



ANTRIM AND NEWTOWNABBEY CREMATORIUM

FUNERAL DIRECTORS INFORMATION BOOKLET



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Antrim and Newtownabbey Crematorium (the Crematorium) recognises that building a positive relationship with our Funeral Director partners is an important aspect of our work. We believe that this can only be achieved through a collaborative partnership, aimed at creating and maintaining the highest standard of service.

The running of a facility which affects so many people in such a personal way demands that we get things right first time and this necessitates the use of clear rules and procedures which are fair to all our customers, therefore Funeral Directors acting on behalf of bereaved families must have an adequate understanding of the services and facilities provided by the Crematorium.

The information and guidance contained in this document encompasses both statutory provisions and the best practice established by various National Cremation representative bodies.

The Crematorium must comply with the Pollution Prevention and Control (Industrial Emissions) Regulations (NI) 2013 and Statutory Guidance for Crematoria Process Guidance Note 5/2 (12) February 2012.

As a corporate member of The Institute of Cemetery and Crematorium Management (ICCM), the Crematorium has to comply with and operate within its published Codes of Practice and Guidelines.

We hope that you find this booklet to be informative, and that it fully explains the services and facilities which the Crematorium offers.

APPENDICES

Appendix 1: Terms and Conditions for use of the Funeral Directors Portal (ANC)

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ABBREVIATIONS

FBCA: The Federation of Burial and Cremation Authorities.
ICCM: The Institute of Cemetery and Crematorium Management.
ANC: Antrim and Newtownabbey Crematorium.
FFMA: The Funeral Furnishing Manufacture's Association.
CCSA: The Coffin, Casket and Shroud Association.

BOOKING ARRANGEMENTS

1. Booking requests for attended cremation ceremonies can only be made through the Plotbox Funeral Directors' portal; <https://antrimandnewtownabbey.plotbox.io/>
2. Following the booking request, a member of Bereavement Services will contact the Funeral Director to confirm the requisite information.
3. Payment is also required prior to the ceremony and should be made when the cremation booking is confirmed by Bereavement Services.
4. Failure to comply with the terms and conditions (Appendix 1) may mean that the booking request does not proceed.

UNATTENDED CREMATION

5. An unattended cremation can only be booked through the Bereavement Service Office. T: 028 9034 0116 / 028 9034 0109 or E: crembookings@antrimandnewtownabbey.gov.uk
6. Booking is dependent upon availability and confirmation from the Bereavement Service Office.
7. Unattended cremations will only be accepted subject to adherence to the relevant terms and conditions.
 - (i) No family or friends will be in attendance.
 - (ii) Prior to the cremation service, no information will be provided to the public with regards to the date or time of the unattended ceremony.



- (iii) That a clean smart vehicle is used.
 - (iv) That all staff are uniformed.
 - (v) All coffins will enter the Crematorium through the main Ceremony Room doors and be respectfully placed on the catafalque.
8. The Crematorium has the right to refuse any coffin if the standard of care and dignity set out above are not met. An unattended cremation does not allow family or friends to attend the Crematorium. The Crematorium reserves the right to charge the appropriate fee if family members do arrive at the Crematorium.

MEDICAL CERTIFICATION

9. Fully completed statutory and non-statutory forms must be emailed to crembookings@antrimandnewtownabbey.gov.uk, no later than 12 noon, two clear working days prior to the date of the ceremony.

DAY OF CEREMONY	LATEST DAY TO HAVE PAPERWORK SUBMITTED (BY 12 NOON)
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Monday
Friday	Tuesday

10. All hazardous implants such as pacemakers, radioactive devices or 'Fixion' intramedullary nailing systems are to be removed prior to confirmation of the cremation booking.
11. The Bereavement Services Office must be informed of anybody who has died from an infectious disease. An up-to-date list of infectious diseases is available from the British Medical Association.
12. A cremation will not be permitted except on the written authority of the Medical Referee or their approved Deputies, who may in



exceptional circumstances, decline to allow the cremation to proceed by providing a valid reason.

CEREMONY TIMES

13. In order to afford bereaved families the privacy of having the facility to themselves, the Crematorium offers a 45 minute ceremony time, Monday to Friday, hourly at 10am, 11am, 12noon, 1pm, 2pm and 3pm.
14. As a result, we ask Funeral Directors to respect this and not to arrive on site until 10 minutes before the allocated starting time of their ceremony.
15. This is to enable the ceremonies during the course of the day to flow smoothly without converging on each another, and to preserve a personal atmosphere.
16. For this purpose, Funeral Directors should make their bereaved families aware that there is no waiting area or cafe for mourners to gather prior to the ceremony.
17. This allows bereaved families attending ceremonies, the consideration of leaving the Ceremony Room in privacy, rather than to a sea of unknown faces.
18. The Funeral Director should, therefore, when arranging the ceremony ensure that the needs of their bereaved family can be met within the allocated 45 minute ceremony time.
19. The Funeral Director and the Crematorium Officer are jointly responsible for making sure, so far as possible, that ceremonies do not overrun their allotted time and delay subsequent ceremonies. The Funeral Director must comply with all reasonable requests and instructions given by the Crematorium Officer, which are aimed at preventing this.
20. This will require a close working relationship between Funeral Directors, Officiants, bereaved families and Crematorium Officers.



CAR PARKING

21. There are 107 parking spaces on site: 94 standard spaces, 9 accessible spaces, 2 funeral cortege spaces and 2 officiant spaces. Overflow car parking is available directly opposite the Crematorium at Ballyearl Arts and Leisure Centre.
22. It is recommended that the hearse stops just past the car park entrance, with the Funeral Director directing mourners within the cortege to the main car park.
23. Mourners following the cortege must park in the main car park, and not continue to follow the hearse and limousine(s) to the Porte-Cochere.

ARRIVALS AND ENGAGEMENT WITH OFFICIALS AT THE CREMATORIUM

24. On arrival, only the Funeral Director's hearse and limousine(s) should pull up at the set of double doors under the Porte-Cochere.
25. The Funeral Director must make themselves known to the Crematorium Officer on duty or wait until they are free from the preceding ceremony.
26. The Funeral Director must not attempt to begin to remove the coffin until they have made contact with the Crematorium Officer.
27. A check of the name plate on the coffin and its dimensions will be made prior to the coffin being admitted.
28. The coffin will not be accepted for cremation unless it has a name plate establishing the correct identity of the deceased.
29. When instructed by the Crematorium Officer, the coffin can then be brought into the lobby, before commencing any procession in the Ceremony Room.
30. Once the coffin has been removed, the hearse can be moved from the Porte-Cochere to the designated parking layby. An EV charging point is located in the layby.
31. The limousine(s) can be moved to the designated parking spaces within the car park, awaiting collection of the bereaved family members.
32. It is the Funeral Director's responsibility to provide sufficient bearers for safe and dignified conveyance of the coffin. We understand that family members and mourners may often wish to assist with this and respect that decision.



33. The Funeral Director should carry out an appropriate risk assessment in respect of their own employees and also family members before proceeding bearing in the coffin.
34. The Crematorium does not supply additional bearers.
35. If the coffin is not being shouldered into the Ceremony Room, a wheeled bier is available.
36. The Crematorium accepts no liability for loss, damage or injury occasioned by any person while the coffin is being transferred from the hearse to the catafalque.
37. Once the coffin has been placed onto the catafalque, the responsibility for the coffin now passes from the Funeral Director to the Crematorium.

LATE ARRIVALS

38. The Crematorium expects the Funeral Director to normally arrive at the Crematorium no earlier than ten minutes before the allocated starting time of the ceremony.
39. In exceptional circumstances, there may be an issue that arises that will prevent the Funeral Director and cortege arriving at the Crematorium for the allocated time. If this is the case, then the Funeral Director must take reasonable steps to inform the Crematorium as soon as practicable.
40. In circumstances when a funeral cortege arrives late at the Crematorium, it is the responsibility of the Funeral Director to ensure that the actual ceremony is appropriately curtailed to ensure that it finishes at a quarter to the hour. This will ensure that subsequent ceremonies will not be delayed.
41. However, if it appears that a funeral cortege will be so late that it will delay the following ceremony, then the cortege will be required to wait until they can be suitably accommodated.
42. The Crematorium Officer will at their discretion, indicate when the ceremony will take place and will seek to facilitate this as soon as possible.



CEREMONY ROOM

43. The Ceremony Room seats 176. In the event of larger gatherings, additional mourners can be facilitated in the lobby and under the Porte-Cochere.
44. The Crematorium should be notified in advance if it is known that a service will be a large gathering (170+).
45. The Ceremony Room is designed to facilitate all forms of religious and/or secular ceremonies and therefore does not display any fixed religious symbols or icons.

