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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

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## **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

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## Procedure

### Procedure type

Below threshold - unknown

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## Suppliers

### A.W.Hughes & Son

Tregarden, Gladestry

Kington

HR5 3NY

United Kingdom

Email: [awhughesandson@hotmail.com](mailto: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](mailto:awhughesandson@hotmail.com)

Region: UKL24 - Powys

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

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### **Serenity Funeral Services (Hereford) Ltd**

54 Catherine Street

Hereford

HR1 2DU

United Kingdom

Email: [info@jagplumbing.co.uk](mailto:info@jagplumbing.co.uk)

Region: UKG11 - Herefordshire, County of

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

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## 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](mailto:commercialservices@herefordshire.gov.uk)

Region: UKG11 - Herefordshire, County of

Organisation type: Public authority - sub-central government