

**South Metropolitan (West Norwood)
Cemetery
Rules and Regulations**

May 2022

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INTRODUCTION

We aim to provide the highest standards within our Bereavement Services offer to meet the needs of the bereaved and all those who visit our cemeteries. It is therefore essential that Cemetery Rules and Regulations are in place to maintain the dignity, security and sanctity of our cemeteries, and to inform all Cemetery users of the reasonable requirements applicable to them to enable us to manage our services effectively.

These Rules and Regulations include the statutory requirements contained within the Local Government Act 1972 and the Local Authorities' Cemeteries Order 1977 and any other relevant legislation governing this service.

We reserve the right to make any amendments, alterations or additions to the Cemetery Rules and Regulations as required, and to impose temporary restrictions as and when necessary.

The Cemetery's legal name is the South Metropolitan Cemetery, but is known colloquially as West Norwood Cemetery. In this document it will be referred to as West Norwood Cemetery.

Everyone entering or using West Norwood Cemetery must abide by these Rules and Regulations at all times and the Bereavement Services Manager has full powers to exclude or remove anyone from the Cemetery as they see fit, without stating any reason.

Lambeth Bereavement Services adopted the Institute of Cemetery and Crematorium Management (ICCM) Charter for the Bereaved in July 2016. The Charter provides recognition of a Council's commitment to minimum standards and continual improvements to the services provided for the bereaved. Lambeth holds Silver accreditation under the Charter for burials and is working towards Gold.

These Rules and Regulations apply only to West Norwood Cemetery, Norwood Road, London SE27 9JU.

All enquiries regarding West Norwood Cemetery should be directed to the Cemetery office at:

West Norwood Cemetery
Norwood Road
London
SE27 9JU

Tel: 020 7926 7999 or 0207 926 4221

Email: BereavementServices@lambeth.gov.uk

INTERPRETATION OF TERMS

Throughout these Regulations the following words or terms shall have the meaning set out below. Where the context requires, words in the singular can denote the plural and vice versa:

“**Bereavement Services Manager**” means the person who has been delegated responsibility by the Council to manage the Cemetery and includes members of staff under their authority.

“**Body**” means the body of a deceased person or their cremated remains brought into the Cemetery for burial.

“**Catacombs**” means a subterranean place for the burial of the dead, consisting of galleries or passages with recesses excavated in their sides for tombs or coffins.

“**Cemetery**” means the South Metropolitan Cemetery at West Norwood, which is owned and maintained by the Council. The Cemetery is generally referred to as West Norwood Cemetery.

“**Consecrated**” means the greater area of the Cemetery subject to the Consecration of Churchyards Act 1867 and within which certain additional rules apply. The Consecrated part of the Cemetery is everywhere other than the Unconsecrated parts (see ‘Unconsecrated’ below). A map showing the Consecrated and Unconsecrated parts of the Cemetery is available for inspection at the Cemetery office.

“**Council**” means Lambeth Borough Council.

“**Cremated Remains Area**” means the area of the Cemetery set aside at Squares 44, 58 and 71 for the burial and commemoration of cremated remains.

“**Deed of Grant**” means the document issued by the Council to a person who has purchased the Exclusive Right of Burial in a Grave.

“**Diocese**” means the Diocese of Southwark, which holds and exercises powers in relation to the Consecrated area (the greater part) of the Cemetery.

“**Exclusive Right of Burial**” means the exclusive right of burial in a Grave or Vault specified in a Deed of Grant. (This is sometimes referred to as EROB)

“**Executor**” means a person or institution appointed by a testator to carry out the terms of their will.

“**Faculty**” means a license from the Diocese of Southwark for works on consecrated ground. The application for a Faculty is called a Petition.

“**Grave**” means a burial place formed in the ground by excavation and without an internal wall of brickwork, stonework or any other constructed lining.

“**Grave Owner**” means the person named in a Deed of Grant.

“**Grave Space**” means the area allowed for the establishment of a Grave and in a position determined by the Council.

“**Green Form**” means the statutory Certificate for Burial or Cremation, unless the coroner has already issued an Order for Burial or a Certificate for Cremation.

“**ICCM**” means Institute of Cemetery & Cremation Management.

“**Memorial**” means any Gravestone, monument, tablet, kerb set, plaque, statue, desk, vase, headstone, footstone, kerbstone, cremation Memorial or other form of Memorial or stone of any description or similar ornament.

“Memorial Rights” means written authorised permission from the Council to erect and maintain a fixed Memorial for an agreed period of time.

“NAMM” means the National Association of Memorial Masons

“Notifiable Disease” is as per the Health Protection (Notification) Regulations 2010 and a list is provided online at: <https://www.gov.uk/guidance/notifiable-diseases-and-causative-organisms-how-to-report>

“Plan” means the West Norwood Cemetery plan which is held at the Cemetery office and can be viewed, without charge, during office hours. There are separate plans for the 129 individual designated Squares within the Cemetery.

“Square” means a section of the Cemetery. There are 129 squares in total.

“Unconsecrated Area” means those parts of the Cemetery not subject to Consecration. Approximately a quarter of the Cemetery is not consecrated and can be found at Squares 8 (part), 9-12, 13 (part), 24 (part), 25-27, 28 (part), 29 (part), 37 (part), 38-42, 43 (part), 51 (part), 52-55, parts of 56 & 57, parts of 66-69, 81 (part) and parts of 115 & 119. A map showing the Consecrated and Unconsecrated parts of the Cemetery is available for inspection at the Cemetery office.

“Vault” means an underground burial place with an internal wall of brickwork and a concrete base which is a single chamber; or is divided into separate chambers each of which is sealed in an approved manner after each interment, and the vault sealed with top covers.

“Working Days” means any day excluding a Saturday, a Sunday, Christmas Day, Good Friday, or any day which is a bank holiday under the Banking and Financial Dealings Act 1971.

