



View of main crematorium entrance and pond

# **PROCEDURES, RULES AND GUIDANCE FOR THE MANAGEMENT OF COYCHURCH CREMATORIUM**

## **Mission Statement:**

*To provide an efficient and effective service for the bereaved that is sympathetic and caring.*

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## Introduction

The Crematorium was opened in 1971 to satisfy the requirement for a cremation service within a 15 mile radius of Bridgend. The management of the Crematorium is overseen by a Joint Committee, comprising of elected members of Bridgend County Borough Council, the Vale of Glamorgan Council and Rhondda Cynon Taff County Borough Council.

Coychurch Crematorium was designed by the late Sir Maxwell Fry, an architect of international acclaim. The building is regarded as being one of the most important buildings of architectural note in the county borough of Bridgend and is Grade II\* listed. The Crematorium is made up of Coity Chapel, Crallo Chapel, Chapel of Remembrance, a crematory and offices. The stained glass windows were designed by internationally recognised artists with contributions from artists associated with Swansea College of Art.

Cremation is now used for more than 70% of all deaths and is accepted by most religious denominations. The procedures are controlled by the Federation of Burial and Cremation Authorities of which the Joint Committee is a member. The Federation has a Code of Cremation Practice, which it regularly reviews. All apparatus is operated and monitored in accordance with the Environmental Protection Act 1990.

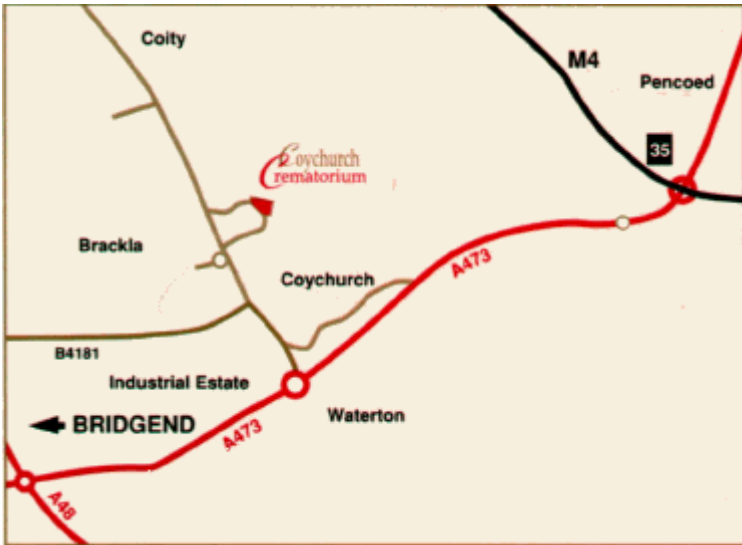
The Crematorium's operations are managed by Bridgend County Borough Council's Street Works Group within the Communities Directorate.