CEREMONY

46. It is the responsibility of the Funeral Director to check, co-ordinate and confirm all the ceremony arrangements with their bereaved family prior to arriving at the Crematorium.
47. We would also suggest that Officiants conducting the ceremony should be informed of all family requirements.
48. Prior to the commencement of the ceremony, the Crematorium Officer will seek to liaise with each Funeral Director regarding any special instructions or requirements of the family.
49. The Crematorium expects that the Funeral Director should remain in the Ceremony Room in case they are required to provide assistance to the Crematorium Officer or their bereaved family.
50. Candles and other sources of naked flame/heat are not permitted in the Ceremony Room. Alternatives such as battery-operated candles may be used.
51. Incense sticks are not permitted in the Ceremony Room as these often have a lasting odour which could affect other ceremonies.
52. We would refer Funeral Directors to The Code of Cremation Practice, FBCA, paragraph 4(b) (Appendix 2) which states "Subject to receiving the necessary Authority to Cremate, the coffin and its contents shall be placed in the cremator exactly as they have been received and as soon as practicable".
53. Once the coffin has been placed onto the catafalque, no



interference whatsoever can occur, there can be no removal of lid screws, lid, furniture or nameplate.

54. If requested by the Applicant for Cremation, the coffin may be placed on trestles and the lid of the coffin may be removed by the Funeral Director for the duration of the ceremony and subsequently replaced by the Funeral Director prior to the coffin being received on the catafalque. We would refer Funeral Directors to Policy and Guidance Open Coffins during Chapel Services (Appendix 3).
55. Many people wish to witness the start of a cremation for personal, religious or cultural reasons. The number of people permitted to enter the viewing room for a witnessed cremation is six people.
56. Witnessing the start of a cremation can only take place with prior consent of the Applicant for Cremation and at the discretion of the Crematorium Manager/Assistant Crematorium Manager.
57. Only one floral tribute will be allowed into the Ceremony Room. There is a suitable table provided by the catafalque for the placement of the floral tribute. It is important to note that no flowers of any kind or personal items may be committed with the coffin.
58. At the end of the ceremony, the floral tribute should be removed by the Funeral Director.

CEREMONY MUSIC, VISUAL TRIBUTES AND STREAMING SUPPLIED BY OBITUS

More ways to say goodbye

🎵 Music | 🖼 Tributes | 📺 Streaming | ❤ Keepsakes

Obitus

59. Media and personalisation are now a huge part of any funeral service, and we understand that Funeral Directors want to provide the best service possible for their bereaved families.
60. We have partnered with Obitus to offer a webcast service and the highest standard for music, tributes and keepsakes. Everything Obitus do is designed to help Funeral Arrangers offer bereaved families more.
61. Obitus will provide support for setting up your account and helping you get to know their products and system.
www2.obitus.com/support#funeral-arrangers or T: 03333 447 440.



62. You can select up to a maximum of four songs and a single photo, which are included in the cremation fee. Prices for additional services are provided in the price list which can be viewed on our website. antrimandnewtownabbey.gov.uk/residents/crematorium/
63. All music, visual tributes and streaming must be booked directly with Obitus. www2.obitus.com/funeral-arrangers-officiants
64. Although Obitus endeavour to do their best, any media requests received late can't be guaranteed and will incur a late fee. The Crematorium accepts no responsibility for incorrect media instructions received from the Funeral Director.
65. We will email our Obitus invoices to Funeral Directors during the first week of every month.
66. If no music preferences have been received, Crematorium Officers may select something they consider appropriate.
67. Live musicians can be accommodated but set up and removal of their equipment must be completed within the allocated 45 minute ceremony time.
68. Whilst the Crematorium does not have an organ, the Obitus music system does have organ accompanied hymns.
69. When selecting a hymn, it is the Funeral Directors responsibility to ensure that the version selected contains the correct number of verses and where available the correct lyrics.
70. Order and content submission deadlines are:
(i) Music – 5pm, the working day before the service.
(ii) Music Tribute – Two clear working days prior to the service.
(iii) Themed Tribute - Two clear working days prior to the service.
(iv) Basic Slideshow – One clear working day prior to the service.
(v) Single Photo – One clear working day prior to the service.
(vi) Family Supplied Tribute – One clear working day prior to the service.
(vii) Streaming - 5pm, the working day before the service.
71. The Obitus system is the only means of playing music at the Crematorium. The use of CD's, portable music devices, mobile phones, speakers or online content such as YouTube will not be permitted.

GREETING OF MOURNERS

72. In order to ensure the smooth transition between each ceremony,



greeting of mourners is not encouraged either before or after the ceremony.

73. However bereaved families who wish to greet mourners or stay for a few moments of private reflection may do so, as long as they do not exceed their allocated ceremony time of 45 minutes.
74. It is important that this is managed by the Funeral Director so that there is no disruption or distress caused to bereaved families attending subsequent ceremonies.
75. Paragraphs 72 and 73 need to be considered in the context of the real time management of the actual ceremony taking place. Recognising that each ceremony is different, there may be occasions whereby time permitting, it is reasonable for bereaved families to greet mourners within their allocated ceremony time. Whilst we do not encourage this, it would be reasonable in the circumstances for a family who have had a brief committal to greet mourners within the remainder of their allocated ceremony time.
76. Alternatively, if a ceremony takes 45 minutes and there is a large congregation, then it would not be reasonable for the bereaved family to greet mourners, as this would potentially disrupt the subsequent ceremony.
77. On balance, the emphasis is in on bereaved families not crossing over with mourners from other ceremonies. Once families stay behind to greet mourners, this potentially has a direct impact upon subsequent families using the Ceremony Room and may also cause traffic congestion.

LEAVING THE CEREMONY ROOM AFTER THE SERVICE

78. Several ceremonies are held in our Ceremony Room on any given day. Each ceremony is unique and conducted in accordance with bereaved families wishes. To allow Crematorium Officer's to make the necessary preparations for each ceremony, it is essential that ceremonies are finished at a quarter to the hour.
79. Funeral Directors should advise their bereaved families and officiants that greeting at the exit door can delay mourners from exiting the Ceremony Room.
80. In order to respect the privacy of mourners at each ceremony we also request that the Crematorium access and exit areas, including the car park, are vacated as soon as possible.



81. This helps alleviate additional and unnecessary distress for mourners waiting to enter and also minimises congestion, which disrupts the free flow of traffic to and from the building.

BOOKS OF CONDOLENCE/ CHARITABLE DONATIONS

82. In order to reduce potential disruption to ceremonies, the signing of Books of Condolence or the collection of charitable donations are not permitted anywhere within the Crematorium. This is because these practices can lead to congestion around the Crematorium site and thus may cause unnecessary distress to bereaved families and mourners attending subsequent ceremonies.

TYPE AND SIZE OF COFFIN

83. Funeral Directors are reminded that coffins selected for cremation must be accredited by either the FFMA or CCSA. We would refer Funeral Directors to Joint Initial Guidance on Coffin Accreditation Schemes (Appendix 4) and our Accredited Coffin Procedure (Appendix 5).
84. The scheme helps to ensure that coffins brought for cremations are fit for purpose and cause no problems to cremation authorities, Funeral Directors or bereaved families.
85. As set out in paragraph 28, the Funeral Director must ensure that coffin has a nameplate bearing the full name of the deceased. Any variation from the Application for Cremation details will require the submission of a written declaration before the cremation can proceed.
86. The maximum external coffin dimensions including all handles must not exceed 83 inches in length, 36 inches in width or 21.5 inches in depth which are inclusive of handles.
87. The estimated combined coffin weight must not exceed 254 Kg.
88. The Funeral Director must confirm the coffin dimensions and the estimated coffin weight (Kg) on the Applicant's Instructions to Crematorium Form.
89. A coffin found to exceed any of these dimensions or maximum weight of 254 Kg will not be accepted for cremation. At the discretion of the Crematorium Manager or Assistant Crematorium Manager, the ceremony may be allowed to proceed, but the Funeral Director will be required to subsequently remove the coffin from the Crematorium, and to make alternative arrangements for the cremation. It will be



the responsibility of the Funeral Director to inform the family of such developments.

