NORTH EAST LINCOLNSHIRE COUNCIL

Bereavement Services
Memorial Masons Registration Scheme

2018

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Amended December 2016
Amended November 2017
Amended May 2018
**Introduction**

The Council’s memorial registration scheme exists to ensure a uniform standard of work and working practises with our Cemeteries. The scheme addresses the standards required for the installation, repair and maintenance of memorials, both new and existing, insurance cover, health and safety requirements and administrative requirements with a view to producing a common approach.

**Eligibility**

All memorial masons who wish to carry out work in North East Lincolnshire Council cemeteries will be required to comply with the terms and conditions of this Registration Scheme and the cemetery regulations. Failure to do so may result in their removal from the North East Lincolnshire Council register of memorial masons.

Memorial masons installing memorials must have business accreditation by BRAMM or NAMM and at least one fixer holding the relevant licenses. If a business is not accredited, then they must provide evidence of their fixer masons qualifications and experience.

Memorial masons who have been barred from performing work in any cemetery, whether in The Council’s area or elsewhere, within the previous two years may be ineligible to join the scheme. Failure to disclose details of disciplinary actions, which subsequently come to the attention of The Council, may result in an immediate ban from working within our cemeteries.

Every memorial mason must be insured for public liability to the value of £3 million and have employers liability insurance to the value of £5 million.

The Scheme indicates the Council’s commitment to the provision of high standards of memorial installation. However, it will be made clear to members of the public that a memorial mason’s registration in the Scheme does not mean that their work is guaranteed by North East Lincolnshire Council (the Council) or that the Council makes any representations in respect thereof.
The following procedures will be applied to all memorial masons registered to work within the Council’s cemeteries together with the penalties which may be applied if those procedures are breached.

1. PROCEDURES FOR OBTAINING APPROVAL FOR, AND UNDERTAKING WORKS.

1.1 Obtaining Approval for Memorial Works

1.1.1 No work shall be undertaken within our cemeteries without prior written permission from the registrar or nominated officer.

1.1.2 Before any work can be undertaken an application must be made and the payment of the appropriate charge. Applications must be completed as fully as possible. Any applications that are deemed to contain insufficient information will be returned unapproved.

1.1.3 Memorials shall comply with the sizes specified in the Cemetery Regulations.

1.1.4 No inscription/ornamentation is permitted on the rear of memorials.

1.1.5 The Section and the number of the grave space must be engraved plainly and to be clearly visible on the back or a side face of the memorial no larger than 20mm high. The name of the company applying may also be inscribed alongside this.

1.2 Undertaking Approved Works

1.2.1 The memorial mason must undertake the approved works in accordance with the details provided on the approved application, BS8415, supporting Codes of Working Practice, and the Cemetery Regulations.

Random inspections and attendances will be made by the Registrar or by the nominated Officer when the approved works are in progress to ensure continuing compliance with the above. In addition, all completed works will be inspected after a minimum of 28 days.
The Council does not accept responsibility or liability for memorials, and reserves the absolute right to remove or lay flat any hazardous or dangerous memorials.

1.2.2 To undertake approved works memorial masons must have received both part 1 and part 2 of the permit. Bookings for fittings will only be accepted by email, and must be made a minimum of 48 hours prior to the appointment.

Fitting days in Scartho Road Cemetery, Grimsby and Beacon Avenue Cemetery, Cleethorpes are both Monday to Friday.

1.2.3 In the event of a funeral taking place close to the work location, activities shall cease 5 minutes before the appointed arrival time of the funeral party and shall not re-commence before they leave.

1.2.4 No memorial can be fitted until a suitable compaction period has taken place – will take a minimum of 6 months. However, memorials in 501 and 502 sections can be installed immediately after interment. The method of fixing is at the discretion of the memorial mason but should be indicated on the initial application.

1.2.5 All work must be carried out within 12 months of the permit being issued otherwise a new application will be required.

1.2.6 Memorials must be positioned at the head end of the grave space, or for reinstatements, positioned in their original location.