**Richard Fletcher**  
**Clerk and Technical Officer**  
**for Coychurch Crematorium Joint Committee**

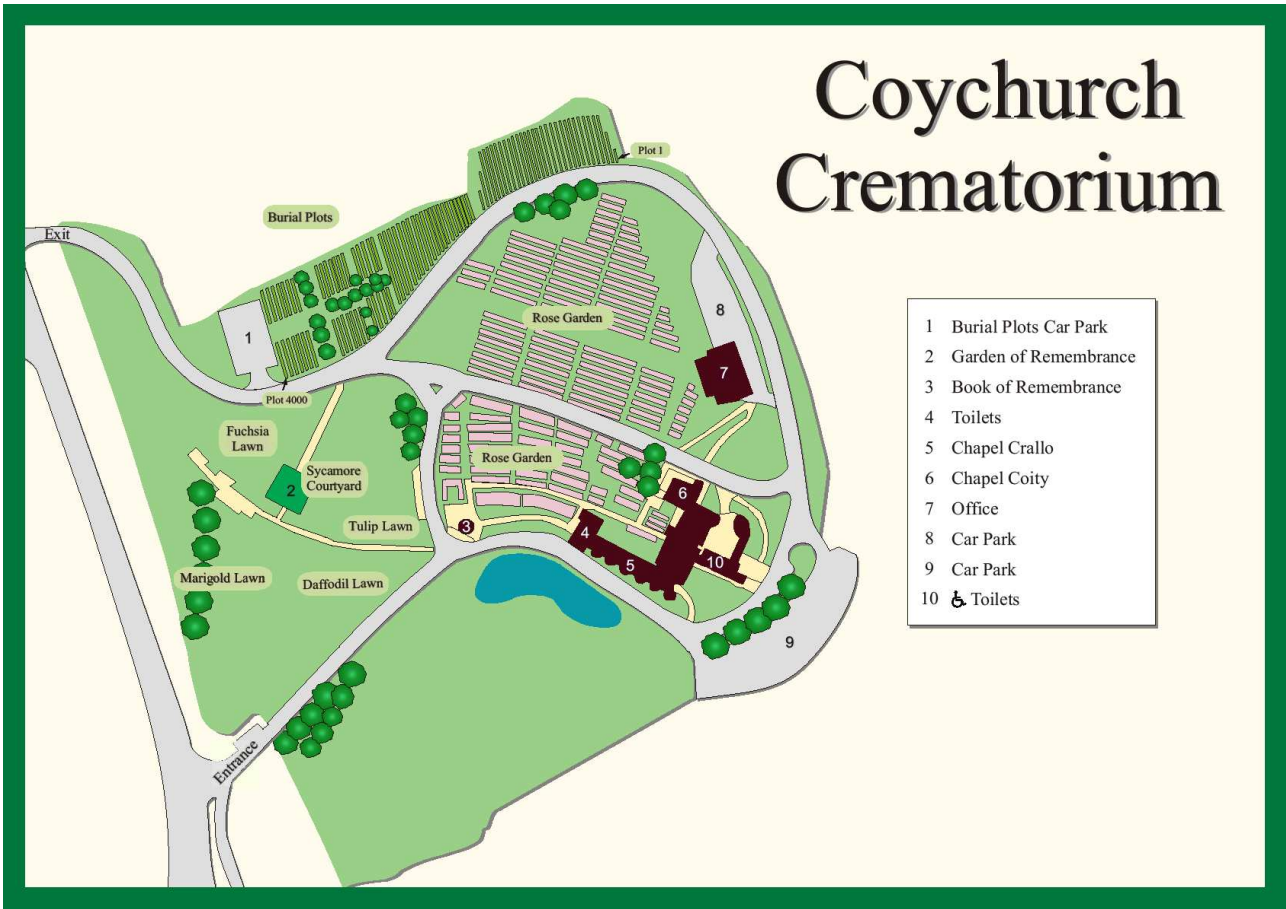
**January 2008**

# Access to and around the Crematorium

## Directions



## Plan of Crematorium



*Opening Hours*

**CREMATORIUM OFFICE**

Monday to Thursday	9.00 a.m. to 5.00 p.m.
Friday	9.00 a.m. to 4.00 p.m.
Saturday	9.00 a.m. to 12.00 p.m.
Sunday and Bank Holidays.....	Closed

**CREMATORIUM GROUNDS**

**Summer Period** - From last Sunday in March to the last Saturday in October.

Monday to Friday	9.00 a.m. to 7.00 p.m.
Saturday	9.00 a.m. to 5.00 p.m.
Sunday and Bank Holidays	10.30 a.m. to 5.00 p.m.

**Winter Period** - From last Sunday in October to the last Saturday in March

Monday to Thursday	9.00 a.m. to 5.00 p.m.
Friday & Saturday	9.00 a.m. to 4.00 p.m.
Sunday and Bank Holidays	10.30 a.m. to 4.00 p.m.



**View of Chapel of Remembrance from the pond**

## Booking and Service Arrangements

### Contact

**Coychurch Crematorium**

**Coychurch**

**Bridgend**

**CF35 6AB**

Tel: 01656 656605

Fax: 01656 668108

Email: [coychurchcrematorium@bridgend.gov.uk](mailto:coychurchcrematorium@bridgend.gov.uk)

### Booking a Cremation Service

Any booking by telephone will be regarded as provisional until the Preliminary Application for Cremation form is received at the Crematorium office. Instructions for cremation must be received by the Crematorium office by 10.00 a.m. on the working day prior to the service. The Crematorium will not accept responsibility for any misunderstandings prior to receipt of the Preliminary Application for Cremation form. No alteration to the original booking details will be permitted, unless submitted in writing/fax or email.

