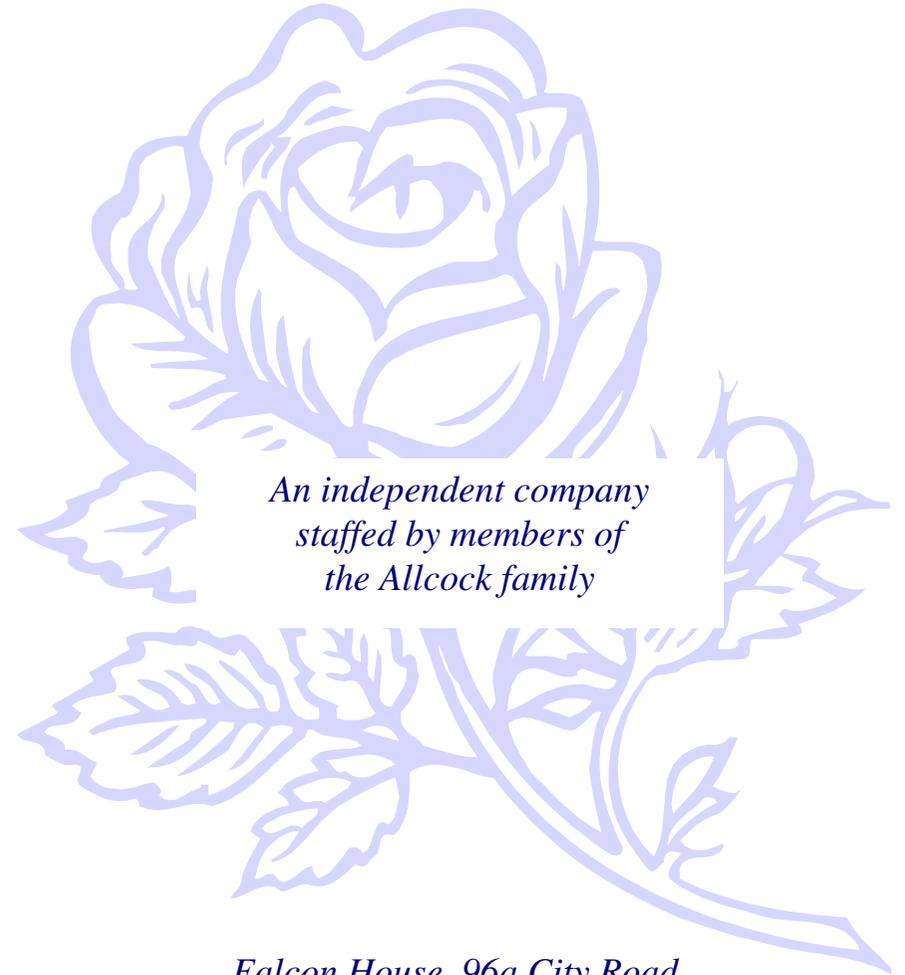


Allcock Family Funeral Service



*An independent company
staffed by members of
the Allcock family*

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Our Family Background

In 1958 **Terry Allcock** moved to Norwich with his wife **Barbara**, and son **Mark**. Over the following 14 years, Terry enjoyed a glittering career with Norwich City Football Club, including the spectacular success of reaching the semi-final of the F.A.Cup as a Third Division team in 1959. During this period there was also the arrival of four more children, namely **Peter**, **Sharon**, **Philip** and **Paul**.

Of the five children in the family, it was the youngest son Paul, who as a teenager, found himself in the employment of Peter Taylor Funeral Services in Norwich. By the age of 23, Paul was promoted to the position of Manager of what at that stage was the largest independent funeral company in the area. The following 10 years saw many changes at Taylor's, culminating in the sale of the company to the Canadian Loewen Group. It was at this stage that Paul decided to break from the company, and along with Terry, who had also spent the previous 6 years in the funeral industry, they formed the company **Allcock Family Funeral Services**.

The experience of Paul and Terry is backed up extremely well by Sharon and Paul's wife **Alison**, who both have vast secretarial experience and are also extremely supportive at the time of bereavement, while Philip is responsible for the management of all financial matters.

Although it is Paul, Terry, Sharon and Alison who serve the public on a daily basis, each of the other family members do have an involvement in the company, and their wide ranging experience is an enormous asset when we make decisions on how we can serve for the good of the community, and we constantly aim to improve the facilities that we are able to offer.

As a family firm we endeavour to treat all of our clients as part of our extended family.

Floral tributes:

None Family only No restrictions

Charitable donations can go to:

.....

Other requests concerning my funeral:

.....

.....

.....

My choice of Funeral Director is:

.....

Name, address and telephone number of my next of kin:

.....

.....

.....

It is important to remember to leave some choices to your family and friends. It will help them if they can play some part in the planning. Remember to leave these instructions in a safe place and to tell your family where they are.

My Arrangements

I have made the following decisions for the arrangements for my funeral and would wish them to be followed.

I would like my funeral service to be held at:

.....

I would like to be buried/cremated at:

.....

Details of a particular grave, if applicable:

.....

I would prefer my ashes to be:

.....

My choice of hymns is:

.....

