

ALLEN & SON

FUNERAL DIRECTORS

Useful Information



Trusted by families since 1928

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www.allenfunerals.co.uk

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Moreton-in-Marsh, Gloucestershire GL56 0HH

This guide is intended to assist you with basic information, which we hope you will find helpful when needing to make funeral arrangements.

About Us

We are an independent, family-owned and run funeral directing company, trusted by families since 1928.

The company is owned and run by husband and wife team Diane and James Drury, who have many years experience in the funeral industry. Through this, and their own personal losses, they know that suffering a bereavement can be one of the most distressing and sad times in people's lives. Even though a death may be expected, it can still come as a huge shock and bring great stress and worry. Diane and James want you to know that you are not alone and that they will be there to support you throughout and beyond this difficult time.

Diane and James have an excellent relationship with Peter Allen, and see him regularly when he pops in for coffee each week. Peter is the third generation of the Allen family, who served the local community and surrounding villages for over 90 years.



**We know that every goodbye is personal,
let us help you create a meaningful one.**

Our Services



We provide the very highest standard of service, dignity and support to the families we care for, 24 hours per day, 365 days of the year.

We are available at any hour, to provide assistance, advice and, when needed, to take your loved ones into our care at our Chapel of Rest.

We are able to arrange funerals for all religious denominations and also non-religious ceremonies, tailoring services to individual needs and wishes.

We have a peaceful and spacious Chapel room, which can also be used to hold small private services for up to 15 people, seated.

You will find convenient on-site parking when visiting us, accessed via Artisan Close.

We provide a complete funeral pre-planning and pre-payment service through our registered and government-approved scheme.

Allen & Son Limited, trading as Allen & Son Funeral Directors, is an appointed representative of Golden Charter Limited trading as Golden Charter Funeral Plans which is authorised and regulated by the Financial Conduct Authority (FRN:965279)

We are proud to be members of:

The National Society of Allied and Independent Funeral Directors (SAIF), and comply with their code of conduct, a copy of which is available at our premises, or on their website at: <https://saif.org.uk>



Procedure to be Followed after a Death:

What you need to do following a death will depend on the circumstances surrounding the death. A Medical Certificate of the Cause of Death (MCCD) must be completed by a Medical Practitioner. This is then forwarded onto a Medical Examiner, who will contact you to discuss. The MCCD Certificate will then be emailed onto the Registrar, to enable you to make an appointment to register the death and obtain the Death Certificate.

When the Death Occurs at Home:

Inform the family doctor as soon as possible that death has occurred. They usually email the MCCD directly to the Medical Examiner, once completed.

When the Death Occurs in a Hospice or Nursing Home:

The staff here will inform you of the death of your loved one and will help you obtain the MCCD. They may also help you with advice before making contact with us.

When the Death Occurs in Hospital:

The staff will inform the next of kin and the deceased will usually be transferred to the hospital chapel. The bereavement officer at the hospital will arrange for the MCCD to be issued and advise you when it has been completed.

When the Death is Referred to the Coroner:

Sometimes the coroner will need to be informed when a doctor cannot issue the MCCD. In these circumstances the Coroner's Office will produce a certificate once the coroner has determined the cause of death. This will be sent by the Coroner's Office to the Registrar's Office in the district where the death occurred, allowing you to register the death.

Registering the Death:

Your only legal duty before the funeral takes place is to register the death with the registrars.

Who can register?

1. Close relative of the deceased
2. Relative in attendance during last illness
3. A relative living in the district where death occurred
4. A person present at the death
5. The person responsible for arranging the funeral

How to register:

You will need to make an appointment, by telephone or online:

Local Registrar's Offices:

You may register at any of the offices in the county where the death occurred.

(If you do not live in the applicable registration district, it may be possible to register the death "By Declaration" at your local office)

Gloucestershire — 01452 425060

www.gloucestershire.gov.uk/births-marriages-deaths-and-civil-partnerships/register-a-death/

Warwickshire — 0300 555 0255

(they often call you to book the appointment)

www.warwickshire.gov.uk/registrations

Oxfordshire — 0345 241 2489

www.oxfordshire.gov.uk/registration

Worcestershire — 01905 768181

www.worcestershire.gov.uk/death-registration-services

What Information will the Registrar need:

The documentation sent by the Medical Examiner, plus other documentation, which may include the deceased's passport, birth certificate, driving licence, National Insurance number, Council Tax bill, marriage certificate and NHS card. The registrar will confirm what is needed when the appointment is booked.

Most of the information the registrar requires will be contained on the doctor's death certificate. You may be asked the following additional questions:

1. Date and place of birth of the deceased.
2. Previous names of the deceased, if applicable.
3. Current or most recent occupation and marital status of the deceased.
4. Whether the deceased received a pension or allowance.
5. The full name and occupation of a surviving spouse or civil partner.

