

A Step-by-Step Guide

To Arranging a Funeral



Independent Family Funeral Directors

Established 1921

"An Independent Family Business"



Collins Funeral Services

Collins Funeral Services, an Independent Family business has a long established history of providing high quality, traditional and respectful Funeral Services in the Enfield Chase and surrounding areas.

Now owned and operated by J.J.Burgess & Sons Independent Family Funeral Directors who have a family business pedigree dating back to 1700, we combine our heritage and experience in Funeral Directing and Collins Funeral Services reputation in the Enfield and surrounding areas to continue to provide the very best to the discerning clients who turn to us at their time of bereavement.

Losing someone you care for is without doubt one of life's most difficult experiences. There are no easy answers when trying to help a bereaved family come to terms with their loss. Every situation is unique, and for us, gathering together the smallest of details is the key to providing a first class bespoke service. Even in the saddest of circumstances, we believe it is so important to allow families to have a funeral they feel best reflects

their loved ones wishes – be it something simple or unusual our team will always go that extra mile to help you arrange a personal farewell.

At any time day or night a member of Collins Funeral Services will be on hand to assist you in a professional and sympathetic manner. Not everyone will find it easy to travel to our premises so if you would prefer we will be pleased to attend you in your own home.

Thankfully no one knows when a death will occur and therefore we understand the importance of being personally available to you 24 hours a day seven days a week.

The following pages will help guide you through the process ahead and what services and facilities are available to you, our aim is to make the funeral arranging process as uncomplicated as possible for you.

Let our family look after your family



A Step by Step Guide to assist you when arranging a Funeral

This brochure will have been given to you by one of our funeral staff, with the aim of letting you take some time to think about the process of arranging a funeral for a loved one.

It includes some of the information the funeral arranger may have discussed with you, but it gives you the opportunity to sit down in the comfort and peacefulness of your own home to take time to reflect on this information and consider further questions you may have for us.

Please remember we are always here to help you through this difficult time, and to take some pressure from you by helping to make your arrangements as straightforward as possible. So as you think of questions you would like to ask, do not hesitate to contact us.



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When a Death Occurs

Whether it comes as a sudden shock or is expected due to illness, death can happen at any time, day or night. With this in mind, Collins Funeral Services have a 24 hour telephone service, answered by one of the Collins family, which you can use to contact us immediately after a death occurs so we can offer you comfort, support and advice on who you need to notify, regardless of the time.

When the Death occurs at Home

If a loved one passes away at home it is advisable to contact the deceased's doctor so they can certify the death. If the death occurs outside surgery hours or your doctor is not available, another may attend. Once the doctor has attended, the deceased can be taken into our care at the Collins Funeral Services premises.

The doctor will issue a Medical Certificate from their surgery explaining the cause of death. This will happen later that day or the next day. The Certificate is necessary to register the death. If the doctor cannot ascertain the cause of death, or if the deceased has not been seen by a doctor within the previous 14 days, the doctor may refer the death to the local Coroner.

If this happens, the doctor may contact the Funeral Director contracted to the Coroner, which may not be Collins Funeral Services in certain areas but nevertheless you can insist we attend. The chosen Funeral Director will arrange for the deceased to be taken to the local hospital. But remember we are here to help you. If you would like us to take care of the deceased before they are transferred to the hospital, we will arrange this for you.

When the Death occurs in Hospital

If family members are not present when a loved one passes away in hospital, nursing staff will inform them as soon as possible, and the doctor who has been treating the deceased will issue the Medical Certificate from the hospital's Bereavement Office. In some instances you may need to make an appointment to collect the certificate, and you may be asked to sign a release for before the deceased can be released into our care.

When the Death occurs in a Nursing Home

If you were asked to provide details of your preferred Funeral Director when your loved one entered the nursing home, staff at the home will contact the Funeral Director to arrange for their body to be released. The Medical Certificate will be used by the deceased's own doctor after consultation with the doctor who attended the deceased. Where the cause of death cannot be clearly ascertained, consultations with the local Coroner may be necessary.

