



Huntingdon Crematorium and Cemetery Funeral Directors' Information Pack



Huntingdon Crematorium Service Times

Day	Time	Type of Service
Mon - Fri	Between 8.30 and 8.45	Direct Funeral Services ¹
Mon - Fri	9.00 – 9:15	Goodbye Service ²
Mon – Fri	9:30 – 10:30	Full Service
Mon - Fri	10.45 – 11.45	Full Service
Mon - Fri	12.00 – 13.00	Full Service
Mon - Fri	13.15 – 14.15	Full Service
Mon - Fri	14.30 – 15.30	Full Service
Mon - Thu	15.45 – 16.45	Full Service
Fri	15.45 – 16.00	Goodbye Service ² or Direct Service ²

¹ This type of service does not allow for any chapel time or family attendance. The date and time of the cremation is to be agreed with the Crematorium.

² This type of service allows for 8 close family/friends to attend the short service

General Information

As the local Burial Authority, Huntingdon Town Council is responsible for and manages/maintains the cemeteries in Priory Road and Primrose Lane, along with the closed churchyards across the town. Burial space is in limited supply and the Town Council were looking for additional land to provide a new cemetery. The land was also to be used for a new crematorium.

Huntingdon Town Council has sustainability and the environment at the core its service delivery and in March 2020, construction work commenced on the initiative project to build the UK's first purpose built, environmentally friendly Crematorium, with 120-seater chapel and electric cremator, as opposed to one fired by gas. The grounds include a new cemetery, with 2,000 traditional burial plots, columbarium and mausoleums, a garden of remembrance and natural burial ground.

The Town Council has also taken the opportunity to have a new depot and purpose-built glasshouse constructed at the rear of the site, with the heat recovered from the cremator used to heat the greenhouse, which will be used to propagate and grow plants for the town's flower beds and containers.

Allotment holders will have already seen in action the Eco Composter on their sites. This will be used to compost the floral tributes, grass cuttings, hedge trimmings etc. to use on the flower beds, so all waste is reused as environmentally friendly as possible.

The new depot has had solar panels installed to generate power to recharge the battery operated mowers and trimmers.

These proactive steps will help the town in reducing its carbon footprint, but there is more which can be done to move this forward.

The Town Council will be promoting the use of coffins which use sustainable timber which is less harmful to the environment. The majority of coffins used by Funeral Directors are made of veneered faced chipboard or MDF and the construction of these products involves the use of formaldehyde and other resins to bind the materials together. In turn these then enter the water source and water table.

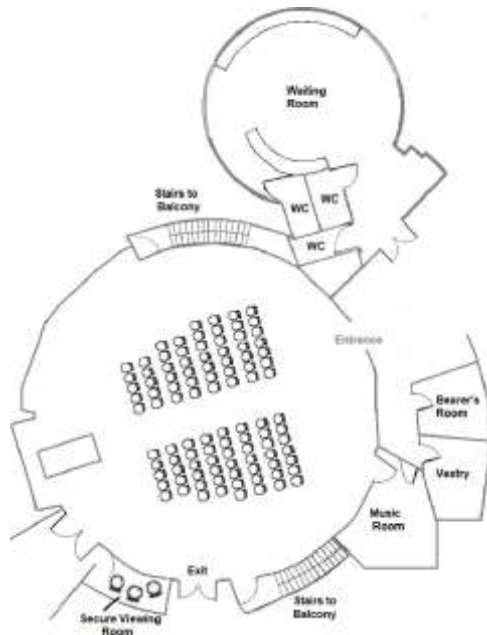
The crematorium will be ensuring that flowers provided for services and used in the grounds will be environmentally friendly. Many floral tributes are formed using a single use plastic wreath ring or letters spelling out the name or Dad / Mum etc. This plastic is then filled with flora foam, which is made up of thousands of small plastic particles. It takes over ten years for the foam to breakdown, which in turn infiltrates our water course with micro plastics. There is an alternative so call Enviro Flora foam, which breaks down in two / three years, but this still contains the harmful plastic micros. Florists need to be encouraged to return to the traditional forms of floristry and encourage the use of bouquets tied with jute or raffia, all of which can easily be composted. (For the full list of floral tributes permitted at the crematorium, please see page 12).

