



### OUT OF HOURS BURIAL PROCEDURE

A burial can only take place where a death certificate has been issued by a Doctor, enabling the death to be registered and a certificate obtained from the Registrar of Births, Deaths and Marriages.

This certificate must be given to the Council's representative at the Bereavement Services Office before the interment can proceed.

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#### 1. **Contact details**

##### 1.1 **Bereavement Services**

Bereavement Services Office  
Willenhall Lawn Cemetery  
Bentley Lane  
Short Heath  
Willenhall  
WV12 4AE

Opening hours:

8:15am – 4:00pm Monday to Friday

T: 0300 555 2848

##### 1.2 **Registrar of Births, Deaths and Marriages**

The Register Office  
Civic Centre  
Hatherton Road  
Walsall  
WS1 1TN

Opening hours:

9am – 4:30pm Monday to Friday  
(9:30am – 4:30pm on Wednesdays)

T: 0300 555 2847

For summer weekday evening burials telephone contact must be made for death registration to be completed before 5:30pm.

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### 2. General Information

- 2.1 There are new burial sections situated at Streetly and Willenhall Lawn Cemeteries. The standard grave is an earth grave with wooden shoring. Only Streetly cemetery has block-lined graves available for use. The option to purchase such a grave for same-day burial must be declared at the time of booking and the additional fee paid in advance. Due to the amount of time required for the contractor to install the block-lining the council cannot guarantee the availability of a block-lined grave. The surcharges in paragraphs 4.6 and 5.8 do not apply to this additional fee.
  - 2.2 Please note that with regard to reserved graves, burials can **only** be permitted on the authorisation of the owner of the exclusive right of burial who must sign the Burial Order irrespective of whether he/she is the applicant. In addition, there may be occasions where a reserved grave, due to its location, can only be dug by hand. Either of these circumstances could result in a burial not being able to take place on the same day for legal or logistical reasons.
  - 2.3 The surcharges referred to in paragraphs 4.6 and 5.8 will be subject to periodic review in line with other fees and charges.
  - 2.4 In the event of severe weather or other circumstances outside the council's control, the council reserves the right to cancel an interment if it considers that there are unacceptable hazards to the safety of members of the public.
  - 2.5 If a coffin is used it must be of substantial composition and fit for the purpose.
  - 2.6 Applicants and Funeral Directors are responsible for providing an accurate coffin size prior to the grave being excavated. Failure to do so may delay the interment.
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### 3. Arrangements for weekday burials (not including bank holidays)

- 3.1 Application for a booking for a burial must be verbal in the first instance in order to agree a mutually acceptable time and date for the burial at the chosen cemetery. Initial bookings by text or email are not valid and cannot be acted upon.
  - 3.2 Burials can be booked for arrival at the cemetery between the hours of 9:30am and 3pm except during December and January when the latest burial is 2:15pm.
  - 3.3 Please note that 1 hour is required between burial services to allow traffic flow and time for staff, this includes burials that may have already been booked. The maximum number of full coffin interments at each cemetery is 3 per day.
  - 3.4 For a same day service a minimum notice period of 3 hours will be required between the booking and the actual time of interment. A booking can be made by telephoning the Bereavement Services Office (T: 0300 555 2848). The following details will be required:
    - Confirmation as to whether the death has been registered
    - Which cemetery is required
    - Date and time required
    - Whether a public or private grave is required
    - Deceased's full name
    - Deceased's age
    - Size of the coffin
    - Whether boards are required
  - 3.5 The Burial Order must be completed, submitted and approved at least 2 hours before the time of the interment and, unless a Funeral Director is engaged, the fees must also be paid at this time.
  - 3.6 Where a Funeral Director is not engaged, the person arranging the funeral will be asked to sign the bottom of the burial order where the coffin size is given to verify it is the correct size. The accuracy of the name on the coffin will be checked by the cemetery operative. [See also Guidance for Families organising burials and backfilling graves].
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### 4. Arrangements for evening burials

- 4.1 Evening burials are available for 2 full adult burials at Streetly Cemetery, Monday to Friday during the months of April to September inclusive only, burials can take place between 5:00pm and 8:00pm.
- 4.2 For an evening burial telephone contact must be made with Bereavement Services (T: 0300 555 2848) by 4:00pm on the day of burial. After the initial booking the applicant must ensure that the relevant paperwork is submitted and the payment of the fees is made no later than 2 hours prior to the funeral (see 3.5).
- 4.3 For a same day service a minimum notice period of 3 hours will be required between the booking and the actual time of interment. A booking can be made by telephoning the Bereavement Services Office (T: 0300 555 2848). The following details will be required:
- Confirmation as to whether the death has been registered
  - Which cemetery is required
  - Date and time required
  - Whether a public or private grave is required
  - Deceased's full name
  - Deceased's age
  - Size of the coffin
  - Whether boards are required
- 4.4 The Burial Order must be completed and submitted and approved at least 2 hours before the time of the interment and, unless a Funeral Director is engaged, the fees must also be paid at this time.
- 4.5 Where a Funeral Director is not engaged, the person arranging the funeral will be asked to sign the bottom of the Burial Order where the coffin size is given to verify it is the correct size. [See also Guidance for Families organising burials and backfilling graves].
- 4.6 Due to this scheme operating out of normal office hours, in addition to the burial fees, there will be a surcharge of 5% of Exclusive Right of Burial and interment fees for each burial to offset operational costs.
- 4.7 Burials in pre-reserved graves may not be possible on the same day or out of normal hours [see section 2.2].
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### 5. Arrangements for weekend burials