1.2.7 Foundations for lawn memorials shall be a minimum of 36”x18”x3” in size. Pre-cast concrete and terrazzo foundations shall be steel reinforced. Foundations incorporating troughs are not allowed.

1.2.8 On disturbed ground the standard foundation described above shall be laid on top of a pre-cast concrete sub-foundation and is a minimum of 42”x18”x3” in size. This should be assessed by the memorial mason from a site inspection.

The whole of the sub-foundation must be hidden below ground level and shall span across the disturbed ground and be given the same length of bearing onto undisturbed ground on both sides of the grave space.
1.2.9 Single kerbset foundations shall be a one piece frame projecting a minimum of 2” on all sides of the kerbing. A reinforced concrete or similar bearer (minimum 42” x 12” x 3”) shall be provided beneath the foot end of the foundation to ensure adequate support over the disturbed ground.

1.3 On Completion of Works

1.3.1 The memorial mason is required to remove temporary markers/crosses and any of their materials/debris on completion of their work. Any memorabilia that is moved during the installation of the memorial, should be replaced back in its original position upon the grave space. If this is not possible the memorial mason should remove the memorabilia from the cemetery and arrange for their client to collect it.

1.3.2 All memorials (new or reinstalled) must be insured against ‘all-risks’ for a minimum of 5 years. It is the responsibility of the company stated on the application to ensure this policy is enforced.

A copy of the insurance certificate should be submitted to the Council within 28 days of the memorial being installed.

Failure of the Company to do so will be regarded as gross misconduct.

1.3.3 In addition, it is the responsibility of the Company stated on the application to ensure that the work is covered by a guarantee against poor workmanship for as long as possible, with a minimum period of 10 years (maximum period of 20 years) from the date the work is carried out. This guarantee shall be issued in writing to the grave owner.

A copy of the guarantee or a certificate of conformity (to BS8415) should be submitted to the Council within 28 days of the memorial being installed.

Failure of the Company to do so will be regarded as gross misconduct.

2. REMOVING MEMORIALS

2.1 No memorial or part thereof shall be disturbed or removed without prior notice being sent to the Cemeteries and Crematorium office. All removals for burials must take place a minimum of 48 hours prior to the interment.
In the exceptional circumstance of the Registrar or nominated Officer permitting a removal to be carried out within 48 hours, an immediate confirmation must be sent.

2.2 Wherever memorials are removed for further interments, the memorial masons must make sure the grave space is completely cleared and all items removed from the cemetery.

2.3 When undertaking work on an existing memorial, it should not be removed from the cemetery until the permit has been received.

3. HEALTH AND SAFETY

3.1 All Council employees and any other person working in/on Council owned properties must ensure that appropriate protective clothing and footwear are worn during all risk related operations. Memorial masons are obliged to ensure that all their employees or agents also comply with the Council’s standards of health and safety whilst working within it’s Cemetery grounds. A copy of the Council’s Health and Safety Policy is attached as Appendix 2; this is a live document and is subject to change.

3.2 Memorial masons must submit a copy of their own health and safety policy, risks assessment, methods statement, and safe systems of work document when applying for registration under the Memorial Registration Scheme, and on request by the Registrar or nominated officer.

3.3 The registrar or nominated officer reserve the right to restrict approved works being undertaken if they believe weather/ground conditions to be hazardous.

4. UNACCEPTABLE ACTIVITIES

4.1 Advertising of any description within the Council cemeteries or the Crematorium grounds is strictly prohibited. Exceptions to this rule are the inscription provisions set out in paragraph 1.1.5 of this document, the wearing of apparel bearing the company logo, and the use of vehicles bearing the Company name whilst present in the cemeteries in connection with the carrying out of approved work.
4.2 Memorial masons, their employees or agents must not mislead their clients by offering advice or information that does not fall within the scope of the current Cemetery Regulations. Such situations should be referred to the Registrar or nominated officer before advising their clients.

4.3 Services, information and advice which is provided by the Council without charge to a third party cannot be passed on to a client(s) by way of making a charge or levy for any such service, information or advice.

