This does not apply in St Edmundsbury Cemeteries.

12.2.3 As demand grows for electronic access to information, there will undoubtedly be a demand for public access to online burial data. Preparation should be made for this demand with access to the Burial Register arranged. Some authorities are considering the electronic packaging of information for genealogists together with a charge for providing the necessary information.

### 12.3 Memorial Safety

12.3.1 Memorial Safety will need to be reviewed and changes made in accordance with the recently published, Ministry of Justice, practical guidance entitled “Managing the safety of Burial Grounds”. Whilst the new guidance indicates that training is unnecessary to comply, it is advisable to consider some sort of training on the interpretation of the guidelines, particularly as the Ombudsman’s special report on memorial safety indicates that use of untrained staff could be considered as maladministration.

12.3.2 It is essential that the installation of memorials is still carried out to the correct standards by memorial masons and all should now be fixing to the National Association of Memorial Masons (NAMM) Code of Practice. It is highly recommended that St Edmundsbury continue with the British Register of Accredited Memorial Masons (BRAMM) scheme and ensure ongoing compliance by memorial masons. Some further training in the understanding of the NAMM Code is also recommended and could be provided as joint training for both staff who monitor masons and masons themselves.

12.3.3 Assuming that confidence exists in the installation of memorials then consideration should be given to the extension of choice of memorialisation. This might still be retained within the principle of lawn grave provision, however a range of options might be allowed from the smaller cremation memorials in cremated remains burial areas, to memorials up to 1.5 metres tall. This will allow choice within the lawn cemetery concept. It may also be possible to provide traditional graves, with kerb surrounds, particularly where unsold or unused graves are identified within older sections.

12.3.4 In order to maintain the cemeteries in a tidy, dignified and safe manner it is recommended that a policy for the control of unauthorised memorialisation be developed. At the point of sale new grave owners sign to say that they have read and

agree to abide by the rules and regulations governing the Council's Cemeteries. Rather than take a very authoritarian stance from the outset of a minor breach of regulation, such as the removal of an offending wind chime, the Council will first try to negotiate compliance with the individual concerned. Breaches which are deemed hazardous to the Council's work force or visitors to the site will be rectified immediately.

## 12.4 **Consultation**

- 12.4.1 It is proposed that the Officers in the Cemeteries Service continue with the six monthly Cemeteries stakeholder forum. This forum provides an opportunity for the organisation to raise any issues or intended changes to the operation of the service and discuss these matters in an open forum. Likewise, it allows key stakeholders to raise concerns about the way in which the service is developing.
- 12.4.2 There is little doubt that the empowerment of the community is the way in which service provision is likely to develop. This should be seriously considered and certainly the establishment of friends groups is a matter that requires attention. Friends groups and other voluntary organisations have access to funding that is often not available to the local authority; this is only likely to increase with the introduction of the Communities in Control white paper.
- 12.4.3 It is imperative that any such voluntary organisations are encouraged to develop their own identity and internal arrangements, however, a proper structure is important rather than an over reliance on one person. A self reliant voluntary organisation is essential if funding applications are to be successful.



## 12.5 Ongoing Training

12.5.1 St Edmundsbury Borough Council should continue with good practice training currently being carried out. This has included transfer of burial rights training but could also include the following in due course:

- Customer care/understanding bereavement
- ICCM Diploma/Cemetery Certificate
- Safe excavation of graves
- New memorial safety guidance
- Understanding the NAMM Code.

12.5.2 Training is an essential part of providing a high quality service and funding should be built into the budgets to facilitate this.

12.5.3 Whilst the training will help onsite staff to gain a fuller understanding of the needs of the bereaved, there are a number of practical service changes required in the delivery of the service within the cemeteries. These are as follows:

- Member of cemetery staff to meet the funeral, lead the funeral to the graveside and check disposal certificate against the name on the coffin
- Improved equipment to be provided to cemetery operatives, combined with the additional training
- Increased number of service times to be made available in line with requests from key stakeholders
- Improved levels of documentation and site checks for each funeral to avoid error.

## 12.6 Management and administration of the service

12.6.1 As mentioned earlier in the report, the manner in which the service is operated between two sections of the Council should be subject to review.

12.6.2 Such a review should look at the allocation of duties and should also develop new systems to ensure good communication is maintained between the sections concerned if this is the way in which the service will continue to be operated.

12.6.3 Transfer of burial rights systems have already been established, however, digging instructions, memorial application systems, development of clear public information and numerous other systems need to be properly developed and if possible documented.

## 12.7 **Lack of Burial Space**

12.7.1 This strategy acknowledges the fact that there is very little space remaining within the two council managed Cemeteries. In order to provide for the needs of future generations it is proposed that this issue be considered in the Local Development Framework (LDF).

12.7.2 It should be noted that the development of new burial grounds with provisions necessary for the examination of potential groundwater pollution, the effect the development may have on the ecology of the site and other matters can easily take 3 years.

## 12.8 **Environmental Issues**

12.8.1 St Edmundsbury Borough Council should be exploring ways of promoting and facilitating the provision of burial with due regard to environmental impact and encourage service options that eliminate or significantly reduce the risk of harm to our environment.

Practical examples include:

- Inform the public of the negative environmental issues associated with the chemicals used in cosmetic embalming.
- Encourage the use of materials other than chipboard, fibreboard and plastic in the construction of coffins and cremated remains caskets.
- Promote the reduction of the use of plastic in floral tribute construction.

- Provide the bereaved with information on funeral options that have a lesser impact on the environment.
- Formulate comprehensive cemetery management plans designed to protect the environment, character, biodiversity, landscape and heritage value of cemeteries.
- Encourage the use of environmentally friendly chemicals to clean memorial stones, as an alternative to corrosive acids.
- Composting a greater amount of mown grass, leaves, flowers and other plant material removed from the grounds.
- Reduction in the use of herbicides/chemicals and peat.
- Increasing tree planting.
- Sourcing alternatives to teak, mahogany and other hardwoods, used in the construction of memorial benches.

### **13 Management Rules & Regulations**

- 13.1 Given the levels of change within the service in recent months and ongoing into the future it is essential that the management rules and regulations are agreed and put in place. Attached as **appendix 5** are the Regulations Officers recommended for adoption.
- 13.2 The Regulations have been written in clear language and each regulation has been included for a specific reason which should withstand scrutiny.

### **14 Financial Implications for the Future Management of the Service**

- 14.1 **Monitoring of budgets**  
Service budgets are reviewed and set annually. The Parks & Cemeteries Manager is the budget holder for the service.
- 14.2 **Funding opportunities**  
With the exception of introducing new services and/or increasing existing fees and charges there are limited opportunities for the service to attract additional income either in terms of finance or work in kind. The following opportunities will be explored further:
- Section 106 agreements
  - Heritage Lottery Funding
  - Use of probation service/community involvement/friends groups.

## 15. Summary of Proposed actions arising from the Strategy

| Strategy Document Ref: | Summary of Action  | By whom  | By When                 | Cost implications  |
|------------------------|--|--|-------------------------|--------------------|
| 12.2.1                 | The Council is currently transferring the burials records onto a computerised system   | Cemetery Registrar                                   | 3 yr project<br>2012/13 | Existing resources |
| 4.2<br>&<br>12.6.1     | <i>Current Management structure of the Service should receive consideration.</i>   | Head of Leisure<br>&<br>Head of Waste & Street Scene | Apr 09                  | None               |
| 7.4                    | Charges should be reviewed.<br><br><i>Reduce the sale of Future Exclusive Rights of Burial from 75 years to 50 years</i>                 | Parks & Cemeteries Manager<br><br>Cemetery Registrar | Apr 09                  | None               |
| 12.4.1                 | <i>Cemetery Stakeholder Forums should continue.</i>  | Cemetery Registrar                                   | Next planned<br>June 09 | Existing resources |
| 11.1<br>& 11.2         | <i>It is recommended that the service works towards achieving Charter for the Bereaved Status and sign up to the assessment process.</i> | Parks & Cemeteries Manager                           | June 09                 | Existing resources |

