

P.A. Brooks

Q SON

INDEPENDENT FAMILY FUNERAL SERVICES

*Caring for the community
for over 100 years*



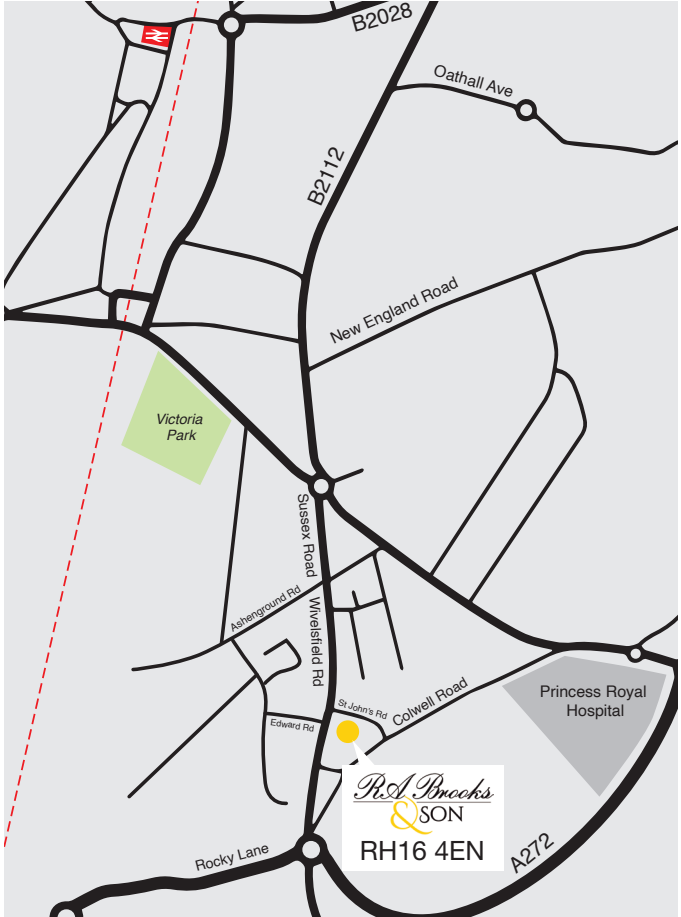
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Tel: 01825 722895
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HOW TO FIND US

Haywards Heath



Newick



OUR HISTORY

The Brooks family business has been established in Newick since the late 1880's when John Brooks and his five sons began their building and undertaking firm J. A. Brooks. Tragedy struck the family during World War One, when two sons were killed in action and one left injured. The war took its toll on the family, as it did with so many at that time. When John Brooks died in 1927, his son Fred continued the business.

In 1946 Fred's son Roy joined his father in the running of the business until Fred's death nineteen years later. Eventually the building side of the business was disbanded and Roy concentrated solely on funeral directing, supported by his wife and Partner in the business, Hilda, who herself also helped to establish and run Hilda's Flowers in Newick.

Roy's son Andrew joined the business in 1979 after leaving Chailey secondary school. Together they continued to build on the foundations of the family firm, extending their services to cover the Mid Sussex area in the early 1980's with new premises in Haywards Heath.

Andrew's wife, Julie, joined the business in 1987. Soon after the new premises at Newick were completed next to Roy & Hilda's then home Ravenoak. This incorporated new garages, workshops, mortuary and a refurbishment of the original chapel of rest.

In 2008 a full renovation of the premises in Haywards Heath took place, extending to the first floor with a new private arranging office, coffin showroom and more office space.

Hilda died in February 2011 and Roy in June 2013; after serving his community with great devotion for over 60 years.

During 2017 a massive re-build and refurbishment programme began at the Newick premises. The chapel of rest was re-built in its original position but now incorporating an arrangement lounge and other facilities.

The newly re-built chapel has allowed some of the original features to be re-used including the restoration of the wooden flooring. The mortuary facilities were completely re-furbished and upgraded, along with the workshop and garaging. This was a huge task but one which they are very proud of and feel the refurbishment has greatly enhanced and modernised the facilities, which now also offers full disabled access.

