

Memorial Mason Registration Scheme

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1.0 Introduction

1.1 The memorial mason registration scheme aims to establish a uniform standard of workmanship and working practices throughout all of the Council's cemeteries. The scheme will address the standards required for the installation, repair and maintenance of memorials; both new and existing, insurance cover, health and safety requirements and administrative requirements with a view to producing a common approach at every cemetery under the Council's management. Through adoption of this scheme it is the intention to identify and promote the best practice of the industry by all registered participants.

2.0 Aims

2.1 To ensure that memorial masons working within SLDC cemeteries operate to the highest standards of workmanship and competence.

2.2 The establishment of this scheme will promote a partnership that will encourage formal and informal communication, long-term working relationships, innovation and development initiatives between all registered parties.

2.3 The Council's ultimate objectives are to ensure that the Council's cemeteries meet all Health and Safety standards and are safe environments for working in or visiting.

3.0 Scope of the Scheme

3.1 The scheme will be available to any memorial mason who presently works, or intends to work, within the Council's cemeteries.

3.1.1 Following the implementation of the scheme those memorial masons not registered under this scheme will not be permitted to work within any cemetery under the management of the Council.

3.1.2 The monumental mason must ensure that any work carried out in his name is in full compliance with the scheme and the Council's Cemetery Regulations and any other applicable Council policy, and that any persons working for him directly or as a subcontractor for him complies with the same.

4.0 Administration of the Scheme

4.1 The scheme will be administered by the Council or its appointee, thereafter known as the Bereavement Services Team.

4.2 The scheme year will run from the 1st August – 31st July the following year. Applications will be accepted at any time within the calendar year however all memberships will cease

on the 31st July. Applications for membership will not be pro-rata and the full fee will be applicable upon whatever date the application is accepted.

4.3 Re-registration will be offered from 1st June each year to masons already registered within the scheme.

5.0 Requirements of the Scheme

5.1 All registered participants to the scheme will be expected and obliged to adhere to the requirements of this scheme. These are the minimum acceptable requirements of the Council and may be up-dated from time to time. Memorial masons are welcome to exceed these requirements and will be encouraged to propose suggestions or ideas that they believe will improve or enhance the scheme. Any suggestions or ideas adopted by the Council will be applied equally to all registered participants.

Eligibility

5.2 Memorial masons who have been barred from performing work in any cemetery, whether in the Council's area or elsewhere, within the previous Two Years (2 years) may be ineligible to join the scheme. In these instances each case will be considered individually and membership offered, or withheld, at the discretion of the Bereavement Services Team. Memorial masons must submit details of such disciplinary actions with their application to join the scheme. Failure to disclose details of disciplinary actions, which subsequently come to the attention of the Bereavement Services Team, may result in the immediate expulsion from the Registration Scheme and the imposition of an immediate ban on working within the Council's cemeteries for a period of Two Years (2 years).

Insurance Requirements

5.3.1 General Risk - Every participant on the Registration Scheme shall be insured for Public Liability to the value of Five Million Pounds (£5,000,000) for any one incident.

5.4.2 Proof of the above must be submitted upon application to the scheme and on any subsequent renewal within the membership year.

Workmanship, Materials and Construction

5.4.1 All memorial masons registering on the scheme, and any subcontractors they employ, must be able to demonstrate an acceptable standard of workmanship, to the approval of the Bereavement Services Team. Memorial masons and their staff or sub-contractors shall be suitably qualified, experienced and competent to perform all works necessary when erecting, dismantling and repairing memorials to meet current industry standards and statutory Health and Safety requirements and guidelines.

5.4.2 The standard of workmanship will be evidenced by qualifications obtained from an accreditation schemes operated by a recognised industry body – i.e.

National Association of Memorial Masons (NAMM) – RQMF or British Register of Accredited Memorial Masons (BRAMM). A letter detailing the qualification and experience of each member of staff or contractor and, where available, trade references should accompany the application for registration.

6.0 Registration Scheme Compliance

6.1 Compliance with current Health and Safety legislation is imperative and memorial mason's will be expected to provide a Health and Safety Policy (where required by law) and a suitable set of risk assessments and safe methods of working covering the full range of work they may expect to carry out in the cemeteries, on request.

6.2 Each memorial mason signing the 'Memorial Mason Registration Scheme Application Form' included in these documents will be deemed to have agreed to comply with the following:

- Local Authority Cemetery Order 1977
- Cemetery Regulations
- NAMM Code of Working Practice (Latest Relevant Edition)
- Health and Safety at Work Act 1974
- British Standard B8145.18 or any subsequent updates
- The Council's Safety Policy
- Memorial Masons Registration Scheme
- All other relevant statutory requirements

6.3 All Memorial Masons are required to indemnify the Council in respect of their work.

7.0 Procedures for the Erection of Memorials

7.1 All memorials installed by the participants of this scheme must fully comply with all of the Council's standard administration and operational procedures.