|        |  |   |          |                      |
|--------|--|---|----------|----------------------|
| 11.3   | <i>It is important that the bereaved are properly informed about the service using clear communications.</i> The service should therefore seek to produce appropriate literature, install better site signage & improve Web based information.           | Parks & Cemeteries Manager<br><br>Communications Unit | May 09   | Existing resources   |
| 12.2.1 | Consideration is currently being given to digitising the cemetery burial plans.  | Parks & Cemeteries Manager<br><br>Cemetery Registrar  | April 09 | £5,000 if progressed |
| 12.2.3 | <i>As demand grows for electronic access to information, there will undoubtedly be a demand for public access to online burial data.</i><br><br>The Council should aim to cater for this demand once the records have been placed on the Epitaph System. | Parks & Cemeteries Manager<br><br>Cemetery Registrar  | 2010/11  | £5,000 if progressed |
| 12.3.1 | Introduce a proper memorial inspection regime and ensure that those deployed to conduct such inspections are appropriately trained & competent.  | Parks & Cemeteries Manager<br><br>Cemetery Registrar  | Jul 09   | Existing resources   |
| 12.3.2 | <i>It is highly recommended that St Edmundsbury continue with the BRAMM scheme and ensure ongoing compliance by memorial masons.</i>   | Cemetery Registrar                                    | Ongoing  | Existing resources   |

|                |  |  |         |                    |
|----------------|--|--|---------|--------------------|
| 12.3.3         | <i>It may also be possible to provide traditional graves, with kerb surrounds.</i><br>This issue will be investigated and if possible introduced.  | Cemetery Registrar   | Ongoing | None               |
| 12.3.4         | <i>It is recommended that a policy for the control of unauthorised memorialisation is developed.</i>   | Parks & Cemeteries Manager   | Mar 09  | None               |
| 9.2 and 12.4.2 | <i>With the government white paper on 'Communities in Control' it is essential that consideration be given to the likely impact on the long term provision of the service.</i>   | Parks & Cemeteries Manager   | Ongoing | None               |
| 12.4.1         | Officers in the Cemeteries Service should continue with the six monthly Cemeteries stakeholder forum.  | Parks & Cemeteries Manager<br><br>Cemetery Registrar                                 | Ongoing | None               |
| 12.4.2         | Investigate the possibility of establishing friends groups for Cemeteries  | Cemetery Registrar   | Apr 09  | Existing resources |
| 12.5.1         | Continue with good practice training such as: <ul style="list-style-type: none"> <li>• Customer care/understanding bereavement,</li> <li>• ICCM Diploma/Cemetery Certificate</li> <li>• Safe excavation of graves</li> <li>• New memorial safety guidance</li> <li>• Understanding the NAMM Code</li> </ul> Funding should be built into budgets to facilitate this. | Environmental Services Operations Manager<br><br>&<br><br>Parks & Cemeteries Manager | Ongoing | Existing resources |

|        |   |   |  |                    |
|--------|---|---|--|--------------------|
| 12.5.3 | <p>There are a number of practical service changes to be investigated in the delivery of the service. These are as follows:</p> <ul style="list-style-type: none"> <li>• Cemetery operative to meet the funeral, lead the funeral to the graveside and check disposal certificate against the name on the coffin.</li> <li>• Improved equipment to be provided to cemetery operatives, combined with the additional training</li> <li>• Increased number of service times to be made available in line with requests from key stakeholders</li> <li>• Improved levels of documentation and site checks for each funeral to avoid future error.</li> </ul> | <p>Environmental Services Operations Manager<br/>&amp;<br/>Parks &amp; Cemeteries Manager</p> | April 09                               | Existing resources |
| 12.6.3 | <p>Develop documented administrative procedures for:</p> <ul style="list-style-type: none"> <li>• digging instructions</li> <li>• memorial application systems</li> </ul>   | Cemetery Registrar  | Apr 09                                 | Existing resources |
| 12.7.1 | <p><i>In order to provide for the needs of future generations it is proposed that the provision of burial grounds be considered in the Local Development Framework (LDF).</i></p>   | Head of planning & Engineering  | TBA                                    | N/A                |
| 12.8.1 | <p>Explore ways of promoting and facilitating the provision of burial with due regard to environmental impact and encourage service options that eliminate or significantly reduce the risk of harm to our environment.</p>   | <p>Parks &amp; Cemeteries Manager<br/><br/>Cemetery Registrar</p>                             | <p>Apr 09<br/><br/>Review annually</p> | Existing resources |

|              |  |  |                                  |                    |
|--------------|--|--|----------------------------------|--------------------|
| 13.1         | Introduce Cemetery Rules & Regulations which are clearly written and which are included for specific and transparent reasons which should withstand scrutiny.                            | Cabinet to approve                                   | Mar 09<br>(adoption of strategy) | Existing resources |
| 14.1<br>14.2 | Service budgets will continue to be reviewed and set annually.<br><br>Officers should remain vigilant to the potential of attracting third party help/funding to improve the Cemeteries. | Parks & Cemeteries Manager<br><br>Cemetery Registrar | Ongoing                          | Existing resources |



## Appendix 1

### Burial statistics over the last five year period

| 2003                |                       |       | 2004                |                       |       | 2005                |                       |       | 2006                |                       |       | 2007                |                       |       | Average PA over last 5 yrs |                       |           |
|---------------------|-----------------------|-------|---------------------|-----------------------|-------|---------------------|-----------------------|-------|---------------------|-----------------------|-------|---------------------|-----------------------|-------|----------------------------|-----------------------|-----------|
| Burial (Re-openers) | Burials in new graves | Ashes | Burial (Re-openers) | Burials in new graves | Ashes | Burial (Re-openers) | Burials in new graves | Ashes | Burial (Re-openers) | Burials in new graves | Ashes | Burial (Re-openers) | Burials in new graves | Ashes | Burial (Re-openers)        | Burials in new graves | Ashes     |
| Borough Cemetery    |                       |       |                     |                       |       |                     |                       |       |                     |                       |       |                     |                       |       |                            |                       |           |
| 45                  | 54                    | 32    | 44                  | 46                    | 37    | 37                  | 43                    | 66    | 34                  | 6                     | 41    | 34                  | 7                     | 46    | <b>39</b>                  | <b>31</b>             | <b>44</b> |
| Haverhill           |                       |       |                     |                       |       |                     |                       |       |                     |                       |       |                     |                       |       |                            |                       |           |
| 24                  | 38                    | 39    | 24                  | 19                    | 39    | 22                  | 23                    | 45    | 23                  | 23                    | 27    | 19                  | 10                    | 20    | <b>22</b>                  | <b>23</b>             | <b>34</b> |



*St Edmundsbury*  
BOROUGH COUNCIL

## Cemetery Service

### Fees and charges from 1 June 2008

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## **Note**

### **Burial of non-borough residents**

**Fees will be doubled for the burial of non-borough residents.** However, if the Deed of Grant is owned by a resident of the borough at the time of purchase, normal fees apply regardless of the domicile of the person interred.

#### **Fees that will be doubled are:**

- Interment fee;
- Deed of Grant; and
- Charges relating to memorials remain unaltered.

**Please note: if the person interred was a resident but the grantee is non-resident, single fees apply.**

## **Section 1 - interments**

### **Part a - children**

In respect of the body of a non viable foetus, stillborn child or a child whose age at the time of death did not exceed twelve years, interment to be in a single grave in areas set aside for the burial of children inclusive of the exclusive rights of burial for a period of 75 years and the right to erect a memorial.

#### **No fees**

Please note that children under 12 years buried outside children's sections subject to adult charges.

