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Contract

Provision of Coroners Removal Services

Herefordshire Council

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-049107

Procurement identifier (OCID): ocds-h6vhtk-0588da

Published 15 August 2025, 12:24pm

Scope

Reference

DN758473

Description

A Framework agreement with vetted and compliant suppliers, for the provision of Coroners Removal Services

Contract 1. Provision of Coroners Removal Services

Suppliers (3)

- A.W.Hughes & Son
- Oak Tree Funeral Services
- Serenity Funeral Services (Hereford) Ltd

Contract value

- £105,600 including VAT

Below the relevant threshold

Date signed

16 June 2025

Contract dates

- 16 June 2025 to 31 March 2029
- Possible extension to 30 March 2030
- 4 years, 9 months, 15 days

Description of possible extension:

Option to extend up to a further 12 months at the sole discretion of the Council

Main procurement category

Services

CPV classifications

- 98370000 - Funeral and related services

Contract locations

- UKG11 - Herefordshire, County of

Key performance indicators

| Name | Description | Reporting frequency |
|----------------------|---|---------------------|
| Removal | The removal of a deceased person or persons within a maximum of 1.5 hours from receipt of a request from West Mercia Police Control, Coroner or Coroner's Officer. A record being made on the relevant case notes by the control room/attending officer recording time of the initial contact with the funeral director and the time of arrival on site. This data will be collected by a Coroners Officer on a quarterly basis and shared with the Service Manager | 3 months |
| Unreasonable Refusal | Unreasonable refusal by a funeral director to attend site. A record being made on the relevant case notes by the control room/attending officer recording time of the initial contact with the funeral director and the time of arrival on site. Data will be collected by a Coroners Officer on a quarterly basis and shared with the Service Manager | 3 months |

| Name | Description | Reporting frequency |
|---------------------------|--|---------------------|
| Trained Staff | Funeral Directors provide appropriately trained staff, well maintained and clean vehicles and resources which provide a dignified, respectful and professional service. Any complaints/feedback received from the deceased's family or other parties | 12 months |
| Transfer of Accurate Data | Mortuaries receive all the appropriate and necessary information of the deceased, and Funeral Directors adhere to the procedures required at each mortuary. Mortuary and Service Manager to meet quarterly. | 3 months |

Procedure

Procedure type

Below threshold - unknown

Suppliers

A.W.Hughes & Son

Tregarden, Gladestry

Kington

HR5 3NY

United Kingdom

Email: awhughesandson@hotmail.com

Region: UKL24 - Powys

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

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Oak Tree Funeral Services

Trgarden, Gladestry

Kington

HR5 3NY

United Kingdom

Email: awhughesandson@hotmail.com

Region: UKL24 - Powys

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. Provision of Coroners Removal Services

Serenity Funeral Services (Hereford) Ltd

54 Catherine Street

Hereford

HR1 2DU

United Kingdom

Email: info@jagplumbing.co.uk

Region: UKG11 - Herefordshire, County of

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. Provision of Coroners Removal Services

Contracting authority

Herefordshire Council

- Public Procurement Organisation Number: PDTG-2978-LHCN

Herefordshire Council, Plough Lane

Hereford

HR4 0LE

United Kingdom

Email: commercialservices@herefordshire.gov.uk

Region: UKG11 - Herefordshire, County of

Organisation type: Public authority - sub-central government