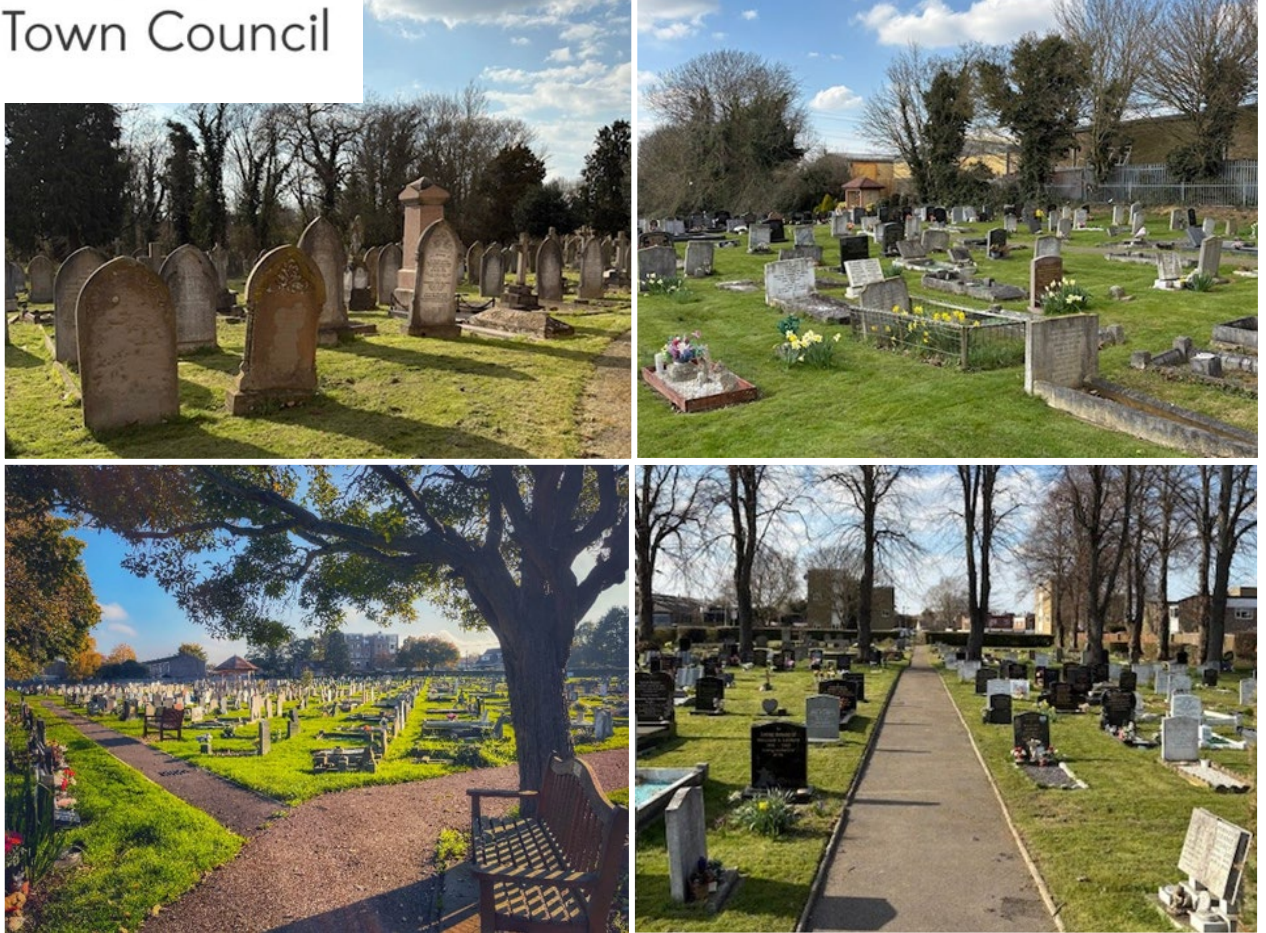




St Neots
Town Council



CEMETERY RULES AND REGULATIONS

Eaton Socon, Eynesbury, St Neots New, St Neots Old Cemeteries

The purpose of this document is to set out St Neots Town Council Cemetery Rules and Regulations which apply to the provision of the Cemetery services.

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1. Terms of Reference

In this document, unless the context otherwise requires, the following terms shall have the meanings given to them below:

- “Cemetery” means the Cemeteries for which St Neots Town Council is the Burial Authority.
- “Exclusive Right of Burial” means an exclusive right of burial granted in accordance with Rule 7.1.
- “Deed Holder” means the person or persons who have been granted an exclusive right of burial.
- “Right of Burial” means an Exclusive Right of Burial granted in accordance with Rule 10.
- “Interment” means the burial of a body or cremated remains.
- “Memorial” means an object serving as a remembrance and for the purposes of these rules include a headstone, flat memorial tablet, wooden grave markers, temporary grave markers and those memorials permitted under Rule 10
- “Memorial Rules and Regulations” means those rules set out under Rule 10 of this document.
- “Operations Manager” means the person employed by the Council to manage the cemeteries.
- “Operations Team” means the persons employed by the Council to manage the operational requirements for the cemeteries.
- “Register of Burials” means a register of all burials in a cemetery kept and maintained by the Council.
- “Rules and Regulations” means St Neots Town Council rules and regulations for Eaton Socon, Eynesbury Old and New and St Neots Old and New cemeteries as set out in this document.
- “Table of Fees” means the list of fees and charges for goods and services provided by St Neots Town Council.
- “Cemeteries Admin/Burial Officer” means the person employed by the Council to manage the cemeteries administration.
- “The Clerk” means the person holding the office of Clerk to the Council or any person appointed by the Council to act on their behalf.
- “The Council” means St Neots Town Council.
“The Council Office” means the office at St Neots Town Council.

2. Cemetery Rules and Regulations

All local authority managed cemeteries are subject to standards and conditions known as Cemetery Rules and Regulations. The Rules and Regulations are designed to inform all cemetery users of the aspects of the management of the cemeteries and the requirements applicable to them.

These Rules and Regulations should be read in conjunction with the statutory requirements contained within the Local Government Act 1972 and the Local Authorities Cemeteries Order 1977 (LACO 1977 as amended) together with any other relevant legislation that governs this service.

Under LACO 1977 Order, St Neots Town Council is the Burial Authority for the parish of St Neots.

St Neots Town Council (“the Council”) reserves the right to alter, add to, or amend the Cemetery Rules and Regulations from time to time as necessary.

St Neots Town Council does operate other cemeteries for which different Rules and Regulations apply. For further information regarding the other cemeteries please contact the Cemetery Office.

If you need help in interpreting the Rules and Regulations, please contact the Council Office.
[The Local Authorities' Cemeteries Order 1977](#)

3. Burial Authority

The Burial Authority is St Neots Town Council.

All enquiries regarding St Neots Town cemeteries should be made to the Council Offices.

Telephone enquiries: 01480 388 911

Email enquiries: enquiries@stneots-tc.gov.uk

Burial Law (Local Authorities Cemeteries Order 1977) states that none of the following can take place without the written permission of the Burial Authority (Council)

- Burials
- Interment of Ashes
- Scattering of Ashes (Not permitted in our cemeteries)
- Exhumations
- Installation or fixing of a memorial, kerb edge, trees, plants, seats or benches
- Adding an inscription to a memorial
- Renovation of a memorial
- Removal and/or replacement of a memorial.

4. Our Cemeteries

The cemetery to which these Rules and Regulations apply are located at:

- St Neots (New) – Cemetery Road, St Neots ([click for map](#))
- St Neots (Old) – Cemetery Road, St Neots ([click for map](#))
- Eynesbury – Howitts Lane, Eynesbury ([click for map](#))
- Eaton Socon – Little End Road, Eaton Socon, St Neots ([click for map](#))
- These rules do not apply to St Neots Lawn Cemetery.

The cemeteries listed above are traditional cemeteries, which means that all graves have either flat grass surfaces and headstone, footstone, kerb sets, cover slabs or wedge and flat tablet type memorials are permitted.

Shrub, trees and bushes etc may not be planted in the grave and flowers should be placed only within receptacles that form part of the memorial itself or within the boundaries of kerb set memorial.

Our Cemeteries also play host to a variety of wildlife and are key to maximising biodiversity in and around St Neots. As such, our rules ensure sympathetic consideration is given to wildlife, whilst also considering the environmental impact of any activities within our Cemeteries.

Such rules are for the long-term care of all grave spaces perhaps for long after those who initially were responsible for such care are able to continue that obligation.

4.1 Cemetery Opening Hours

Other than as set out to the contrary in this Rules and Regulations or in exceptional circumstances, the cemeteries are open to visitors every day of the year including weekends and public holidays.

4.2 Cemetery Sections

The cemeteries provide grave choices for the bereaved. Some of our cemeteries are closed which means grave choices are not possible.

It is strongly recommended that anyone considering a burial at our cemeteries, read and understand the grave choices available to them before making a final decision.

Our cemeteries have the following sections available:

- St Neots (New) Closed
Burial - pre-purchased/re-open only
Interment of cremated remains - pre-purchased/re-open only
- St Neots (Old) Closed
Burial - pre-purchased/re-open only
Interment of cremated remains - pre-purchased/re-open only
- Eynesbury (New)
Burial – single depth only (limited availability)
Interment of cremated remains (limited availability)
- Eynesbury (Old) Closed
Burial - pre-purchased/re-open only
Interment of cremated remains - pre-purchased/re-open only
- Eaton Socon
Burial - pre-purchased/re-open only
Interment of cremated remains

A plan/map of the various sections are available by contacting the Council Offices.

4.3 Conduct in the Cemetery

Children under the age of 12 shall not be permitted in the Cemetery unless in the charge of a responsible adult.

All persons must conduct themselves in a decent, quiet and orderly manner and must keep to the pathways unless visiting a grave and must not:

- Create any disturbance or nuisance.
- Play loud music (whether live or recorded).
- Interfere with any burial taking place in the cemetery.
- Interfere with any grave, stone or other memorial or floral tribute.
- Play any game or sport in the cemetery.

- Ride a bicycle or use any other recreational equipment.
- Enter the cemetery when it is closed to the public.
- Deposit litter or spent floral tributes other than in the receptacles provided for such purposes.
- Organise or be part of any gathering, other than for the purpose of interment or remembrance.

Any person who contravenes the above shall be liable, on summary conviction, to a fine as laid out in Article 19 of the Local Authorities Cemeteries Order 1977.

In addition, it is an offence under the Criminal Damage Act 1971 to destroy or damage any property (including statues, monuments, memorials, railings or fences) belonging to another within the cemetery.

All persons entering a cemetery will be subject to the Rules and Regulations set out in this document. The Council reserves the right to eject or have ejected from the cemeteries any person who acts in a manner which is deemed by the Council to constitute inappropriate behaviour.

Any unapproved notices will be removed.

Any person found picking or damaging shrubs, trees or flowers in the Cemetery may be prosecuted.

No person, other than an officer of the Council, or a person so authorised by or on behalf of the Council, shall enter or remain in the Cemetery when it is closed to the public.

4.4 Vehicles in the Cemetery

All vehicles not connected with the excavation and maintenance of graves, funeral cortege or the erection or maintenance of memorials, shall not be permitted in the cemetery. The use of bicycles, e-bicycles, skateboards, roller-blades, roller-skates, scooters and e-scooters are prohibited in the cemeteries.

The Council reserves the right to seek compensation for any damage done by vehicles to graves/memorial/benches or the cemetery (e.g. damage to turf).

4.5 Dogs in the Cemetery

Dogs are not allowed in the Cemeteries unless on a short lead. Owners or persons for the time being in charge of a dog who allow it to foul the Cemeteries must clean up any dog faeces and dispose of it in a litter or dog bin away from the site. Failure to clean up after your dog may result in a fine or prosecution.

4.6 Maintenance of Cemetery Grounds

Maintenance of the grounds (e.g. grass cutting, spraying, leaf and litter clearing, upkeep of trees, shrubs, flower beds and hedges) will be carried out by the Council at a frequency determined by the Council. The Council has the right to prune, cut down or remove any shrub, tree, plant or flowers that has become unsightly, overgrown or dangerous and to spray around graves in any area of the cemeteries.

The Council reserves the right to place soil or any other material onto a grave space in the cemeteries (whether occupied or not) when carrying out maintenance works. Any soil or material placed will be removed and the area re-instated as soon as possible after the work has taken place.

4.7 Removal of floral arrangements and other items from graves

All large floral tributes placed on a grave space following an interment will be removed and disposed of 14 days after the funeral.

The Council has the right to remove items from graves which have perished; pose a hazard; encroach on an adjacent grave space; or have not been authorised and dispose of such items without prior reference to the Deed Holder. This includes balloons, rubbish, fencing, border edging, glass objects, other decorations and un-authorised items placed on a grave (for further information see section on Memorials).

The cemetery is home to an abundance of wildlife some of which may damage floral tributes. The Council therefore cannot accept responsibility for tributes left displayed in any of its grounds.

The removal of seasonal floral tributes/memorabilia from all areas will commence four weeks after any event (e.g. Christmas Day – removal will begin after 22nd January).

4.8 Water

Water is available for tending graves in the cemetery.

Water containers are not permitted to be left on grave or ashes plots.

Containers may be removed by the Operations Team if these interfere with the maintenance of the cemeteries.

4.9 Balloons

Balloons and the releasing of balloons is not permitted in our cemeteries to prevent harm to wildlife and the wider environment. It is understandable that you will wish to remember your loved ones in a special way, so you may wish to consider alternatives such as blowing bubbles in the sunlight, scattering petals into the river, planting a tree or shrub in your garden, wildflower seed bombing in your garden, gathering together by jam jar lanterns, or taking a walk through their favourite outdoor spaces.

5. Fees

Various fees and charges are applicable in relation to the cemeteries. The Council reviews its fees and charges annually.

Anyone intending to use the cemeteries services is advised to obtain an up-to-date copy of the fees and charges which will be supplied on request.

There are no restrictions on who can be interred within the cemeteries provided by this Council; however, the Council has a Scale of Charges which outlines the difference in costs as follows: -

- Resident Fees – apply if the deceased was a St Neots resident or within 5 years of death.
- Former Resident Fees - apply if the deceased lived within St Neots but not within the last 5 years of death.
- Non-Resident fees – apply if the deceased lived outside St Neots.

A copy of the current fees is available on St Neots Town Council website:
[CEMETERIES & BURIALS | St Neots Town Council \(stneots-tc.gov.uk\)](https://www.stneots-tc.gov.uk/CEMETERIES%20&%20BURIALS)

6. Purchasing a Grave

Requests to purchase a grave should be made through the cemetery office. This can be done at the time a funeral is arranged. Purchasing a grave in advance is not permitted.

All graves will be allocated with the next available plot by St Neots Town Council.

