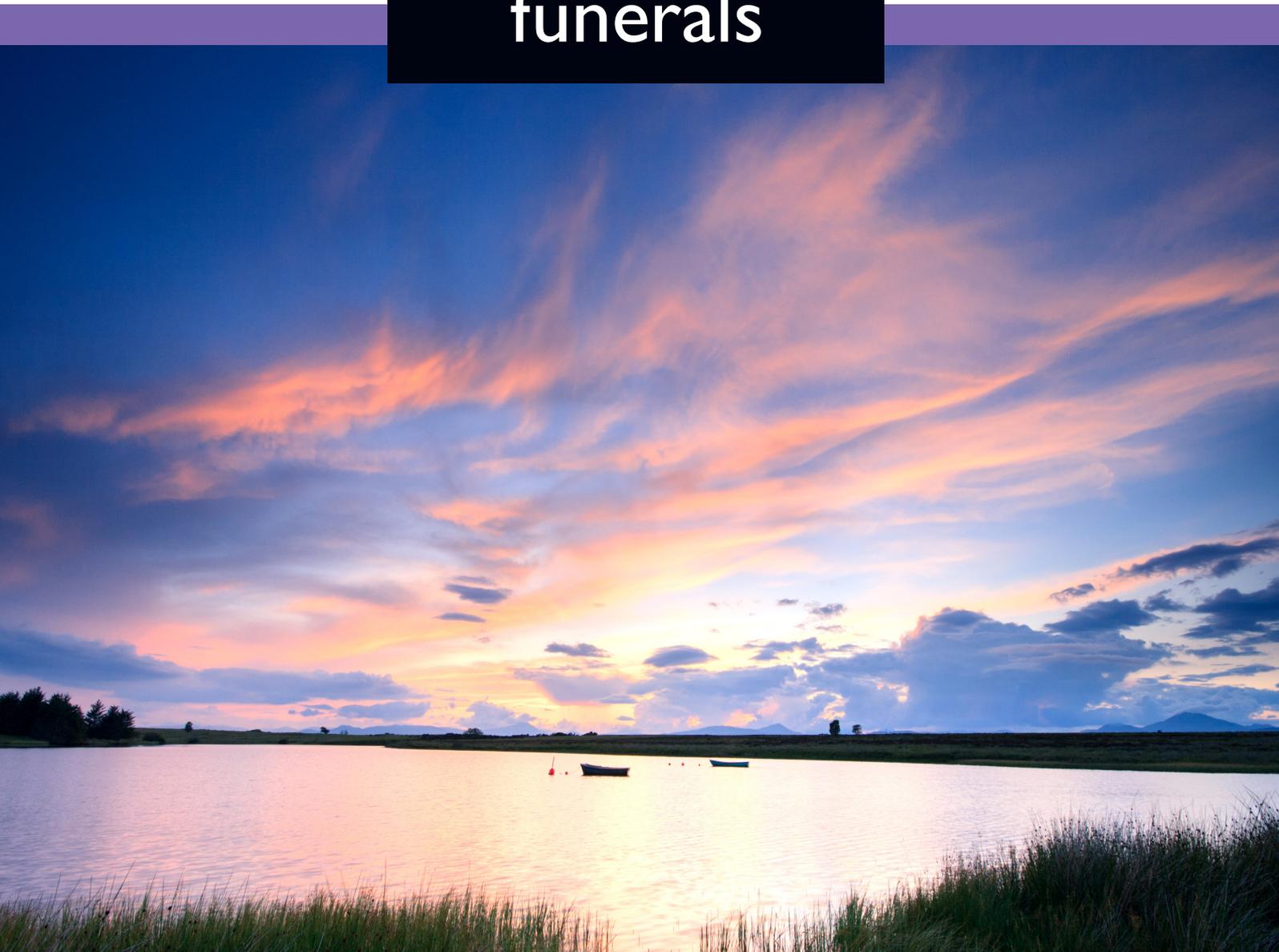


Est. 1927

Scotmid

co-operative
funerals



Your guide to
arranging a funeral

Scotmid Funeral Directors

At Scotmid Funeral Directors, we have been taking care of every aspect of funeral arrangements since 1927. We are part of the Scottish Midland Co-operative Society. The co-operative movement's principles are our foundation, caring for others and concern for the local community are at the heart of everything that we do.

