



Worthing
Crematorium

WITHIN HERE
LIES PEACE
AND GRACE



WORTHING BOROUGH
COUNCIL



WITHIN HERE LIES PEACE AND GRACE

Over the past few weeks you will have had to make many decisions regarding the funeral service and cremation.

After cremation you now have one last decision to make, where are you going to place the ashes?

This brochure is designed to take you through the options at Worthing Crematorium and Memorial Gardens and help you make the right choice for you regarding the final resting place of your loved one's ashes.

We are a small, friendly and dedicated team who can help you find the perfect final resting place for your loved one or a memorial to commemorate them.

We offer several beautiful and peaceful gardens for strewing or interments within the grounds of the historic Muntham Estate.

Our aims are

- To provide a respectful and peaceful environment that is nurturing and healing for visitors.

- To steward, protect and improve an important natural garden in the South Downs National Park. We are working to improve and significantly enhance the biodiversity of the gardens.

Deciding on the final resting place of ashes is a very important decision and something that must not be rushed.

A key benefit of strewing or interring ashes at our Memorial Garden is that we record the location and date in perpetuity.

Please take your time to look through our brochure and see what we have available. If there is something that interests you, do get in touch. We look forward to helping you with this important decision.

Yours,

Kate Greening
Bereavement Services Manager



AFTER THE SERVICE

Once the cremation has taken place you need to think about what you are going to do with the ashes of your loved one.

You will have completed a form when you organised the cremation regarding your wishes for the disposal of the ashes. As this form was completed at the time of making the funeral arrangements it is possible your wishes may have changed.

If you are in any doubts as to what to do with the ashes, make sure that your Funeral

Director or the Crematorium is instructed to hold the ashes.

We advise that you take your time to consider the various options, the strewing of ashes cannot be undone once carried out.

We have trained staff on hand who can guide you through this difficult and very personal process at a pace that suits you, without pressure of any kind.



THE GLADES FOR STREWN ASHES

There are three glades dedicated to strewing ashes, Spring, Summer and Autumn, they are named after the season in which they look their best. To promote the ecology of the site the glades are maintained in a meadow like state to encourage rare flora and fauna. As such they are only cut two times a year. Grass is left to grow to its full potential and we cut paths to allow access to the memorial trees and benches and the oak posts for visitors to access the space and to leave tributes.

Some of the natural wildflowers you will find in the glades are Lady Orchid, Bee Orchid, Oxeye Daisies, Common Spotted Orchids, Pyramidal Orchid, Balm-Leaved Archangel and the Nettle-leaved Bellflower.

The Spring glade is the largest of the three areas and is home to a large number of daffodil and narcissus.

Other spring flowering plants such as snowdrops, wood anemones and cyclamen can be found here too.

The Summer glade is the smallest of the areas. It is planted with summer flowering shrubs such as Mexican orange, lilac and buddleia. It is also home to trees whose foliage is particularly attractive through the summer months.

The Autumn glade meanders through a more wooded area. It does have some flowering plants, such as ransoms (wild garlic) and Schmidt elephant ear, but is best known for its trees. The foliage, and in some cases bark, of the plants and trees create both colour and interest throughout the year but are at their best in the autumn months.



ON THE DAY OF STREWING

You may request to be present at the strewing or we can do this for you if you are unable to attend. Whatever you choose, we are here to guide and support you.

Attending the ceremony

If you wish to attend the strewing you will meet us at the crematorium office. We will carry out any final checks; once everything is in order an attendant will accompany you to your chosen glade.

In preparation, the ashes will be transferred to a specially designed copper urn, which allows the ashes to be strewn evenly over the ground. You may choose to carry out the strewing yourself or the attendant can do this for you.

Unwitnessed strewing

If for any reason, you are unable, or would prefer not to witness the strewing. We will carry it out on your behalf. On the day of the ceremony, we will carry out your wishes with the same reverence as if you were there.



WHY HAVE A MEMORIAL?

Most cultures have memorialised their deceased relatives and friends for millennia. They act as a link from the past to the future. They give insight to the history, achievements and even the sense of humour of an individual or community.

