

ABOUT US

Founded in 1932 by the late James Turnbull Cockburn, the company was one of thirteen Independent Funeral Directors in the Historical Burgh of Govan. Today we are the only Independent Family Owned Funeral Directors still operating in this area.

James Cockburn continued to work in the business up until his retirement in 1974. In 1972 he was joined by his nephew, Jim Henshelwood, who took over the running of the business when James retired. During the late 1970's and 1980's the business continued to grow with the original premises completely renovated and expanded in 1984. Now in the third generation of the family, Jim was joined by his son Gavin in 2000, who since Jim's retirement in 2012 has taken full responsibility for the business.

All of our experienced funeral directors are fully qualified holders of the British Institute of Funeral Directors Diploma in Funeral Directing, and are ably assisted by a small but dedicated staff.

We are proud to be members of the Society of Allied and Independent Funeral Directors (SAIF), National Association of Funeral Directors (NAFD), and British Institute of Embalmers (BIE). As such we are bound to operate under strict Codes of Practice which we regard as a symbol of providing a professional caring service.

FACILITIES AND SERVICES

Our comfortable modern funeral home in Govan is designed to allow clients to meet with the funeral director to discuss funeral arrangements for their loved one in complete privacy within one of our private arrangement rooms and coffin selection room. We also offer a private rest room for families and friends to pay their last respects, and a service room seating up to fifty people where the funeral service or small family gatherings can be held. The service room is equipped with an organ and facilities for pre-recorded music to be played. Our premises are fully accessible to the disabled and served by a large open plan reception area allowing families and friends to meet prior to the funeral. Our facilities have been continually updated and renewed over the years enabling us to provide a service today which is second to none.

At a separate local location we have state of the art mortuary facilities ensuring that your loved one can be prepared and cared for in the appropriate manner up until the time of the funeral.



Golden Charter
Funeral Plans 



REGISTRATION OF THE DEATH

Registering the death is the one thing which the funeral director is unable to do for you and in Scotland it is a legal requirement that this is done within eight days of death. In all circumstances the death must be registered before the funeral can take place.

When a death occurs in Scotland, the certifying doctor will issue a Medical Certificate of Cause of Death (MCCD). In cases of a sudden death, this certificate may be issued by a police surgeon – in such cases this may mean a longer wait for the certificate as the police surgeon has to wait for authority from the procurator fiscal to issue the certificate.

Where can I register the death?

The death can be registered at any registrars' office in Scotland. Please see overleaf for a list of local offices.

What documents are required to register the death?

- *Medical Certificate of Cause of Death (MCCD)*
- *Birth Certificate*
- *Marriage Certificate (if married)*
- *NHS Medical Card (if available)*
- *Other documents such as divorce papers, change of name by deed pole, etc.*

If you are unable to provide these documents this will not necessarily hold up proceedings provided that you are able to provide the details that they contain to the registrar.

Medical Review

A random selection of death certificates will be selected for review through the registration system. These reviews are designed to check the quality and accuracy of certificates and to improve how this information is recorded. Reviews will be conducted by a team of medical reviewers, all of whom are experienced doctors. Deaths which are reported to the Procurator Fiscal will not be included in those selected for review.

If the death you are registering is selected for review you may not immediately be able to complete the death registration. The registrar will explain the review process and timescales, and will contact you when the review is complete, however for reference, there are two categories of review. Level 1 reviews should normally be completed within one working day and Level 2 reviews within three working days. Around 10% of all deaths will be examined through a Level 1 review. An additional small number of MCCDs will be examined through a Level 2 review.

Initial funeral arrangements can still be made while the review is underway, however, the funeral itself cannot take place until the review is completed and a Certificate of Registration of Death (Form 14) is produced. This can be collected from the registrar, or sent to you or the person arranging the funeral to allow the funeral to go ahead. If you need the funeral to go ahead quickly, in special circumstances you may be granted advance registration. If relevant, the registrar will explain this procedure. Please note, certain burial and cremation authorities will not accept a booking until the death registration and any review is complete.