When the Death occurs Abroad or Away from Home

Even if you are abroad, Collins Funeral Services are only a telephone call away and will gladly help you with the advice on the right people to speak to for registering a death in another country.

If you are holidaying, either elsewhere in Britain or further afield, we will assist you with making arrangements. We may ask a family Funeral Director like ourselves to collect your loved one and take care of them until we can travel to them. This is sometimes necessary because of the distance involved and the need for paperwork to be completed.

Ultimately we will arrange for the deceased to be repatriated back to England, and we can organise flights for family members who were also on the trip as well if this helps.



Registering the Death

A death must be registered within five days unless the Coroner has had to become involved. It should be registered at the Registry Office in the relevant district, for example, if the death occurred in Watford General Hospital, the registration will be made at Watford Register Office. We can advise you on where you need to register the death.

If you are unable to attend the office where the death should be registered, you can make what is called “a declaration” at any other Register Office in England or Wales. The death declaration will then be sent to the right office for registration. All other documentation will be posted to you however; this may cause a delay in being able to confirm your funeral arrangements.

There are contact details for various Register Offices later in this publication. We advise that you should telephone ahead to arrange a convenient time for an appointment. You will also need to bring some information with you including the Doctor's Certificate of Cause of Death, if you have been given one. You must also bring:

1. The date and place of death
2. The full name of the deceased
3. The maiden name, if the case of a woman who has been married
4. The date and place of birth of the deceased
5. The occupation of the deceased and, in the case of a woman who was married or widowed, the full name and occupation of their spouse
6. The address of the deceased
7. If the deceased was married, the date of birth of their spouse
8. If readily available, the Medical Card or National Health Service Number
9. Whether the deceased was in receipt of a pension or benefits from public funds
10. Some money as a nominal charge is made per copy

Certificates

Once the registration of the death has been completed, the Registrar will issue you with the following:

A Certified copy of an Entry

This is a Death Certificate, a certified copy of the entry in the death register. You may need a Death Certificate for the will or pension claims, insurance policies, savings bank certificated and premium bonds. You may wish to ask for several copies of the Death Certificate at once as the price increases if you need more at a later date.

A Certificate for Burial or Cremation

This is a green coloured piece of paper which you should bring to us so the funeral arrangements can proceed. Before you give it to us, please check the information on the form is correct, as this is where we will take information on the deceased's date of death and the spelling of their name. The Green form may also be emailed directly to Collins Funeral Services by the Registrar.

A Certificate of Registration of Death (Form BD8)

This certificate, also known as a form BD8, is for the sole purpose of cancelling Social Security payments, pensions or allowances.

The Role of the Coroner

If a death has had to be reported to a Coroner, one of three things will happen:

1. The Coroner will decide no action is necessary and will issue a form known as a 100A to the Registrar to state this. You need to check with the relevant Register Office to ensure the form has been received and make an appointment to register the death.
2. The Coroner may ask a Pathologist to carry out a post-mortem examination of the deceased. If this happens there will be a delay to the funeral arrangements while the cause of death is established. You can still talk to us about funeral arrangements any time you want to, but we would be unable to book a time for the funeral during this process. The Coroner will study the pathology report and any other information they have about the circumstances of the death and come to a conclusion. They would then issue a 100B form to the Registrar, and again you should ensure the form has been received by the Register Office and make an appointment to register the death.

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3. If the Pathologist has been called upon, the Coroner may have more questions after studying the pathology report and circumstances of death. If this happens to Coroner would decide to help and inquest. If the cause of death is unnatural the Coroner is usually obliged to do this. A date would be set for the inquest, this could often be weeks or months in the future. During this period of waiting you would not be able to register the death, but the Coroner would be able to release the deceased for a funeral sooner after the cause of death is known.

Where difficulty would result from not being able to produce a death certificate, the Coroner can arrange to issue an interim death certificate. After the inquest, for 99(rev) will be issued to the Register Office and the death will be registered on the Coroner's information. It is not necessary for you to attend in these cases.