The registrar will issue the following certificates:

The Certified Copy of the Entry of Death.

"The official certificate", to be presented to banks, building societies, life insurance companies, solicitors, etc. Please order any additional copies required at the time of registering - there is a charge for this certificate and each copy - currently £12.50 each, as at February 2026.

Burial or Cremation Certificate (Green Form)

To be forwarded to Allen & Son as soon as possible before the funeral.

In the case of cremation, we must present this form to the crematorium authority at least three clear working days before the funeral date.

Tell Us Once

The registrar's "Tell Us Once" service will now inform many of the necessary authorities on your behalf.

Tell Us Once is a service that lets you report a death to most government organisations in one go. Tell Us Once will notify:

HM Revenue and Customs (HMRC) • Passport Office • The Local Council
• Department of Work and Pensions (DWP) • Driver and Vehicle
Licensing Agency (DVLA) • Veterans UK

Who Should You Inform?

There are various people and companies who need to be informed, and others it may be sensible to inform.

If the deceased lived alone...

- Be sure that all near relatives are informed and any close friends.
- It is vitally important to ensure that any property insured by the deceased is transferred to the executor's or next of kin's policy.
- Local social services, meals on wheels, home help and day centre.
- Any hospital or clinic the deceased was attending.
- The local Inland Revenue and Social Security Offices, and pensions, allowances or benefits should be cancelled. If the deceased was living in rented accommodation or in receipt of any housing or council tax benefit then the landlord or any benefit office should be notified.
- All bank accounts, building societies, insurances to be informed, with debit and credit cards to be cancelled.
- Don't forget to cancel deliveries from newsagents, milk etc.
- Any employer, trade union, regimental association.
- Car insurance company and Car Tax. If the car is insured in the deceased's name, people normally entitled to drive may no longer be legally insured. Car Tax ceases on the death of the holder.
- If a partner or spouse survives the deceased, notify utilities such as gas, electric, water and telephone to ensure they change the billing name.
- A bereavement register can be set up to remove the deceased's name from mailing lists so as to minimise mail sent.
- Items such as order books and giro cheques will have to be returned to the appropriate Social Security Office. Make a note of pension book numbers before you send them back.
- The deceased's passport, driving licence, car registration documents, membership cards and national insurance papers must be returned to the relevant offices.
- Television licence authorities to be informed.

Solicitors

You should ascertain if the deceased made a Will and consult the solicitors who hold it, to see what the deceased's wishes were for their funeral. The 'Will' will also disclose the names of the executors or the persons legally entitled to deal with the deceased's estate. If you instruct them, your solicitors will assist with the administration of the estate and any questions relating to taxation that may arise.

Probate

What is probate?

When someone dies, somebody has to deal with their estate by collecting any monies, paying any debts and distributing the estate to those entitled. The Probate Registry will issue a document called A Grant of Representation.

There are three types of grant:

1. Probate issued to one or more of the executors named in the Will.
2. Letters of administration (with the Will) issued when there is a Will but no named executor able to deal with the estate.
3. Letters of administration issued when the deceased has not made a Will or the Will is not valid.

Organisations holding money belonging to the deceased's estate, such as banks, building societies, insurance companies or pension companies, need to know to whom the money is to be paid. A grant is sometimes not needed if the deceased's money will be released without the holder seeing the grant, for instance when there are no complications or the amount held is small.

It is not always necessary to employ a solicitor to arrange probate. There are numerous specialists in probate who can be used instead of solicitors.

Bereavement Support Payment

This is a benefit that you may be able to claim if your spouse, civil partner or cohabiting partner (provided you have a child or children) died after 6 April 2017. The benefit is not means-tested, so you can claim it regardless of your income or work status. The benefit consists of a one off, lump-sum payment followed by up to 18 monthly payments. The amount of the payments depends on your eligibility and age.

Funeral Expenses Payment

You may receive help if there is not enough money to pay for the funeral and you are responsible for making the funeral arrangements and you or your partner are receiving any of the following benefits:

- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Pension Credit
- Housing Benefit
- Universal Credit

For all information about entitlements, please search at: **www.direct.gov.uk** and follow the links for funeral expenses payments or bereavement support payments.

You can apply for financial help online, or alternatively call 0800 151 2012.

The Funeral Service



The funeral that you choose does not necessarily need to be a religious ceremony, although, if a church service, this must be conducted by the clergy of that church. A crematorium service or a ceremony elsewhere can be led by a celebrant. A member of the family may also lead the ceremony, if desired. Whatever you decide, we will endeavour to choose an appropriate officiant and arrange for them to meet with you to discuss your requirements.

