

"It is better to know us and not need us, than to need us and not know us"

INDEPENDENT FAMILY BUSINESS

LADY AND GENTLEMAN FUNERAL CONDUCTORS

PRIVATE CHAPELS OF REST

01255 222899

CLACTON FUNERAL SERVICE LTD 98 STATION ROAD, CLACTON-ON-SEA ESSEX CO15 6AA

OFFICE@LESLEYBARLOWANDFAMILY.CO.UK

### WELCOME AND INTRODUCTION

If you find yourself reading this brochure you may be facing bereavement. We are here in your time of need.

My name is Lesley and I want to thank you for allowing myself and my family to help you at this difficult time

"To know us and not need us, is better than to need us and not know us " really does mean what it says. We have been in the heart of Clacton for more than 30 years spanning three generations of "Barlow's". In our small seaside town someone always knows someone else which is why, with our reputation for care, the level of service we give you is paramount to us.

I started my business 31 years ago in 1991 after sadly losing my own Husband. After this, the most difficult time of my life I truly believed I wanted to offer people a service where I could work with families to achieve the personal farewell they wanted for their loved one.

We cannot make the pain of losing a loved one go away, but we hope that we can help ease this pain. If we can do that then hopefully we will have helped.

Lesley Barlow

Lesley Barlow & Family 98 Station Road, Clacton On Sea, CO15 6AA





We pride ourselves on our compassionate and caring team, and have a dedicated sales progressor to take the stress out of selling at this difficult time.

Very respectful and understanding regarding viewings as my elderly Mother was living there alone. They even called whilst in lockdown to ensure she was well and if she needed anything as we live in Bath and couldn't visit at that time.



- Katherine, Trust pilot

enq@lambandcoproperty.co.uk



@lambandcoproperty

Clacton-on-Sea 01255 422240 Harwich 01255 442505 Thorpe-Le-Soken 01255 862332

Manningtree 01206 635144 **St Osyth** 01255 820424

### The Black Boy

Weeley

**PUB & RESTAURANT** 



Thorpe Road Weeley CO16 9JJ 01255 830361

Real Ales
Bar Snacks
Homecooked Food
Private Function Rooms
Weddings & Sympathy Receptions

tbbweeley@live.com www.theblackboyweeleypub.co.uk

# AS YOUR FUNERAL DIRECTOR

We perform a unique and indispensable role in society. It is a role part professional, part vocational and part business. Our Family & Staff are always available in your time of need. We provide emotional support, expert and practical advice.

#### SERVICE.

You will experience the highest, most efficient and friendly standard of service in this area, our family caring for your family.

#### EXPERT ADVICE.

The experience of the Funeral Director's sympathetic ear is all the more valuable because we are dealing with the practicalities of the Funeral. We will listen to you, the bereaved, as you decide how you would like your funeral carried out. We will inform you about the type of Funerals available, the type of services, the forms to be completed and the grants available. As a matter of course we are kept up to date with any changes which may occur to Social Security regulations relating to Funeral grants and payments.

### EXPERIENCE AND EXPERTISE.

Our experience and expertise extends way beyond that required on a day to day basis. We are sympathetic towards different religions and ethnic groups. We are aware of the special needs involved in supporting those who have suffered a sudden death.

## TRAINING AND QUALIFICATIONS.

Our Funeral Directors are trained and qualified to act as a professional and confident advisor who will ensure that arrangements are carried out with efficiency and the dignity that this occasion demands.

### COMPLIANCE WITH REGULATIONS.

On a practical side, we ensure that all the necessary liaisons and deadlines are met and all paperwork is completed and handed in at the right place at the right time. A full written estimate detailing costs will be given with every Funeral arranged. This shows the Funeral Director's charges and details all fees paid on behalf of the Family.

#### DOCUMENTATION.

On completion of Cremation and Doctors Forms the Certificates are taken to the relevant authorities along with other legal documents. All documentation and discussion about the Funeral will be retained for future reference by the Family or ourselves.

ALL INFORMATION IS KEPT IN ABSOLUTE CONFIDENCE.

### LIAISON AND CONFIRMATION.

All communications, regarding the Funeral arrangements, with clergy, church, cemetery or crematorium and liaison with the police and coroner when necessary are taken care of.