Memorials act as a focal point to remember times past, love shared and a place to bring flowers on special days. They can be a way to continue to care for and love the deceased.

We have taken a great deal of care and attention to create the Gardens of

Remembrance that will bring comfort and solace for you and generations to come.

A brief description of the memorials and details of where ashes can be placed accompanies each picture in this brochure.

We hope to give you an insight into the various memorials that are now available at Worthing Crematorium and Memorial Gardens.

Please make an appointment to discuss any of the options shown. We are here to help and answer any questions that you may have.



HALL OF REMEMBRANCE

Location:
Hall of Remembrance

Accessibility:
365 day access which is suitable for all abilities

Type of memorial:
Permanent

Options available:
2 - 8 lines of text
Floral and non-floral emblems or coats of arms

Book of Remembrance

Our books of remembrance provide a simple and lasting memorial that you can see displayed in glass cabinets in the Hall of Remembrance.

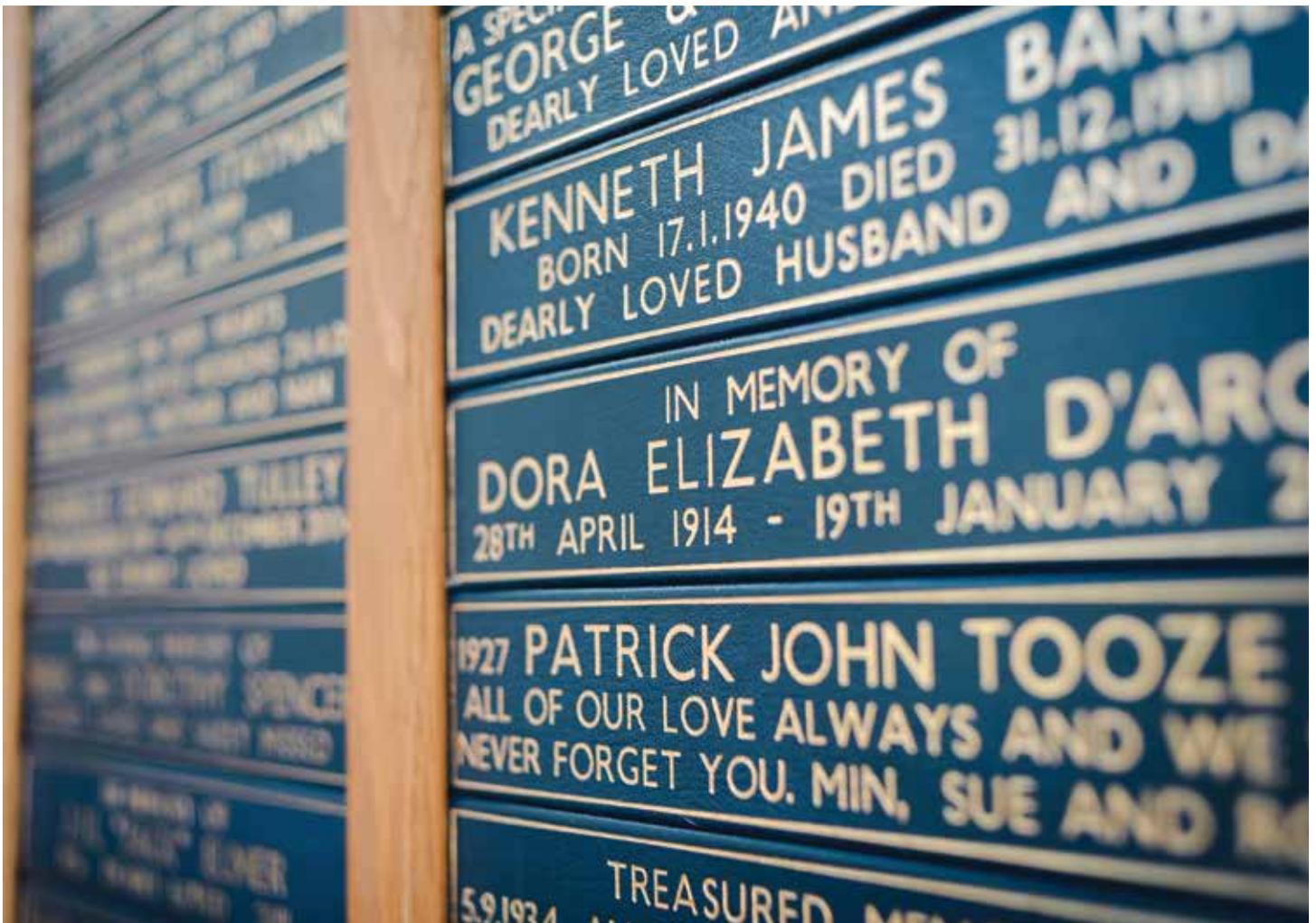
You decide which date the entry is to appear whether it is your loved ones birthday, anniversary or the date of their death. Whatever date is most important to you. The calligraphy and illustration are hand drawn by artists.

