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Finedon, Northants  
NN9 5NA  
01933 682850

43a High Street  
Corby Old Village  
Northants, NN17 1UU  
01536 203045

# MARGARET ROSE

## Funeral Services

### About Us

Margaret Rose Funerals is an independent funeral home with premises located in the old villages of both Finedon and Corby. The company is owned and run by husband and wife team, Maggie & Tony. We are not driven by the desire to become the largest funeral directors in the area - our aim is simply to provide our clients with a professional and personal funeral service.



We understand that everyone is different, and every family has different ideas and feelings about the kind of service that will be appropriate for them and, as such, we are pleased to be able to offer all types of funerals, whether they are traditional or alternative. We also believe in giving each family the time to think things through, so that everything is just right. There is no rush, you decide what you want, and in your own time. A 'good' funeral doesn't mean an expensive funeral, but simply one which is the most fitting for you, your family and your loved one.



### Chapel of Rest

We have a chapels of rest at both of our premises, where you can come and spend time with your loved one. The chapel is suitable for people of all faiths, or no faith at all - it is simply a quiet room where you, your family and friends can pay your last respects to the deceased.

### Private Service Chapel and Function Room

We have a private ceremony and separate function room in our Finedon office. Our ceremony room enables you to hold the funeral service without the timing constraints of a traditional crematorium chapel, as well as giving you the option of make the service more personal to you. The room will comfortably seat 35 people with room for an extra 10 people standing. We also have the facility for on-site catering, which we can organise on your behalf and can offer teas/coffees both before and after the service. Please contact us if you would like to view our ceremony and function rooms.



### Pre-Paid Funerals

We offer pre-paid funeral plans in association with The Funeral Planning Authority. Our plans can be paid for in full at the time of taking out the plan, or over a period of 1 - 5 years. Please feel free to ask us for details. As a guide, our pre-pay plans are charged at our current rate PLUS £200.00 admin fee.

We hope you find the information enclosed in this folder to be of use, but if you have any further questions, please don't hesitate to call us or to pop into our office.

@ 1st Aug 2018



[www.margaretrosefunerals.co.uk](http://www.margaretrosefunerals.co.uk)  
email: [enquiries@margaretrosefunerals.co.uk](mailto:enquiries@margaretrosefunerals.co.uk)  
Registered in England No. 07420366  
Registered Office: 6 Marshalls Road, NN9 6ET  
Margaret Rose Funerals in the trading name of Bespoke Funerals Ltd

## WHAT TO DO NOW

Being organised and making decisions can be very difficult when you are bereaved. At Margaret Rose & Bespoke Funerals we encourage you to take as much time as you need before making any firm decisions for the funeral. The only time restraint is that you register the death with your local registrars office within 5 days.

After your initial contact with us we will make an appointment to discuss all the options available to you. At that meeting we will discuss all the various options available for the funeral service.

It may be helpful to you and your family to give some thought to the following before we meet:

- The type of funeral - is the funeral going to be a burial or cremation?
- Is the service going to be religious or not? Who should officiate - a priest, minister, celebrant or family member?
- Do you want a post-funeral get together?
- The location for the service. *It should be noted that there is no legally prescribed format for a funeral service. The service may be held at home, in a crematorium, the Funeral Home's premises, a church, or any other place that you feel may be appropriate for the deceased, such as their own garden or favourite pub.*
- Whether you want to visit the deceased in the Chapel of Rest before the funeral.
- Whether you want flowers or charitable donations or both.
- What clothing would you like the deceased to wear.
- The type of coffin you would prefer.
- Would you like an Order of Service?
- What music or hymns would you like and would anyone want to say a few words during the service?
- What type of transport do you want?
- Is there anyone who would like to carry the coffin?

*If you are unsure of any aspect of the funeral service or have any questions, please do not hesitate to ask us for advice*

### **Some organisations that need to be informed of the death**

As applicable:

Car Insurance - documentation will have to be changed as you will not be legally insured to drive if the insurance policy is in the name of the deceased.

DVLA - to change name on vehicle registration documents

Social Services/District Nurses - if there is any equipment belonging to either of these it must be returned.