We have our own service rooms, viewing rooms, a fleet of Mercedes vehicles, funeral hearses and limousines. We can arrange floral tributes and catering. We also have our own in-house memorial stone masons.

However, our most important attribute is staff who care. Rest assured we offer not just a professional service but a sensitive and sympathetic one.

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For more information about arranging a funeral please contact your local funeral home direct:

1 Forrester Park Drive, Edinburgh EH12 9AY.....	0131 334 7308
78-79 Angle Park Terrace, Edinburgh EH11 2JP.....	0131 346 3140
88 Fountainbridge, Edinburgh EH3 9QA.....	0131 229 7789
143 Liberton Brae, Edinburgh EH16 6LD.....	0131 664 3855
152 Duke Street, Leith, Edinburgh EH6 8HR.....	0131 555 5550
143 Boswall Parkway, Edinburgh EH5 2LY.....	0131 551 5111
60 High Street, Portobello EH15 1DA.....	0131 669 7401
16 John Street, Penicuik EH26 8AB.....	01968 679 474
4 Stuart Street, East Kilbride G74 4NG.....	01355 200 555
141 Main Street, Uddingston G71 4EN.....	01698 535 111
6 Portland Place, Hamilton ML3 7JU.....	01698 534 333

What to do when someone dies

When someone passes on most people are unsure of who should be contacted and when. There are certain procedures that should be followed depending on where the person died.

When someone dies at home

When someone dies at home, the first person to contact should be the family GP who will normally call at the home and once satisfied with the cause of death, will issue a Death Certificate. In some cases, you may be asked to call at the surgery to collect the certificate.

When someone dies suddenly

In some cases, a report may have to go to the Procurator Fiscal. There are many reasons for this. It may be, for example that the family GP has not seen the deceased within a reasonable time prior to death. In some cases the Police may be involved but we stress there is no need to worry as this is purely a formality, usually associated with sudden deaths.

When someone dies in hospital or a nursing home

When someone dies in hospital or a nursing home, you will usually be dealing with the sister or sister in charge. They will have made the necessary arrangements for the doctor to issue the Medical Certificate of Cause of Death and will let you know when it will be available. If you have decided that the funeral is to be by cremation, you should let the hospital or home know this, as additional papers have to be prepared by the doctors and letting them know will save possible delays later.

Contact your Funeral Director

You should then contact your Funeral Director who will ask for information regarding yourself, the deceased and the place of death. It is not essential that you have the Medical Certificate of Cause of Death before making contact.

Whatever the circumstances we will care for your loved one with respect and dignity in our Funeral Home until the time of the funeral. You may wish to pay your last respects to your loved one, privately and peacefully while they are with us. In truth, one of the first people you should contact is a Funeral Director as they exist purely to make life easier for you.

Contact the Registrar

Once you have received the Medical Certificate of Cause of Death the death has to be registered. It is the duty of a relative of the deceased to inform the Registrar of a death, just as it is with a birth. Registration should take place prior to the funeral and cremation cannot proceed until the death is registered. There is more information about registering the death on the next page.

Organisations to contact

When you register the death you will receive the Death Certificate, you may need several copies of this as there are various companies and organisations to be informed. One of the first organisations to contact should be the deceased's firm of solicitors to establish if a last will and testament exists and is in their care. Other organisations who should be contacted are listed below:

Banks and/or Building Societies | Home insurance | Electricity | Hire Purchase | TV License | Pensions | Pre-Booked Holidays | Library books to be returned | Life Assurance and/or Insurance | Car Insurance | Gas | Rental Companies | Road Tax | Inland Revenue | Voluntary Services | Medical Equipment on loan | Credit Card or Shop Card | Driving Licence | Telephone | Club Membership | Passport | Post Office | Council Tax | Dentist | Premium Bonds | Council Housing Department

These are the main organisations you should advise, but this list is by no means comprehensive and you will not require a copy of the Death Certificate for each one. What normally happens is that you will find yourself posting one copy to one organisation and one to another and operating a rota system with the copies you eventually have.