You can view your loved ones epitaph on that date each year. You can also

order a copy of the inscription or your own personal book of remembrance so that you can take it with you wherever you go.

A digital version of the Book is available online at www.remembrance-books.com/worthing or through the terminal in the Hall of Remembrance.

Ashes must be interred or strewn in the Crematorium Memorial Garden or elsewhere.



Location:
Hall of Remembrance

Accessibility:
365 day access which is suitable for all abilities

Type of memorial:
5 year lease

Options available:
2 or 3 lines of text

Leather Panels

Each panel is made from deep blue goat leather with the inscription in 22 carat English gold leaf.

The classic deep Byzantine blue tone of the leather created an effective contrast to the brilliance of the gold lettering to provide a lasting memorial.

The leather memorial panels are on permanent display in the Hall of Remembrance for an initial period of 5 years. We will write to you before the lease expires to give you the option of renewing the lease.

Ashes must be interred or strewn in the Crematorium Memorial Garden or elsewhere.



Single boulder



Slant headstone

MEMORIAL GARDENS

Location:

The entry to the main memorial gardens

Accessibility:

365 day access which is suitable for all abilities

Type of memorial:

20 or 50 year lease

Options available:

There are multiple options available and we suggest that you visit us to discuss your requirements.

There are three styles of garden to choose from - Rockery garden, Ribbon gardens and Private gardens. These provide distinct and private miniature graves which are available on extended lease terms.

Rockery

The rockery allows for placement of a memorial boulder. There is no defined or private area. Flowers can be placed in the flower rose provided within the boulder. Other boulders will be placed on the rockery to utilise the space efficiently.



Small single headstone



Double heart headstone

Ribbon or Pathway Garden

The ribbon gardens are individual plots designed to take two sets of ashes. They provide a distinct and private miniature grave. A small headstone or boulder may be placed in the garden. Ashes are interred loose or in a biodegradable urn or casket.

Private Garden

Private Gardens are individually designed and planted and are often used as a family grave. They offer spacious plots that can take up to four sets of ashes. Ashes are interred loose