90. If offensive odours or liquids are produced by any coffin brought for cremation, the Crematorium Manager or Assistant Crematorium Manager may delay the entrance of the coffin into the Crematorium while the situation is rectified by the Funeral Director. It will be the responsibility of the Funeral Director to inform the family of such developments.
91. Funeral Directors are required to assist in the emission free process by conforming to statutory requirements on the construction of coffins for cremation. We would refer Funeral Directors to the Process Guidance Note 5/2 (12), Statutory Guidance for Crematoria, paragraph 5.20 (Appendix 6) and Instructions to Funeral Directors (Appendix 7).
92. Funeral Directors are reminded that where the deceased is dressed in personal clothing, the minimum of clothing shall be used, and such clothes must be made of natural fibre materials. Plastic, nylon, rubber, polyester and other synthetic materials are not acceptable.
93. Coffins must not contain articles of a combustible nature which are likely to be of danger to an operator or may cause damage to the equipment. Examples of such items are pacemakers, aerosol containers, glass bottles, alcohol and mobile phones. Plaster casts must not be left on the body for cremation.
94. This is enforced and governed by the Environmental Regulator who monitors the computer generated emissions results. Therefore, if such prohibited items are placed within the coffin, the emissions records will indicate this.
95. Failure to adhere to these requirements could involve the costs of any damage being sought from the Funeral Director.
96. When Funeral Directors are considering the use of green or environmental coffins, they must ensure that these comply with guidance issued by the Institute of Cemetery and Crematorium Management. We would refer Funeral Directors to Green/ Environmental Coffins (Appendix 8).
97. All 'green' coffins should have a flat, solid, fixed base with no snags so as to allow free, unobstructed passage into the cremator.
98. The linings of coffins should be of natural materials such as cotton, linen and wool. It is also recommended but not mandatory to use wooden handles and ornamentation instead of plastics, however metal handles and fittings are prohibited and must not be used.
99. Crematorium Officers may decline the acceptance of the coffin, if it



does not comply with these requirements. If the Funeral Director has any doubts, contact must be made with the Crematorium at least two working days prior to the day of cremation, to ensure that the coffin selected is fit for the purpose of cremation.

HOLDING OVER

100. Holding over is the retention of a coffin for a period of time after the cremation service, with the cremation taking place the following morning. We would refer Funeral Directors to The Code of Cremation Practice, paragraph 4.B (Appendix 2) and our Holding Over Procedure (Appendix 9).
101. Holding over will be used for the 3pm service or in situations such as, in the event of mechanical failure or whereby fuel can be conserved by cremations taking place the next morning.
102. This is not a compulsory policy, in that the Applicant for Cremation can choose to opt out and not agree to holding over if that is their wish.
103. In circumstances where we are required to hold over without consent, we will notify the Funeral Director and request that this information be relayed to their client.
104. The practice of holding over will ensure that the Crematorium can minimise its environmental impact and be better placed to cope with mechanical breakdown.

CREMATION OF INFANTS AND FOETAL REMAINS

105. The Crematorium is committed to the sensitive and respectful care of all of those entrusted to us. Our policies and processes for infant cremation are aligned to the latest guidance on Infant Cremation, as per the recommendations of Lord Bonyon's Infant Cremation Commission (June 2014 Scotland). Full statement here: www.gov.scot/Publications/2014/06/8342/3.
106. In accordance with this guidance, our Policy Statement for Infant Cremation is set out in Appendix 10.
107. Packaging for stillbirth shall not include chlorinated plastics.

CREMATION OF BODY PARTS

108. Funeral Directors are reminded that as with normal cremation practice, coffins containing body parts of a deceased person must



also be made of suitable material, be adequately lined and securely labelled. Packaging for body parts shall not include chlorinated plastics.

RECYCLING OF METALS FOLLOWING CREMATION SCHEME

109. Ferrous metals used in the construction of the coffin, metal used in medical implants and non-ferrous metals which may include an unrecognisable element of precious material will be recycled for charitable purposes through the ICCM "Recycling of Metal Following Cremation Scheme" to which the Crematorium is a member. We would refer Funeral Directors to our Recycling of Metals Procedure (Appendix 11).
110. Soft metals such as gold and silver melt into tiny globules and combine with the cremated remains. These cannot be returned separately.
111. It is recommended that precious metals in the form of jewellery are not cremated with the deceased. These must be removed from the deceased before the coffin is conveyed to the Crematorium, as it is not permitted to recover any items of jewellery once the coffin has been received at the Crematorium.
112. The Funeral Director should ascertain the wishes of the Applicant for Cremation in respect of the disposal of metals before the cremation. These should be recorded in the appropriate section within the Applicant's Instructions to Crematorium Form.
113. The Mayor of Antrim and Newtownabbey Borough Council will select a qualifying charity/charities from the Mayors list of nominated charities.

RECYCLING OF PACEMAKERS

114. The Recycling of Metals Following Cremation Scheme has been expanded to include pacemakers (Appendix 12).
115. Following removal of a pacemaker you should:
 - (i) Wash the device thoroughly with warm water and soap.
 - (ii) Rinse and wipe down with a quality quaternary ammonium disinfectant or Sodium peroxide disinfectant (Accord® solution, Lysol etc.).
 - (iii) Place in a sealed bag labelled with the Funeral Director company name ready for delivery to the Crematorium.
 - (iv) Take the labelled bag containing pacemakers to the Crematorium and place them in the pacemaker recycling box, as directed by the Crematorium staff.



MEMORIAL URNS AND AVAILABILITY OF ASHES FOR COLLECTION

116. Cremated remains are normally available for collection from 2pm on the next working day following the ceremony, unless prior notice is given that they are required sooner.
117. Funeral Directors must use the Crematorium Administration Office service counter when collecting cremated remains.
118. The cremated remains that are to be collected from the Crematorium will only be released to the applicant, to a Funeral Director acting on their behalf or to a representative with the applicant's written consent as completed on the Applicant's Instructions to Crematorium Form.
119. The Funeral Director should advise families that cremated remains are normally available for collection from 2pm on the next working day following the ceremony, unless prior notice is given that they are required sooner.
120. The Crematorium will not contact the applicant for cremation when cremated remains are ready for collection. We would refer Funeral Directors to our Retention of Cremated Remains Procedure (Appendix 13).
121. Cremated remains will be held at the Crematorium for a period of no longer than three calendar months.
122. The Crematorium supplies a standard biodegradable urn to enable collection of the cremated remains, the Funeral Director can alternatively supply their own urn for the cremated remains.
123. This should be delivered to the Crematorium on the day of the ceremony via the Crematorium Administration Office service counter and appropriately recorded in the ledger.
124. The Funeral Director urn supplied should be of sufficient internal capacity (minimum three litres) and be securely labelled with the name of the deceased. The Crematorium will not accept any responsibility for any damage caused to memorial urns during the cremated remains transfer process.

MEMORIALS

125. The Memorial Garden provides a communal space for quiet reflection and remembrance and features elegant above ground memorials for the placement of cremated remains. antrimandnewtownabbey.gov.uk/residents/crematorium/memorials/



126. The Panorama is a circular memorial which has 32 niches. Each individual niche which can accommodate up to three sets of cremated remains and is fronted with a memorial plaque which can be engraved with a personalised inscription.
127. There are 25 Sanctum vaults, each accommodating up to four sets of cremated remains. Each individual vault can accommodate up to four sets of cremated remains and is fronted with a memorial plaque which can be engraved with a personalised inscription. Two floral tribute vases are also fitted to the base.
128. Where available, both Panorama and Sanctum memorials are attainable on a 25 year renewable lease.

MISCELLANEOUS

129. The Crematorium Administration Office is open 9am-4pm; Monday to Friday.
130. Current fees and additional information can be accessed on our website. antrimandnewtownabbey.gov.uk/residents/crematorium/ or by contacting the Crematorium directly on **028 9034 0101**.
131. Smoking and vaping is strictly prohibited in the Crematorium or in external areas where mourners are gathered.
132. Mobile phones shall be turned off or put on to silent mode before entering the Ceremony Room.
133. Photographing and filming can only be permitted with prior consent from the Crematorium Manager.
134. An automatic defibrillator is located adjacent to the Changing Place Facility. Many of the Crematorium staff are trained first aiders.
135. No animals other than Assistance Dogs are permitted into the Ceremony Room or Crematorium building.
136. Crematorium staff are not permitted to receive gratuities or any other gifts for services rendered.
137. We hope that the services we provide are of the quality you expect. If you feel dissatisfied with our service or wish to suggest improvements, please let us know.
138. The full Council complaints procedure can be found from the Council's website at antrimandnewtownabbey.gov.uk/contact/feedback/
139. The Crematorium reserves the right to amend this information booklet from time to time and that compliance with any changes is requested.



APPENDIX 1

TERMS AND CONDITIONS FOR USE OF THE FUNERAL DIRECTORS PORTAL (ANC)

By using this portal you are agreeing to comply with and be bound by the following terms and conditions of use, which govern the Council's relationship with you in relation to this portal.

The term "the Council" refers to Antrim and Newtownabbey Borough Council, Mossley Mill, Newtownabbey, BT36 5QA. The term "you" refers to the user of the portal.

The use of the portal is subject to the following:

1. On registering with the portal you will be issued with a unique ID and you will be asked to set up a password. The ID is personal to you and must not be shared with another Funeral Director or person.
2. You may use the portal to "provisionally" book a cremation slot at Antrim and Newtownabbey Crematorium. On making the provisional booking you shall receive a booking email stating the date and time you have requested.
3. At the time of making the provisional booking, you must provide the following information:
 - a. Cremation date
 - b. Cremation time
 - c. Full name of the deceased – this must be the same as the name of the Registration documents i.e. GRO 21 / Coroner Form. (Please note: you cannot edit details on the portal once you have submitted the request).
 - d. Address of deceased – this must be their actual home address, as stated on the cremation forms.
 - e. Date of death – this must be the same as the date of death on the registration documents i.e. – GRO 21/Coroner Form
 - f. Place of Death - this must be the same as the Place of death on the registration documents i.e. – GRO 21/Coroner Form
 - g. Deceased age
4. You must not enter false or incomplete details.