- 5.1 Application for a booking for a burial must be verbal in the first instance in order to agree a mutually acceptable time and date for the burial at the chosen cemetery. Initial bookings by text or email are not valid and cannot be acted upon.
- 5.2 A standby arrangement exists for Saturday mornings between 8:30am and 12noon and for Sunday mornings between 9am and 10am. A Bereavement Services Officer can be contacted on 07734 544806 between these hours.
- 5.3 Weekend burials can be booked during the week with Bereavement Services (T: 0300 555 2848). Bookings can be made between 8:15am and 4:00pm Monday to Friday (excluding bank holidays).
- 5.4 For a same day service a minimum notice period of 3 hours will be required between the booking and the actual time of interment. A booking can be made by telephoning the Bereavement Services Office (T: 0300 555 2848). The following details will be required:
- Confirmation as to whether the death has been registered
  - Which cemetery is required
  - Date and time required
  - Whether a public or private grave is required
  - Deceased's full name
  - Deceased's age
  - Size of the coffin
  - Whether boards are required
- 5.5 Burials in new graves are available at Willenhall Lawn Cemetery and Streetly Cemetery throughout the year and allow for up to 2 burials in new graves from 9:30am to 3pm except during December and January when the latest burial is 2:15pm.
- 5.6 The Burial Order must be completed and submitted and approved at least 2 hours before the time of the interment and, unless a Funeral Director is engaged, the fees must also be paid at this time.
- 5.7 Where a Funeral Director is not engaged, the person arranging the funeral will be asked to sign the bottom of the burial order where the coffin size is given to verify it is the correct size. The accuracy of the name on the coffin will be checked by the cemetery operative. [See also Guidance for Families organising burials and backfilling graves].
- 5.8 Due to this scheme operating outside of normal office hours, in addition to the burial fees, there will be a surcharge of 10% of Exclusive Right of Burial and interment fees for each burial to offset operational costs.
- 5.9 After the initial booking the applicant must ensure that the relevant paperwork is submitted and the payment of the fees is made no later than 2 hours prior to the funeral (see 3.5)..
- 5.10 The mobile number published above is only available during the time slots given to deal with bookings and/or registrations in the circumstances previously outlined.
- 5.11 Burials in pre-reserved graves may not be possible out of normal hours [see section 2.2].
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### 6. Arrangements for bank holiday burials (excluding Christmas Day)

- 6.1 Burials are not available on Christmas Day but are available on all other Bank Holidays and council discretionary days during the year for burial in new graves.
- 6.2 Application for a booking for a burial must be verbal in the first instance in order to agree a mutually acceptable time and date for the burial at the chosen cemetery. Initial bookings by text or email are not valid and cannot be acted upon.
- 6.3 A standby arrangement exists for Bank Holidays between 9am and 10am. A Bereavement Services Officer can be contacted on 07734 544806 between these hours.
- 6.4 Weekend burials can be booked during the week with Bereavement Services (T: 0300 555 2848). Bookings can be made between 8:15am and 4:00pm Monday to Friday (excluding Bank Holidays).
- 6.5 For a same day service a minimum notice period of 3 hours will be required between the booking and the actual time of interment. A booking can be made by telephoning the Bereavement Services Office (T: 0300 555 2848). The following details will be required:
- Confirmation as to whether the death has been registered
  - Which cemetery is required
  - Date and time required
  - Whether a public or private grave is required
  - Deceased's full name
  - Deceased's age
  - Size of the coffin
  - Whether boards are required
- 6.6 Burials in new graves are available at Willenhall Lawn Cemetery and Streetly Cemetery throughout the year and allow for up to 2 burials in new graves from 9:30am to 3pm except during December and January when the latest burial is 2:15pm.
- 6.7 The Burial Order must be completed and submitted and approved at least 2 hours before the time of the interment and, unless a Funeral Director is engaged, the fees must also be paid at this time.
- 6.8 Where a Funeral Director is not engaged, the person arranging the funeral will be asked to sign the bottom of the burial order where the coffin size is given to verify it is the correct size. The accuracy of the name on the coffin will be checked by the cemetery operative. [See also Guidance for Families organising burials and backfilling graves].
- 6.9 Due to this scheme operating outside of normal office hours, in addition to the burial fees, there will be a surcharge of 10% of Exclusive Right of Burial and interment fees for each burial to offset operational costs.
- 6.10 After the initial booking the applicant must ensure that the relevant paperwork is submitted and the payment of the fees is made no later than 2 hours prior to the funeral (see 3.5).
- 6.11 The mobile number published above is only available during the time slots given to deal with bookings/registrations in the circumstances previously outlined.
- 6.12 Burials in pre-reserved graves may not be possible out of normal hours [see section 2.2].
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### 7. **General terms**

