

Hull City Council Bereavement Services

Monumental Masons Registration Scheme

1. Registration Scheme Introduction

In order to ensure the safe erection of headstones it is essential that burial authorities work in partnership with Monumental Masons [referred to as Mason from hereon in], providing a quality service to the public and to maintain high standards of workmanship.

All Masons who wish to carry out work in Hull City Councils [referred to as the Council from hereon in], providing cemeteries will be required to comply with the terms and conditions of this Registration Scheme. Failure to do so may result in their removal from the council's accredited register of Monumental Masons.

The Scheme indicates the Council's commitment to the provision of high standards of headstone installation. It will however be made quite clear to members of the public that a Mason who is approved to be a member of the scheme, does not mean the work is either warranted or guaranteed by the Council.

The following procedures will be applied to all Masons registered to work in the Council's Cemeteries. These procedures contain the rules that will apply to Masons, together with the penalties, which may be applied if the rules are breached.

The scheme was amended in June 2014; all previous schemes are replaced with this version.

2. Registration Requirements

All masons wishing to continue with their acceptance and membership to the council's scheme must re-submit their application in accordance with the conditions and requirements of the amended scheme, as of [date to be inserted when approved] Any Mason wishing to apply for registration under the scheme must meet the following requirements:-

Insurance:

Every Mason shall be insured for public liability to the value of £3 million and employer's liability insurance to a value of £5 million.

Consultation and Forum Meetings:

Annual meetings will be held by the city council, with a formal invitation been issued to all masons who are registered on the scheme. Attendance is required at every meeting by a representative of the company, unless a

satisfactory reason can be provided to the service manager for non attendance. The meetings are to be used for consultation purposes and to use this as an ideal platform to inform all the masons of any pending changes or discuss issues surrounding service delivery for all concerned.

3. Experience and Qualifications:

The owner of the company must be proficient in all aspects of headstone and memorial masonry work and ensure that all their employees are experienced and trained to carry out headstone works within the Council's Cemeteries. Every employee that carries out the installations, must be certified and hold a suitable and valid fixers licence. Details of all licences are to be provided to the city council.

4. Rules & Standards Introduction

In order to control standards of workmanship and health and safety practices, the Council requires that all Masons undertaking work in its cemeteries shall be scrutinised to confirm that they are suitable for inclusion on its Registration Scheme.

The registration procedures are intended to:-

- (a) Protect the interests of headstone owners in respect of unsatisfactory workmanship.
- (b) Standardise the quality of fabrication and installation.
- (c) Ensure Headstone Masons comply with the council's Management of Health and Safety Regulations.
- (d) Introduce minimum levels of public liability and employer's insurance cover to be held by all Masons.

5. Discipline and Workmanship:

Each Headstone Mason will be required to sign a statement that they have not been excluded from carrying out work in any other cemetery within the previous two years. An agreement will also be signed confirming that they will comply with all statutory requirements, e.g.:- Cemetery Regulations, the Headstone Registration Scheme requirements and the National Association of Headstone Masons (N.A.M.M.) Code of Working Practices.

The Bereavement Services manager or another appointed officer will visit the workshop of each mason at least every 2 years and will ask for details of the following :-

- Risk assessment Policy
- Methods of work
- Appropriate Certificates for all plant and machinery
- Procedures
- Training and development records

A 10% sampling will be carried out of each masons work – this will be by witnessed installation or alternatively the masons will be invited back to break down the memorial. The mason is expected to inform all their clients that this may occur and

will be expected to provide details to their client of the council's set date, and invite the family to also witness the headstone been broken down. All costs will be incurred by the mason.

6. Application to Erect a Headstone

All headstones to be installed in the council's Cemeteries **must** first be approved by the Bereavement Services Manager or other appointed officer. All applications to erect a headstone must be submitted on an original permit form; Facsimile copies will not be accepted. All applications must be completed and be submitted along with a drawing of the headstone to be installed indicating the size of headstone, materials to be used, the inscription and full installation details, including the method of fixing the headstone to the foundation. All work will be in accordance with the N.A.M.M. Code of Working Practice. Upon approval a permit to erect a headstone shall be issued. **(A Fee will be required for each permit requested). No fees will be applicable for baby headstone permits**

7. Erection of Headstone

A permit to erect a headstone must be applied for and approved before any work on a headstone is started. No Headstones are to be installed unless the Mason has first given an indication of their intent to fix a headstone on a particular day. The Mason should ensure every effort is made to fix the headstone on the day indicated. All Masons will be required to produce on request the permit to erect /safety repair a headstone to a member of the cemetery staff prior to commencing any work. Failure to produce the permit will result in the mason being asked to leave the cemetery immediately.

