



Mintlyn
Crematorium

Information booklet





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Overview

Crematorium

Mintlyn Crematorium provides a full cremation service to meet the needs of the residents of Norfolk.



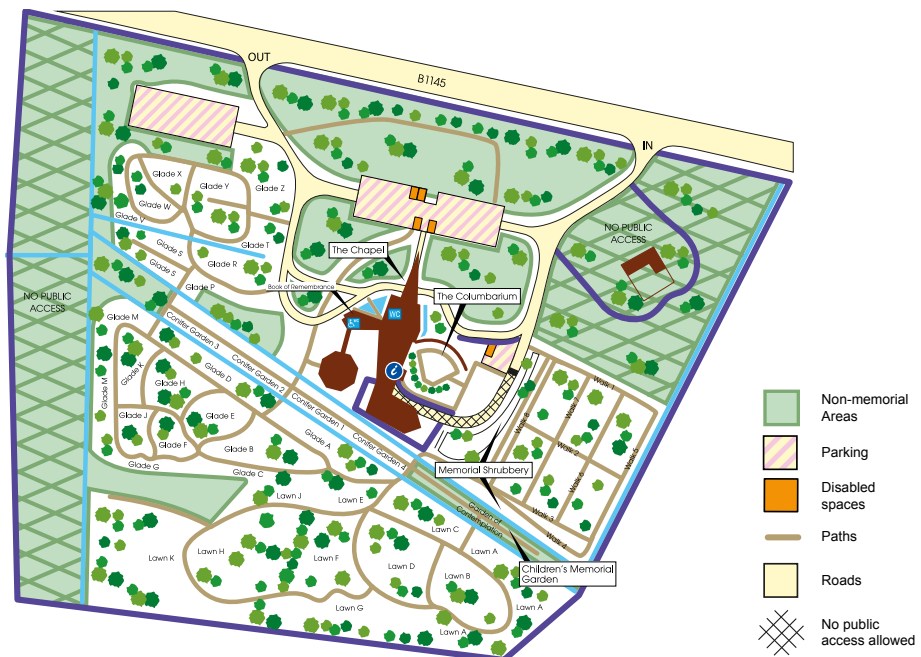
Cemeteries

We manage all aspects of burial and memorial administration for Borough Council of King's Lynn and West Norfolk in 5 cemeteries.



Closed Churchyards

We manage the grounds maintenance and health and safety for 16 Anglican closed churchyards within the Borough.



Introduction

Mintlyn Crematorium was constructed in 1980, the facility was improved and extended in 2015 to provide a state-of-the-art crematory and modern administration facilities.

During your visit today you will be able to follow the journey of a deceased person from arrival at the chapel entrance and then through to the crematory. Our

knowledgeable and friendly staff will be on hand to explain each stage and to answer any questions that you may have. We will also have staff on hand to offer information regarding memorialisation and what we offer here at Mintlyn.

Please feel free to ask any questions.

“At Mintlyn we pride ourselves on providing a professional, caring and compassionate service.”



The Chapel

Our chapel is designed to seat 100 mourners although we can accommodate many more in standing room. If you stand at the front and look up at the roof line you will notice that it has been designed to represent the upturned hull of a ship, this is to reflect the maritime heritage of King's Lynn.

We are one of only a small number of crematoria in the UK that offers a catafalque which can be lowered. The catafalque is the large structure at the front of the chapel next to the lectern and it is where the coffin is usually placed during the funeral service.



Sound and Vision

We offer a comprehensive range of audiovisual items which can personalise a funeral service. Our range includes our very talented in-house live organists as well as photographs, slideshows, and recorded music. Services can also be broadcast live over a webcast and can be recorded onto USB or DVD for future viewing. All of this can be organised through a Funeral Director when arranging the service.

We will always do our very best to accommodate the requirements of bereaved families in our chapel. We appreciate that we only get one chance to get a funeral right and work closely with Funeral Directors, Clergy, and Celebrants to ensure that the services run as smoothly as possible.



After the Committal

At the end of the service and usually once the congregation have left the chapel, the coffin will be lowered out of view, occasionally the lowering of the coffin is an integral part of the service. Following this the coffin will be received into the Committal Hall and placed on a special trolley called a bier, any floral tributes or personal items on top of the coffin are removed at this stage and placed in our flower court.

We are sometimes requested to leave a single flower on top of the coffin to be cremated with the deceased person. The identification of the deceased is confirmed by checking the coffin name plate against our Authority for Cremation card which follows the deceased throughout the process. Only once this process is complete will the coffin be moved into the crematory for cremation.



Cremation

We have 3 state-of-the-art cremators supplied by Facultatieve Technologies Limited. The cremation process is subject to environmental regulation and there are strict parameters which must be adhered to. Our Cremator Operators will plan how many machines will be required for each day and they will then be set to automatically preheat to 800° Celsius. There are 2 chambers in each machine and the coffin is charged into the primary chamber following a final identity check. The combustion process starts in the primary chamber and is completed in the secondary chamber. All our Cremator Operators are highly trained and have passed the examinations set as a part of the Federation of Burial and Cremation Authorities (FBCA) Training and Examination Scheme for Cremator Technicians (TEST). Additionally, we operate throughout the site in accordance with the FBCA Code of Cremation Practice.