### EMERGENCY ASSISTANCE 24 HOURS A DAY.

As your Funeral Director, we are here to advise you in making all those arrangements which meet your personal needs and desires. Please remember that we are here to help you cope and adjust to your bereavement. The loss of a loved one can occur at anytime and anywhere. If death occurs outside normal office hours of course we are there to help, just telephone us. We can discuss your personal needs i.e. waiting for Family to arrive to say a private goodbye at home.

#### BEFORE THE FUNERAL.

The Funeral Director will be responsible for the overall supervision of the Funeral and will always be available from the time of death, to the ceremony and afterwards for help, support, guidance and comfort. Once we have taken your instructions and have arranged a Funeral on an agreed date and time, we shall carry it out, regardless of circumstances. All arrangements made for the funeral are confirmed so that details may be checked and agreed. Collection of your loved one from the place of death to our Funeral Home is a service, providing we have the necessary authority. We shall arrange the Payment of Fee's, Parochial fees, Press Announcements together with any other detail requested by the Family of the deceased. Where necessary a grave will be purchased and fees paid. When requested we shall provide a Limousine(s) to follow the hearse. All staff will be attired in smart appropriate dress and shall ensure professional dignified attendance and supervision throughout the Funeral. If you require any help or advice at anytime please contact us.

### ON THE DAY OF THE FUNERAL.

The Funeral Ceremony is the Culmination of the work which has been done since the death occurred. Although only one of the many functions of the Funeral Director, to many people, the sight of a Funeral Cortege is probably the one most associated with the Funeral Service. It is significant to note that the word funeral is derived from the Latin 'funerals' meaning a torchlight procession.

A Funeral Director will be in attendance throughout the proceedings, to ensure the smooth running of events. We will take on the role of Master of Ceremonies, carrying out the task of guiding, directing and overseeing the Funeral. As well as the Funeral Director, four or six members of staff will also be present. These pallbearers will be attired in smart appropriate dress and will ensure professional dignified attendance and supervision throughout the Funeral. If you or a member of your family is unsure what to do, tell the Funeral Director. This is what we are there for, to help guide families through one of the most difficult days of their lives.

On the day itself we will leave our premises and journey to whichever destination has been pre agreed whether that be starting from a home or local address or meeting at the place of the ceremony. This could be a local church, chapel or crematorium. If you choose to leave from a local address, we will arrive with the cortege at the pre agreed time, our conductors will walk infront of the hearse as a mark of respect and greet you on arrival. You will have time to look around the hearse. flowers and if you wish have a private moment with your loved one before we set off on their final journey. If you have hired our limousine/s we will then ask you to be seated, one of our gentleman will help you to the car and be available throughout the journey if you have any worries or concerns, if you choose to use your own vehicle to follow this is of course okay, we just ask if you could turn your headlights on and try to stay with us as best you can.

When we arrive at the service location our conductor will again walk in front of the hearse as to mark the final part of our journey, you will then be shown from the car to a suitable waiting point while the conductor does any necessary checks before the service may begin. Our gentleman are always in attendance but should you wish to carry your loved one this is of course no problem. We will guide you through this moment, our gentlemen will be alongside vou should you need any help or assistance and will help you inside coming off the shoulder maintaining the highest level of care at all times. You can choose to follow in after your loved one enters the service or be seated before hand, there is no right or wrong, should any mourners need assistance please make the funeral director aware of this prior to the service starting.

While your service is in progress our conductor will always be on hand should you need any guidance or have any concerns, following the service the conductor will bow to the coffin as a final mark of respect and then when you are ready to leave the service be on hand to show your from your seats and out towards the exit. (If you are now going from an additional service prior to the cremation or burial you will now be taken to the 'committal' part of the service). At this point following the service you will be shown out to flower courts where any flowers will be displayed and can be viewed, you will have a chance if you wish to speak to family and friends.

An in memory book will be provided if ordered for mourners to leave a special wish or memory for you to keep. The time will then come when we have to leave our service we will keep in line with time constraints and ask you to start to vacate if we have provided the limousine/s for you we will ask you to take your seats and return you to the agreed place of return whether that be a wake or a home/ local address. Any floral tributes can be left at the crematorium or cemetery, if left at the crematorium they will be disposed of within 3-5 working days, you can however choose to have them home if you do not wish for this to happen.

