



## **St Helens Crematorium & Bereavement Services update to all Funeral Directors, Colleagues, Celebrants, Officiants, Clergy, Memorial Masons & Cemetery Visitors (December 2022 edition)**

### **THANK YOU TO YOU ALL**

We would just like to take the opportunity to thank you all for your continued support to the bereaved at this time and throughout the year. We also wish you a peaceful and safe Christmas and New Year, we all hope that the New year will bring more hope and kindness. We know that the last 12 months has been another difficult time and we thank you for all the support and care you have given to the bereaved and their families during this time. We are a team and need to continue to work together in providing our communities the best services we can, to help ease the pain of losing a loved one.



### **Christmas Opening hours Bereavement Services** **Week commencing 19<sup>th</sup> December 2022**

<b>Date</b>	<b>Cemetery &amp; Crematorium Office Reception opening hours</b>  <b>Face to Face or telephone or email enquires</b>	<b>Crematorium for Funeral Services</b>	<b>Cemetery for Funeral Services &amp; appointments</b>	<b>Vehicular access to Cemetery for disabled access</b>
<b>Mon 19.12.22</b> <b>Normal working hours</b>	8.45am to 4.30pm	8.30am – 4pm	9am-2.30pm	8.45am- 4pm
<b>Tue 20.12.22</b> <b>Normal working hours</b>	8.45am to 4.30pm	8.30am – 4pm	9am – 2.30pm	8.45am - 4pm
<b>Wed 21.12.22</b> <b>Normal working hours</b>	8.45am to 4.30pm	8.30am – 4pm	9am – 2.30pm	8.45am - 4pm
<b>Thurs 22.12.22</b> <b>Normal working hours</b>	8.45am to 4.30pm	8.30am – 4pm	9am – 2.30pm	8.45am – 4pm
<b>Friday 23.12.22</b>	8.45am to 4.30pm	8.30am – 2.30pm	9am – 2pm	8.45am - 4pm

### Week Commencing Monday 26.12.2022

Date	Cemetery & Crematorium Office Reception opening hours  Face to Face or telephone or email enquires	Crematorium for Funeral Services	Cemetery for Funeral Services & appointments	Vehicular access to Cemetery for disabled access
<b>Mon 26.12.22</b> <b>Bank Holiday</b>	<b>Closed due to Bank Holiday</b>	<b>Closed due to Bank Holiday</b>	<b>Closed due to Bank Holiday</b>	<b>9am - 4pm</b>
<b>Tue 27.12.22</b> <b>Bank Holiday</b>	<b>Closed due to Bank Holiday</b>	<b>Closed due to Bank Holiday</b>	<b>Closed due to Bank Holiday</b>	<b>9am – 4pm</b>
<b>Wed 28.12.22</b> <b>Normal working hours</b>	<b>8.45am to 4.30pm</b>	<b>8.30am – 4pm</b>	<b>9am – 2.30pm</b>	<b>8.45am – 4pm</b>
<b>Thurs 29.12.2022</b> <b>Normal working hours</b>	<b>8.45am to 4.30pm</b>	<b>8.30am – 4pm</b>	<b>9am-2.30pm</b>	<b>8.45am – 4pm</b>
<b>Friday 30.12.2022</b> <b>Normal working hours</b>	<b>8.45am to 4.30pm</b>	<b>8.30am – 3.30pm</b>	<b>9am – 2pm</b>	<b>8.45am - 4pm</b>

### Week Commencing Monday 02.01.2022

Date	Cemetery & Crematorium Office Reception opening hours  Face to Face or telephone or email enquires	Crematorium for Funeral Services	Cemetery for Funeral Services & appointments	Vehicular access to Cemetery for disabled access
<b>Mon 02.01.22</b> <b>Bank Holiday</b>	<b>Closed due to Bank Holiday</b>	<b>Closed due to Bank Holiday</b>	<b>Closed due to Bank Holiday</b>	<b>9am - 4pm</b>
<b>Tue 03.01.22</b> <b>Returns to normal working hours after holidays</b>	<b>8.45am to 4.30pm</b>	<b>8.30am – 4pm</b>	<b>9am – 2.30pm</b>	<b>8.45am – 4pm</b>

**The Book of Remembrance Building will be open every-day between 9am – 4pm on normal working days.**

**At Weekends and Bank Holidays it will be open between 10am till 4pm, this includes Christmas Day, Boxing Day and New Years Day.**



**Registrars Opening & contact details for the registration of Deaths in St Helens for the Christmas and New Year period 2022/23.**

Would you please ensure that all staff are made aware of these arrangements and that relatives are made aware that registrations are still being triaged by telephone first. Telephone the Office on 01744 673395, during the following hours.

