



Appendix 1

BEREAVEMENT SERVICES

MEMORIAL MASON REGISTRATION SCHEME



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1.0 INTRODUCTION

- 1.1 The Memorial Registration Scheme aims to establish a uniform standard of workmanship and working practices throughout the Council's three cemeteries. The scheme will address the standards required for the installation, repair and maintenance of memorials, both new and existing, insurance cover, health and safety requirements and administrative requirements with a view to producing a common approach at each of the Council's three cemeteries. Through adoption of this scheme, it is the intention to identify and promote the best practice of the industry by all registered participants.

2.0 AIMS

- 2.1 The Council is presently carrying out an inspection programme in its cemeteries. The programme will identify memorials that require attention to meet Health and Safety requirements and also establish a routine inspection procedure to ensure that the future condition of the cemeteries is monitored. The registration scheme will support this initiative by ensuring that memorial masons working within the Council's cemeteries will operate to the highest standards of workmanship and competence. The establishment of this scheme will promote a partnership that will encourage formal and informal communication, long-term working relationships, innovation and development initiatives between all registered parties. The Council's ultimate objectives are to ensure that the Council's cemeteries meet all Health and Safety standards and are safe environments for working in or visiting.

3.0 SCOPE of the SCHEME

- 3.1 The scheme will be available to any **BRAMM (British Register of Accredited Memorial Masons) accredited** memorial mason firm that presently works, or intends to work, within the Council's three cemeteries.
- 3.2 **Following the implementation of the scheme those memorial masons firms not registered under this scheme will not be permitted to work within any of the Council's three cemeteries.**

4.0 ADMINISTRATION of the SCHEME

- 4.1 The Bereavement Services Manager will administer the scheme on behalf of the Council.

5.0 REQUIREMENTS of the SCHEME

5.1 All registered participants to the scheme will be expected and obliged to adhere to the following basic requirements. These are the minimum acceptable requirements of the Council and may be updated from time to time. Memorial mason firms are welcome to exceed these requirements and will be encouraged to propose suggestions or ideas that they believe will improve or enhance the scheme. Any suggestions or ideas adopted by the Council will be applied equally to all registered participants.

5.2 Eligibility

5.2.1 Memorial mason firms who have been barred from performing work in any cemetery **whether in the Council's area or elsewhere** within the previous **two years (2 years)** may be ineligible to join the scheme. In these instances, each case will be considered individually and membership offered, or withheld, at the discretion of the Bereavement Services Manager. Memorial mason firms must submit details of such disciplinary actions with their application to join the scheme. Failure to disclose details of disciplinary actions which subsequently come to the attention of the Bereavement Services Manager, may result in the immediate expulsion from the Registration Scheme and the imposition of an immediate ban on working within the Council's cemeteries for a period of **two years (2 years)**.

5.3 Insurance Requirements

5.3.1 General Risk – every participant of the Registration Scheme shall be insured for Public Liability to the value required for BRAMM Business Accreditation.

5.4 Provision of Consumer Guarantee

5.4.1 Every participant shall guarantee each individual memorial in respect of safety and stability for a period of **no less than 10 years and no more than 30 years**. Memorial masons are encouraged to issue the guarantee for as long a period as possible, up to 30 years.

5.5 Evidence of Competence to Dismantle Memorials

5.5.1 All memorial mason firms registering on the scheme must be able to demonstrate an acceptable standard of workmanship, to the approval of the Bereavement Services Manager. Memorial masons and their staff shall be suitably qualified, experienced and competent to perform all works necessary when dismantling memorials to meet current industry and statutory Health and Safety requirements and guidelines.