Over 100 years after its foundation, Andrew & Julie have continued to run the business, taking it through to the fourth and next generation of the family.

STAFF PROFILES

We pride ourselves in upholding traditional values combined with a modern approach and high level of professionalism and quality service. We are here to help and guide families through all the arrangements, making a difficult time easier to cope with.

Andrew & Julie Brooks

Andrew started working alongside his Dad, Roy, at the age of 15, until Roy died in June 2013. They enjoyed a close working relationship spanning some 35 years. Andrew is the Senior Funeral Director and Partner of R. A. Brooks & Son and manages the day to day running of the business. He has over forty years experience of the funeral trade. Julie joined the business in the 1987 having recently moved to Sussex from Exeter. Her role mainly covers the administration of funerals and memorial masonry as well as assisting Andrew with the management of the business. She is a Member of the British Institute of Embalmers and is an experienced funeral arranger, recently completing the Certificate of Funeral Arranging & Administration in 2019 and passed with distinction. Andrew and Julie met through the business and eventually married in 1998, they have two children Leah & Emma. Together, Andrew and Julie run the business with the same devotion and commitment that Roy would have expected.

Gill Duley

Gill joined the team in 1983 to assist Roy and Andrew in their new branch, in Haywards Heath. Gill guides families through making funeral arrangements and handles all charitable donations and accounts.

Barry Brooks

Barry joined the team in 1991 as a pallbearer, funeral assistant and embalmer. Barry works behind the scenes to ensure everything is as requested for families, from coffin choice to making sure all preparations have been completed in advance of families visiting the the chapel of rest. He continually maintains our fleet of vehicles to a high standard for each and every funeral.

Jonathan Peile

Jonathan moved from Devon to join the team in 2011. Jonathan feels honoured to be able to assist families on the day of the funeral as a pall bearer and also comfort and guide them as a Funeral Director. Jonathan also completed the Certificate of Funeral Arranging & Administration in 2017 and passed with a credit.

Vicki Lowe

Vicki joined the team in 2013. Vicki takes pride in helping families through the difficult task of making funeral arrangements for their loved one and being able to make every funeral a unique reflection to the individual. After the funeral service has taken place, Vicki advises families through the process of designing bespoke memorials

as a lasting tribute. Vicki was awarded The Foundation of Infant Loss Funeral Director of the Year 2018. Vicki also completed the Certificate of Funeral Arranging & Administration in 2019 and passed with distinction.

Pallbearers and Out of Hours Staff

There are also a number of dedicated and invaluable part time staff who support the business with pallbearing duties at funerals and additional out of hours assistance when needed.

We all consider it a huge privilege to be entrusted with a loved one's funeral and are passionate about the work we do. We always strive to provide the most caring, compassionate and professional service we can to all those we serve.

Andrew & Julie Brooks
and all the staff at R. A. Brooks & Son

WHAT TO DO WHEN DEATH OCCURS

What to do when someone dies at Home

Contact the person's Doctor (or the Doctor on duty) who may attend and confirm that death has taken place. You will need to contact the doctor's surgery to confirm if the Medical Certificate of Cause of Death has been completed and when it may be collected.

What to do when someone dies in professional care at a Nursing or Residential Home – In a nursing or residential home, the above procedure is likely to have been carried out by a Doctor or Nursing Staff of the home, who should be able advise you when the medical certificate of cause of death is likely to be completed and ready for collection.

In a Hospital or Hospice – the bereavement officers or nursing staff will be able to offer support and practical advice about what to do next. They will inform you where the nearest Registry Office is, so that you can register the death.

In all cases the Medical Certificate of Cause of Death must be passed to the Registrar of Births, Death & Marriages for official record purposes, unless the death is very sudden or unexplained and the Coroner is involved.

As funeral directors we are totally dedicated to our profession, and you can contact us by telephone 24 hours of the day, every day of the year. Once you have called us, we will liaise with you, the Hospice, Hospital or Care Home to make the necessary arrangements to bring your loved one into our care.