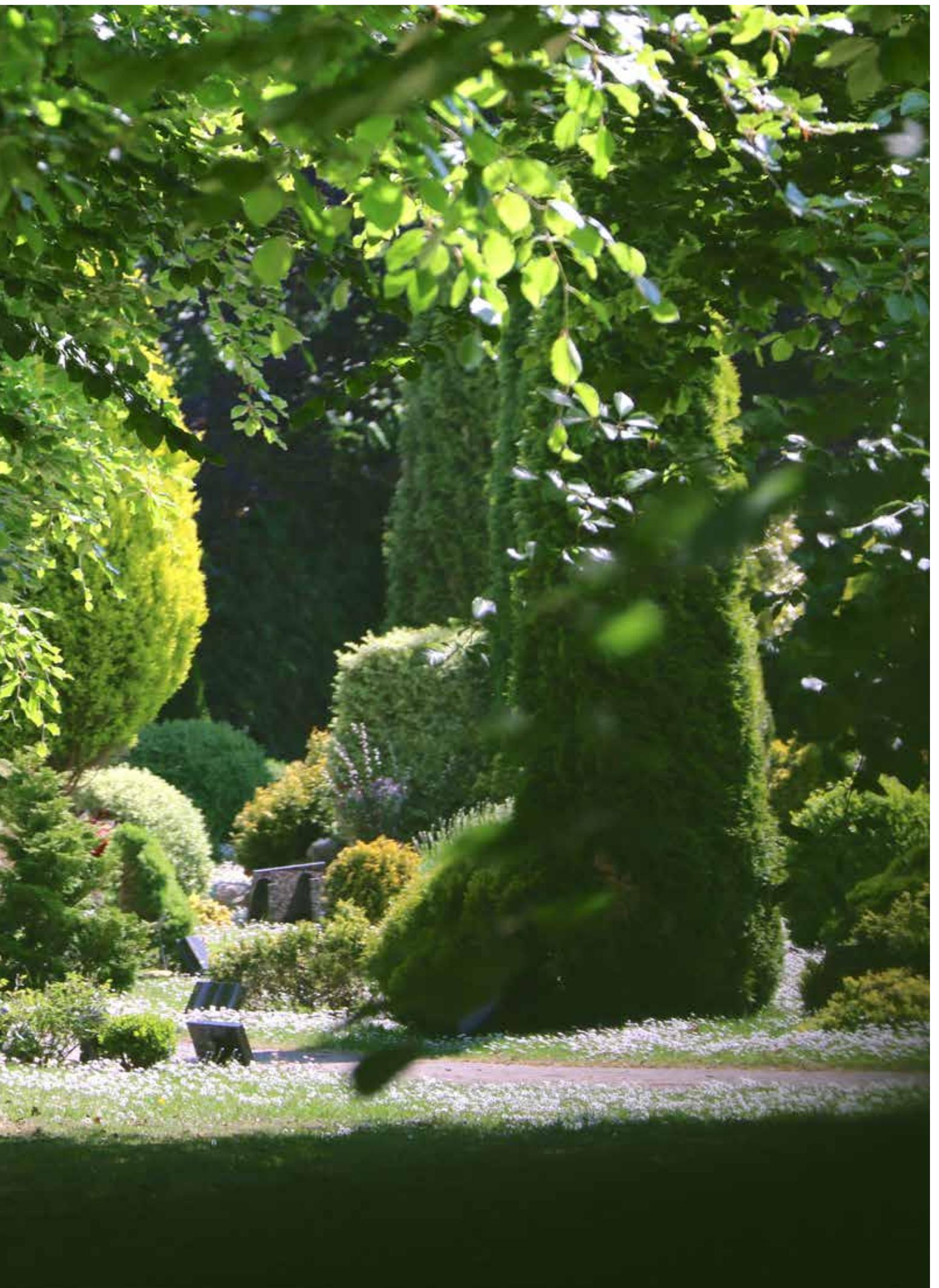
or in a biodegradable urn or casket. Memorial options are either boulders or miniature headstones.

We suggest that you book an appointment to visit us. A member of the team will then discuss your requirements and show you the available options.

We will write to you before the lease expires to give you the option of renewing the lease.

We have currently sold out of individual private gardens and ribbon gardens. Rockery gardens are still available. An extension to the Private Garden is in the planning stages. Please contact us to register your interest.







OPEN BOOK

Location:
Private memorial garden

Accessibility:
365 day access which is suitable for all abilities

Type of memorial:
10 year lease

Options available:
A choice of lettering

The open book is a large sandstone memorial on permanent display in the memorial garden.

Small black granite plaques are engraved with your loved ones name and a brief epitaph. The lettering is enhanced with gold leaf before being installed on the memorial.

We will write to you before the lease expires to give you the option of renewing the lease.

Ashes must be interred or strewn in the Crematorium Memorial Garden or elsewhere.



OAK POST MEMORIAL PLAQUE

Location:
Throughout the grounds

Accessibility:
365 day access which is accessible by all.