4.4 Memorial masons or their employees or agents must not cause the Council to breach any Statutory duty or requirement that is imposed upon the Council. This includes but is not limited to Health and Safety, Equal Opportunities, Data Protection and Freedom of Information.

4.5 Memorial masons must not conduct themselves in a manner which in the sole opinion of the Registrar could reasonably be regarded as bringing the Council into disrepute or otherwise act in any way which the Registrar reasonably considers to be inappropriate.

5. BREACHES OF THE REGISTRATION SCHEME

5.1 Where work is considered to be unacceptable, for whatever reason, the Registrar or nominated officer, shall by notice require the memorial mason to undertake such works as may be necessary so that the memorial satisfies the standards of the Memorial Registration Scheme, and within such time as the Registrar may determine. The memorial mason shall comply with any such notice within 28 days.

5.2 In addition to the above, the following penalties will apply in respect of any breaches of the terms and conditions of the Memorial Masons Registration Scheme:

Stage 1: Memorial masons who are found to have breached the provisions of the Scheme may be served with a first written warning. This warning will remain on record for a period of 12 months. If no further breach occurs during this period the warning will be removed from the records.
Stage 2: If during the course of the 12 month period the memorial mason commits a further breach of the provisions he may be served with a final written warning. This will remain on record for a further period of 18 months. If no further breach of the provisions occurs during this period, the warning will be removed from the records.

Stage 3: If during the course of the 18 month period following a final written warning, the memorial mason commits a further breach of the provisions, then he will be prohibited from undertaking any work within the Council’s cemeteries for a period of two years (the Prohibition Period).

Stage 4: If a memorial mason who has returned from a Prohibition Period commits a further breach of the provisions during the 12 months following the return, they will be prohibited from undertaking any work within the Council cemeteries for an indefinite period of time (the Second Prohibition Period). Notwithstanding the above, application can be made to the Registrar for permission to undertake work within the Council cemeteries upon the expiration of a period of 3 years from the commencement of the Second Prohibition Period.

Stage 5: Certain activities shall be regarded as gross misconduct and will result in the memorial mason (or an individual employed by them) being immediately banned from North East Lincolnshire Council cemeteries for a period of 5 years.

The following are examples of activities that will be regarded as gross misconduct, however it is not an exhaustive list and the Registrar will make a final decision on what is considered to be gross misconduct:

1) Carrying out of work in the Council cemeteries that has not been approved by the Registrar or nominated Officer.
2) Refusal to correct work carried out when notified by the Registrar or nominated Officer.
3) Abusive or aggressive behaviour towards Council staff or members of the general public.
4) Failure to remove debris and other items in the course of their work or otherwise leaving grave spaces untidy.
5) Advertising of any description within the Council cemeteries or the Crematorium grounds except as stated in paragraph 4.1 above.
6) Failure to provide third party insurance and/or issue a guarantee of workmanship at the time the memorial is fitted.
7) Misleading clients by offering a service, advice or information that does not fall within the scope of the current Regulations or Memorial Masons Registration Scheme.

5.3 In the event of the Registrar issuing a penalty notice, the memorial mason may appeal against the decision.

Notice of an appeal must be sent to the Registrar in writing within 6 weeks of the date of the penalty notice, and should state the reasons for the appeal. A hearing will then be arranged at which the Head of Service will consider the details of the alleged breach and make a determination.

6. REVIEWS AND MODIFICATIONS OF THE REGISTRATION SCHEME

6.1 The Registration Scheme will be reviewed annually by the Registrar to allow all participants to re-examine the requirements and the performance of the Scheme, although memorial masons are invited to propose amendments or additions etc. at any time with a view to positive or innovative improvements when the annual review is carried out.

6.2 At the time of the review the Registrar or the nominated Officer will conduct an initial appraisal of all modifications proposed, and those which appear in the opinion of the Registrar to indicate improvements to the Scheme will be communicated to all participants for their consideration and comments.

6.3 Following the conclusion of the review by the Registrar, memorial masons will be invited to renew their Registration for a further year on the basis of the amended Scheme.
7. REGISTRATION

Applicants are requested to complete the following:

1. Business Details.

Name & Address (incl. post code)

Contact telephone No.