5. When you make a booking for a cremation, you must email all the relevant statutory and non-statutory forms to crembookings@antrimandnewtownabbey.gov.uk as soon as reasonably possible, but no later than 12noon, forty eight hours prior to the day of the cremation.

The subject line of the email should state – **Deceased name, date & time of Cremation**

6. All questions on the statutory forms must be fully complete, with no omissions. Do not enter “not applicable” (N/A) in place of yes or no. Only use N/A taking into consideration previous answers.
7. If the statutory and non-statutory forms have not be completed to meet the necessary requirements, a member of the Bereavement Services team will advise you that the form(s) need to be corrected/ completed. The office will not confirm a cremation booking until all documents have been completed satisfactorily.
8. All cremation applications must include a hazardous implants form, completed by the relevant medical practitioner and where required a confirmation certificate that the implant has been removed by the qualified embalmer. The office will not confirm a cremation booking until this document is emailed.
9. The details on the statutory forms must be the same as the details which are entered onto the portal. Where the details differ between the portal and the paperwork, the Council may consider this an abuse of the system and a £50 fee could be charged.
10. If you need to cancel or significantly amend a booking, you must do so within the timeframe set out in paragraph 13, by contacting the Bereavement Services office by telephone. A fee of £50 will be charged for each cancelled booking or for material changes to the identity of the deceased, other than minor changes, such as to correct spelling of a name. A material change is where the identity of the deceased has changed.
11. If you need to change the date/time of a cremation, this must be done through the Bereavement Service office, by telephone. If you re-schedule more than three bookings within a one-month, or if you fail to adhere to these terms and conditions, the Council shall deactivate your access to the cremation booking portal for a period of one month. You will be notified in writing of this. It will then be at the discretion of Council whether to reactivate you on the portal. If



the Council do reactivate your account, you may be charged an administration fee of £200.

12. If you book a cremation and the ceremony lasts longer than your allocated time of 45 minutes and causes a delay to the subsequent ceremony, the Council will charge a fee of £50.
13. All cremation bookings made through this portal are provisional and will only be confirmed when all the statutory and non-statutory forms are complete and emailed to Bereavement Services via crembookings@antrimandnewtownabbey.gov.uk
14. All paperwork must be email by 12noon at least 48hrs prior to the date of the cremation, see below:

CREMATION DAY	LATEST DAY TO HAVE PAPERWORK SUBMITTED (BY 12 NOON)
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Monday
Friday	Tuesday



APPENDIX 2

CODE OF CREMATION PRACTICE (FBCA)

1. CONDUCT

The cremation of a human body is a highly emotional occasion for those taking part in the service. This must never be forgotten by the staff of the Crematorium who must work together to create and maintain a dignified atmosphere of reverence and respect throughout the entire proceedings.

2. STAFF

The greatest care must be taken to appoint members of the Crematorium staff who act with respect and do not detract from the atmosphere of reverence which the Crematorium has endeavoured to create. All staff employed in the operation of cremators must be suitably trained in the technical and ethical procedures and certified as specified in Process Guidance Note 5/2 (12) or any subsequent Guidance that may be issued by the relevant Government Department.

3. PRIOR TO COMMITTAL

A coffin and its contents brought to the Crematorium, whether for a service prior to cremation, a planned cremation without a service or for a service prior to burial, shall be brought into the Crematorium building through an appropriate entrance*. If the coffin and its contents are to be cremated, the coffin shall be transferred directly to the crematory in the normal way. If the service is not to take place immediately, the coffin and its contents shall be placed on the catafalque, transferred to the crematory and then placed in secure and sanitary storage within the building. If the coffin is to be removed from the building following a service prior to burial, it may be placed on trestles to allow easy removal at the end of the service.

4. AFTER COMMITTAL

(a) A body shall not be removed from the Crematorium after the Service of Committal except for a lawful purpose.

(b) Subject to receiving the necessary Authority to Cremate, the coffin and its contents shall be put into the cremator exactly as they have been received and as soon as practicable. A body not cremated on



the same day as the coffin is received at the Crematorium may only be retained on the written consent of the applicant for cremation and in circumstances deemed necessary by the Cremation Authority, including impacts on the environment. All bodies retained at the Crematorium will be accommodated in secure and sanitary conditions within the building.

(c) Once a coffin with its contents has been placed in the cremator, it shall not be touched or interfered with until the process of cremation is completed. On completion, the whole of the Cremated Remains/Ashes, which is all the material left in the cremator following cremation less any metals, shall be collected and shall be disposed of in accordance with the instruction received.

5. CORRECT IDENTITY

(a) No coffin shall be accepted at any Crematorium unless it bears adequate particulars of the identity of the deceased person contained therein. If a coffin is encased, the cover and the coffin must bear adequate identity of the deceased person.

(b) Every care must be taken to ensure correct identification throughout the whole proceedings from the moment the coffin is received onto the catafalque until the final disposal of the Cremated Remains/Ashes.

6. SEPARATELY CREMATED

Each deceased person given to the care of the Cremation Authority shall be cremated separately. Exceptions may be made for instance in the case of mother and baby or twin children providing that the next of kin has made a specific request in this regard.

7. COFFIN COVERS

When a re-useable cover is used to encase a coffin, signed authority must be given by the applicant for the cremation authorising its use and consenting to its subsequent removal from the Crematorium.

8. METAL RESIDUES

Any metal found amongst the Cremated Remains/Ashes shall be disposed of in accordance with the directions of the Cremation Authority or Higher Authority.



9. CREMATED REMAINS/ASHES

The utmost care shall be taken to ensure that the Cremated Remains/Ashes, following their removal from the cremator, shall be kept separate and suitably identified. The Cremated Remains/Ashes shall be placed in a separate container awaiting final disposal. If the Cremated Remains/Ashes are to be disposed of in a Garden of Remembrance, this shall be conducted with reverence and respect.

Cremated Remains/Ashes to be conveyed by a carrier service should be placed in a suitably labelled robust container and dealt with according to recommendations laid down by the Federation of Burial and Cremation Authorities.

10. CREMATORS AND ANCILLARY EQUIPMENT

Cremators and all other ancillary equipment used in the Crematorium shall be kept in good repair and maintained in accordance with manufacturers' recommendations, and the requirements of the current guidance notes issued under the Environmental Protection Act 1990 or subsequent legislation.

11. STATUTORY REGULATIONS

All cremations shall be carried out according to the provisions of the Cremations Acts and the Regulations made thereunder and any subsequent legislation.

***Note:** Where the Crematorium offers more than one entrance for receiving the deceased, they must be designed for the required purpose and be suitable for the dignified reception of coffins. The entrance should be visible to the public, should be sufficiently wide enough for clear access, e.g. double doors, and where it enters the crematory directly, it should pass through two sets of double doors. The Cremation Authority must obtain the prior, informed, written consent of the Applicant for Cremation for the use of whichever entrance is required.



APPENDIX 3

POLICY AND GUIDANCE OPEN COFFINS DURING CHAPEL SERVICES (ICCM)

The Institute has received a number of enquiries recently regarding the opening of coffins during chapel services at cemeteries and crematoria. This policy and guidance note is designed to help members meet the needs of the bereaved whilst maintaining a dignified and respectful funeral service. The Institute believes that a request for a coffin to be open during a chapel service should be granted in order to meet with the personal or cultural needs of the bereaved. It is also believed that we should keep pace with the reasonable, changing wants and needs of the bereaved in order to avoid criticism and complaint.

The simple steps to take on receipt of an initial request for an open coffin at a chapel service are:

- Inform the Funeral Director that a request for an open coffin should be requested on the preliminary application for cremation or notice of interment, which is signed by the applicant. In the event of a family arranged funeral the request can be dealt with directly.
- Ensure that the request comes from the applicant for the burial or cremation.
- The lid is removed in the chapel by the Funeral Director in full view of the applicant and mourners.
- The lid is replaced in the chapel by the Funeral Director at the end of the service.
- If it is likely that the opening and closing of the coffin and mourners filing past it will add to the length of the service, a double service time should be offered via the funeral director at the current fee.

The feelings and wellbeing of chapel attendants can be protected if they do not wish to take part or assist in the removal of the lid once the coffin is placed within the chapel. The attendant can assist mourners to their seats and then stand at the back of the chapel whilst the funeral director removes the lid at the start of the service and replaces it at the end.



