

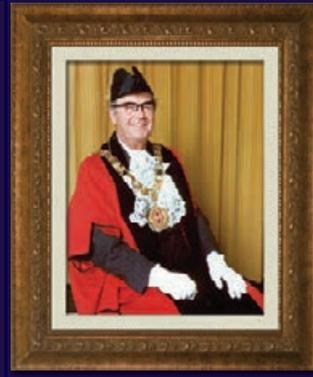
RICHARD  
EST **STEEL** 1860  
& PARTNERS

THE FAMILY OWNED  
FUNERAL DIRECTORS

ARRANGING  
A FUNERAL

— A helpful guide —

## THE STEEL FAMILY HISTORY



Richard Steel & Partners (incorporating Nigel Chamberlain & Partners) have been serving Winchester, Bishop's Waltham, Alresford, the Meon Valley and the wider Hampshire community since 1860, through four generations of the Steel family.

Each generation has dedicated themselves to helping the County, both professionally and through charitable and community involvement. Our long association with Bishop's Waltham began in 1990 with the acquisition from the Chamberlain family of Thomas Pink & Son. Winchester and Bishop's Waltham have been working closely together over the past 30 years. Our Alresford office in West Street opened in 2021 to better serve our families in the Arle & Candover Valleys.

We are the region's longest established family business still in the same family ownership. From our founder, John Steel, a local builder, carpenter and funeral director in Chesil Street, through Stanley Steel, a JP, Alderman and twice Mayor of Winchester to Richard Steel, awarded the British Empire Medal in 2015 for his extensive service to Winchester and local charities. The fourth generation, Iain Steel, joined the family firm over 30 years ago, and is involved in several local charities including the Theatre Royal, St John Ambulance and Winchester Hospice.

Iain, together with a dedicated team of professionally trained staff, is very proud to continue the Steel family's tradition with its emphasis on personal family care.

“My family have proudly served the communities of Hampshire since 1860”

Iain Steel  
4th generation



## OUR HELPFUL GUIDE TO ARRANGING A FUNERAL

Following bereavement there are many unfamiliar tasks that will need to be addressed. The very personal nature of bereavement dictates that circumstances will vary.

Arranging a funeral is an intensely personal experience and it will be our objective to carry out your wishes to the best of our ability. We will act as sympathetic advisor and confidant and will be responsible for the efficient completion of the arrangements. We will liaise on your behalf with doctors, clergy, celebrants, cemeteries and crematoria.

Every funeral is ‘unique’ in that it reflects the wishes of the family and takes place in different circumstances. Today, funerals have become much more personalised, so we are

quite used to assisting with and/or advising on aspects like venues, music, vehicles, ceremony style, service sheets, newspaper notices, visual tributes and webcasting.

This booklet is designed to offer guidance on the options available, explain the legal complexities involved and help you make the right decisions.

More detailed information can be found on our website. We are available 24 hours a day, 365 days a year – simply telephone for professional help when you need it.

*Iain Steel*



We are members of the National Association of Funeral Directors and abide by their Code of Practice.



We are honoured to be part of this international association for family-owned funeral directors and have exclusively represented Hampshire for over 50 years.

# CONTENTS

What to do when someone dies	5	A funeral is unique	11	Choosing a coffin	15
Registering a death	6	Funerals at a distance	11	Ashes	15
‘Tell us Once’ service	8	What happens at a cremation	12	Caring for the deceased	16
Why the Coroner might be involved?	9	A green/woodland funeral	13	Seeing the deceased before the funeral	16
Chesil House	10	What happens at a burial	13	Jewellery and personal effects	16
Choosing the right kind of funeral	11	Flowers	13	Fingerprints	16
The right kind of funeral ceremony	11	Orders of service	13	A family business with family values	17
The right funeral venue	11	Music at a funeral	14	Advantages of advance funeral planning	18
		Vehicles	14		
		A notice in the paper	14		
		Donations	14		

**WINCHESTER**  
01962 862333

**BISHOPS WALTHAM**  
01489 892640

**ALRESFORD**  
01962 798789



## WHAT TO DO WHEN SOMEONE DIES

### AN EXPECTED DEATH

If the death occurs at home, you will need to contact the family doctor who attended the deceased (or their out of hours duty system). Once a doctor has attended please contact us and we will be able to provide guidance and support and will, if so desired, attend to remove the deceased into our care. We offer a 24 hour service.