The appropriate death certification and application forms must be inspected and approved by the crematorium's Medical Referee. Where the applicant wishes to examine the medical certification, then the documentation shall be submitted by 10.00 a.m. 3 days before the date of the service.

The Superintendent & Registrar must be informed if the deceased has died from an infectious disease. An up to date list of infectious diseases is available from the British Medical Association or from the Crematorium's Medical Referee.

Funeral directors are able to make provisional out of hours bookings by accessing a computerised booking system linked to the crematorium's diary. Details must be confirmed on the next available working day.

### Service Times

The Crematorium has two chapels – Crallo and Coity Chapel. Crallo Chapel is the larger chapel and can sit 140 mourners with additional standing room available. Coity Chapel is smaller and non denominational but more intimate, with seating for 70 mourners.

Cremation services are conducted between the following times:-

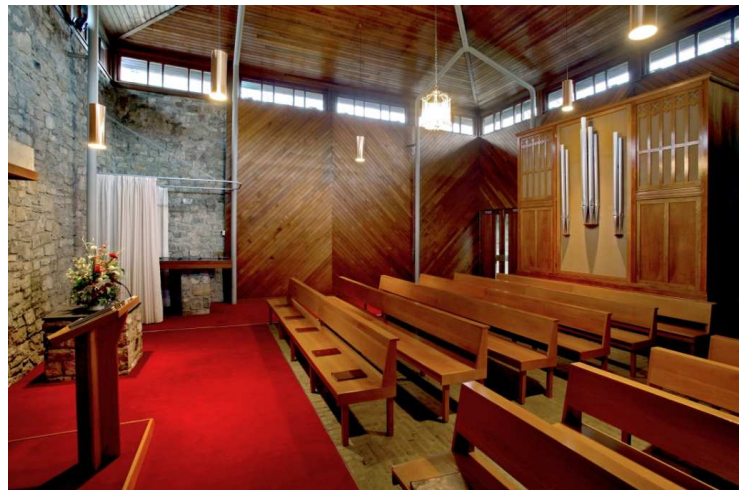
<b>Monday – Thursday</b>	<b>9.00 a.m. – 3.45 p.m.</b>
<b>Friday</b>	<b>9.30 a.m. – 3.15 p.m.</b>
<b>Saturday</b>	<b>9.30 a.m. – 10.30 a.m.</b>
<b>Sunday and Public Holidays</b>	<b>Closed</b>



Crallo Chapel

It should be noted that the time for the cremation service is strictly 30 minutes long (which can be extended in half hour allocations, if requested at the time of booking). This is sufficient time for a service to flow smoothly without converging on one another.

Those persons arranging and conducting funerals should note that this 30 minute period must include sufficient time to allow mourners to enter and leave the chapel as well as to hold the service. It would be advisable to ensure that the person officiating at the service is aware that he/she is permitted approximately 20 minutes for the actual service content.



Coity Chapel

## Service Options

The formal and religious tone of a service is entirely an individual's choice and it does not have to conform to any specific requirements. The family of the deceased is able to arrange a religious, non-religious service or dispense entirely with a formal service, should they so wish. However the content of any service must not be offensive to persons present at the Crematorium. The Crematorium will provide an organ, organist and tape/CD equipment. Any musical requirements should be handed to the Crematorium office by 10.00 a.m. the working day before the service. The Crematorium reserves the right to refuse to play CD's where, in their opinion, copyright law may be infringed, the tape is of poor quality or the contents are considered inappropriate.

Families may provide their own service leaflets which can be distributed by funeral directors at the entrance to the chapels. The service official is responsible for activating a switch to commence the lowering or covering of the coffin (depending on which chapel is being utilised) and this should be in compliance with the family's request. Upon retirement of the funeral cortege from the chapel, the coffin will be removed from the catafalque and be placed into the cremator chamber, exactly as received.

The exit doors leading to the flower courtyard will be opened at the end of a service. All mourners should depart through these doors to avoid any interference with the following service. The funeral director is expected to ensure the chapel is vacated of mourners by the end of booked service time to enable the next service to start on time.

If it appears that a funeral cortege is so delayed that other funerals would be disrupted, the Superintendent has the right to postpone the service. The service will be re-arranged later on the same day, after discussion with all parties.

Crematorium staff are always willing to discuss the individual requirements of any service. However, enquiries should be made prior to the day of the funeral.