Objections on the grounds of health and risk of infection are unfounded and will not constitute a reason for refusal. Where the deceased died of a notifiable, infectious disease the precautions commence at the point of death and are designed to protect hospital/mortuary staff, funeral directors staff and cemetery and Crematorium personnel. In such cases the funeral director and relatives will be aware that the deceased cannot be exposed. The cemetery, Crematorium and funeral director are advised of such cases and hence the coffin cannot be opened in such circumstances.

In cases where a notifiable, infectious disease is not present there is no major risk to funeral directors, mourners or cemetery and Crematorium staff. Further information is available from the HSE document 'Risk of Infection from Human Remains' that indicates a low risk.

The opening of a coffin during the chapel service is not unlawful neither is it contrary to industry codes of practice or guiding principles. Some faith groups and other groups will attend services in other locations where the coffin lid might be removed. The Institute believes that cemeteries and crematoria should also try to meet this need in their chapels in order to provide the highest level of service to the bereaved.



APPENDIX 4

JOINT INITIAL GUIDANCE ON COFFIN ACCREDITATION SCHEMES (FBCA/ICCM)

Members of the FBCA, ICCM, APCC and the CSGB may be aware that currently two coffin accreditation schemes exist, managed independently by The Funeral Furnishing Manufacturers Association (FFMA) and The Coffin, Casket and Shroud Association (CCSA). The schemes will hopefully help ensure that coffins brought for cremations are fit for purpose and cause no problems to cremation authorities, funeral directors or bereaved people. Accredited coffins will have undergone a range of tests carried out by recognised test houses, with those that pass the tests receiving accreditation by one or the other scheme. The tests include those for strength, roller/ball bearing functionality, auto charging, ignition, radiant heat, ash volume and residue. Coffin lining materials will also be tested.

Funeral Directors, via their professional organisations, will be encouraged to purchase accredited coffins in order to provide a safe and secure product for their clients that is fit for purpose and trouble free. Discussions are currently in hand to have more frequent and formal contact with the Funeral Associations which will give us the opportunity to promote this requirement and update them on the overall situation and serious individual incidents in relation to coffins if and when.

Our understanding is that each scheme will maintain a website containing a list of accredited coffins, therefore cremation authorities can check the test status of coffins prior to their receipt. It is also understood that accredited coffins will be stamped. Cremation authorities that accept the schemes are advised to add a question for funeral directors on the preliminary application for cremation, requesting the coffin name, manufacturer and accreditation number. Accreditation can then be confirmed or not via the appropriate website.

Should any Crematorium experience a problem with an accredited coffin, you are strongly advised to report to:

- The Funeral Director concerned
- Your safety officer
- Your membership organisation so advice and assistance can be given as and when required. We are also including a form, as an appendix to this guidance, which is common to all the Cremation Associations



for you to record the details of any incidents and/or difficulties you experience in the future with Accredited Coffins. The Associations will share the information received and produce national statistics relating to coffin safety in order to identify similar incidents and any emerging trends so appropriate joint action can be taken.

- Should the problem encountered have caused injury or had the potential to have caused injury, the Health and Safety Executive should be notified in accordance with RIDDOR - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013. Further information on RIDDOR can be found at www.hse.gov.uk/riddor/
- Cremation authorities should also consult with their own legal department/advisor.

It is important that you gather documented evidence of any incident, which must include witness statements and photographic evidence wherever possible.

LEGAL OPINION

The FBCA, ICCM, APCC and CSGB have sought legal opinion on the adoption of the scheme and the lawfulness of refusing to cremate any coffin that has been found to cause safety issues, emission problems, and damage to cremators or abatement equipment, which is appended to this guidance. As the two schemes have no great material differences cremation authorities could not accept one scheme over the other. However, in order to help you deal with any issues arising in the future we have obtained permission from our lawyer to send you a copy of the legal opinion on the strict understanding that it is only for use by our respective members, their authorities and companies. It must therefore not be copied, forwarded or circulated without the express and joint consent of the ICCM, FBCA, APCC and CSGB.

Further information / clarification can be obtained from the respective scheme operators and their websites - www.ffma.co.uk and www.ccsa.co.uk

UNACCREDITED COFFINS

Occasionally, a request might be received to cremate a deceased person in an unaccredited coffin. This might be due to a family either making or buying their own coffin and arranging a funeral without using a Funeral Director. In these circumstances, a member of the cremation authority staff should give guidance on the structure and material not to be used in the



construction of the coffin, and to view the coffin in advance of it being brought to the Crematorium if practicable to do so. Information exists within the current Process Guidance notes issued by DEFRA and the FBCA's guidance document "Instruction to Funeral Directors". If the coffin or casket is deemed to be unfit for purpose it will be necessary for the cremation authority to make a decision regarding acceptance or refusal of the coffin or casket.

There will be a lead in time during which Funeral Director will be using up old stock however, few problems have been encountered with the standard range of traditional coffins usually held by Funeral Director.



APPENDIX 5

ACCREDITED COFFIN PROCEDURE (ANC)

INTRODUCTION

Antrim and Newtownabbey Crematorium (the Crematorium) has adopted an operating procedure in relation to the accreditation of coffins following research and joint guidance from the Federation of Burial and Cremation Authorities (FBCA), the Institute of Cemetery and Crematorium Management (ICCM), the Cremation Society of Great Britain (CSGB) and the Association of Private Crematoria and Cemeteries (APCC).

The purpose of the procedure is to comply with statutory guidance, national joint guidance, ensure the dignity of the deceased, respect for bereaved people, safety for all individuals, and provide an environment which, as far as is reasonably possible is safe and without risk to health.

1.0 WHAT THE LAW SAYS; PROCESS GUIDANCE NOTE 5/2 (12), STATUTORY GUIDANCE FOR CREMATORIA

"5.20" The emission limits and provisions specified in section 4 above may be achieved by careful use of materials in coffin construction and furnishing and by cremator design and operation (including abatement at new processes). The range of materials used for coffin or casket construction now includes cardboard, wickerwork (made from willow) as well as wood composite board and solid wood. Shrouds are also available and may use natural fibres such as cotton, linen or wool. Materials to be avoided in coffin or casket construction, furnishings and body preparation/embalming include halogenates, metals (except steel screws and staples), wax and more than a thin layer of water based lacquer on wood.

2.0 COFFIN ACCREDITATION

There are currently two coffin accreditation schemes in existence, managed independently by The Funeral Furnishing Manufacturers Association (FFMA) and The Coffin, Casket and Shroud Association (CCSA). Each scheme maintains a website containing a list of accredited coffins and that accredited coffins will be stamped. This helps ensure that coffins brought for cremations are fit for purpose and cause no problems to cremation authorities, Funeral Directors or bereaved people. Accredited coffins will have undergone a range of tests carried out by recognised test houses,



with those that pass the tests receiving accreditation by one or the other scheme. The tests include those for strength, roller/ball bearing functionality, auto charging, ignition, radiant heat, ash volume and residue. Coffin lining materials will also be tested. PVC and melamine should not be used in coffin construction or furnishings.

3.0 THE SCHEME IN DETAIL

- **3.1** Coffins must comply with the FFMA or the CCSA joint specification/standard for cremation.
- **3.2** Funeral Directors will be responsible for certifying that coffins presented for cremation conform to PG 5/2 (12) and are stamped to validate accreditation.
- **3.3** It is required that the coffin accreditation number is stated on the Applicant's Instructions to Crematorium Form. This process will fully ensure that coffins presented for cremation are accredited by either the FFMA or CCSA.
- **3.4** The Crematorium will confirm accreditation via the appropriate website.
- **3.5** The Crematorium Manager is responsible for implementing this procedure and ensuring effective monitoring and review of risk control systems related to coffin safety conformity.



APPENDIX 6

PGN 5/2 (12) STATUTORY GUIDANCE FOR CREMATORIA

www.defra.gov.uk PUBLICATION VERSION PG5/2(12) FEBRUARY 2012

- **5.20** The emission limits and provisions specified in section 4 above may be achieved by careful use of materials in coffin construction and furnishing and by cremator design and operation (including abatement at new processes). The range of materials used for coffin or casket construction now includes cardboard, wickerwork (made from willow) as well as wood composite board and solid wood. Shrouds are also available and may use natural fibres such as cotton, linen or wool.
- Materials to be avoided in coffin or casket construction, furnishings and body preparation/embalming include halogenates, metals (except steel screws and staples), wax and more than a thin layer of water based lacquer on wood.
 - (I) PVC and melamine should not be used in coffin construction or furnishings.
 - (II) Cardboard coffins should not contain chlorine in the wet-strength agent. (e.g. not using polyamidoamine-epichlorhydrin based resin (PAA-E)).
 - (III) Packaging for stillbirth, neonatal and foetal remains should not include any chlorinated plastics.
 - (IV) Coffins containing lead or zinc should not be cremated.

The cremator should be designed and operated in order to prevent the discharge of smoke or fumes during charging.

The charging system should be interlocked to prevent the introduction of a coffin to the primary combustion zone unless the secondary combustion zone temperature exceeds that specified for good combustion in the permit.