If the death occurs in hospital or in a nursing or residential home the staff will call the doctor and contact the person named by the deceased as next of kin.

The deceased's doctor will normally issue a Medical Certificate of Cause of Death for the Registrar.

### AN UNEXPECTED DEATH

If there are any unusual circumstances, for instance if the death is accidental or unexpected then contact the Ambulance Service or Police and do not touch anything in the room. The death may then be referred to the Coroner. (See page 9 'How or why might the coroner be involved?').

### FUNERAL ARRANGEMENTS IN ADVANCE OF REGISTRATION

There is no requirement to wait for the death to be registered with the Registrar of Births, Deaths and Marriages before contacting us to start making the funeral arrangements. You may find it helpful to inform us of your initial thoughts, so we can make contact with the appropriate parties and potentially secure a preferred venue, date and time. (See page 11 'How do I choose the right kind of funeral?').

# REGISTERING A DEATH



All deaths must be registered by the Registrar of Births, Deaths & Marriages within the district where the death occurred.

The Registrar will require the Medical Certificate of Cause of Death issued by the doctor (this can be emailed directly to them by the surgery/hospital). In addition it is helpful to have: birth certificate, Council Tax bill, driving licence, marriage or civil partnership certificate; NHS medical card, passport and proof of address (eg. utility bill). You should also have supporting documents that show your name and address (eg. utility bill).

You will need to tell the Registrar:

The person's full name at time of death.

Any names previously used eg. maiden name.

The person's date and place of birth.

Their last address.

Their occupation.

The full name, date of birth and occupation of a surviving or late spouse or civil partner.

Whether they are in receipt of a State Pension or other benefit.

The following persons may act as Informant, when registering:

A relative of the deceased.

A person present at the time of death.

An administrator from the hospital (if the person died there).

A person in charge of making the funeral arrangements.

If the Registrar issues a **Green Certificate** this should be presented to your Funeral Director as soon as possible (this can be emailed by the registration service for you).

Certified Copies of the Entry of Death (often known as Death Certificates) can be purchased for administration of the estate. These are £11 per copy and can be purchased at the time or later by application.

Registration should be carried out within 5–10 working days from the date of death. This may be extended if authorised by the Registrar.



Hampshire is one Registration District, therefore when you ring for an appointment you may be offered a choice of local registrars to visit including: Winchester, Eastleigh, Romsey, Alton, Basingstoke, Fareham, Andover, Petersfield, Lymington, Ringwood, Totton and Havant.

---

## HAMPSHIRE

---

Call for an appointment:

**0300 555 1392**

---

Mon–Fri: 08:30–17:00

---

Alternatively visit the Local Registrars page on our website ([www.steelsfunerals.co.uk](http://www.steelsfunerals.co.uk)) where there is a link to ‘Hantsweb’ and their online appointment system.

Southampton and Portsmouth are unitary authorities – therefore you must register in the particular City in which the death occurred.

---

## SOUTHAMPTON

---

6a Bugle Street, Southampton SO14 2LX

---

Call for an appointment:

**023 8091 5327**

---

Or email [registrars@southampton.gov.uk](mailto:registrars@southampton.gov.uk)

---

Mon/Weds/Thurs: 09:00–16:30

---

Tues: 10:00–16:30

---

Fri: 09:00–16:00

---

---

## PORTSMOUTH

---

Milldam House, Burnaby Road,  
Portsmouth PO1 3AF

---

Call for an appointment:

**023 9275 6597**

---

Or email [registrars@portsmouthcc.gov.uk](mailto:registrars@portsmouthcc.gov.uk)

---

Monday to Friday: 09:00–16:30

---



## ‘TELL US ONCE’ SERVICE

At the Registrar you may be offered the option of the ‘Tell Us Once’ service. A unique online login will be created for you by The Registrar, after which you have 28 days to easily inform several departments and local services.

Information you will need includes:

---

National Insurance number and date of birth.

---

Details of any benefits or services they were receiving.

---

Driving Licence.

---

Passport.

---

Blue Badge (disabled parking badge).

---

Library Card.

---

They will also ask for the following contact details:

---

Next of kin.

---

A surviving husband, wife or civil partner.

---

The person dealing with the estate.

You must obtain the agreement of the persons listed above if you are going to provide their information.