6.1 Grant of Exclusive Right of Burial

After a grave is purchased, the Exclusive Right of Burial will be granted for a period of 100 years beginning with the date upon which the grant is made and upon such terms and conditions as the Council deems appropriate.

The fee for an Exclusive Right of Burial is set out in the Table of Fees.

St Neots Town Council retains ownership of the land at all times.

After a grave is purchased, the Council will issue a Grant of Exclusive Right of Burial (the Deed) to the purchaser.

The Grant of Exclusive Right of Burial is a legal document. It does not give ownership of the actual land but allows the Deed Holder to:

- Be buried into the grave if space is available (including cremated remains).
- Authorise further burials into the grave where space is available.
- Place an inscribed memorial onto the grave subject to the Council's regulations on memorials.
- Give permission for additional inscription(s) to be made onto an existing memorial subject to the Council's regulations on memorials.

The Council recommends a maximum of two people hold the Rights to the Exclusive Right of Burial. Please note all owners must give written consent for future interments and memorial applications on the purchased plot.

The holder of the Exclusive Right of Burial may surrender their right at any time in respect of the grave or grave space where the said right has not been exercised (i.e. where no burial has taken place and/or no memorial has been placed on the grave).

If there is more than one holder of the Exclusive Right of Burial, all holders must agree to surrender their right. In all cases the fee repayable will be that of the original fee paid to purchase the Exclusive Right of Burial.

The Deed Holder may transfer the Grant of Exclusive Right of Burial during their lifetime to another individual on completion of an Assignment Form and payment of the required fee. Please contact the Council Office for further information.

Where a Deed Holder is deceased, and other family members wish to arrange a further burial into the grave space (or install a memorial, add an additional inscription or clean and renovate the memorial) the Grant of Exclusive Right of Burial will need to be transferred and payment of appropriate fees, before the grave can be further re-opened (or any memorial erected onto the grave or any existing memorial repaired, altered or removed).

Further advice on how this may be possible can be obtained from the Council Office. Depending on individual circumstances, the transfer may require the consent of other family members. If the relevant consents are withheld, the ownership cannot be transferred, and no further burial will be allowed. Only the next of kin reaching an agreement between themselves can resolve this.

It is the responsibility of the Deed Holder to advise the Council of any change of address.

6.2 Public Graves

A public grave is an unpurchased grave where no Exclusive Right of Burial exists. There is usually no family connection with those buried in this type of grave. No memorial rights exist for a public grave therefore no headstone or memorial can be placed on it without the consent of the Council.

7. Arranging an Interment

All arrangements for an interment must first be made to the Council Office either by telephone, email or in person and confirmed in writing as soon as possible thereafter using the Council's specified form referred to in 7.1 below.

Where possible, coffins, caskets and urns for burial should be made from suitable bio-degradable materials such as wood, wicker, cane, bamboo, wool, cardboard etc. and the coffin must be suitably secured.

Wherever possible embalming should be avoided if the burial is to take place in our cemeteries due to the impact the process poses to the environment.

A shroud burial is permitted so long as an appropriate board is positioned underneath the deceased for safe lowering into the grave.

7.1 Notice of Interment

Interment requests must be made on the official Notice of Interment application form supplied by the Council and must be delivered to the Council's Office at least five (5) working days prior to the interment. Email copies of the specified form are acceptable.

The forms are available by request from the Council Offices. The details provided on the form must be clear and complete. In the case of a second interment the Notice of Interment application form should be signed by the Deed Holder (except where the deceased is the Deed Holder) and the Deed produced with the Notice of Interment.

The Council will determine the appropriate fees to be paid for the interment, which must be paid fully in advance unless an alternative arrangement is in place. Payment can be made by BACS, by card payments over the phone or in person or cheques.

The Council reserves the right to delay or cancel any interment where, in its opinion, ownership of the Grant of Exclusive Right of Burial is disputed.

Coffin sizes should be detailed on the Notice of Interment application form. If these are not known at the time of giving notice, they may be supplied later in writing to the cemetery admin and no later than 3 working days before the booked interment date. The Council shall not accept liability for any coffin sizes given other than in writing.

If an existing grave is required to be re-opened for the purposes of an interment the person responsible for the funeral shall ensure that before the grave is reopened a completed Notice of Disclaimer form is provided to the Council by the grave owner or if deceased, their representative and if so required by the Council the existing memorial or gravestone and any base, kerbstone and foundation is removed from the Cemetery and delivered to the premises of a registered Memorial Mason. Failure to do so may result in the postponement or cancellation of the interment.

Times of Interment

Interments can take place on any weekday (other than a public holiday).

April to September Bookings

Body

Monday - Friday 10.00am to 2.00pm

Ashes

Monday - Friday 10.00am to 2.30pm

October to March Bookings

Body

Monday - Friday 10.00am to 1.00pm

Ashes

Monday - Friday 10.00am to 2.30pm

At the discretion of the Town Clerk Interments outside of the above hours may be available by special arrangement and will incur extra fees

The time stated in the Notice of Interment application form is the time the funeral cortege must be at the cemetery.