OPENING TIMES

Cemetery office (within the Cemetery, Norwood Road, SE27 9JU)

Monday to Friday 8.00am to 4.00pm (closed 12:30-13:30 and on Public Holidays)

Following the Covid-19 pandemic the office is closed to walk-in enquiries. Face-to-face appointments within the stated times can be made via email or telephone.

Cemetery gates

1 April – 31 October

Monday – Friday: opened at 8.00am and locked at 6.00pm

Weekends: opened at 10.00am and locked at 4.00pm

1 November – 31 March

Monday – Friday: opened at 8.00am and locked at 4.00pm

Weekends: opened at 10.00am and locked at 4.00pm

Christmas Day: opened at 10.00am and locked at 2.30pm

The last time of entry is **fifteen** minutes before the advertised closing time.

The Cemetery gates will be locked promptly, and any vehicles locked in may not be recoverable until the following morning.

1. MANAGEMENT REGULATIONS

Conduct in Cemetery Grounds

- 1.1 The Cemetery, which is recognised nationally and internationally as being of great architectural, cultural and historic importance, is provided as a tranquil area so that visitors can reflect and remember their loved ones. The Council requires that visitors act accordingly and respect the needs of others.
- 1.2 Article 18 of The Local Authorities' Cemeteries Order 1977 (as amended) provides that no person shall:
 - a) wilfully create any disturbance in a Cemetery
 - b) commit any nuisance in a Cemetery
 - c) wilfully interfere with any burial taking place in a Cemetery
 - d) wilfully interfere with any Grave or Vault, any tombstone or other Memorial, or any flowers or plants on any such matter
 - e) play at any game or sport in a Cemetery
 - f) enter or remain in a Cemetery at any hour when it is closed to the public unless they are an officer or servant of the Council or are authorised by or on behalf of the Council.
- 1.3 Any person who contravenes any prohibition detailed above or any prohibition specified in Article 19 of the above-mentioned Order shall be liable on summary conviction to a fine not exceeding £100 and in the case of a continuing offence to a fine not exceeding £10 for each day during which the offence continues after conviction.
- 1.4 All persons entering the Cemetery will be subject to the order and control of the Bereavement Services Manager. Any persons who infringe these Rules and Regulations may be removed from the Cemetery.
- 1.5 The Cemetery is also subject to a Scheme of Management approved by the Chancellor of the Diocese of Southwark. Further rules apply, which are incorporated in these Regulations, and a copy of the Scheme may be inspected at the Cemetery office.
- 1.6 Children under twelve years of age are to be kept under the supervision of an adult at all times.
- 1.7 Visitors must keep to the roads and footpaths at all times, except to the extent necessary in order to visit or tend to a Grave.
- 1.8 Visitors must conduct themselves in a quiet, orderly manner at all times.
- 1.9 No-one shall climb on or over any Memorial, boundary wall, fence, gate or tree.
- 1.10 No dogs or other pets are permitted in the Cemetery except assistance dogs.
- 1.11 Assistance dog owners must ensure that they bag and remove any fouling by their dog and place it into a rubbish bin.
- 1.12 The consumption of alcohol and non-prescription drugs within the Cemetery is prohibited.

Vehicles

- 1.13 All vehicles (motorised or not) are subject to the control and direction of the Bereavement Services Manager at all times when in the Cemetery.
- 1.14 The speed limit within the Cemetery is ten miles per hour, pedestrians retain priority.
- 1.15 The Council reserves the right to forbid the entry of any vehicle into the Cemetery.
- 1.16 Vehicles in excess of 4 metres by 3.7 metres may only enter the Cemetery with the permission of the Bereavement Services Manager. This is intended to protect the listed Tite Arch and the surfaces of the roadways. Certain heavier vehicles, if authorised, might be required to enter and leave via the secondary entrance opposite St Luke's, known as Church Road.
- 1.17 Vehicles permitted to enter the Cemetery must not be parked anywhere other than designated parking areas or parked fully on roadways and must ensure that vehicular or pedestrian access is not impeded.
- 1.18 The Council accepts no liability for any loss from or damage to any vehicle whilst it is within the Cemetery.
- 1.19 The Bereavement Services Manager may require the immediate removal of any vehicle from the Cemetery at any time.
- 1.20 Vehicles must not be driven in any part of the Cemetery other than roadways and parking areas.
- 1.21 Access for vehicles is only allowed for the purpose of visiting the Cemetery, attending a funeral or working within the Cemetery. Other vehicles can only park within the Cemetery if they hold a valid parking permit and have paid the appropriate fee.
- 1.22 Bicycles, motorised scooters and motorcycles are permitted as transport to a funeral or for visiting a Grave only. All cyclists and motorcyclists must adhere to the speed limit and be considerate of other Cemetery users.
- 1.23 Skateboards and Segways and their use are not permitted in the Cemetery.
- 1.24 The Bereavement Services Manager reserves the right to inspect any vehicle leaving the Cemetery where there is reasonable suspicion that it contains items stolen from the Cemetery.

Right of Passage

- 1.25 The Council reserves to itself and its employees, servants and agents the right of passage over any Grave for any purpose connected with the maintenance and management of the Cemetery; and to remove any Memorial from an adjoining Grave to facilitate an interment if this should be necessary. In the event of such action being necessary the cost of such works shall be borne by the person arranging the interment.

Gratuities

- 1.26 No employee of the Council is allowed to solicit or receive any gratuity or payment for any work in connection with any Grave, Grave Space, Vault or Memorial.

Sale of Goods and Soliciting Orders

- 1.27 Unless expressly authorised to do so by the Bereavement Services Manager no person shall:

- a) sell or offer or expose for sale within the Cemetery any goods, plants or articles; or
- b) solicit within the Cemetery for the installation or repair of Memorials or for any work connected with Graves or Vaults.