Type of memorial:
5 year lease

Options available:
2 - 5 lines of text
Your choice of emblem
Your choice of location

Oak posts have been placed in key sites throughout the grounds as focal points to remember loved ones who may be located nearby.

The wooden memorial plaques are made of high quality oak and can be engraved with an inscription of your choice. It is possible to have an emblem engraved too. All plaques are treated with varnish before they are fixed to the post of your choice.

The plaques are on permanent display for a period of 5 years and we will write to you before the lease expires to give you the option of renewing the lease.

Ashes must be interred or strewn in the Crematorium Memorial Garden or elsewhere.



WALL OF REMEMBRANCE

Location:
The middle of the
memorial gardens

Accessibility:
365 day access is
suitable for all

Type of memorial:
5 or 10 year lease

Options available:
Lease of space and
memorial plaque package
A choice of lettering

Our Wall of Remembrance is situated in a secluded and tranquil location, where floral tributes may be placed and a moment of contemplation taken without disturbance.

All plaques are made of red Balmoral granite and the inscriptions are highlighted with gold leaf.

We will write to you before the lease expires to give you the option of renewing the lease.

Ashes must be interred or strewn in the Crematorium Memorial Garden or elsewhere.



MEMORIAL BENCH SCHEME

Sponsorship of a plaque dedicated to the deceased on one of our quality, sustainable oak memorial benches placed within the grounds. The exact location will be at the Crematorium's discretion.

The bench remains the property of Worthing Crematorium who will take responsibility of maintaining it for a period of 10 years.

Sponsorship will entitle you to have a memorial plaque placed on the top rail of the bench. The 9" by 3" plaque will be of quality bronze and a dedication of your choice for up to six lines will be inscribed on it.

Shared sponsorship means that up to four, or in some cases six, plaques from different families may appear on the bench.

Baby Biddiscombe
20th March 2017. In our hearts forever.



Alfie James Johnson
11th October 2009 ~ 7th March 2017
Treasured memories
of our lovely, little son.
Loved and remembered every day

Cara Rose White
Born 1st May 2014, died 20th March 2017.



Francesca Louise Bennett
25th May 2006 ~ 27th March 2017
Treasured memories of Lulu,
our little ray of sunshine.
Mummy, Daddy and Jack xxx

MEMORIALS FOR CHILDREN AND BABIES

Location:
Hall of Remembrance

Accessibility:
365 day access which is
suitable for all abilities

Type of memorial:
Permanent

Options available:
2 - 8 lines of text
Floral and non-floral
emblems or coats of arms

The Children's Book of Remembrance

We have created a special Children's Book of Remembrance for those who wish to have a dedicated memorial in perpetuity.

Our books of remembrance provide a lasting memorial that you can see displayed in glass cabinets in the Hall of Remembrance.

You can decide which date the entry is to appear, whether it is your loved ones birthday or the date of their death. The calligraphy and illustration are hand drawn by talented artists.

You can view your loved ones epitaph on that date each year. You can also order a copy of the inscription or your own personal book of remembrance so that you can take it with you wherever you go.

A digital version of the Book is available online at www.remembrance-books.com/worthing or through the terminal in the Hall of Remembrance.

The Children's Memorial Garden

The Children's Garden is currently under development. Details of strewing and memorial options will be available soon.



ASHES WITH ART

Perhaps you want a beautiful piece of bespoke jewellery or art that you can keep with you or at home.

All that is required is one teaspoon of ash to create a piece of stunning glass art memorial or cremation jewellery. We provide a suitable container for you to transport the ashes to us. Your loved ones ashes are safely stored and handled with respect. Any unused ashes are returned with your finished piece.

All the cremation jewellery and memorial jewellery is skilfully handmade to your design, precious metal and size to the

highest quality, ensuring the final piece is appropriate for such a precious glass gemstone.

Once your unique cremation jewellery or glass art memorial is completed, the quality is checked and your piece certified.

Please see the information enclosed with this brochure for details on the collection and how to order.

Once we receive your order form, ashes and payment. The beautiful bespoke pieces take approximately four weeks to complete.

