



Averil Phillips
and Family





We are here to guide and support you through all things at the end of life.

Providing a complete funeral service where traditional does not mean old fashioned.

Respecting tradition, embracing change to create life affirming services as unique as the person who has died.

Choice and value whatever your budget.

We are available for you 24 hours a day, 7 days a week, 365 days a year.

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Your funeral guide and support

The early stages of arranging a funeral can be confusing and overwhelming. We are here to help and guide you through these times.

We will be able to advise you on all aspects of the funeral and will continue to support you after the service.

We understand your grief and are here to listen and guide.

We will endeavour to go above and beyond in our promise to you to create and deliver the best in funeral services and support after the funeral.

We will help you make the choices that are right for you. That might mean a close-knit family funeral in one of our offices or a much larger memorial, a traditional ceremony and a tea at home, or a more modern service followed by a gathering at a favourite restaurant. Whatever you want, we will provide the support you need.

We understand the level of trust families place in us when they choose us to care for their loved ones.

It is an honour that we would never underestimate or take for granted.

Life is full of opportunities to show someone you love them.

A funeral is the last of those opportunities. It is our role to convey the possibilities to the families that we care for so that we can ensure that they are getting a service that they appreciate and will help them heal, and so that we can open up service options that actually provide value.

We offer knowledge and expertise and firmly believe that a funeral director should enable you to choose a funeral that truly reflects the life, personality, spirituality and culture of the individual that has died.

From a simple, traditional service to a modern celebration of a life well-lived, we are dedicated to making it perfect with our personal and friendly service. We will never tell you how things “should be done” but will support you to understand and consider your choices so that you can decide what is right for you, your friends and family.

You are our priority and we are always here when you need us.



About us

We will give you all the information and guidance you need; from how to register the death to planning the funeral you want. We help you to reflect on the life of the person who has died and enable you to create some positive memories to support you at a time when people can often feel sad and alone. Supporting you to understand the wide range of options available to you while being transparent about prices.

Averil Phillips & Family will help and guide you with:

- Arranging the perfect funeral that you and your family are proud of.
- Making good, well-informed choices.
- As much or as little support as you need.
- Making the decisions that are right for you, your family and for the person who has passed away in as much time as you need.
- All the funeral arrangements: time and date, place of service, music and coffin choices, flowers, printed orders of service, a reception for after the service.
- Ongoing bereavement support.
- Legal services and advice.

Why choose us?

We are an independent family-owned business; we can take as much time as you need.

You are important to us and will be cared for by the same people from start to finish. This is our life's work, our passion. We are not governed by a head office - we are governed by the families we care for.

- We are proud of the work we do and have cared for families for over 20 years.
- We are proud of our service and facilities.

Organising a funeral?

- Take your time - unless it's for religious reasons, there is usually no rush.
- Take charge, or get a friend to help you who may be less emotionally involved.
- Focus on the funeral - it's about what is said and done, not how much you spend.
- When it's over, you want to look back forever with pride. We are a family run independent business, Averil, Tim, Jacky, Wendy, Aaron and Dan will be involved in every aspect of the funeral from start to finish. Because we are small, we have time to listen, time to discuss. Our sole responsibility remains with the families we care for.

We are here to be your funeral guide and support.



Professional

Our fully trained, highly skilled team will listen to your needs and pay attention to every detail, ensuring a personal approach whilst maintaining meticulously high standards.

We are regulated by the National Association of Funeral Directors and the National Society of Allied Independent Funeral Directors to rigorously follow their code of conduct demonstrating our commitment to raising industry standards.



Innovative.

Our facilities are modern and our premises light, elegant and comfortable; a world away from the dark and dismal traditional homes of funerals past.

As a business, we actively seek to reduce our carbon footprint, as well as provide green and natural funerals in response to our customers' requirements.

To this end, we are now planting a tree for every funeral and family that we look after.

We provide as part of our services a LifeArt coffin which is 87% more environmentally friendly than a MDF or chipboard coffin.

We are currently investing in electric charging points for our offices and exploring ways to increase our environmental sustainability.