#### COSTS / OTHER SERVICES.

Whilst arranging the Funeral our staff will explain procedures and legal requirements and we will explain which costs, charges and fees will be incurred. We shall provide a full written estimate which will be given to the person responsible for arranging the Funeral. Our charges include professional fees and overhead costs, which include the provision of a 24 hour a day call rota, our professional services in making the Funeral arrangements, collecting, arranging and conveying documentation, necessary personal attendance's, the conveyance of the Deceased to our Chapels of rest and use of the same until the day of the Funeral. Also included is a Chiltern Elm veneered coffin, mounted with six handles, wreath holders and engraved nameplate, lined and trimmed.

#### DISBURSEMENTS.

Disbursements are essentially fees which we pay on behalf of the Family. These include: Doctors fees, Crematoria/Cemetery fees, Parochial fees, Ministers/ Celebrant fees, Newspaper Announcements and Order of service printing. Our written estimate will detail the approximate cost of any disbursements. However, as we have no direct control over these charges, they could be a slight variation from the estimate. Coffin and/or casket charges are for the coffin/casket you choose including the gown and lining etc. if not a Chiltern Elm Veneered coffin. The account can be paid by BACS Payment (Bank Transfer), debit or credit card (fees may apply), cash or cheque.

# REGISTRATION OF A DEATH

How to Register a Death.

### In England and Wales a death must be registered by the Registrar of Births and Deaths for the area in which the death occurred.

If you are unsure whether or not you have the authority to register the death, we will advise you.

# THE DEATH MUST BE REGISTERED WITHIN FIVE DAYS WHERE POSSIBLE. IF THE CORONER IS INVOLVED THIS TIMELINE IS REVOKED.

Please ensure the MCCD has been received by the registration service before making an appointment. (Please note for coroners cases this does not apply) appointments can be made via telephone or via the www.gov.uk/register-a-death web address.

#### MAIN APPOINTMENT.

#### CLACTON REGISTRAR'S OFFICE

96 Station Rd, CLACTON-ON-SEA CO15 1SF (Clacton Library) **Tel: 0345 6037632** 

Opening Hours:

Mondays - Wednesdays 9.00am - 5.00pm

Thursdays CLOSED

Fridays 9.00am - 5.00pm

Saturdays/Sundays CLOSED

#### COLCHESTER REGISTRAR'S OFFICE

Library, 21 Trinity Square, COLCHESTER CO1 1JB

#### Tel: 0345 6037632

Opening Hours: Mondays - Fridays 9.00am - 5.00pm Saturdays/Sundays CLOSED

### WHEN YOU GO TO THE REGISTRAR.

#### 1). THINGS TO TAKE WITH YOU.

The Medical Certificate of the cause of death. This is issued by the local GP you are registered with, unless the death occurred in hospital and then will be issued by the hospital GP.

The Deceased National Health Medical Card. The Deceased Birth Certificate and Marriage Certificate (These contain all the information required by the Registrar).

### 2). THE REGISTRAR REQUIRES THE FOLLOWING DETAILS.

Full Name of Deceased.

Home Address

Date and Place of Death

Date and Place of Birth.

Last Occupation.

Date of Birth of Surviving Partner.

Whether Deceased was in receipt of a Pension or Allowance from Public Funds.

#### If the Deceased was a Married Woman.

Maiden Name.

Husbands Full Name (even if deceased).

Husbands Last Occupation (even if deceased).

#### From the Informant.

Full Name of Informant.

Home Address.

#### 3). THE REGISTRAR WILL GIVE YOU.

**A Green Certificate** - Which must be handed to the Funeral director so that the Funeral can take place.

**A White Certificate** - this is for Social Security purposes.

**Tell Us Once** - The government have introduced the 'Tell us once' service information can be found via https://www.gov.uk/after-a-death/organisations-you-need-to-contact-and-tell-us-once or please ask your registrar at the point of registration.

# 4). THE REGISTRAR WILL SELL YOU COPIES OF THE DEATH CERTIFICATE - £11.00 EACH.

#### You may need these for:

- The Will Bank Accounts Any Pensions Claims
- Insurance Policies Savings Bank Certificates
- Premium Bonds.