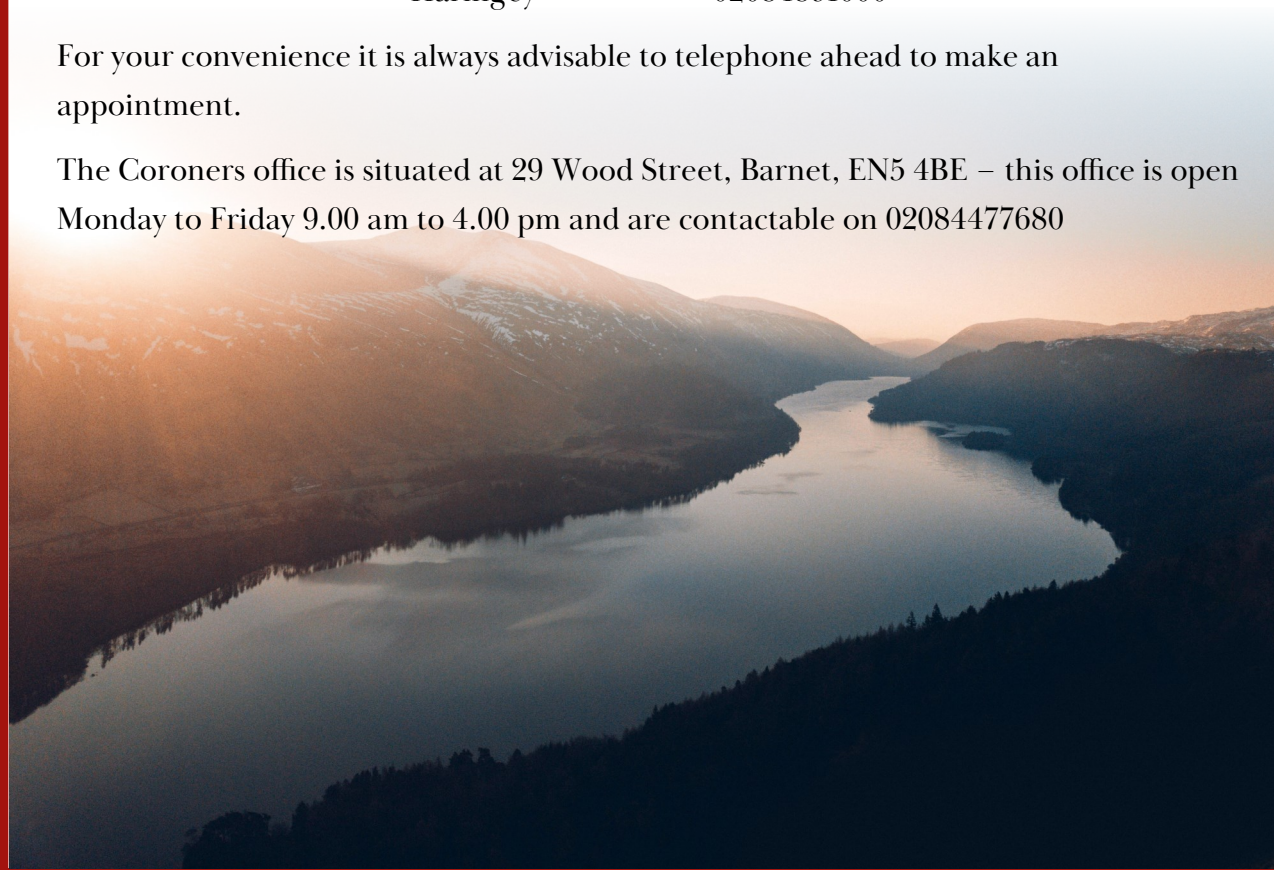
Once the death has been registered, death certificated can be obtained by personal or postal application. A telephone call to the Register Office will answer any queries you have about obtaining these certificates.