The Council reserve the right to refuse to accept a notice of interment in special circumstances.

In the event of a confirmed booked interment being cancelled after work on the preparation of the grave has commenced, the Council reserve the right to retain a part of or whole interment fee.

The Council accepts no liability for the consequences arising from the loss or delay in delivery of any notice, Orders or other document sent to the Council by email or post.

7.2 Disposal Certificates

No interment can take place unless the Council has first received the appropriate certification. This is:

- A 'Certificate of Disposal' issued by the Registrar of Births and Deaths, or
- An 'Order for Burial' issued by the Coroner, or
- A 'Certificate of Cremation' issued by the crematorium

This documentation must be submitted to the Council before the interment can take place. Failure to provide the necessary documentation may result in the delay of the interment until the appropriate certification can be produced.

A scanned copy of the document(s) should be sent by email in advance to the Council.

7.3 Religious ceremony

A burial can take place with or without a religious service or ceremony. It is the responsibility of the bereaved family or funeral director to arrange for a Minister, Clergy or other authorised person to officiate at the burial. Any authorised person may officiate at an interment providing the ceremony is conducted with decorum.

When a burial takes place in an un-consecrated part of the cemetery, the minister representing the religious belief of the deceased conducts a service at the graveside, thereby blessing that individual grave at the time of burial.

7.4 Alterations to funeral arrangements

No alteration to a notice of interment is permitted unless:

- (i) a written request for any such alteration has been submitted to the Council Office and:
- (ii) Such alteration has been agreed by the Clerk/Operations Manager.

Any additional expense incurred by the Council as a result of incorrect information having been supplied will be charged to the person making the application.

8. Graves

Interments will only be allowed in designated areas previously laid out for burial. These areas are identified on the cemetery plans held by the cemetery office.

8.1 Allocation of Graves

Eynesbury Old, St Neots Old and St Neots New Cemeteries are closed cemeteries which means that there are no available grave spaces for interments other than those that have been pre-purchased or to be re-opened for an additional interment.

When purchasing a grave, a person will be allocated the next available space. (Normally the next grave space "following on" from the previous interment).

The use of the plot at time of need is subject to ground suitability and weather conditions, for instance if digging becomes unsuitable due to high water table or other factors outside of our control. However, every effort will be made to accommodate family wishes where this is possible.

8.2 Excavations

A grave shall be of sufficient width and length to admit a coffin to the size specified on the notice of interment. Where possible, a member of the Operations Team will arrange with the funeral service provider to check the coffin measurements before grave preparation starts.

It is the responsibility of the person making the funeral arrangements to provide accurate measurements of the coffin size to ensure the correct size grave is prepared.

The Council reserves the right of passage over all graves and to place on a grave, excavated material from a neighbouring grave (whether or not contained in a soil box) the right to remove headstones and in exceptional circumstances to move material and equipment, including mechanical diggers etc. over graves.

However, in undertaking such work, the Council will always exercise due care and afford the level of dignity to the operation which would be expected in a cemetery environment. In addition, the Council will make good any damage that may be done during such work.

Where a temporary wooden marker (cross or stake) is placed on a new grave, the Council has the right to remove the marker if it deteriorates to a poor condition or when a memorial is erected on the grave.

8.3 Type and depth of graves

The types of graves available at the cemeteries are traditional and cremated remains. Below is an explanation of each type:

Traditional Graves are offered for those who want greater choice over the design of the memorial, or do not want people to walk over the grave. The grave can be surrounded by kerbs or have a cover slab.

Cremated Remains Graves are for the burial of cremated remains only. A headstone, wedge tablet or flat tablet memorial are permitted. Kerbs, edging and other surrounds are not permitted. This type of plot can accommodate two cremated remains.

For any oversized grave, the Council has the right to charge for two grave spaces to facilitate the interment.

Graves shall be excavated to a minimum depth of:

- (i) 6 feet 4 inches (1930 mm) deep (double depth)
- (ii) 4 feet 6 inches (1370 mm) deep (single depth)

Ashes plots can hold up to two caskets and shall be excavated to a minimum depth of:

- (i) 1 foot 6 inches (450 mm)

Scattering of ashes is not permitted in any of the cemeteries.

Funeral Service Providers must carry appropriate insurance, have in place a health and safety policy and comply with other statutory requirements. They must ensure that any contractors employed by them also comply with this requirement.

Funeral Service Providers shall at all times provide sufficient bearers for the carrying and lowering of the coffin into the grave.

Anyone acting as a bearer during an interment does so at their own risk and the Council will accept no responsibility for any resulting accident or injury to a bearer howsoever caused unless such injury is caused by the Council's negligence.

8.4 Re-Instatement

Following the burial taking place, the grave will be filled in and, when the ground has settled, it will be seeded so that the level of the top of the grave corresponds with the level of the surface.

For the interment of cremated remains, the grave will be filled in and a marker slab with a centre hole will be placed on the plot.

Requests for personal involvement during the backfilling process will be considered upon request and should be notified to the Council prior to the burial taking place.