### ***Flower Court***

The flower court and surrounding area will display any flowers beside the name of the deceased. Funeral directors or individuals can place wreaths, sprays or flowers beside the name plaque. There is insufficient space available to keep tributes for long periods and flowers will be removed from the flower court in accordance with the times displayed on the surrounding walls. Should the Applicant for the Cremation or family of the deceased wish to visit or remove some of the tributes during that period, they should contact the administration staff.

Flowers should not be removed from the flower court and placed elsewhere within the Crematorium's grounds, including memorial plots and rose garden. Such a practice is not in compliance with the Crematorium's regulations. Floral tributes will be removed and disposed of, without notification.



# Cremation Rules and Guidance

## *Legal Requirements*

The Crematorium is a member of the Federation of Burial and Cremation Authorities (FBCA) and abides by its Code of Cremation Practice. The cremators and their operation conform to the current requirements of the Environmental Protection Act 1990 and are regularly tested by Environmental Health Officers for compliance with these regulations. The crematorium service has two cremators and one stand-by cremator that can be utilised for a maximum period of 100 hours per annum. Emissions are monitored for every cremation and it is important that only natural materials are placed within a coffin.

## *Coffin Requirements*

The Crematorium accepts coffins made from natural products such as wood, plywood, wicker or cardboard. Wicker coffins must have a solid flat wooden base with no runners attached. Wood or wood by-product coffins should be easily combustible and not emit smoke or give off toxic gas. Cardboard coffins must first be inspected by the Crematorium Superintendent & Registrar.

Zinc or lead lined coffins will not be accepted for cremation. No metal of any kind shall be used in the manufacture of coffins except as necessary for its safe construction and then only metal of a high ferrous content will be used. Cross pieces must not be attached to the bottom of the coffin, wooden strips may be placed lengthways should the floor of the coffin require.

Coffin must not be painted or varnished, if required it may be covered with a suitable cloth, which will be removed before cremation. Products manufactured in polyvinyl chloride (PVC) must not be used in the construction of the coffin or its furnishings. The use of polystyrene must be restricted to the coffin nameplate only and must not exceed 90 grams in weight.

Coffins exceeding 71 cm in width, 48 cm in depth and 198 cm in length require special booking conditions to comply with the Environmental Protection Act 1990. Maximum dimensions will be advised upon application.

The lining of the coffin must not contain sawdust, cotton wool or paper. If circumstances require, suitable sealing material may be used. On no account must rubber, polyvinyl chloride, pitch or similar substances be permitted.

No additional items are to be placed in the coffin without the express permission of the Crematorium's Superintendent & Registrar. **Funeral Directors must sign their agreement before a cremation will be accepted. Failure to do so may result in a cremation being refused.**

To comply with the Health and Safety at Work Act 1974 and the Environmental Protection Act 1990, coffins/caskets must not contain articles of a combustible

nature that are likely to be of danger to cremator staff, or cause damage to equipment. Anyone found contriving these regulations will be reported to Environmental Health.

Examples of such items are:-

aerosols, glass bottles etc. No plaster casts must be left on the body for cremation.

The coffin must be marked with the name and age of the deceased which will be checked by Crematorium staff upon the arrival of the funeral cortege. The crematorium service will provide a bier for the carriage of the coffin to the chapel catafalque but the funeral director is responsible for allocating adequate bearers to accompany the coffin. Any mourner who does assist with the bearing of the coffin does so at their own risk and the Crematorium will not accept responsibility for any injuries incurred.

Once the coffin is placed on the catafalque it becomes the responsibility of Coychurch Crematorium.

### ***Witnessing Cremation***

The Applicant for Cremation, or their representatives, can witness the placing of the coffin into the cremator chamber if prior arrangements are made. However, the number of witnesses will be at the Superintendent's discretion and they shall comply with any instructions given whilst within the crematory area. These arrangements must be made with the Superintendent before the day of the funeral.

### ***Cremated Remains***

Due to the processes involved in the preparation of cremated remains, it will not be possible to release cremated remains until at least 10.00 a.m. the working day following the cremation. The Crematorium provides a small selection of cremation containers but a funeral director can provide alternative caskets. The container must be suitably marked with the deceased's full name.

