

FEDERATION OF BURIAL AND CREMATION AUTHORITIES

# ***Crematorium Compliance Inspection Scheme***





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# Crematorium Compliance Scheme

The Federation represents 85% of crematoria in the UK, with its members involved with in excess of 300,000 funerals per annum. To ensure high standards of service delivery to local communities, the Federation requires all its members to comply with a Code of Cremation Practice, first introduced in 1945 and regularly updated. In addition, the Federation has regularly visited crematoria to advise on technical matters and standards of service delivery for over 60 years.

Responding to a survey of its members in 2018, the Federation is introducing a new Crematorium Compliance Scheme which identifies 6 key areas of inspection:

1. Cremation administration
2. Ceremony facilities
3. Cremation facilities
4. Crematorium grounds and memorialisation
5. Services and staff
6. Premises and facilities

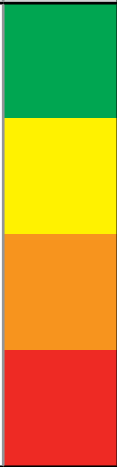
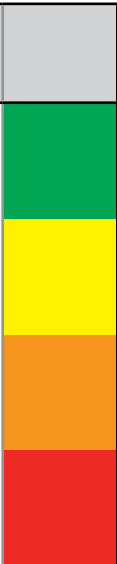
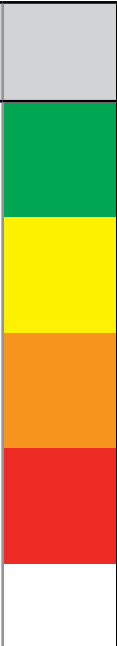
The 6 key areas reflect the process of cremation: from the initial operational and statutory administration; ceremony facilities where a service takes place; to the operational area of the crematorium; and ending with the grounds and memorialisation. In addition, services and staff, along with premises and facilities, are also inspected.

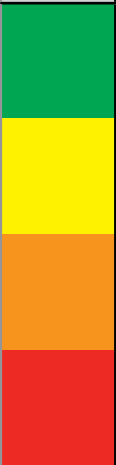
On a date agreed with the Local Authority Chief Executive or Private Company Director, an onsite inspection is carried out, focusing on the above areas. In addition to the physical inspection, discussions are also held with management and staff in confidence, to enable the Crematorium Inspector to gain a greater understanding of the organisations culture.

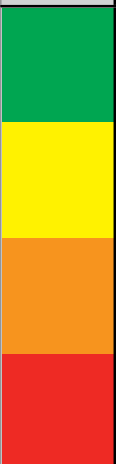
The results of the Compliance Inspection are recorded centrally from which a score is produced which indicates if the crematorium complies, or if support is necessary to ensure standards of service delivery are improved.

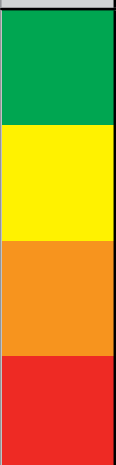
The result is shared with the Cremation Authority, which is given two weeks to challenge the report. The report would then be published on the Federation website in order that local communities can be aware of the standard achieved at their local crematorium

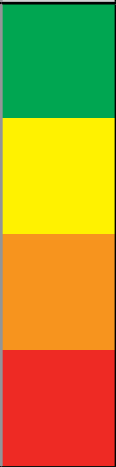
# CREMATION ADMINISTRATION

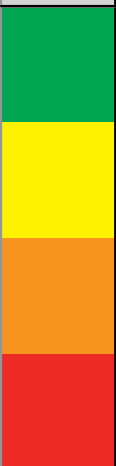
1.		Please Tick
<p><b>Is there a process in place to ensure that statutory forms are received 48 hours prior to the cremation? Are forms logged in when received?</b></p> <p><i>Check forms received for future cremation services.</i></p> <p><i>How are late forms managed?</i></p> <p><i>If yes, a process is in place - Excellent.</i></p>		
<p><b>Is there a process in place to ensure that the statutory forms are seen by the Medical Referee prior to the cremation?</b></p> <p><i>What process is in place and can it be accurately described?</i></p> <p><i>If yes, a process is in place - Excellent.</i></p> <p><i>If no process in place - Requires Improvement.</i></p>		
<p><b>If the Medical Referee identifies any discrepancies with the paperwork, what process is in place to address this before the cremation?</b></p> <p><i>Who contacts doctors, Funeral Directors etc. re any discrepancies?</i></p> <p><i>How are any discrepancies recorded and any amendments recorded?</i></p> <p><i>What role does the service provider have in addressing incorrect forms?</i></p> <p><i>If yes, a process is in place - Excellent.</i></p> <p><i>If no process in place - Requires Improvement.</i></p>		