## Part b – adults (interment only)

- In respect of the body of a person whose age at the time of death exceeded 12 years **£291**
- For each additional grave depth **£91**
- For any interment in any existing vault (rare) **at cost**
- For the interment of cremated remains in an **earthen grave** in respect of which an exclusive right of burial has been granted **£94**

### Section 2 - exclusive right of burial

- For the exclusive right of burial for a period of 75 years in an Earthen grave 9 feet by 4 feet in any part of the of the lawn section of either burial ground or a double plot in Parsons Garden area (Bury St Edmunds only) **£291**
- For the exclusive right of burial for a period of 75 years of cremated remains in an **earthen grave** not exceeding 18 inches by 18 inches **£141**

### **Section 3 - monuments and vases**

#### **For the right to erect a memorial on a grave or vault in respect of which an exclusive right of burial has been granted:**

- A headstone not exceeding 2 feet in height (cremation sections 9/10/10a NEG – Bury St Edmunds) **£104**
- A headstone not exceeding three feet three inches in height with a base not exceeding 2 feet 7 inches by 1 foot 4 inches (lawn sections) **£104**
- A headstone being a flat tablet with a base not exceeding 2 feet by 1 foot 2 inches (not Haverhill cremation plots) **£104**
- For the right to place a flat stone measuring on a grave in the part of the cemetery set aside for the interment of cremated remains (Haverhill only) **£104**
- Kerbed graves can be arranged at management's discretion in areas other than lawn section **£104**
- A vase not exceeding 3 feet in height **£104**
  - In the lawn section vases are only allowed instead of a headstone and not in addition to.
  - Vases can only be placed at the head of the grave in line with other headstones and set on a firm base.
  - Vases can be incorporated in the headstone design, however.

#### **For each inscription after the first £52**

#### **Bury St Edmunds Cemetery - Cremation Garden of Remembrance**

This is an area offering several options for the disposal of cremated remains and memorials:

##### **Vase block tablet memorials**

This consists of a vase complete with plaque and flower holder set alongside a path in a kerb formation. The scattering area will be directly behind the kerb and in front of an ornamental hedge.

The price quoted is inclusive of the vase, flower holder, plaque and scattering fee. The period of dedication is for a period of 25 years (renewable) **£292 plus VAT**

## **Sanctum II vault memorial**

This unit provides a concrete vault capable of taking two caskets of cremated remains. The raised marble unit combines a memorial plaque and a container for flowers.

The price quoted is inclusive of the vault, memorial plaque (replaced without charge at second interment), flower container, up to two interments of cremated remains in caskets for a dedication period of 50 years **£562 plus VAT**

## **Yew Tree Avenue**

This is an area adjacent to the Chapel Garden. Individual earthen graves 18" x 18" are available with provision for two interments of caskets of cremated remains. Memorials are restricted to small wedge shape stones; however there is no restriction on material used.

- Deed of Grant (75 years) **£140.00**
- Interment fee (max 2) **£94.00 each**
- Application for Memorial **£104.00** (re-inscription **£52**)

## **Haverhill Jubilee Garden of Remembrance**

This area contains concrete vaults which are capable of taking two standard caskets of cremated remains. Each Vault has a removable 'lid' which is sealed after interment. This 'lid' also acts as the base for the memorial. Only 'desk' style memorials are allowed on this section.

The cost of the vault is inclusive of the following:

The vault;

- the Exclusive Right of Burial for 75 years;
- interment of up to two caskets of cremated remains;
- permit for the erection of a 'desk' type memorial; and
- one re-inscription.

**£447.20 plus VAT (VAT on - £19.11) £466.31**

## Rowan Garden of Remembrance

This is an area adjacent to the Rowan Path. Individual earthen graves 18" x 18" are available with provision for two interments of caskets of cremated remains. Memorials are to be 'desk' style on this section, however there is no restriction on material used.

- |                            |   |
|----------------------------|---|
| • Deed of Grant (75 years) | <b>£140.00</b>                              |
| • Headstone base           | <b>£94.00</b>                               |
| • Interment fee (max 2)    | <b>£94.00 each</b>                          |
| • Application for Memorial | <b>£104.00</b> (re-inscription <b>£52</b> ) |

### Other charges

- For the use of the cemetery chapel at an interment **£57** For the scattering of cremated remains (other than in Garden of Remembrance at Bury St Edmunds Cemetery) **£47**
- Dedication of rose bushes in Haverhill cremation section. Inclusive of plaque, roses pre – planted **from £146**
- Continuous headstone bases (Haverhill only – section 5NE) **£94**

**Please note; the council's rules make the following provision:** "In addition to the published scale of charges it shall be within the council's discretion to arrange for work specially requested at such additional charge as may be necessary to cover the costs including the cost of any materials supplied". Any abortive work carried out due to misinformation and so on and overtime incurred by late arrival and so on will be charged at cost.

Appendix 3

| Burial Authority          | NMD - Non Metropolitan District<br>UNI - Unitary Authority | Population<br>(Registrar General's estimate June 2006) | Number of sites                                    | Hectares of Cemetery land | Total Number of interment | Adult Parishioner | Adult Non Parishioner | Adult Parishioner | Adult Non Parishioner | Adult Parishioner | Adult Non Parishioner | Adult Parishioner | Adult Non Parishioner | Adult Parishioner | Adult Non Parishioner | Adult Parishioner | Adult Non Parishioner | TOTAL FEE | Lease<br>Exclusive rights of burial<br>period<br>(years) |
|---------------------------|--|--|--|---------------------------|---------------------------|-------------------|-----------------------|-------------------|-----------------------|-------------------|-----------------------|-------------------|-----------------------|-------------------|-----------------------|-------------------|-----------------------|-----------|--|
|                           | Class  |  |  |                           |                           | number            | Excl.rights<br>Fee    | Interment Fee     |                       | Memorial Fee      |                       | TOTAL FEE         |                       |                   |                       |                   |                       |           |  |
|                           |  |  | single depth                                       | cremated<br>remains       | Tablet/<br>Headstone      | Kerbing           |                       |                   |                       |                   |                       |                   |                       |                   |                       |                   |                       |           |  |
| South Kesteven            | NMD  | 130,100  | 1  | 6                         | 66                        | 390               | 780                   | 400               | 800                   | 0                 | 0                     | 90                | 90                    | 0                 | 0                     | 880               | 1670                  | 50        |  |
| Newark & Sherwood         | NMD  | 111,700  | 2  | 1                         | 6                         | 105               | 210                   | 272               | 272                   | 0                 | 0                     | 50                | 50                    | 0                 | 0                     | 427               | 532                   | 100       |  |
| Forest of Dean            | NMD  | No return submitted                                    |  |                           |                           |                   |                       |                   |                       |                   |                       |                   |                       |                   |                       |                   |                       |           |  |
| Shrewsbury & Atcham       | NMD  | No return submitted                                    |  |                           |                           |                   |                       |                   |                       |                   |                       |                   |                       |                   |                       |                   |                       |           |  |
| Oswestry                  | NMD  | No return submitted                                    |  |                           |                           |                   |                       |                   |                       |                   |                       |                   |                       |                   |                       |                   |                       |           |  |
| Melton                    | NMD  | 48,900   | 1  | **                        | 105                       | 375               | 750                   | 250               | 300                   | 275               | 500                   | 90                | 90                    | 125               | 125                   | 715               | 1140                  | 100       |  |
| Stafford                  | NMD  | 123,400  | 3  | 19                        | 308                       | 464               | 928                   | 299               | 598                   | 134               | 268                   | 88                | 88                    | 89                | 89                    | 851               | 1614                  | 50        |  |
| High Peak                 | NMD  | 92,000   | 4  | 11                        | 264                       | 446               | 946                   | 420               | 420                   | 79                | 79                    | 96                | 96                    | 0                 | 0                     | 962               | 1462                  | 80        |  |
| North West Leicestershire | NMD  | No return submitted                                    |  |                           |                           |                   |                       |                   |                       |                   |                       |                   |                       |                   |                       |                   |                       |           |  |
| North Warwickshire        | NMD  | 62,300   | Showing as having no responsibility for cemeteries |                           |                           |                   |                       |                   |                       |                   |                       |                   |                       |                   |                       |                   |                       |           |  |
| Hinckley & Bosworth       | NMD  | 103,800  | 2  | 8                         | 203                       | 250               | 500                   | 265               | 530                   | 55                | 110                   | 100               | 100                   | 155               | 155                   | 615               | 1130                  | 70        |  |
| Braintree                 | NMD  | No return submitted                                    |  |                           |                           |                   |                       |                   |                       |                   |                       |                   |                       |                   |                       |                   |                       |           |  |
| Crewe & Nantwich          | NMD  | No return submitted                                    |  |                           |                           |                   |                       |                   |                       |                   |                       |                   |                       |                   |                       |                   |                       |           |  |
| Wyre Forest               | NMD  | 98,200   | 1  | 11                        | 151                       | 272               | 544                   | 289               | 578                   | 136               | 272                   | 134               | 134                   | 66                | 66                    | 695               | 1256                  | 50        |  |
| Shropshire                | UNI  | new authority no data for this period                  |  |                           |                           |                   |                       |                   |                       |                   |                       |                   |                       |                   |                       |                   |                       |           |  |
| <b>St Edmundsbury</b>     | <b>NMD</b>   | <b>101,900</b>   | <b>2</b>   | <b>14</b>                 | <b>148</b>                | <b>£280</b>       | <b>£560</b>           | <b>£280</b>       | <b>£560</b>           | <b>£90</b>        | <b>£180</b>           | <b>£100</b>       | <b>£100</b>           | <b>£100</b>       | <b>£100</b>           | <b>£660</b>       | <b>£1,220</b>         | <b>75</b> |  |
| <b>Average</b>            |  | <b>96,922</b>  | <b>2</b>   | <b>10</b>                 | <b>156</b>                | <b>£323</b>       | <b>£652</b>           | <b>£309</b>       | <b>£507</b>           | <b>£128</b>       | <b>£235</b>           | <b>£94</b>        | <b>£94</b>            | <b>£107</b>       | <b>£107</b>           | <b>£726</b>       | <b>£1,253</b>         | <b>72</b> |  |