The cremator and all ductwork should be made and maintained gas tight if under positive pressure to prevent the escape of gases from the ductwork or cremator to the air.



APPENDIX 7

INSTRUCTIONS FOR FUNERAL DIRECTORS (FBCA)

1. RESPONSIBILITY

The Funeral Director shall observe the regulations of the Cremation Authority. The Funeral Director is responsible for the provision of sufficient bearers to convey the coffin from the hearse to the catafalque. When the coffin is in position on the catafalque or deposited in the rest room or Chapel of Rest at the Crematorium the responsibility of the Funeral Director towards it ceases and that of the Cremation Authority begins.

2. NOTICE OF CREMATION

The length of notice to be given for a cremation and the time of the cremation, as agreed, must be strictly adhered to. All statutory and non-statutory forms and certificates, as required by the Cremation Authority, must reach the Crematorium office by the specified time. For administrative reasons these times may vary according to local requirements.

3. CONSTRUCTION OF THE COFFIN

The coffin must be made of a suitable material which, when placed in a cremator and subjected to the cremation process, is easily combustible and which does not emit smoke, give off toxic gas or leave any retardant smears or drips after final combustion. No metal of any kind shall be used in the manufacture of such coffin except as necessary for its safe construction and then only metal of a high ferrous content. Cross pieces must not be attached to the bottom of the coffin. If it is desired to strengthen the bottom of the coffin, wooden strips may be placed lengthways for this purpose. Cardboard coffins should not contain chlorine in the wet strength agent. e.g. not using polyamidoamine-epichlorhydrin based resin (PAA-E). Contact should be made with the Crematorium Administration to ensure that the coffin selected is fit for the purpose of cremation.

4. COFFIN FURNITURE AND FITTINGS

No metal furniture or fittings whatever shall be used on a coffin for cremation. Coffin handles should be free from unnecessary metal components. External coatings to a coffin must allow for smokeless combustion and the use of nitro-cellulose varnish, polyurethane, melamine



and any products containing polyvinyl chloride (PVC) or melamine must not be used in coffin construction or furnishings. Water based lacquer free from additives containing heavy metals may be used for coating a coffin or a suitable cloth may be used for covering a coffin. The exception to the foregoing is the use of polystyrene which is restricted to the coffin nameplate only and this must not exceed 90 grams in weight.

5. LINING OF THE COFFIN

The use of saw dust, cotton wool or shredded paper within a coffin must be avoided. If lining of a coffin is necessary, this should be manufactured from polythene not exceeding 75 microns in thickness. Lead or zinc linings must not be used. The use of shredded paper within a coffin is not permitted.

6. SIZE OF THE COFFIN

Where the external dimensions of a coffin are likely to exceed length 81 inches (206cms); width 28 inches (71cms); depth 22 inches (56cms) the proper officer of the Crematorium must be consulted as soon as practicable.

7. CLOTHING AND COFFIN CONTENT

In order to minimise the release of pollutants to air, it is recommended that clothing should be of natural fibres and that shoes or any material manufactured from PVC should not be included. Body adornments manufactured from copper should be removed as should any easily removable prostheses or casts of plaster or other material. Additional items, particularly of glass or plastic, should not be placed within the coffin.

8. CREMATION OF INFANTS AND FOETAL REMAINS

Mothers of non-viable babies and families of stillborn babies and very young deceased babies considering cremation should be advised where there is a possibility that cremated remains/ashes will not be recovered and reminded of the availability of the option of burial.

If the advice is not given the parents may have been denied the choice of earth burial and thereby subjected to understandable distress.



9. BODY PARTS

Body parts presented at the Crematorium for cremation normally consists of soft tissue which in the absence of any bone structure will not produce any cremated remains.

10. CREMATED REMAINS/ASHES

The utmost care should be taken when dealing with cremated remains/ashes. If the Funeral Director supplies an urn or casket for cremated remains/ashes it should be of sufficient internal dimension to provide a minimum of 200 cubic inches (3,280 cubic cms.) and securely labelled. The container should be strong enough to resist breakage in transit. The lid must fit tightly and the fastening should be strong enough to prevent the lid being forced open by distortion of the container through maltreatment in transit



APPENDIX 8

GREEN/ENVIRONMENTAL COFFINS (ICCM)

INTRODUCTION

In order to protect the reputation of cremation authorities, Funeral Directors and coffin manufacturers and suppliers, and to continue to allow the bereaved to have access to the widest range of coffins as possible, this initial guidance was formulated at a meeting between those representing the Institute, the Local Government Association, a major funeral directing company, a leading manufacturer of cardboard coffins and a number of experienced Crematorium managers.

Following this meeting and joint input and agreement the Institute has produced this guidance document that deals with the cremation of coffins manufactured from cardboard, wicker, bamboo, banana leaf and other natural materials, such as wool, shrouds etc.

MAIN OBJECTIVE

The aforementioned organisations and individuals wish to ensure that all cremations where green/environmental coffins are used are conducted and completed in a dignified, respectful and safe manner.

INITIAL GUIDANCE

All green coffins should have a flat, solid, fixed base with no snags so as to allow free, unobstructed passage over rollers or ball bearing tables. In the event of a non-integral base being fixed to a coffin it should be attached in a manner that will ensure that it cannot become detached during the process of charging into a cremator.

Both ends of the coffin should be of a robust construction sufficient to withstand the pressure of a mechanical charging machine. In respect of mechanical chargers, the width of the charging plate/head should be greater than the width of the coffin or casket.

Where there is concern that early ignition of the coffin might occur, i.e. major combustion occurring before the charge door can be fully closed, and the generic risk assessment contained on the following page can be adapted/modified to suit local conditions.



SECRETARY OF STATE'S GUIDANCE NOTE FOR CREMATORIA PG5/2 (12)

Note should also be made of the Secretary of State's Guidance note for Crematoria

PG5/2 (12) and particularly clauses 3.2, 5.20. and 5.27 that recognise/contain the following requirements in respect of coffins:

- The brief "flash" caused by volatilisation of the veneer on the outside of the coffin.
- Cardboard coffins should not contain chlorine in the wet-strength agent (i.e. not using polyamidoamine-epichlorhydrin based resin (PAA-E))
- Materials to be avoided in coffin or casket construction, furnishings and body preparation/embalming include halogenates, metals (except steel screws and staples), wax and more than a thin layer of water based lacquer on wood.
- PVC and melamine should not be used in coffin construction and furnishings.
- Coffins containing lead or zinc should not be cremated.

Whilst not an issue in respect of charging a coffin into a cremator, the subject of potential leakage from a coffin has been raised. Any leakage into a wicker coffin would manifest itself very quickly whilst leakage into a cardboard coffin might compromise the rigidity of the coffin itself. Members are advised to note the item on this subject within the generic risk assessment. Funeral Directors are requested to ensure that the coffin is adequately lined using appropriate material that will prevent leakage.

Members are encouraged to discuss this guidance with their local Funeral Director in order to combine to meet with its main objective. In turn Funeral Director are encouraged to discuss this guidance with their suppliers.



Hazard	Risk	Harm	Action to reduce risk
1. Rapid ignition of fabric of the coffin.	Smoke and fume emission.	Fumes/smoke inhaled by technician.	Lightly dampen coffin with water spray, or similar alternative, prior to charging.
2. Solvent based coating.	Flash back of flames.	Burn injuries to technician. Fumes/smoke inhaled by technician. Damage to equipment/crematory.	Lightly dampen coffin with water spray, or similar alternative, prior to charging.
3. Weak coffin base.	Entrapment on Rollers/ penetration by ball bearings on table causing partial charging giving rise to major fire risk.	Fumes/smoke inhaled by technician. Damage to equipment/crematory. Major fire.	Attempt to manually complete the charging if safe to do so. If not safe use fire blanket and raise the alarm. Evacuate crematory, Chapel and adjacent buildings (as per fire policy).
4. Weak ends of coffin.	Coffin crumples/ distorts under pressure from charging machine causing exposure of the deceased and possible partial charging as 3 above.	As 3 above. Psychological impact on technician. Added distress to the bereaved. Reputational damage to cremation authority, funeral director, coffin manufacturer/ supplier.	As 3 above.



<p>5. Leakage of fluid.</p>	<p>Contact with body fluid.</p> <p>Odour in chapel and crematory.</p>	<p>Whilst risk of infection is low a detrimental effect on the wellbeing of mourners and technicians is possible.</p>	<p>Advise Funeral Directors to ensure that all coffins are adequately lined with suitable material.</p> <p>Cremate as soon as possible on same day as funeral service. Do not hold over where leakage is evident.</p> <p>Clean any contaminated areas with an appropriate disinfectant.</p>
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Note: Crematorium managers must ensure that appropriate personal protective equipment including heat resistant gloves, face shields, fire resistant overalls and fire blankets are made available and maintained.