MONDAY	26 DECEMBER 2022	CLOSED (Bank holiday)
TUESDAY	27 DECEMBER 2022	CLOSED (Bank holiday)
WEDNESDAY	28 DECEMBER 2022	9.00 – 4.00pm
THURSDAY	29 DECEMBER 2022	9.00 – 4.00pm
FRIDAY	30 DECEMBER 2022	9.00 - 3.00pm
MONDAY	2 JANUARY 2023	CLOSED (Bank holiday)
TUESDAY	3 JANUARY 2023	Usual hours apply

The service will be available to issue emergency funeral documents on call Saturday 24<sup>th</sup> December (10-4pm), Sunday 25<sup>th</sup> December & Monday 26<sup>th</sup> December (10-12 noon) also, Saturday 31<sup>st</sup> December (10-4pm), Sunday 1<sup>st</sup> & Monday 2<sup>nd</sup> January (10-12 noon) on 01744 676728 and will also be available for enquiries regarding Registrar General Licence weddings/civil partnerships throughout the Christmas and New Year period. All registrations are by appointment only, we accept card payments only for certificates.

**Number of expected visitors to the Cemetery & Crematorium**

Between Friday 17<sup>th</sup> December and Saturday 25<sup>th</sup> December 2021 (Christmas Day) there were

12,434 visitors in vehicles, peak time is 12noon till 2pm, with 22<sup>nd</sup> / 23<sup>rd</sup> /24<sup>th</sup> December being the busiest days

Dear Funeral Directors, Officiants, Clergy & Colleagues,

Just a reminder as the busy winter season is now upon us and to help funeral services run smoothly and professionally and to assist the bereaved at an already difficult time, please note the following: -

- Please let us know if funerals are going to be large attendance at the time of booking your funeral this ensures we have enough staff available to assist with traffic direction and parking provision.
- Please make sure that your paperwork is in on time (Cremation paperwork must be in 2 working days prior to the cremation by 9.30am and burial paperwork must be in 3 working days prior to the funeral by 10am), please also take into consideration any bank holiday dates, late paperwork causes operational problem and it may delay the funeral if a problem is identified with the paperwork.
- Please make sure all paperwork is legible, fully completed and correct, burial paperwork to also include all coffin sizes not to be sent separately on an email.
- Invoices must be paid in full within one week of receipt, we do encourage you to make a BACS payment or card payment for this, please do not rely on the team to chase outstanding invoices.
- We recommend only three pieces of music in any single slot, 5 minutes in and 5 minutes out and 20 minutes for the service, any more pieces of music we encourage a double slot.
- Please do not pull the curtains open to retrieve flowers as this causes damage to the automatic track and any expense incurred will be passed on to the Funeral Director, if the curtains are damaged and become out of operation some funerals will no longer be able to have the curtains closed which would cause distress to them. We have noticed this happening a lot recently.
- Please can you ask Funeral Directors to assist mourners leaving through both doors, to keep the flow through chapel going smoothly as we want to keep funerals running on time, especially with more funerals now being webcast live. This benefits everyone during the busy time.
- Please make sure you arrive on time for funerals, so not to disrupt other services, please also do not arrive too early, as this can make the wait to enter chapel seem longer.
- Can Officiants and Ministers please use the lectern when carrying out the service as if you stand away from the lectern and the service is being webcast, the eulogy will not be heard or be audible if recorded and if the bereaved family has requested a keepsake or re-watch of the video then the service and eulogy will not be available.
- Do not place any items in the coffin such as glass, pottery, metal frames, cat litter, a set of cremated remains, cans, paper, etc as per our 'Instruction for cremation' ask if you are unsure and we can help. Items of this kind can cause damage to the two-cremator refractory and hearth and items such as this are not only harmful to the environment, but they also cause damage to the brickwork and the safety of the staff.
- Please check our website for all current paperwork being used for funerals, see link <https://www.sthelens.gov.uk/funerals>

Thank you to the many Funeral Directors, Clergy and Officiants who do work tirelessly to ensure all requirements are met.

We really appreciate this and appreciate that this is a reminder to others to be more mindful of the impact on the service and other bereaved families' services.

**For more help and information on the Bereavement Service or events at the Crematorium and Cemetery please contact the team on 01744 677406 or 677407.**