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What documentation will be provided by the registrar?

The registrar will retain the Death Certificate (MCCD) and give all the other paperwork back to the person registering the death. They will also provide the following:

- *Form 14 – must be given to the funeral director as soon as possible to be passed on to the cremation or burial authority.*
- *Form BD8 – Is sent or handed in to DWP or local Job Centre Plus to notify them of the death – this form cancels the state pension and any other benefits the deceased may have been in receipt of. The details on the back of the form must be completed before sending it off.*
- *Abbreviated copy of death certificate – may be accepted by some banks, insurances, pension companies, etc. as notification of death.*

The registrar will also ask if Extract Copies of the Entry in the Register of Deaths are required. These copies currently cost £10.00 each if purchased at the time of registration, and are required by most banks and building societies, insurance companies, and pension companies to wind up the deceased's estate. It is usually advisable to obtain at least one or two copies of this.

LOCAL REGISTRARS OFFICES

Glasgow	Service Desk 45 John Street Glasgow G1 1JE Tel: 0141 287 7658	Mon - Fri 8.30am – 5.00pm Appointment Preferable
Renfrew	Renfrew Town Hall Renfrew Cross Renfrew PA4 8PF Tel: 0141 618 4904	Mon – Fri 10.00am – 1.30pm Appointment Preferable
Paisley	Customer Service Centre Renfrewshire House Cotton Street Paisley PA1 1TR Tel: 0300 3000 310	Mon – Fri 8.00am – 6.00pm Appointment Required
Giffnock	Council Headquarters Eastwood Park Rouken Glen Road G46 6UG Tel: 0141 577 3000	Mon – Thur 9.00am – 4.15pm Fri 9.00am – 3.30pm Appointment Preferable

ASSISTANCE WITH FUNERAL EXPENSES

A Funeral Payment from the DWP is intended to help you pay for a funeral if you are on a low income, and you are the person responsible for arranging the funeral.

Who can get a Funeral Payment?

The person who has died must have been ordinarily resident in the UK at the date of death and the funeral must normally take place in the UK.

You are eligible for a Funeral Payment if it is reasonable for you or your partner to take responsibility for the funeral costs and you are in receipt of any of the following:

- *Income Support*
- *Income-based Jobseeker's Allowance*
- *Pension Credit*
- *Housing Benefit*
- *Council Tax Benefit*
- *Working Tax Credit where a disability or severe disability element is included in the award*
- *Child Tax Credit at a rate higher than the family element*

Who should claim?

You should claim if you are the surviving partner of the deceased. If there is no surviving partner and the deceased is not a child for whom you were receiving Child Benefit, you should claim if you are a parent, son, daughter, close relative or close friend of the person who has died. No payment will be awarded if there is a parent, son or daughter (other than yourself) of the person who has died who has not been awarded one of the qualifying benefits mentioned above. Where you claim as a parent, son, daughter, close relative or close friend, the DWP will also decide whether it was reasonable for you to have accepted responsibility for the funeral expenses. This is done by considering the nature and extent of your contact with the person who has died and whether there is any other person who had equally close or closer contact with the deceased.

What does the Funeral Payment cover?

A Funeral Payment will contribute towards the costs of a simple, respectful, low-cost funeral. This includes:

- *the cost of documentation needed for the immediate release of assets of the deceased*
- *when it is necessary to move the body over 50 miles within the UK to the funeral director's premises or place of rest, the reasonable cost of that part of the journey which is over 50 miles*
- *where the return journey to the funeral is necessarily over 50 miles, the reasonable cost of that part of the return journey that is over 50 miles for the transport of the coffin and bearers, plus one additional vehicle*
- *the necessary cost of a return journey for you, either to arrange the funeral or go to the funeral*
- *a contribution of up to £700 for any other funeral expenses (eg. towards funeral directors fees)*

and also.....

