



Diploma in Funeral Arranging and Administration Module 4 Unit 11 – Additional Information

A FUNERAL ARRANGERS DIRECTORY



Benefits Agency

- Address and hours of business of the local DWP Benefits Agency Office
- Information on point of contact for local people relating to DWP Benefits matters

Boundaries

- Details of Church Parish boundaries should be known, normally being available from the Deanery office
- Local Council offices will be able to provide copies of their Municipal boundaries

Cemeteries

- Addresses, telephone and fax. Numbers where enquiries are to be made
- Scale of fees for all types of graves available, including resident/parishioner and non-resident/non-parishioner and cremated remains
- Classes of graves available



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- Maximum depth of graves
 - Sections for other denominations and religions, consecrated and unconsecrated
 - Details of who moves memorials
 - Restrictions on the erection of memorials and types
 - Availability of chapel and of music - taped/keyboard/organ/Wesley system

Churchyards and Burial Grounds

- Name and address of each churchyard or burial ground
- Name, address and telephone number of the following: The Vicar, Priest or Minister
- The Sexton
- The Gravedigger
- Fees for all contingencies
- Special areas for cremated remains
- Memorials - responsibility for removal - restrictions

Churches, Clergy and Officials

- Names and addresses of Churches of all denominations, including Salvation Army Citadels, Mosques, Synagogues, Temples and Meeting Rooms
- Names, addresses, telephone, fax. Numbers and even e-mail addresses of incumbents, priests, ministers, leaders, celebrants and officiants etc.
- Names and addresses of church officers, organists and vergers
- List of fees of all services available – Special Customs



Coroners/Procurator Fiscals

- Names, addresses, telephone, fax. number and area of jurisdiction
- Name, address, telephone and fax number of each Coroner's Officer or for Scotland, Procurator Fiscal.
- Location and opening time of Coroners' mortuaries
- Address of Coroners' Courts

Crematoria

- Names, addresses, telephone and fax numbers of all local crematoria, including: details of Offices and Medical Referees if different from the above
- Name of Superintendent, Registrar and/or Manager
- Scale of fees for all eventualities, including: adult, child, stillborn, cremated remains, out of normal hours, organist, special music, Wesley system etc.
- Urns and caskets available
- Methods used to disperse cremated remains
- Capacity of chapel(s)
- Availability of duty Minister

Florists

- Names, addresses, telephone and fax numbers of local florists
- Details of local 'Interflora' and 'Teleflorist' agents



Hotels, restaurants and catering establishments/Caterers

- Details of those willing and able to provide refreshments for clients before, or after a funeral, including catering at a client's home

Hospitals, Nursing Homes, Care and Rest Homes

- Location and telephone number of mortuary - removal times - contact for measurements contact for cremation certificates etc.
- Name, telephone number of Patients' Affairs Officer or similar and office
- Special observations with regards the above

Mileages - to all locations, local or distance

Newspapers

- Telephone and fax numbers, e-mail addresses and copy dates of national and daily newspapers
- Lineage rates, availability of special boxes or motifs
- Telephone and fax numbers, e-mail addresses and copy dates of local and provincial newspapers
- Lineage or word rates

Probate Offices

- Addresses, telephone and fax. numbers of Principal and District probate Registry
The Funeral Arrangers / Directors' case for Home Arrangements



Registrars

- Names, addresses, telephone and fax numbers of all local Registrars, including the sub-district covered
- Hours of attendance and whether booking system, parking



Additional documents and equipment

In addition to the information listed above, the Funeral Arrangers / Director's case should always be completely equipped for the making of funeral arrangements, either in the funeral home or at the house of the client. The essential items are:

- Pens and pencils
- Arrangement forms
- Right of Cancellation Form
- An illustrated coffin/casket brochure
- Comprehensive price lists of all services available in accordance with the Code of Practice of the National Association of Funeral Directors

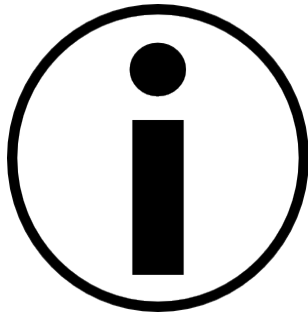
- Confirmation/estimate forms
- Social Fund forms e.g. SF200
Website: http://www.direct.gov.uk/en/Dio11/DoltOnline/DG_4017717

- Sets of cremation forms for all Crematoria in the area, statutory and non-statutory
- Forms for all local cemeteries, including Interment Notices and forms of indemnity
- Business stationery, including, headed notepaper, business cards, envelopes and memorandum pad

- Local street map
- Floral brochure if such a service is offered
- Floral tribute cards

- Price lists of various catering options
- Measuring tape or rule
- To the above list will be added other forms and documents required by local custom.

- Duplicates of all documents and forms should be carried and it is essential that these should be replenished after use. A clipboard or similar is a useful item of equipment to carry, particularly when arranging at a client's home.



Information available at the Funeral Home

- NAFD Code of Practice
- The current NAFD Members' Directory
- Funeral Arbitration Scheme leaflets
- Right of Cancellation – Consumer Law, Doorstep Selling Regulations

- The current edition of 'The Manual of Funeral Directing'
- The current edition of *The Directory of Crematoria*
- Information on The Bereavement Register <http://www.the-bereavement-register.org.uk/>

- An English Dictionary
- Copies of the Authorised and Revised Standard versions along with modern translations of the Bible
- Copies of the Book of Common Prayer (1662) and Common Worship (2000) of the Church of England
- A copy of 'The Order of Christian Funerals - Guidelines for Roman Catholic Funerals' (1990)

- Information on Civil Funerals and Humanist Funerals
- A copy of the Churches Group on Funeral Services at Cemeteries and Crematoria service book
- Copies of hymn(s) used at local cemeteries and crematoria

- List(s) of the music available at local cemeteries and crematoria
- Location maps of cemeteries, crematoria and Registrars
- Plans of local cemeteries
- Local street maps



In addition to the above — names, addresses, telephone and fax. numbers, and e-mail addresses of:

Retired clergy Humanist officiants Civil celebrants Organists
Pianists Solicitors Consulates and Embassies
Department of Constitutional Affairs and DEFRA (Marine and Fisheries Agency)

National Offices of: National Association of Funeral Directors

British Institute of Funeral Directors

British Institute of Embalmers

The Federation of British Cremation Authorities

The Cremation Society of Great Britain

Institute of Cemetery and Crematorium Management

Medical Officer of Environmental Health

Local police

Local registered Medical Practitioners

Outside sources of information

The internet

Websites can be located for many organisations. For funeral-related, try the Bereavement Services Portal.

- Charity Choice an encyclopaedia of charities (Abercorn Hill Assocs.)
- Clerical Directory for Church of England clergy (Crockford)
- Peerage Baronetage Debrett's



Various other directories are also available for information about clergy and ministers, including The Catholic Directory, The Church of Scotland Yearbook, The Scottish Episcopal Church Yearbook and Directory, The Jewish Yearbook and a number published by the Non-conformist and Free Church denominations.

In addition to the local Reference Library, the Funeral Director is able to call upon the expertise of the NAFD National Office, the police, shipping agents, the local authority and the like. What is most important with regards to the relationship between the Funeral Director and client, is the ability of the Funeral Director to know where to find some of the more unusual and less regularly used information that may be needed by the client.