My choice of Bible and/or other readings is:

.....

My choice of music is:

.....

Your Questions Answered

There are some items which may not be covered by this booklet which could help you in your particular situation. We are here to help you. All inquiries are treated in the strictest confidence and are always given our fullest attention.

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What Services Do You Offer?

This booklet is too small to detail every service that can be encountered when making funeral arrangements. However, we have the experience to cope with every aspect of Funeral Directing, down to the smallest detail. Our belief is that the arrangements should, wherever possible, be tailored to suit the character of the deceased and the individual needs of the family. To achieve this we spend time with the family or executor, discussing the ceremony and any relevant ancillary services which may be required. Rest assured that we shall make sure that you are aware of the options that are open to you. As well as arranging the funeral we can also provide **Memorials, Flowers, Printing and Catering.**

What Do I Do When Someone Dies?

If the death occurs at home you should contact:

- * The family doctor
- * The funeral director

In normal circumstances the doctor will issue a Medical Certificate of Death which you will need to take to the Registrar. If the cause of death is uncertain or death was sudden, then the doctor will probably report the death to the Coroner.

If the death occurs in hospital or a residential home, those in charge will contact a doctor and inform you when and where the Death Certificate is available from.

Coping With Grief

Bereavement is something most of us experience at some time in our lives, and we react to it in many different ways. Grief is painful, time consuming and exhausting, and may give rise to symptoms or feelings you did not expect. Many people try to hide their feelings, but whatever they are they are certainly an inevitable part of bereavement, so do not be afraid to share them with a sympathetic listener. This may be a friend, Minister of Religion or possibly a specialist Bereavement Counsellor.

If you are having difficulties in coping with your bereavement, please do not be afraid to talk to us if you feel you would like to. We may not be able to help you directly, but we can certainly put you in touch with people who can.

Children And Funerals

It is important that a child is told as quickly as possible when there is a death in the family. It is easy to think you should protect them from upset, but the fairest thing for the child is to be honest. The news should be given to them in a simple and straightforward manner by the person closest to them. Do not be afraid to use the words “died” or “dead”, and be careful with the pictures you may create in the child’s mind. They need to be relevant to what the child actually knows or has seen, and make sense to them. Encourage the child to talk about the dead person and to ask questions. Do not be afraid to give them an honest answer.

Children who only have a limited understanding of what is happening should be given the opportunity to attend the funeral. A child’s imagination is often far worse than reality.

Pre-Planning Your Funeral

Many people are deciding to make arrangements for their own funeral in advance, which we are very happy to help and advise on. Many of these people also decide to pre-pay the funeral to save their family needing to worry about the burden of having to find funds when it may prove difficult. We have our own guaranteed plan based on local prices and traditions and yet it is backed by a National Funeral Planning Company with all funds being placed in an Independent Trust Fund, with HSBC as custodian trustees.

Pre-arrangements may especially suit:

- * Those with no-one capable or willing to make funeral arrangements at the time of their death.
- * Those who have definite wishes about aspects of their funeral and want to be sure that these wishes are known, so that they can be incorporated in the funeral.
- * Those who simply want to offer some guidelines to their survivors regarding their own funeral arrangements.

If you would like to write down your own arrangements, there is provision to do so at the back of this brochure, or alternatively you may contact us and we will be happy to discuss your needs personally.

What Happens When We Phone The Funeral Director?

Upon receipt of notification of any death, it is important that we establish the circumstances surrounding the death before we can advise you of the correct procedure to take. You will therefore be asked a few simple questions to help us guide you from the outset.

We never make any assumptions about any situation, and if the death occurs at home we would ask whether you require the deceased to be removed to our chapel immediately, or whether you would prefer to have some time at home. There is no reason why the deceased cannot stay at home until the time of the funeral, although it may be advisable to carry out some preservative treatment, if this were to be the case.

When we do call to take the deceased to our Chapel of Rest, we appreciate that this is an extremely difficult time for the family. Please be assured that we take great care at this stage and we are sensitive to each individual situation.

At this point, we would also guide you through the early procedures, and would normally make an appointment to either visit you at your home or for you to visit us, so that we can finalise all the arrangements.

If you have any concerns or questions at this time, please do not hesitate to ask. What may seem daunting to you is probably something that we deal with on a regular basis.

What Do I Do About Registering The Death?

All deaths need to be registered by the Registrar of Births, Marriages and Deaths in the district where the death occurred. This should be done within five days, unless the Coroner is involved. We will inform you which Registrar you will need to visit, the times they are open, and whether you need to make an appointment. If you have any difficulties with transport, please contact us and we will be able to help you at no extra cost to you.

You should take with you to the Registrar the Medical Certificate of Death issued by the doctor, and the deceased's Medical Card, if available.

The Registrar requires the following information:

- * **The deceased's date and place of birth**
- * **The deceased's full name**
- * **The name and date of birth of a surviving spouse**
- * **The deceased's maiden name if applicable**
- * **The deceased's former occupation**

We shall need the Green Certificate, if the Registrar issues one. The Registrar will also give you a form for you to send to the Department of Social Security, with any pension or allowance books.

