



**F. J. PINNOCK & SON**  
FUNERAL DIRECTORS



24 HOUR SERVICE

PRIVATE CHAPEL OF REST

GOLDEN CHARTER FUNERAL PLANS

t: 01279 422123

info@fjpinnockandson.co.uk | www.fjpinnockandson.co.uk



## Welcome to F.J. Pinnock & Son Funeral Directors

### ABOUT US

We are a team of conscientious and caring funeral professionals with decades of experience. Our heritage of serving the community of Harlow stretches back over generations. We promise to help you in every way we can in your bereavement journey and provide a discrete and bespoke personal service, 24 hours a day, 365 days a year. If you have questions regarding our funeral services or need our support, please call us today.

### SERVICES

- Traditional, Modern & Eco Funerals
- Religious & Non-Religious Services for All Denominations
- Burials & Cremations
- Catering & Venue Hire
- 24 Hour Personal Service
- Repatriation
- Home Arrangements on Request
- Private Chapel of Rest
- Guidance, Help & Support

### ADDITIONAL SERVICES

- Alternative Vehicles & Transportation
- Choirs, Musicians & Singers
- Floral Tributes
- Video & Audio Tributes
- Memorial Masonry
- Memorial Jewellery & Keepsakes
- Bespoke Options
- Ashes Caskets & Scatter Tubes
- Obituary Notices

### OUR VALUES

Serving our local families for generations, we know that each funeral is unique. We have built our approach on six key values:

**COMPASSION** - We are caring and empathetic with all our clients, their families and friends

**INTEGRITY** - We are transparent and act with respect, honesty and openness, with everyone we work with and in everything we do

**PERSONAL** - We see you as an individual, our dedicated team will provide what you want, the way you want

**INCLUSIVE** - We are part of our community, respectful, engaging and welcoming to all

**ATTENTION TO DETAIL** - We are dedicated and professional throughout, and set ourselves the highest standards of care across every aspect of our service

**PROACTIVE** - We have a can-do attitude and are prepared to go the extra mile for you and your family, to ensure you have just what you want for your loved one

### OUR PROMISE

We capture what our values mean for us in one simple promise to you, our customers:

**“We promise to give you a personalised service, with support, care and reassurance when you need it most”**

### OUR TEAM

Our friendly and professional team is highly trained and always available to assist you with any aspect of the funeral of your loved one.

### WHEN SOMEONE PASSES AWAY

**When someone passes away, there are several steps that need to be taken care of.**

#### **If your loved one dies at home: Getting the Medical Certificate**

If your loved one passes away at home, the first step will be to call their doctor. If the doctor decides there is no need to contact the coroner, they will supply the local Registrar with a Medical Certificate of Cause of Death. Thereafter, you will need to contact us as your chosen the funeral director to arrange bringing the deceased into our care.

#### **What if the doctor does not agree to sign the death certificate?**

If the doctor does not agree to sign the death certificate or there is an inquest, they will refer to the coroner and a post-mortem may need to take place which will take a bit longer. If this is the case, contact us and we will talk you through the next steps.

#### **If your loved one dies elsewhere:**

**In Hospital:** the hospital team will liaise with the doctor on your behalf, and your doctor will advise you on the next steps, and when to give us a call.

**Care Home or Hospice:** the care staff will usually liaise with the doctor or practice nurse in the first instance. The process remains the same as above.

**On holiday or outside of the UK:** If this occurs, contact us as soon as possible and we can arrange for repatriation to bring your loved one back home.

#### **Who can register the death?**

Death is usually registered by the next of kin or a relative of the deceased. Alternatively, this can be done by the person who was with the deceased at the time of their death or the person who is arranging the funeral.

#### **What to prepare: What documents do I need for death registration?**

Contact the registrar who will make an appointment to register the death. They will need certain key information including:

- Full name, gender, date and country of birth
- Occupation: current or previous
- Address and postcode
- Parental names and occupations
- Marital status with partner(s) name, date of birth and occupation

#### **What documents to expect:**

Once the registration has taken place, the death certificate will be sent out to you by post. You will also be given a “Green Form” to hand over to us at your earliest convenience. We will take care of everything else from then on. If a post-mortem has been carried out, the coroner will issue a Form 6 Certificate directly to us, as your chosen funeral director.

## TELL US ONCE

We recommend using the ‘Tell Us Once’ service available through GOV.UK. This allows you to report a death to most government organisations in one go. If you have any other questions, please call us.

## BEFORE THE FUNERAL

It’s almost impossible to be fully prepared when the time comes, however, there are a few things you need to consider when planning the funeral.

### Burial or Cremation

A key decision is whether to arrange a burial or cremation. If you know what the deceased wanted, let us know. If you are unsure, you may wish to check their will or expression of wishes or talk to friends and other family members. You must also check if the deceased had taken out a funeral plan.

### Religious or non-religious service

Another important consideration is whether the deceased was religious or a member of a specific place of worship. You would likely want to arrange the funeral following his/her faith; if so, please do let us know.

### Repatriation

If your loved one passes away whilst abroad, they can be repatriated back to their home country if needed. Repatriation can be to and from the UK. We offer guidance and help throughout the entire repatriation process to ensure that your loved one is brought back home to be buried or cremated.