5.5.2 The standard of workmanship to dismantle memorials will be evidenced by **either** a BRAMM Fixer Licence **or** qualifications obtained from an accreditation scheme operated by a recognised industry body, for example the National Association of Monumental Masons (NAMM). **Either** a copy of the BRAMM Fixer Licence **or** a letter detailing the qualification and experience of each contractor and, where available, trade references, should accompany the application

for Registration

5.6 Evidence of Competence to Repair and Erect Memorials

5.6.1 All memorial mason firms registering on the scheme must be able to demonstrate an acceptable standard of workmanship, to the approval of the Bereavement Services Manager. Memorial masons and their staff shall be suitably qualified, experienced and competent to perform all works necessary when undertaking work on any aspect of memorial fixing and when erecting memorials (including the laying of their foundations), to meet current industry and statutory Health and Safety requirements and guidelines.

5.6.2 The standard of workmanship to work on any aspect of memorial fixing or erect memorials (including the laying of their foundations), will be evidenced by a BRAMM Fixer Licence. A copy of the BRAMM Fixer Licence for each Fixer should accompany the application for Registration.

5.7 Registration Scheme Compliance

5.7.1 Each memorial mason firm signing the “**Agreement to the Memorial Mason Registration Scheme**” included in these documents will be deemed to have agreed to comply with the following:

- **Local Authorities Cemeteries Order 1977**
- **Cemetery Rules**
- **NAMM Code of Working Practice (latest relevant edition)**
- **Health and Safety at Work Act 1974**
- **The Council’s Safety Policy and Risk Assessment Scheme**
- **Memorial Masons Registration Scheme**
- **All other relevant statutory requirements**

5.8 Registration must be renewed annually, except that when first registering a convenient annual renewal date will be agreed with each registrant. In light of the costs etc. associated with BRAMM registration, there will be no charge for registration on this local scheme.

6.0 PROCEDURES for the ERECTION of MEMORIALS

6.1 All memorials installed by the participants of this scheme must fully comply with all of the Council’s standard administration and operational procedures and with the Cemetery Rules.

6.2 Application to erect a memorial

6.2.1 All memorials installed within the Council’s Cemeteries must first be approved by the Bereavement Services Manager. The Bereavement Services Manager can be contacted as follows:

**Halton Borough Council
Cemetery Lodge
Birchfield Road
Widnes, Cheshire**

WA8 9EE

Telephone: 0151 471 7332

Fax: 0151 423 0729

6.2.2 No memorial shall be erected or placed on any grave within the Council's three cemeteries, or any inscription or additional inscription made without the Council's written permission. All applications must be made to the Council on the appropriate memorial application form, and must indicate the following information:

- **Name and address of Memorial Mason**
- **Name of Cemetery, Section and Grave Number**
- **Name and address of the grave owner**
- **Signature of grave owner**
- **Memorial Inscription**
- **Memorial details – material, dimensions, fixing methods, date and time of fixing**
- **Sketch of memorial**
- **Grave deeds**

6.2.3 Any memorial erected or any work executed without written permission being obtained or which does not comply fully with the terms of the Permit may be removed by the Bereavement Services Manager at the expense of the person responsible therefor.

6.2.4 Memorial application forms for all monumental work may be obtained free of charge from the Bereavement Services Office. The memorial mason firm is responsible for checking that the grave owner has signed the form before submission to Bereavement Services Office.

6.2.5 The memorial mason firm will be expected to make it clear to the purchaser at the time of purchase, that all memorials of whatever description admitted into the Cemetery or permitted to be erected therein, shall be so admitted and erected and remain in the cemetery, or shall be removed and replaced at the sole risk of the owner thereof and the Council shall not be held responsible for any damage which may occur as a result from the same.

6.2.6 Memorials remain the responsibility of the grave owner and the Council will not be held responsible for any damage caused by storm, weather, vandalism or theft. Owners are encouraged to take out individual insurance cover for memorials.