You will also be asked if you require any copies of the Death Certificate which you will need for Banks and Insurance Companies etc. There is a small charge for these, but it is advisable to get a few to deal with the deceased's estate.

Distance Funerals

We have the facilities and the staff to provide a comprehensive service which enables us to carry out the arrangements in any part of the country. Through our professional association we can plan the funeral so that there is nothing for the family to worry about. Costs will be kept to a minimum and the funeral will be carried out, as always, with dignity and respect.

Funerals Abroad

The above is also true when we are dealing with funerals abroad. We are conversant with the Consulates and required regulations of the different countries and can confidently offer this service, whether the death has occurred in this country (for a funeral abroad) or where death has occurred overseas and return to this country is desired.

Newspaper Announcements

This is something we deal with on an everyday basis, and we can insert any kind of notice in any newspaper, anywhere in the country. We are more than happy to help you with the wording for an announcement if you are unsure of how to word it.

Chapel Of Rest

Our Chapel is available for you to visit at any time of day or early evenings providing you make an appointment.

The Chapel is designed to create a peaceful atmosphere, and although you will always be shown into the chapel, you will be given the opportunity to be alone with the deceased.

Memorials

We have a large range of Memorials to suit every circumstance, from the most ornate headstones to a very simple garden memorial. Please ask for our brochure and price lists.

Floral Tributes

As part of our effort to have every possible service available to you, we can also arrange all the flowers that you require, be they Church Pedestals, Funeral Tributes or Flowers for the House.

If you wish our Professional Florist will visit you in the comfort of your own home to discuss your requirements.

Printing

There are many circumstances when the printing of stationery is required as part of the funeral arrangements.

We offer a wide range of printing services including Orders of Service, Notification Cards, Return Thanks Cards and Prayer Cards.

Catering

There are a number of Hotels in convenient positions close to the local crematoria and cemeteries, which we can liaise with on your behalf.

We can also offer outside catering, either at your own home or in a local hall.

Again we would discuss your needs and agree the menu and prices beforehand.

When Would The Coroner Become Involved?

The Coroner would only be involved if the death is sudden, suspicious or the death is as the result of some industrial diseases. The term sudden can include the death of any person who has not been seen by a doctor within fourteen days prior to the death.

In some cases the Coroner, after discussion with a doctor, will give the doctor permission to issue a Death Certificate. The usual course of events, however, is that the Coroner will order a post mortem examination to establish the cause of death.

The Coroner will then either issue a certificate to allow registration of the death in the usual way, or alternatively, he may order an inquest if the cause of death was not natural. This would normally be a few weeks after the death to allow time to thoroughly examine the circumstances surrounding the death.

When there is to be an inquest, the Coroner will issue a form to allow the funeral to go ahead, but registration of the death cannot take place until after the inquest. The Coroner can issue temporary death certificates if required for Banks or Insurance Companies etc.

The only other time that the Coroner becomes involved is if someone dies abroad or there is a request to send someone out of England and Wales.

Some Things To Bear In Mind When Arranging The Funeral

The following list covers most options for a funeral, but every funeral is different and subsequently the list is by no means exhaustive.

- * Should the service be followed by **Cremation** or **Burial**.
- * Should the service be of a **Religious** context. (If so what religion) Many funerals are now being carried out on a **Secular** basis with words and music not associated with any Church.
- * Should there be a service in a **Church** before the cremation or burial, or should the service take place in a **Crematorium** or **Cemetery Chapel**.
- * For non-religious services there may be a **local hall** or **garden** where the service could take place.
- * Do we personally want to be involved in the service by reading, giving an address or playing some music.
- * If it is to be a burial, should this be in the local **Churchyard**, a **Cemetery**, a **Woodland** or maybe even in the **Garden at Home** or at **Sea**.
- * Is anyone to be buried in the same grave in the future.
- * Our vehicles are the only **silver fleet** in the region, to reflect the views of the majority in celebrating and giving thanks for a life, but you may prefer to use an alternative such as a **Horse drawn** or **Motorcycle** hearse.
- * Should the **Hearse** come from home or meet us at the place of the service and do we require a **limousine** for the family.
- * Should we have a **Simple Veneered Coffin**, a **Solid Wood Coffin**, a **Solid Wood** or **Metal Casket** (for burial only) a **Cardboard**, **Wicker** or **Bamboo Coffin**, the list is almost endless so please ask if you have other ideas.
- * Should the deceased wear some of their **Own Clothing** or a **Gown** supplied by the Funeral Director.
- * Should we go to see the deceased at the **Chapel of Rest**, or even should we have them at home.
- * Should we have **Flowers** or **Donations** to a chosen Charity.
- * Following cremation should we have the ashes **Buried** or **Scattered**, and should this be in the **Garden of Remembrance** or somewhere more personal, such as in the **Garden at Home**, by a **River**, in the **Woods** or at a **Favourite Sports Arena**.
- * What type of **Memorial** shall we have. (see overleaf)
- * We can help to guide you through all the points mentioned on these two pages as well as many other possibilities. All you have to do is ask. **Almost anything is possible**, and with a little thought and guidance, hopefully we will be able to arrange a service which is deserving of the life that went before it.