8.0 Application to Erect a Memorial

8.1 An application for all proposed memorials and inscriptions must be submitted to the Bereavement Services Office for approval on the Memorial Application Form (available on our website).

8.2 All applications will be completed in full and where information is not supplied information should be given as to the reason for this. Information that must be provided includes:

- Name and SLDC Registration Number of Monumental Mason
- Name, Section and Grave Number of the Cemetery
- Name, Address and Telephone Number of all the Grave Owner/s

- Name, Address and Telephone Number of the Applicant if different to the Owner/s
- Memorial details including, but not limited to:
 - Material
 - Size
 - Fixing method
 - Inscription
 - Sketch of proposed memorial with sizes

8.3 Upon receipt of the approval invoice following an application, full payment will be made to the council before a permit for works will be issued. Memorials should not be erected until the permit has been received.

9.0 Erection of Memorials/Additional Work to Memorials

9.1 Memorials must not be erected, nor shall any additional work including refurbishment works be carried out to a memorial unless the Memorial Application Form has been approved, and a permit issued. The memorial mason shall give the Supervising Officer adequate notice if marking of the grave is required. Masons will agree to ad-hoc supervision and inspection of works upon direction by the Bereavement Services Team.

9.2 All memorials shall be erected to conform to the most recent edition of the National Association of Memorial Mason's Recommended Code of Working Practice.

9.3 Following the erection of a memorial it should be noted that they will be subject to inspection at least every Five Years (5 years) to ensure Health and Safety requirements are met.

9.4 Every memorial shall have cut upon it, or permanently affixed thereto, the number of the grave, and section if applicable, on which it is to be placed. The presence of a NAMM approved ground anchor must be indicated by the engraving of an asterisk * before the grave number.

6.3.5 All masons agree to provide at least twenty four hours' notice of intention to work in any given SLDC cemetery advising what works will be carried out. This should be in the form of an email stating the cemetery name, grave or graves to be worked on, works to be carried out and an estimated time of entry.

10.0 Inspection of Memorials

10.1 The Bereavement Services Team, or other Council staff, may inspect the erection of a memorial either, as the work proceeds, or shortly after the work is completed. Where work is found to be unacceptable, either not conforming to the NAMM Recommended Code of Working Practice or any other reason, the Bereavement Services Team will instruct the

memorial mason to return and rectify the work to meet the Council's standards.

11.0 Post Work Inspection

11.1 The Bereavement Services Team, or other Council staff, may inspect a memorial following erection, or completion of other work, either as part of routine maintenance, or in response to a complaint from the public or Council staff. Where there is reasonable doubt that the work does not conform to these specifications, the Bereavement Services Team may instruct the memorial mason to dismantle their work in order to verify compliance with the scheme's standards. In the event that work does not meet the required standards the memorial mason will re-erect the work to the appropriate standards, the costs of dismantling and re-erection in these circumstances being their responsibility. In the event that the work complies with the required standards the costs of dismantling and re-erection will be the responsibility of the Council.

12.0 Disciplinary Procedures

12.1 To ensure that the Council standards are maintained and that all participants to the Registration Scheme are operating uniformly to these standards the Bereavement Services Team will operate a disciplinary procedure which shall be applied fairly to all participants of the scheme.

12.2 The disciplinary procedure will be based on the Rules of this Registration Scheme and the Cemetery Regulations according the following steps:

Stage 1: **Minor Breach of the Rules or Specification**

A minor breach of the Rules or Cemetery Regulations will result in a Verbal Warning given by the Bereavement Services Team, assuming the breach is corrected timeously. A Verbal Warning shall be maintained on the memorial mason's record for a period of Twelve Months (12 months) then, if no further breaches occur, the warning will be removed from the record. Three or more minor breaches on a mason's record at any one time will result in a Stage 2 Warning being given as per Stage 2.

Stage 2: **Breach of the Rules or Specification**

A breach of the Rules or Cemetery Regulations will result in a Written Warning issued by the Bereavement Services Team, assuming the breach is corrected timeously. A Written Warning shall be maintained on the memorial mason's record for a period of Eighteen Months (18 months) then, if no further breach occurs, the warning will be removed from the record.