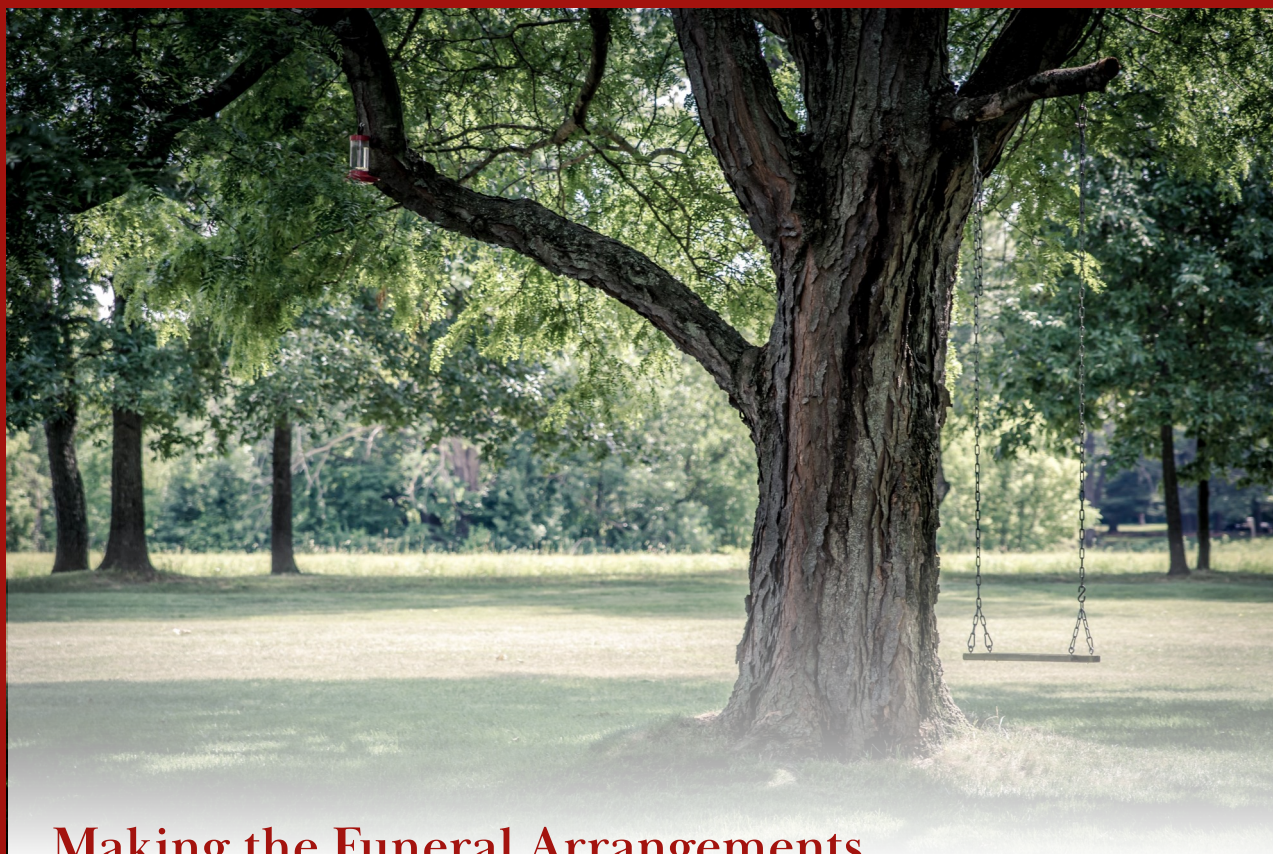
The main Register Offices in the Hertfordshire / Middlesex area are:

Enfield	02083791000
Potters Bar	03001234045
Barnet	02083596400
Haringey	02084891000

For your convenience it is always advisable to telephone ahead to make an appointment.

The Coroners office is situated at 29 Wood Street, Barnet, EN5 4BE – this office is open Monday to Friday 9.00 am to 4.00 pm and are contactable on 02084477680





Making the Funeral Arrangements

Arranging a funeral is not something any of us want to have to do, and that feeling, combined with the distress and emotional upset you experience when a loved one dies, can leave you completely disorientated with no idea what to do next. This is exactly where we can help you - our funeral arrangers have been trained to guide you at these exact moments.

Normally you would attend our office to discuss funeral arrangement, you can be seen in private and comfort, and an appointment is not necessary. It is however also possible to make an appointment for one of our arrangers to come and meet with you in your own home.