UNEXPECTED DEATH & THE CORONER

Often when a death is sudden, unexpected or the result of an accident or if the Doctor cannot confirm the cause of death, the Coroner will have to be informed. We will be able to guide you through this and explain the procedure. We have a list of local Coroners offices. The involvement of the Coroner following a death may not necessarily hold up the funeral arrangements, but each case will be considered on the individual circumstances by the Coroner.

REGISTERING A DEATH

You will need to contact the Registry Office within the district where the person died, rather than where they lived and you should register the death within 5 days. Registration can also be made by declaration if you are unable to attend a registry office within the district where the person has died.

It is advisable to check their opening hours and if you are required to make an appointment. Some registration offices allow you to book an appointment online and the registrars will then check that you are a qualified informant.

Remember to take the Medical Certificate of Cause of Death with you. If you can find the Medical card, birth or marriage certificates, take those along too.

The registrar will ask you for:

- Full name of the deceased.
- Date and location of death.
- The date and place of birth of the deceased.
- The occupation of the deceased.
- If applicable, the maiden or previous name of the deceased.
- The name of his/her spouse, and his/her date of birth and occupation.
- Whether the funeral will be burial or cremation.

In return, the registrar will issue formal copies of the death certificate which are suitable for banks, pensions and insurance companies etc. These certified copies of the death certificate are purchased from the registrar. Also issued is a white certificate to notify the Department of Work and Pensions about the death and a green certificate (required for burial or cremation) which we will need in order for the funeral to take place. This form should be forwarded to us as soon as possible to avoid any unnecessary delay. As funeral directors we cannot usually register a death for you but can of course provide you with all the contact information and details of all the local registrars.

MAKING FUNERAL ARRANGEMENTS

The type of funeral required can be easily arranged whether you choose burial or cremation. Funerals covering any distance, locally, nationally, or overseas can be arranged with us. We can arrange funeral services for all religious denominations and for humanist (non-religious) services.

Our staff appreciate that arranging a funeral can be a daunting and unfamiliar experience. For those of you who have been fortunate enough not to need the help of a funeral director before, please be assured that our role is to do everything we can to make things easier for you.

All you need to do is speak with us to tell us what your wishes are and we will take care of all the details. Please contact us to arrange an appointment either at our offices in Haywards Heath or Newick, or within the privacy of your own home.

Our client confidentiality is always maintained.

We will discuss all your wishes for the funeral, and will cover the following:

The right funeral service – In conversation with you we will create the type of funeral that is right for your loved one including music, hymns, special readings, live web casting or recording (where available) and - most importantly - who is to be asked to officiate at the ceremony.

Agree a date – Liaise with various parties to arrive at a firm funeral date, for instance the Crematorium or Cemetery, the Minister or Celebrant, organist and (for burial), the gravedigger.

Transport – There will be a discussion of your requirements for transport on the day.

Floral Tributes – Flowers are a very traditional way of expressing what are often very personal and individual feelings. We are happy to assist you in the choice of flowers and have an illustrated brochure to help you make your selection and use a local long established florist. As part of our service after the funeral, we can remove all the floral cards returning them to you for safe keeping if required. We can also arrange for floral tributes to be taken to a local place of your choice where they can be appreciated by others.

Donations – Sometimes people feel that flowers are not appropriate and ask for donations to a specific charity instead. We can administrate all charitable donations and gift aid through our offices or via the on line tribute page. We allow time for the donations to be sent to us, they then are forwarded to the chosen charity. After this we will forward a letter to you confirming the total amount raised through our office and a list of donors.

Funeral Stationery – We are able to design and produce personalised printed orders of service and other funeral printing requirements. We can include the words to hymns and songs, poems and biblical readings and reproduce images such as old or recent photographs and drawings. We can also offer complimentary printed pew cards, if these are required.

Announcements – We are happy to advise on wording for newspaper announcements and will be able to place the announcement in the newspaper of your choice.