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For burials:

- *the cost of a new burial plot with an exclusive right of burial or the cost of reopening an existing grave.*
- *the fees charged by the authority responsible for cemeteries in the area where the burial takes place.*

For cremations:

- *the fees charged by the authority responsible for the cremation*
- *the cost of removal of an active implanted medical device (eg, a pacemaker)*

Our funeral directors will be happy to advise you on making an application for assistance with funeral expenses to the DWP and assist you with the application form for doing so.

Budgeting Loans

If you're on a low income and need further help with funeral costs, you may be able to get an interest-free Budgeting Loan from the Social Fund that you pay back.

You may be able to get a Budgeting Loan if you or your partner have been claiming or getting payment of one of the following benefits for at least 26 weeks:

- *Income Support*
- *Income related employment and support allowance*
- *Income based jobseekers allowance*
- *Pension Credit*

The smallest amount that can be borrowed for a single Budgeting Loan is £100. The most Jobcentre Plus can pay you at one time will depend upon your status and whether or not you already owe money to the Social Fund, are able to pay the loan back, and have any savings over £1000 (or £2000 if you or your partner are over 60). The total amount of all Social Fund debt that can be borrowed by way of a Budgeting Loan cannot be any more than £1,500.

Your repayments, which are worked out at the time your loan is agreed, are usually automatically taken out of your benefit. You normally have to repay a Budgeting Loan within two years. The repayments are interest-free which means you only pay back what you borrowed and no more.

A Budgeting Loan award does not count as income and will not affect other benefit you're getting.

Further information and advice on assistance with these and other benefits can be had from your local Job Centre Plus.

FUNERAL OPTIONS

Funeral arrangements can be a very complex procedure which many of us have never encountered before. There are no “rights” or “wrongs” when it comes to making funeral arrangements – every funeral is a very personal occasion which can be unique to form a dignified and fitting tribute to the deceased. There are a great many decisions to be made at the point of making the arrangements; some of the most common ones are listed below.

In all cases clients will be provided with a written estimate of the costs of the funeral and confirmation of the arrangements. Clients will be asked to make a payment towards the account before the funeral takes place to help cover payments that we have to make on your behalf, and also any additional services that we may be providing. A discount on our fees may be offered if the full cost of the funeral is settled prior to the funeral taking place.

Burial or Cremation?

In the case of burial, if a client already has a family lair in a cemetery it may be possible to use this if there is sufficient space. Every lair will have a set of “Title Deeds” containing details of the lair and its owner; it is considerably easier to check for space in a lair if these are to hand. If the family does not already own a lair it is possible to purchase a new lair, normally with space for up to three interments, at a variety of cemeteries. Please note that the purchase and opening of a lair can be very expensive and some cemeteries charge a surcharge depending on where the deceased and the lair purchaser/owner stay. As a general rule, in Glasgow and the surrounding area, burial tends to be a more expensive option than cremation.

For cremation, the funeral director will assist in completing the statutory application form and any other paperwork required which is specific to the individual crematorium, and will ensure that it is submitted to the crematorium authority in time for the funeral taking place. The client will be asked at the time of making the funeral arrangements what has to happen after the funeral to the cremated remains. These can be scattered in the gardens at the crematorium or be retained to do something more personal with them.

Religious or Non-Religious?

Every individual has their own beliefs and we can cater for all requirements irrespective of this. The funeral ceremony can be conducted by the deceased’s own parish minister, priest, or religious leader; or if this is not in keeping with the wishes of the deceased, it is possible for a non-religious ceremony either conducted by a friend or family member, or by a member of an organisation such as the Humanist Society of Scotland. No matter who is leading the ceremony, it is important that the person arranging the funeral meets with them beforehand to discuss the format the ceremony will take. This may include music to be played, and this should also be discussed with the funeral director to ensure that adequate provision for this is made.

Vehicles

We operate a main fleet of Jaguar XJ Hearse and matching Limousines. Each of these vehicles is finished in black with a luxurious air-conditioned leather interior. The hearse has ample space for displaying large floral tributes alongside the coffin, while each of the limousines can easily seat seven adults in comfort and is easily accessible by the disabled and wheelchair users. Each vehicle is driven by an experienced chauffeur who will ensure your comfort and needs are met on the day of the funeral.