Only UK sourced, sustainable memorials will be permitted at the crematorium. Currently, 90% of all headstones erected in the UK use imported granite from either China or India, creating a huge carbon footprint of approximately 2,390 tonnes of CO₂ per year. Research has shown that if only UK sourced granite was used the carbon reduction would be 500%. In addition, by using stone sourced from UK quarries, this would protect jobs in that industry.

All these initiatives will help reduce the Carbon Footprint of funerals and make Huntingdon a better place to live, visit and work.

Chapel Information

The Chapel seats 100 on the ground floor with a further 20 seats on the mezzanine which can be accessed from either side of the chapel. Please be aware that the chapel does not have committal curtains or voiles.



Media Services

The chapel has media facilities such as music, webcasting and visual tribute supplied by Obitus.

Waiting room

The waiting room has a screen to display the service in the event of services with very large attendance (and an additional screen in the foyer) and plenty of standing space to accommodate mourners. There is also seating for families waiting for services to begin.

Viewing Room

There is a secure viewing room for supervised mourners or to provide an area for mourners with distressed children to view the service without disturbing the service. It can only be accessed via the chapel so please ensure that anyone needing to use the room arrives prior to the service starting. Please also inform the crematorium office prior to the day of the service if anyone is needing to use this room so that we can ensure that the room is available. Mourners with distressed children can either use the waiting room or the viewing room (providing it is unoccupied) during the service.

Chapel Attendant's Room

The chapel attendant's room can be accessed via a door in the hallway from the bearer's and officiant's rooms and is also accessible by a door from the chapel.

The bearer's room and vestry

These are to the left of the entrance to the chapel

Toilets

Toilets can be accessed via the waiting room.

Viewing the chapel

If you, or any of your families would like to view the chapel, please contact the Office to make an appointment.

Booking a cremation or burial

Huntingdon crematorium uses Plotbox which is a cemetery and crematorium software package to process all tasks associated with cremation, burial and memorials. Funeral directors can log into their own portal on Plotbox to provisionally book cremation dates.

The facility, diary, time, date and service type can be selected and once the booking is submitted, an email from the crematorium will be sent to confirm the booking.

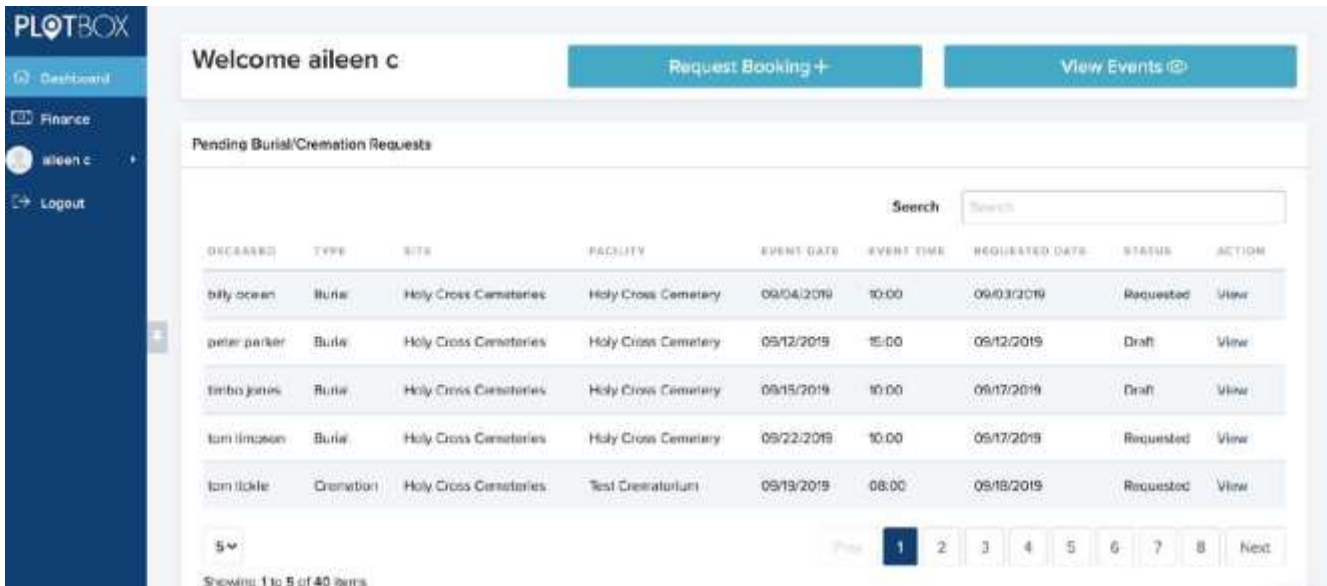
Paperwork can be submitted by logging onto the portal and selecting the required appointment. Paperwork can then be dragged and dropped into the documents section and crematorium staff will be able to access the documents immediately.