The funeral arranger will spend time with you and provide you with all of the information you could need about our services, including procedures and legal requirements. You will be given the opportunity to personalise and legal requirements. You will be given the opportunity to personalise your loved one's funeral by choosing a coffin from our selection or even by designing one to reflect your loved ones interests or personality. At all points throughout this process, feel free to ask questions, always remember we are here to help you and to make this time as easy as possible for you. We can arrange a funeral to suit any requirement, from the traditional to a New Orleans jazz tribute.

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Local or National Death Notice

If you wish to put a death notice in a local or national newspaper, we will be able to do that for you. Publishing a death notice can serve three useful purposes:

1. It ensures that friends and extended relatives who wish to attend the funeral are able to, as they find out where and when the service will be.
2. It gives people the opportunity to send flowers or make donations to charity in lieu of flowers if that's the family's wish.
3. Most importantly, it reduces the risk of an embarrassing encounter with a friend or neighbour who did not know that your loved one had passed away.

Preparation of your loved one for viewing

We believe that in asking us to look after a member of your family, you would need to be sure that we will do our best for you and your relatives, whether you intend to have the coffin open or closed. With that in mind, care and attendance to the deceased are of the highest importance to our company.

The last time you saw your loved one may have been a distressing memory, perhaps in the hospital or for the purposes of identification, so it is our aim to help you through the difficult task of preparing them for the chapel of rest or funeral. With this in mind, it is often beneficial for you to supply us with a recent photograph of your loved one so we can match their appearance in life as best we can.

You may wish to dress your loved one in their own clothing for the funeral, however, if you do not wish to do this you may choose from our extensive range of funeral gowns.

Jewellery, Clothing and Possessions

We will always seek your guidance about any jewellery that your loved one is wearing when they pass away. You may want it to remain on for burial or you may want it returned. In the case of cremation it is normal for all jewellery to be removed.

If we have removed any clothing from your loved one to dress them in alternative personal clothing or a funeral gown, it is normal practice for this clothing to be disposed of unless you ask us to return it to you. If you wish to have the clothing back we will endeavour to have it returned to you prior to the funeral.

You may wish to put mementoes and small items of significance in the coffin with your loved one. If you would like to do this please let us know what you would like to place in the coffin, and if you would like the items to remain in the coffin with your loved one at the time of burial or cremation.

It is now possible for us to digitally capture your loved ones finger print that may later be turned into items of keepsake jewellery. You may also wish to consider retaining a lock of hair, simply make these requests with one of our Funeral Arrangers prior to the funeral.

Use of the Chapels of Rest

Collins Funeral Services has a chapel of rest where you can spend time with your loved one. These chapels are private and for your sole use for as long as your loved one is in our care. The chapels are simply decorated, but you are welcome to bring items in and adorn the chapel as you deem appropriate.

The chapels have been blessed in accordance with the rites of the Anglican and Catholic churches in the presence of representatives of the Free churches, and we have found in the past that friends and relatives find considerable comfort in visiting their loved one to pay their respects.

Chapel viewings are possible between 9am and 5pm from Monday to Friday, but alternative times and weekend viewings can be arranged by appointment. Simply give us a call to arrange alternative times for viewings, but please try to give us as much notice as possible.





The Funeral Service

Our funeral arranger can talk to you about the options for where the funeral service is held. It can be wherever you desire—perhaps in the local church, or held entirely at the crematorium. Once you have made your decisions, we can book and pay for the church, clergy and organist on your behalf.

The funeral service can be conducted by any of a number of people, perhaps a minister from any religious denomination, a Civil Celebrant, a Humanist Officiant or a family member or friend. Our funeral arranger will assist you in selecting the most appropriate person and liaise with them for you, and if a family member or friend leads the service, our funeral arranger will guide you and them through the service on the day. We would also be happy to provide ushers at the venue, and cards can be distributed to the congregation as they assemble for those present to record their attendance if required.

Funeral Vehicles

Many modes of transport can be arranged for a funeral to personalise the event to your loved one's wishes.