2. BURIAL REGULATIONS

- 2.1 No burial shall take place, no cremated human remains shall be buried or scattered, and no Memorial or additional inscription shall be placed in the Cemetery, without the permission of the Bereavement Services Manager.

Burial Plot Plans

- 2.2 Plans for the Squares within the Cemetery are held at the Cemetery office and can be viewed during office opening times by scheduled appointment.

Exclusive Rights of Burial

- 2.3 There is no unused space for new Graves in the Cemetery. The Council will only offer new burial space in Graves that are to be reused. Please refer to the separate Grave Reuse Policy and Procedure document for full details. The rights, as described in paragraphs 2.5-2.7 below will continue to apply for reused Graves although, in certain instances, the Memorial relating to earlier burials will remain over the Grave. The purchaser will be expected to adopt the existing Memorial and have continuing responsibility for its repair and maintenance. As appropriate, arrangements will be made, by agreement with the purchaser, for the incorporation of new inscriptions.
- 2.4 The Council reserves the right to reserve any portion of burial ground as it sees fit.
- 2.5 On the purchase of the Exclusive Right of Burial in a Grave, a Deed of Grant shall be issued to the person on whose behalf the Exclusive Right of Burial is purchased. This person shall be registered in the records held by the Council as the Grave Owner.
- 2.6 When a Grave is purchased the named Grave Owner will obtain the Exclusive Right of Burial in that Grave. This gives the Grave Owner(s) the right, during the period of tenure purchased, to:
- a) Be buried in that Grave if space is available.
 - b) Authorise burials in that Grave, where space is available
 - c) Authorise the burial in, or scattering of cremated remains over, that Grave. Grave Owners should note that either of these actions may mean that an exhumation licence is required to re-open the Grave for any purpose. As such Grave Owners are advised to inter ashes within the Grave in a suitably robust container.
 - d) Place a Memorial on that Grave of authorised design, with or without inscription, subject to these Rules and Regulations and to the approval by the Council following the application for a Memorial Permit.
- 2.7 Purchase of the Exclusive Right of Burial and subsequent issue of a Deed of Grant does not transfer ownership of any land. The Deed of Grant gives the Grave Owner the legal right of burial in that Grave (subject to space being available) for the period of time for which the Right is purchased.
- 2.8 All current cremated remains Graves for lease are offered in the Consecrated area.

Alterations to Arrangements

- 2.9 Once a booking for a burial has been made, no alteration of any details will be allowed unless

notice is given in writing to the Bereavement Services Manager at least two Working Days before the time booked for the funeral.

- 2.10 Any alteration or cancellation notified less than two Working Days before the service is to take place will result in the appropriate fee being levied.
- 2.11 Any orders or instructions given by telephone are placed at the sole risk of the applicant and must be confirmed via email or in writing within one Working Day of the call.
- 2.12 The Council shall not be responsible for any misunderstandings or errors which may arise unless the instructions are confirmed in writing in accordance with clause 2.11 above.

Certification

- 2.13 No burial will be permitted without production of the certificate for burial (green certificate) and a statutory declaration certificate signed by a funeral director or other person responsible for the arrangements of the person to be buried; or the Coroner's certificate where an inquest has been opened. The appropriate document(s) must be submitted to the Bereavement Services Manager prior to a burial taking place.
- 2.14 The Council reserves the right to refuse burial to individuals who had a Notifiable Disease at the time of death. The Bereavement Services Manager must be informed of any persons who had died from a Notifiable Disease prior to funeral arrangements being made.

Documents of Title for Burial

- 2.15 No Grave or Vault, to which the Exclusive Right of Burial has been granted, shall be opened or re-opened without the production of the Deed of Grant and/or the written consent of the Grave Owner(s).

Transfer of Burial Rights

- 2.16 Any transfer of the Exclusive Right of Burial shall not be deemed valid unless such a transfer has been registered at the Cemetery office (an appointment may need to be made to register such a transfer).
- 2.17 Where the current Grave Owner is alive and wishes to transfer ownership to another person or persons, a Form of Assignment must be completed.
- 2.18 Transfer of Exclusive Right of Burial for a specific Grave may take place where the registered Grave Owner is deceased, by submitting the following to the Cemetery office:
 - a) Letters of Administration
 - b) Proof of a named Executor who may then decide on ownership
 - c) Completion of a Statutory Declaration.

Possession of a Deed of Grant does not necessarily give ownership of the Exclusive Right of Burial. When a Grave Owner is deceased, the Council's Transfer of Burial Rights process will need to be carried out to establish a new "legal" Grave Owner.

- 2.19 All Graves and Vaults shall be opened and back-filled by Cemetery staff only. No Grave or Vault shall be opened beyond a depth of seven feet except by special permission. Ground conditions may prevent any specific depth being attained. No coffin shall be buried in a Grave unless separated from any other coffin already in the Grave by means of a layer of earth not less than six inches in thickness.

Coffins

- 2.20 A Body will not be accepted for burial unless it is enclosed within a coffin that complies with the current industry standard.
- 2.21 Interference of any description with a coffin or its fastenings, whether before or after the committal, is not permitted within the Cemetery.
- 2.22 Cardboard, willow and homemade coffins will not be accepted for burial unless authorised in writing in advance by the Bereavement Services Manager.
- 2.23 Only coffins of wood or other perishable material shall be used in an earthen Grave.
- 2.24 All coffins for burial must bear a nameplate or other suitable form of identification which must contain the name of the deceased and the dates precisely as recorded on the Certificate for Burial.
- 2.25 The nameplate must be witnessed by the Bereavement Services Manager before the coffin is permitted to be removed from the hearse. Any discrepancies may result in the funeral being postponed until the matter can be clarified.
- 2.26 It is the responsibility of the funeral director or other persons conducting the funeral to ensure that enough people are available to transfer the coffin to the Graveside and lower it into the Grave.
- 2.27 Coffins may be opened for viewing in the chapel only with prior notice to the office.
- 2.28 The person arranging the burial is responsible for the provision of the correct coffin or casket measurements. In the event of a Grave being excavated to the wrong size due to incorrect coffin measurements being provided then the Bereavement Services Manager will need to review the situation. If it is possible to provide burial space within a larger Grave, then this will be facilitated, and the additional fee for a larger coffin will need to be paid. It may be necessary to relocate the burial to a more suitable part of the Cemetery.
- 2.29 Except as provided for below, all bodies are to be brought into the Cemetery in separate coffins. The only exceptions to this are:
 - a) When a mother with child dies in childbirth and the child also dies, both the mother and child may be buried in the same coffin.
 - b) When twins or other multiple births die in childbirth, the babies may be placed in the same coffin.
 - c) With advance authorisation in writing from the Bereavement Services Manager.