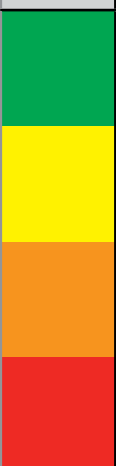
4.		Please Tick
<p><b>Details of 10 sets of cremation forms checked upon visit (list cremation numbers below)</b></p> <p><i>Check all forms</i></p>		

5.		
<p><b>Where applicable, are separate Registers kept for ashes from elsewhere?</b></p> <p><i>If yes, a process is in place - Excellent.</i></p> <p><i>If no process in place – Requires Improvement.</i></p>		

6.		
<p><b>How are chapel staff aware of 'running order of the day'?</b></p> <p><i>How are the staff aware of services for the day?</i></p> <p><i>What information is provided to chapel staff?</i></p> <p><i>How is information provided?</i></p> <p><i>If yes, a process is in place - Excellent.</i></p> <p><i>If no process in place – Requires Improvement.</i></p>		

7.		Please Tick
<p><b>Are memorial locations recorded on maps/plans of Gardens of Remembrance?</b></p> <p><i>What process is in place?</i></p> <p><i>Are maps in place?</i></p> <p><i>Are maps made available to the public?</i></p> <p><i>If yes, a process is in place - Excellent.</i></p> <p><i>If no process in place – Requires Improvement.</i></p>		

8.		
<p><b>Are scattering/interment locations recorded adequately on maps/plans of Gardens of Remembrance?</b></p> <p><i>What process is in place?</i></p> <p><i>If yes, a process is in place - Excellent.</i></p> <p><i>If no process in place – Requires Improvement.</i></p>		

9.		
<p><b>Is there a process in place to effectively manage ashes left at the Crematorium following the cremation?</b></p> <p><i>What process is in place?</i></p> <p><i>How are ashes stored?</i></p> <p><i>Can access be gained by unauthorised persons?</i></p> <p><i>If yes, a process is in place - Excellent.</i></p> <p><i>If no process in place – Requires Improvement.</i></p>		

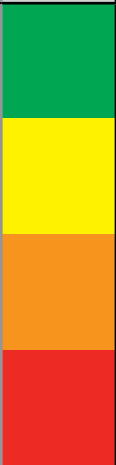
# CEREMONY FACILITIES

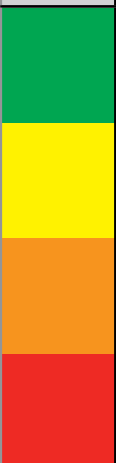
10.		Please Tick
<p><b>Was a daily service sheet displayed?</b></p> <p><i>If yes, a process is in place - Excellent.</i></p> <p><i>If no process in place – Requires Improvement.</i></p>		

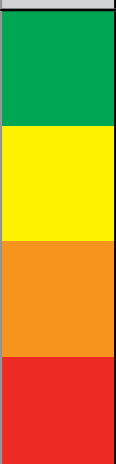
11.		
<p><b>Are Crematorium staff available to check identity of deceased?</b></p> <p><i>Staff always present to check I.D. and assist mourners - Excellent.</i></p> <p><i>Staff always check I.D. may assist mourners if staff available - Good.</i></p> <p><i>Only check I.D. - Satisfactory.</i></p> <p><i>No I.D. – Requires improvement</i></p>		