On planning the funeral service, there are many considerations, which the minister/celebrant can help you with. This includes any religious readings, prayers, poems, hymns and music. Many families like to write a personal tribute to their loved one, which can be read out by a member of the family, a friend, or the minister/celebrant. An organist can be arranged in church to play music and hymns. Crematoriums have their own music systems, and we pre-request your specific choices. For churches and other venues, you are welcome to provide your own material, i.e. CD's of favourite music, or we can download your choices for you, which can be played on entry, during the service and on exit. For any churches or venues without the facility to play CDs, we provide a music system.

Cremation

There are certain legal forms that you will be required to sign and we will guide you through these. As mentioned previously, a Medical Practitioner will also need to complete the MCCD and a Medical Examiner will contact you once this has been forwarded to them.

Ashes can be scattered at a crematorium or in a favourite spot, though permission may be required if you do not own the land. They can be buried in a churchyard or cemetery (charges are incurred for this).

Burial

The Church of England has set fees for burials. Many churchyards are no longer open for burials as there is no space left. Grave spaces in churchyards are not purchased and there are therefore no ownership rights. Town and Parish councils also have fees for cemeteries although these vary greatly and are set by each individual burial authority. They do charge more for the burial of someone who is not a resident in the parish. If a space in a cemetery is purchased then a deed of ownership is issued to the family.

There is also a choice of local woodland and natural burial grounds, details of which are available on request.

Payment of Funeral Expenses

It is our policy to settle all third party payments relevant to the funeral (i.e. church, minister, organist, gravedigger, crematorium) on your behalf. These are known as disbursements and all of these will be itemised on your estimate of costs, which you will receive before the date of the funeral. An invoice for our services will follow some days after the funeral, and our terms are for settlement within 30 days of the final account.

Please note that banks do release funds to cover funeral expenses from the deceased's accounts immediately, without the need for probate. Please advise us if there is a problem with providing payment within our terms. We reserve the right to charge an additional interest fee on accounts which remain outstanding for a period beyond 30 days.

List of Professional Charges:

Funeral expenses are made up of two elements; professional charges and disbursements (fees paid to others on your behalf). The disbursements* vary according to your requirements.

**Typical 3rd party disbursements fees are approximately £1750 but can vary dependant on individual wishes.*

Traditional Funeral

Professional fees, which includes the making and administration of arrangements, care of the deceased, preparation of Service Sheets, administering donations and Chapel of Rest visits. Provision of four pallbearers and staff for conducting the funeral service.

Third party fees are payable in addition to the following:

Professional Services	£1895.00
Hire of Hearse	£ 355.00
Removal to Chapel of Rest within 25 miles	£ 295.00
Veneered oak coffin	£ 525.00
Total funeral director charges	£3070.00

"SIMPLE FUNERAL" IN ACCORDANCE WITH THE SAIF CODE OF PRACTICE AND OFFICE OF FAIR TRADING:

A lower cost funeral option with a plain, wood-effect coffin, collection of the deceased within a 25 mile radius, provision of a hearse directly to a local cemetery or crematorium, bearers and conduct of the funeral.

This does not include Chapel of Rest visits, preparation of service sheets, submitting newspaper notices or administration of donations.

All payment is required in advance.

£1995.00 plus disbursements

UNATTENDED "DIRECT" CREMATION:

This service includes collection of the deceased within a 25 mile radius, making all necessary arrangements, provision of a basic coffin, transportation of the deceased in our dedicated vehicle to the crematorium and help and guidance with all necessary paperwork and forms.

This is a non attended cremation and does not include use of the crematorium chapel or Chapel of Rest visits.

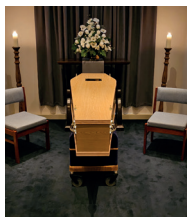
All payment is required in advance

£1795.00 fully inclusive

ADDITIONAL CHARGES:

A wide range of coffins available, starting from	£ 345.00
Hire of each limousine including 25 running miles	£ 295.00
Additional mileage for fleet, priced per mile @	£ 1.50
Collection of ashes from crematorium	£ 25.00
Solid wood ashes casket with engraved plate, from	£ 75.00
Biodegradable ashes scatter tube	£ 35.00
Temporary oak grave marker with engraved plate	£ 40.00
Ashes interment fee (our administrative costs, grave preparation and temporary oak grave marker)	£ 245.00
Grave preparation (digging and removal of excess soil), from	£ 545.00
Printed Orders of Service - e.g. 100 page colour booklet, from	£ 145.00
Chapel visit out of office hours, per hour or part thereof	£ 35.00
Additional bearers if required (each)	£ 65.00
Taking names at the service	£ 45.00
Second venue (i.e. Church Service directly before cremation)	£ 135.00
Delayed, same day Committal Service	£ POA
Next day Committal Service	£ POA
Conveying coffin into home or church evening before funeral	£ POA
Weekend funeral surcharge from	£ 295.00
Service held in our chapel for up to 15 mourners	£ 150.00
To arrange and attend a Service of Thanksgiving at a later date	£ 325.00
Robe sets, starting from	£ 35.00

Additional Information



CHAPEL VISITS

We believe that all families should have the option of paying their last respects in our private chapel, if they wish to.