How to setup for first time use on the Plotbox portal

1. Access the link to the Plotbox portal <https://huntingdowntown.plotbox.io/login/>
2. Click on 'Would you like to sign up' link
3. You will then be asked to choose your appropriate role (Funeral Director or Memorial Mason)
4. Fill in contact and account details and submit
5. You will receive a receipt email and then a second email to tell you that your account is live once the Crematorium Administration team have enabled your account

How to request a booking

1. Log into the portal (you will then be taken to the screen shown below)
2. Click the Request booking button at the top of the screen (this will open your booking form)



The screenshot displays the Plotbox portal dashboard for user 'aileen c'. The interface includes a sidebar with navigation options: Dashboard, Finance, aileen c, and Logout. The main content area is titled 'Welcome aileen c' and features two buttons: 'Request Booking +' and 'View Events (0)'. Below this, there is a section for 'Pending Burial/Cremation Requests' with a search bar. A table lists five requests with columns for DECEASED, TYPE, SITE, FACILITY, EVENT DATE, EVENT TIME, REQUESTED DATE, STATUS, and ACTION. The requests are for Billy Ocean, Peter Parker, Timbo Jones, Tom Imeson, and Tom Ikkle. The table also includes a pagination control showing 'Showing 1 to 5 of 40 items' and a page number '1'.

DECEASED	TYPE	SITE	FACILITY	EVENT DATE	EVENT TIME	REQUESTED DATE	STATUS	ACTION
billy ocean	Burial	Holy Cross Cemeteries	Holy Cross Cemetery	09/04/2019	10:00	09/03/2019	Requested	View
peter parker	Burial	Holy Cross Cemeteries	Holy Cross Cemetery	09/12/2019	15:00	09/12/2019	Draft	View
timbo jones	Burial	Holy Cross Cemeteries	Holy Cross Cemetery	09/15/2019	10:00	09/17/2019	Draft	View
tom imeson	Burial	Holy Cross Cemeteries	Holy Cross Cemetery	09/22/2019	10:00	09/17/2019	Requested	View
tom ikkle	Cremation	Holy Cross Cemeteries	Test Crematorium	09/19/2019	08:00	09/19/2019	Requested	View

- Complete the Event Information form (shown below) by selecting the desired slot in the booking diary