We push ourselves to continually improve and go above and beyond what is expected.

We are local and community-focused.

We are local. We are locally based. Every day we focus on people's lives and as a local business, we pride ourselves on being at the heart of your community. Many of our customers are known to us personally or have been recommended by people within our community who trust us.

We actively fundraise and sponsor many charities and groups to give back to our community.

We pride ourselves on providing a service that is designed to give you as much personal support as possible in your time of need. Whether you have just suffered a bereavement, and need to plan a funeral, or if you're planning towards the future with a funeral plan in mind, we're here for you.





Practical advice

We have compiled these resources to help you in your time of need. If you have further questions you can call us on 01536 511197 or 01832 2272251, visit our website at www.averilphillips.co.uk and our “Frequently Asked Questions” page or email us at info@averilphillips.co.uk

When a death occurs, in the first instance please call us. We are here to help and guide you and our friendly, welcoming team will be able to assist you.

If the death occurs at home, you will need to call a doctor or medical professional who will need to attend to certify the death. Once this has taken place, please call us. Our trained staff are always available to help and advise you on the next stages of arranging a funeral. There are no time constraints or legal requirements for a funeral director to bring someone into our care, so please take your time and call us only when you're ready. When you call please rest assured that we will bring your loved one into our care within 60 minutes of notification.

If someone passes away at a residential home, the staff will advise us once the medical professional has attended.

If we take your loved one into our care outside of normal office hours, we will contact you after 9 a.m. the following day.

If the death occurs at a hospital or a hospice, we won't always need to attend immediately; however, you can call us to let us know what has happened, and if you wish, make an appointment, either in our office or at your home.

We will liaise with the Bereavement Office or doctors surgery on your behalf and whilst the current medical certificate is issued on-line and the Registrars appointment is conducted on the phone we will guide you through the process and ensure that every step is made clear to you.

*We are available for you
24 hours a day, 7 days a week,
365 days a year.*

In the case of sudden death:

In the event of a sudden, unexpected death or death where the family doctor has not seen the person within 14 days of death - it will be reported to a coroner. This may delay funeral arrangements. A coroner is a doctor or lawyer employed by The Crown to investigate unexpected deaths. If the death is judged to be as a result of natural causes, the coroner will issue a notification that a post-mortem is not necessary and will administer a certificate so that registration can take place. If the coroner requires more detail about the death they may call for a post-mortem or inquest. The death will not be able to be registered until this process is complete. Once the coroner is satisfied, they will issue an order for burial or certificate for cremation for us to proceed with finalising your arrangements.

Registering a death

You must register your loved one's passing with the Registrar of Births, Marriages and Deaths in the district where the death occurred. You will need to make an appointment within five days of death - unless it has been referred to the coroner.

The person who registers is usually a close relative of the person who has died. However, if no relatives are available, this could be: any person present when the person died. A person who lives in the house where the person died or the person arranging the funeral, but not a funeral director.

The registrar will issue you with a death certificate. We recommend that you consider purchasing several copies of the death certificate, as many organisations will only accept original documents. As well as the death certificate there is a green form which is currently issued by email to the funeral director. This is an important document as we will be unable to complete funeral arrangements without it.

The registrar will ask you for:

- Date and place of death.
- Full name and maiden name (if applicable).
- Date and town of birth.
- Occupation.
- Home address.
- Whether the deceased was in receipt of a pension or allowance from public funds
- The name, occupation and date of birth of their spouse or civil partner, if applicable.

When to start making arrangements.

You can start to make funeral arrangements before you register the death. Or you can wait until after if you prefer.

You will need to appoint a person who will act as our client. Please be aware that the client is contractually responsible for all arrangements and financial settlements.

Please note that all relevant documentation must be in place at least three working days before the funeral date.

Help with Paying for the Funeral:

If you can't cover the full cost of the funeral on your own and your loved one has made no financial provisions, you could be eligible for financial support from the 'Social Fund'. You can contact your local jobcentre for further information.

There are strict rules about who can receive a payment and how much money is available.

We are also able to offer funeral finance through our partnership with Funeral Safe.

