## 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 retiral 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 expanded in 1984. Now in the third generation of the family, Jim was joined by his son Gavin in 2000, who since Jims' retiral 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.

As well as adhering to the Scottish Funeral Director Code of Practice; we are proud to be members of the Society of Allied and Independent Funeral Directors (SAIF) which we regard as a symbol of our dedication to providing a professional and 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.

We have separate facilities locally at 70 Bogmoor Place, Shieldhall; where all deceased are taken to and cared for in our private mortuary facility. When families wish to pay their respects, the deceased will be moved to the funeral home at Govan Road to allow this to take place, before being returned to our mortuary up until the day of the funeral.






SAIF INDEPENDENT FUNERAL DIRECTORS

# 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 from authority from the procurator fiscal to issue the certificate.

**Where can I register the death?**

The death certificate will be transmitted electronically by the certifying doctor to the registrars' office of your choice along with your contact details, and you will receive a phonecall from the registrar to complete the registration process remotely.

**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 smaller 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. 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.

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**What documentation will be provided by the registrar?**

The registrar will retain the Death Certificate (MCCD) and will provide the following:

- *Form 14 – will be transmitted electronically to the funeral director.*
- *"Tell Us Once" – this form is designed to assist you in notifying relevant parties such as the DWP, HMRC, DVLA, etc. of the death. Sent by post.*
- *Abbreviated copy of death certificate – may be accepted by some banks, insurances, pension companies, etc. as notification of death. Sent by post.*

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.

## 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*

# ASSISTANCE WITH FUNERAL EXPENSES

The Funeral Support Payment helps pay for funeral costs if you live in Scotland. You can use the payment towards funeral costs for a baby, child or adult. This includes babies who were stillborn.

It usually will not cover the full cost of the funeral but it should help pay for some costs. It can be paid either to you or the funeral director who's helping you plan the funeral.

Only one person can get Funeral Support Payment for the funeral.

You will not be eligible if you've already had other government support for the funeral, this includes:

- Funeral Expenses Payment (England or Wales)
- Funeral Payment (Northern Ireland)
- your hospital arranging and paying for your baby's funeral if you had a stillbirth

**Who can get a Funeral Support Payment?**

You can get a Funeral Support Payment if all of the following apply:

- you live in Scotland
- you or your partner are getting certain benefits or tax credits
- the person who died lived in the UK
- the funeral is being held in the UK, EU, Iceland, Liechtenstein, Norway or Switzerland
- you are applying after the person has died, until 6 months after the date of their funeral
- you or your partner are responsible for the funeral. To be responsible for a funeral, you must be both named on the funeral bill and the nearest relation to the person who died.

You might be able to get a different payment if you live in England, Wales, or Northern Ireland

You or your partner must be in receipt of one or more of the following benefits:

- Child Tax Credit
- Universal Credit (UC)
- Income Support
- Pension Credit
- Working Tax Credit (disability or severe disability element)
- Housing Benefit
- income-based Jobseeker's Allowance (JSA), not contribution-based JSA
- income-related Employment and Support Allowance (ESA), not contribution-based ESA

If you or your partner are waiting to hear about your application for one of these benefits, you can still apply for Funeral Support Payment. Social Security Scotland can only let you know if you can get Funeral Support Payment when they know the outcome of your benefit applications.

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**What does the Funeral Support Payment cover?**

The Funeral Support Payment will not usually cover the full cost of a funeral. The average total payment is usually around £2,300, but the actual amount you get will depend on a number of factors.

It can help pay towards:

- burial or cremation costs
- funeral costs
- your travel costs
- transport costs to move the person who died
- document costs
- medical costs

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

Further information and advice on this 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. The right to burial on new lairs can expire after 25 years; please speak to the funeral director about this.

For cremation, the funeral director will assist you 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, a non-religious ceremony may be conducted by a friend or family member, a Civil Celebrant, or a Humanist Celebrant. 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 Mercedes Benz 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.

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.

**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 desired, the deceased can be dressed in their own clothes – our funeral director can advise you on what is permitted.

**Music and Visual Tributes**

Almost all crematoria now provide an online system which provides endless options for music for the service. Consideration should be given to what music you would like to be played at various points in the service. They also have facilities that allow the service to be webcast or recorded for family or friends who are unable to be present; as well as on option for photographs or video tributes to be displayed on large screens during the service. Our funeral director will explain to you the options which are available at your chosen venue.

**Orders of Service**

Many families choose to have a printed order of service which mourners can take away as a keepsake after the service. Content for these can vary from photographs, hymn words, poems, or personal messages from the family. Our funeral director will be happy to guide you as to what may be included, as well as advise on deadlines which will apply to have them prepared in time for the funeral

**Intimations**

A notice of the funeral arrangements can be placed into a local newspaper or online. We are happy to do this for you and our funeral directors can help you compose suitable wording for it.

**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.

## HOW WE CARE FOR THE DECEASED

Following death, the general appearance and condition of the person who has died can change considerably. There are many reasons for this such as medication, the time that has elapsed since they died, or the environment they have been in. It is not always possible to know when or if these changes will occur, therefore with your permission, we will carry out preparation to ensure the changes that may occur are kept to a minimum. This will also assist should you wish to spend some time with the deceased prior to the funeral. When we bring them into our care they will rest in our refrigerated facilities and be prepared in our private mortuary facility. You must also be aware that should we be advised that your relative or friend's cause of death involved a notifiable illness, spending time with them may involve additional restrictions.

We will always ensure the deceased is treated with the greatest care and respect; and that their dignity is maintained at all times. Before we carry out any preparation, we will ensure we have your permission to do so. We will also check that we have all official authorities required, and that the medical certificate of cause of death has been issued.

We will perform the following procedure unless otherwise directed by you:

- Any jewellery this will be removed during preparation, before being replaced if it is your instruction for it to remain on. Alternatively the jewellery will be returned to you.
- Any clothing will be disposed of unless otherwise directed by you; and the deceased dressed in a gown or in clean clothing provided.
- If the deceased has a medical implant such as a pacemaker and cremation is requested, the device will be removed to adhere to cremation regulations.
- We will wash the deceased using a mild disinfectant and warm water, dry; and where necessary clean fingernails, eyes, nose and mouth using a swab and disinfectant. We will also take steps to ensure there is no possibility for seepage of fluids which may cause distress to anyone paying their respects.
- We will apply moisturiser cream to the face, and close the mouth using a suture. If requested and required we will shave the face.
- We will arrange the hair and apply any cosmetics as per your instructions.

It may be that we recommend embalming is carried out for the reasons of preservation, presentation and hygiene; in particular in cases where viewing is going to take place, or where there is an increased time between the time of death and the funeral taking place. We will always obtain your separate permission before this procedure is carried out.