Event information

Facility * Diary *

Event Type Is this a new grave?
Burial No - This is a re-opening Yes

See Available Times From Next 7 days > Please select a date and time *

Tue 28/07/2020	Wed 29/07/2020	Thu 30/07/2020	Fri 31/07/2020	Sat 01/08/2020	Sun 02/08/2020	Mon 03/08/2020
09:00 - 09:30	09:00 - 09:30	09:00 - 09:30	09:00 - 09:30	09:00 - 09:30	09:00 - 09:30	09:00 - 09:30
11:00 - 11:30	11:00 - 11:30	10:30 - 11:00	10:30 - 11:00	10:30 - 11:00	10:30 - 11:00	10:30 - 11:00
11:30 - 12:00	11:30 - 12:00	11:00 - 11:30	11:00 - 11:30	11:00 - 11:30	11:00 - 11:30	11:00 - 11:30
12:00 - 12:30	12:00 - 12:30	11:30 - 12:00	11:30 - 12:00	11:30 - 12:00	11:30 - 12:00	11:30 - 12:00
13:30 - 14:00	13:30 - 14:00	12:00 - 12:30	12:00 - 12:30	12:00 - 12:30	12:00 - 12:30	12:00 - 12:30
14:00 - 14:30	14:00 - 14:30	13:30 - 14:00	13:30 - 14:00	13:30 - 14:00	13:30 - 14:00	13:30 - 14:00

- Complete the deceased information form (place of death can be selected from the dropdown, or if a location is not available it can be added by clicking the New Location button (alternatively you can check the 'make same as deceased' checkbox to copy the address of the deceased into place of death.

- Complete the additional information form (this is a notes box where you can enter any other information that you want to convey in relation to the burial/deceased.

- Save the booking

- You will either get the message 'Your booking request has been made, keep up to date with it via your dashboard' if the booking is successful

Or

'This booking time is no longer available, please select another time' if the time slot was taken whilst you were filling out the form.

- Once you have submitted your request you will receive an acknowledgement email (this does not confirm your time slot—only that the crematorium has received it.

You will then receive another email once the crematorium administration team has saved your booking in their diary. Once the fully completed burial or cremation notification has been received, the burial will be confirmed by email.

Events that have been requested will display in a table on your dashboard called 'Requested Events'. These will only display here until they have been saved in the diary by the crematorium administration team. Once they are saved, they will move to the Events List. This can be accessed by clicking on the View Events button on the top right of the portal dashboard.

Submitting Burial/Cremation Paperwork

Paperwork can be submitted by email, post, in-person or through Plotbox once you have chosen the specific date and time.

Paperwork must be received at least 72 hours prior to date of the service.

Huntingdon Crematorium has a single form for the instructions for cremation and ashes form. This can be found in the Form Pack and is entitled HTC Prelim.

Huntingdon Crematorium Cremation 1 and Cremation 4 paperwork can also be found in the Form Pack.

When requesting a new booking, you can drag and drop (or upload) documents to the 'Documents' box on the 'Additional Information' section.

The screenshot shows the 'Request New Booking' form with a progress bar at the top indicating four steps: 1. EVENT INFORMATION, 2. DECEASED INFORMATION, 3. APPLICANT INFORMATION, and 4. ADDITIONAL INFORMATION. The 'Additional Information' section is active and contains a 'Notes' field with a placeholder 'Additional Notes' and a 'Documents' section with a dashed border and a 'Drag and drop files here to upload or [browse file](#)' instruction. Navigation buttons for 'Previous', 'Save', and 'Back' are visible.

You can also add paperwork to an existing booking (whether requested or confirmed) by accessing the booking in the portal and by choosing the 'Additional Information' tab. In this section, documents can be dragged and dropped (or uploaded) into the documents section at the bottom and the documents will be linked to the requested or existing booking.