Any personal involvement agreed to will be undertaken under the supervision of the Council.

Anyone taking part in backfilling of a grave does so at their own risk and the Council will accept no responsibility for any resulting accident or injury to a person howsoever caused unless such injury is caused by the Council's negligence.

After an interment has taken place, the soil will continue to settle for approximately 9 - 12 months, or longer, depending on the soil conditions.

Graves can also settle unexpectedly during adverse weather and if this happens arrangements will be made to level the grave as soon as possible.

8.5 Items placed on a grave

The Council will not be liable for any loss, damage, theft or vandalism of any item (including memorials) placed onto a grave however caused.

Anything added to a memorial/memorial tablet or grave not permitted under these regulations can be removed without notice by the Council. This includes items in disrepair or broken. Council staff may remove articles from a grave, without prior consent from the Deed Holder, which, in their opinion, are likely to cause risk, damage or offence or which may interfere with the Council's maintenance of the site.

The following items are not allowed to be placed onto graves and if found will be removed: -

<ul style="list-style-type: none">• Unauthorised memorials• Unauthorised kerb edgings• Unauthorised trees and plants• Artificial grass	<ul style="list-style-type: none">• Glass items or breakable containers• Wire / plastic fencing• Lantern stands with a pointed top• Balloons• String/rope lights
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To protect the character of the cemetery and avoid attractions that might encourage undesirable visitors during the hours of darkness, as a general principle solar lamps are permitted but limited to two lamps on any one grave and should be positioned on the plinth of the headstone and should not exceed 30 cm in height.

8.6 Tributes

Floral tributes placed on a grave or ashes plot at the time of the interment, Religious Festivals, significant dates and anniversaries can remain for a period of 14 days. The Council reserves the right to remove any wreaths, flowers, flower holders or other receptacles which remain on any grave or ashes plot after 14 days and once seeded.

We encourage plastic-and-wire-free tributes where possible to facilitate the composting of flowers.

Please remove all cellophane, plastic wrappings, string, elastic bands or ties before placing flowers in the permitted flower holders.

Tributes may be placed on the base of a permitted memorial or within a kerb set surround of a grave with the following restrictions:

- Items must sit within the boundary (the base/plinth) of the permitted memorial or kerb set surround and not protrude/overhang onto the grass.
- Items must be made of unbreakable materials, for example, outdoor frost proof pots.
- Temporary crosses/markers must be removed once a permitted memorial has been installed.
- Temporary crosses/markers must be removed if broken.
- Tributes are permitted on grave spaces that are in use which have not been seeded. Any items placed on the earth must be frost proof and unbreakable and be removed once seeded.

9. Memorials

Unless specified these rules apply to graves and ashes plots.

A Deed Holder may apply to the Council to install a memorial following an interment. There is a requirement to allow the ground to settle in the Cemeteries, usually 12 months.

Memorials remain the ownership of the grave owner for the duration of the ownership of the grave. The maintenance, repair and safety of the memorial remain the responsibility of the grave owner. It is recognised that many memorials require considerable financial investment. ***It is strongly recommended that all memorials are insured against accidental damage or vandalism.*** Memorial insurance is available and can be sourced independently or through your memorial masons.

The Council cannot accept any responsibility for the condition of any memorial.
The Council cannot accept any responsibility for any damage caused to memorials or graves unless caused by the Council's own negligence.

Memorials are only permitted on graves for which the Exclusive Right of Burial has been acquired and on the application of the deed-holder. A memorial may not be erected on a grave prior to the first interment. Mourners' flowers may be placed on top of the grave after a funeral has taken place. They must not be placed on adjacent or other nearby graves and will be removed by the Council and placed in a more suitable area of the cemetery.

A fee will be charged for the erection of a headstone, tablet memorial, an added inscription, repair or other change.

The brass plaque/wooden cross that is placed on the grave by Funeral Service Providers is considered to be a temporary memorial and should be removed by the stonemason when a permanent memorial is in place.

Permission to maintain a memorial above a grave shall remain for a period **not exceeding 50 years** from the date of burial, after which the owner at the time must apply for an extended period. Failure to obtain permission from the Council could result in the removal of the Memorial subject to Article 10(1), (5) and (7) of the Local Authorities Cemeteries Order 1977 and any cost incurred by the Council shall be met by the grave owner.

Granted memorial permits will expire two years from the date of approval (unless the memorial is erected) and a new application must then be submitted to and approved by the Council.

Any unauthorised memorials are subject to removal by the Council without notice and the cost of removal and disposal shall be charged to the owner of the Exclusive Right of Burial or other responsible person.

Memorial headstones must be marked with the grave number on the rear of the memorial.

9.1 Application to install a memorial

Only stonemasons that have been approved by the National Association of Memorial Masons (NAMM) or British Register of Accredited Memorial Masons (BRAMM) will be permitted to install or undertake fixing work on memorials within the Cemeteries. The stonemason will be required to supply to the cemetery office a copy of their NAMM or BRAMM certification, together with evidence of their Public Liability Insurance for a minimum value of £5million before any permission will be issued by the Council.