‘Tell Us Once’ can then inform:

---

**Government Departments:** Department of Work and Pensions, HM Revenue and Customs, Identity and Passport Service, Driver and Vehicle Licensing Agency (DVLA).

---

**Local Council Services:** Council Housing, Housing Benefit, Council Tax, Council Tax Benefit, Blue Badge, Adult Services, Children’s Services, Electoral Services, Libraries, Monies owed to the Council.

---

The information provided is treated securely and confidentially. The organisations who are contacted will use the information to update records, end services or benefits and entitlements as appropriate, and to resolve any outstanding issues.



## WHY THE CORONER MIGHT BE INVOLVED

Naturally, a sudden death, together with the Coroner's involvement, can be very distressing. You may have a number of questions. As trained professionals we are fully acquainted with all procedures and we are here to help and guide you. Be assured that the Coroner and their officers are working in your interest.

There are a number of reasons why a death may be referred to HM Coroner, and under such circumstances different procedural requirements and registration procedures will be necessary. However, these should not give you any cause for alarm.

Sometimes the Coroner will be able to determine, by simple enquiry, whether the death was due to natural causes and that a Doctor is willing to issue a Medical Certificate of Cause of Death. If so, the death is registered in the usual manner.

If this is not the case the Coroner may require a postmortem examination (you cannot object to a Coroner's post-mortem). This will often indicate that the death was due to natural causes and in such cases there is **no** inquest.

The Coroner will send a certificate to the Registrar so that the death can be registered. For a burial the Green Certificate will be issued by the Registrar for the Funeral Director. For a cremation the Coroner will issue a special certificate directly to the Funeral Director or Crematorium.

If the death is due to unnatural causes (eg. an accident or certain illnesses) the Coroner is obliged to hold an **Inquest**. This is a formal enquiry to establish a) the identity of the deceased; b) when, where and how the death occurred; c) the cause of death. Usually an inquest will be adjourned to allow the funeral to take place and the Coroner will issue special certificates depending on whether it is a burial or a cremation.

Preliminary Death Certificates may be obtained from the Coroner to help towards the administration of the estate. Once all the relevant facts have been established the inquest will be reopened (this may be some weeks later) the results will be made public and the Coroner will ultimately inform the Registrar officially.



## CHESIL HOUSE: AN EXQUISITE VENUE IN THE HEART OF WINCHESTER



Exclusively available to Richard Steel & Partners, our historic 19th Century premises have been extensively refurbished to create an exquisite venue for funerals, services and gatherings. The Chesil Suite includes beautifully appointed rooms for 10–100 people.

Situated in the heart of Winchester with uninterrupted views of the River Itchen and our Chesil House Memorial Gardens. The Chesil Suite has state-of-the-art audio visual technology for photo, music and video display including multi-camera positions for a live webcast or recording.

The River View Room provides an elegant location for refreshments from our fully licenced caterers, whether after a ceremony or gathering, at Chesil House or elsewhere.

The Garden Room offers a smaller gathering space overlooking our private tributary.

Simply ask any of our team for more information, see our website or enquire about a tour to appreciate the Chesil House difference.



## CHOOSING THE RIGHT KIND OF FUNERAL

Arranging a funeral is an intensely personal experience and it will be our objective to help and guide you through the many choices and options available. Naturally you will be given time to consider every decision, so that you can create a ceremony which gives full value and importance to the wishes of the family and the deceased.

### THE RIGHT KIND OF FUNERAL CEREMONY

The funeral ceremony can take many forms, from a simple family gathering to a full service in a place of worship, either in advance of the burial or cremation or afterwards as a Thanksgiving Service. Whether you are considering a religious funeral or a non-religious ceremony, we are fully experienced and will be able to guide you through the many options available and put you in touch with the appropriate officiant to discuss the ceremony.

### THE RIGHT FUNERAL VENUE

The venue may depend upon several factors:

---

The type of funeral ceremony requested.

---

The numbers expected to attend.

---

Geographical location of family and the deceased's address

---

Preference for religious or non-religious ceremony.

---

Again, we are experienced in assisting with the options available to meet your needs and expectations.

---

### A FUNERAL IS UNIQUE

Every funeral is 'unique' in that it reflects the wishes of the family and takes place in different circumstances. Today, funerals have become much more personalised and we are accustomed to receiving what may well be considered unusual requests. For example pipers, soloists, catering, marquees at the ceremony or graveside, sound systems, choirs, jazz bands, buglers, doves, recording of the service or webcasting of the service for those away from the area (subject to availability). Obviously this list is not exhaustive and if you are considering anything, please do not hesitate to ask us.