## DAY OF THE FUNERAL

This is the day you pay a unique tribute to the life of your loved one. Depending on your choice, the day typically includes Funeral Procession, Funeral Ceremony, Burial or Cremation and a Wake (reception).

### Funeral Procession

On the day itself, we will arrive at our agreed meeting point in good time so you can view any floral tributes before leaving for the service. Family and friends who are traveling in our funeral limousines will need to arrive at the agreed location before we start the procession. On arrival at the funeral venue, our professional pallbearers or your loved one’s family and friends will escort the coffin with dignity and respect into the service hall led by our funeral director.

### Funeral Ceremony

The ceremony will start at the time booked for you, following the pre-arranged order of service. Every funeral ceremony is completely unique to every family. Traditionally, close family will sit in the first few rows, however you can arrange the seating as you would like.

After the service, we will show you to the area where the flowers and floral tributes will be placed.

### Burial or Cremation

If you have held the service at a separate place of worship prior to burial or cremation, we will escort you to the next destination for the committal.

### Wake (reception)

Many families choose to hold a catered reception following the funeral. Friends and family come together to reminisce and celebrate the life of the deceased. You can organise the reception at your home or at another venue, it is up to you.

## AFTER THE FUNERAL

After the funeral service, many families choose to commemorate their loved ones by having a memorial or keepsake to keep their memories alive. If you’d like to do something special after the service do let us know – we’re happy to help!

### Following a Cremation

If we have arranged a cremation service for you, we can arrange to collect the ashes on your behalf free of charge and hold them in our care until you decide what you would like to do.

Many families choose to commemorate the ashes immediately, others prefer waiting until a special day or an opportunity when the entire family can come together.

Should you wish to keep your loved one’s ashes with you, we have a selected range of urns available to keep the ashes safe in your home as well as a range of keepsakes and ashes and fingerprint jewellery.

### Following a burial

If your loved one was buried, it can take 12-18 months for the grave to settle. This means organising a fitting memorial headstone can take a bit of time and needs consideration well in advance. Please give us a call and we’d be more than happy to answer any questions you may have. We’re here for you.

### Bereavement Support

As your funeral director, supporting your bereavement journey is important to us. If you need additional support or a list of helpful contacts, please do reach out at any time.

## OUR FUNERALS

Allow us to step in and take care of everything. We pride ourselves on handling and preparing each funeral with the utmost care and respect. To achieve our aim, we provide a range of set funeral packages, as well as bespoke and individually tailored funeral options.

### Traditional Funerals

Our team is committed to using our industry know-how and local expertise to arrange a traditional funeral that meets all your requirements. From arranging all details with local churches, connecting you with faith groups and organising the crematoria on your behalf, we can take care of it all.

### Modern Funerals

If you’re looking for something a little different from a traditional funeral, modern funerals often allow a more creative and personal touch to the service. From helping you select specific music to personalising the entire theme of the funeral, we’re fully committed to creating the perfect modern funeral service, just as you would like it.

### Eco Funerals

In today’s world, there are a variety of creative, colourful and planet-friendly ways to plan a funeral service. That’s why we created an eco-friendly option that will honour and fulfil all your wishes, without taking away from the earth.

Natural gowns or shrouds can also be used to reduce the environmental impact. Coffins made of natural materials such as pine, seagrass, willow, bamboo, banana leaf and wool are more natural alternatives to the traditional ones and will degrade naturally minimising the environmental impact.

### Natural burials

For a completely green funeral, a natural burial is one of our most environmentally friendly options. Natural burial sites and meadows often have strict criteria which may not offer all the facilities of traditional cemeteries.

To find out more about natural burials – please speak with one of our team.

## Testimonials

*"Great service! Highly recommend! 10 months ago, I lost my mum and I felt so lost. I have never had to deal with a funeral before, so I didn't know where to start. F.J. Pinnock & Son were extremely helpful, caring and accommodating. They guided me every step of the way, listened to our requests & wishes, even found us an orthodox priest."*

Roxanna Carr

*"I cannot recommend F.J. Pinnock and Son enough. Today we got to say goodbye to and celebrate the life of our best friend who passed suddenly, I can't thank the team at FJ Pinnock and Son enough, nothing was too much trouble, they were always so caring, and showed our friend the utmost respect, dignity and love whilst she was in their care."*

Helen O'Driscoll

*"Cannot fault the service we received. They are so friendly and compassionate and go the extra mile for the grieving family. Cannot rate them highly enough. They are a small family, independent business, which feels more sincere than the bigger ones around. Thank you for your sensitivity and help at a sad time."*

Suzanne Gosnell

*"Sadly, I have had to arrange two funerals recently. F.J. Pinnock & Son have made this so easy for me, when I was feeling at my worst! I have been so pleased with all the arrangements they have made on both occasions, which has been such a great help. They have always been on hand when I needed assistance and advice and I am so grateful for their five star service."*

Elizabeth Brown

## Funeral Plans

FUNERAL PLANS FROM  
**Golden Charter**  
Smart Planning for Later Life 

 **F. J. PINNOCK & SON**  
FUNERAL DIRECTORS

A funeral plan is an easy way to arrange the funeral you want in advance.