Once the work has been completed, the mason will complete the tear off slip on the permit and leave this in the designated permit return box at each cemetery.

The headstone shall be installed as indicated on the Application to erect a headstone form. No variation to the details on the application form will be permitted. All work undertaken on site will also be in accordance with the details submitted on the Application to Erect a Headstone and N.A.M.M. Code of Practice or the BRAMM blue book and other appropriate codes and standards that are recognised by the city council.

8. Inspection of Headstone Work

All work carried out by the Mason can be inspected at any time. If work is considered to be unacceptable, for whatever reason, the Bereavement Services Manager or other appointed officer will instruct the headstone mason to bring the headstone up to the required standard, in accordance with the application and recognised standards and relevant codes of practice.

9. Workmanship Guarantees and Insurance

The mason will provide to the customer a certificate of compliance against poor standards of workmanship for a minimum period of 10 years. All masons should be able to provide the grave owner with advice on the insurance of headstones against accidental damage, or acts of theft or vandalism. A permit shall also be submitted for the making safe of headstones. This advice shall be contained within the certificate of compliance.

10. To Gain a Permit

- (a) Prior to any work commencing, all new headstones and adjustments to existing headstones must be approved by the Bereavement Services manager or other authorised Officer. On payment of the relevant fee, a permit will be issued to allow entry to the Council's grounds to undertake the work specified.
- (b) All measurements shall be taken from the surrounding ground level where the stone is to be laid. All works shall be clearly identified on the submitted drawing design, with materials and workmanship indicated. All materials and workmanship shall be in accordance with the relevant British Standards.
- (c) All headstones shall be designed to withstand a minimum maximum (pressure) test exerted at its apex. Headstones shall be proportioned correctly to assist stability.
- (d) All headstones shall be erected in such a manner as to ensure that, should they fall as a result of excessive force (over 35kg force) being applied, they can only fall slowly and in such a manner as will be unlikely to cause an accident.
- (e) All applications forwarded to the Bereavement Services Manager or other authorised Officer shall be signed by both the owner of the rights to the grave and the Headstone Mason. Each permit application must have a drawing of each element of the proposed headstone, indicating fixing materials, positions and dimensions and the inscription.
- (e) Exclusive rights of burial must be produced to the Headstone Mason. Where the Exclusive right of burial document is not available the rights owner / applicant may use one of the options listed to gain a permit.
 - Rights owners to sign application form and produced proof of identification. A copy of the rights holder identification is to be submitted with the permit application, with the mason signing to verify they have seen the original documentation.
 - Grave rights to be transferred to a new rights owner using statutory declaration form.
 - Letter of authorisation from grave owner, granting works to be carried out.
 - Production of will, probate, power of attorney, letters of administration from executor of grave owners, to be submitted with application form.

- In accordance with Local Authorities Cemetery Order 1977, Article 10 (1) the council as a final option will accept a letter, of certain wording, for which a template can be obtained from the Bereavement Services Manager or other appointed officer. The person who completes and submits the letter must satisfy the council that he is a relative of a person buried in the grave or vault, or is acting at the request of such a relative and that it is impractical for him, or such relative, to trace the owner of the right so described, the right to place and maintain or put any additional inscription on, a tombstone or other headstone on the grave space, grave or vault in respect of which the right is so described.

11. Access to cemeteries & notification

- (a) Entry to the cemeteries will only be permitted between April to September 8.30am to 4pm Monday to Friday, October to March 8.30am to 3pm Monday to Friday. Where entry is required on a Saturday, providing an officer is available, all installations are to be witnessed, an additional fee will be applied and times must be between 8:30am to 1pm all year round. No entry to the cemeteries is permitted on Saturday after 1pm, Sunday or Bank Holidays.
- (b) Prior notification (2 clear working days) of the intended day of any installation works will be required. No headstone shall be installed without prior notification. The Memorial safety officers shall be notified at the earliest possible time of any cancellation.