Hospital and/or family doctor - any outstanding appointments should be cancelled

Employer or Professional Association

Inland Revenue

Social Security - Form 344.BD8 needs to be completed to cancel any direct payments into a bank account. This white certificate is provided by the Registrar of Deaths.

Local Council - cancel any housing/rate benefits and council tax.

Gas, Electric, Water, Telephone etc - cancel accounts.

Post Office - arrange redirection of mail if necessary.

Credit Card companies - cancel cards and settle accounts.

Banks and building societies - accounts need to be closed and any joint accounts need to be amended.

Investments and Insurance Policies

Premium Bonds - these are not transferable. The Post Office can supply you with a form to send to the Bonds office.

Store Cards - loyalty, charge and credit cards needs to be cancelled

Television Licence - to change name or for a refund.

Library - to return books and/or close account

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## **Registration of a Death**

In England and Wales, wherever possible, a death should be registered in the area in which the death occurred. Unless the death has been referred to the Coroner it is a legal requirement that you should register the death within 5 days. It is possible to register the death at a different Registrar's Office but this can result in a delay in receiving the Death Certificate. Please don't hesitate to ask us if you require any further information or assistance with registering the death.

### **When you go to the Registrar:**

Things to take with you:      The Medical Certificate of Cause of Death  
   The deceased's National Health Medical Card (if available)  
   The deceased's Birth Certificate and Marriage License (if available)

The Registrar requires:      Full name and home address of informant  
   The full name and home address of the deceased  
   Date and place of death  
   Date and place of birth  
   Last occupation  
   Date of birth of surviving partner  
   Whether the deceased was in receipt of a pension or benefits

   In the case of a married woman      , you may be asked for: Maiden name (if applicable) and husband's full name and husband's last occupation.

### **The registrar will give you:**

A Green certificate - this should be handed to the funeral director asap  
A White certificate - this is for social security purposes

### **The Registrar will SELL you copies of the Death Certificate - you may need these for:**

The Will ~ Any Pension Claims ~ Insurance Policies ~ Bank Accounts (e.g. to access funds to pay for the funeral) ~ Premium Bonds.

It is a good idea to purchase several copies of the Death Certificate at the time of registering the death as the cost increases if you need to purchase more copies at a later date.

## **CONTACT DETAILS FOR NORTHAMPTONSHIRE REGISTRARS OFFICES** (Corby - Daventry - Kettering - Northampton - Oundle - Towcester - Wellingborough)

Telephone : 0300 126 1000 (8 am to 6 pm)  
Email : [registrationservice@northamptonshire.gov.uk](mailto:registrationservice@northamptonshire.gov.uk)  
Website : [www.northamptonshire.gov.uk](http://www.northamptonshire.gov.uk)

### **USEFUL ORGANISATIONS**

#### **Stillbirth and Neonatal Deaths Society (SANDS)**

[www.uk-sands.org](http://www.uk-sands.org)  
28 Portland Place, London, W1B 1LY - Tel: 020 7436 5881

**Winston's Wish** - Support for bereaved children and teenagers.  
The Clare Burgess Centre, Bayshill Road, Cheltenham, GL50 3AW  
Helpline: 0845 203 0405 [www.winstonswish.org.uk](http://www.winstonswish.org.uk)

**CRUSE Bereavement Care** - [www.crusebereavementcare.org.uk](http://www.crusebereavementcare.org.uk)  
126 Sheen Road, Richmond, TW9 1UR - Tel: 0870 1671677

**The Child Bereavement Trust** - [www.childbereavementtrust.org.uk](http://www.childbereavementtrust.org.uk)  
Tel: 01494 446648

**Bereavement Register** - for the removal of the deceased details from mailing lists.  
FREEPOST, SEA240, Sevenoaks, Kent, TN13 1YR  
Tel: 0870 600 7222 / 01732 460000

**The Natural Death Centre** - [www.naturaldeath.org.uk](http://www.naturaldeath.org.uk)  
For help, support or advice when planning a funeral. Tel: 01962 712 690

**The Good Funeral Guide** - [www.goodfuneralguide.co.uk](http://www.goodfuneralguide.co.uk)  
An independent, not-for-profit consumer advice and advocacy service.