## PLEASE NOTE THAT BOTH REGISTRAR'S OFFICES OPERATE AN APPOINTMENT SYSTEM FURTHER HELP.

In certain circumstances the next-of-kin can receive help with the cost of the Funeral from the Social Fund.

CLAIMS MUST BE SUBMITTED WITHIN 3 MONTHS OF DATE OF DEATH.

Your financial circumstances may now have changed and you could be eligible for various State Grants. To find out more call Bereavement Service helpline Telephone: (0800 151 2012).

Your local Citizens Advice Bureau can also help.

# ACTION REQUIRED BY FAMILIES FOLLOWING DEATH

Organisations which may need to be informed of the Death.

#### **CAR INSURANCE**

Documentation may have to be changed as you are not legally insured to drive if policy is in the name of deceased.

#### SOCIAL SERVICES DISTRICT NURSE

If there is equipment belonging to either of these, it must be returned.

#### HOSPITAL AND/OR FAMILY DOCTOR

Any outstanding appointments should be cancelled.

#### BANKS AND BUILDING SOCIETIES

Any Accounts need to be closed and joint accounts need to be amended.

### EMPLOYER AND PROFESSIONAL ASSOCIATION

#### SOCIAL SECURITY

Form 344/BD8 needs to be completed to cancel direct payments into a bank account. This white certificate is provided by the Registrar of Deaths.

#### LOCAL COUNCIL

Cancel any housing/rate benefits and council tax.

### GAS, ELECTRIC, WATER, TELEPHONE AND CABLE COMPANIES

Cancel accounts

#### **POST OFFICE**

Arrange redirection of mail, a small charge may be made.

#### CREDIT CARD COMPANIES

Cancel cards and settle accounts.

### INLAND REVENUE, INVESTMENTS AND INSURANCE POLICES

Premium Bonds are not transferable. The Post Office will issue you with a form that needs to be sent to the Bonds and Stocks Office. For further advice we suggest you contact a Financial Advisor, Accountant or Solicitor.

#### STORE CARDS

Loyalty, Charge and Credit cards need to be cancelled.

### ITEMS YOU MAY NEED TO CANCEL.

Milk Newspapers Chiropodist
Dentist Appointments Doctor
Eye Specialist Meals on wheels
Home help Gardener Home Care

#### ITEMS TO BE RETURNED.

#### PASSPORT

You should return passport to:-UK Passport Agency, 5th Floor, India Building, Water Street, Liverpool.

#### DRIVING LICENCE

You should return driving licence to D.V.L.A, Swansea SA99 1AB.

#### VEHICLE REGISTRATION DOCUMENT

To change Name of Ownership.

#### **CAR INSURANCE**

To change Policy Holder's name or a refund may be issued.

#### **TELEVISION LICENCE**

To change Name or a refund may be obtained.

#### SEASON TICKETS AND CLUB MEMBERSHIP CARDS

A refund may be issued.

#### NATIONAL INSURANCE PAPERS

### IF PROPERTY IS UNOCCUPIED.

Make sure all windows are locked and secure. If there are cat/door flaps make sure they are secured. In winter leave some heating on, as this will prevent pipes from freezing. Make sure that the fridge door is left ajar and that all perishable foods are disposed of. Household plants may need to be tended to. It may be advisable to let a neighbour have a key to remove any free newspapers & post to stop them building up. Blinds or curtains may be adjusted every couple of days, hence giving the appearance of the house being occupied. Time clocks can be purchased from most hardware stores, which time a lamp or light to turn on and turn off at certain times.

Clacton on Sea Golf Club

West Road

Clacton on Sea

Essex CO15 1AI

01255 421010

Clacton on Sea Golf Club
is an exquisitely picturesque golf club.
The facilities are maintained to a
high standard and this is reflected throughout the

The capacity for a sit down reception is 120 and for a larger buffet style funeral reception this can be increased to 180.

We have a completely separate room we call the conservatory but in reality, it is an extension to the main building. It can comfortably seat 30 and can be sealed off from the rest of the Club if you so desire.



# Heritage Horse Drawn Carriage Masters

Heritage Horse Drawn Carriage Masters are able to offer you the complete horse drawn funeral service. All our horses and carriages are turned out to the highest possible standards. Quality, tradition, and attention to detail, our hallmarks.