Cremated remains can only be released to the designated funeral director, the Applicant for Cremation or their assigned representative. A receipt must be signed by both parties and a Disposal Certificate issued with the remains. The Crematorium will only keep the cremated remains for one calendar month from the date of cremation. At the end of that period, if no arrangements for disposal have been made, the Superintendent shall release the cremated remains to the Funeral Director and charge the appropriate fees. Where possible, the Applicant for Cremation should make their wishes known at the time of their application.

## ***Garden of Remembrance***

The Garden of Remembrance was opened in the summer of 1998 and consists of areas of cultivated lawns, plants, flowers, shrubs and trees, which provide tranquil locations with pathways and seats. The garden is cared for as a permanent memorial to all those who have been scattered there.

Cremated remains are scattered loosely over the surface of the individual lawns, following the third week after the cremation service. There are four lawns, each one individually named, and a record is kept of the particular lawn chosen for the cremated remains of any named deceased.



Scatter Lawns

A family can make arrangements to witness the scattering of the remains of a loved-one and choose the location within any lawn. Alternatively, a family may ask for remains to be scattered on any lawn of their choosing even if they do not witness the scattering. This is of particular benefit when a family wishes to link members to the same lawn.

A central courtyard provides the focal point for the lawns of the garden of remembrance and incorporates memorialisation for those scattered. It should be noted that the placing of floral tributes is not permitted on the lawns. However, provision has been made on some memorials for flower holders. Flowers may also be placed in the chapel of remembrance.

Where the Applicant requires to witness the strewing of cremated remains, an appointment should be made during office opening hours. An additional charge is made for this service. Where a cremation took place at another crematorium the cremated remains, Certificate of Cremation, written application and appropriate payment must be delivered to the Crematorium's administration office prior to the commencement of the scattering. If you wish to scatter in a churchyard, cemetery or private land, you must obtain the permission of the land owner.

## ***Interment of Cremated Remains***

An extension to the burial plot area was opened in the summer of 1998. It consists of landscaped area where short rows of burial plots are interspersed with shrub beds and trees.

The burial plots are set against memorial plinths onto which may be attached Welsh slate memorial plaques. A flower vase is provided within the memorial plinth and the plots can accept up to four sets of cremated remains in bronze coloured aluminum urns and up to four plaques. This gives a family the option of re-opening an existing family-owned plot a subsequent three times following the initial interment. It should be noted that the placing of flowers is restricted to the flower pot within the memorial plinth, and that tributes are strictly prohibited on the ground adjacent to the memorial.

### **Metal Residue**

Coychurch Crematorium participates in a nationwide crematoria recycling scheme for metal residue arising from the cremation process. An organisation regularly collects these waste products and recycles the material into metal pellets. All profits from the sale of such items go to charitable organisations associated with bereavement. The consent for the use of such waste products is included in the cremation documentation.

### **Exhumation**

In some cases, families request cremated remains to be exhumed and re-interred at another location. Procedures for this operation are governed by the Ministry of Justice and any application for an Exhumation Licence requires the consent of the next of kin, as well as the plot/land/grave owner. The Crematorium's administration staff can assist with the necessary documentation and offer advice on this matter.

### **Mercury Emissions (CAMEO)**

In 2005 the Department of Environment, Food and Rural Affairs (DEFRA) announced its plan to reduce mercury emissions from UK crematoria by 50%, effective from 31<sup>st</sup> December 2012.

The Federation of British Cremation Authorities (FBCA) and the Cremation Society formulated a proposal to offset the costs for those crematoria that installed abatement plant to reduce mercury emissions by contributions from those that did not. This proposal was overseen by the Crematoria Abatement of Mercury Emissions Organisation (CAMEO) and was accepted by DEFRA. Coychurch Cremation has opted to burden share the costs with financial contributions commencing in January 2013.



Stained Glass Window in Cloister

## Memorialisation

There are several different types of memorialisation as detailed below:-

### *Memorial Courtyard*

The memorial courtyard provides the central feature of the Garden of Remembrance and incorporates memorialisation for loved-ones scattered in the surrounding lawns. The adjacent decorative pathway and quiet seating areas within the courtyard provide a tranquil setting for assorted memorial styles, and a focal point for the adjacent lawns of the Garden of Remembrance.