Email Address

Fax No.

2. Qualifications/Experience

Do you or any person employed in fitting memorials hold a qualification from an accredited scheme of a recognised industry body, such as NAMM or BRAMM? YES/NO

If YES please enclose copies of relevant certificates.

3. Company Documents Required

Please indicate whether the following documents have been enclosed. If not, please give the reason(s) in the space beneath.

(a) Health and Safety policy.

(b) Risk assessment and Method Statements documents.

(c) Copy of Current Public Liability Insurance Certificate.

Reason(s) if document not enclosed.

4. Undertakings

I agree to comply with the following:

- Local Authorities Cemeteries Order 1977
- Cemetery Rules and Regulations
- Health & Safety at Work Act 1974
- North East Lincolnshire Council Health & Safety policy
- The Memorial Masons Registration Scheme
- All other relevant statutory requirements

Signed..............................................................................................................

Full Name (in capitals)......................................................................................

Position in Firm.................................................................................................

Date....................................................................................................................


**APPENDICES**

**Appendix 1 – Cemetery Regulations**

**Appendix 2 – Health & Safety Policy**
Scartho Road and Cleethorpes Cemeteries
Regulations

- For a full grave. A memorial to a maximum height of 3'3" and maximum width of 2'6" and/or a kerbset to a maximum width of 2'6" and a maximum length of 6' (measured from the back of the headstone).
- For the Cremated Remains Plot. A memorial to a maximum height of 24" including a base 2' x 1' x 3" may be erected and/or a kerbset to a maximum width of 2' and maximum length of 2'6" (measured from the back of the headstone).
- A memorial cannot be erected or a garden created until topping up, levelling and seeding of the grave plot has taken place (6 months minimum – 12 months maximum).
- The above is subject to the submission of an application, payment of fee, copy of insurance cover for memorial and obtaining written approval from the Council. All memorials (new or reinstalled) must be covered by Third Party insurance (evidence of this will be required before memorial approval will be granted); the Council does not accept responsibility for memorials. The Council reserves the right to remove or lay flat any hazardous or dangerous memorial.
- Incised carving on the face of the memorial may be permitted to a depth not exceeding 1/4".
- The grave number must appear on the visible side of the stone.
- In granting permission for such kerbsets, the Authority retains the right to remove them temporarily to gain access to re-open neighbouring graves.
- A grave plot garden is permitted to the same dimensions as the kerbsets (see above). The Council retains the right to turn/dig an unkempt plot.
- All memorials/works are to be fixed/carried out by registered Memorial Masons in the Cemetery in accordance with the requirements of BS8415 supported by the National Association of Memorial Masons Code of Working Practice, as amended from time to time. The method of fixing and the foundations thereof shall be executed to the satisfaction of the Manager or Registrar.
- Headstones, monuments, or memorials shall not be allowed to be fixed in unsuitable weather, nor whilst the ground is in an unfit state.
- A temporary wooden cross is permitted free of charge up to a period of 12 months from the date of interment, prior to a permanent memorial being erected.
- For exclusive rights to purchased graves, families requesting a grave to be re-opened for further burials will be responsible for any costs associated with gaining access to the grave.
- Ornamental chippings or stones are not permitted unless enclosed in a kerbset for which approval has been granted.
- Glass memorabilia of any kind is not permitted within the cemetery grounds.
- Informal fences, kerbstones or other means of enclosure will be removed as matter of course if they pose a danger to visitors or restrict access to neighbouring graves. In any event, they should not exceed the dimensions for formal kerbsets (see above) for full graves or for a cremated remains plot. The Council does not accept responsibility for any items left on the plot.
- Informal fences, kerbstones or other means of enclosure will be removed as a matter of course if the grave is not maintained.
- Vehicles must be driven with care and at a slow speed and must be kept to the roads. Priority must be given to funeral cars.
- Dogs must be kept under control and on a short lead at all times. Dog keepers must remove any dog faeces.
- The Authority does not accept any responsibility for any items left on the plot, items are left entirely at your own risk.