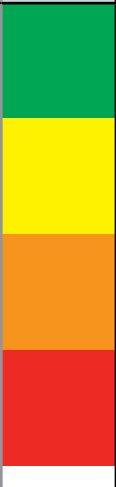
12.		
<p><b>Are external speakers provided for particularly well attended services?</b></p> <p><i>If yes, a process is in place - Excellent.</i></p> <p><i>If no process in place – Requires Improvement.</i></p>		

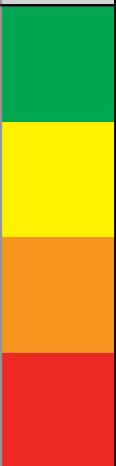


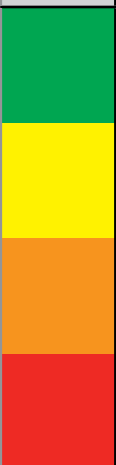
13.		Please Tick
<p><b>Is the chapel welcoming to visitors e.g. chapel door open, member of staff visible?</b></p> <p><i>If yes, a process is in place - Excellent.</i></p> <p><i>If no process in place – Requires Improvement.</i></p>		


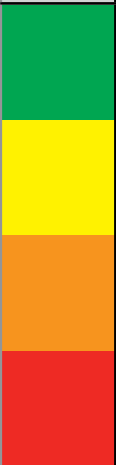
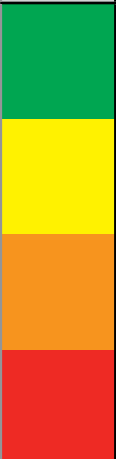
14.		
<p><b>Does the flow of mourners through the chapel and grounds prevent 'conveyer-belt' feeling?</b></p> <p><i>Entrance and exit to chapel separate, mourners do not mix with other services - Excellent.</i></p> <p><i>Only one access and egress mitigated by 60-minute services - Satisfactory.</i></p>		

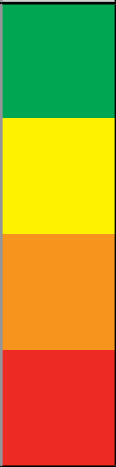
15.		
<p><b>Is there a waiting room available?</b></p> <p><i>If yes, a process is in place - Excellent.</i></p> <p><i>If no process in place – Requires Improvement.</i></p>		

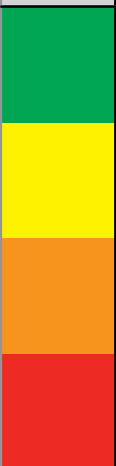
16.		Please Tick
<p><b>Is the waiting room well maintained?</b>  <i>Carpets, curtains and walls all clean no dirty marks or fading present, "looks like new" - Excellent.</i>  <i>Carpets, curtains, and walls all clean, no fading, some evidence of wear - Good.</i>  <i>All areas clean, wear and fading present - Satisfactory.</i>  <i>Carpets, curtains and walls all marked, carpets dirty, worn and present with trip hazards, all furnishings faded - Requires Improvement</i></p>		

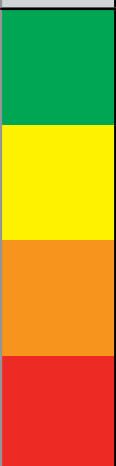
17.		
<p><b>Is the coffin received through an appropriate entrance?</b>  <i>Staff always present to check I.D. If yes, a process is in place - Excellent.</i>  <i>If no process in place - Requires Improvement.</i></p>		

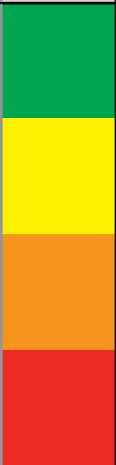
18.		
<p><b>Are the lists of the day's funerals clearly displayed outside and inside the building?</b>  <i>Inside and out - Excellent.</i>  <i>Only one site displaying daily list - Satisfactory.</i>  <i>No daily list - Requires Improvement</i></p>		

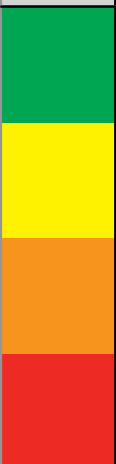
19. TOPIC AREA – INTERNAL AND THE SERVICE CHAPEL		Please Tick
<p><b>Is the chapel clean, tidy and comfortable for mourners in terms of lighting and temperature?</b></p> <p><i>Chapel clean and tidy with no litter present.</i></p> <p><i>Surfaces free of dust, carpets free from stains/marks, no visible wear, committal curtains clean and not faded. Chapel comfortable, not cold or hot, lighting at a level to read service books (Inspector must spend time sitting in chapel to ascertain temperature and lighting) - Excellent.</i></p> <p><i>As Excellent except cleaning not to the highest standard - Good.</i></p> <p><i>As Good except wear present and fading to a small degree, cleaning at the required standard- Satisfactory.</i></p> <p><i>Less than Satisfactory - Requires Improvement</i></p>		
20.		
<p><b>Are mourners able to clearly hear the officiant?</b></p> <p><i>Yes - Inspector to sit in service and ask mourners whether they can hear, if appropriate, induction loop working - Excellent.</i></p> <p><i>No - Requires Improvement.</i></p>		
21.		
<p><b>Are a variety of options available to families for the playing of music?</b></p> <p><i>Excellent - Online system, digital input from mobile device, CD player and organist.</i></p> <p><i>Good - Only three of Excellent criteria present.</i></p> <p><i>Satisfactory - Two of Excellent criteria.</i></p> <p><i>Requires Improvement - Less than Satisfactory</i></p>		

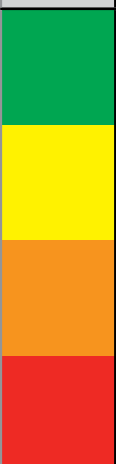
22.		Please Tick
<p><b>Are a variety of options available to families for displaying visual tributes?</b></p> <p><i>Yes - Screens available to display digital media content - Excellent.</i></p> <p><i>No - Requires Improvement</i></p>		

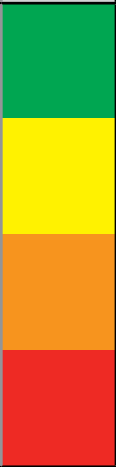
23.		
<p><b>Are alternative forms of service allowed/encouraged e.g. local choir, musicians etc?</b></p> <p><i>Musicians welcome to take part in services, facilities made available for preparation - Excellent.</i></p> <p><i>Alternative musical provision not encouraged - Requires Improvement</i></p>		

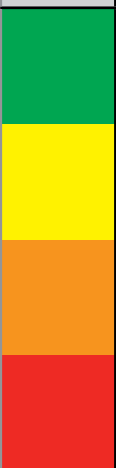
24.		
<p><b>Can the service be viewed remotely via the internet?</b></p> <p><i>If yes, a process is in place - Excellent.</i></p> <p><i>If no process in place – Requires Improvement.</i></p>		

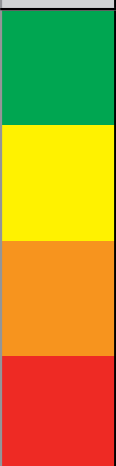
25.		Please Tick
<p><b>Is the crematorium equipped to deal with large congregations?</b></p> <p><i>Yes - overflow area and port cochere may be used, and both areas have audio connection to chapel - Excellent.</i></p> <p><i>Only one area for overflow, connected to chapel audio - Good.</i></p> <p><i>Only one area for overflow no audio link to chapel - Satisfactory.</i></p> <p><i>Not able to accommodate large services - Requires Improvement.</i></p>		

26.		
<p><b>Do you take interested groups around the facilities e.g. health workers, FDs, etc? Do you promote open days at the crematorium?</b></p> <p><i>Open days, carol concerts and groups given escorted tours of crematorium - Excellent.</i></p> <p><i>Open days only and carol concert - Good</i></p> <p><i>Open days only - Satisfactory.</i></p> <p><i>No activities - Requires Improvement</i></p>		

27.		
<p><b>Is the chapel cleaned / tidied after each service?</b></p> <p><i>Staff required to tidy chapel after every service, place service books ready for use, any litter removed - Excellent.</i></p> <p><i>No - Requires Improvement</i></p>		

28.		Please Tick
<p><b>Are religious symbols removable on request?</b></p> <p><i>If yes, a process is in place - Excellent.</i></p> <p><i>If no process in place – Requires Improvement.</i></p>		

29.		
<p><b>Are carpets/curtains cleaned and well maintained?</b></p> <p><i>Carpets and curtains cleaned as part of daily cleaning routine. Additional specialised cleaning of both curtains and carpets at least twice per year - Excellent.</i></p> <p><i>Expert cleaning once per year - Good.</i></p> <p><i>Only in-house cleaning - Satisfactory.</i></p> <p><i>Chapel clearly in need of professional clean, dirty and stained surfaces - Requires Improvement</i></p>		

30.		
<p><b>Is both organist and electronic music offered within the cremation fee?</b></p> <p><i>If yes, a process is in place - Excellent.</i></p> <p><i>If no process in place – Requires Improvement.</i></p>		

31.		Please Tick
<p><b>Can a wheelchair user sit alongside able-bodied mourners?</b></p> <p><i>Chapel seating arranged in such way to allow wheelchairs at end of row without making wheelchair obvious to all, allows user to be part of service and not an add on - Excellent.</i></p> <p><i>No provision made for wheelchairs - Requires Improvement</i></p>		<div style="display: flex; flex-direction: column; align-items: center;"> <div style="width: 20px; height: 20px; background-color: green; margin-bottom: 5px;"></div> <div style="width: 20px; height: 20px; background-color: yellow; margin-bottom: 5px;"></div> <div style="width: 20px; height: 20px; background-color: orange; margin-bottom: 5px;"></div> <div style="width: 20px; height: 20px; background-color: red;"></div> </div>


# CREMATION FACILITIES


32.		Please Tick
<p><b>Is the crematory clean, tidy and walk ways unobstructed?</b></p> <p><i>This relates the overall general appearance of the area, trip hazards, obstructions and clutter, for ease of access.</i></p> <p>Excellent Good Satisfactory Requires Improvement</p>		


33.		
<p><b>General maintenance of crematory walls, floors and ceiling in good order?</b></p> <p><i>A high standard of cleanliness and maintenance is very important.</i></p> <p>Excellent Good Satisfactory Requires Improvement</p>		

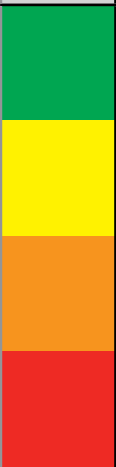
34.		
<p><b>Evidence of cremator log detailing maintenance and any adverse operating events.</b></p> <p><i>Is this being filled in on a consistent basis? Is it completed correctly?</i></p> <p><i>If Yes, Excellent. If No, Requires Improvement</i></p>		

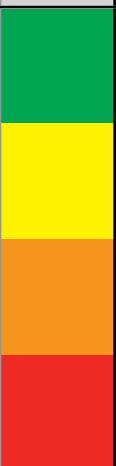



35.		Please Tick
<p><b>Is a maintenance contract/ agreement in place for the equipment?</b>  <i>If Yes, Excellent. If No, Requires Improvement</i></p>		


36.		
<p><b>Is there a contingency plan in place for cremator breakdown?</b>  <i>If Yes, Excellent. If No, Requires Improvement</i></p>		


37.		
<p><b>What arrangements are in place for viewing by mourners?</b>  <i>If arrangements are in place and adequate, Excellent. If No, Requires Improvement</i></p>		


38.		Please Tick
<p><b>Is there evidence of the Environmental Health permit in place, and a clear understanding of this by the staff involved?</b>  <i>If Yes, Excellent. If No, Requires Improvement</i></p>		

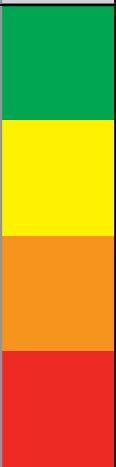
39.		
<p><b>Is the process to maintain identity of deceased in place and adhered to, and are all staff involved aware of the importance of process and how and why it is implemented?</b>  <i>If Yes, Excellent. If No, Requires Improvement</i></p>		