The Courtyard offers two styles of memorialisation:

#### **Wall Tablets**

Wall tablets are situated along the decorative walkway leading to the courtyard and also in the courtyard itself. Granite plaque can be purchased and inscribed with the names of loved-ones.

Granite plaques are installed on a memorial wall which resembles Yorkstone in colour and texture. The wall space is leased for a period of fifteen years and can be extended for further periods of fifteen years. Should a family not wish to renew the lease period they may re-claim their tablet.

#### **Vase Blocks**

Granite and Yorkstone vase blocks surround the central courtyard. Plaques are placed in the individual recess of each vase block and can be personalised with an inscription. A posy vase is provided above each plaque enabling families to place a small floral tribute. The vase block is leased for a period of fifteen years and can be extended for further periods of fifteen years. Should a family not wish to renew the lease period they may re-claim their tablet.

#### **Columbaria Vaults**

Also within the central courtyard of the Garden of Remembrance are the sanctum columbaria units:

##### **Sanctum I**

The vault face of this above-ground columbarium niche incorporates a generous granite tablet. Your local monumental mason will advise on personalised inscription. If a second, later urn is to be placed in the niche, you may wish to leave room on your plaque for an additional inscription.

## **Sanctum II**

The lid of this below-ground vault incorporates a granite tablet. The advice of Crematorium staff should be sought on the design and inscription of the tablet. If a second, later urn is to be placed in the vault, arrangements must be made for a new tablet to replace the existing one in order to accommodate your amended inscription.

## **Burial Plots**



Burial plots are set against memorial plinths onto which may be attached Welsh slate memorial plaques supplied by the Crematorium. Each burial plot accepts up to four plaques which may be inscribed with the names of your loved-ones.

## **Tree Dedication**

The trees have been planted in natural surroundings and are already established. Welsh slate plaques can then be inscribed with the names of loved ones, and placed alongside your selected tree. The memorial tree location is leased for a period of fifteen years and can be extended for further periods of fifteen years. Should a family not wish to renew the lease period the tablet can be returned.

Unfortunately, no more trees are available for dedication until further development of the Crematorium or when leases become available.

## **Wall Spaces**

Large granite wall plaque memorials enhance the external chapel walls. These spaces are purchased from the Crematorium, following which you should visit a local monumental mason on the Crematorium's approved list, in order to purchase a suitable wall plaque and inscription is then purchased from a monumental mason included on the Crematorium's approved list.

## ***Garden Benches***

Memorial garden benches can be positioned within certain areas of the Crematorium grounds at the discretion of the Superintendent & Registrar. Welsh slate plaques, inscribed with the names of loved-ones can be purchased and attached to a bench. Each bench has a ten-year lease and maintenance agreement. Should a family not wish to renew the lease period the tablet can be returned and the lease issued to another family.

Unfortunately, no more benches are available for dedication until further development of the Crematorium or when leases become available.

## ***Rose Bushes***

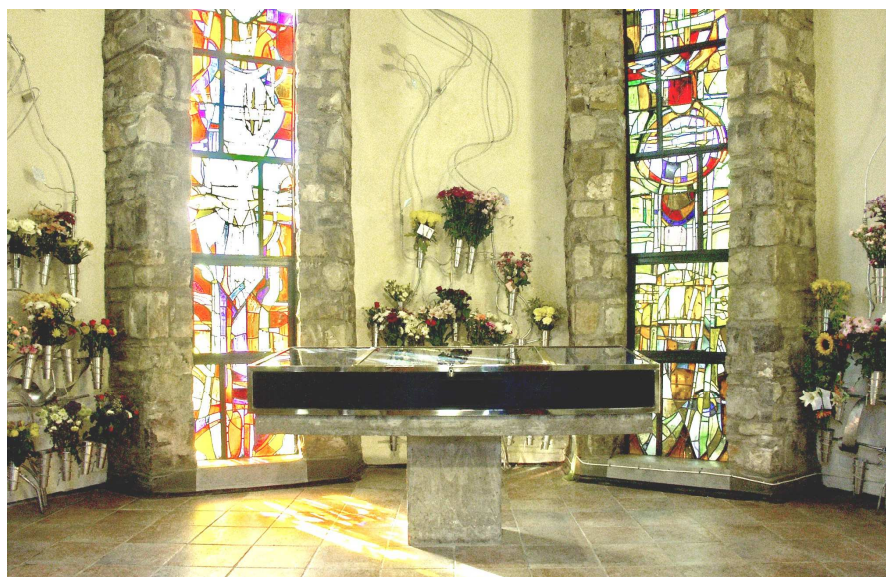
The memorial rose garden released its last available rose in the summer of 1998 and is now limited to the re-opening of existing family-owned rose plots. Each rose bush can accommodate the placement of four urns of cremated remains at the foot of the rose. Welsh slate plaques may be arranged through the Crematorium office.