Stage 3: **Subsequent Breach of the Rules or Specification**

If, during the 18 month period, imposed by Stage 2, another breach of the Rules or Specification is committed, or the original Stage 2 breach is not rectified timeously or to the satisfaction of the Bereavement Services Team this will result in the

issuance of a Final Written Warning. A Final Written Warning shall be maintained on the memorial mason's record for a period of Thirty Six Months (36 months) then, if no further breach occurs, the warning will be removed from the record.

Gross Misconduct

12.3.1 Certain circumstances shall be considered Gross Misconduct and will not be subject to the above stages of the disciplinary procedure. The Bereavement Services Team will decide, at their discretion, the instances of Gross Misconduct. The following list - though not exhaustive - will be considered as Gross Misconduct:

- Installation or erection of a memorial not approved by the Bereavement Services Team.
- Refusal to rectify an error in the installation or erection of a memorial when instructed to do so by the Bereavement Services Team.
- Abusive or aggressive behaviour to any Council staff, council appointed contractors or members of the public.
- Failure to adhere to the Council Cemetery Management Rules or the Conditions of Permit Application.
- Causing nuisance, soliciting or promoting business within the curtilage of the Councils' cemeteries

Exclusion from the Registration Scheme

12.4.1 Exclusion from the Registration Scheme will result when memorial masons are found guilty of Gross Misconduct or commit a further breach of the Rules or Specification whilst the 36 month term, as described in Stage 3, is in effect. An exclusion from the Registration Scheme will be for a period of Two Years (2 years), during this period a memorial mason will be forbidden to undertake any work whatsoever within the Council's cemeteries and graveyards. In instances of exclusion for Gross Misconduct the Bereavement Services Team may consider advising other local authorities of the circumstances, at their discretion.

Re-registration to the Scheme following an Exclusion

12.5.1 Any memorial mason re-registering on the Registration Scheme following exclusion will be monitored for a period of Eighteen Months (18 months). A memorial mason committing any breach of the Rules or Specifications, or an act of Gross Misconduct, during that period will be excluded from the Registration Scheme for an undetermined period, but not less than Thirty Six Months (36 months), at the discretion of the Scheme Administrator.

Disciplinary Procedure Appeal

12.6.1 A memorial mason not satisfied with treatment under the Disciplinary Procedures is entitled to appeal against any decision taken under these procedures. All appeals shall be

made in writing within two weeks following the disciplinary decision, stating the reason for the appeal and only these reasons will be admissible at the appeal.

12.6.2 In the first instance an appeal will be heard by the Operational Lead. In the event of a failure to reach a conclusion the memorial mason shall be entitled to make a Final Appeal, in writing, through the Council's formal complaints procedure.

13.0 Review

13.1 An annual review of the scheme shall take place to allow either party, the memorial masons or the Council, to review the rules, requirements and performance of the Registration Scheme. Following the conclusion of a mutual review of the Registration Scheme masons shall be required to reregister for a period of one further year.

14.0 Modifications

14.1 All participants to the scheme may propose amendments to the scheme with a view to positive or innovative improvements. The Bereavement Services Team shall conduct an initial appraisal of these proposed modifications and if these proposals appear, in the opinion of the Bereavement Services Team, to indicate an improvement to the scheme, all participants will be advised on these proposals.

14.2 The scheme will be reviewed annually at which time any amendments agreed will be made.

15.0 Assignment

15.1 No aspects or obligations of the Registration Scheme agreement may be assigned, subcontracted or transferred to a third party without the approval of the Bereavement Services Team, confirmed in writing.

Memorial Mason Registration Scheme Application Form

Having read the requirements of the Registration Scheme, I hereby apply to join the scheme and agree to adhere to all Rules, Bye-laws, Health and Safety Requirements, Insurance Liabilities, Installation and Maintenance Specifications, Inspection Procedures and all other Requirements as laid down by this scheme.

This agreement made on:

Company:

Business:

Addresss:

Telephone:

email:

Representative name:

Signature:

Position:

Supporting information which must be included with the application:

1. Copy of current Public Liability Insurance cover certificate
2. Evidence of:
 - Qualification/s obtained from an accreditation scheme
 - Current membership with either NAMM or BRAMM
 - Any disciplinary actions from the last two years including outcomes

Please submit your application form and supporting information to:

cemeteries@southlakeland.gov.uk

or

Bereavement Services, South Lakeland District Council,
Lowther Street, Kendal, LA9 4DQ

Once approval for membership is granted an invoice for the relevant fee will be raised, once paid confirmation of Membership and the Membership Number will be notified to the company.

For office use only

Invoice number:

Date of registration:

Registration number:

