

2026

**Deceased Online
Operational Procedure**

Deceased online Operational Procedure

Purpose of This Procedure

This procedure outlines how genealogy and historical burial record enquiries will be managed following the introduction of our new **Deceased Online** service. It ensures consistent handling of requests by officers, transparency for the public, and alignment with our published fees and charges.

Review and Updates

This procedure will be reviewed periodically to ensure it remains aligned with operational needs, legislative requirements, and updates to the Deceased Online service.

Version no 1

1. Use of the Deceased Online Service

- All genealogy, family history, and general historical record enquiries will now be directed to the Deceased Online platform.
- Deceased Online provides public access to digitised burial and cremation records, enabling users to search independently at their convenience.

2. Exceptions for Upcoming Funeral Arrangements

NBBC will continue to provide information directly and free of charge only when the request relates to:

- An upcoming burial, or
- An upcoming ashes interment, and the information is required to support the arrangement or administration of that service.

Requests that do not relate to an imminent burial or interment will be treated as genealogy enquiries and directed to Deceased Online.

3. Chargeable Search Service

Although Deceased Online is now the primary route for accessing historical records, NBBC recognise that some individuals may still prefer or require assistance from our team.

NBBC will continue to offer a manual search service, subject to the following conditions:

- Searches will be carried out on request and within 10 working days.
- This is a chargeable service, and fees will be applied in accordance with our current Fees and Charges document
- If the information is unfortunately not found as not recorded, the fee will still be charged.
- The latest Fees and Charges schedule is available on our website.

4. Scope of Chargeable Searches

Chargeable searches may include, but are not limited to:

- Locating burial or cremation records not linked to an upcoming service
- Confirming grave locations for historical or family research
- Providing copies or extracts of records for personal research purposes

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