TERMS AND CONDITIONS

Memorial specifications

We reserve the right to make any changes to the specifications detailed within the Worthing Memorial Garden brochure, which may be required due to the availability of materials, conformity to safety regulations or as a statutory requirement.

Memorials must be made of granite or marble and all have an integral flower vase or place to put flowers. Only approved boulders may be placed in the Rockeries Gardens. Ribbon Garden memorials must not be taller than 12" (30cm) or wider than 18" (45cm). Private Garden memorials must not be taller than 18" or wider than 20" (60cm).

Memorial and lease rights

Purchase of a memorial and an associated lease for Worthing Memorial Garden entitles you to the following:

To place only your memorial within the garden for the term of the lease agreement.

The exact location of each memorial within the garden will generally be agreed in consultation with you. However, as the overall presentation of the garden has to be of utmost priority we reserve the right to specify the exact location.

Your rights granted under your lease agreement are subject to any overriding rights of any third parties which may affect the crematorium or cemetery. For the sake of clarity, this agreement is a contractual license only and does not confer upon you the right to exclusive occupation of any part of the memorial garden.

Ashes rights

At Worthing Crematorium, the only areas designated for the strewing of ashes are the Spring, Summer and Autumn Glades. Under no circumstances is it permitted to scatter ashes in the Memorial Garden.

However, as detailed in our brochure, certain memorial gardens such as Private family gardens and Ribbon gardens do include an entitlement to inter ashes within the garden. Where this is the case your rights include the following:

To inter an agreed number of cremated remains at a place specified by us to you, either loose ashes or ashes in a biodegradable casket within your area of the garden.

For other memorials which do not include the right to inter ashes in your own private garden, such as the open book or wall plaques, our staff will advise on designated areas for the discrete laying to rest of ashes within the communal garden.

Planting specification

The Private and Ribbon Gardens are planted with plants that look good all year. Our plant palette includes Rosemary, Box, Heather, Lavender, Dwarf Conifers, and Yew Ball or Cone (depending on availability).

Garden maintenance

Worthing Crematorium agrees to maintain the Worthing Memorial Garden for the period set out in our lease. We do however reserve the right to change the general appearance and layout of the garden at our discretion, such as pathways, trees and other features, but only to the extent that such changes would not disturb existing memorials within the garden.

Memorial management

The council has adopted a Management of Memorials Policy dealing with current and future memorial installations, safety inspections and making safe unstable memorials.

Memorials will only be permitted on purchased graves. No memorials are permitted elsewhere in the grounds.

All memorials erected are the sole responsibility of the owner and the Council shall not be held responsible for any damage to or caused by the memorial, howsoever incurred. The memorial remains the responsibility of the grave owner during the lease period of the grave. The Council reserves the right to repair or make safe any memorial which becomes unsafe or falls into disrepair, and to recover any expenses from the registered owner. The Council will undertake routine safety checks on all memorials, and will notify the grave owner at the last registered address of any necessary works to make the memorial safe. The grave owner will be given a period of 6 months from the date of the letter to effect the necessary repairs. The Council reserves the right to temporarily make safe any memorials that pose a threat until such works are completed. If the grave owner does not arrange for the repairs to be made, the Council may repair or remove the memorial at the owner's expense.

The Council recommends that grave owners take out an insurance plan for their memorial.

Grave spaces must be kept in a neat and tidy condition, and all litter must be removed from the site. Litter is defined as either rubbish/garbage left behind or things that are lying in an untidy way.

All flower holders or other items left on graves must be made of non-breakable material. Any items left on graves are at the owners' risk and the Council cannot be held responsible for any theft or damage to them howsoever caused. The Council may remove any articles from any grave that are likely to cause risk, damage or offence to other visitors to the cemetery or which interfere with the Council's maintenance of the site.

No trees may be planted on graves. Only suitable planting such as annual bedding or small shrubs only will be permitted on private or ribbon garden graves. The Council may remove any plants that it considers unsuitable or that infringe on other grave spaces or interfere with the Council's maintenance work.

No memorial benches are permitted other than those purchased from the Council.