Notify Friends & Colleagues

It is also likely that you will wish to notify friends and colleagues of the deceased through the columns of newspapers. We can see to this on your behalf with notices in local, national or international publications if required.

Registering the death

Registration should always take place prior to the funeral. A relative of the deceased usually registers the death. If no relative is available then the duty may be performed by any person present at the death, the occupier of the premises where the death took place, or the person who is accepting responsibility for arranging the funeral. It may be necessary to arrange an appointment with the Registrar.

What does the Registrar need to know?

The Registrar will require the following information about the deceased:

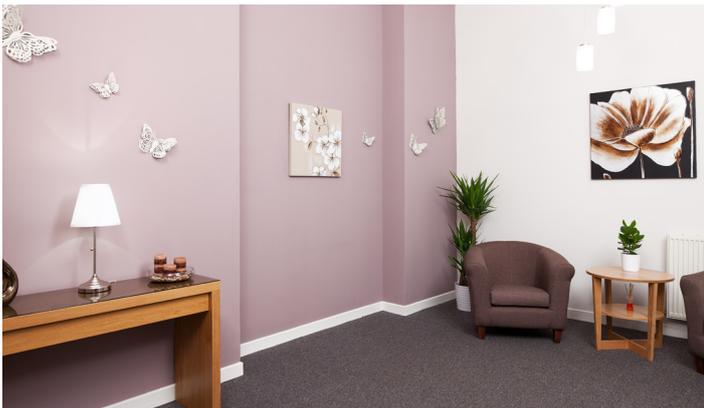
- The date and place of their death
- Their full name
- The date and place of their birth
- Their occupation
- Their home address
- If they were in receipt of a pension or allowance from public funds
- If married, the date of birth of the surviving spouse

The registrar will also require the following documents:

- The Medical Certificate of Cause of Death
- The deceased's National Health Service medical card (if applicable)
- The deceased's Birth Certificate
- The deceased's Marriage Certificate

The Registrar will issue a white certificate of registration of death which is required by us prior to the funeral taking place.

If the death has been referred to the Procurator Fiscal, the registration process may vary – we will advise you accordingly.



Registrar's contact details

Central Edinburgh

Lothian Chambers, 59-63 George IV Bridge, EH1 1RN
0131 529 2600 registrars.lothian@edinburgh.gov.uk
Monday-Friday 9am-4.30pm Saturday by appointment only

East Edinburgh

30 Ferry Road, Leith, Edinburgh EH6 4AE
0131 529 5520 registrars.leith@edinburgh.gov.uk
Monday-Friday 9am-4.30pm

South Queensferry

53 High Street, South Queensferry EH30 9HP
0131 331 1590 margaret.kenny@edinburgh.gov.uk
Monday-Thursday 9.30am-12.30pm 2.30pm-4.30pm
Friday 9am-12.30pm 2.30pm-3.15pm

Kirkliston

16 Station Road, Kirkliston EH29 9BE
0131 529 6920
Monday-Thursday 9.30am-12.30pm 2.30pm-4.30pm
Friday 9am-12.30pm 2.30pm-3.15pm
An appointment system operates at this office

Dalkeith

2-4 Buccleuch Street, Dalkeith EH22 1HA
0131 271 3281 dkregistrar@midlothian.gov.uk
An appointment system operates at this office

Bellshill Registration Office

20/22 Motherwell Road, Bellshill ML4 1RB
Tel: 01698 346780
Email: registrars-bellshill@northlan.gov.uk
Opening hours: Mon 9am - 5 pm, Tues - Fri 9am - 4 pm (12:30 - 1:30 pm closed for lunch)

East Kilbride Registry Office

Civic Centre (Q&A), Andrew Street, East Kilbride G74 1AB
Tel: 08457 406 080
Email: licensing@southlanarkshire.gov.uk

Opening hours: Mon, Tues and Thurs 8:45am - 4:45pm,
Wed 11:30am - 4:45pm, Fri 8:45am - 4:15pm

Hamilton Registration Office

Hamilton Town House, 102 Cadzow Street, Hamilton ML3 6HH
Tel: 08457 406 080

Email: licensing@southlanarkshire.gov.uk

Opening hours: Mon, Tues & Thurs 8:45am - 4:30pm
Wed 11am - 4:30pm, Fri 8:45am - 4pm, Sat 9am - 12:30pm

Before the funeral

Who will make the funeral arrangements?