Unpaid fees

- 2.30 No Grave or Vault will be re-opened in respect of which any costs, fees or charges remain unpaid.

Grave Maintenance

- 2.31 Any Grave in respect of which the Exclusive Right of Burial has been purchased shall be maintained by the Grave Owner. This includes but is not limited to the repair of Memorials, keeping the Grave area free of weeds, and ensuring that any plants, flowers, shrubs or trees are pruned, lopped or cut back as and when required. Memorials in the Consecrated area may require a Faculty for certain types of repair. Enquire at the Cemetery office for more details.

- 2.32 In the event that the Grave Owner fails to maintain the Grave as set out in Clause 2.31 above, the Council may carry out such work as it thinks fit.
- 2.33 Any costs incurred by the Council in exercising its powers under Clause 2.32 above shall be recovered from the Grave Owner.
- 2.34 The Council reserves the right to prune or remove from any Grave plants, shrubs, trees, cut flowers, artificial flowers or foliage of any sort which, in the opinion of the Bereavement Services Manager, have become unsightly, overgrown or detrimental to any adjoining Grave.
- 2.35 Wilted flowers, wreaths, shrubs, weeds or other items removed from a Grave must be deposited in the bins provided on site.
- 2.36 Cemetery staff will clear away and dispose of any wilted flowers which have not been removed from a Grave by the Grave Owner or other persons tending the Grave.
- 2.37 No soil is to be deposited in any bin.
- 2.38 Any items considered by the Bereavement Services Manager to present a hazard or danger will be immediately removed without notice and stored for collection for a period of one month. After this time they will be disposed of.
- 2.39 Christmas wreaths will be removed by the Cemetery staff at the end of January.
- 2.40 Permanent Grave mounds are not permitted and will be cleared or levelled by Cemetery staff.
- 2.41 Grave Owners or anyone else tending a Grave are not permitted to use any herbicide or pesticide within the Cemetery.
- 2.42 Immediately after a burial has taken place, the Cemetery staff will replace the soil and a temporary soil mound will be formed, topped up and maintained as necessary for a period of twelve months. This is to allow for any soil settlement.
- 2.43 When the mound has been formed, the Cemetery staff and/or funeral directors will sensitively place all the floral tributes on and around the mound. A temporary wooden Grave marker with the name of the deceased and the Grave number can be organised and placed at the top of the Grave. The Grave marker may remain for twelve months only.
- 2.44 After twelve months the Grave will be topped up as necessary, prior to installation of the final Memorial.
- 2.45 If, during the twelve-month period, the Grave Owner has any concerns regarding the level of the soil, they should contact the Cemetery office and an instruction will be issued to top up as necessary.

Chippings

- 2.46 Any type of natural stone chipping is allowed, including but not limited to: slate, limestone, Cotswold stone or marble. These must be enclosed in a traditional masonry kerb surround. New kerb edging is not permitted.
- 2.47 Coloured glass chippings are not permitted.
- 2.48 Any glass chippings placed on a Grave will be removed by the Council and replaced with a material of the Council's choosing. The costs of carrying out this work will be recovered from the Grave Owner.

Grave Planting

- 2.49 For graves created since 1965, a small planting area is permitted in front of the memorial, extending the width of the plot and up to two feet in front of the headstone.
- 2.50 The Council encourages the sowing of wildflower seed mixes or the planting of nectar-rich perennials to benefit wildlife.
- 2.51 The Council also encourages the planting of bedding plants, bulbs, small patio roses or similar. Any such plants must have non-invasive root systems.
- 2.52 All planting must be maintained by Grave Owners so that nothing exceeds two feet in height.
- 2.53 The Council reserves the right to prune or remove any plant that does not comply with these requirements. The costs of carrying out such work will be recovered from the Grave Owner.

Cremated Remains Area

- 2.54 The Cremated Remains Area is a part of the Cemetery at Squares 44, 58 and 71.
- 2.55 The type of Memorial permitted in the area differs from the rest of the Consecrated area. The area is Consecrated, but certain size restrictions are applicable in this area.
- 2.56 The maximum Memorial height permitted is 18", foundation width 24" x 24" and base plate dimensions must not exceed 24" x 24" x 2".
- 2.57 Specific items are not permitted. These include polished granite, photo plaques, gold leaf, abbreviated terms such as 'Mum', 'Dad' 'Grandad' etc., specific shaped stones, e.g. heart, teddy bear etc., or any inscription which could be deemed as a message from the living relatives to the deceased.

Greek Necropolis

- 2.58 The Greek Necropolis is an enclosed area of approximately one acre at Squares 27-29 and 41-43.
- 2.59 The area was acquired in stages from 1842 and was under the overall jurisdiction of The Trustees of The Greek Cathedral Cemetery Enclosures Trust Fund until 2019 when control reverted to Lambeth Council. Burials and Memorial regulations have always been in accord with those prevailing for the South Metropolitan Cemetery Company Limited and after 1965, Lambeth Council.
- 2.60 The area is full and contains no space for new burials. Existing Grave owners may exercise rights for further burials where space exists within the Grave.