12. Work on the Cemetery Site

- (a) It is the responsibility of the headstone mason to check that all materials, fixing methods and documentation are correct before installing the headstone. All fixing of headstones is subject to suitable ground conditions. Installation work can be inspected at any time by a cemetery representative to check compliance with the approved design and alignment. Should there be any deviation to the original application form the Mason shall be instructed accordingly.
- (b) The correct grave and compartment number must be etched clearly onto the reverse of the headstone base. For a new headstone, the name of the mason supplying or erecting the headstone must be etched into the reverse of the headstone base, to be no larger than 20mm.
- (c) Upon completion of work, all waste shall be removed and the ground cleaned and made good with the surrounding area. Any waste soil, must be taken away, or broken down and placed in an area that is low. NO large amounts of soil are to be placed on neighbouring graves.
- (d) New headstones erected in the cemetery grounds shall be erected using an NAMM or BRAMM approved fixing, and detailed on the permit application. No variation to this type of fixing will be permitted.

- (e) Masons shall ensure that all re-fixing of headstones due to second inscription or for any other reason for its removal shall be re-erected to the conditions of the Registration Scheme.
- (f) Where there is a need to remove an existing headstone, the headstone mason **must** ensure that **all materials, bases and headstones** are taken away from the site until such time as the headstone is able to be re-erected.
- (g) The Council may remove any headstone which has been placed within the cemetery without the required permission, or which in the Council's opinion has become dangerous or unsightly.

13. Health and Safety

- (a) Under the Management of the Health and Safety at Work Regulations, the Council has a responsibility for the safety procedures undertaken in all cemeteries in their control. The cemetery staff, as representatives of the Council, has a duty to ensure all works at each site adhere to safe working practices.
- (b) All Council employees and visiting contractors/tradesmen must ensure that appropriate protective clothing and footwear are worn during all risk-related operations. All Masons are obliged to ensure that all their operatives comply with the Council's standards of health and safety, during their time spent within the Cemetery grounds.

14. Entry or Re-entry into the Scheme

On entry or re-entry to the Registration Scheme, the Mason will be required to provide two references from either Local Authorities or Cemetery Managers acquainted with the work of the Mason.

15. Headstone Fixings and Stone Quality

- (a) All headstones must be made of marble, sandstone or granite only, unless written permission has been granted by the Bereavement Services Manager. No perishable materials may be used.
- (b) No headstone may be placed on a grave **before 26 weeks of the date of the last interment.**
- (c) If the grave where the headstone is to be installed is that of a cremated remains interment, then the headstone may be erected once the rights have been certified and the permit application approved. No time lapse is needed, and the headstone can be erected any time before or after the cremated remains interment.

16. Rules and Regulations

- (a) All Masons must adhere to current rules and regulations, enforced by Hull City Council and consider them at all times when working in the Cemetery.
- (b) At no time is work to be carried out by a Mason, when a burial is taking place near to their required site of work.
- (c) In keeping with the requirements of the NAMM and BRAMM, the following standards shall be required:-
- **No Solicitation is permitted within the cemeteries** – and any advertising shall be consistent with the standards of taste, ethical consideration, truthfulness and full disclosure required by this council.
 - **Misrepresentations** - the firm shall not exaggerate or misrepresent the specific qualities of any of their services or products.
 - **Regulations** - The mason shall ensure that the completed product conforms to all regulations or requirements imposed by council.
 - **Standards of quality and workmanship** shall be consistent with any sample shown or representations made prior to the sale, having regard to the inherent variations in natural stone products.
 - **Inspection of the Product** - the mason shall offer the client an adequate opportunity to inspect the product
 - **Confidentiality** - the mason shall at all times observe the confidence of the client.
 - **Pricing** - the mason, upon request, shall give separate written prices for each product or service offered. And where applicable include VAT.
 - **Due Care and Attention** - The mason shall pay due care and attention to the safety and welfare of others on its property and, when operating on the property of others, shall exercise due care for the protection of that property. The mason shall pay attention to visitors to the cemeteries and shall not carry out any work whilst a funeral is taking place.