6.3 Erection of Memorials / Additional Work to Memorials / Removal for storage purposes

6.3.1 Memorials must not be erected, nor shall any additional work be carried out to the memorial (including memorial cleaning or renovation work) unless the Memorial Application Form has been approved and a Permit issued in writing. When working in Widnes cemetery, the memorial mason shall report to the Bereavement Services Office with the official Permit before any work commences. When working in Runcorn and Halton cemeteries, the memorial mason shall telephone

the Bereavement Services Office prior to arriving at the Cemetery, giving the Permit number and estimated time of arrival to allow monitoring of the operation.

- 6.3.2 **All memorials shall be erected to conform to the most recent edition of the National Association of Memorial Mason's Recommended Code of Working Practice.**
- 6.3.3 Following the erection of the memorial, it should be noted that they will be subject to inspection at least **every five years (5 years)** to ensure Health and Safety requirements are met. Memorial masons should take this into consideration in their Guarantee. The Guarantee should include all joints that fail during the period of the Guarantee. All joints shall be repaired within **one month (1 month)** of being notified.
- 6.3.4 Any memorial work must be carried out between the hours of 8.30 a.m. and 4.30 p.m. Monday to Friday only.
- 6.3.5 The memorial mason firm will be responsible for leaving the grave area in a clean and tidy condition to the satisfaction of the Bereavement Services Manager.
- 6.3.6 No memorial shall be removed from the Cemetery without the written permission of the owner. Forms for the removal of memorials may be obtained from Bereavement Services Office.

7.0 INSPECTION of MEMORIALS

- 7.1 The Bereavement Services Manager, or other Council staff, may inspect the erection of a memorial, either as the work proceeds or shortly after the work is completed. Where work is found to be unacceptable, either not conforming to the NAMM Recommended Code of Working Practice or any other reason, the Scheme Administrator will instruct the memorial mason firm to return and rectify the work to meet the Council's standards. The standard of works should comply with the attached inspection procedures and inspection should withstand a combined manual and mechanical test.

8.0 POST WORK INSPECTION

- 8.1 The Bereavement Services Manager, or other Council staff, may inspect a memorial following erection, or completion of other work, either as part of a quality assurance "spot-check", or in response to a complaint from the public or Council staff. Where work is suspected of being unacceptable, either not conforming to these specifications or any other reason, the Bereavement Services Manager may instruct a memorial mason firm to dismantle their work in order to verify compliance with the scheme's standards. In the event that work does not meet the required standards the memorial mason firm will re-erect the work to the appropriate standards, the costs of dismantling and re-erection in these circumstances being their responsibility. In the event

that the work complies with the required standards, the costs of dismantling and re-erection will be the responsibility of the Council.

- 8.2** If, for any reason, the memorial mason firm refuses to co-operate with these post work inspections, the Bereavement Services Manager shall have the right to employ a third party (a qualified memorial mason registered under the scheme) to perform the work. In these circumstances, whether the work complies, or fails to comply, with the scheme standards, the cost will be the responsibility of the mason originally installing the memorial. In the circumstances where there is a refusal to co-operate by a memorial mason, they will become eligible for action under Stage 2 of the Disciplinary Procedures of the Scheme.

9.0 TENDERING

- 9.1** From time to time the Council may require tenders to be submitted for a range of memorial work, including inspection, repair, removal and replacement of memorials. Memorial mason firms registered under this scheme will be eligible for registration on all such tender lists.

10.0 DISCIPLINARY PROCEDURES

- 10.1** To ensure that the Council standards are maintained and that all participants of the Registration Scheme are operating uniformly to these standards, the Bereavement Services Manager will operate a disciplinary procedure, which shall be applied fairly to all participants of the scheme.

- 10.2** The disciplinary procedure will be based on the Rules of this Registration Scheme and the Specification, according to the stages below.

10.3 Stage 1 - Minor Breach of the Rules or Specification

- 10.3.1 A minor breach of the Rules or Specification will result in a **Verbal Warning** given by the Bereavement Services Manager. Such minor breaches shall be rectified as soon as possible, but certainly within 2 weeks of the issue of the warning. A **Verbal Warning** shall be maintained on the memorial mason's record for a period of **twelve months (12 months)** then, if no further breaches occur, the warning will be removed from the record.