Chapel of Rest Arrangements – Your wishes regarding visiting the chapel of Rest will be discussed, along with clothing and any items to be placed in the coffin.

Choosing a Coffin – We will discuss the type of coffin to be provided with you.

Funeral Costs – The interview would include our detailed advice on the cost of the funeral with the production of an itemised estimate and a confirmation of the arrangements to follow in writing.

Completion of Relevant Legal Documents – The Crematorium or Cemetery will require your signature on various forms and we will assist to make this task as quick and as simple as possible. We can also give advice on registration of the death and other legal matters relating directly to the funeral.

Additional meetings if needed – Sometimes it becomes apparent that an additional meeting is needed, which we are happy to arrange at your convenience.

Review – We conclude with a review of the choices you have made, a reminder of any information/decisions still needed and an outline of what will happen on the day.

ADDITIONAL SERVICES

During the funeral arrangement interview we can also discuss other personal touches you may wish to incorporate in the funeral. These could include:

Condolence Books – Give guests an opportunity to send their condolences and inform you of the attendance on the day of the funeral.

Dove Release – The Celebration of a life can be enhanced by the release of pure white doves at a funeral or memorial service. We will work closely with you to ensure the smooth co-ordination of the dove release.

Videographer/Music systems – Sometimes a higher specification of music is required above and beyond what is possible in certain venues. We can put you in touch with companies who are experienced with the provision of these specialist services.

FUNERAL VEHICLES

Our Funeral Fleet

We are proud to provide our traditional black Mercedes hearse and limousine offering an extremely high standard of comfort and safety for our families. Additional transport can be easily arranged, if required, for example extra limousines.

Our fleet also includes a specially equipped and discrete vehicle for removal of the deceased to our chapel of rest and newly restored hand drawn funeral bier.

Other Funeral Vehicles

Horse Drawn Hearse – We can arrange a pair (2 horses) or a team (4 horses) with black or white carriages for your loved one. The horse drawn hearse has in recent years regained its historic popularity and its use provides a very moving and memorable experience for a funeral.

Speciality funeral vehicles are also available:

- Land Rover Hearse
- Volkswagen Camper van style Hearse
- Motor Cycle Hearse's which are gaining in popularity. Currently the Classic Style Triumph, Suzuki Hayabusa, Harley Davidson or if using an unspecified make, a lower cost can sometimes be agreed.

CREMATED REMAINS

After a funeral has been carried out, and a decision regarding cremated remains is to be made, we will help and advise on their final resting place. For example, they may remain in the care of crematorium and be placed in their garden of rest or interred in a Churchyard, family grave, cemetery or scattered in a special meaningful place.

CREMATION & KEEPSAKE JEWELLERY

We have a range of beautiful fingerprint and cremation jewellery especially created to hold a small amount of cremated remains. We can also arrange Ashes into Glass and Heart In Diamond jewellery. For more information please ask for one of our separate brochures covering these services or visit our Haywards Heath Office where we have many of these on display.

MEMORIAL MASONRY

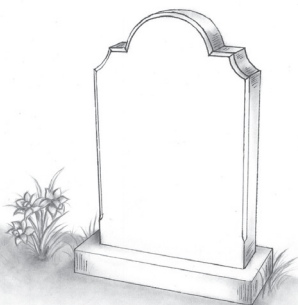
A headstone is often seen as a lasting tribute to a loved one. We are proud to offer a very comprehensive memorial masonry service for new memorials of all types from kerb sets to headstones or memorial tablets and vases and can arrange for existing memorials to be professionally cleaned and repaired or new inscriptions added.

We have a dedicated and experienced staff offering specialist advice throughout the whole process from guidance with Churchyard/ Cemetery regulations, applications and a selection of brochures to help you create and design a meaningful and enduring memorial. Our highly skilled stonemasons can provide hand carved or precision machine cut lettering, bespoke carvings and carry out the installation on the grave. We can also offer insurance cover for memorials.