Please use the space provided for any suggestions for improvements

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**Appendix 4**

**ABOUT YOU**

It is important to us to provide excellent services to everyone. Asking questions about you helps us to know who is using our services and how satisfied you are with them. We can then use the information to help make improvements allowing equal access to everyone. Any information given will be kept confidential and retained in accordance to the Data Protection Act. Please select the boxes that best describe you.

|   |  |
|---|--|
| <p><b>Q1. Age</b></p> <p><input type="checkbox"/> Under 20</p> <p><input type="checkbox"/> 20 – 39</p> <p><input type="checkbox"/> 40 – 60</p> <p><input type="checkbox"/> Over 60</p>  | <p><b>Q2. Gender</b></p> <p><input type="checkbox"/> Male</p> <p><input type="checkbox"/> Female</p>   |
| <p><b>Q3. How would you describe yourself?</b></p> <p><b>Black or Black British</b></p> <p><input type="checkbox"/> African</p> <p><input type="checkbox"/> Caribbean</p> <p><input type="checkbox"/> Other Black (please state) .....</p> <p><b>Asian or Asian British</b></p> <p><input type="checkbox"/> Bangladeshi</p> <p><input type="checkbox"/> Indian</p> <p><input type="checkbox"/> Pakistani</p> <p><input type="checkbox"/> Other Asian (please state) .....</p> <p><b>Chinese or other ethnic group</b></p> <p><input type="checkbox"/> Chinese</p> <p><input type="checkbox"/> Other ethnic group (please state) .....</p> <p><b>White</b></p> <p><input type="checkbox"/> British</p> <p><input type="checkbox"/> Irish</p> <p><input type="checkbox"/> Other White (please state) .....</p> <p><b>Mixed</b></p> <p><input type="checkbox"/> White and Black Caribbean</p> <p><input type="checkbox"/> White and Black African</p> <p><input type="checkbox"/> White and Asian</p> <p><input type="checkbox"/> Other Mixed (please state) .....</p> <p><b>Traveller, Romany or English Gypsy</b></p> <p><input type="checkbox"/> Irish Traveller</p> <p><input type="checkbox"/> Romany</p> <p><input type="checkbox"/> English Gypsy</p> |  |
| <p><b>Q4. Do you consider yourself to have a disability?</b></p> <p><input type="checkbox"/> Visual impairment</p> <p><input type="checkbox"/> Speech impairment</p> <p><input type="checkbox"/> Wheelchair user</p> <p><input type="checkbox"/> Mental health survivor</p> <p><input type="checkbox"/> Hearing impairment</p> <p><input type="checkbox"/> Restricted mobility</p> <p><input type="checkbox"/> Learning difficulty</p> <p><input type="checkbox"/> Other hidden impairment (please state) .....</p>   | <p><b>Q5. What is your faith?</b></p> <p><input type="checkbox"/> Christian</p> <p><input type="checkbox"/> Muslim</p> <p><input type="checkbox"/> Sikh</p> <p><input type="checkbox"/> Hindu</p> <p><input type="checkbox"/> Jewish</p> <p><input type="checkbox"/> Buddhist</p> <p><input type="checkbox"/> Other (please state) .....</p> |



*St Edmundsbury*  
BOROUGH COUNCIL

**Please accept our sympathy on your recent bereavement.**

We would be grateful if you could take a few minutes to complete and return this questionnaire in the sae provided, so that we are able to obtain information from users of the service, which will help us improve the service wherever possible.

Please tick the appropriate box. There is also space at the end of the questionnaire if you would like to give further comments/information on the service.

If you feel that an approach of this nature is unwelcome at this time, please ignore it, and accept my apologies for the intrusion.

**Should you require any assistance please contact the Cemeteries Office on 01284 75 7068**

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Q1. The way in which the burial was carried out at the cemetery was

excellent    good    fair    poor

If you have answered fair or poor, please tell us why

.....

Q2. If you had specific requirements or cultural needs were these met?

Yes    No    N/A

If you have answered no, please tell us why

.....

Q3. The presentation of the grave was

excellent    good    fair    poor

If you have answered fair or poor, please tell us why

Q4. Have you visited the Cemeteries office or made contact with the office staff by phone. If so, were the staff able to answer your questions satisfactorily?

Yes    No    N/A

If you have answered no, please tell us why

.....

Q5. Are the facilities in the cemetery adequate, eg toilets, waste baskets, water points, seating etc?

Yes    No    N/A

If you have answered no, please tell us why

.....

Q6. If you have asked for assistance from any member of the grounds staff, did you find him/her helpful?

Yes    No    N/A

If you have answered no, please tell us why

.....

Q7. What is your opinion of the overall standard of the Cemetery grounds

excellent    good    fair    poor

If you have answered fair or poor, please tell us why

.....

.....

.....

# ST EDMUNDSBURY BOROUGH COUNCIL

## Cemetery regulations

### Introduction

We seek to observe the rights and choices of any individual wherever possible, but to be fair to all, to keep everyone safe, and to maintain our cemeteries to high standards we do need some regulations. Everyone visiting our cemeteries needs to follow these regulations.

When we mention 'cemeteries' in the regulations we are referring to Haverhill Cemetery, Withersfield Road, Haverhill and Bury St Edmunds Cemetery, Kings Road, Bury St Edmunds.

St Edmundsbury Borough Council (referred to as 'the council', or 'we' in the regulations) is legally responsible for managing and controlling the cemeteries. The council authorises the Cemetery Registrar to act with its authority and enforce the regulations.

To comply with the relevant laws, we run the cemeteries in accordance with the Local Authorities Cemeteries Order 1977, as amended by the Local Authorities (Amendment) Order 1986 as well as any regulations made by the Secretary of State.