### FUNERALS AT A DISTANCE

It may be that you wish for the whole funeral or just the burial or cremation to take place away from the local area. We are quite used to this and distance is no object. We will be able to advise on the costs involved and how best to facilitate your wishes.



## **WHAT HAPPENS AT A CREMATION**

The funeral may begin with a religious ceremony in a church or perhaps a religious/non-religious ceremony at another location away from the Crematorium, such as Chesil House. Alternatively the whole ceremony may be in the Crematorium chapel. Usually a 20–30 minute service is the maximum available at a Crematorium, although additional time can be booked at an extra cost.

Often the family will follow behind the coffin into the chapel or choose to go in ahead to settle themselves first. During the words of committal the coffin will be hidden from sight by a curtain, alternatively you may prefer that the coffin remains in view until everyone has left the chapel. Some Crematoria are unable to accept coffins above specific dimensions, if this occurs we will advise you of the alternatives.

It is not compulsory to attend the cremation nowadays, many families will have the complete ceremony at one location, after which the coffin is taken, unaccompanied, to the committal, with us providing the necessary staff and transport. An unattended committal will save significantly on the cremation costs. Alternatively some families will have a break between the ceremony and the committal to allow for a reception. We are happy to discuss all options with you.

Several crematoria have the limited facility for photos, music or to record or webcast the service from a basic camera at the back of the room – please ask for details and costs.

An organist can be arranged to accompany hymn singing and music choices should be carefully considered to further personalise the ceremony. (See p13 ‘Music at a funeral’).



## A GREEN/WOODLAND FUNERAL

There has been much media coverage about woodland burial cemeteries. Many private companies and some local authorities have reacted positively to the need for 'green' alternatives. We have wide experience in helping families with Woodland and Green funerals and are very familiar with the preferred specification and procedures.

We offer an extensive choice of natural coffins including Somerset willow, bamboo, cane, wicker, cardboard and seagrass to suit your personal wishes.

Further details are available on our website with links to local burial options. We would recommend visiting the potential locations, so you can see the facilities and appreciate the differences between them.

## WHAT HAPPENS AT A BURIAL

We can advise you of the options available for a new grave in a Cemetery or Churchyard, as these will often depend upon your residential status. For a burial in an existing grave in a public cemetery the Deeds of the grave may be important. The Deeds may be with the deceased's personal papers. There will be no Deed if the grave is in a Churchyard. Usually there will be a funeral service in a church/chapel or at the graveside. The interment can be an emotional experience and you may wish this part to be for close family only or you may welcome the support from friends.

During the brief words of committal the coffin is gently lowered into the grave – your Funeral Director may scatter a little earth or petals. You may also wish to scatter a little earth on the coffin yourself or place a flower in the grave. Afterwards the floral tributes will be displayed for everyone to see.

We can arrange for a temporary marker to be placed on the grave whilst the necessary time elapses before a permanent memorial can be erected.

## FLOWERS

Floral tributes can be an expression of respect and love for a life. We can assist you with ordering flowers or recommend a local florist to assist you.

## ORDERS OF SERVICE

Once the content and sequence of the ceremony has been agreed with the family and the officiant, we will compile a proof of the service sheet for approval. These regularly include photographs, details of music and names of participants/readers. The number to print should be agreed in advance, but many families like to have additional copies to send to anyone who may have been unable to attend.



## MUSIC AT A FUNERAL

The personal choice of appropriate music is often very important. We will be able to advise you on the various options available and may be able to help with any additional equipment required. If the service is in church you will need to obtain permission from the incumbent before certain music can be played. At Chesil House, we include the sourcing and playing of music; a complementary holding photograph and a visual tribute from 25–45 photographs – developed by our professional AV team.

Our local Crematoria use either the Wesley or Obitus Music Systems and **do not** accept CDs any longer. Each provider has a general list available that can be easily searched online. Given sufficient time and as much detail as possible they can usually source a particular piece of music, as long as it has been commercially recorded.

## VEHICLES

Our distinctive blue Mercedes hearses, blue S class saloons and blue uniformed staff add a modern, yet traditionally stylish touch to every Richard Steel & Partners funeral.