10.4 Stage 2 - Breach of the Rules or Specification

- 10.4.1 A breach of the Rules or Specification (or repeated minor breaches / failure to rectify minor breaches) will result in a **Written Warning** issued by the Bereavement Services Manager. A breach shall be corrected as soon as possible, but certainly within 5 weeks of the date of the warning letter. A **Written Warning** shall be maintained on the memorial mason's record for a period of **eighteen months (18**

months) then, if no further breaches occur, the warning will be removed from the record.

10.5 Stage 3 - Subsequent breach of the Rules or Specification

10.5.1 If, during the 18 months period imposed by stage 2, another breach of the Rules or Specification is committed, or the original stage 2 breach is not rectified to the satisfaction of the Bereavement Services Manager, this will result in the issue of a **Final Written Warning**. A **Final Written Warning** shall be maintained on the memorial mason firm's record for a period of **thirty-six months (36 months)** then, if no further breaches occur, the warning will be removed from the record.

10.6 Gross Misconduct

10.6.1 Certain circumstances shall be considered **Gross Misconduct** and will not be subject to the above stages of the disciplinary procedure. The Bereavement Services Manager will decide, at their discretion, the instances of Gross Misconduct. The following list – though not exhaustive – will be considered as **Gross Misconduct**:

- Installation or erection of a memorial not approved by the Bereavement Services Manager.
- Refusal to rectify an error in the installation or erection of a memorial when instructed to do so by the Scheme Administrator.
- Unacceptable, abusive or aggressive behaviour to any Council staff or members of the public.
- Failure to adhere to the Council's cemetery rules or the conditions of the permit application

10.7 Exclusion from the Registration Scheme

10.7.1 Exclusion from the Registration Scheme will result when a memorial mason firm (directly, or via their employees, including sub-contractors) is found guilty of Gross Misconduct or commits a further breach of the Rules or Specification whilst the 36 month term, as described in stage 3 of the disciplinary procedure, is in effect. An exclusion from the Registration Scheme will be for a period of **two years (2 years)**, and during this period a memorial mason firm will be forbidden to undertake any work whatsoever within the Council's cemeteries. In instances of exclusion for **Gross Misconduct**, the Bereavement Services Manager may consider advising other local authorities of the circumstances, at their discretion.

10.8 Re-registration on the Scheme Following an Exclusion

10.8.1 Any memorial mason firm re-registering on the Registration Scheme once an exclusion period has come to an end, will be more closely monitored for a period of **eighteen months (18 months)**. A memorial mason firm (directly, or via their employees, including sub-contractors) committing any breach of the Rules or Specifications, or an act of Gross Misconduct during that period will be excluded from the Registration Scheme for an undetermined period, which will be not less than **thirty-six months (36 months)**, at the discretion of the Bereavement Services Manager.

10.9 Disciplinary Procedure Appeal

- 10.9.1 A memorial mason firm not satisfied with treatment under the Disciplinary Procedure is entitled to appeal against any disciplinary decision taken. All appeals shall be in writing within two weeks of the decision, stating the reason for the appeal. Only these reasons will be admissible at the appeal. The exception to this appeals process is in the circumstances of a memorial mason excluded on a second occasion, as described in Section 10.7 above. In these instances, an appeal will not be permitted for a minimum period of **thirty-six months (36 months)**.
- 10.9.2 In the first instance, an appeal will be heard by an Operational Director. In the event of a failure to reach a conclusion, the memorial mason may make a **Final Appeal**, in writing, using the Council's formal complaints procedure.

11.0 REVIEW

- 11.1 Either party, the memorial mason firms or the Council, may jointly review the rules, requirements and performance of the Registration Scheme annually. Following the conclusion of a mutual review of the Registration Scheme, memorial mason firms shall be required to re-register for a period of one further year.