### **If you have any questions about these regulations please contact**

Cemeteries Registrar  
St Edmundsbury Borough Council  
West Suffolk House  
Western Way  
Bury St Edmunds  
Suffolk  
IP33 3YU  
Email: [cemetery.service@stedsbcb.gov.uk](mailto:cemetery.service@stedsbcb.gov.uk)  
[www.stedmundsbury.gov.uk](http://www.stedmundsbury.gov.uk)  
Tel: 01284 757068

## General

### Opening times

1. The cemeteries are open daily to visitors. We display the times on notices at the cemetery gates and on our website: [www.stedmundsbury.gov.uk/cemetery](http://www.stedmundsbury.gov.uk/cemetery)

**Note: Opening times will change according to the seasons.**

### Rights of use/admission

2. (a) We reserve the right to:
  - (i) close or limit access to the cemeteries when necessary; and
  - (ii) withdraw the use of the cemeteries from any person or organisation.
- (b) You may bring dogs into the cemeteries but they must be kept on a lead and under your control at all times.
- (c) Only vehicles associated with a funeral cortege, or those displaying a valid disabled parking permit ('blue badge') may enter the cemeteries. Any vehicle entering must be:
  - driven slowly;
  - kept to the main roadways; and
  - parked in a way that does not inconvenience visitors or staff.

### Fees

3. All fees for interments and memorials applications are payable in advance.

### Exclusive Right of Burial

4. At the time of the interment you may buy an Exclusive Right of Burial (ERB) in a grave for an agreed period of time. The purchase will be subject to you paying the appropriate fee and completing the relevant application form, which needs the signature of the proposed owner (who then becomes the deed holder). The Exclusive Rights of Burial vary between grave types.
5. The Exclusive Right of Burial deed holder is entitled to decide who is buried in the grave and whether a memorial can be erected on it (once the relevant fee is paid and the council has given permission).
6. On the fifth anniversary of the purchase we may offer the deed holder the opportunity to buy an extension of another five years, bringing the ERB back to its original term.

7. Our policy is to excavate graves to the maximum depth available. With regards new graves we will initially aim to excavate them to a depth of 2.75m (approx 9ft). This will enable the grave to accommodate three interments. The council cannot be held responsible if, due to factors outside our control, the grave cannot hold the full number of interments.
8. We will allocate new graves in strict rotation. We will try to meet the wishes of applicants who buy grave spaces if it is practical to do so, subject to the council's approval and payment of the appropriate fee.
9. The council keeps plans and records of graves which visitors may view, by appointment, during normal office hours.
10. When the Exclusive Right of Burial period comes to an end the buyer (or his/her heirs or successors who have become the deed holder) will have the option of renewing that right, subject to any restrictions which may be in force at that time.
11. Deed holders will need to apply to renew the ERB within 12 months of the previous grant finishing.
12. The council may grant a renewed right of burial to another person if the ERB grant period has finished and nobody has informed us that they want to renew it. Before we do this we will, where possible, notify the previous owner (or his/her personal representative) to give them the option to renew it.
13. Where no interment has taken place in the grave, the owner of the ERB may surrender it to the council. We will pay the owner an amount which is in proportion to the number of years remaining for the ERB. We will not make a payment if the ERB has lapsed, or finishes within ten years.
14. If the council gives permission, the owner of an ERB may transfer it to another person if he or she provides satisfactory evidence of ownership. The owner must register the transfer in the cemetery's records, have the deed of grant of Right of Burial endorsed by the council and pay the appropriate transfer fee.
15. Provided that there is sufficient room and subject to receiving consent from the Cemeteries Registrar cremated remains can be interred in any grave in the cemetery for which you have the Exclusive Right of Burial.

### **Coffins and caskets**

16. To help us all respect the environment, all bodies entering the cemetery for burial must be contained in a coffin/wrapping made of a perishable material bearing the full name, age and date of death on it. Alternative coffin materials maybe considered subject to prior written agreement by the Cemeteries Registrar.

## Interments

17. You can apply for a burial by contacting the Cemeteries Service (contact details are shown in the introduction section of this document). The service operates from 9am to 5pm, Mondays (apart from bank holidays) to Fridays. You must deliver a completed interment notice to the office at least two clear days before the interment (excluding Saturdays, Sundays and bank holidays).
18. Interments normally take place on Mondays to Fridays between 9.30am and 3pm.
19. The time booked for a funeral is the time the cortege is due to arrive at the cemetery. If the Funeral Director or person in charge of the funeral is later than the appointed time he or she must act under the direction of the Registrar (or his/her representative) as to when the funeral service may proceed.
20. The council will not open a grave covered by an Exclusive Right of Burial without the written permission of the registered owner unless the burial is to be that of the registered owner.
21. We will need to see and verify the deed before a grave is re-opened. If the deed is lost or mislaid then a statutory declaration must be made.
22. We must receive the Registrar's Certificate for Disposal or Coroner's Order for burial before any burial can take place.  
  
We will require a Medical Practitioner, Midwife or Nurse's certificate if the interment is for a non-viable foetus.
23. The responsibility for providing enough bearers to carry the coffin from the hearse to the grave or plot (whether mourners are present or not), rests with the Funeral Director or person arranging the funeral.
24. Once we have a Notice of Interment, we reserve the right to instruct a local memorial mason to remove any existing memorial to allow the grave to be excavated. The applicant will pay the cost of removal.
25. When excavating graves we reserve the right to move memorials and to place excavated soil on nearby graves to make room for equipment. We will return the memorials to their original positions and tidy any disturbed neighbouring graves as soon as possible after the burial.
26. Only the council can authorise or employ people to prepare graves.
27. Council staff are not permitted to accept tips.
28. During a funeral (or before) we have the right to exclude those who are not mourners, or not officially connected with the funeral.
29. Each cemetery contains a children's grave section. We do not permit the interment of adults in children's graves in the children's section.

## **Management of memorials**

30. We will give you the correct form to complete if you wish to apply for permission to erect a memorial, add an inscription or carry out any other work on a memorial. The form will include:
  - name and address of the memorial mason who will carry out the work;
  - material and measurements of the memorial;
  - details of inscription and a diagram of the proposed memorial, including fixing methods; and
  - full names and signatures of the registered grave owner/s to give permission for the work.
31. Issuing a permit to work confirms that approval for any such application is given. The applicant must not start any work until they have a permit. We will give permission as long as the work undertaken fully complies with the details specified within the Application Form, the BRAMM scheme and the requirements of these regulations.
32. You may be required to remove any work that you do, or any memorials or kerb sets – and pay all the costs of removal – if these do not comply with the cemetery regulations.
33. All memorials must be erected in accordance with BS8415 and the National Association of Memorial Mason's (NAMM) Code of Practice current at the time of installation. The owner of the Exclusive Right of Burial is responsible for keeping the memorial in a good and safe condition. The Registrar is permitted to remove any memorial that becomes unsafe or is otherwise dilapidated.
34. All memorial mason companies who work within the cemeteries must be registered with the British Register of Accredited Memorial Masons (BRAMM). Fixing teams will contain at least one mason in possession of a BRAMM fixer's licence. At all times memorial fixing teams will operate in accordance with the BRAMM scheme and these regulations.
35. We do not permit any kerb sets at Haverhill or Bury St Edmunds Cemetery.
36. You may only use granite, marble, slate or other suitable material of durable and sound quality for memorials.

## **Lawn sections**

37. Graves in lawn sections of the cemeteries will be grassed, with no mounds or kerb sets. You may install a memorial of the dimensions indicated below at the head of the grave. You may not place any other memorial or other items in or around the grave space or on the grassed area in front of the grave.

## Memorial sizes

38. Headstones and memorials must not exceed 900mm (3'0") in height (above ground level); 750mm (2'6") in width. The stone must be of sufficient thickness to support its height, and any reasonable force exerted upon it, to ensure its stability. The foundation must be sunk into the ground so that the top surface of is flush with, or below, the adjoining ground level.
39. A drilled base may accommodate:
- up to two flower containers; or
  - up to two natural stone vases not more than 300mm (1'0") high and not more than 175mm (7") square; or
  - a natural stone tablet, not more than 300mm (1'0") high, not more than 300mm (1'0") wide and not more than 50mm (2") thick; or
  - up to 2 natural, reconstituted, stone figures, not more than 375mm (1'3") high, provided the stone is not covered, coated in plastic, gilded, glazed or painted.

Any such vase, tablet or figure must not extend beyond the perimeter of the base.