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It is possible for us to meet more unusual requests for vehicles including different coloured or types of vehicle, such as a horse drawn hearse or motorcycle hearse – these requests usually require more time for planning and should be discussed with the funeral director as early as possible.

All of our vehicles are available for hire for weddings and other events when not required for funeral work.

Coffin and Casket Selection

We offer a range of high quality coffins and caskets suitable for both burial and cremation which are displayed in our showroom. Ranging from our standard veneered oak coffin to solid wood coffins and caskets, American and Italian style caskets, or “eco” coffins, the range is endless. We will be happy to discuss any more unusual ideas you may have. The interior of all our coffins are suitably lined and finished depending on the coffin chosen, and provided with a simple shroud for the deceased. If desirable, the deceased can be dressed in their own clothes – our funeral director can advise you on what is permitted.

Intimations

Many people choose to place a death notice and notice of the funeral arrangements into a local newspaper and online. We are happy to do this for you and our funeral directors can help you compose suitable wording for it. The cost of publishing a death notice can vary greatly between newspapers and the funeral director will be able to provide you with guidance on this.

Floral Tributes

To many people, providing a floral tribute is a very important part of the funeral. We work closely with a local florist and are happy to arrange your choice of floral tributes with her; alternatively you can meet with her personally or arrange with your own choice of florist for tributes to be delivered to us prior to the funeral. Please remember that in the case of cremation, we are restricted to the number and size of floral tributes that can be taken into the crematorium.

Catering

Traditionally families invite mourners to join them after the funeral ceremony for a buffet or meal, and refreshments at a local hotel, pub, or private club. In the case of hotels and pubs we are happy to make arrangements for you, although when a bowling, golf, or other private club is the choice; it is often more convenient for the family to arrange themselves through their own contacts in the club. In all cases it is advisable to book quickly once the funeral time is known as most venues tend to fill up quickly.

Memorials

We work closely with a local craftsman who can manufacture and erect a lasting memorial of your choice in any cemetery. We can also arrange for additional inscriptions to be added to existing stones and for any maintenance work that may be required. Please discuss your requirements with our funeral director who will be happy to get a quote for your requirements.

We will be happy to provide you with a brochure of the options available.

PREPAID FUNERAL PLANNING

A prepaid funeral plan gives you the peace of mind that when the time comes for your funeral to take place, your loved ones will not have the additional burden of arranging and paying for your funeral – all the arrangements are specified by yourself and the funeral plan is specifically tailored to suit your own exact requirements.

We, along with Golden Charter – the UK's leading funeral plan provider, are pleased to recommend "Independent Way" funeral plans - and guarantee that all of the charges within our control will be covered by the plan, and never in the future will you or your family be asked to pay a penny more towards them. The funeral plan can be paid for as a one off payment; interest free over a period of twelve months; or can be financed over a longer period of time if required. All of the money is paid directly into the Golden Charter Trust, an independently actuated trust fund, and can only be released to the funeral director on production of the death certificate.

Please see the enclosed leaflet, or for more information and advice on prepaid funeral planning, please speak to one of our funeral directors who will be happy to discuss your individual requirements.

BEREAVEMENT SUPPORT

CRUSE Bereavement Care Scotland

Cruse Bereavement Care Scotland is a national organisation which offers a free confidential bereavement counselling service to people of all ages. Cruse volunteers are trained to listen and to help you to work through your grief.

Tel: 01738 444178 (National Office)

0141 248 2199 (Glasgow Branch)

Web: www.crusescotland.org.uk

SANDS (Stillbirth and Neonatal Death Society)

SANDS is an organisation which can offer support when a baby dies during pregnancy or after birth. Many of the people at SANDS have been through this experience themselves, and are there to offer support and information when you need it.

Tel: 02074 365881

Web: www.uk-sands.org

The Grief Journey

The following website can help by giving access to online resources for dealing with grief.

Web: www.griefjourney.com