

*Peace of mind*  
when you need it most

# Your Guide to Arranging a Funeral

**SCOTMID**  **Funeral Service**

at the heart of the community

# Contents

Introduction.....	2
What to do when someone dies.....	3-5
Registering the death.....	6
Registrar’s contact details .....	7
Before the funeral .....	8-9
Burial or cremation? .....	10-11
Making the day special.....	12-15
The cost of the funeral.....	16
Paying for the funeral .....	17
Contact us .....	18

## Introduction

At Scotmid Funeral Service, we have been taking care of every aspect of funeral arrangements since 1859. We are now one of the largest funeral directors in the country.

We have our own private service rooms, private rest rooms, a modern fleet of vehicles, funeral hearses and limousines. We can arrange floral tributes and catering. We also have our own in-house monumental masons.

However, our most important attribute is staff who care. We fully appreciate the emotional turmoil customers are going through, as there is nothing more upsetting than arranging a loved one’s funeral.

Rest assured we offer not just a professional service but a sensitive and sympathetic one.

# 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 maybe 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 Death Certificate 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.

# What to do when someone dies

## 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 Death Certificate 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 Death Certificate, (it's worth bearing in mind that you may need several copies of this) 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 page 6.



# What to do when someone dies

## Organisations to contact

The reason you will need several copies of the Death Certificate is that there are other companies and organisations to be informed of your loved one's passing. 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 License | 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. The Registrar will advise how many you are likely to need.

## Notify Friends & Colleagues

It is also likely that you will wish to notify friends and colleagues of the deceased through the columns of newspapers. Your Funeral Director 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.

If you feel you would like support we can arrange for someone to accompany you to the Registrar's Office.

## **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 the 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

Listed below are the contact details of all registrar's offices in Edinburgh and the surrounding area. Please contact your local office.

## **Central Edinburgh**

India Buildings, Victoria Street, Edinburgh, 0131 220 0349

Opening Hours: Monday - Friday 9am-4.30pm

Saturday 9am-4.30pm (by appointment only)

## **East Edinburgh**

30 Ferry Road, Leith, Edinburgh, 0131 554 8452

Opening Hours: Monday - Friday 9am-4.30pm

## **South Queensferry**

The Council Chambers, 53 High Street, South Queensferry, 0131 331 1590

Opening Hours: Monday - Friday 9am-4.30pm

## **Kirkliston**

19 Station Road, Kirkliston, 0131 333 3210

Opening Hours: Monday - Friday 9am-4.30pm

## **Currie**

138 Lanark Road, Currie, 0131 449 5318

Opening Hours: Monday - Thursday 9am-12.30pm & 2pm-4pm

Friday 9am-12.30pm & 2pm-3.15pm

# 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 it 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 death certificate 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. Full details of your wishes regarding the services of a minister will be needed.



# Burial or Cremation?

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 grave.

## **Existing graves**

If a grave is already in existence we will need the deeds of the grave or some documents relating to the grave, which may be in your possession. We will help you if you do not have the deeds. We will need to check that there is room for further interments.

## **New graves**

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

## **Burial fees**

There may be fees for:

- purchasing a new grave
- opening or digging the grave
- 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?

Most 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 necessary arrangements for you.



# Making the day special

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 this unique commemoration.

We supply a wide range of coffins and caskets, from the most simple to the truly elaborate, suitable for burial or cremation. We recognise that for some people choosing a coffin may be distressing, but it would be inappropriate for us to make that decision for you.

We are trained to deal sensitively with this part of arranging the funeral and are on hand to deal with any questions or queries that you may have, to help you make the choice.

## **Making it special**

Many bereaved 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.

## **Carrying the coffin**

We will always supply bearers to carry the coffin. Alternatively, bearers may be relatives, friends or colleagues of the person who has died.

## **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. We can supply a wide range of dressing or suiting robes, which are acceptable to the relevant authorities.

### 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.

Private remembrance 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 remembrance 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. A floral hearse may also be required to carry the flowers.
- How many limousines will be needed (most can carry seven people).
- Where the cortege will leave from
- Will it take a special route
- Where will you return to
- Will you require wheelchair access



# Making the day special

## 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](http://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.

## Obituary notices

The obituary 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.

An obituary 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 obituary 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. When ordering flowers it is advisable to give as much notice as possible.

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.

### **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 services including appropriate advice and support, liaison with third parties and personnel required to arrange the funeral
- Supplementary charges including bringing the deceased into our care, presentation of the deceased and provision of a hearse
- The cost of the coffin or casket
- Additional charges such as limousines, additional mileage and cremation casket
- Payments made on your behalf, known as disbursements. These include 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 courtesy 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.

## **Discounts**

A 5% discount of 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 following the issue of the invoice. If there is any part of the invoice you do not understand or agree with, please contact our funeral home who will be happy to help.

The invoice may be paid in person at any of our funeral homes, or by post. You can pay by cheque or with most 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.

## 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 include a shared experience questionnaire with the invoice and if you feel you can, we would appreciate your comments on the service we provided.

## 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 of 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:

[www.direct.gov.uk/RightsAndResponsibilities/Death/fs/en](http://www.direct.gov.uk/RightsAndResponsibilities/Death/fs/en)

*Peace of mind*  
when you need it most

## Contact us

For more information about arranging a funeral with us and any general enquiries you can contact your local funeral home direct:

- 88 Fountainbridge, Edinburgh, EH3 9QA. Tel: **0131 229 7789**
- 78/79 Angle Park Terrace, Edinburgh, EH11 2 JP. Tel: **0131 346 3140**
- 1 Forrester Park Drive, Edinburgh, EH12 9AY. Tel: **0131 334 7308**
- 60 Portobello High Street, Edinburgh, EH15 1DA. Tel: **0131 669 7401**
- 16 John Street, Pencil, EH26 8AD. Tel: **01968 679474**

**SCOTMID**  **Funeral Service**

at the heart of the community