



Working with Pure Cremation

How it all works

- You make the funeral arrangements as usual
- Call us to make a booking
- E-sign our booking confirmation form
- Submit the usual cremation forms electronically
- We collect, or you deliver the deceased into our care (in coffin ready for cremation)
- We deliver, or you collect the ashes

Who looks after the family?

Families choosing direct cremation are often less concerned about where the cremation takes place, but we know that many still value the support and advice of a local funeral director.

You make the funeral arrangements with the family as usual, offering our lower cost cremation as part of your overall service. It's good to know that our cremation fee already includes the cost of the Medical Referee.

Making a booking

Simply call 0808 147 1918 to request a direct cremation. Our team will ask for the following information:

- Your business details
- The name, address and date of death for the deceased
- The service level you are requesting

You can make several bookings at once.

The details are entered onto our system to generate a unique booking reference for your client.

We send you an email with your booking confirmation that you should e-sign, and an invoice which should be paid before collection/delivery of the deceased takes place.

We always work with you to arrange suitable dates for the transfer of care, and for the cremation itself. Please let us know as soon as possible if you need priority cremation and return of the ashes.

Preparing the deceased and the coffin

You are responsible for the provision of a suitable coffin with a minimum of four handles, preferably NOT cardboard, ideally certified by the CCSA or the FFMA. Please ensure that the identification label or plate bears the full name, age and date of death as recorded on the cremation paperwork.

We can supply a solid pine coffin for £60 if required and a high quality body bag for £3.50

Our equipment is state of the art and so we can accept coffins up to 39" wide and a maximum of 39 stone in weight. Please notify us if the deceased is more than 20 stone in weight so that we can ensure the right staff levels for transfer.

Sending Paperwork

Your booking confirmation is sent by Docusign and consists of our own Notice of Cremation and Funeral Directors' Declaration. Simply e-sign these by clicking the link in the email.

You can use any Application for Cremation form (Form 1) as the information is the same in all of them. There is no need for the client to sign a Notice of Cremation. We accept digital signatures if you use this technology.

Please check the medical papers to ensure these are complete and ALL questions have been answered as you will be asked to go back to the doctor if information is missing.

As soon as you have the Green Form and medical papers (or Form 6 from the Coroner) and the signed Application for Cremation these should be scanned and emailed to us as a SET at documents@purecremation.co.uk. Please start the SUBJECT of the email with the unique BOOKING ID that was created for the client.

Please alert us to any notifiable diseases as you would any other crematorium.

The papers will be reviewed by the Medical Referee and in the meantime, we will arrange a mutually convenient **appointment** for the transfer of the deceased into our care. You must ensure we get the original documentation at the time of transfer.

For the cremation to go ahead we need the following:

- Payment of the invoice (account facilities will be available at our discretion, subject to credit checks)
- The original paperwork signed by the applicant and the Green Form
- The Booking confirmation e-signed by you
- The deceased in a suitable coffin, with all reasonable steps taken to prevent leaks (ideally a good quality body bag)

Remember to tell us if the cremation and/or return of ashes are time critical.

Transporting the deceased

Please perform your usual checks prior to sealing the coffin.

The deceased will come to our client care facility located in Newbury (Jan – May 2019) or at Charlton Park Crematorium (Mid-May 2019 onwards). The simple unattended cremation will take place within 2-5 working days.

You will always be given a specific date for the cremation that you can share with your client.

If we are collecting from you:

We make an **appointment** for transfer by a single member of staff (unless we are aware the deceased is too large for this to be safe) in one of our private ambulances.

All transfers:

Our staff will check the coffin plate against the booking information before signing for the deceased and the documentation. They will attach our own ID label and ask you to sign that the coffin has been transferred into our care.

Ashes

The ashes are placed into a simple, biodegradable box, like those used by other crematoria. The ID label will feature the deceased's name, date of cremation and cremation number. The ashes are always accompanied by a cremation certificate. There is no additional charge for this document.

You will be notified once the ashes are ready for collection/delivery to arrange an appointment for their transfer into your care.

You will be asked to sign to confirm this transfer.

Alternatively, ashes can be scattered in the Garden of Remembrance and the precise location will be carefully recorded.

Your client data

Please be assured that in this arrangement we are simply acting as an alternative cremation provider and will never use your client's data for our own marketing purposes.

Your clients won't even receive any marketing information about memorial options from Charlton Park Crematorium unless they specifically request it.