In addition, we are able to source a number of alternative vehicles including: Horse drawn hearse, Motorcycle hearse, Rolls Royce/Bentley (new and vintage) and VW camper hearse. Simply ask for more information.

## A NOTICE IN THE PAPER

You may wish to announce the death, and place details of the funeral arrangements in a local or national newspaper. We can assist you with this and help with the wording should you need it, including instructions for flowers or charitable donations. Funeral details can be listed on our website too.

## DONATIONS

Nowadays more and more families choose to have donations to a charity instead of, or in addition to, flowers. It may be that the deceased has indicated a particular charity to benefit or that the family have a preferred one. The details of the donations are often published in the newspaper announcement and online.

Each donation received by us will be acknowledged (where an address has been supplied) including the opportunity to Gift Aid.

Using MuchLoved, we create a unique tribute page for the deceased which can be personalised with photos, memories and the opportunity for donors to leave messages for the family and to Gift Aid their online donation. This memorial tribute page can be gifted to the family after the funeral.



Any donation cheques must be payable to the charity chosen – we can no longer accept cash donations due to UK money laundering laws. After approximately six weeks the family will be informed of the total raised and we ask the charity to write an acknowledgement to the family.

### **CHOOSING A COFFIN**

Whether the funeral is to be a burial or a cremation, there are many different styles of coffin available. These are a few examples, please see our website for full details.

---

Veneered oak, mahogany or limed oak.

---

Bamboo or cardboard.

---

Wicker, cane, seagrass or Somerset willow.

---

Colourful coffins (wood and cardboard).

---

Solid oak or mahogany.

---

### **ASHES**

There are various options regarding the final resting place for the ashes of the deceased. These include:

---

The crematorium garden of remembrance, which can include an entry in the Book of Remembrance or other memorialisation.

---

Burial in a churchyard or cemetery, either locally or nationally, in a new grave or existing family plot.

---

Interment in our Chesil House Memorial Gardens or scattering in the river from our private bridge.

---

A private scattering at a special, appropriate place.

---

Whatever your final decision you will be given time to consider all the options. You may wish us to hold the ashes for a maximum of 3 months until you have decided, although we reserve the right to charge for storage or to scatter them after a year if no other instructions have been received.

We have a large selection of suitable caskets, scatter tubes and urns for the ashes, including memento and miniature sizes for keepsakes. Please ask us for details.



## CARING FOR THE DECEASED

After the removal from the place of death the deceased is cared for at our premises prior to being placed in the chosen coffin in readiness for the funeral. They are either dressed in a gown provided by us or clothing provided by the family. A photo of the deceased is often helpful to assist with hair styles and families will often bring in personal makeup to help with presentation.

We recommend the provision of embalming for the deceased where families are planning to visit the Chapel of Rest or where there may be a period of time between the death and the funeral. Embalming is carried out by qualified staff and enhances the presentation and preservation of the deceased. We will be happy to answer any questions you may have on this procedure.

## SEEING THE DECEASED BEFORE THE FUNERAL

Families often like the opportunity to visit the Chapel of Rest and our staff will always discuss the matter beforehand if you are uncertain. Only occasionally may our professional opinion be that this is inadvisable. We will accompany you into the Chapel if you are concerned about this visit.

Our beautifully appointed private Chapels of Rest are open by appointment. Photographs, letters or other small personal items can be brought to the chapel and placed in the coffin but you should discuss this with your Funeral Director to ensure that there are no restrictions set by the Crematorium or Burial place.

## JEWELLERY AND PERSONAL EFFECTS

It is important that instructions left by the deceased with regard to personal effects (eg. wedding rings) are observed. The family may also have specific wishes in this respect. If such items are to be removed, your Funeral Director should be instructed by the executors and arrangements made for their collection before the funeral.

## FINGERPRINTS

You may wish us to digitally capture your loved one's fingerprints so that they may be incorporated into personalised jewellery and keepsakes. Simply ask us for details.

# A FAMILY BUSINESS WITH FAMILY VALUES

As a community focused, family-owned Funeral Directors our values reflect our belief that each funeral is as unique as the individual life we are commemorating and our personalised services are designed to always recognise that fact.