For a comprehensive price list and brochure please contact Nathan Dines:

Tel: 07803 133932 Tel: 01708 687319

Fax: 01708 687536 Email: info@carriage-masters.co.uk

We cover all of London and the Home Counties, the South East and further by negotiation.





www.carriage-masters.co.uk

# Butterfly Flowers

T: 07305459122 E: karina@butterflyflowers.co.uk www.butterflyflowers.co.uk



Butterfly Flowers is a well known, established family run florist.

After owning a florist shop in Great Clacton for over 20 years We recently decided to evolve to working freelance. We now work from a studio at home in St Osyth, Essex.

We offer home visits for funeral consultations.

Please feel free to call us to discuss any requirements.



# FREQUENTLY ASKED QUESTIONS

In our opinion Each and Every Funeral is individual to the Family concerned; there is not a 'normal service'. It is for the Family to pay their last respects and say their last farewells in the manner that is most suitable for them.

The following information is there to help answer questions often asked about the funeral and associated services.

#### Q). WHAT ARE DOCTORS FORMS?

A). For cremation in the UK paperwork named Cremation 4 must be completed in order for the cremation to be authorized by the medical referee These forms are completed whilst the deceased is in our care after collection from place of death (if they died at home).

If death occurred in hospital or hospice then this form is completed before we are allowed to collect your loved one. There is a charge for this which we settle on your behalf.

### Q). HOW MANY PEOPLE CAN BE SEATED IN THE LIMOUSINE?

A). In each limousine there is room for 6 people.

### Q). HOW DO WE KNOW WHAT TO DO AT THE FUNERAL?

A). On the day of the Funeral the Funeral Director is there to help and guide you, your Family and Friends. If you are unsure of anything please tell the Funeral Director.

### Q). CAN THE FAMILY CARRY THE COFFIN?

A). Yes, although we would ask that you contact us as soon as possible to ensure that it is safe to do so.

### Q). CAN WE VISIT THE DECEASED AND PAY OUR LAST RESPECTS?

A). If you wish to visit our private chapel, please telephone and advise us when you would like to come

### Q). CAN WE HAVE THE DECEASED BROUGHT HOME?

A). Yes, we can bring the deceased home either on the day before the service or at a time more convenient to you.

### Q). CAN WE CHOOSE WHAT MUSIC IS PLAYED AT THE CREMATORIUM?

A). Yes, if you have a special request or would like a particular piece of music playing either as you walk into or out of the Crematorium Chapel, please let the Funeral Director know as soon as possible. Please note, that only original recordings are allowed because of copyright laws. All music is now played from the Obitus media system. So we need to know as soon as possible in order to book the music that you would like.

### Q). CAN WE REQUEST DONATIONS TO CHARITY?

A). Yes, if donations to charity are requested in lieu of flowers, we will accept them on your behalf and return to family for you to deal with direct.

# Q). DOES THE COFFIN MOVE AFTER THE FUNERAL SERVICE AT THE CREMATORIUM?

A]. No. After the service has ended the coffin does not move until all relatives and friends have left the Crematorium Chapel. At some Crematoria there are curtains that close around the coffin BUT they can remain open if the Family requests this.

# Q). ARE THE HANDLES ON THE COFFIN REMOVED BEFORE THE CREMATION TAKES PLACE?

A). No. There are strict laws regarding cremation. Nothing may be removed from the coffin without the permission of the Home Office.

### Q). IS EACH CREMATION CARRIED OUT INDIVIDUALLY?

A). Yes. The Identity of the coffin name plate is checked by the Crematorium Attendant before it is placed in the Cremation Chamber. This holds only one coffin or casket at a time and again there are rules that must be abided by.