The screenshot shows the 'Event - 268879' form with three tabs: 'Event Information', 'Deceased Information', and 'Applicant Information'. The 'Event Information' tab is active and displays the following data:

EVENT	Cremation
NAME	City of Belfast Crematorium
EVENT DATE	25/06/2025
EVENT TIME	10:00:00
END TIME	10:30:00
STATUS	Requested
EVENT TYPE	Cremation
BOOKED DATE	Confirmed

The 'Deceased Information' tab displays the following data:

NAME	Ryan
DATE OF BIRTH	19/04/2000
AGE AT DEATH	25
RELIGION	Buddhist
ADDRESS LINE 1	3
ADDRESS LINE 2	BRAN HILL
TOWN	GREYSTEELE
COUNTY	LONDONDERRY
POSTCODE	BT4

The 'Applicant Information' tab displays the following data:

NAME	Mary Bevin
RELATIONSHIP	Child
ADDRESS LINE 1	3
ADDRESS LINE 2	BRAN HILL
TOWN	GREYSTEELE
COUNTY	LONDONDERRY
POSTCODE	BT4 2DS

The 'Additional Information' section at the bottom contains a 'Documents' field with a dashed border and a 'Drag and drop files here to upload or [browse file](#)' instruction. Navigation buttons for 'Back' and 'Save' are visible.

Collecting Cremated Remains

Cremated Remains can be collected by funeral directors or ONE nominated person (this is usually the applicant but can be another nominated person, but we can only accept ONE named person to collect OR the funeral director to collect, not both.

The crematorium will take their instructions from the most recently dated, signed instruction form which must be signed by the applicant for the cremation. Any changes in instructions must be received in writing at least 24 hours prior to collection.

Funeral directors can collect cremated remains from the crematorium by ringing us prior to attending, to ensure that we have sufficient time to obtain the cremated remains from our secured storage and the necessary checks have taken place prior to release.

Applicants or nominated persons (other than the selected funeral director), **MUST** make an appointment with the office to collect and **MUST** bring photographic ID (such as a driving licence with photo or a passport) with them when they come to collect.

RTN Soil and Living Memorials

Huntingdon Crematorium is dedicated to the protection of the wildlife within our grounds and therefore our aim is to ensure our grounds have fertile, non-toxic soil. It is for that reason that all of the cremated remains that are laid to rest in Huntingdon Crematorium grounds will be mixed with a specially developed soil which is composed of an all-organic mixture made using 100% biodegradable material which blends with ashes to create a soil mixture which does not harm the environment in any way and is scientifically proven to support plant life. RTN soil creates a nourishing environment scientifically proven to support plant life.

Living Memorial option for collection of ashes

RTN soil can also be purchased as part of our Living memorial option in order for burial or scattering to take place in an alternative location to Huntingdon Crematorium Grounds.

Living Memorial is a simple to use memorial kit to use at home for scattering or burying in a safe and responsible manner. The home memorial plantings can be carried out either in the ground or a suitable planter, container or pot. The Living Memorial container is comprised of a functional, well-presented and fully recyclable cylinder in which your loved one's ashes are placed with RTN soil ready for scattering or burial. The soil is 100% organic and does not harm the environment in any way. It is suitable for use with multiple plants.

Families can choose to purchase a home memorial kit in which their loved one's cremated remains are returned to them, pre-mixed with the RTN soil by completing and submitting the Living Memorial Application form at the time of making arrangements for the funeral.

Media services

Media requirements for your service will be provided at Huntingdon Crematorium by Obitus

You can order your music, visual tribute and webcasting requirements by accessing <https://www.obitus.com/index.php?page=login>

Prices for each service are provided in the price list supplied in this information pack.

Obitus Submission Deadlines

Music - 3 working days before the service

Visual Tribute deadlines:

- Pro Tribute – 3 working days before the service
- Slideshow/Family Made/Halo Photo – **3** working days before the service.

Webcasts - must be booked at least **3** working days before the service

Watch Again post-service - can be booked within 14 days of service taking place.

Wakes and Functions

The Sapley Lodge

Huntingdon Crematorium has, within its grounds, a purpose built building, containing a fully equipped kitchen, toilets, and a large room which can be divided into two, to allow for functions such as funeral wakes and small burial services.

Any family members enquiring about wakes, please advise them to contact the crematorium office directly where a member of staff will be able to explain the available options.

If you wish to utilise the room for a small service followed by burial either within the grounds or elsewhere, please ring the offices directly to make a booking.