40. Alternatively a memorial may consist of:
- a natural stone vase not more than 300mm x 225mm x 225mm (1'0" x 9" x 9") fixed to a plinth not more than 300mm x 300mm x 50mm (1'0" x 1'0" x 2") of the same material, fixed on a concrete foundation of the same dimensions as the plinth; or
  - a book or tablet not more than 300mm x 300mm x 50mm (1'0" x 1'0" x 2") fixed to a base not more than 450mm x 300mm x 50mm (1'6" x 1'0" x 2") of the same material, fixed on a concrete foundation of the same dimensions as the base or sufficiently wide to bridge the grave and rest on undisturbed ground. The base may be drilled to accommodate up to two flower containers or may incorporate 2 small vases or figures; or
  - a flat tablet not more than 300mm x 300mm x 50mm (1'0" x 1'0" x 2") fixed to a concrete foundation of the same dimensions as the base or sufficiently wide to bridge the grave and rest on undisturbed ground.
41. You may fix photographic plaques, either ceramic or other material, of an approved size to memorials , if you have the council's written approval.
42. The grave number must be inscribed on all memorials erected in the Cemetery, on the lower right corner of the rear of the base (or other conspicuous position as approved by the council), in characters of not less than 25mm (1") in height, to match the main inscription.
43. Trade names must be inscribed on any memorial in the lower left corner of the rear of the base or other location approved by the council in characters of not more than 12mm (1") in height, to match the main inscription.
44. All contractors, engaged on work in the cemetery must comply with all council directions and requirements.



45. All materials and equipment must be conveyed in the cemetery in such a manner as to prevent damage to walks, paths, roads or turfed areas and all soil or waste material must be removed in a like manner. Mats, boards or canvas must be used, as directed by the council, to achieve this end.
46. Masons must notify the council of intent to work in the cemeteries at least 24 hours before arrival at the cemetery. No work will be permitted outside of the opening times of the cemetery or at weekends unless specifically approved by the council.
47. Any person removing a memorial to permit a further interment may only do so after informing the Council. Upon reinstallation of such memorials they shall be re-fixed in accordance with BS8415 and the NAMM Code of Practice, this will include the installation of new dowels between the base and headstone plate.
48. We will remove any unauthorised memorial and charge the cost to the grave owner, or their personal representative.

#### **Rose Garden Haverhill**

49. You may purchase an Exclusive Right of Burial for a period of ten years.
50. You may only pour cremated remains loosely into the 110mm (9") diameter plots in the Rose Garden.
51. Within the Rose Garden, the only memorial permitted is a memorial plaque, supplied by the council.
52. The council will carry out all planting within the Rose Garden unless otherwise authorised.

#### **Jubilee and Rowan Walk Cremation Gardens**

53. You may purchase an Exclusive Right of Burial for a period of Twenty five years.
54. The only memorial permitted is a desk-type memorial (subject to the council's approval).
55. Up to two sets of cremated remains may be buried in each grave

### **Memorial benches**

56. The council may provide memorial benches at various locations within cemeteries, these benches maybe leased for an agreed period. The Council reserves the right to relocate all benches on site to meet operational needs.
57. No other memorial or other items may be placed on the bench.

### **Memorial trees/roses/shrubs**

58. The council may provide trees, roses and shrubs for dedication at locations within the cemeteries, and you may lease memorial plaques from the council for a period of ten years
59. No other memorials or items may be placed.

### **Public graves**

60. A public grave is a grave in which no Exclusive Right of Burial has been granted by the council and in which unrelated persons may be interred.

### **Maintenance**

61. All floral tributes will removed two weeks following the interment unless we are told in writing that the family wish to arrange for their removal. It is forbidden to place glass containers or shades, items of pottery, tins, plastic or wire mesh fences or other items of metal, plastic or other material on graves. The council may remove these without notice.
62. The council will remove Christmas wreaths from 1 February each year.
63. Temporary wooden markers are permitted subject to the council's approval..
64. The council reserves the right to remove (and dispose of) from any grave space, flowers, plants, floral tributes or wreaths which have deteriorated or become unsightly.

**On site public consultation  
Cemetery Strategy  
Summary of responses**

The consultations were undertaken in Haverhill cemetery on the 21<sup>st</sup> and 26<sup>th</sup> of February and in Bury St Edmunds Cemeteries on the, 24<sup>th</sup> and 28<sup>th</sup> February. Officers and Members involved with the Cemeteries review were on hand to answer visitors' enquiries about the service throughout the four days between the hours of 10.00am and 2.00pm.

Information boards were erected in the cemeteries outlining historical points of interest about the cemeteries and of the proposals being put forward in the Cemeteries Strategy.

Over the four days, two of which were Saturdays, it's estimated that around 110 – 150 people visited the information points in the Cemeteries. 66 questionnaires were completed and the responses were as follows:

**Haverhill Cemetery  
21<sup>st</sup> February Consultation 1  
26<sup>th</sup> February Consultation 3**

**1. Vehicles in cemetery**

1.1 Should we ban all vehicles, (except Funeral vehicles and vehicles with a disabled badge clearly displayed)?

| <b>Consultation 1</b>   | <b>Consultation 3</b>   |
|---|---|
| <b>Response</b><br>22 Responses - Yes = 100%<br>No Responses - No= 0% | <b>Response</b><br>9 Responses - Yes = 81.82%<br>2 Responses - No= 18.18% |

1.2 The following summarises the concerns/statements made regarding vehicle use on site:

**Regarding the Yes Vote**

- Prior to banning vehicles consideration should be given to where people can/should park outside of the Cemetery.
- Consideration should be given to allow people to enter the site to safely drop people/items off.
- Always thought you could not anyway
- Blue badge access must remain
- Perhaps introduce swipe card access for disabled drivers.
- No vehicles in cemetery except funeral vehicles. Use post in centre of road.
- Vehicles should only be allowed in cemetery for funerals – disabled parking is clearly marked at Broadcroft Crescent entrance.

**Regarding the No Vote**

- Not aware there is a problem
- When people come into cut their grass (which some do) they will need to bring a car in.

## 2. Dogs in the cemetery

### 2.1 Is it right to allow dogs in the cemetery?

| Consultation 1   | Consultation 3  |
|--|---|
| <b>Response</b><br>19 Responses - Yes = 86.36%<br>3 Responses - No= 13.64% | <b>Response</b><br>6 Responses - Yes = 50%<br>6 Responses - No= 50% |

### 2.2 If you answered yes, should dogs be kept on a lead at all times?

| Consultation 1  | Consultation 3  |
|---|---|
| <b>Response</b><br>20 Responses - Yes = 100 %<br>0 Responses - No= 0% | <b>Response</b><br>6 Responses - Yes = 100%<br>0 Responses - No= 0% |

### 2.3 The following statements were made regarding dogs in the cemetery?

- Rather see an out right ban – *3 people responded along this line.*
- Fine as long as they're on a lead - *13 people responded along this line.*
- Dogs should be allowed on a lead, provided that their owners clear up any mess their dog should make. Animals know no better, so it is entirely up to the owners. – 6 people responded along this line.
- Under control fine. Pleasant cut through
- Dogs are ok but they can be scary towards people coming in.
- Not been a problem, we would miss seeing the squirrels. I always clean up. Realise others don't. So wouldn't blame anyone for banning dogs.
- Agree with Councils proposals
- I have a dog and bring with me to the cemetery but he is on a lead all the time.
- They should not be in without an owner and then on a lead.

## 3. Security

### 3.1 Do you think there is enough security in the cemetery?

| Consultation 1   | Consultation 3  |
|--|---|
| <b>Response</b><br>16 Responses Yes = 76.19%<br>5 Responses - No= 23.81% | <b>Response</b><br>8 Responses Yes = 80%<br>2 Responses - No= 20% |

3.2 The following ideas for improvements/comments regarding security were:

- Tramps lying on benches. Felt quite intimidated
- Security fence should help – are the gates locked – used to be open from dawn to dusk.
- Control of kids on site – not a playground. Would like a staff person on site.
- Police it.
- Top access gate ought to be opened. Now fenced across.
- People will get in if they are determined.
- You've done all you can. – 5 people responded along this line.
- New fence along front will help.
- Front wall could be more closed in but decorative.
- I would like to see security cameras in this cemetery – 2 people responded along this line.
- There should be a person walking around at some times, or like to have someone with him.
- New fencing has enhanced security for some access but we feel that it is impossible to make the whole area totally secure. – 3 people responded along this line.