SOLICITORS

Rosemary Chambers 91-93 Rosemary Road Clacton-on-Sea Essex CO15 1EP Tel: 01255 221133 Parking on forecourt

1 Ladysmith Avenue Brightlingsea Essex CO7 0JB Tel: 01206 307454

Email: solicitors@pleassthomson.co.uk www.pleassthomson.co.uk

### Established in Clacton for over 30 years providing a personal and caring service



#### A complete and sympathetic service following bereavement

- · Checking Wills and applying for Probate
- · Dealing with Intestacy Matters (where there is no Will)
- · Valuing assets and dealing with financial institutions
- · Preparing accounts and negotiations with HMRC (Inland Revenue)
- · Advice on Inheritance Tax and Exemptions
- · Variations of Wills or Rules of Intestacy
- · Resolving disputes concerned with the provisions of a Will
- · Preparing new Wills and Codicils
- · Asset Protection, Trusts and Long Term Care Planning
- · Lasting Powers of Attorney
- · Court of Protection Applications
- · Home visits available





T: 01255 424111 https://crispinsfood.co.uk/



Making arrangements for any gathering can be time consuming and stressful whether for business meetings,

celebration parties, children's parties, weddings, christenings or sadly funerals.

Crispin's offers an established buffet catering service guaranteed to make your life easier, providing you and your guests with your chosen buffet attractively presented and delivered punctually and without fuss.

We specialize in classic cold buffet food.

We take pride in the quality of our food and it's presentation.

### Q). DO I GET THE CREMATED REMAINS BACK THAT BELONG TO ME?

A). Yes. Once the cremation has taken place, the cremated remains are removed and left to cool before they are placed in an urn. This urn is clearly identified as to whose remains they are.

### Q). WHAT CAN I DO WITH THE CREMATED REMAINS?

- A). 1. You can place them in the Garden of Remembrance with or without a Memorial. The Crematorium will send details to the Applicant approximately one month after the Funeral.
  - 2). You may wish to purchase a grave just for the purpose of interring the cremated remains. This allows you to have a headstone and have other members of the Family buried there in the future.
  - 3). You may keep them at home in a special urn or memorial.
  - 4). You may scatter them in a special place.
  - 5). The remains may be buried in an existing family grave.

If you would like to discuss the above alternatives, please contact us and we shall be pleased to help you.

### Q). HOW WILL I KNOW WHO ATTENDED THE FUNERAL?

A). A list of Mourners who attended the funeral can be made and written in a Memorial Book. We can provide a Memorial Book for the Mourners to sign.

### Q). WHAT ABOUT CATERING AFTER THE FUNERAL?

A). Normally Families make their own arrangements. Alternatively we can advise you of local venues or caterers who will come to your home.

#### NOTICE FOR THE NEWSPAPERS.

If you require a Death Notice or Acknowledgement in a local or national newspaper please contact us.

### Q). WHEN IS THE FUNERAL ACCOUNT PAYABLE?

A). The Funeral Account is normally sent to the person responsible for the arrangements or the solicitor acting for the Executors. It will be dispatched about 7 - 10 days after the Funeral and is due for payment within 28 days of receipt of account.

Where there are funds in the Deceased's banking account the Funeral account can be sent by the Family to the Deceased's Bankers together with a copy of the Death Certificate. The Deceased's Bankers will normally settle the Funeral Account immediately. (They do not have to wait for Probate to be produced) and will send via BACS (online payment) or cheque direct to the Funeral Director.

### Q). HOW SOON AFTER THE BURIAL CAN I PUT A HEADSTONE ON THE GRAVE?

A). If the Burial takes place in a Cemetery there is no time limit BUT it is best for you to be advised by the Monumental Mason

If the burial takes place in a Churchyard normally not until 6 months after the date of the death

Funerals designed to suit your every requirement whether it be simple, traditional or themed - You tell us, we are here to help.

Call 01255 222899

# R. BARLOW MEMORIALS

We know you want the perfect tribute to remember your loved ones.
At R. Barlow Memorials, we will help you to create a memorial that is every bit as special and fitting to their memory.



Unit A12B, Plough Rd, Gt Bentley, CO7 8LG Tel: 07972 813437 E: rbarlowmemorials@hotmail.co.uk





# **Just Flowers**

**Flowers For All Occasions** 

Home Appointments On Request



70 PIER AVENUE, CLACTON ON SEA, ESSEX CO15 1NH TEL: 01255 425163 01255 435943

www.justflowersclacton.co.uk



And just as able to bear her load of living freight to its destination.

The diminished size and total loss of sight is in me, not in her;

And just at the moment when someone at my side says, "She is gone",

There are others who are watching her coming,

And other voices take up a glad shout,

"There she comes" - and that is dying."