Please see the information leaflet included in the forms pack to see prices and menus for the Sapley Lodge

Flowers and Floral Tributes

Floral tributes and flowers should be simple and minimal.

We will **ALLOW** natural flowers tied with string or raffia, single stems or petals.

We will **ALLOW** mosses, woven wooden frames and bamboo without wire.

Everything must be compostable.

We will **NOT ALLOW** plastic moulds, frames, wires, netting, oasis, florist's foam or cellophane as these all have an impact on the environment.

Any floral tribute that does not comply with the regulations, if arriving with a funeral will need to be removed by the family or funeral director.

Floral tributes placed on a grave can remain for a maximum of **five** working days.

This is done to ensure that we can maintain the grounds to a high standard, in order for them to be a fitting tribute to those loved ones whose funerals have taken place.

The Council reserves the right to remove, without notice, any flowers, tributes that in its opinion have become unsightly due to changes in weather conditions.

Floral tributes should be made from seasonal, British grown growers which will lower the carbon footprint and also supports local growers and farmers.

Huntingdon crematorium grounds are home to an abundance of wildlife some of which may damage floral tributes and as such the Council cannot accept responsibility for tributes left displayed in any of its grounds.

At Christmas, any Christmas wreaths are left until the last Friday in January, when they are all removed, however, the Council reserves the right to remove, without notice, any floral tributes that in its opinion have become unsightly.

Florists who are willing and able to create wreaths, bouquets and tributes that are 100% biodegradable will be placed onto our website as a leading example of an approved florist, who will support the ethos of Huntingdon Town Council.

All floral tributes and wreaths left on site, will be disposed of using the eco composting machine and then any compost will then be used within the grounds or throughout the town where required.

Memorials at Huntingdon Crematorium

Across the UK, 90% of all headstones erected use imported granite from either China or India, creating a huge carbon footprint of approx. 2,390 tonnes of CO₂ per year. Research has shown that if only UK sourced granite was used the carbon reduction would be 500%. In addition, by using stone sourced from UK quarries, this would protect jobs in that industry. Therefore, we need to encourage the use of UK quarried stone for headstones and plaques.

The crematorium grounds are communal areas to be enjoyed by all visitors therefore personalisation of even small areas is not allowed.

No artificial flowers of any kind are permitted within the grounds.

The placing in the crematorium grounds of personalised memorabilia including artificial wreaths or flowers, glass shades, items of pottery, candles, glass jars, tins, plastic or wire mesh fences or any other items of wood, metal, plastic or any other material (this list is not exhaustive) is not permitted and any item placed in contravention of these regulations will be removed and disposed of by the Council without notice.

A range of memorials options will be available to be purchased in accordance with the regulations and the scale of fees and charges applicable to such purchase at that time.

Only memorials purchased directly from the Crematorium will be permitted into the gardens or dedicated area.

There will be a range of memorials that can be purchased for independent use at home or in person such as the "Living Memorial", soil compound for mixing with cremated remains and placing in a personal pot with plant of choice for the purchaser's own garden or a range of jewellery, glassware which utilises a small amount of cremated remains.

At the expiration of a lease of a memorial, the purchaser, and his/her heir or successors, may have the option to renew, subject to such restrictions and regulations in force at that time. Application for renewal of the memorial should be made before the expiry of the previous lease. The Council reserve the right to refuse pre-purchase.

The Council reserves the right to remove, without notice, from any areas, flowers, plants or wreaths that in its opinion have become unsightly and to dispose of the same in such a manner as deemed fit. The authority does not accept any responsibility for any items left in the grounds. Items are left entirely at your own risk.

Please contact the crematorium office for details of memorial options available.

Unauthorised memorials and other items will be removed by the Council, without notice.

Environmental Policy of Huntingdon crematorium and Cemeteries

Huntingdon Town Council is working towards a sustainable Huntingdon

Huntingdon Crematorium will be the first Council run crematorium in the UK operating green cremation where all the energy powering the super-efficient electric cremators will come from the green energy electric tariffs. This ensures an approximate 90% - 95% saving in carbon emissions with each cremation compared to conventional gas cremation.

