Policy for the Storage and Release of Cremated Remains

Document Title: NFS Cremated Remains Policy
Organisation: [Nottinghamshire Funeral Service LImited, aka NFS]
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Review Date: [01/04/27]

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1. Purpose

This policy outlines the procedures for the secure storage, management and release of cremated remains entrusted to Nottinghamshire Funeral Service Limited. It aims to ensure that all cremated remains are treated with dignity, respect and care at all times and are released only to authorised individuals.

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2. Scope

This policy applies to all employees, contractors and representatives of Nottinghamshire Funeral Service Limited involved in the handling, storage, administration and release of cremated remains.

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3. Principles

Nottinghamshire Funeral Service Limited is committed to:

- Treating all cremated remains with dignity and respect.
- Maintaining accurate records of all cremated remains held in our care.
- Ensuring secure storage arrangements.
- Releasing cremated remains only to authorised persons.
- Complying with relevant legislation, guidance and industry best practice.

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4. Receipt of Cremated Remains

Upon receipt of cremated remains:

- The identity of the deceased will be checked against accompanying documentation.
- Details will be recorded in the Ashes In Store Log, including:
    - Name of the deceased
    - Date of cremation
    - Crematorium
    - Date received
    - Unique Crematorium Number
    - Indicate whether NRC/MS/PRIV - (National Repository Centre, Medical School, Private)
    - Intended applicant/next of kin
- The container will be checked for damage and appropriately labelled.
- Cremated remains will be placed in the designated secure storage area.
- Details will be recorded in the online Ashes Register.

5. Storage of Cremated Remains

- Cremated remains shall be stored in a clean, secure and dignified location with restricted access.
- Access shall be limited to authorised members of staff.
- The storage area shall remain locked when unattended.
- Cremated remains shall be clearly identified and stored in a manner that prevents loss, damage or misidentification.
- Regular audits of stored cremated remains will be undertaken to verify records and location.

6. Collection by Family or Representative

Cremated remains may only be released to:

- The applicant who arranged the funeral/cremation.
- A person authorised in writing by the applicant.
- Another individual where clear authority has been provided and verified.

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Before release:

- Photographic identification must be produced.
- Staff must verify the individual's authority to collect.
- The recipient must sign the Cremated Remains Release Form acknowledging receipt.
- The date and time of collection shall be recorded.

Acceptable forms of identification include:

- Passport
- Driving Licence
- Government-issued identification card

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7. Release to a Third Party

Where cremated remains are to be released to a third party (including another funeral director, memorial company or courier):

- Written authorisation must be obtained from the applicant.
- Full details of the receiving organisation or individual must be recorded.
- A documented chain of custody must be maintained.
- Evidence of receipt must be obtained and retained.

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9. Uncollected Cremated Remains

Where cremated remains remain uncollected:

- Reasonable efforts will be made to contact the applicant or next of kin.
- Contact attempts will be documented.
- Cremated remains may be retained in storage for a period of up to five years unless alternative arrangements have been agreed.
- Where no instructions are received after this period, the company may seek written authority from the applicant or follow its Uncollected Cremated Remains Procedure.

No cremated remains will be scattered, interred or otherwise disposed of without lawful authority and appropriate documentation.

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10. Record Keeping

Records relating to cremated remains shall include:

- Cremation paperwork.
- Collection/release authorisations.
- Identification checks.
- Release forms.
- Courier or postal tracking information.
- Correspondence relating to collection arrangements.

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11. Lost, Damaged or Misidentified Cremated Remains

Any incident involving:

- Loss
- Damage
- Misidentification
- Unauthorised release

must be reported immediately to senior management and investigated in accordance with the company's incident reporting procedures.

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12. Responsibilities

Management

Management are responsible for:

- Ensuring compliance with this policy.
- Maintaining secure storage facilities.
- Conducting periodic audits.
- Investigating any incidents.
- Logging cremated remains in/out of online data log and regularly auditing to ensure compliance

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Staff

Staff are responsible for:

- Following this policy at all times.
- Maintaining accurate records.
- Verifying identity and authority before release.
- Reporting concerns or incidents immediately.

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13. Policy Review

This policy will be reviewed annually or sooner if legislation, guidance or operational requirements change.

Approved By: _____

Position: _____

Date: _____

Review Date: _____