APPENDIX 9

HOLDING OVER PROCEDURE (ANC)

INTRODUCTION

Antrim and Newtownabbey Crematorium (the Crematorium) will operate this procedure within the guidelines established by the Institute of Cemetery and Crematorium Management (ICCM) in their Charter for the Bereaved. 'Holding Over' is the retention of a coffin for a period of time after the cremation service, with the cremation taking place the following morning. The coffin will be 'held over' at the Crematorium within a secure, safe and sanitary area.

The holding over of coffins will only be used when required, in situations such as:

1. In the event of the mechanical failure of the cremators.
2. In the event of very low cremation numbers at the Crematorium and fuel can be conserved with cremations taking place the next day.
3. In the event of health and safety or operational requirements which limit the ability to cremate the deceased the same day as the cremation service.

This is not a compulsory procedure in that the Applicant for Cremation (the applicant) can choose to 'opt out' and not agree to the holding over if that is their wish. The use of "holding over" ensures the service can:

- Minimise its environmental impact.
- Improve the working practices within the crematoria.
- Have the maximum available cremation slots for families.
- Be better placed to cope with mechanical breakdown.
- Be more able to deal efficiently with problematic cremations.

1.0 BACKGROUND

The practice of holding over cremations is not unlawful and has been followed throughout the United Kingdom for a number of years. Guidelines were put in place by stakeholder organisations including the ICCM following a meeting held on 17 June 2011, facilitated by the Ministry of Justice. It was



determined that the following principles must be adhered to:

- **1.1** The Cremation Authority must not hold over where the applicant for Cremation insists on the cremation being carried out on the day that the coffin is received at the Crematorium and/or the service takes place.
- **1.2** Written consent must always be obtained from the applicant or their authorised representative where the Cremation authority practices planned holding over. The method for obtaining written consent can be decided by the Cremation Authority.
- **1.3** If holding over becomes necessary due to mechanical failure then the Cremation Authority should inform the Applicant via the Funeral Director and either gain consent to hold over until the fault is repaired or to allow for the cremation to take place at an alternative Crematorium. If this situation occurs outside normal operating hours, then it may be considered impracticable under such circumstances to obtain the consent of the applicant and therefore holding over should be arranged as a temporary solution.
- **1.4** The period for which a cremation may be held over is to be determined by prevailing circumstances. The Crematorium must have appropriate storage conditions for holding over i.e. secure and sanitary.
- **1.5** There is no legal requirement for refrigerated storage with a holding over procedure, as long as the cremation takes place within 72 hours.

2.0 IMPROVED ENVIRONMENTAL IMPACT THROUGH INTRODUCING THE HOLDING OVER PROCEDURE

- **2.1** Cremation Authorities are encouraged to minimise the environmental impact of cremations where practicable to do so. Carbon Dioxide (CO₂) from fossil fuels is emitted from cremators during the cremation process. The CO₂ emissions are harmful to the environment and are their highest when a cremator is in pre-heat mode. This procedure will ensure that the cremators are used in the most efficient and least environmentally detrimental way. A Cremation Authority may decide not to cremate on the same day as the coffin is received or the funeral service is held.



3.0 CONSENT OF THE CREMATION APPLICANT

- **3.1** It is required that the necessary written consent is attained on the Applicants Instructions to Crematorium Form. This process will fully ensure that the Crematorium has the necessary written consent to 'hold over' for every cremation undertaken.
- **3.2** In circumstances where we are required to hold over without consent, we will notify the Funeral Director and request that this information be relayed to their client.



APPENDIX 10

POLICY STATEMENT FOR INFANT CREMATION (ANC)

INTRODUCTION

Antrim and Newtownabbey Crematorium (the Crematorium) is committed to caring sensitively and respectfully for all of those entrusted to us. Our procedures and processes for infant cremation are aligned to the latest guidance on infant cremation.

This guidance is fully supported by the national representative bodies, the Federation of Burial and Cremation Authorities (FBCA), the Institute of Cemetery and Crematorium Management (ICCM), the Cremation Society of Great Britain (CSGB) and the Association of Private Crematoria and Cemeteries (APCC).

As per the recommendations of Lord Bonomy's Infant Cremation Commission, and also as agreed with the FBCA, ICCM and other National Committee members, all Cremation Authorities should ensure this statement is publicly available on individual websites.

The National Committee has agreed that this statement can be tailored to local requirements if necessary, however to be aware that its wording and structure has been carefully developed to fully align with Bonomy recommendations. As such, any tailoring should be kept to a minimum and there should be no changes to the messages being conveyed.

1.0 STATEMENT RELATING TO THE CREMATION OF BABIES AND INFANTS

The Crematorium wishes it to be known that it considers the interests of the bereaved family and the baby or infant left in our care to be the central focus of our attention. This will be reflected in all of our administrative and operational practices and procedures.

1.1 DEFINITION OF CREMATED REMAINS

Whilst our employees might use the terms 'ashes' and 'cremated remains' we deem these to be one and the same and defined as 'all that is left in the cremator at the end of the cremation process and following the removal



of any metal'. There might be a small number of cases where there are no cremated remains remaining at the end of the cremation process. If this is the case our staff will contact the Applicant for Cremation (the applicant) and advise them of this.

1.2 MAXIMISING THE RECOVERY OF CREMATED REMAINS DURING CREMATION

We have developed an approach to the cremation of babies and infants that is designed to maximise the recovery of cremated remains. This includes the use of a cremation tray designed to retain cremated remains where practicable, and the maintenance of operational conditions that will minimise the loss of any cremated remains during the process of cremation. Our staff will be vigilant during the cremation process and adjust operational conditions when necessary in order to protect the cremated remains of babies and infants and maximise their recovery.

In any rare instance of non-recovery of cremated remains, we will conduct a review of the cremation process to understand why this is the case. The results of this review will be documented and will be available to next of kin. We will adhere to our identification procedure that guarantees that the cremated remains resulting from individual cremations returned to parents are those of their babies.

1.3 SHARED CREMATIONS

Shared cremations are not available at the Crematorium.

1.4 DISPOSAL OF CREMATED REMAINS

In relation to the disposal of cremated remains in the case of a private cremation, the Crematorium will only act upon the written instruction of the parent who is acting as the applicant or other person nominated in writing by the parent.

Cremated remains which are retained at the Crematorium must be collected within three calendar months from the date of cremation. On the expiry of three calendar months and in accordance with the regulations, the Crematorium Manager shall give 14 days' notice to the applicant notifying that the cremated remains are to be scattered on the scattering lawn with no family present unless the Crematorium receives an alternative written instruction.



1.5 RECORD KEEPING

All cremations of babies and infants will be registered at the Crematorium, with all information as contained in forms and certificates being retained indefinitely.

If cremated remains are scattered or interred within the memorial garden, the final resting place will be registered. Where cremated remains are to be collected, the details of any person authorised by the applicant to collect the cremated remains will be registered.

The Crematorium procedures are designed to provide an audit trail from the receipt of initial funeral instructions to the final disposal of cremated remains, either by collection from the Crematorium or by scattering or interring within the confines of the Memorial Garden.

1.6 QUESTIONS OR QUERIES

If you have any questions or queries about the cremation of your baby, you can speak to a member of Crematorium staff on [028 9034 010](tel:0289034010).



APPENDIX 11

RECYCLING OF METALS PROCEDURE (ANC)

INTRODUCTION

Antrim and Newtownabbey Crematorium (the Crematorium) will operate the procedure in accordance with the Institute of Cemetery and Crematorium Management (ICCM) Recycling of Metals following Cremation Scheme. This scheme has been expanded to include pacemakers.

Working in conjunction with an approved contractor, Orthometals, metal materials recovered following the cremation process and pacemakers presented by Funeral Directors will be recycled. The income derived from this scheme is then redistributed to suitable local or national death/bereavement related charities as determined by the scheme member crematoria.

The Recycling of Metals scheme in partnership with Orthometals, has donated over £20,000,000 to bereavement charities in the United Kingdom (UK) to date.

The ICCM has a dedicated page with all relevant information available to view, including legal comments and the various charities that have benefited from the recycling scheme. www.iccm-uk.com/iccm/recyclingmetal/

1.0 BACKGROUND

- **1.0** For many years it was standard practice all over the United Kingdom for metals remaining following a cremation to be respectfully buried in the grounds of crematoria and cemeteries. This is no longer considered to be a satisfactory solution as it introduces metals into the ground that will remain there forever and this practice also uses up valuable space.
- **1.2** The ICCM acts as a national agent, working directly with Orthometals and coordinating the collection of metals from crematoria throughout the UK.
- **1.3** Orthometals are providing a metal recycling service throughout the UK and across the continent. Based in Holland, they have been providing this service in the UK for a number of years and throughout the Dutch Cremation Federation for considerably longer.