We would suggest that visits should be within the first week after death, as it may not be advisable if too much after this time.

We provide unlimited visits, by prior appointment, during our normal weekday office hours of 9.00am-5.00pm. **Visits outside these hours are available but may incur additional costs.**

COFFINS AND CASKETS

We offer a wide variety of coffins and caskets and are able to show you pictures of different styles and materials of coffin available. Examples of these are simple veneered oak or mahogany coffins, solid wood, wicker, bamboo, seagrass and cardboard. We also offer a range of colourful coffins with specific designs or bespoke designs which can include photographs or pictures of your choice.

PALLBEARING

We provide a team of pallbearers to carry the coffin. Family members are welcome to act as pallbearers, if wished, for all or part of the funeral service, such as to carry the coffin in to the church or crematorium.

CLOTHING

You may wish us to dress your loved one in their own clothes, or we can provide a suitable gown. Please remember to include all underwear and a full set of the necessary clothes. We may also need any dentures or glasses, if worn.

LIMOUSINES

We are able to provide chauffeured stretched limousines, which seats up to 7 passengers and will travel to any address or venue required.

MEMORIAL STONEMASONRY

We work alongside monumental masonry companies, who can produce suitable styles of headstone and memorial tablets. They also provide a full cleaning and refurbishing service. Brochures, pricelists and samples available.



FLORAL TRIBUTES

Many local florists deliver to us on a regular basis. If you would like help or advice then please do talk to us and we can advise you accordingly.

If you are making or ordering your own flowers, please contact us to discuss the dimensions of any tribute which is to be placed on the coffin.

CHARITABLE DONATIONS

Where donations in lieu of flowers are preferred, we can assist in collecting, collating and listing donations on your behalf and forwarding them to your chosen charity or cause. We can also create an online donation and tribute page on our website, which can be shared via social media if wished.

This allows friends and family to see funeral details, make donations online using card payments, and also leave messages of condolence and share memories if wished.

NEWSPAPER NOTICES

If you would like to place a death notice in any local or national newspaper, we will be pleased to assist you with the wording and placing of the notice on your behalf.

ORDERS OF SERVICE

If you would like a printed service sheet, either to assist the congregation in following the service, or as a keepsake, we are able to produce as many copies as you require and will always provide a layout proof for your approval before printing. Coordinating attendance cards and condolence books can also be supplied.

CATERING

We are able to recommend local caterers or venues which may be suitable to provide refreshments after the funeral.

KEEPSAKES

A lock of hair can be taken from your loved one, if requested, which could later be placed in a locket or kept as a memento. Memorial jewellery and keepsakes are also available, which use a very small portion of your loved ones ashes, and means you always have a part of them close to you.

We have several jewellery and keepsake items for you to see at our premises, and some of these can be personalised to your wishes, including fingerprint keepsakes.

SPECIAL REQUIREMENTS

If there is a special requirement or wish, e.g. a motorcycle hearse, or horse-drawn carriage, please ask and we can make the necessary arrangements.

Funeral Checklist:

Once the venue, date and time of the funeral have been established, you will want to feel certain that you have not forgotten any vital points; the following provides a reassuring 'tick list':

- Registration completed and the 'Green Form' to Allen & Son
- Where you are to meet the hearse ~ home or church/crematorium
- Transport for the family ~ own cars or limousines
- Beginning the ceremony ~ following the coffin or being seated first
- Family pallbearers ~ if so, how many and who
- Have you chosen the appropriate coffin from our brochure
- Flowers ~ ordering and completing wreath cards
- Donations ~ if desired, has a charity been nominated
- If cremation, the final resting place for your loved ones ashes
- Is a eulogy or tribute being prepared by the family ~ who will speak
- Orders of Service ~ have photos been chosen, how many copies to print
- Hymns, music and readings ~ favourite poems, music and hymns chosen
- Refreshment venue ~ has this been booked and numbers confirmed
- Notices in newspapers ~ have these been placed
- Clothing for the deceased ~ has this been chosen and delivered/collected
- Jewellery ~ if worn, is this to remain in place or be returned to you
- Have you chosen to place any items in the coffin ~ photos, letters
- Have you informed banks and solicitors ~ checked any Will



(Turn into Artisan Close to find our on-site parking)

GOLDEN CHARTER
FUNERAL PLANS



SAIF
INDEPENDENT
FUNERAL
DIRECTORS

Company registration no. 08925807

A Limited Company, owned by Diane & James Drury, registered in England and Wales at
Matcon House, London Road, Moreton-in-Marsh, Gloucestershire. GL56 0HH

*All information correct at time of printing February 2026