The person who makes the arrangements must be able to give instructions and make decisions regarding the funeral details. This person will also be responsible for arranging payment for the funeral.

What we can offer

We will take care of practical arrangements, advising you of the options and choices for the funeral and seeing that arrangements are made in accordance with your wishes and those of the person who has died.

We will assist you in the completion of all documentation and make all necessary arrangements with officiating clergy, cemeteries or crematoria, as required. You will receive confirmation of all the arrangements together with a detailed estimate of the costs.

You may make funeral arrangements at your home, our funeral home or another location, such as a Solicitor's office or friend's home.

You will need to make early decisions about:

- Whether the funeral will be a burial or a cremation
- Where it will take place (church, cremation chapel, cemetery chapel, graveside, elsewhere)

We will then liaise with the necessary parties to agree a day, date and time for the service, to meet your requirements.

We will also need to know:

- The full name, address and age of the deceased
- The location where the deceased is resting
- The name and contact details of the doctor of the deceased
- Whether a Medical Certificate of Cause of Death has been issued
- Whether the funeral will be a religious or non-religious (humanist) ceremony

We have experience in arranging funerals across all religions and cultures and in organising humanist services.

The choice between burial or cremation is a very personal one and may be influenced by many factors, such as family tradition, religion or the wishes of the person who has died.

Burial

The most common form of burial is in a churchyard or cemetery. Subject to local regulations and availability, you normally have the choice between using a new or existing lair.

Existing lairs

If a lair is already in existence we will need the deeds of the lair or some documents relating to the grave. We will help you if you do not have the deeds. We will need to check that there is room for further burials.

New graves

When purchasing a new lair, some authorities may allow you to reserve or purchase lair space next to the one to be used.

Burial fees

There may be fees for:

- purchasing a new lair
- opening or digging the lair
- removal & replacement of existing memorials

We will advise you on the local charges accordingly.

Alternative burials

There are alternatives to burial in a churchyard or cemetery, such as burial in a vault, burial at sea and woodland burials.

Repatriation

If the funeral is to take place abroad, we can make all the necessary arrangements for you.

Cremation

Full service or committal service?

All crematoria incorporate a service chapel, however you may wish to hold a service in church or another location before the service in the crematorium chapel. Whatever you decide we can take care of the arrangements for you.

Your choices

There are many different ways a funeral can celebrate the individuality of the person who has died. We will spend time discussing all the options available for personalising the funeral, to create a unique commemoration.

The selection of a coffin or casket

We supply a wide range of coffins and caskets, from the simple to the elaborate, suitable for burial or cremation. We recognise that for some people choosing a coffin may be distressing, however we are on hand to deal with any questions or queries that you may have, to help you make the choice.

Making it special

Many people take great comfort from placing personal items, for example photographs or letters, in the coffin with the deceased. We place no restrictions on what may be placed in a coffin whilst the deceased is in our care. However, there are restrictions placed by crematoria, for example, metal or glass objects. Where appropriate, we will give advice.

Dressing the deceased

It may be your wish that the deceased be dressed in their own clothing and this is normally acceptable. However in some circumstances, particularly where cremation will take place, we are bound to comply with regulations which restrict certain materials. If you are considering providing clothing for the deceased, please seek our advice.

Carrying the coffin

We will always supply bearers, alternatively, bearers may be relatives, friends or colleagues of the person who has died.

Visiting the deceased

The decision of whether to visit the deceased is a personal one. We cannot advise you about your preference, but many people take comfort from seeing the deceased at rest.

Viewing rooms are available at our funeral homes or you may wish to have the deceased at home. We will be pleased to discuss arrangements with you.

In the viewing room, you may like to display a photograph or a small selection of possessions or keepsakes that depict a hobby or pastime of the deceased. Many families have said this helped to make this aspect of the funeral more personal to them.