Aside from your standard Jaguar fleet, we are pleased to offer our 1950's Rolls Royce Hearse, our white Daimler or a 1936 Rolls Royce. We can arrange many other modes of transport for you, for example we have access to a motorcycle hearse, American or white vehicles, and we have horse drawn hearses which date back to the early 1800s. These are drawn by Belgian black horses suitably attired with traditional plumes and rugs, this is also available in white.

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Any additional cars should be ordered as far in advance as possible. An ample supply of umbrellas will be available in each car for use in bad weather, and our limousines are temperature controlled to ensure you and your family are kept warm or cool from your chosen collection address to the place of the funeral service and home again.

Our fully trained chauffeurs have an extensive knowledge of the local area so you can easily change your required destination without worrying how to get there.

You are free to view any of our vehicles before making your final choice, and a separate saloon car is always available for the officiating clergy for travelling to the crematorium or cemetery.



Personal Touches

Order of Service

To give you an idea of options for funeral stationary, we would be happy to provide you with some samples of previous Orders of Service which we have printed. You can use these designs or choose your own design from our catalogue. Orders of Service can include personal photographs and poems. Alternatively you can choose to print your own and we would be happy to provide any guidance you need. If you choose to print with us we will provide you with a proof either on paper or electronically for your approval before we go to print.

Floral Tributes

A bereavement is a sensitive time when family and friends experience a wide range of emotions. On these occasions the timeless beauty of flowers provides a unique opportunity to express these feelings and can bring comfort to the bereaved. From a loosely styled, natural arrangement to a more formal tribute, the emotive language of flowers is boundless. We offer a wide selection of flowers from sprays and wreaths to church flowers and religious tributes.

Charitable Donations

You may decide that you would rather people make a donation to charity than spend money on sending flowers to the funeral. Should you decide to do this, we will be happy to receive any such donations at any of our office. We would then keep a list for you of everyone who has made a donation and ensure that all of the cheques reach your chosen charity. All cheques should be written out to the charity directly for us to pass on.

We can also arrange to have a collection for the charity of the day of the funeral or offer to set up an online donation page for you, where family and friends can donate directly to the chosen charity. There is also a space to write messages, light a digital candle and post photographs and memories. We do not charge for this service.



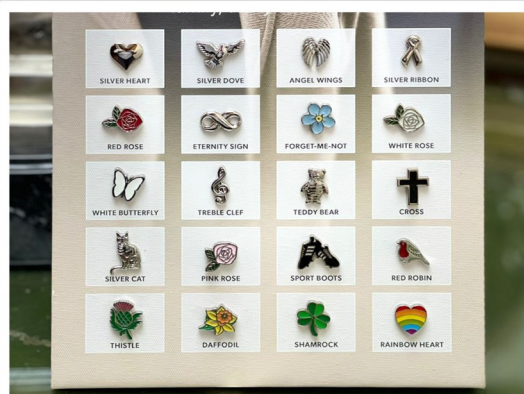
Releasing of Doves

The releasing of white doves, the bird traditionally connect with peace, is becoming a familiar sight at funerals. Should you wish to release a dove at your loved one's funeral, we can arrange this for you. Any number of doves can be released and they can be released by hand or from a basket, either by family members or by the dove handler.



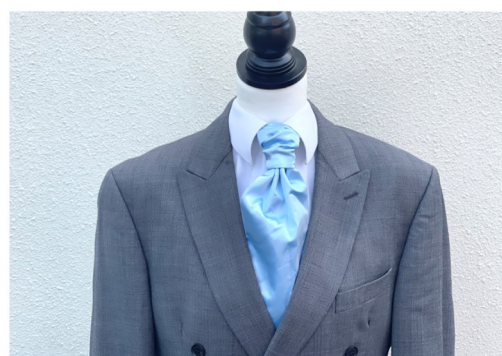
In Memory Pins

The wearing of pin badges at funerals dates back to the Victorian Era, the most well known pin badge in the UK is the Royal British Legion Poppy. With this in mind, we can now offer families to gift mourners at the funerals of their loved ones with a range of individual pin badges. Each pin is silver plated and enamelled, presented in its out voile pouch.