---

## TERMS OF BUSINESS

Richard Steel & Partners require full payment of funeral invoices within 30 days of date of invoice. A 10% disbursement administration charge is added to all invoices and deducted if the invoice is paid in full before 30 days. If full payment is not received by the due date we may charge interest at the rate of 2% per calendar month.

Full payment in advance of a funeral is required for our Direct Cremation Service and our Basic Simple Funeral including any disbursements or third party fees.

---

## DISCLOSURE OF INTERESTS

Established in 1860, Richard Steel & Partners Ltd is a private family business owned by the Steel family (4th generation) in partnership with the Hixon family.

We have no business or financial interest in a price comparison website which compares Funeral Director Services and/or Crematoria Services and their respective prices.

---

## REGISTER OF GRATUITIES

Richard Steel & Partners do not pay gratuities to third parties in respect of funerals. Under the Competition and Markets Authority (CMA) Order a register is available in our premises to view upon request.

---

## TALK TO US: CUSTOMER FEEDBACK IS IMPORTANT

Richard Steel & Partners have a proud tradition of setting and maintaining very high standards of customer care. If you should have any reason to feel dissatisfied with the service that you receive please talk to us and we will endeavour to address any issues in a timely manner. As members of the National Association of Funeral Directors we also able to offer our clients access to the Independent Funeral Complaints Service (NAFD Resolve), please see our website or ask a member of staff for further details.

If you should feel it appropriate to pass on your thanks or particular praise for the quality of services provided, we would love to hear it. We regularly display cards in our reception, use letters and emails on our website and such feedback is used to recognise and praise individual members of our team. A Google Review is greatly appreciated, to help other families see the value of choosing Richard Steel & Partners, the family owned Funeral Directors.

“Planning ahead for your funeral is one of the most thoughtful and caring things you can do. Some people never get round to discussing funeral wishes with their loved ones, which can lead to all sorts of worry and anxiety when the time comes.”

Iain Steel, 4th generation



## YOUR FUNERAL WISHES AND OUR PRE-PAID FUNERAL PLANS

Everyone has ideas about the funeral they would like, after all it is a very personal decision. Whether a simple gathering or an elaborate celebration of life – it is so helpful to write down your own thoughts on the choices of music, readings, style and content of the ceremony (religious or non-religious), the choice of coffin (traditional or woven) and the preferred venue.

Our **My Funeral Wishes** form is easy to complete – simply ask for a copy or download one from our website (under Funeral Plans and Wishes). Once completed, keep a copy safely with your personal documents, or give a copy to a family member/executor or we can hold a copy for you for safe keeping.

Taking out a **Funeral Plan** is a simple and straightforward way to remove worry for your family and it can provide real financial benefits too. What’s more, there are no complicated medical forms to complete. Our plans cover our costs (as specified in the plan paperwork) as long as we carry out the funeral and your requirements don’t change. You can also make a contribution towards third-party costs, such as cremation fees. These costs are outside our control.

Our funeral plans are provided by Ecclesiastical Planning Services Limited, which is part of a specialist UK-based financial services group. All funeral plan pre-payments are held securely in individual whole of life assurance policies for your peace of mind. You can choose to pay for your funeral plan by lump sum or in instalments.

Please contact us for more information.

We are an Appointed Representative of Ecclesiastical Planning Services Limited Reg. No. 2644860, registered in England at Benefact House, 2000 Pioneer Avenue, Gloucester Business Park, Brockworth, Gloucester, GL3 4AW, UK, which is authorised and regulated by the Financial Conduct Authority. Firm Reference Number 958152. The Financial Conduct Authority regulates pre-paid funeral plans only.



**NOTES**

A series of horizontal dotted lines for taking notes.

RICHARD  
**STEEL**  
& PARTNERS  
THE FAMILY OWNED  
FUNERAL DIRECTORS

We are available 24 hours a day, 365 days a year – simply telephone for professional help when you need it.

**WINCHESTER**

Alderman House, 12–14 City Road,  
Winchester, SO23 8SD

winchester@steelsfunerals.co.uk  
01962 862333

**BISHOPS WALTHAM**

The Gate House, Victoria Road,  
Bishop's Waltham, SO32 1DJ

bishopswaltham@steelsfunerals.co.uk  
01489 892640

**ALRESFORD**

58 West Street, Alresford,  
SO24 9AU

alresford@steelsfunerals.co.uk  
01962 798789

[www.steelsfunerals.co.uk](http://www.steelsfunerals.co.uk)