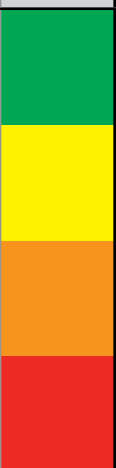
40.		
<p><b>Are staff aware of the Code of Cremation Practice?</b>  <i>If Yes, Excellent. If No, Requires Improvement</i></p>		


41.		Please Tick
<p><b>Is the Code of Practice displayed?</b>  <i>If Yes, Excellent. If No, Requires Improvement</i></p>		

42.		
<p><b>Are working instructions given daily? Must include list of cremations, authority to cremate and instructions for release of remains.</b>  <i>If Yes, Excellent. If No, Requires Improvement</i></p>		

43.		
<p><b>Evidence of log of cremations including date, cremation number, name of deceased and final disposition.</b>  <i>If Yes, Excellent. If No, Requires Improvement</i></p>		

44.		Please Tick
<p><b>Is there evidence in place of a process for ensuring that two people may be available for the charging of coffins?</b>  <i>If Yes, Excellent. If No, Requires Improvement</i></p>		


45.		
<p><b>Are metals recovered after cremation re-cycled?</b>  <i>Is the family given the option to have metals returned to them and if so how is this managed and communicated the operator? If a process is in place, Excellent. If there is no process in place, Requires Improvement</i></p>		


46.		
<p><b>Are all Crematorium Technicians qualified to cremate?</b>  <i>If Yes, Excellent. If No, Requires Improvement</i></p>		


<b>47.</b>		<b>Please Tick</b>
<p><b>When questioned, did the Technicians provide appropriate answers to Inspectors' service-related questions?</b>  <i>If Yes, Excellent. If No, Requires Improvement</i></p>		

<b>48.</b>		
<p><b>Have Technicians received specific training regarding dealing with infant deaths?</b>  <i>If Yes, Excellent. If No, Requires Improvement</i></p>		

<b>49.</b>		
<p><b>Certificate of proficiency of crematory staff displayed?</b>  <i>If Yes, Excellent. If No, Requires Improvement</i></p>		

50.		Please Tick
<p><b>Is access to the crematory restricted?</b>  <i>If Yes, Excellent. If No, Requires Improvement</i></p>		


51.		
<p><b>Are staff working within the crematory appropriately dressed, eg. PPE, uniform?</b>  <i>If Yes, Excellent. If No, Requires Improvement</i></p>		


52.		
<p><b>Are cremated remains stored securely?</b>  <i>If Yes, Excellent. If No, Requires Improvement</i></p>		

<b>53.</b>		<b>Please Tick</b>
<p><b>Is there evidence of complete combustion within cremated remains?</b>  <i>If Yes, Excellent. If No, Requires Improvement</i></p>		

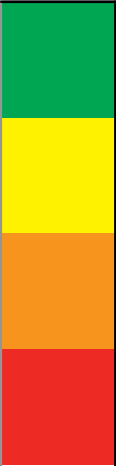
<b>54.</b>		
<p><b>How do you know which remains are to stay, to strew, to inter or to return to applicant?</b>  <i>If a process is in place, Excellent. If no process is in place, Requires Improvement</i></p>		

<b>55.</b>		<b>Please Tick</b>
<p><b>Can staff demonstrate the process of releasing cremated remains? This must be evidenced.</b>  <i>Check the process and the documentation in place. Are CR signed for prior to removal from the crematorium? If Yes, Excellent. If No, Requires Improvement</i></p>		


56.		Please Tick
<p><b>Are all staff aware of the definition of cremated remains and can they advise inspector of this?</b>  <i>If Yes, Excellent. If No, Requires Improvement</i></p>		


57.		
<p><b>What records are kept when cremated remains are released? Evidence required of to whom, when and countersignature of technician to confirm release.</b>  <i>If a process is in place, Excellent. If no process is in place, Requires Improvement</i></p>		