### **JOB CENTRE PLUS (for DWP)**

Tel: 0800 169 0140  
Mon - Friday, 8am - 8pm

#### **Northamptonshire Registrars Offices :**

The Guildhall, St Giles Square,  
**NORTHAMPTON**, NN1 1DE

Borough Council, Bowling Green  
Road, **KETTERING**, NN15 7QX

2nd Floor, The Corby Cube,  
Parkland Gateway, George Street,  
**CORBY**, NN17 1QG

Council Offices, Swanspool House,  
**WELLINGBOROUGH**, Northants,  
NN8 1BP

**Central Telephone No.**  
**0300 126 1000**

## SOME QUESTIONS ANSWERED

**Do we have to have a religious minister?** No, there are other organisations available, such as Civil Funeral Celebrants and Humanist Ministers. You may also lead the funeral yourself or ask a family member or friend.

**Do we have to use a black hearse?** There is no law saying you have to hire a hearse for a funeral. There are many other options - for example, horse & carriage or 4x4 vehicles. You may choose to use our vehicle (Silver E Class Mercedes Estate) to carry the coffin or, if you have a suitable vehicle, you may use your own car.

**Can we visit the deceased at the funeral home?** Yes. All we ask is that you book your visit in advance in order to ensure a member of staff will be available. Chapel of Rest visits are available (by appointment) during the week between 9.30am and 7pm and on Saturdays between 10.30am and 4.00pm. Chapel of Rest visits are NOT available on Sundays at any time.

**Can we help with preparing our loved one for their funeral?** Yes, we welcome any family members or friends that wish to assist.

**Can we supply our own coffin?** Of course - though you may wish to ask for guidance on the type of coffin that your chosen crematoria or cemetery will accept.

**Can the family carry the coffin?** Yes, although it should be noted that some churches/cemeteries will not allow non professional bearers to carry the coffin on their premises. Please see the notes overleaf concerning the bearing of coffins.

**Can we have the deceased brought home?** Yes, we can bring the deceased home on the day or evening before the service. If you would like to keep the deceased at home for a longer period, please feel free to ask us for advice on how best to look after the body.

**What if we don't want to have a ceremony?** From time to time, we are asked whether it is possible to have a funeral without any form of ceremony or service, and the simple answer is 'Yes'. There are many reasons why someone might choose to have no funeral service. Whatever the reason, we hope that we can help you achieve your requirements.

**Where shall we have the service?** Although many funerals are held in a chapel or church you can, in fact, hold the ceremony anywhere you like (with the property owners permission) for example: at home, in a village hall or favourite pub.

**What can we place in the coffin?** For a burial there are no restrictions on what can be placed in the coffin. Many people like to leave photographs, poems or a small memento with their loved one. However, for a cremation there are restrictions - there cannot be anything combustible or that may give off harmful emissions during cremation e.g. glass or metal. If you have placed anything in the coffin that is not permitted, we will return these items to the family after the funeral.

**What are Doctor's Forms?** When a cremation is to take place, two doctors MUST attend and certify death. The first doctor must be the doctor who attended the deceased during his/hers last illness. The duty of the second doctor is an essential one of confirmation. This doctor must not be related to the first doctor either through family or practice. For this service each doctor makes a separate charge, which we (Margaret Rose) usually pay on behalf of the deceased's family.

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**How many people can be seated in the limousine?** In each limousine there is room for 6 people in the rear seating compartment and room for one in the front with the chauffeur.

**What are disbursements?** Disbursements are the fees that we (Margaret Rose Funerals) pay out on behalf of the family. These include Doctor's fees, Crematorium/Church/Cemetery fees and Minster's fees.

### **We have limited funds, how do we pay for the funeral?**

Paying for a funeral can be a source of worry for many people. Here are some suggestions that may be helpful.

- Only order what you can afford. Often, the simplest funerals are the most meaningful.
- Check whether the deceased had a pre-payment plan. Please note, some funeral plans are tied-in to a particular funeral home or corporation.
- Check if the deceased has sufficient funds in their bank or building society account to pay the bill. Most banks and Building societies will release funds to pay for funeral expenses.
- Does the deceased have insurance policies that could pay the bill?
- Are you eligible for help with funeral costs from the Social Fund?  
This benefit is dealt with by your local Jobcentre Plus office and is dependent on your circumstances not those of the deceased. Contact your local JobCentre Plus office for further information.