St Mary-at-Hill Section

- 2.61 The St Mary-at-Hill Section at Square 19 was acquired by the City of London Parish of St Mary-at-Hill for the purpose of the reburial of remains cleared from their churchyard.
- 2.62 The section was acquired in 1846 and remains under the jurisdiction of the Rector and Churchwardens of the Parish of St Mary-at-Hill. The section was originally enclosed by a wall, railings and gates which were unlawfully demolished by Lambeth Council during the 1980s. Lambeth Council has acknowledged the unlawful demolition and informally undertaken to reconstruct in replica. However, six Graves were inserted illegally by Lambeth Council along the frontage to the St Mary-at-Hill Path.

2.63 No burials may take place without the consent of the Rector and Churchwardens of the Parish.

Catacombs

2.64 The Catacombs are underground burial chambers, constructed under the now demolished Episcopalian Chapel at Squares 38 and 52. There is no regular public access.

2.65 Separate regulations apply to the placing of a coffin in the Catacombs. The Cemetery Office will provide a copy on request.

Removal of Remains

2.66 No coffin or human remains (including cremated remains) may be removed after burial except with the licence of the Secretary of State or, where the burial is in consecrated ground, under a Faculty issued by the Consistory Court.

2.67 An exhumation once licensed, must be arranged directly with the Bereavement Services Manager.

3. FUNERAL REGULATIONS

- 3.1 The Cemetery Office must be informed at least two Working Days before the service is due when it is anticipated that there will be a large attendance at a funeral, so that we can make arrangements to marshal parking and to ensure the service is not disrupted or compromised.
- 3.2 In the event that a funeral party is running late the Bereavement Services Manager must be notified by phone as soon as reasonably practicable. Any failures to attend a funeral promptly may result in additional fees or charges becoming payable, e.g. where the late attendance causes the Council to incur overtime costs.

Notice of Interment

- 3.3 Notice of interment must be given to the Bereavement Services Manager not less than two Working Days before the time when the interment is to take place.
- 3.4 Notice of interment must be given on the Council's standard interment form, which must be completed in full.
- 3.5 Applications sent through the post are transmitted at the sender's risk and the Council does not accept any responsibility should they be delayed or lost. Applications or instructions given by telephone will be received at the sole risk of the person making or giving them. All such applications must be confirmed in writing to the Council using the Interment form.
- 3.6 Interments to be held at short notice to meet religious requirements may be arranged at the discretion of the Bereavement Services Manager.
- 3.7 A Registrar's Certificate of Death, Coroner's Order for Burial or Certificate of Disposal of Ashes must be given to the officiating officer at the Cemetery preferably before the time of interment. In the case of a stillborn child a Doctor's Certificate will be accepted in place of a Registrar's Certificate.
- 3.8 In the event of an interment being postponed or cancelled with less than one Working Days' notice, the late cancellation fee becomes payable.

Documentation

- 3.9 All Notices of Interment and any other necessary forms (green certificate or Coroners Order for Burial) must be received at the Cemetery Office by not later than:
 - a) two Working Days before burial in a Grave
 - b) five Working Days before interment in a Vault, or
 - c) at such other time as may be required by the Bereavement Services Manager.
- 3.10 Unless otherwise authorised by the Bereavement Services Manager, burials shall only take place between 9am and 2pm.
- 3.11 Burials or cremations will take place on Working Days unless a Saturday or Sunday service has been approved by the Bereavement Services Manager. Services taking place on a Saturday or Sunday will be at an enhanced rate and the applicant informed of that at the time.
- 3.12 No funeral will take place on a public holiday except in the case of a mass fatality or other major incident.
- 3.13 The time stated on any documentation for a funeral shall be the time at which the procession is to arrive at the Cemetery or, if booked, the Cemetery chapel.

4. TRIBUTE REGULATIONS

- 4.1 Following burial, floral tributes must be carefully placed on or around a Grave by the funeral director or mourners under the direction of Cemetery staff.
- 4.2 Anything attributed to the deceased, including fresh floral arrangements, left within the Cemetery is done so at the risk of the persons placing them there. The Council accepts no liability for the removal or disappearance of any items.
- 4.3 Any articles that stray from Graves will be disposed of.
- 4.4 The Council reserves the right to remove any neglected, unsightly, broken, dilapidated, dangerous or unsafe articles or materials from any Grave, or any article or material considered by the Bereavement Services Manager to be a nuisance, detrimental to the appearance of good order in the Cemetery, or in breach of Lambeth Council's environmental standards, without notice. This includes solar lights and other forms of lighting, candles, candle holders, plastic or silk flowers, pinwheels, lighters and matches. This list is not exhaustive.
- 4.5 Glass pots, jars, bottles, vases or tins and other such articles used to contain plants or flowers, are not permitted in the Cemetery and should they be found, they will be removed without notice.
- 4.6 Floral tributes placed on a Grave immediately following a burial will be left in situ for 14 days and then removed. If they are placed in a container, the container may also be disposed of. The Council needs to maintain the grounds and items extending beyond a Grave Space will be moved fully onto the Grave or removed and stored for collection for a period of one month. After this they will be disposed of.
- 4.7 Trees or shrubs must not be used to support or hang any items. Items found in breach of this provision will be immediately removed once identified and stored for collection for a period of one month. After this they will be disposed of.
- 4.8 No form of personalisation will be permitted in or around the Grave, including but not limited to planting shrubs or placing seating around the perimeter.

