

Response to Core Questions - Hollowells Funeral Services

D. Cemetery Accessibility.

Vehicular access is sufficient to allow easy access, turning and exit of all cemeteries. However, there is insufficient parking in all of the cemeteries for following funeral cars and other visitors without sometimes, regrettably, using the lawn.

The road surface at all cemeteries, but urgently at Towcester Road (Hardingstone), in places needs improvement where it has degraded. Solution – resurface.

Occasionally at Dallington (Harlestone Road) overhanging trees and branches and unkept trees that line the drive prove obstructive. This can make turning vehicles at the end of the cemetery drive difficult. Solution – better and sustained gardening/grounds keeping.

Parking for clients' cars can be difficult at Kingsthorpe cemetery in the area where the mausoleum is situated. The road is narrow and parked cars make it difficult to pass without driving on the lawn. Solution – I'm not sure there is one since the graves in this area abut the road leaving little space for a small car park or passing space.

In all cemeteries access when shouldering a coffin along pre-existing paths can be hampered by low hanging boughs that threaten to whip the flowers from the coffin. Solution – better and sustained gardening/grounds keeping.

Some of the tarmacked paths become very slippery when wet. Solution – application/addition of a non-slip compound to existing tarmac. Alternatively, new non-slip pathways. In either choice, proper signage displayed to mitigate risk.

From time to time the height of the grass is such that access to graves becomes unsafe if not using a pre-existing path. It is not always enough to have the grass cut only at the site of the grave. Mourners often use a funeral as an opportunity to seek out other family graves. Solution – better and sustained gardening/grounds keeping.

E. Provision of Amenities.

The chapel at Kingsthorpe is ideal and well-kept and has to date served its purpose adequately.

The chapel at Towcester Road (Hardingstone) by comparison is dark and dreary and not used as much. Solution – brighten it up.

I'm not sure that many people know about these chapels. Would it be feasible for you to promote them more?

I believe the water troughs and rubbish bins are adequately scattered throughout all of the cemeteries and are widely used.

Would it be possible to encourage recycling at this level or is all rubbish sorted and recycled elsewhere following collection? Either way 'a nod' to recycling should be publicly displayed.

The notice boards in all cemeteries need so work, not just aesthetically but also the content.

Parking. See D, Cemetery Accessibility.

There are no other amenities available for use. I appreciate the cost to install a toilet may be beyond any allocated budget, given the number of visitors to the cemeteries, it may worth a thought.

F. Any Other Information.

Signage within the cemetery whilst adequate can be abused and from time to time (when children are on holiday from school) we find ourselves misled.

Reassurance was once delivered in the form of a cemetery superintendent or similar who would not only be present but would also show exactly where the grave was located, be on hand during the interment and be able to address any problem that may arise. If any issue prevails during a service apart from the gravediggers there is nobody to approach: Solution – reinstate an ‘on the ground’ superintendent or similar.

Grave size. Currently the only grave size that appears to be available is large. I believe this is because under new policy the graves are shored-up. A large grave space makes it very difficult to safely position a coffin over the grave without overstretching.