Items tied to trees, plants or memorial benches or other public property are not permitted and will be removed at regular intervals.

Flowers

The Council will remove floral tributes left by visitors to the garden once they start to deteriorate. This is usually after five to seven days.

Only cut flowers placed in the vase supplied with the purchased memorial are allowed. The planting of additional plants or flowers other than those already planted at the start of your lease agreement is forbidden.

No artificial flowers are allowed in the garden, these can be a hazard to the local wildlife. If placed they will be removed and stored at the crematorium for collection.

Guarantees

All memorials purchased through Worthing Crematorium are guaranteed against defects in materials and workmanship for a period of 12 months from the date of purchase. This guarantee will not affect any statutory rights that you might have.

On expiry of your lease agreement

As the date of expiry of your lease agreement approaches, we will write to your last known address to ask whether you wish to renew your lease. If you decide

on renewal the cost associated with this will be based on the price list at the date of renewal. If you choose to let your lease expire you will be required to remove the memorial. The grave owner will be given a period of six months from the date of the lease expiry letter to effect the removal and disposal of the memorial. If the owner does not arrange this, the Council will remove and dispose of the memorial at the owner's expense. The grave then reverts to Council ownership.

Change of address

You must notify us of any change in your address so that we can fulfil our obligation to write to you as your lease nears expiry. While we will make every effort to contact you, we cannot be held responsible for failure to comply with this requirement and in such circumstances reserve the right to remove memorials where leases have expired without contact having been made.

How to make a comment, compliment or complaint

We value your feedback on our services, letting us know about your customer experience is important to us. We also like to know when we have got it right and welcome suggestions for improvement.

Comments about services will be reviewed by the Assistant Bereavement Services Manager who will write and let you know what they will do as a result of your feedback.

Compliments are a good way of letting someone know what they have done well. They will be brought to the attentions of the Assistant Bereavement Services Manager.

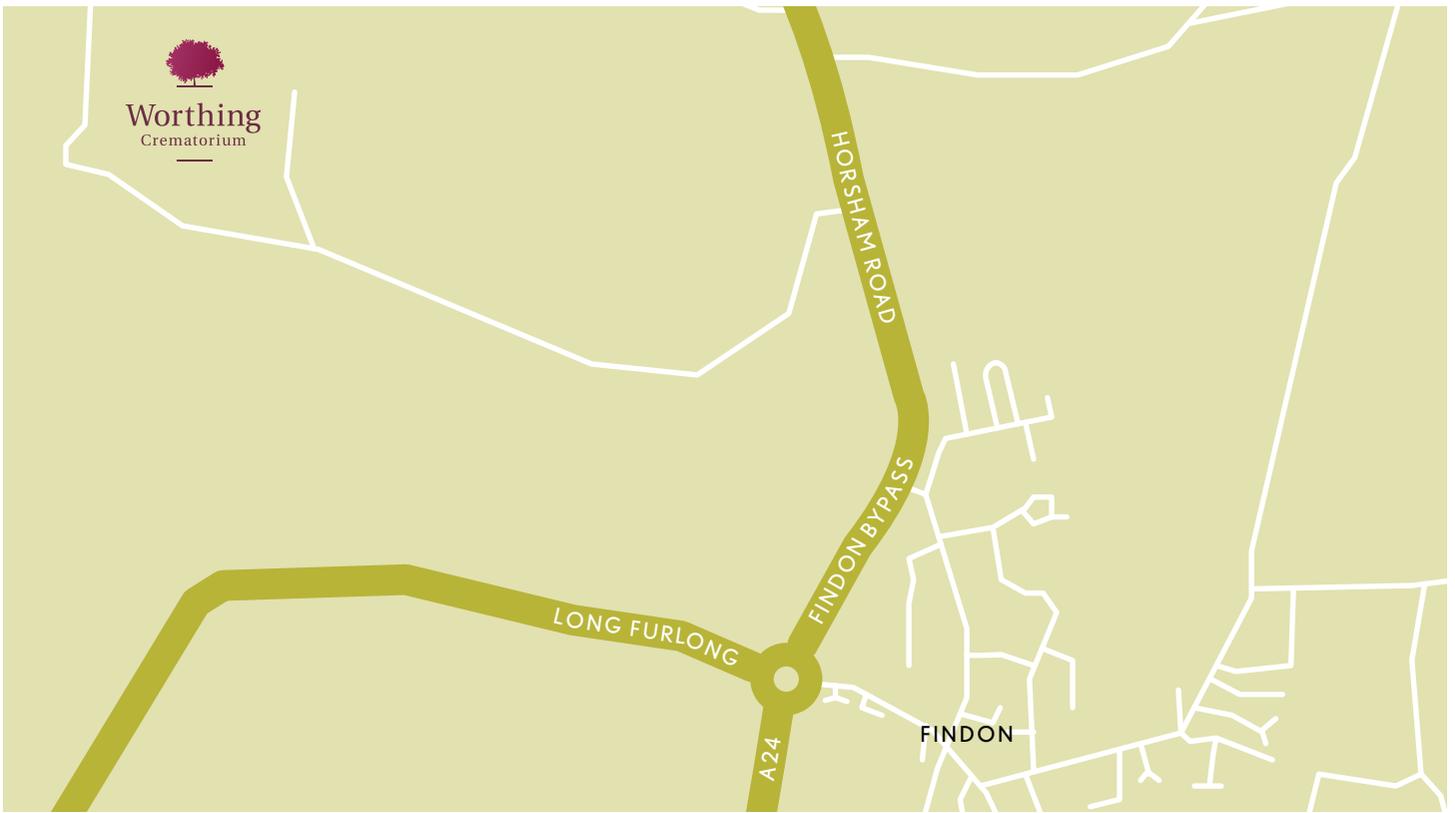
If you are unhappy we want to hear about it.