5. MEMORIAL REGULATIONS

- 5.1 Due to the Council's responsibility for the safety of Memorials, the planting of any large shrub, tree, or conifer is not permitted as, over time, the roots could eventually undermine the foundation of a Memorial thereby affecting its stability. If these are planted, the Council reserves the right to remove such plants without notice.
- 5.2 Memorials will be permitted to remain on the Grave for the duration of the Memorial Rights period granted. Memorial Rights are granted for a set duration from the date of the erection of the Memorial. It is possible to renew memorial Rights at the time of expiry; and enquiry should be made via the Cemetery office if an invitation to renew has not been received.
- 5.3 Memorial installation works must be carried out in accordance with BS8415 or higher (or any subsequent standard that may be approved at the time of installation) and any Industry Standard or Code of Working Practice that complies and conforms with BS8415 or higher (or any subsequent standard that may be approved at the time of installation).
- 5.4 Only BRAMM (British Register of Accredited Memorial Masons) or NAMM (National Association of Memorial Masons) registered Memorial masons will be allowed to carry out work in the Cemetery.
- 5.5 To ensure high standards of Memorial installation are maintained, all new Memorials are tested approximately two months after the date of installation. If any problems are identified, the Memorial mason will be contacted and will be required to carry out any necessary repairs.
- 5.6 No Memorial shall be altered or interfered with once erected in the Cemetery according to the design submitted nor shall any additional inscription be added. At the discretion of the Bereavement Services Manager, any Memorial not conforming to the approved design submitted will be removed and the cost recovered from the Grave Owner. An additional Memorial permit application must be made for any new inscription to a Memorial.
- 5.7 A Memorial is the sole responsibility of the Grave Owner. The Council shall not be responsible for any damage, breakage or theft caused by third parties. This includes any personal items or plants placed on the Grave.
- 5.8 Following an interment, no Memorial can be installed until the ground has settled sufficiently. This will be between six and twelve months from the date of burial. The Bereavement Services Manager will determine when a site is ready for a Memorial to be installed.
- 5.9 No works to a Memorial or other structure shall be permitted within the Cemetery or at its entrance without the permission of the Bereavement Services Manager. All materials, Memorials, Vaults and such like items shall be conveyed into the Cemetery along the main roads or footpaths, by or in such a manner as the Bereavement Services Manager may direct.
- 5.10 Temporary wooden crosses will be permitted to remain on a Grave for a period of 12 months from the date of interment. Any such crosses found after this time will be removed by the Council unless written agreement from the Archdeacon for the cross to remain for a further specified period has been received at the Cemetery Office.
- 5.11 Memorials must be kept in good order and repair to the satisfaction of the Council and at the expense of the Grave Owner. Grave Owners are liable for any damage or injury caused by the failure, collapse or toppling of their Memorial.
- 5.12 The Council will undertake regular safety assessments of Memorials to determine necessary health and safety or repair works.

- 5.13 Where repairs are required by Clause 5.12 above the Council shall give written notice to the Grave Owner setting out what needs to be undertaken and the time limit by which any such works are to be commenced and completed.
- 5.14 If any repairs are not commenced and completed within the time specified in any such notice served pursuant to Clause 5.13 above or within any period of extension that may have been agreed in writing by the Council, the Council may cause the same to be repaired, or the Memorial to be removed. The Grave Owner will be liable for any costs incurred.
- 5.15 If the name and address of the Grave Owner cannot be ascertained upon reasonable enquiry the notice required by this regulation may be given by posting the same upon the Grave Space in question and shall be deemed to have been served six weeks after being first posted thereon.
- 5.16 The type and size of a Memorial will depend on the sections of the Cemetery and may alter from time to time. All information relating to the types and sizes available can be obtained from the Cemetery office.
- 5.17 In the event of a Grave being re-opened for an additional burial, the Memorial must be removed before Grave-digging operations can commence. The applicant or Grave Owner is responsible for all related costs. The Memorial must be removed at least two Working Days before the funeral, or by such other time as the Bereavement Services Manager may direct.
- 5.18 Applications may be considered for a vase or a tablet on a Grave where there is limited space for further inscriptions. This will be reviewed on a case by case basis.
- 5.19 From time to time to facilitate a burial on a Grave nearby, a Memorial may be temporarily removed or moved to one side to allow the burial to take place.
- 5.20 The Council may remove, re-fix or make safe any Memorial for any reason.
- 5.21 The Council will not be responsible for any damage to a Grave occasioned by storm, wind, heavy rain, lightening, subsidence or any other similar cause. This includes any Memorial, tablet, stone, tree, shrub or any item placed on the Grave. This also applies to any unauthorised items on the Grave.

Applying for Memorials

- 5.22 All applications for Memorial works must be made on the Council's standard Memorial permit form. The application must be signed by the Grave Owner.
- 5.23 The form must also be signed by the approved Memorial mason and submitted to the Bereavement Services Manager for approval. The form includes a requirement to provide an illustration of the Memorial and full dimensions.
- 5.24 No work will be permitted to commence on site unless a Memorial permit has been issued.
- 5.25 All work carried out must comply with and conform to the Memorial permit. Any failure to do so must be corrected immediately by the Memorial mason. If it is not, Cemetery staff will arrange removal of the Memorial and all costs will be charged to the Grave Owner.
- 5.26 Memorial masons must produce the Memorial permit to the Cemetery office prior to commencing any installation work. Failure to do so may result in revocation of the permit.
- 5.27 The Council reserves the right to revoke any Memorial permit upon reasonable notice in writing.
- 5.28 The Bereavement Services Manager reserves the right to remove anything installed without written consent or which varies from a written consent and to charge for the cost of removal.

Inscriptions

- 5.29 It is the responsibility of applicants for any form of Memorial inscription to ensure that there is no infringement of any copyright. No responsibility is accepted by the Council in the event of any such infringement.
- 5.30 Any proposed inscription must be submitted to the Bereavement Services Manager by the Memorial mason on the Memorial permit application form. Where an inscription is proposed in any language other than English, an English translation must also be submitted.
- 5.31 The Bereavement Services Manager reserves the right to refuse any inscription.
- 5.32 The inscription contained on the Memorial to be installed must accord precisely with the inscription submitted in the proposal. In the event of any discrepancy the Council reserves the right to take action as described in clause 5.27 above.
- 5.33 When creating inscriptions for Memorials in the Consecrated area, the following guidance might assist with the choice of wording and other details:
- a Memorial is a statement of record about the deceased
 - the full name of the deceased should be included
 - any alternative name or nickname should be within inverted commas or brackets
 - dates of birth and death
 - the use of 'age ... years' should be avoided
 - the terms 'Dad' and 'Mum' or similar should be avoided
 - any epitaph should be apt and fitting; and messages should be avoided.