When an existing memorial has to be removed to allow a further burial to take place we will arrange for this you. The memorial will be stored safely for you and we will arrange for our stonemasons to give a full report on the condition of the headstone or memorial concerned and provide you with an estimate for any necessary refurbishment, the additional wording of your choice and re fixing of the memorial after a suitable period of time.

Brass and Bronze plaques

We can also help with the provision of bespoke plaques for outdoor commemoration, such as those needed for wooden benches, to mark a tree planted in memory of a loved one or other outside location.



HELP WITH FUNERAL COSTS

We appreciate that cost can be a factor when arranging a funeral and we aim to be transparent, offering you different options depending on your budget or requirements. The cost of the funeral can be met from the deceased's estate. If there are not sufficient funds to cover these costs and the person responsible for making funeral arrangements are receiving one or more of the major benefits or tax credits, they may be able to get financial help from the Department For Work & Pensions (DWP). If the claim is successful, the DWP will contribute **some** financial help towards the cost of a funeral.

For more information please visit: www.gov.uk and search funeral payments.

BEREAVEMENT COUNSELLING & CARE

Nothing prepares you for the loss of someone close to you. Grieving is a natural process which is handled by people in many different ways. There are bereavement groups both nationally and locally and we are able to provide you with contacts for most. However, should we not be able to provide you with information on a particular group your local Citizens Advice Bureau may be able to help; see the useful telephone numbers list at the end of this booklet. We have complimentary "Now What" and "What Happens Next" information booklets readily available at our offices which give practical advice on way to help cope with loss. We also have a child's story to explain death to children - copies are also freely available.

THE BEREAVEMENT REGISTER

The Bereavement Register is a service with one simple aim: To reduce the amount of direct mail sent to those who have died and consequently, make the passage of bereavement a little easier. Our names and addresses appear on many databases and mailing files which means, unfortunately, that we are often bombarded with mail we don't want. If that mail is sent to a family member or friend who has recently died, the distress and upset this can cause is immense. For further details contact the Bereavement Register 0207 0894 403.

PLANNING FOR THE FUTURE PREPAID FUNERAL PLANS

Everyone likes to think that they plan ahead. By taking out a prepaid funeral plan, what is a very difficult time for those left behind can be made much easier. Prepaid plans provide a guarantee that the wishes of the deceased are carried out and also relieves the financial burden of the cost of the funeral from the deceased's estate or the family. To take out a funeral plan you simply select the type of funeral you would like and pay the current price for the selected funeral, either by one lump sum or a series of instalments.

When the funeral plan is needed the funeral directors requested services are fully guaranteed. Sometimes, third party costs (disbursements) can exceed their value within the plan and therefore a shortfall may be required at the time of need.

We have chosen to use Golden Charter prepaid funeral plans because they represent family run businesses like ourselves. We have a selection of their brochures and necessary forms. We are happy to guide you through the process and answer any queries you may have.

When considering pre-paid funeral plans do remember that some other plans on the market appoint a firm of funeral directors for you, which may be owned by a large chain, rather than independently run businesses like us.

Alternatively, if you would like to record your funeral wishes but do not wish to commit to a pre-paid funeral plan then our complementary booklet 'My Funeral, My Way' can be filled in and accompany personal documents to assist your next of kin/executors. Please contact us if you would like a copy.