An "Application for a Memorial Permit" should be submitted in writing on the appropriate form supplied by the Council, which includes;

- Grave/plot reference number
- A sketch and/or design of the proposed memorial
- The exact dimensions
- The wording of any inscription
- Method statement to include chemicals used for cleaning a memorial
- Signed by the holder/s of the Exclusive Right of Burial

Memorial Masons must not start to make a memorial or add an inscription to an existing memorial until all details (including sizes) have been submitted to the Council and approval has been granted in writing.

Memorial Masons who start to make or add an inscription to an existing memorial prior to being granted approval does so at their own risk.

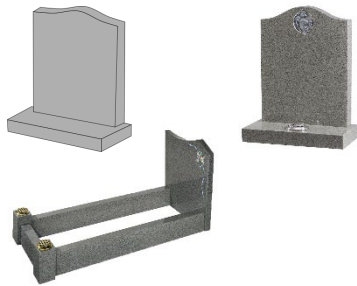
Stonemasons, or other persons engaged in erecting a memorial, must perform the work in accordance with these regulations. All stonemasons must be registered with the Town Council. Headstones/plaques must be prepared ready for fixing before being taken into the Cemetery.

All memorials installed or refixed must be fixed in accordance with British Standard 8415.

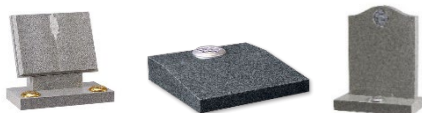
9.2 Memorial Sizes

Memorials on traditional graves maybe headstones, books, hearts or other shapes as appropriate. They may also include a kerb set surround, cover slab, post/vases and footstone. Due to the age of some of our cemeteries, the space available for memorials may vary. We strongly advise that you contact the Council in the first instance for confirmation of the maximum size memorial that can be accommodated.

Traditional Grave Memorials

Section	Memorial Type Permitted		Example	
All sections	Memorial designs can include a headstone/footstone at the head/foot of the grave space, kerb set surround, cover slab and additional memorial items.			
Maximum Measurements permitted	Height of Headstone (including base/plinth)	Width of memorial (including base/plinth)	Length of kerb set surround/cover slab	Thickness of headstone
	36" (900mm)	27.5" (700mm)	Length of grave space 77" (1955mm)	4" (102mm)
Planting	Not Permitted			
Additional Items Permitted	Vases must be securely fixed to the base and or form an integral part of the overall memorial and must be clearly stated on the memorial application.			

Cremated Remains Memorials

Section	Memorial Type Permitted		Example	
Cremated Remains	Memorial designs can include a headstone at the head of the grave space.			
Maximum Measurements permitted	Height of Headstone (including base/plinth)	Width of memorial (including base/plinth)	Depth of tablet memorial	Depth of headstone memorial (including base/plinth)
	36" (900mm)	27.5" (700mm)	18" (457MM)	12" (305mm)
Planting	Not Permitted			
Additional Items Permitted	Vases must form an integral part of the overall memorial and must be clearly stated on the memorial application.			

9.3 Memorial Materials

To encourage greater artistic input and reflect the individuality and spirit of the deceased and/or local community, memorials must be constructed from natural stone, slate, granite, sandstone or wooden temporary markers. The Council encourages the use of locally sourced materials to reduce the negative aspect of the carbon footprint relating to distance of travel.

9.4 Inscriptions

Stonemasons should not start work on a memorial until approval has been granted in writing by the Council.

The Council reserves the right to refuse permission for a memorial where, in its opinion, the proposed inscription could cause offence or is deemed unsuitable.

9.5 Installing a memorial

The Council has authority to refuse to allow any person to undertake work in the cemetery unless a notice is produced giving the written permission of the Council for such work to be carried out.

Prior to carrying out any work in the cemetery, memorial masons must contact the Operations Manager or Council office to make an appointment. Masons should also provide the permit number given on their memorial works permit.

No memorial shall be installed or placed on a grave without the presence of a member of the Operations Team.

All memorials and materials must be carried into the cemetery in a way that does not cause damage to roads, walkways or grass areas.

A memorial may only be erected on a burial or cremated remains plot within the cemetery in accordance with the current regulations in force at the time of application.

All memorials installed or refixed must be fixed in accordance with British Standard 8415. Suitable foundations must be provided to prevent memorials from sinking or tilting. All memorials erected in the cemetery must comply with BS8415 and the BRAMM/NAMM Recommended Code of Practice.

Masons or other persons employed in fixing, painting or restoring memorials will be required to remove any debris, tools and clean up the ground carefully after completing their work. They will be held responsible for any damage caused by them to either the ground or memorials erected within the cemetery and will be charged according to the cost of such damage.

Memorial masons must ensure that the grave and the area around the grave is left in a clean and tidy condition to the satisfaction of the Council.

All memorials, or materials for fixing memorials into position, admitted into the cemetery or permitted to be erected therein shall be so conveyed, erected, remain and removed at the owner's risk and the Council shall not be held responsible for any damage or breakage occurring to, or loss of any such materials howsoever caused.