Please refer to our page 'DWP/Social Fund Funeral Payment' for further information.

*We hope that you have found the above to be useful, however, please do not hesitate to contact us if you have any further questions.*

### **The Bearing of Coffins**

When using our bearers, we will always endeavour to carry the coffin at shoulder height. However, there may be times when this will not be possible and a wheeled bier will be used.

Should any family or friends wish to carry the coffin we will give instruction and advice as needed. If you are unsure about the strength of your back you should think very carefully about carrying the coffin at shoulder height or whether to use the wheeled bier instead.

The only limitations to using friends and family as bearers is that, in the case of burial, some cemeteries do not allow the family to carry the coffin onto the grave, or they may ask the family to sign a disclaimer in the event of an accident. There are also some churches where, for Health & Safety reasons the minister will not allow non-professional bearers to carry the coffin on church property.

#### Disclaimer

*It should be noted, that if family members or friends wish to carry the coffin, Margaret Rose Funerals will not be legally responsible for any claim for injury, damage or otherwise that may occur to any persons or property.*

## MARGARET ROSE FUNERALS - BESPOKE FUNERAL SERVICE FEES

Please find below our itemised fees for our funeral services. We have also included an example of our fees for a full (bespoke) cremation service at Kettering Crematorium. NOTE: You may add or remove any of our funeral services to this example using the schedule of fees listed below.

In addition to our bespoke funeral services, we also offer a selection of 'fully inclusive' cremation packages - please see the reverse of this page for details.

<b>Professional Fee :</b>	£1500.00
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Professional Fee includes: *Arrangements meeting at our premises or your home and any subsequent meetings thereafter ; Collection of the deceased from a local address (within 20 miles of our office) and bringing into our care; Washing and dressing the deceased in own clothes or funeral gown; Care of the deceased at our premises from collection until the funeral; Arranging and administration of all necessary paperwork ; Liaising with doctors, hospitals, minister etc; Services of Funeral Director and assistant on the day of the funeral; up to 100 Orders of Service (note: not included in Simple Funeral package); Handling of donations; Help and advice as required (including telephone and postal costs); use of faux flower coffin spray and 'letters' i.e. 'Mum' 'Dad' 'Nan' etc (if required) to decorate hearse; collection of ashes from Crematorium and storage at our premises for up to 3 months.*

<b>Attendance at separate location</b> (e.g. church) in advance of Crematorium or Cemetery service	£100.00
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<b>Chapel of Rest visitation*</b>	£100.00
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*Please note: a surcharge may be made for out of hours visits that are in addition to 'in hours' viewings*

<b>Reception of coffin</b> into Church or home on day before funeral ( <i>using our vehicle</i> )	£150.00
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<b>Coffin</b> from	£350.00
Coffin Burial Pack	£ 75.00

<b>Pall Bearers</b> (x 4 = £180) each	£ 45.00
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<b>Hearse</b>	£300.00
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<b>Limousine</b> each	£250.00
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<b>Use of our vehicle in lieu of hearse</b>	£150.00
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### Margaret Rose Private Service Chapel and Function Room

Hire of Rooms	£100.00
Photo Slide Show	£ 50.00
Catering Buffet (per head) from	£ 6.50
Afternoon Tea (per head) from	£ 4.50
Tea/Coffee (per head)	£ 2.50

Costs for alternative transport options are available on request.

**Disbursements/Other Fees:** These are the fees we pay on your behalf, for example: crematoria or cemetery fees (burial plot, interment); church fees (heating, verges, organist); minister's fees; doctor's fees for cremation, e.g. *Kettering Crematorium fee is currently £854.50 and doctor's fees (for cremation) are £164 (@ 1st Jan 2018).* **The disbursement fees can vary greatly from region to region but an average cost is approximately £1200.00**

Other fees you may wish to consider are those for flowers, newspaper obituary notices, costs for a reception after the funeral, costs for ashes interment and/or headstone placement (if applicable).