A new depot and purpose-built glasshouse have also been constructed at the rear of the site, with the heat recovered from the cremator used to heat the greenhouse which will be used to propagate and grow plants for the town's flower beds and containers etc. Eco Composters will be used to compost the floral tributes, grass cuttings, hedge trimmings etc. to use on the flower beds, so all waste is reused as environmentally friendly as possible. The new depot will have solar panels installed to generate power to recharge the battery-operated mowers and trimmers.

We have also provided Electric Vehicle Charging Points to facilitate the use of electric hearses to promote a fully sustainable and environmentally friendly service. If clean renewable energy is generated onsite, through solar panels or wind turbines, then the green credentials can be enhanced further.

Our crematorium will operate within the guiding principles of an operating licence issued by Huntingdon District Council's licencing authority. This license states good practice guidance to help minimise the environmental impacts of the cremation process.

These proactive steps will help the town in reducing its carbon footprint, but there is more which can be done to move this forward.....

Coffin Construction

The majority of coffins used by Funeral Directors are made of veneered faced chipboard or MDF. The construction of these products involves the use of formaldehyde and other resins to bind the materials together. In turn these then enter the water source and water table. At Huntingdon Crematorium we will be urging funeral directors to not use mdf/veneer faced chipboard coffins and we will be monitoring the emissions carefully from any of these coffins that are cremated with us.

The coffin must be certified suitable for cremation in accordance with the Funeral Furnishing Manufacturers Association (FFMA) or the Coffin, Casket and Shroud Association (CCSA).

Contents of coffin

In order to minimise the release of pollutants to air; it is recommended that clothing should be of natural fibres, such as cotton, linen and wool whereas shoes or any material manufactured from PVC should not be included. Additional items, particularly of glass or plastic must not be placed in the coffin due to particulate emissions during combustion within the cremation process. No other cremated remains (human or pet) should be placed within the coffin.

New cemetery and natural burial ground

The new cemetery located within the grounds of the Crematorium, will provide approximately 2,000 additional burial plots and a natural burial ground. It is expected that burials will be able to take place in the new cemetery in Spring 2022

There will be:

- a dedicated Children's section which will allow for full body burials together with cremated remains ensuring that all children remain together.
- a dedicated section for the Muslim community of Huntingdon and surrounding villages
- a natural burial ground together with a dedicated area for cremated remains.



Existing cemeteries

As the local Burial Authority, Huntingdon Town Council is responsible for and manages/maintains the cemeteries in Priory Road and Primrose Lane, along with the closed churchyards across the town.

Priory Road Cemetery

This Cemetery was first established in the 1850s and was originally laid out by Robert Hutchinson, a well-known Architect at the time. It is dominated by a Victorian Chapel, which is still available for use in connection with local internments. This Cemetery is both the old 'traditional' type, which contains memorials of all shapes, sizes and conditions. There is also an area set aside for 'lawn' burials, where the memorials comprise solely of a headstone. There are no burial plots available at this time.

Primrose Lane Cemetery

This Cemetery is a Lawn Cemetery, which was established in November 1982 and allows only for memorial of the simple headstone type. There is an area for interment of cremated remains in respect of which memorial tablets may either be set flush with the ground or mounted on a memorial wall. There is also a children's section in this Cemetery (for up to age 12), where a little more flexibility is allowed in the type of memorial erected.

North Street Cemetery

This Cemetery was opened in January 1997 and is also a Lawn Cemetery where only headstone memorials are permitted.

To make arrangements for a burial, please contact the Huntingdon Crematorium and Cemeteries Office.

Contact details

Huntingdon Crematorium and Cemetery

Sapley Road,

Kings Ripton,

Huntingdon,

PE28 2NX

01480 410388

Huntingdon.crematorium@huntingdowntown.gov.uk