GRAVE PLOTS
Plots can be purchased in advance. Full details are available from the Cemeteries and Crematorium Office.

FLORAL TRIBUTES AND WREATHS RECEIVED AT THE TIME OF A FUNERAL
Those not removed by the family four weeks following a funeral will be disposed of by the Cemetery staff.

*It is strongly advised that trees should not be planted upon a grave space due to the long term effects root systems can have on memorials.*
Section 501 (Children's)
Scarthere Road Cemetery
Regulations

- Section 501 (Children's) is for single depth burial only for children up to the age of 12 years.
- A small garden measuring up to 18” from the concrete plinth will be permitted. This will be marked out once the ground has settled.
- A variety of memorials are permitted, e.g. tablet, plinth, vase, small headstone, book. The maximum permitted height is 39”. Maximum width is 30” and 12” in depth.
- Headstones can be placed immediately after interment.
- The above is subject to the submission of an application, payment of fee, copy of insurance cover for memorial and obtaining written approval from the Council. All memorials (new or reinstalled) must be covered by Third Party insurance (evidence of this will be required within 28 days of the memorials installation); the Council does not accept responsibility for memorials. The Council reserves the right to remove or lay flat any hazardous or dangerous memorial.
- Incised carving on the face of the memorial may be permitted to a depth not exceeding ¼”.
- The grave number must appear on the reverse of the stone.
- All memorials/works are to be fixed/carried out by registered Memorial Masons in the Cemetery in accordance with the requirements of BS8415 supported by the National Association of Memorial Masons Code of Working Practice, as amended from time to time. The method of fixing and the foundations thereof shall be executed to the satisfaction of the Manager or Registrar.
- Headstones, monuments, or memorials shall not be allowed to be fixed in unsuitable weather.
- A temporary wooden cross is permitted free of charge up to a period of 12 months from the date of interment, prior to a permanent memorial being erected.
- Glass memorabilia of any kind is not permitted within the cemetery grounds.
- The Council does not accept responsibility for any items left on the plot.
- Vehicles must be driven with care and at a slow speed and must be kept to the roads. Priority must be given to funeral cars.
- Dogs must be kept under control and on a short lead at all times. Dog keepers must remove any dog faeces.
- The Authority does not accept any responsibility for any items left on the plot, items are left entirely at your own risk.

GRAVE PLOTS
Plots can be purchased in advance. Full details are available from the Cemeteries and Crematorium Office.

FLORAL TRIBUTES AND WREATHS RECEIVED AT THE TIME OF A FUNERAL
Those not removed by the family four weeks following a funeral will be disposed of by the Cemetery staff.

Trees or shrubs of any kind are not permitted and must not be planted in this section.
Section 502 (Ashes) is for the burial of sets of cremated remains (ashes)
Kerbsets, gardens and ornamental slate/chippings etc are not permitted.
Memorials in Cremated Remains sections shall not exceed 24” in height by 24” in width by 12” in depth. No other flower vessels are allowed and ground cultivation is not permitted.
Headstones can be placed immediately after interment.
The above is subject to the submission of an application, payment of fee, copy of insurance cover for memorial and obtaining written approval from the Council. All memorials (new or reinstalled) must be covered by Third Party insurance (evidence of this will be required within 28 days of the memorials installation); the Council does not accept responsibility for memorials. The Council reserves the right to remove or lay flat any hazardous or dangerous memorial.
Incised carving on the face of the memorial may be permitted to a depth not exceeding ¼”.
The grave number must appear on the reverse of the stone.
All memorials/works are to be fixed/carried out by registered Memorial Masons in the Cemetery in accordance with the requirements of BS8415 supported by the National Association of Memorial Masons Code of Working Practice, as amended from time to time. The method of fixing and the foundations thereof shall be executed to the satisfaction of the Manager or Registrar.
Headstones, monuments, or memorials shall not be allowed to be fixed in unsuitable weather.
A temporary wooden cross is permitted free of charge up to a period of 12 months from the date of interment, prior to a permanent memorial being erected.
For exclusive rights to purchased graves, families requesting a grave to be re-opened for further interments will be responsible for any costs associated with gaining access to the grave.
Glass memorabilia of any kind is not permitted within the cemetery grounds.
Vehicles must be driven with care and at a slow speed and must be kept to the roads. Priority must be given to funeral cars.
Dogs must be kept under control and on a short lead at all times. Dog keepers must remove any dog faeces.
The Authority does not accept any responsibility for any items left on the plot, items are left entirely at your own risk.