The formal guidance of the Diocese of Southwark in the Churchyards Regulations (as modified) can be provided on request at the Cemetery office.

- 5.34 In respect of any unlisted headstone introduced within the period of 50 years prior to 3 February 1997, one or more additions to the inscription each of not more than 25 words (to include dates) may be made; or one or more supplementary memorials each of lesser dimensions than the headstone may be introduced providing that the lettering, layout, wording and materials used are consistent with the original inscription and headstone.

Installation of Memorials

- 5.35 Memorials may only be erected on Graves for which the Exclusive Right of Burial has been purchased. On the completion of the installation, a Deed of Grant for the Memorial Rights shall be issued to the person by whom or on whose behalf such right is purchased, and such person shall be registered in the books of the Council as the owner of the right. The Deed of Grant must be carefully preserved by the owner of the Memorial as this will be required for any new works, or for renewal of the Memorial Rights. The Memorial Rights shall be granted for a period not exceeding 25 years in the first instance, at the expiration of which the Memorial must pass a safety and stability inspection to allow the period of the grant to be extended for either a further five or ten year period on payment of the appropriate fee. If the Memorial Rights are not extended, they will expire and the Council reserves the right to remove the Memorial at any time without the provision of further notice.

Power to Regulate Position of Memorials

5.36 The Council reserves the right to require any Memorial to be installed in any position on a Grave as it thinks fit.

Dimensions and Types of Memorials

5.37 New Memorials may only take the form of a vertical headstone, a vertical headstone on a horizontal stone base, a horizontal stone slab or a simple timber cross. Physical kerbs of any kind are not permitted. Any other Memorial shall only be introduced into the Cemetery with the authority of a Faculty.

5.38 In the case of a Memorial consisting of a vertical headstone, with or without a horizontal stone base:

- the maximum height of the vertical stone above ground level must be between 500mm and 1200mm;
- the width must be between 500mm and 900mm;
- the thickness in the case of a slate Memorial must be between 40mm and 150mm, or in any other case between 75mm and 150mm; and
- any foundation slab must be located so that its upper surface is either flush with the surrounding ground level or at least 300mm beneath it.

5.39 In the case of a Memorial consisting of a vertical headstone on a horizontal slab:

- the base must be an integral part of the design;
- the base slab must not be more than 225mm high;
- where it incorporates a receptacle for a flower vase, there can only be provision for one such vase, which must be sunk into and flush with the base stone;
- where it incorporates a receptacle for a flower vase, the base must not project more than 200mm beyond the face of the vertical stone; and
- in any other case, it must not project more than 100mm in any other direction.

5.40 In the case of a Memorial consisting of a horizontal slab, it must be no more than 600mm wide and 1800mm long; and its upper surface must be flush with the surrounding ground.

5.41 A planting area in front of the memorial is permitted, extending no more than the width of the grave and no more than two feet from the memorial.

Memorial Materials

5.42 All Memorials must be made of terracotta, brick, natural granite, marble or quarried stone (but not Bath, Caen, Clipsham or soft sandstone) or of such other material capable of withstanding continuous exposure to the weather as the Council may approve.

5.43 The Council may reject any Memorial made of any materials which, in the opinion of the Bereavement Services Manager, are unsuitable or incongruous with their surroundings.

5.44 Memorials constructed from stone with a highly polished reflective finish are not permitted.

Fencing

- 5.45 Wooden or plastic edging, or any other garden-style fencing or edging around Grave plots is not permitted and will be removed without notice by Cemetery staff.

Marking of Memorials

- 5.46 All Memorials must bear the square and number of the Grave in clear, legible lettering not less than three-quarters of an inch in height in a conspicuous position.
- 5.47 The Council reserves the right to place its mark or reference on any Memorial to that Grave. Such mark shall not be removed except by or upon order of the Bereavement Services Manager.
- 5.48 The name only of the mason may be inscribed on a Memorial but the lettering must not exceed three-quarters of an inch in height.
- 5.49 There are Commonwealth War Grave markers at various locations throughout the Cemetery. It is an offence to move, remove, or re-level any Commonwealth War Grave Memorial maintained by the Commonwealth War Graves Commission, without first obtaining the Commission's consent. Please note that this applies to all Commonwealth War Graves regardless of how they are commemorated, i.e. with a Commission headstone or private family Memorial. This also applies to any other structure, path or plant maintained by the Commission.

Foundations

- 5.50 Only foundations conforming to the NAMM code of working practice may be used and must be of such size as is necessary to carry the weight of the Memorial to the satisfaction of the Bereavement Services Manager.

Dowels and Cramps

- 5.51 All metal dowels and cramps shall be of smooth or threaded solid stainless steel, copper or galvanised iron and installed according to the NAMM code of working practice. Kerbs and posts must be set at ground level and must be properly dowelled and grooved for adequate drainage. Headstones must be securely dowelled to landings and properly fixed to any kerbs by means of a substantial cramp.

Removal of Memorials

- 5.52 No monument shall be removed from the Cemetery except by special order from the Bereavement Services Manager.
- 5.53 Any application to remove a Memorial shall be signed by the Grave Owner and shall be submitted to the Bereavement Services Manager prior to such removal.
- 5.54 All necessary work to any Memorial so removed shall be executed and re-installation or replacement completed without delay and to the complete satisfaction of the Bereavement Services Manager.
- 5.55 The Council reserves to itself and its employees, servants and agents the right to remove any Memorial from an adjoining Grave to facilitate an interment if this should be necessary. In the

event of such action being necessary the cost of such works shall be borne by the person arranging the interment.