Transport

You will need to consider the following:

- Whether you would prefer a motor or horse-drawn hearse. An additional hearse may also be required to carry the flowers
- How many limousines will be needed (they can carry six people)
- Where the cortege will leave from
- Will it take a special route
- Where will you return to
- Will you require wheelchair access



Music

Many people ask for specific pieces of music to be played during the service. This is an opportunity to add a personal touch. The music chosen can usually be anything from traditional organ music to music on a tape or CD supplied by you. Alternatively, you may like to have a musician playing at the service. Depending on the location of the service, there may be certain restrictions.

We will be happy to give you advice on this. For a list of suggested hymns visit www.hymnal.net

Eulogy

A friend or relative may wish to say a few words during the service about the person who has died – this is called a eulogy. You can prepare this yourself, or you may prefer a favourite poem or other reading.

Death notices

The death notice is an opportunity not only to publicly announce the death and funeral details, but can also be used to pay tribute to the deceased, for example, by including a verse. Additionally, details of where any donations or flowers can be sent may be included.

A death notice can normally be placed in a local or national newspaper. Additionally, you may wish to place a notice in an alternative local newspaper if the deceased lived in another town or city at some time. We will be happy to create and arrange the death notices for you.

Flowers

Flowers are a simple and beautiful way to create a personal tribute. We can help you to choose your flowers and give advice on special orders. A brochure is available to help you decide.

Following the funeral you may decide that suitable floral tributes could be used to benefit others, such as a hospital, nursing home or another organisation (subject to them wishing to receive them). We will be happy to arrange this for you.

The floral tribute cards can be saved and collected for you, if you would like us to do so.

Donations

Many bereaved families wish to restrict the sending of floral tributes to immediate family members only and request that, as an alternative, donations are made to a charity or other organisation.

Catering

You may wish to offer guests refreshments after the funeral. You will need to decide:

- the number of guests
- who will provide the catering
- where it will be held
- what type of food and drink will be served

Once these decisions have been made, we will be happy to make the arrangements for you.

Service Stationery

Many people choose to have an order of service printed for the funeral.

We will be happy to advise on layout and content and have these produced for you.



The cost of the funeral

When you have made your choices we will give you an estimate of the cost. If, at this stage, you would like to change anything we will help you do this. Any changes you make may affect the cost of the funeral. If you have concerns about payment at this stage, it is important that you raise this prior to signing the estimate so that other options can be explored. If informed, our staff will be able to provide positive advice and we regard it as part of our duty towards our clients to ensure that they are not exposed to debts they are unable to manage.

The cost of the funeral is made up of the following:

- Professional fees - including appropriate advice and support, liaison with third parties and personnel required to arrange the funeral
- Caring for the deceased - bringing the deceased into our care, preparation and presentation of the deceased, including the use of a viewing room
- Mercedes Hearse
- The coffin or casket
- Additional charges such as limousines, additional mileage and cremation casket
- Payments made on your behalf, known as disbursements. e.g. doctor's fee, minister's fee, cremation fee etc

If you require other services and need advice please don't hesitate to ask.

We will give you a call before the funeral to confirm all the details and answer any final questions that you may have. However, please do not hesitate to contact us at any time should you need assistance.

Questionnaire

Whilst we appreciate that the first few weeks after the funeral are a particularly difficult time, we are constantly striving to improve the level of service we provide. We will therefore send you a questionnaire and if you feel you can, we would appreciate your comments.

Discounts

A £100 discount off the Funeral Director's charges is offered to Society Members.

Paying for the funeral

You will receive your invoice in the week following the funeral. Our standard payment terms are 28 days from the date of the invoice. If there is any part of the invoice you do not understand or agree with please contact us.

The invoice may be paid in person at any of our funeral homes, or by post. You can pay by cash, cheque or debit or credit cards. If you wish the invoice to be referred to a solicitor, please advise us as soon as possible so that we may forward any future correspondence to them.

Meeting the costs

If you think you cannot meet the costs of the funeral, you should discuss this with us at the earliest opportunity. We have information on who may be eligible for the Social Fund and how to make a claim. Payment can only be authorised by the Department for Work and Pensions who will also decide the amount of payment. If you do not qualify for payment we may be able to advise on other forms of assistance. Please remember that you are personally liable for any amount in excess of the agreed payment by the D.W.P. For more information on this go to the following link: <https://www.gov.uk/browse/births-deaths-marriages/death>