There are two stages to our complaints procedure.

Stage one: You should make your complaint to the Assistant Bereavement Services Manager who will receive the details and take any appropriate action.

Stage two: If you are unhappy with the response you can ask for the Director of Communities to review your complaint who will either respond personally or delegate the response to an appropriate Officer/Manager who did not respond at stage one.

At each stage a written acknowledgement will be sent within five working days with contact details of the person who will investigate the complaint. We will try to reply fully in writing within 10 working days for stage one, and 15 working days for stage two, but if we are unable to do so, we will contact you to explain the delay and how long it will take to respond.



HOW TO FIND US

By Road

Approaching from the North, (ie Horsham), take the A24 towards Worthing. When you reach the roundabout intersecting A283 you are approximately 4 miles from the Crematorium. Carry on the A24 until you reach Findon village. The Crematorium is signposted from here.

Approaching from the East, (ie Brighton), follow A27 towards Chichester. When you reach the Offington Corner roundabout, (Durrington Cemetery), take the A24 heading north towards Horsham. You are 3 miles from the Crematorium. After approximately 2 miles you will reach Findon village. The Crematorium is signposted from here.

Approaching from the West, (ie Chichester), follow the A27 towards Worthing. Approximately 4 miles after Arundel, you will see an exit A280 Clapham, Findon, Horsham and London. Follow the A280 for 4 miles and you will reach Findon village. The Crematorium is signposted from here.

By Rail

Worthing Railway Station is approximately 20 minutes by taxi. Please be aware if you are walking or coming by public transport, the crematorium drive is approximately one mile long.

The crematorium is open from 9am to 5pm Monday to Friday (except on bank or public holidays). However the Hall of Remembrance and flower preparation room is open from 10am to 4pm every day of the year.

Contact us

Worthing Crematorium
Horsham Road
Findon
West Sussex
BN14 0RQ

Email: crematorium@worthing.gov.uk

Telephone: 01903 872678

Fax: 01903 872051

 @adurandworthing

 Adur and Worthing



Worthing
Crematorium

All enquiries should be sent to crematorium@adur-worthing.gov.uk or
Worthing Crematorium, Horsham Road, Findon, West Sussex, BN14 0RQ.
Call us on **01903 872678** or fax us on **01903 872051.**