Please contact one of our offices for further help or apply online at: www.funeralsafe.co.uk.

We will be with you every step of the way.

Prepaid funeral plans

Many people these days are choosing to think ahead and make provision for their own, or another family member's funeral in advance. Some find it a difficult step to take initially but once the arrangements are in place you'll have the peace of mind knowing that surviving family (or executors) won't have to worry about making important decisions regarding the funeral.

A 'Funeral Wishes' pdf is available to download from our website. Or for those wanting to take their funeral planning a little further, there is the opportunity to take out a Funeral Prepayment Plan provided by us in partnership with Golden Charter Funeral Plans, to relieve others from the financial burden of future funeral expenses. Plans are purchased at today's prices, to cover our charges and include a contribution, which will grow with inflation, towards the disbursements (payments made to others).

Our Personalised Funeral Plans often provide the most cost-effective way of catering for your own particular needs. However, you may find that one of our Standard Plans for cremation will meet your requirements.

Please contact us to receive further information about our Funeral Plans and make an appointment to discuss the arrangements in confidence, either here at our offices, or in your own home should you prefer.



Creating life affirming memories at the end of life.



Free bereavement counselling

We understand that dealing with the death of a loved one can be a stressful and emotional experience. Your grief doesn't end after the funeral is over and we don't want our responsibility to you to end there either. We understand that the funeral is just the beginning of your grief journey.

This is why we want to support our clients at their time of need by offering them access if they need it to professional services that can reduce the burden on them at this difficult time.

In conjunction with SAIF Care, we provide professional, confidential and free of charge counselling and support services for all our customers. All services are offered by friendly staff who are trained in counselling and bereavement skills and who will be able to listen and support you. Counselling can help you to understand your experience of grief, develop self-care, coping strategies and support you to deal with challenges you may be facing.

These free of charge support services are available Monday to Friday from 9am - 9pm, to bereaved clients, over the age of 18, including:

- A freephone telephone helpline.
- Confidential email support and information.
- Up to five free sessions of supportive counselling by telephone, skype or face to face in your local area.

We are also able to offer free one to one in-person counselling and run a monthly group session.

Please contact one of our offices for further information and assistance.

Will writing

Making a will gives you complete control over the distribution of your assets when you die. If you don't have a will, the government decides who gets your belongings. Will writers secure you a will that is tailored to match your exact requirements, ensuring your wishes are met and your family are looked after properly.

Probate / Estate Management.

One task that you may need to consider is administering the estate of the person who has passed away. This can be a complex and time-consuming legal process that involves dealing with all of the assets and liabilities associated with the estate. This could include property, stocks, shares, bank accounts and other personal belongings that need to be distributed in line with the Will.

We can offer a number of services that you can take advantage of:

- Free, impartial and practical advice on what to do when someone dies.
- A comprehensive estate administration service that will remove the stress from a complicated process.
- A fixed fee service so you know exactly what you are paying from the start.
- Regular updates on how the estate is being managed and the ability to track the process through an online system.
- A dedicated personal estate adviser who you can contact directly by phone or email.



An uncompromising personal service.



Useful contacts

Hospitals

Kettering General Hospital
01536 492 714

Northampton General Hospital
01604 523 489 or 01604 523 454

Peterborough and Stamford Hospitals
01733 673 543

Glenfield Hospital
01162 583 401 or 01162 583 417

Leicester General Hospital
01162 584 235 or 01162 584 236

Leicester Royal Infirmary
01162 585 194 or 01162 585 196

Registrars

Northamptonshire
03001 261 000
<http://www.northamptonshire.gov.uk/registration>

Leicester (City)
01164 541 000

Leicestershire
01163 056 565

Peterborough
01733 864 646

Crematoriums

Kettering
01536 525 722

Peterborough
01733 262 639

Wellingborough
01933 229 660

Northampton
01604 859 087

Leicester - Great Glenn
01162 591 101

Green Burials

Ketton
01780 460 000

Windmill Green Burials (Northants)
07891 214 564

Your life story should be reflected in your funeral because your story matters.



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Kettering • Northants • NN15 7HH
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