Cravats

You can customise our gentlemen's uniform with a different cravat colour to make the day feel even more personalised. We have a huge selection of colours to choose from so for example; if your loved one was a big supporter of Tottenham Hotspur Football Club we could wear Dark Blue cravats on the day of the funeral or perhaps they had a favourite colour that you would like us to wear.



Flags

Whether it's to honour the RAF or your loved one's favourite football team, you can add a flag to be laid over the coffin. We offer a selection of flags that can be placed over the coffin both at the service and in the hearse. Additionally,



Funeral Catering

Although we do not have our own catering team, we would be more than happy to provide you with the details of suitable caterers who have looked after the requirements of our families for many years. We can also offer you the use of our private room at our Hatfield premises if you wish to hold a small gathering with tea and coffee following the funeral.

Fingerprints and Locks of Hair

Should you wish for us to take your loved ones fingerprints, we are more than happy to do so which can be turned into memorial fingerprint jewellery later. There's no time limit once we have the prints; they are here when you're ready, in your own time.

Keeping a lock of your loved one's hair dates back to the Middle Ages. However, it flourished in popularity during the Victorian Era. There saw a rise in mourning practices due to its popularity through Queen Victoria, and wearing hair jewellery was seen as a form of carrying one's sentiments for their loved one. We can take as many locks of hair from your loved one as you need at no extra cost.

Ashes in to Jewellery and Memorial Fingerprint Jewellery

We are seeing an ever growing increase in family members wanting to have their loved one's ashes put in to jewellery or their fingerprints captured and made in to a necklace or bracelet to immortalise them forever.

We work with the UK's largest memorial jewellery company who specialise in creating beautiful, bespoke keepsakes in memory of loved ones who have passed away.

Music during the Service

A wide variety of music is played at funerals these days, from Classical to Country and everything in between. You could choose hymns, classic music, your loved one's favourite pop song or even a live musician singing or playing a instrument at the venue.

Should you have a favourite piece of music in mind, depending on the venue for the service you may supply us with original CD (burn CDs cannot be accepted) or as long as we have the artist and the name of the track we can arrange for this to be downloaded and sent to the venue.

Visual Tribute/Slideshow and Webcasting

During the pandemic, Webcasting became extremely popular for those who unfortunately could not attend funerals due to the restrictions or location. However, we are still seeing the use of webcasting as beneficial if families cant attend the funeral or any reason. Nearly every crematorium can offer this service at a cost and we are more than happy to order this service for you.

Visual Tributes or Slideshows have also become more common, they are a fitting tribute during a moment of reflection at the crematorium which allows mourners to look back at their loved one's life through photographs set alongside perhaps their favourite song. Again, we can order this service for you and we would be happy to assist with any advice you may need.

Memory Frames

We can also create a lasting memory with a simple framed image, created in house, for you to take home. We can add a photo, fingerprint or handprint of your loved one, framed in either A4 or A5 as a fitting keepsake.



Memory Bears and Blankets

We can also offer to make blankets, pillows or cushions and teddy bears from your loved ones clothing. These are a great way to keep your cherished items of clothing that are sentimental to you. Perhaps your loved one had a favourite t-shirt that you would like to have made into a pillow, we can help





Funeral Directors Charges and Disbursements

After an initial meeting with you to discuss the services you will require from us, we will offer you a full list of charges for your every need. The estimate we give to you will be divided into two separate parts: Funeral Directors charges and Disbursements.

No-one can be cremated until the cause of death is definitely known. There are two certificates needed for cremation, each one must be signed by a different doctor. These are known as forms 4 and 5 and must be paid for and listed under disbursements on our estimate and account. These forms are not required when the death is referred to the coroner.

Disbursements are essentially the fees which we will pay out of your behalf. This means any requirements you have such as extra flowers, press announcements, the crematorium/cemetery, doctors certificates etc, can be ordered and paid for by ourselves, to be passed on to you.

The Funeral Directors charges will be made up of our professional fees and overhead costs, these include the provision of our 24-hour on call rota, with the provision of a suitably equipped dignified funeral vehicle for home calls, our professional services in make the funeral arrangements and arranging documentation, and personal attendances at the funeral itself.