- **1.4** Any monies raised from the recycling process will be paid to the ICCM, who will offset the operating costs and supervise the re-distribution of the income to a range of charities whose core function should be bereavement related or have a definable bereavement related element/function providing support or a service to the bereaved or their family.

2.0 THE SCHEME IN DETAIL

- **2.1** The metals recovered from the cremation process consist primarily of ferrous metals, which are predominantly staples and nails used in coffin construction, and non-ferrous metals used in orthopaedic surgery.
- **2.2** An element of precious metal is recovered during the sorting process carried out by OrthoMetals. During the cremation process soft metals (e.g. gold and silver) melt and combine with the cremated remains. These are not identifiable and can be dispersed within cremation equipment and the cremated remains and cannot be returned separately. It is recommended that precious metals in the form of jewellery are retained by the Applicant for Cremation (the applicant) and not cremated with the deceased.
- **2.3** The scheme was amended in 2019, to include pacemakers that have been removed by Funeral Directors prior to cremation.
- **2.4** Containers and pacemaker recycling boxes will be supplied to the Crematorium.
- **2.5** Containers and pacemaker recycling boxes will be collected by Orthometals. As full containers are collected, they will be replaced with empty containers.
- **2.6** OrthoMetals will issue a waste transfer note for each collection. The transfer note records the weights of metals collected.
- **2.7** To ensure the process is properly monitored, OrthoMetals maintains a database of weights of metals collected from each Crematorium, with the database being provided to the ICCM. Orthometals will advise the ICCM of the figures for the sale of the recyclable materials and this will be validated.
- **2.8** All orthopaedic implants will be smelted into granules for industrial use, with all other metals being recycled in appropriate ways. Some of the higher grade metals from orthopaedic implants are used in the manufacture of new implants.
- **2.9** Orthometals will sort and test pacemakers, those that are suitable will be donated to a pacemaker charity. Those that are unsuitable for donation will be recycled.



- **2.10** To ensure that start-up costs are spread over a reasonable period, contractual arrangements between the ICCM and the contractor will be for a minimum three year period. In turn, each Crematorium should commit to the scheme for the same period.
- **2.11** Surplus achieved through the contract shall be based on gross total income, minus a charge for collection, transport, smelting and service improvement costs. This is standard procedure with existing contracts currently operating in Europe. Any monies collected by the ICCM will be donated to bereavement related charities.
- **2.12** Under the conditions of participation, the Crematorium receives no commercial gain from participating in this scheme.
- **2.13** When surplus is paid to the ICCM, it will contact all scheme member crematoria, requesting nominations for one or two suitable local or national death/bereavement related charity/ charities. The number of nominations received, and the amount of surplus, is confirmed and recorded at an ICCM board meeting. The number of nominations received is divided into the surplus, with each charity receiving an equal share of the surplus.
- **2.14** The Council may select a qualifying charity/ charities from the Mayors list of nominated charities.
- **2.15** Payment to the charity/ charities will be via the BACS payment scheme. A covering letter to the charity will be included.
- **2.16** Scheme member crematoria are encouraged to arrange a cheque presentation ceremony designed to raise positive local publicity for the charity and cremation service.
- **2.17** The Crematorium will retain an information booklet and display a web notice to inform and educate the public with regard to recycling of metals.
- **2.18** Considering the sensitive nature of the scheme, the consent of the Applicant for Cremation (the applicant) must be obtained for permission to recycle the metals following cremation.
- **2.19** The Applicants Instructions to Crematorium Form incorporates approval from the applicant to allow recycling.
- **2.20** If indicated metals will be returned to the applicant with the cremated remains.



APPENDIX 12

RECYCLING OF PACEMAKERS SCHEME (ICCM)

The ICCM, together with Orthometals, has expanded their Metals Recycling Scheme to include pacemakers. Under the scheme, Funeral Directors will be able to take pacemakers that have been removed prior to cremation to their local participating Crematorium and place them in special bins provided by Orthometals. Orthometals will collect the bins alongside the other metals bins during their routine collections. The scheme has been trialled at Mortlake Crematorium, where it has proven to be popular with local Funeral Directors.

After collection, Orthometals will sort and test the pacemakers – those that are suitable will be donated to a pacemaker charity for use in developing countries. It is anticipated that the number of pacemakers suitable for donation will be low, and that most will be recycled. There is very little value in an individual pacemaker, but in larger numbers there is some scrap metal value. As with the metals scheme, any surplus will be distributed to bereavement related charities nominated by the participating crematoria, thus increasing the amount donated.

Pacemaker bins have already been delivered to some crematoria; if you haven't yet received one please contact Orthometals.

Once you have a bin in place, you can inform local Funeral Directors that you are now able to receive pacemakers. Funeral Directors should be advised to follow the steps below:

PACEMAKER DECONTAMINATION PROCESS

Following removal of a pacemaker you should:

1. Wash the device thoroughly with warm water and soap.
2. Rinse and wipe down with a quality quaternary ammonium disinfectant or Sodium peroxide disinfectant (Accord® solution, Lysol etc).
3. Place in a sealed bag labelled with the funeral director company name ready for delivery to the local participating Crematorium.
4. Take the labelled bag containing pacemakers to the local participating Crematorium and place them in the pacemaker recycling box, as directed by the Crematorium staff.
5. Some of the pacemakers can make a beeping sound as the batteries wear down. You may therefore wish to consider carefully where you will store the recycling box.



APPENDIX 13

RETENTION OF CREMATED REMAINS PROCEDURE (ANC)

INTRODUCTION

Antrim and Newtownabbey Crematorium (the Crematorium) will operate the procedure within the Cremation (Belfast) Regulations (Northern Ireland), 1961.

The law relating to cremation requires that cremated remains are disposed of in accordance with the written instructions of the "Applicant for Cremation" (the applicant).

1.0 DISPOSITION OF CREMATED REMAINS

- **1.0** Following a cremation, a family has several options concerning the cremated remains, commonly referred to as ashes.
- **1.2** Cremated remains that are to be removed from the Crematorium shall only be collected by the applicant, or a person nominated by the applicant, including the Funeral Director.
- **1.3** Cremated remains are normally available for collection within office hours from 2pm on the next working day following the ceremony.
- **1.4** Cremated remains can be laid to rest in either a Sanctum Panorama or Sanctum Family above ground vault.
- **1.5** Sanctum Panorama and Sanctum Family vaults are available on a 25 year renewable lease.
- **1.6** Cremated remains can be scattered in the Scattering Lawn with or without family present.

2.0 RETENTION OF CREMATED REMAINS

- **2.0** Cremated remains which are retained at the Crematorium must be collected within three calendar months from the date of cremation.
- **2.2** On the expiry of three calendar months and in accordance with the regulations, the Crematorium Manager shall give fourteen days' notice to the Applicant for Cremation notifying that the cremated remains are to be scattered in the memorial garden with no family present unless the



Crematorium receives an alternative written instruction.

- **2.3** If the lease period applicable to above ground vaults is not renewed and after a period of six months from the renewal date, the Crematorium Manager shall give fourteen days' notice to the Applicant for Cremation notifying that the cremated remains are to be scattered in the memorial garden with no family present unless the Crematorium receives an alternative written instruction.
- **2.4** Notice to the Applicant for Cremation will be in writing. The onus is on the Applicant for Cremation to notify the Crematorium of any change of address or contact details, and to provide an alternative written instruction as to what should happen to the cremated remains.
- **2.5** In exceptional circumstances, the Crematorium may release cremated remains to someone other than the Applicant for Cremation or their nominee. Any decision to do so is at the discretion of the Crematorium Manager.
- **2.6** The Crematorium reserves the right from time to time to alter this procedure as necessary.



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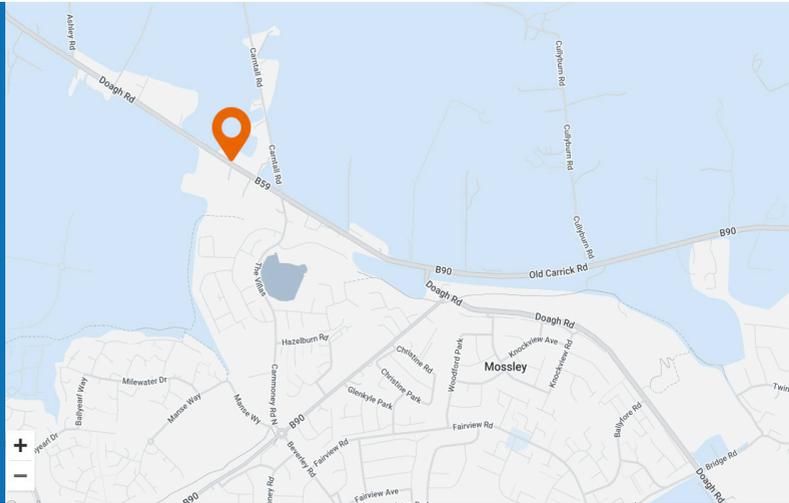
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