USEFUL TELEPHONE NUMBERS

Bereavement Counselling

Bereavement Advice Centre – 0800 634 9494

Cruse Bereavement Care – 0808 808 1677

Citizens Advice Bureau – 03444 111 444

Coroners Offices

West Sussex – 01273 404012

East Sussex – 01273 404646

Brighton – 01273 404046

Crematoria

Brighton Crematoria

The Woodvale Crematorium, Brighton, BN2 3QB – 01273 604020

The Downs Crematorium, Brighton, BN2 4DA – 01273 572472

East Sussex Crematoria

Wealden Crematorium, Horam – 01323 443400

Eastbourne Crematorium – 01323 761093

Kent Crematoria

The Kent & Sussex Crematorium, Tunbridge Wells, TN2 5JJ

– 01892 523894

West Sussex Crematoria

The Surrey & Sussex Crematorium, Worth, RH10 3NQ

– 01293 882345

Worthing Crematorium, BN14 0RG – 01903 872678

Doctor's Surgeries

Northlands Wood Practice, Haywards Heath – 01444 458022

Dolphins Practice, Haywards Heath – 01444 414767

Newtons Surgery, Haywards Heath – 01444 412280

Mid Downs Medical Practice, Newick – 01825 722272

Lindfield Medical Centre, Lindfield – 01444 484056

Cuckfield Medical Practice, Cuckfield – 01444 458738

Ouse Valley Practice, Hand Cross & Balcombe – 01444 405750

Florist

Rosanne's Florists, Burgess Hill – 01444 244792

Hospices

St. Peter & St. James Hospice – 01444 471598

St. Catherine's Hospice – 01293 447333

Hospitals

The Princess Royal Hospital, Haywards Heath – 01444 441881

The Royal Sussex County Hospital, Brighton – 01273 696955

The Eastbourne District General Hospital – 01323 417400

East Surrey Hospital, Redhill – 01737 768511

Uckfield Hospital – 01825 769999

Pre-paid Funeral Plans

Golden Charter Free phone – 0800 111 4514

Registrars (all by appointment only with the registrar)

West Sussex Registry Service – 01243 642122

East Sussex Registry Service – 0345 60 80 198

Brighton Registry Service – 01273 292016

SOME ORGANISATIONS WHO MAY NEED TO BE INFORMED OF A DEATH

Solicitor – if holding a will or personal documentation for the deceased.

Car Insurance – documentation will have to be changed as you are not legally insured to drive if the policy is in the Deceased's Name.

District Nurses and Social Services

Hospital and/or family Doctor

Employer or Professional Association

HM Revenue & Customs

Local Council – cancel any housing/rate benefits and council tax.

Utility Companies – Gas, Electric, Water and Satellite Television to cancel accounts.

Landline and Mobile Phone – To cancel contracts

Broadband Provider – To cancel contract

Post Office – To arrange redirection of mail.

Credit Card Companies – To cancel cards and accounts.

Bank and Building Societies – To close accounts and amend joint accounts.

Investment and Insurance Policies – premium bonds etc.

Store Cards – loyalty, charge and credit cards need to be cancelled.

ITEMS TO BE RETURNED

Passport – to The Passport Office with relevant forms.

Driving Licence & Vehicle Registration Documents

Car Insurance – to change Policy Holder's name or a refund.

Television Licence - to change name or a refund.

Season Tickets/Club Membership

Library Books and Cards

Medicines to pharmacy

Blue Badge parking permits (can usually be handed in to registrar)

ITEMS YOU MAY NEED TO CANCEL

Milk

Newspapers

Lottery Ticket

Meals on Wheels

Home Help

Gardener

Social Media – Deactivate accounts e.g. Facebook & Twitter.

Appointments – such as Doctors, Dentists, Chiropodist, Eye Specialist, Hairdressers and Hospitals.

Redirection of mail (if required)

FUNERAL CHECKLIST

- Date of funeral: _____ Time of funeral: _____
- Location of the funeral: _____
- Cortège Details, and any additional details required: _____

- Coffin confirmed Flowers ordered: _____
- Hymns to be sung: _____

- Music to be played: _____

- Clothing to be delivered to R. A. Brooks & Son.
- Photographs for order of service.
- Wording for Newspaper announcements.
- Curtains at crematorium open/closed _____
- Other: _____

NOTES

R A Brooks SON

INDEPENDENT FAMILY FUNERAL SERVICES

We hope this booklet has helped to answer some of your questions about the services that we provide.

Please do not hesitate to contact us should you have any queries.



As members of four national trade associations we always abide by their code of practices, and strive to offer a complete service of the highest standard to all our clients. Copies of the approved code of practices are available for inspection at any time.

All information contained herein was correct at the time of printing (July 2020).