Any employee or subcontractor of a memorial mason firm breaching any applicable cemetery rule will render themselves liable to such action as the Council thinks necessary to prevent further breaches, including disqualification.

If any memorial fitting or other work to be carried out is in violation of these rules, the memorial or work may be removed at any time by the Council, without notice, at the cost or expense of the person responsible and suitable enforcement action will be taken by the council against those in breach of these rules.

The fixing of memorials is not allowed on Saturdays, Sundays or Public Holidays. Erectors or masons are requested to note that no incidental work will be permitted in the cemetery after 3.30pm, unless agreed otherwise with the Operations Manager.

A signed copy of the memorial permit must be sent to the Council within 7 days of the Memorial Mason completing work in the Cemeteries to confirm the memorial has been fixed in accordance with BS8415 and NAMM Working Code of Practice.

Basic cleaning/washing down and non-specialist cleaning of a memorial may be undertaken by any person with the permission of the owner/their families/heirs. Only the use of a water and standard household dish soap is permitted to prevent any health risk to the public or harm to the environment and wildlife.

9.6 Removing a memorial

No memorial shall be removed from the cemetery without the permission of the Deed Holder or their representative and without the Council being informed of the whereabouts of the memorial.

When a memorial/kerb/edging is to be removed to allow a second burial to take place it is the responsibility of the Deed Holder or their agent to remove the memorial at their own risk and expense prior to the burial taking place. Removal of the memorial must take place within four working days prior to the booking.

The Council reserves the right to:

- Remove without notice, any un-authorized monument, memorial, stone, kerb, edging, tree, shrub, plant or item erected or placed in the cemetery in contravention of these regulations or where, in its opinion, items reach a condition that could be a health and safety risk.
- Remove a memorial headstone/kerb/edging from a grave to allow for adjacent graves to be excavated. As soon as the funeral has taken place the headstone will be fully re-instated by the Council.

9.7 Memorial safety

Memorials remain in the ownership of the Deed Holder or their family and must be kept in good repair. Any repairs will be at the expense of the Deed Holder if the memorial needs repairing to a safe condition.

If the Deed Holder cannot be contacted, the council reserves the right to make safe or remove any memorial that is allowed to fall into disrepair or become unsightly or dangerous. The Council will seek reimbursement from the owner or the successor in title for the whole of the costs of these works.

The Council undertakes a program of memorial inspections and has the right to lay down or remove (without notice) memorials it believes to be unsafe. Every effort will be made to contact the Deed Holder if this happens to advise them of the action taken and request repairs be carried out. Notice will be sent to the Deed Holder at their last recorded address and a notice placed onto the memorial.

If a memorial is not repaired by an approved memorial mason after notification has been sent to the Deed Holder, the Council has the right to remove the memorial from the grave space.

10. Exhumation

Once a body or cremated remains have been buried, they can only be removed with permission from the cemetery office and a license granted by the Ministry of Justice. In the case of consecrated ground, consent from the Church of England (called a faculty) will also be required.

Please note exhumation is a complicated legal procedure and the first step in attempting to arrange an exhumation is to contact the cemetery manager who will be able to provide support and assistance.

Any disturbance of human remains is deemed to be an exhumation.

11. Cemetery Records

As soon as is reasonably practicable after a grave has been purchased, or after an interment has taken place, details will be recorded in the burial registers held by the Council and, in the case of new graves, the Grant of Exclusive Right of Burial will be sent to the purchaser.

The burial registers and cemetery plans may be viewed by the public by prior appointment with the Council office. Searches of the registers and copies of entries may be made for a fee as laid down in the Council's scale of charges and within the confines of the General Data Protections Regulations.

12. Complaints Procedure

Council Complaints procedure - We aim to provide the highest standards with the resources available, however, if for any reason you feel these standards have not been met, we would welcome your complaint (in writing) in an effort to:

- Put things right for you.
- Make sure we do not make the same mistake again.
- Improve the service for everyone.
- If we are unable to resolve your complaint informally, you can lodge a formal complaint in writing to the Town Clerk.

The cemetery staff are required to carry out the burial and grounds maintenance activities in a caring and careful manner. If an incident occurs whilst carrying out their duties, they are required to report it.

Alternatively, if you have reason to think damage has been caused as a result of the operations to either a memorial or item on a grave, please report the matter either by telephone or email to the Council office.

St Neots Town Council Complaints Policy can be found on our website:

[Documents and Policies / St Neots Town Council \(stneots-tc.gov.uk\)](https://www.stneots-tc.gov.uk/Documents-and-Policies/)

13. Application of the Rules and Regulations to Graves in existence prior to the coming into force of the Policy Document.

St Neots Town Council acknowledge that there may be some graves within the Cemetery which were already in existence prior to the coming into force of this document and which will not comply with the Rules and Regulations set out in this document. In some circumstances, with the exception of Rules 8.5 and 8.6, the Council reserves the right to use its discretion to waive some or all of these Rules with respect to such graves on the condition that such graves are well kept and maintained by the owners of the graves and/or their families/next of kin.