12.0 MODIFICATIONS

- 12.1 All participants of the scheme may propose amendments to the scheme with a view to positive or innovative improvements. The Bereavement Services Manager shall conduct an initial appraisal of these proposed modifications and if these proposals appear, in the opinion of the Bereavement Services Manager, to indicate an improvement to the scheme, all participants will be advised on these proposals.
- 12.2 After consultation, all participants may mutually agree to omit any part of the Registration Scheme agreement, provide additional services or modify, temporarily or permanently, any part of the Registration Scheme agreement. Any modification must be confirmed in writing to all parties. Where such omissions, additions and modifications identify savings or financial advantages, these shall be used to improve the quality of service, reduce costs or provide other benefits to the participants of the Scheme on mutual agreement and at the sole discretion of the Council. Any such changes shall be introduced at the next annual registration date.

13.0 ASSIGNMENT

- 13.1** ; No aspects or obligations of the Registration Scheme agreement may be assigned, subcontracted or transferred to a third party without the approval of the Bereavement Services Manager, confirmed in writing.

Appendix 1

HALTON BOROUGH COUNCIL

AGREEMENT to the MEMORIAL MASON REGISTRATION SCHEME

I agree to adhere to all Rules, Bye-laws, Health and Safety requirements, Insurance Liabilities, Installation and Maintenance Specifications, Inspection Procedures and all other requirements as laid down by the Registration Scheme.

This agreement dated.....day of20

Company name.....

Address.....

.....

.....

Telephone.....

Fax

.

E-mail

Signature.....

Print Name.....



MEMORIAL APPLICATION FORM

(This Application must be fully completed and presented with the relevant fee)

CEMETERY.....SECTION.....GRAVE.....

Full Size/Cremated Remains Grave (please delete as applicable)

To be completed by Memorial Mason

I/we agree to be responsible and pay for any damage which may be occasioned to the property of the Authority or to any adjacent grave, vault, tomb, monument or memorial stone by reason of any negligence on the part of my/our workmen or the workmen of any sub-contractor employed by me/us in connection with the work referred to in this Application. I/we understand that we may not carry out work prior to any due fees being paid to the Authority and being in receipt of an official Permit. I/we agree to comply with the cemetery rules and regulations including, when fixing memorials, those rules and regulations regarding memorials and their fixing. I/we confirm that I/we are fully aware of the restrictions for memorials which apply to the relevant burial sections within the Boroughs Cemeteries.

Memorial	Height	Width	Thickness
Headstone Plate			
Base			
Plinth			
Foundation			
Tablet/Book			
Vase			
Kerbset			

A scale drawing must be submitted with this application including proposed memorial fixing method, detailing dowel hole sizes, dowel sizes, anchor type and size.

Inscription / Additional Inscription:

Signed.....(Memorial Mason)

To be completed by Memorial Mason

Company Name	
Address	
Telephone No.	
BRAMM Registration No.	
BRAMM Badge Holder No.	
<p>Notes:</p> <ol style="list-style-type: none"> 1. Memorial Mason firms working in Halton Borough Council's cemeteries must be registered with BRAMM. 2. On arrival at Widnes cemetery all masons must report to the Bereavement Services office and provide the relevant Permit. 3. On arrival at Runcorn/Halton Cemeteries all masons must telephone the Bereavement Services office on 0151 471 7332. 	

To be completed by Grave Owner

Name	
Address	
Telephone No.	
<p>I hereby agree to abide by the cemetery rules and regulations, details of which have been provided to me and authorise Halton Borough Council to make safe a memorial headstone should they deem it to have become unsafe. I understand that I may not erect fencing, kerbs or place any objects on or around the turfed area of the grave and I am wholly responsible for the maintenance and safety of the memorial.</p> <p>I hereby authorise to carry out the work described on the grave detailed overleaf.</p> <p>Grave Owners Signature.....</p> <p>Please also print name</p>	

For official use only

Fees		Receipt No.	
Signed		Date	