17. Headstones

The city council will only permit the installation of a single headstone on each grave.

Should a family wish to arrange for an additional vase to be placed, an application must be submitted for each item.

No headstones above **900mm** overall height will be authorised within the Council cemeteries.

All work carried out on existing headstones within the council cemeteries above 900mm in height, masons must refer to NAMM code of working practice for headstone fixing specifications.

No additional memorials may be erected - the city council will remove any unauthorised installation.

18. Headstone Dimensions

(a) Foundations:- Sub base sizes

The sub base shall be a reinforced base conforming to NAMM and BRAMM Standards.

Maximum length - 900mm

Minimum depth - 380mm, maximum depth 460mm

Thickness - 75mm

(b) Headstone plinth

Maximum length - 760mm

Maximum width - 300mm

Maximum height - 100mm

(c) Headstone plate

Maximum height - 760mm

Maximum width - 610mm

Maximum thickness - 100mm

Methods of fixing

All headstones shall be erected using an approved and recognised method, as detailed by NAMM and BRAMM. The ground support system from the sub base to the headstone base shall be installed in all headstones as per NAMM and BRAMMS code of working practices.

Baby cemetery Northern, Eastern and Priory Road cemeteries

Maximum overall height of headstone 450mm (includes base)

Maximum overall width of headstone 300mm

Maximum thickness of plate 75mm

Reference should be made to the NAMM code of working practice and the BRAMM blue book for all specifications relating to materials, fittings, dimensions and adhesives used in the fixing of headstones.

19. Breaches of the Registration Scheme

In the event of an appropriate officer or member of the public, bringing to the attention of the Bereavement Services Manager, an alleged breach of these conditions, an investigation will be carried out and the Mason will be invited to submit their comments and/or attend a meeting to discuss the allegations.

If the allegations are proven and in the opinion of the Bereavement Services Manager, the matters can be rectified, a notice will be served on the Mason setting out the result of the investigation, the action needed to remedy the breach and the timescale in which any remedial works must be undertaken to the satisfaction of that officer.

Any Mason aggrieved by any decision taken in accordance with the incident may appeal against the decision in writing within twenty eight days to the divisional manager of the environmental health and bereavement services. A meeting will then be arranged in order that the appeal may be determined. The following penalty system will apply:-

Stage 1

A first written warning will be issued to the Mason concerned. This written warning will remain on record for a period of eighteen months. If no further breach of rules occurs during this period, the warning shall be removed from the records.

Stage 2

If during the course of the eighteen month period there is a further breach of the rules a second written warning will then be issued, this will remain on record for a period of three years. Once again, if no breach of the rules occurs during this time, the warning will be removed from the records.

Stage 3

If during the course of three years following a second written warning, there is a further breach of the rules, the Mason concerned will be forbidden to carry out any work within the Council's Cemeteries for a period of two years.

Stage 4

If a Mason, who has returned from a period of exclusion, breaches the rules in any way during eighteen months following their return, they shall be excluded from carrying out any work within the Council's Cemeteries. An application to return to the Scheme may be made to the Bereavement Services Manager following a minimum period of three years.

Dependent on the seriousness of the breach of the registration scheme, the Bereavement Services Manager/Head of Service will retain the right to miss any stage of the penalty procedure, going directly to the next stage. For instance, if the

first breach of any rule is serious enough the Mason involved may immediately receive a final warning that will remain on record for a period of three years.

Stage 5

Certain circumstances shall be considered as **misconduct or gross misconduct**, which will result in the Mason receiving a written warning or being immediately excluded from the Council's Cemeteries for a period of two years.

The following are examples of situations that will be considered as misconduct /gross misconduct. This is not an exhaustive list, and the Bereavement Services Manager will make a final decision on gross misconduct:-

1. Installation of a Headstone, which is not approved.
2. Refusal to correct any error, in the installation of Headstones when notified by an Authorised Officer.
3. Installation not as per the application form.
4. Abusive or aggressive behaviour to Council staff or the general public.
5. Failure to remove sub bases of site or leaving grave area untidy.

20. Appeals

Any Mason aggrieved by any decision taken in accordance with the registration scheme, may appeal against the decision in writing within twenty eight days using the city council's complaint procedure.