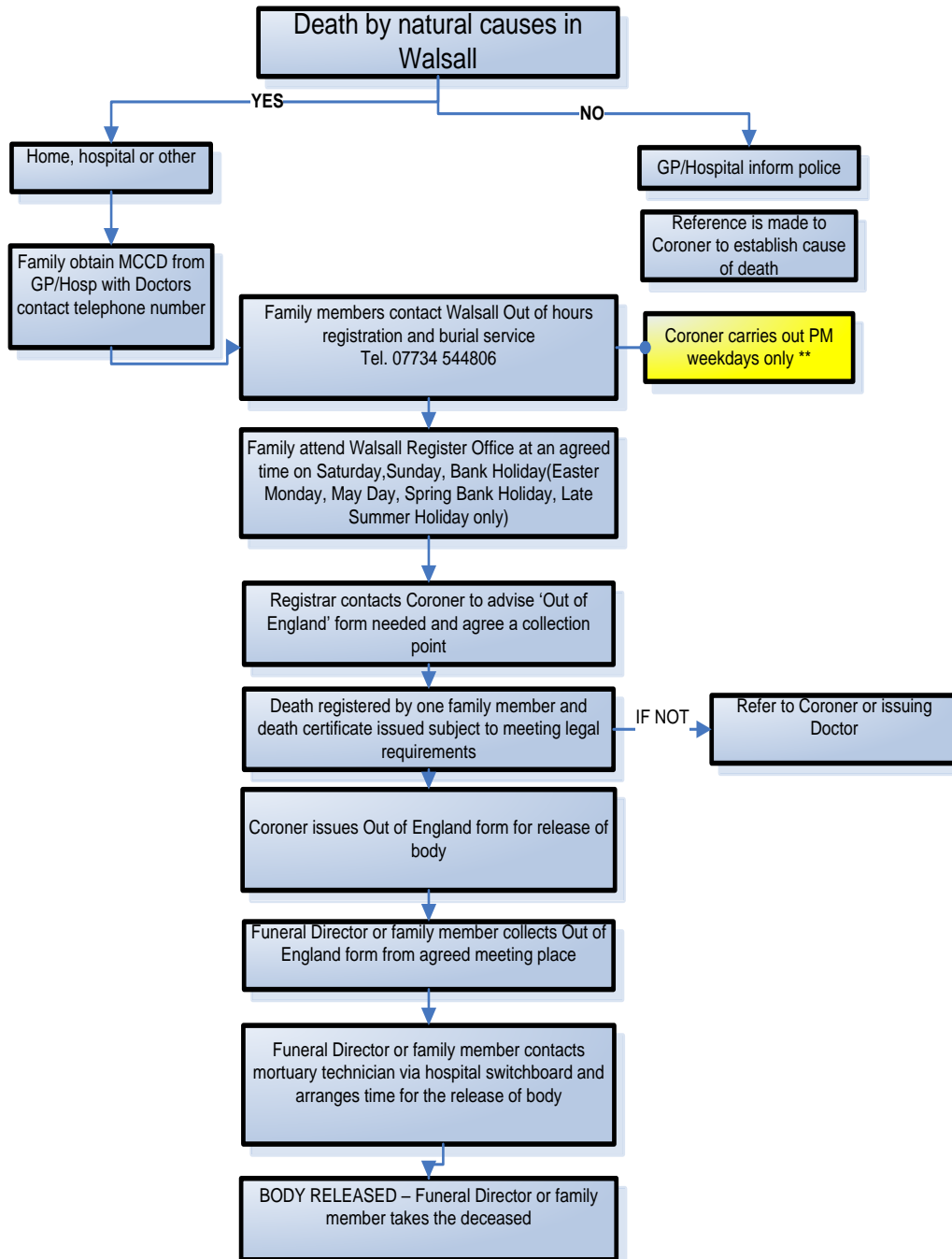
- 7.1 Whilst all reasonable care will be taken to comply with the instructions given, Walsall Council may be unable to do so due to unexpected ground conditions, wholly abnormal or prolonged bad weather, labour disputes and other factors beyond its control and in such cases will not be liable for any delay, distress or loss incurred as a result of any failure to comply with the instructions

### 8. **Registration of death to facilitate repatriation**

- 8.1 If a death registration is required to facilitate repatriation, the name and contact details of the caller will be taken and the Registration Officer on duty will be contacted to arrange a suitable time to meet for interview.
- 8.2 A flow chart for the arrangements for the repatriation process is shown on the next page.
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### Walsall Council Removal of a body out of England for burial abroad (weekends and Bank Holidays)



\*\* Not available weekends and Bank Holidays