*Please be assured, that if you decide to order flowers/newspaper obituaries/headstone etc through us, we will never add an admin (or any other fee) onto the fee quoted by the supplier.*

Example Cremation Cost	
Professional Fee	£1500.00
Simple Coffin	£350.00
Hearse	£300.00
Chapel of Rest Visitation	£100.00
Kettering Crematorium Fee	£854.50
Doctor's Fees	£164.00
Minister's Fee (approx)	£180.00
Bearers x 4	£180.00
<b>TOTAL</b>	<b>£3,628.50</b>

Example Burial Cost	
<b>£2,505.00 PLUS Disbursements</b>	
This example includes: Professional Fee; Simple coffin + burial pack; Hearse; Chapel of Rest visitation & Pall Bearers	
This price does <b>NOT</b> include : Church Fees (inc Minister's fee) ; Cemetery Fees (i.e. plot purchase and/or interment) ; Limousines. See 'Burial Disbursements' for details.	
<i>As with all our services, this fee may be reduced by removing certain elements, i.e. using our vehicle in lieu of hearse; no chapel visitation ; using family bearers etc.</i>	

BURIAL DISBURSEMENTS	
<b>Cemetery Fees:</b> It should be noted that church and cemetery fees can vary greatly from one parish to another, for example:	
The fee for a burial in Shire Lodge cemetery in <b>Corby</b> totals £1,027.00, whereas a <b>Wellingborough</b> Council owned cemetery totals £747.80 and the cemetery at <b>Kettering</b> Crematorium costs £1,675.00	
<b>Other Costs:</b> The other costs involved in a burial are those for a headstone or other memorial. We can recommend a trusted stonemason or you may wish to contact your local memorial mason for estimates and information.	
<b>PLEASE NOTE: THESE FEES SHOULD BE USED AS AN EXAMPLE ONLY, AND MAY BE SUBJECT TO CHANGE BY THE AUTHORITIES INVOLVED WITHOUT NOTICE.</b>	

Church Fees:	
As with cemetery fees, the fees for a service in a church will, again, vary according to the church location. It is very difficult to give an estimate of the fees involved without knowing the name of the church that you wish to use, however you should allow <u>a minimum</u> of £400 when estimating the total cost of a church based funeral service.	

We respectfully request that (unless otherwise agreed) full payment of the funeral account be made at least 3 working days before the funeral date.

@ 1st Aug 2018

## MARGARET ROSE FUNERALS - FULLY INCLUSIVE CREMATION PACKAGES

### Simple : £2,995.00

Our 'Simple' funeral package includes the following:

- Our professional services and making of all funeral arrangements as listed in our Professional Fees (with the exception that Orders of Service are not included)
- Simple coffin (suitable for cremation)
- A traditional hearse to transport the coffin, from our premises direct to the crematorium on the day of the funeral
- Attendance of the Funeral Director and pall bearers at the crematorium
- Service at **Kettering Crematorium\*** at a time convenient to Margaret Rose Funerals (usually mid-morning or mid-afternoon)
- Doctor's fees for cremation paperwork
- £180 towards Minister or Celebrant's fees

**PLEASE NOTE:** The simple funeral package DOES NOT INCLUDE Orders of Service. Chapel of Rest visitation may be added at a cost of £100.00

### Traditional : £3,700.00

Our 'Traditional' funeral package includes the following:

- Our professional services and making of all funeral arrangements as listed in our Professional Fees
- up to 100 x Orders of Service
- Simple coffin (suitable for cremation)
- Use of the Chapel of Rest
- A traditional hearse
- One traditional limousine (inc cortege leaving from home, or other, address)
- Attendance of the Funeral Director and pall bearers at the crematorium
- Service at **Kettering Crematorium\***
- Doctor's fees for cremation paperwork
- £180 towards Minister or Celebrant's fees

*\*Use of Nene Valley Crematorium will incur a surcharge of £90*

### Direct Cremation : £1,950.00

*Our Direct Cremation has been designed to cater for those people who **do not** wish to have any funeral service at the time of the cremation.*

Our Direct Cremation includes collection of the deceased; care of the deceased at our premises until the cremation date; provision of a simulated oak veneered coffin; arranging and administration of all paperwork; doctor's fees; services of Funeral Director and assistant on day of cremation; transport of the coffin to the crematorium in our vehicle, cremation at Nene Valley Crematorium *at a time and date convenient to Margaret Rose Funerals*, collection of ashes and storage of the ashes at our premises ready for collection by the next of kin; provision of cremation certificate.