During the cremation process, the temperature in the machine can reach up to 1150° Celsius. The average cremation takes approximately 1 hour and 15 minutes although this can vary considerably dependent upon several factors including gender, size, and age. There is usually no requirement to employ the main gas burner in the cremator until the latter part of the cycle as the cremation will progress using the existing heat in the chamber.



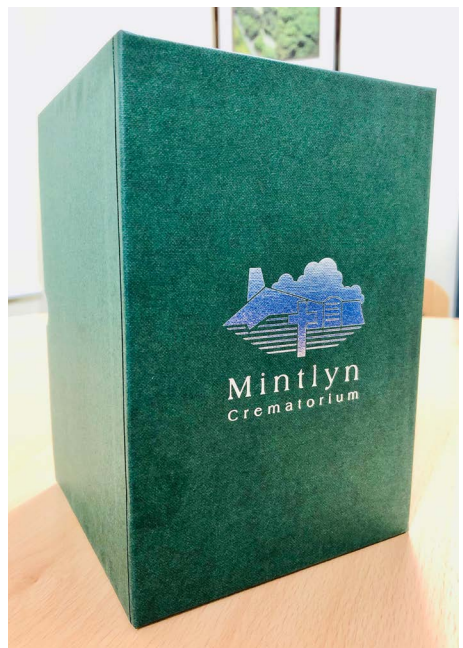
The cremation is complete when there is no visible flame in the primary chamber. At this stage the cremated remains consist of calcinated bone and ash from the coffin, there will also be some residual metal from the construction of the coffin plus any artificial joints and metal implants. The cremated remains are raked into a cooling reservoir

at the front of the machine where they are then cooled with cold air for 30 minutes.

Following the cooling cycle, the remains are transferred to a transfer pan. The technician will then remove any orthopaedic implants and large metal objects prior to placing the transfer pan into a machine called a cremulator.

Cremulation

Cremulation is the process of reducing the cremated remains to what is commonly referred to as “the ashes”. This process also separates out any metal residue such as fixings used in coffin construction. The Authority for Cremation card is then affixed to the container in which the cremulated cremated remains are placed. The container used will depend entirely upon the instructions which we have received from the applicant for the cremation.



What next?

What happens next is dependent upon the wishes of the applicant for cremation. We frequently retain cremated remains for a period whilst a decision is taken on what the applicant wishes to do with them. Sometimes they are removed for safe keeping by a Funeral Director or some other authorised party. We are frequently asked to strew (scatter) the cremated remains in our gardens of remembrance with no witness nor memorial.

The Flower Court

Any floral tributes from a funeral service at Mintlyn are placed in the flower court and are usually left in place for 7 days or removed by the family or Funeral Director on the day. Any tributes remaining in the flower court after 7 days will be removed, but any sympathy cards that were attached will be retained by our office staff for a further 7 days.



The Environment & Recycling

Aside from the strict environmental regulation of our cremation process, we have also taken steps to reduce our use of gas by up to 60% and to reduce our carbon output by 30%. This has been achieved by changing some of our practices and we are determined to make further improvements.

Any metals reclaimed from the cremation process are recycled and the funds generated are donated to East Anglian based

charities supporting life limiting illness and bereavement through the Institute of Cemeteries and Crematorium Management (ICCM) Metals Recycling scheme. Since the scheme was introduced we are proud to have donated £152,000 to such charities.

We actively manage our Gardens of Remembrance to encourage biodiversity and have 7 species of bat on the site.



Memorialisation

We offer a range of options for Memorialisation which include the following:

- Kerb Plaques
- Columbarium Entombment
- Shrubs with Shrub Plaques
- Desktop Tablets

- Barbican Tower
- Granite Mushroom
- Book of Remembrance
- Children's Memorial Garden

Our Memorials Advisor is available in the flower court to discuss our various options.



Gardens of Remembrance

Mintlyn has over 17 acres of grounds and a large part is set aside as gardens of remembrance. Our gardens are cared for throughout the year by our team of grounds staff. The gardens are divided into distinct areas as listed alongside offering a range of environments where a loved ones cremated

remains can be laid to rest:

- The Walks
- The Conifer Gardens
- The Lawns
- The Woodland Glades
- The Columbarium
- The Children's Garden
- The Barbican



Frequently Asked Questions

There are many myths and misperceptions associated with cremation, don't be afraid to ask our team if you have any questions.

Do we cremate more than one person at a time in each machine?

No, not only is the chamber not large enough but it would also breach the FBCA Code of Cremation Practice

Do we reuse coffins?

No, each coffin is cremated in its entirety, we do not open the coffins and remove nothing that is fixed to them.

How do I know that I will get the right ashes?

The Authority for Cremation card acts as an identification document throughout the process so the right person will be returned to the right family.