#### **4. Memorials**

4.1 The following statements were received regarding extra memorials/paraphernalia placed around graves:

- They should be allowed as long as not overlapping areas of other peoples graves.
- Up to individuals. Some people can go over the top.- 3 people responded along this line.
- Not too bad here
- Okay as long as not too many
- More than happy with my section. Some do go over the top
- No strong opinion. Ought to be left up to the individual.
- Not required. Can look tacky after time. Suggest only for a limited period.
- To me I think they are nice but I can see how they could cause problems due to the mess.
- Can look a bit gorey
- These should not be extra attachments.
- Some can go over the top. Not too much of a problem in Haverhill. Look not to address but others complain.
- Do not like all the gordy memorials should be kept standard and tidy.
- People should be allowed to do what they want within reason within a controlled area. – 2 people responded along this line
- They are okay.
- That's fine, as long as in keeping and in moderation.
- Memorials are important for the family of all ages.
- Should not be allowed 'No'
- I think these things have been taken too far so best to do away with them some people over crowd other peoples graves.
- Okay as long as they are kept tidy and cleared away regularly.
- No extra memorials.
- Should be allowed for up to 2 years after interment
- People put them there at there own risk, as long as they understand this

- Should be discouraged.
- I like the extra memorials; it makes it more personal and attractive place to come.
- Less memorials
- Its people responsibility
- These memorials are very unsightly, although done with the best of intentions. Please see below.

4.2 Would you welcome the introduction of a special area where extra memorials could be placed with reduced risk of damage or theft?

| Consultation 1  | Consultation 3  |
|---|---|
| <b>Response</b><br>9 Responses - Yes = 64.28%<br>5 Responses - No= 35.72% | <b>Response</b><br>4 Responses - Yes = 66.67%<br>2 Responses - No= 33.33% |

The following comments were received regarding question 4.2:

- Good idea
- Not fair – provided that it does not intrude on others then it does not matter.
- Waste of time.
- Will this not take up extra space?
- People want to place items by their graves.
- Not an issue
- Not a problem here
- Somewhere for cards, flowers out of the bad weather especially. Sheltered area perhaps for anniversaries and other special remembrances
- Yes a special area would be preferable.

## 5. User satisfaction

5.1 Do you agree or disagree that the cemetery is well maintained and managed?

| <u>Options</u>            | Consultation 1     |            | Consultation 3     |            |
|---------------------------|--------------------|------------|--------------------|------------|
|                           | Number of response | Percentage | Number of response | Percentage |
| Strongly Agree            | 8                  | 36.36%     | 3                  | 27.27%     |
| Agree                     | 12                 | 54.55%     | 6                  | 54.55%     |
| Neither agree or disagree | 2                  | 9.09%      | 2                  | 18.18%     |
| Disagree                  | 0                  | 0%         | 0                  | 0%         |
| Strongly disagree         | 0                  | 0%         | 0                  | 0%         |

5.2 People felt that the site was not well maintained for the following reasons:

- Bit hit and miss. Certain areas are well maintained back edges can be neglected.
- Used to be better looked. Could be improved. Holes in lawn graves need topping up.
- The grass is not cut properly it should be picked up at all times. Not just left. People who cut the grass go round far too fast and skip the grass near the graves.
- The paths should be put in before the plots to stop mud at top of Haverhill.

5.3 People made the following comments about the cemetery and the way it is run:

- Visiting over 30 years. Better over last 10 years.
- Memorial inspection caused us a lot of grief. Council should be a bit more tactful.
- Council should maintain the older graves better
- Lack of watering cans, sometimes a problem. Parking if not disabled.
- Grave 2 NE 79 needs topping up. Levelling and seeding – close to tree.
- Quite good
- Had concerns over the bench but the issue has now been resolved.
- Very well maintained and maintained.
- Lee does a very good job.
- Trees need trimmed back, where they are hanging some of the older graves – only cut back 'NOT' remove.
- Need to restore flowering trees. Need to encourage wildlife (including squirrels).
- Greater appreciation of the heritage value of the older memorials by the main entrance. Concern over winter closing time back gate was never locked. Some years back. Extend opening hours in winter.
- A lovely spot – much appreciated.
- I do find it nice walking through the cemetery it is always clean and tidy, having lost my mum a year ago I found it a comfort coming through here, as she is not buried here.
- A lot better than other sites.
- Very nice
- The cemetery is very well kept.
- The cemetery is well run, clean, tidy and peaceful.
- Grave x23 51. Grounds maintenance trail parking in bay making the back of the grave dirty. Tree roots protruding into the grave need root pruning.
- On the hole pretty good.
- The leaves that fall every year should be picked up and the staff in the cemetery has the equipment to pick these leaves up.
- Summer and winter opening times could change with the clock.
- I think we are lucky to have such a well maintained cemetery.
- We use the cemetery as access to Withersfield road and the street. It is very pleasant walk and would be sorely missed if the access was denied to us. We also have loved ones at rest in the cemetery so it is very convenient to get to.

## 6. Your contact details

100% of those completing the questionnaires were residents of St Edmundsbury and 85% lived locally in Haverhill.

**Bury St Edmunds Cemetery**  
**24<sup>th</sup> February Consultation 2**

## 28<sup>th</sup> February Consultation 4

### 1. Vehicles in cemetery

1.1 Should we ban all vehicles, (except Funeral vehicles and vehicles with a disabled badge clearly displayed)?

| Consultation 2  | Consultation 4   |
|---|--|
| <b>Response</b><br>8 Responses - Yes = 80%<br>2 Responses - No= 20% | <b>Response</b><br>14 Responses - Yes = 72.22%<br>5 Responses - No= 27.28% |

1.2 The following statements were made regarding vehicle use on site:

- Keep funeral cars and disabled. Use the cemetery every two weeks but have not come across high speed cars.
- Insufficient road side parking for visitors. Mothers day, Christmas etc
- The original turquoise signs on both entrance gates contain a notice – NO DOGS and NO CYLCLYING. The Borough Council have in their wisdom connected an Opening Times sign over this existing sign which means no one at present can be challenged because the riles are not visible. If a new sign needs to be provided because the original is worn then it should contain the same rules. A solution would be to keep double gates closed other than for burials and provide a turnstile type pedestrian gate at all entrances as has been in existence in west road for many many years.
- Needs to stop gates locked
- Fast bikes – schools
- Only one vehicle entrance is a must.
- Yes closing the gate but do not restrict access where will people park?
- Not a blue badge holder would have concerns if we could not drive in to drop off containers/plants etc. Parking outside of the site would need to be considered.
- Very happy with proposal
- Good idea
- Ban all vehicles from the cemetery
- Closing would restrict our access
- Should be restricted
- All the vehicle access through the main gate and exit. Close vehicles access from Hospital road – 5 people responded along this line
- Needs controlling. There is damage to the grass
- Vehicles in cemetery if visitors are unable to walk to grave. Put signs up to deter fast cars and short cuts for school runs
- I drive through to visit my wife's grave and have never seen anyone taking a shortcut. On average the age of mourners is quite old and it would be difficult walking in and out for someone.
- I find it annoying – especially when vehicles are driving on verges. Using the cemetery as a short cut is good as it often gives time for reflection, in an area of peace. The use of vehicles a fairly new activity, possibly a sign pointing out the advantages of walking.



- What about cyclists?
- I think that ever the years the amount of vehicle use has increased and I believe this is due to the cemetery being used as a short cut.