Internal and External Walls of Buildings

5.56 The placing of a Memorial on any building, wall or structure is strictly prohibited except in the allocated Memorial areas.

6. WORK IN THE CEMETERY

General

- 6.1 All work shall proceed diligently and be completed with due dispatch from day to day (weather permitting) until completed, and without causing any disturbance or annoyance to any person or damage or interference with other Grave Spaces in the Cemetery or the monuments, Gravestones and tablets installed thereon; or the permit issued for the installation or placing of such Memorial, Gravestone or tablet will automatically become void.

Hours Permitted for Work

- 6.2 No operative or materials will be admitted into the Cemetery before 8am and operatives may not remain after 4.30pm (4pm from 30 November to 31 January). No operative or materials will be admitted within the Cemetery other than on Working Days unless authorised in writing by the Bereavement Services Manager.
- 6.3 Work under a Memorial permit may be executed only during the hours specified in this regulation.

Handcarts and Other Vehicles

- 6.4 No handcart, truck, barrow or other vehicle shall be allowed to remain within the Cemetery longer than reasonably necessary for loading or unloading. This regulation shall not prevent the use of a handcart or barrow as shall be reasonably necessary exclusively for monumental or masonry work or in connection with the planting of shrubs or flowers on Graves, but such handcarts or barrows shall not be allowed to remain in the Cemetery overnight nor during such time as they are not actually in use except with the permission of the Bereavement Services Manager. At no time shall any such handcart or barrow be drawn across any Grave and all precautions shall be taken to prevent any damage to any part of the Cemetery. All handcarts and barrows must have tyres of not less than four inches in width.

Hewing and Dressing of Stone

- 6.5 No hewing or dressing of stone shall take place in the Cemetery without the permission of the Bereavement Services Manager.

7. MISCELLANEOUS REGULATIONS

Chapel Services

- 7.1 The time allowed for a service is thirty minutes. If an organist is required, this must be arranged by the funeral director or other person(s) arranging the funeral. If additional time is required, this must be booked at least two Working Days before the proposed burial. Additional charges will apply as per the current fees and charges schedule.
- 7.2 The chapel is available for viewings and other funerary arrangement with fees as set by the current price list.

Ministers

- 7.3 Ministers shall be appointed by the funeral director or other person(s) arranging the funeral.

Grave Depth Test

- 7.4 Grave depth tests may be carried out by the Council upon application by the Grave Owner. A fee will be payable.

Filming and Commercial Photography

- 7.5 Applications for filming and commercial photography must be made via Lambeth's Film Office and the appropriate fee paid. The approval of the Bereavement Services Manager must be obtained before any commercial filming or photography takes place in the Cemetery. Filming of a funeral or burial is only permitted if it has been arranged by the family, or they have given consent. Lambeth staff would need to give their consent before being filmed. No other commercial filming of funerals is permitted.

Music

- 7.6 No music audible to other people in the Cemetery will be allowed within the boundary of the Cemetery without the authority of the Bereavement Services Manager, unless it forms part of a Memorial or funeral service.

Removal of Wreaths after Remembrance Day and other occasions

- 7.7 Wreaths placed around the Cross of Sacrifice and Screen Wall at the entrance to the Cemetery will be removed by 31 December.
- 7.8 Wreaths placed in commemoration of other events such as VE Day or specific battles will be removed after six weeks.

Scattering of Cremated Remains

- 7.9 The scattering of cremated remains is not permitted in any part of the Cemetery other than:
- within or on top of an existing Grave with current Exclusive Rights of Burial (and this must be with the signature of the Grave Owner on an interment form or ashes)

instruction form)

- in the Memorial Garden (by appointment)
- on a designated scattering lawn (by appointment)

Temporary Hazard Warning

7.10 The Council reserves the right to erect (with or without notice) temporary hazard warning signs and barriers around any Grave that needs to be opened for a burial or where a Memorial presents, in the Council's absolute discretion, an imminent risk to public safety.

8. FEES AND CHARGES

- 8.1 Fees for Bereavement Services are reviewed annually and are payable for:
- a) Exclusive Rights of Burial
 - b) An interment
 - c) Scattering or retention of cremated remains
 - d) Memorial permits
 - e) Erection of a Memorial on a Grave – purchase and renewal of Memorial rights
 - f) Chapel hire
 - g) Exhumation
 - h) Maintenance and planting on plots
 - i) Grave depth checks
 - j) Administrative work.
- 8.2 A schedule of fees is available on the Council's website and upon request from the Cemetery office.
- 8.3 Extra but reduced charge will be made for additional burials in the same Grave at the same time on the same day.
- 8.4 Requests to place cremated remains in a coffin must be notified to the Cemetery office. A cremation certificate must be provided at least two Working Days in advance, in accordance with all other paperwork.
- 8.5 Burial fees for persons who were not residents of Lambeth or Wandsworth at the time of death are higher than fees for residents of these boroughs.
- 8.6 All fees due will be required at the point of booking a funeral or making an application for a Memorial or any other service and must be paid in advance – credit and debit cards are preferred although cash or cheques (Bankers Draft) are accepted.

9. GRIEVANCE PROCEDURE

- 9.1 The Council has adopted the ICCM Charter for the Bereaved, which represents an ongoing commitment to improving the standards of the Cemetery service to the bereaved. The Charter defines the rights of every individual who experiences bereavement, recognises their needs and rights; and seeks to support the bereaved in the standards of the service we provide.
- 9.2 It is the right under the Charter of the Bereaved for any individual to complain in the event of any dissatisfaction or failure relating to their rights not being offered by the Council. Charter Rights can be obtained from the Cemetery office or from the ICCM website.
- 9.3 The Council also operates its own complaints procedure in respect of which an information leaflet is available upon request from the Cemetery office. Complaints can also be registered via the Council's website at: www.lambeth.gov.uk.