Does the coffin go straight into the cremator from the catafalque?

No, the coffin is transported on a bier along a corridor to the crematory.

Do we remove any jewelry from the deceased?

No, we do not open the coffin and never physically see the deceased.

Do you store deceased and then cremate in batches?

No, often the coffin is in the cremator before the mourners leave our site.

Can I organise a funeral without using a Funeral Director?

There is nothing to stop you from doing this but be aware that there are some statutory documents to be completed and signed by doctors, you will need to organise transport for the coffin and source a coffin and place the deceased in it and may need to find somewhere suitable to keep the deceased until the funeral.

Code of Cremation Practice



FBCA
Federation of Burial
& Cremation Authorities

1. *Conduct*

The cremation of a human body is a highly emotional occasion for those taking part in the service. This must never be forgotten by the staff of the Crematorium who must work together to create and maintain a dignified atmosphere of reverence and respect throughout the entire proceedings.

2. *Staff*

The greatest care must be taken to appoint members of the Crematorium staff who act with respect and do not detract from the atmosphere of reverence which the crematorium has endeavoured to create. All staff employed in the operation of cremators must be suitably trained in the technical and ethical procedures and certified as specified in Process Guidance Note 5/2 (12) or any subsequent Guidance that may be issued by the relevant Government Department.

3. *Prior to Committal*

A coffin and its contents brought to the Crematorium,

whether for a service prior to cremation, a planned cremation without a service or for a service prior to burial, shall be brought into the Crematorium building through an appropriate entrance*. If the coffin and its contents are to be cremated, the coffin shall be transferred directly to the crematory in the normal way. If the service is not to take place immediately, the coffin and its contents shall be placed on the catafalque, transferred to the crematory and then placed in secure and sanitary storage within the building. If the coffin is to be removed from the building following a service prior to burial, it may be placed on trestles to allow easy removal at the end of the service.

4. *After Committal:*

- a. A body shall not be removed from the Crematorium after the Service of Committal except for a lawful purpose.
- b. Subject to receiving the necessary Authority to Cremate, the coffin and its contents shall

be put into the cremator exactly as they have been received and as soon as practicable. A body not cremated on the same day as the coffin is received at the Crematorium may only be retained on the written consent of the Applicant for cremation and in circumstances deemed necessary by the Cremation Authority, including impacts on the environment. All bodies retained at the crematorium will be accommodated in secure and sanitary conditions within the building.

- c. Once a coffin with its contents has been placed in the cremator, it shall not be touched or interfered with until the process of cremation is completed. On completion, the whole of the Cremated Remains/ Ashes, which is all the material left in the cremator following cremation less any metals, shall be collected and shall be disposed of in accordance with the instruction received.

5. *Correct Identity:*

- a. No coffin shall be accepted at any Crematorium unless it bears adequate particulars of the identity of the deceased person contained therein. If a coffin is encased, the cover and

the coffin must bear adequate identity of the deceased person.

- b. Every care must be taken to ensure correct identification throughout the whole proceedings from the moment the coffin is received onto the catafalque until the final disposal of the Cremated Remains/Ashes.

6. *Separately Cremated*

Each deceased person given to the care of the Cremation Authority shall be cremated separately. Exceptions may be made for instance in the case of mother and baby or twin children providing that the next of kin has made a specific request in this regard.

7. *Coffin Covers*

When a re-useable cover is used to encase a coffin, signed authority must be given by the Applicant for the cremation authorising its use and consenting to its subsequent removal from the Crematorium.

8. *Metal Residues*

Any metal found amongst the Cremated Remains/ Ashes shall be disposed of in accordance with the directions of the Cremation Authority or Higher Authority.

9. Cremated Remains/Ashes

The utmost care shall be taken to ensure that the Cremated Remains/Ashes, following their removal from the cremator, shall be kept separate and suitably identified. The Cremated Remains/Ashes shall be placed in a separate container awaiting final disposal. If the Cremated Remains/Ashes are to be disposed of in a Garden of Remembrance, this shall be conducted with reverence and respect. Cremated Remains/Ashes to be conveyed by a carrier service should be placed in a suitably labelled robust container and dealt with according to recommendations laid down by the Federation of Burial and Cremation Authorities.

10. Cremators and Ancillary Equipment

Cremators and all other ancillary equipment used in the Crematorium shall be kept in

good repair and maintained in accordance with manufacturers' recommendations, and the requirements of the current guidance notes issued under the Environmental Protection Act 1990 or subsequent legislation.

11. Statutory Regulations

All cremations shall be carried out according to the provisions of the Cremations Acts and the Regulations made thereunder and any subsequent legislation.

**Note: Where the crematorium offers more than one entrance for receiving the deceased, they must be designed for the required purpose and be suitable for the dignified reception of coffins. The entrance should be visible to the public, should be sufficiently wide enough for clear access, e.g. double doors, and where it enters the crematory directly, it should pass through two sets of double doors.*

Contact Us

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Borough Council of
**King's Lynn &
West Norfolk**