A plan allows you to specify your wishes and pay for the funeral director's services included in your plan. As our customers often tell us, that can bring peace of mind to you and your family. A plan from Golden Charter also includes an allowance towards third party costs. These are essential, non-funeral director services such as the cremation or burial fees, plus the minister or officiant's fee to perform the service.

At F.J. Pinnock & Son Funeral Directors, we work in partnership with Golden Charter to provide you with a safe and reliable way to plan ahead.

As one of the UK's largest funeral plan providers\*, Golden Charter has helped 900,000 people make funeral provisions\*\* so we're completely confident in offering their plans to you.

Everyone has different needs when it comes to funeral planning, so we make sure the plans we offer are as flexible as possible.

When you get in touch, we'll be happy to discuss your funeral requirements and tailor a plan to suit you. Rest assured a plan from Golden Charter is available to all UK residents who are over 18, regardless of age or state of health.

Would you like to know more information about how a Golden Charter funeral plan could work for you?

We can provide you with all of the information you need to make an informed decision for you and your family, so get in touch today!

\*Based on selling 14% of funeral plans in the UK in 2021

\*\*Correct at April 2022.

F.J. Pinnock & 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). Registered in England No. 02511598 Registered Office: One Fleet Place, London EC4M 7WS.

# FAQ's

In our opinion there is no such thing as a normal funeral. Each and every funeral is individual to the family concerned. It is up to that family to pay their last respects and say their last farewell in the manner that is most suitable for them. The following information is there to help answer questions that we are most often asked about the funeral and services associated with it :-

## **(Q). What are Doctors Forms ?**

(A). When a funeral is a cremation, two doctors must attend & certify death. The first doctor must be the doctor who attended the deceased during his/her last illness. The duty of the second doctor is one of confirmation. This doctor must not be related to the first doctor either through family or practice. For this service, each doctor makes a separate charge, which we usually pay on behalf of the deceased's family.

## **(Q). How Many People Can Be Seated In The Limousine ?**

(A). In each limousine there is room for six people in the rear compartment and room for one in the front.

## **(Q). How Do We Know What To Do At The Funeral ?**

(A). On the day of the funeral we are there to help and guide you, your family and friends. If you are unsure of anything please tell the Funeral Director.

## **(Q). Can The Family Carry The Coffin ?**

(A). Yes, although we would ask that you contact us as soon as possible to ensure that it is safe to do so.

## **(Q). Can We Visit The Deceased And Pay Our Last Respects ?**

(A). Yes, our Funeral Home is available to you by appointment. If you wish to visit our private chapel, please ring and inform us when you would like to come and we will be pleased to arrange for a member of staff to meet you.

## **(Q). Can We Have The Deceased Brought Home ?**

(A). Yes, we can bring the deceased home either on the evening before the service or the morning of the service.

## **(Q). Can We Choose What Music Is Played At The Crematorium ?**

(A). Yes, If you have a special request or would like a particular piece of music playing either as you walk into or out of the Crematorium Chapel, please let the Funeral Director know.

## **(Q). Can We Request Donations To Charity ?**

(A). Yes, if donations to charity are requested in lieu of flowers, we will accept and list donations on your behalf and forward them to the charity of your choice.

## **(Q). Does The Coffin Move After The Funeral Service At The Crematorium ?**

(A). No. After the service has ended, the coffin does not move until all relatives and friends have left the Crematorium Chapel. At some Crematoria there are curtains that close at the head of the coffin, but this is only done at the request of the relatives.

## **(Q). Are The Handles On The Coffin Removed Before The Cremation Takes Place ?**

(A). No. There are strict laws regarding cremation. Nothing may be removed from the coffin before cremation without the permission of the Home Office.

## **(Q). Is Each Cremation Carried Out Individually ?**

(A). Yes. The identity of the coffin name plate is checked by the Crematorium Attendant before it is placed in the Cremation Chamber. This only holds one coffin or casket at a time and again there are rules that must be abided by.

## **(Q). Do I Get The Cremated Remains Back That Belong To Me ?**

(A). Yes. Once the cremation has taken place, the cremated remains are removed and left to cool before being placed in an urn. This urn is clearly identified as to whose remains they are.

## **(Q). What Can I Do With The Cremated Remains ?**

1. You can place them in the Garden of Remembrance but you may not know where they are and you can not place a headstone with them.
2. You may wish to purchase a grave just for the purpose of interring the cremated remains. This allows you to have a headstone and have other members of the family buried there in the future.
3. You may keep them at home in a special urn or memorial.
4. You may scatter them in a special place.
5. The remains may be buried in an existing family grave.

# Preferred Suppliers

To be confirmed





F.J. Pinnock & Son Funeral Directors, 10 Bush House, Bush Fair, Harlow CM18 6NS

We promise to give you a personalised service with support,  
care and reassurance when you need it most.

Tel: 01279 422123

info@fjpinnockandson.co.uk | [www.fjpinnockandson.co.uk](http://www.fjpinnockandson.co.uk)