## ***Vase Blocks***

The placement of vase blocks in the chapel cloisters and around the Crematorium is governed by specific regulations, which are displayed where appropriate. Vase spaces are controlled by a three year renewable lease.

## ***Book of Remembrance***

A book of remembrance is displayed in a cabinet in the chapel of remembrance. Families are able to record the memory of loved ones in a bound calf vellum, richly tooled in gold and emblazoned with the Crematorium crest. Further details and charges can be obtained from the Crematorium office.



Chapel with Book of Remembrance on display

An opening is provided for each day of the year and the volume will remain open each day at the appropriate page so that entries may be seen on each anniversary. Arrangements can be made with Crematorium office for the pages of the book to be turned to an appropriate page. This should be done by prior appointment. Please be aware that the book may be away for re-inscription at certain times.

The inscriptions are executed by hand by craftsmen and offer the same degree of artistic excellence as the best examples of medieval illuminated manuscripts. Inscriptions may consist of two, five or eight lines, and a badge, flower or personalised emblem may be included with a five or eight line entry.

### ***Stained Glass Windows***



Stained Glass Windows in Cloister

Stained glass windows line the cloister on the walkway to the main chapel. Additional decorative windows are fitted above the entrance and in the side windows of Crallo Chapel.

The designs were undertaken by various renowned artists and students of Swansea School of Art.

Some panels were set aside for memorialisation but, unfortunately, all have been purchased

### ***Ownership of Plots***

The ownership of a burial plot is retained under the name of the Applicant for Cremation unless instructed otherwise at the time of submitting the cremation documentation. The Crematorium does not accept joint ownership as this could lead to difficulties in authorising future re-openings within the burial plots.

### ***Laying Flowers or Wreaths***

The Crematorium welcomes the placing of Christmas wreaths and the conditions for this practice are advertised on notice boards located in each area of memorialisation. Wreaths may not be placed on scatter lawns within the garden of remembrance. All Christmas wreaths are removed after 12<sup>th</sup> night.





Stained Glass Window in Cloister

In order to preserve the appearance of the grounds the chapel of remembrance has been prepared to accept cut flowers only, placed within the vases provided by the Crematorium.

### ***Stillborn & Pre-Term Babies***

Within the Crematorium's rose garden are two rose beds especially dedicated to either stillborn or pre-term babies. Cremated remains are scattered loosely within the bed. A large communal memorial and rose-bush commemorates all those interred. Arrangements for the interment within such plots can be made through the Crematorium administration office.

### ***Crematorium Information Pack***

An information pack is sent to each Applicant for Cremation immediately following a cremation. The pack will describe memorial options available at the crematorium and include the necessary application forms. The Crematorium's administration staff are always ready to assist families in such matters and can offer further guidance and details of charges.

## Contacts & Complaints

If you require further information about the services – please contact:

**Joanna Hamilton**  
**Superintendent & Registrar**  
**Coychurch Crematorium**  
**Coychurch**  
**Bridgend**  
**CF35 6AB**  
Tel: 01656 656605  
Fax: 01656 668108  
Email: [coychurchcrematorium@bridgend.gov.uk](mailto:coychurchcrematorium@bridgend.gov.uk)

Any form of service failure during bereavement can have a traumatic effect and the Crematorium recognises the importance of investigating and responding to any complaints arising out of any such failures. Any customer or group, or someone acting for them, is entitled to complain in person, by letter or telephone directly to the Crematorium Superintendent & Registrar. Whilst it is hoped that these issues can be dealt with by crematorium staff, Coychurch Crematorium is covered by the complaints procedure adopted by Bridgend County Borough Council and the details are provided below.