GRAVE PLOTS
Plots can be purchased in advance. Full details are available from the Cemeteries and Crematorium Office (contact details on the back page).

FLORAL TRIBUTES AND WREATHS RECEIVED AT THE TIME OF A FUNERAL
Those not removed by the family four weeks following a funeral will be disposed of by the Cemetery staff.

Trees or shrubs of any kind are not permitted and must not be planted in this section.
Scartho Road and Cleethorpes Cemeteries
Regulations (500 Section)

- The area allocated for the construction of a garden and/or the erection of a memorial a maximum height of 1000mm (3’3”) and a maximum width of 770mm (2’6”) and/or a kerbset to a maximum width of 770mm (2’6”) and maximum length of 1220mm (4’) measured from the back of the headstone.
- A memorial cannot be erected or a garden created until topping up, levelling and seeding of the grave plot has taken place (6 months minimum – 12 months maximum).
- The above is subject to the submission of an application, payment of fee, copy of insurance cover for memorial and obtaining written approval from the Council. All memorials (new or reinstalled) must be covered by Third Party insurance (evidence of this will be required before memorial approval will be granted); the Council does not accept responsibility for memorials. The Council reserves the right to remove or lay flat any hazardous or dangerous memorial.
- Incised carving on the face of the memorial may be permitted to a depth not exceeding ¼”.
- The grave number must appear on the visible side of the stone.
- In granting permission for such kerbsets, the Authority retains the right to remove them temporarily to gain access to re-open neighbouring graves.
- A grave plot garden is permitted to the same dimensions as the kerbsets (see above). The Council retains the right to turn/dig an unkempt plot.
- All memorials/works are to be fixed/carried out by registered Memorial Masons in the Cemetery in accordance with the requirements of BS8415 supported by the National Association of Memorial Masons Code of Working Practice, as amended from time to time. The method of fixing and the foundations thereof shall be executed to the satisfaction of the Manager or Registrar.
- Headstones, monuments, or memorials shall not be allowed to be fixed in unsuitable weather, nor whilst the ground is in an unfit state.
- A temporary wooden cross is permitted free of charge up to a period of 12 months from the date of interment, prior to a permanent memorial being erected.
- For exclusive rights to purchased graves, families requesting a grave to be re-opened for further burials will be responsible for any costs associated with gaining access to the grave.
- Ornamental chippings or stones are not permitted unless enclosed in a kerbset for which approval has been granted.
- Glass memorabilia of any kind is not permitted within the cemetery grounds.
- Formal fences, kerbstones or other means of enclosure will be removed as a matter of course if they pose a danger to visitors or restrict access to neighbouring graves. In any event, they should not exceed the dimensions for formal kerbsets (see above) for full graves or for a cremated remains plot. The Council does not accept responsibility for any items left on the plot.
- Formal fences, kerbstones or other means of enclosure will be removed as a matter of course if the grave is not maintained.
- Vehicles must be driven with care and at a slow speed and must be kept to the roads. Priority must be given to funeral cars.
- Dogs must be kept under control and on a short lead at all times. Dog keepers must remove any dog faeces.
- The Authority does not accept any responsibility for any items left on the plot, items are left entirely at your own risk.

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FLORAL TRIBUTES AND WREATHS RECEIVED AT THE TIME OF A FUNERAL
Those not removed by the family four weeks following a funeral will be disposed of by the Cemetery staff.

*It is strongly advised that trees should not be planted upon a grave space due to the long term effects root systems can have on surrounding memorials.*