*Our Direct Cremation Service does not include: Chapel of Rest visitation; use of a Traditional Hearse, professional bearers or any funeral procession, attendees or service prior to, or at the time of, the cremation.*

**PLEASE NOTE, OUR CREMATION PACKAGES OFFER A SAVING ON THE COST OF A FUNERAL (WHEN COMPARED TO OUR 'BESPOKE' PRICING) AND AS SUCH ARE OFFERED AS A COMPLETE FUNERAL PACKAGE AND CANNOT BE ALTERED IN ANY WAY**

If you wish to create a bespoke funeral service please refer to our fees, listed overleaf.

**Full payment for funerals must be made at least 3 working days before the funeral.**

Late payment may result in the funeral being delayed or cancelled.

### Home (or DIY) Funerals

Although still not a common option, some people are choosing to return to the practise of caring for their dead at home and organising the funeral without (or with minimal help from) a funeral director. You may choose to deal with all the arrangements (from the time of death to the final interment) OR you can arrange to handle just a part of the ceremonies. There are many reasons why a family may choose to do this, for example: some people desire to be personally involved at every stage of saying farewell to the deceased or there may be religious reasons to be taken into account. Whatever your wishes, Margaret Rose Funerals are happy to help in any way we can and, as such, have produced a list of costs for all of the elements involved. Please see below for details.

Arranging and administering all necessary paperwork. Liaising with doctors, hospitals, crematorium/church/cemetery etc. (completed paperwork returned to family)	£500.00
Collection of the deceased from a local address during office hours (min 2 staff members) within 25 miles of Finedon or Corby office, extra mileage at £1 per mile (NOTE: Surcharge for out of hours collection: £50.00)	£275.00
Care of the deceased at our premises from collection until the date of the funeral (per day)	£ 35.00
Use of our Chapel of Rest	£100.00
Washing and dressing of the deceased (in own clothes) by Margaret Rose staff member	£150.00
Use of our mortuary facilities by family to wash/dress the deceased (with staff member present)	£150.00
Pall Bearers (each)	£ 45.00
Funeral gowns	from £ 25.00
Design & Print of Orders of Service -1 sheet (4 sides) full colour on 200gsm card - min 50	£ 1.00 (each)

Please do not hesitate to contact us on 01933 682850  
if you would like to discuss any of the above or if you have any questions

# DWP/Social Fund Funeral Payment

## What is it and who is eligible?

If you're on a low income and need help to pay for a funeral you're arranging, you may be entitled to a Funeral Payment from the Social Fund (DWP). You can make a claim if you are receiving any of the following:

Income Support ; Income-based Jobseeker's Allowance ; Pension Credit ; Housing Benefit ; Council Tax Benefit Working Tax Credit (where a disability or severe disability element is included in the award) ; Child Tax Credit (at a rate higher than the family element)

**NOTE: If you have close family who are not in receipt of benefits, it is likely that your claim will be rejected.**

The contribution from the DWP will only cover the charges of the burial authority or crematorium and a small proportion of the funeral directors charges. For more information visit [www.dwp.gov.uk](http://www.dwp.gov.uk) or call 0845 606 0265

## How do I claim?

When the death is registered, the Registrar will provide you with a Registration of Death certificate which is required to make a claim from the social fund. This should be sent to the DWP office along with the appropriate documentation requested by the DWP, which may include the following:

Deceased's Birth Certificate  
A Marriage Certificate (where applicable)  
National Insurance Contribution Card  
DWP Pension or Allowance books  
The final account from the Funeral Director  
Proof of benefit (as listed above)  
The completed claim form

## How can Margaret Rose Funerals help?

The following are our guidelines of how we can help people who are applying for assistance with funeral costs via the DWP. Whilst we are happy to assist and provide a dignified funeral for your loved one, there are limitations on what the DWP will pay for, i.e.

- burial fees or cremation fees, including the cost of the doctor's certificates
- up to £700 for funeral expenses, eg funeral director's fees, flowers, coffin
- travel to arrange or go to the funeral
- the costs for moving the body within the UK - but only for the part of the journey that's over 50 miles

NOTE: If the person who died had a pre-paid funeral plan, you'll only get help for items not covered by the plan.