It is important that you feel happy with the commitment you have undertaken with us. If at any point you are not happy, please feel free to discuss any issues with us immediately.

The final funeral account will be posted to you approximately one week after the funeral. You have a further 7 days after this to settle the payment with us. However should you require a solicitor or bank to deal with the estate, please inform us and we will present our account directly to them.

Help with Funeral Costs

Whether you can get assistance with the cost of the funeral you are arranging is dependent on your personal circumstances and the current Department for Work and Pensions (DWP) benefit rulings.

Cremated Remains

When you are arranging a funeral it is not always easy to realise the emotional benefit you will feel after the funeral by having somewhere you and your family can go knowing your loved one is there.

Today most cemeteries and crematoriums that are administrated by local councils offer you the chance to buy a small grave solely for cremated remains. These graves can be visited by your family to pay your respects and can be marked with a headstone or temporary wooden marker. Some people feel that having this grave can help with the healing process after the funeral has ended.

However, the options for a final resting place for your loved ones cremated remains are endless. Whether you would like to scatter the remains at your loved one's favourite beauty spot or launch them into space, we have experience of them all.

It is also common for people to wish to retain cremated remains until the deceased's spouse passes away and can join them. You can do this by leaving the remains in our chapel of rest, the Ivy Chapel. Here you can visit the remains on a regular basis or on birthdays or anniversaries. There is a discretionary nominal charge for this service.

Memorials

While you are arranging the funeral it is not always easy or necessary to think about what your memorial requirements will be.

In the case of existing memorials in some cemeteries or churchyards, it could be necessary to remove the memorial from the grave prior to the funeral. Once the funeral has taken place it can then take several months before the grave will be ready for the memorial to be replaced as this can depend on the condition of the ground.

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For each memorial, representatives of our sister company Burgess Memorials will provide you with information on any work needed. If a new memorial is required our mason will make an appointment to visit you to discuss your requirements and associated costs. Pricing information and full colour memorial brochures and stone samples are available on request from our offices or by post.

Annual Memorial Service

Every year we arrange an evening Prayer and Remembrance in which we remember those who have died whom we have officiated for within the previous years. It is also the culmination of our annual charity drive to support a local community, through a collection taken at the end of the service.

At the service you also have a chance to purchase a remembrance card from us, which you can use to write a message to a loved one before hanging it on our Christmas tree. During the service there is also an opportunity for you to light a candle in memory of your loved one, a poignant moment which allows a time for reflection and memories. It is our aim that this service offers comfort, reassurance and support to the families and friends who have lost loved ones, as we join together to remember those whom we love but no longer see.

The service is usually rotated around various local churches in the areas in which we officiate.

Details for forthcoming services will be published in the local press, social media and within our offices.



Notes

Notes

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Independent Family Funeral Directors

Established 1839

"No matter how the times have changed, essential values have remained"

Hatfield Office
Alfred House, 20 The Common
Hatfield, Hertfordshire,
AL10 0ND

Tel: 01707 262122

Knebworth Branch
Jacob House, 23 Station Road
Knebworth, Hertfordshire
SG3 6AP
Tel: 01438 815656

London Colney Branch
Colney House, 172 High Street,
London Colney, Hertfordshire
AL2 1JY
Tel: 01727 568194

St Albans Branch
John James House, 444 Hatfield Road
St Albans, Hertfordshire
AL4 0XS

Tel: 01727 899066

Welwyn Garden City Branch
James House, 5 Cole Green Lane
Welwyn Garden City, Hertfordshire
AL7 3PP
Tel: 01707 391808

Codicote Branch
Ivy House, 119 High Street
Codicote, Hertfordshire
SG4 8QN
Tel: 01727 899066



Independent Family Funeral Directors

Established 1998

"Our family supporting yours"

Rainbow House, 64 High Street,
Hoddesdon, Hertfordshire,
EN11 8ET
Tel: 01992 447171



Independent Family Funeral Directors

Established 1921

"An Independent Family Business"

Margaret House, 159 Chase Side,
Enfield, Middlesex,
EN2 0PW
Tel: 0808 141 3100