There is a three stage complaints process which involves:-

- Informal Complaint Stage
- Formal Complaint Stage
- Review Stage

### **Informal Complaint Stage**

It's best for everyone if complaints are dealt with as quickly as possible. Please contact the office or individual you usually deal with first, and we will try to solve the problem quickly and without a formal complaint.

### **Formal Complaint Stage**

If your complaint is not resolved at the informal stage you may make a formal complaint. You can do this either by email, letter, or using a [Corporate Complaint Form](#) . It would be helpful if you could let us know what you think has gone wrong and what you think we should do to put it right. To make a formal complaint please contact:-

**Corporate Complaints**  
**Legal & Democratic Services**  
**Civic Offices**  
**Angel Street**  
**Bridgend**  
**CF31 4WB**

Telephone: 01656- 643565  
E-mail: [complaints@bridgend.gov.uk](mailto:complaints@bridgend.gov.uk)

## ***The Ombudsman***

You have the right at any time to refer your complaint to the Public Services Ombudsman for Wales, who deals with complaints of maladministration, e.g. unfairness or delay. The Ombudsman can be contacted at:

**1 Ffordd Yr Hen Gae  
Pencoed  
Bridgend  
CF35 5LJ**

Tel: 01656-641150

Fax: 01656-641199

E-mail: [ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)

Web: [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)

## Useful Addresses

### **Coroners Unit**

#### **Ministry of Justice**

2<sup>nd</sup> Floor  
102 Petty France  
London  
SW1H 9AJ

### **CRUSE Bereavement Care**

PO Box 800  
Richmond  
Surrey  
TW9 1RG  
[www.cruse.org.uk](http://www.cruse.org.uk)  
Tel: 020 8939 9530  
Email: [info@cruse.org.uk](mailto:info@cruse.org.uk)  
**FREE phone helpline:** 0808 808 1677 (Mon-Fri, 9:30am - 5:00pm)

### **CRUSE Bereavement Care Youth**

Email: [info@rd4u.org.uk](mailto:info@rd4u.org.uk) (for young people suffering bereavement)

### **Compassionate Friends** (for parents following the death of a child)

53 North Street  
Bristol  
BS3 1EN  
Tel: 0845 123 2304

### **Lesbian & Gay Bereavement Project**

Tel: 0207 403 5969 (from 7 p.m. Mon, Tues, Thurs)

### **Samaritans**

Linkline Local Rate Tel: 08457 909090  
Confidential support for anyone in a crisis

### **Stillbirth & Neonatal Death Society**

23 Portland Place  
London  
WC1X 8JU

### **Child Bereavement Charity**

Aston House, West Wycombe  
High Wycombe, Bucks HP14 3AG  
(Phone lines open Monday to Friday, 9am - 5pm. )  
Tel: 01494 446648  
Email: [support@childbereavement.org.uk](mailto:support@childbereavement.org.uk)

### **Age Concern Cymru**

Tel: 029 2037 1566  
[www.accymry.org.uk](http://www.accymry.org.uk)

**Natural Death Centre**  
12a Blackstock Mews  
Blackstock Road  
London  
N4 2BT  
Tel: 0871 288 2098  
[www.naturaldeath.org.uk](http://www.naturaldeath.org.uk)

**The Bereavement Register** (stops unwanted post)  
FREEPOST  
Sevenoaks  
Kent  
TN13 1YR  
[www.the-bereavement-register.org.uk](http://www.the-bereavement-register.org.uk)

**Probate and Inheritance Tax Helpline**  
Tel: 0845 302 0900  
[www.hmrc.gov.uk/cto](http://www.hmrc.gov.uk/cto)

**The Pension Service**  
Tel 0845 606 0265

**National Association of Widows**  
3<sup>rd</sup> Floor  
48 Queens Road  
Coventry  
CV1 3EH  
Tel: 0845 838 2261  
[www.nawidows.org.uk](http://www.nawidows.org.uk)

**Service Personnel & Veterans Agency**  
Norcross  
Blackpool  
FY5 3WP  
Tel: 0800 169 2277

**War Widows Association of Great Britain**  
c/o 48 Pall Mall  
London  
SW1Y 5JY  
Tel: 08700 241 1305  
[www.warwidowsassociation.org.uk](http://www.warwidowsassociation.org.uk)

**Community Legal Services Direct**  
Tel: 0845 345 4345  
[www.clsdirect.org.uk](http://www.clsdirect.org.uk)