The DWP will NOT pay for

- A religious (or other) minister to take the funeral service
- Funeral cars (e.g. hearse or limousines)
- Church fees

The average amount paid by the DWP is £1600.00

NOTE: payments are made on a 'case-by-case' basis and there is a chance that you may not get the full amount

The funeral date will be provisionally booked a minimum of 1 month from the date of application to the Social Fund (proof of application must be obtained). At this time, you will be provided with an invoice which must be sent to the DWP asap after making your claim.

If we do not hear from the DWP within 7 days prior to the funeral date then the funeral may be delayed until we receive confirmation that your claim is going ahead. Once we have received confirmation of the DWP payment, you will be issued with an invoice for any fees over an above this amount - this invoice must be paid before the funeral can go ahead.

If you require the funeral service to take place sooner, then full payment for the funeral must be made in advance of the funeral taking place. In this instance, any payment received from the social fund will be refunded to you as soon as it is received by us.

We hope the above has been of use, but please don't hesitate to ask if you require any further information or help with completing the Social Fund application form.



# Things to think about ...

## Clothing

If you would like 'own clothes' instead of a funeral robe, please hand them in as soon as possible, especially if there are people who wish to come in to visit in the Chapel of Rest. Please ensure that each item is clearly labelled with the name of the deceased.

There are no restrictions on the clothes worn for a burial, however for a cremation the clothes must be of a natural, lightweight material (no coats or jackets, no shoes or heavy buckles/belts/jewellery).

*What about false teeth or glasses?* False teeth can be handed in to the funeral director who will ensure they fitted prior to the funeral. Glasses can also be handed in and put on for use in the Chapel of Rest, but will then be removed prior to cremation. Please ask if you would like the glasses returned to you, otherwise we will hand them to a charity recycling company such as Vision Aid Overseas.

*Can we put photographs, poems or meaningful objects in the coffin?* If you have chosen a burial, yes you can. If you have chosen a cremation, then you can put paper items such as photos, cards or letters in the coffin but objects such as glass or metal are not allowed. Please ask if you are unsure.

PLEASE NOTE: gold/silver jewellery (i.e. wedding rings, earrings) will be left with the deceased unless you specifically request that items be returned.

## Chapel of Rest Visits

Please book your visit in advance so that we can ensure a member of staff is available to meet you. Chapel of Rest visits are available (by appointment) during the week between 9.30am and 7pm and on Saturdays between 10.30am and 4.00pm.

## Obituaries

If you wish to book an obituary in the local paper, it should be noted that the local Evening Telegraph is now only a weekly paper (produced on Thursdays). We can book the obituary on your behalf, however, there is less chance of typing/spelling errors if you book the obituary direct with the relevant publication.

Obituaries can be booked online (via <http://announce.jpress.co.uk/>), by phone (01536 506100), by email ([nt.newsdesk@northantsnews.co.uk](mailto:nt.newsdesk@northantsnews.co.uk)) or by visiting the newspaper office at Newspaper House, Ise Park, Rothwell Road, Kettering, NN16 8GA.

## Music for the Service

Please ensure that music choices are given to the funeral director at least 3 working days prior to the service. Due to licensing laws, all music chosen must have been officially released by a recording company, e.g. music downloaded from Youtube cannot be used. Some churches/halls etc will require the music to be supplied on CD - please check with your funeral director. NOTE: Most churches will not allow non-religious music to be played during the service - please check with your chosen minister.

## Orders of Service

Once you have booked the date of the funeral, your chosen minister/celebrant will contact you to discuss the order of service. It is at this meeting that you will decide on any special poems or readings that are to be included. Any photos to be used in the Order of Service should be delivered to us at least 3 working days prior to the service.

## CHECK-LIST

COMPLETED

MUSIC FOR SERVICE  
choices given to Margaret Rose

CHOOSE CLOTHING  
take in to Margaret Rose  
*(remember to label each item)*

PHOTOGRAPHS (max 5)  
Take (or email) in to Margaret Rose

CHAPEL VISIT  
book appointment (if required)

FLOWERS  
Ordered

DONATIONS  
inform Margaret Rose of charity name