## 2. Dogs in the cemetery

2.1 Is it right to allow dogs in the cemetery?

| Consultation 2  | Consultation 4   |
|---|--|
| <b>Response</b><br>6 Responses - Yes = 55.55%<br>5 Responses - No= 45.45% | <b>Response</b><br>15 Responses - Yes = 73.68%<br>5 Responses - No= 26.32% |

2.2 If you answered yes, should dogs be kept on a lead at all times?

| Consultation 2   | Consultation 4  |
|--|---|
| <b>Response</b><br>6 Responses - Yes = 100%<br>No Responses - No= 0% | <b>Response</b><br>14 Responses - Yes = 100%<br>No Responses - No= 0% |

2.3 The following statements were made regarding dogs in the cemetery?

- Lots of people don't like dogs, need to be controlled.
- I am sure there are other areas where dogs can be walked.
- As long if everything is picked up
- We walk our dog in the cemetery always on a lead. We have been threatened and our property threatened by one individual for doing so. Naturally we always clear up after our dog. We hope to be able to continue walking here because we love it.
- Okay as long as there is dog bins around.
- Regular dog walking should not be permitted and any pets visiting families need to be kept on dog leads.
- As long as dogs are kept under control I see no objection – 4 people responded along this line
- If a person uses the opportunity to walk and visit a grave with the added bonus and company of their dog there is no problem. Dogs off leads show no respect for others – dog fouling.
- They should be banned altogether – 3 people responded along this line
- Okay as long as owners don't let them soil headstones and clear up after them and foul on the graves.
- Okay if under control
- Being allowed to foul which I think is a disgrace
- Dog fouling is not acceptable in the cemetery
- Only those that grieving partners may wish to bring. Ideal would be no dogs at all, this is not a place to exercise dogs.

## 3. Security

### 3.1 Do you think there is enough security in the cemetery?

| Consultation 2  | Consultation 4   |
|---|--|
| <b>Response</b><br>6 Responses Yes = 66.67%<br>3 Responses - No= 33.33% | <b>Response</b><br>12 Responses Yes = 64.71%<br>6 Responses - No= 35.29% |

### 3.2 The following ideas for improvements/comments regarding security were:

- Used to always be workmen around. No feel of security.
- It is very difficult to make it secure without a wall/iron railings along the Sillitoe Close boundary.
- If people want to get in they will
- Without making it a fortress should be left as it is with the exception of change to entrance gates as set out previously.
- Not sure what security there is.
- Kids can sometimes get over.
- Would not wish to see CCTV
- How do we police against vandalism?
- Watched move at night. Things stolen,
- I do worry about security but understand how difficult it would be to improve the situation.
- Staff on need back up sometimes when closing time.
- There may be security which is low key – I always feel safe when a member of staff is in view
- Needs to be monitored, get volunteers to help – *said twice*
- Security cameras should be considered.- 4 people responded along this line
- Not aware of any, not an issue
- Could we have police now and again going through, and not bikes going through fast.
- Improve boundary fences/walls. Let the pyracantha grow taller along the wall with West road.
- Not a problem
- Those who wish to cause problems will find a way in.

## 4. Memorials

### 4.1 The following statements were received regarding extra memorials/paraphernalia placed around graves:

- Flowers only – no decoration
- No problem
- I think that it is okay if they do not cause a problem to the maintenance staff and also if people do not make a fuss if such things are stolen. Things like solar lights are tempting for children to pick up.
- No to wind chimes
- Provided do not interfere with maintenance should not be problem. 2 people responded along this line

- Okay as long as they are nit in the way of grass cutters. And kept tidy.
- People should have the choice.
- Within reason as long as it doesn't upset others. Maybe for a limited time after the burial okay.
- Act on in 1 to 1 basis with bereaved. Does need some form of control.
- I prefer not to see any.
- As long as it is clean and tidy.
- My views tend to be traditional, but I do appreciate that in the case of graved for young children might require something more.
- Council should manage the situation. Subtler approach to children's graves.
- I dislike them – but if it helps another person in the grief it is difficult to ban.
- Extra memorials should be banned and sometimes an overflow of pots and vases encroach on the adjacent plots causing some grief to them.
- Minimum memorials but not to go overboard.
- Can look awful and needs control.
- Small items like small ornaments e.g. china rabbits, should be allowed around the headstones. Nothing on the grass.
- At the moment not regarded as a major issue.
- Personally do not like it but if it gives another comfort this should be allowed to do it.
- Agree should be controlled.- 2 people responded along this line
- If they are on the graves stones it should be allowed.
- Can not be stopped. Not a big issue in the Bury Cemetery.
- Although in understand that sentiment, over a period of time they become unsightly
- Personally do not like too much. In the case of children look at a subtler approach.
- They should be limited – extra memorials attract some other difficulties ie damage stealing.

4.2 Would you welcome the introduction of a special area where extra memorials could be placed with reduced risk of damage or theft?

| Consultation 2  | Consultation 4  |
|---|---|
| <b>Response</b><br>1 Responses - Yes = 20%<br>4 Responses - No= 80% | <b>Response</b><br>2 Responses - Yes = 20%<br>8 Responses - No= 80% |

The following comments were received regarding question 4.2:

- Should be at grave
- Neutral on this one
- Would not consider necessary – 2 people responded along this line
- Yes we think this would be a viable solution.
- Don't really like extra memorials, but would be better in a special area
- Would not serve purpose of those who wish to grieve at point of burial.

## 5. User satisfaction

5.1 Do you agree or disagree that the cemetery is well maintained and managed?

| <u>Options</u>            | Consultation 1     |            | Consultation 3     |            |
|---------------------------|--------------------|------------|--------------------|------------|
|                           | Number of response | Percentage | Number of response | Percentage |
| Strongly Agree            | 5                  | 38.46%     | 6                  | 26.32%     |
| Agree                     | 7                  | 53.85%     | 12                 | 63.15%     |
| Neither agree or disagree | 1                  | 7.69%      | 2                  | 10.53%     |
| Disagree                  | 0                  | 0%         | 0                  | 0%         |
| Strongly disagree         | 0                  | 0%         | 0                  | 0%         |

5.2 People felt that the site was not well maintained for the following reasons:

- Grass cutting could be better done. – 2 people responded along this line
- Only problem is coping with long grass in the summer

5.3 People made the following comments about the cemetery and the way it is run:

- Too much space taken for cremated remains. – 2 people responded along this line
- No – well maintained.
- I think staff work very hard to keep the cemetery beautiful.
- I am very happy with the way the cemetery is run and I have found the ground staff very kind and helpful.
- Better now than previously.
- Well maintained.
- Like the wild flower area
- More care could be taken when graves are opened on adjoining plots and more care should be taken to avoid cutting up of grass during winter months.
- Toilets sometimes have young people fooling around in them. Public toilets should be better monitored. Do not like the hand written notices by the main gate.
- The conservation area is an important element of the graveyard, and the wildflower management style should be maintained even if new interments are permitted. If so, taking a plot should be conditional on accepting the conservation regime.
- Well kept
- Young maintenance men on site are excellent – very willing. Credit to the council.
- Don't like contractors maintaining the site.
- I visit the cemetery quite often and think it is a wonderfully peaceful and special place.
- Old stones need attention. How about setting up a charity to restore the old stones.
- Possible more watering cans – some way of preventing grass cuttings being spread over graves. Maybe advice on where you can purchase items e.g. edging, vases etc. plants for graves, encouraging wild life. Probably not practical but a two way phone you can be given whilst visiting connected to a phone holder near by.
- This cemetery is very well run and congratulations to the staff. – 2 people responded along this line.
- Was surprised to hear that there are only two gardeners to maintain the cemetery. Would have thought it would need more.

- As my grandparents, mother and father and other relations are buried in this cemetery I strongly disapprove of cars here except for the disabled. Family names Ellis and Pettit.
- Not really very well maintained. Used to walk through the site daily with my grand daughter.
- Extend wildlife area and bio diversity on site.
- Road ways need improving
- It would be nice if the public would remove dead flowers etc from the graves.
- Happy with current situation.
- On the whole the cemetery serves that purpose for which it is meant, because of its appearance as pleasant a place as possible in unhappy circumstances.

## **6. Your contact details**

Of those people who completed the questionnaire 79.16% were local to Bury St Edmund Haverhill. Of the remaining 20.84% 7.89% were still residents of St Edmundsbury.