58.		Please Tick
<p><b>How are changes to the release of cremated remains communicated to the technician and what actions must the technician take when he/she is instructed to change the final disposition of remains?</b></p> <p><i>Changes always made in writing and confirmed by office, only instructions from office staff accepted. Technician to amend authority to cremate and identification label then amend log and initial changes. Advise office staff of actions in writing - Excellent. As excellent except no written advice of changes to office-Good. As Good except only verbal instruction of changes - Satisfactory. Less than satisfactory - Requires Improvement</i></p>		<div style="text-align: center;">  </div>

# CREMATORIUM GROUNDS AND MEMORIALISATION

59.		Please Tick
<p><b>Are flower beds / hedges / grass / trees and shrubs / roads and footpaths / and any infrastructure well maintained?</b></p> <p><i>All grounds in excellent condition with high standards of maintenance throughout – Excellent</i></p> <p><i>A good standard of maintenance throughout with certain areas given more attention than others - Good</i></p> <p><i>An acceptable maintenance standard but with key areas either poorly maintained or not maintained - Satisfactory</i></p> <p><i>An unacceptable standard of maintenance with that is not in keeping with the importance of the building and its grounds - Requires Improvement</i></p>		


60.		
<p><b>Are the crematorium grounds and cemetery/cemeteries (where applicable) well maintained?</b></p> <p><i>All grounds in excellent condition with high standards of maintenance throughout – Excellent</i></p> <p><i>A good standard of maintenance throughout with certain areas given more attention than others - Good</i></p> <p><i>An acceptable maintenance standard but with key areas either poorly maintained or not maintained - Satisfactory</i></p> <p><i>An unacceptable standard of maintenance with that is not in keeping with the importance of the building and its grounds - Requires Improvement</i></p>		


61.		
<p><b>Are a sufficient number of suitably located taps available?</b></p> <p><i>If 'Yes' taps in working order are in place - Excellent.</i></p> <p><i>If insufficient taps are in place, or are out of working order - Requires Improvement</i></p>		

<b>62.</b>		<b>Please Tick</b>
<p><b>Are sufficient litter bins available and well maintained?</b></p> <p><i>If Yes - Excellent.</i></p> <p><i>If No - Requires Improvement</i></p>		

<b>63. TOPIC AREA –MEMORIALISATION OUTDOOR AND MEMORIALISATION</b>		
<p><b>Are memorials available to suit a range of budgets?</b></p> <p><i>A wide variety of different options for memorialisation - Excellent</i></p> <p><i>A good variety of memorials are available - Good</i></p> <p><i>A small number of memorials are available - Satisfactory</i></p> <p><i>One or two memorial options only available – Requires Improvement</i></p>		

<b>64.</b>		
<p><b>Are there a variety of locations for the scattering/interment of ashes?</b></p> <p><i>What facilities are available and are these well maintained?</i></p> <p><i>Marks will be awarded based on the number of locations offered and the maintenance standards of these areas.</i></p>		

65.		Please Tick
<p><b>Is there an area specifically dedicated for memorials for babies and children?</b>  <i>If Yes - Excellent.</i>  <i>If No - Requires Improvement</i></p>		

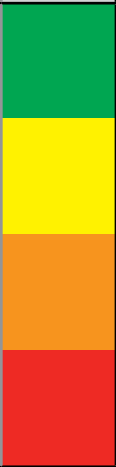
66.		
<p><b>How are floral tributes managed with the grounds and around memorials and are specific floral tribute facilities provided in communal areas?</b>  <i>Is there a process in place for managing floral tributes and memorabilia to preserve the tidiness of the memorial grounds?</i>  <i>If Yes, a process is in place - Excellent.</i>  <i>If No - Requires Improvement</i></p>		

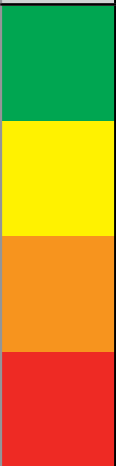
# SERVICES AND STAFF

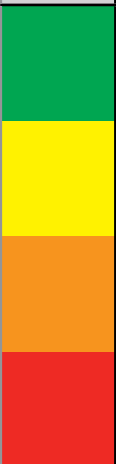
67.		Please Tick
<p><b>Were staff identifiable/smartly presented?</b></p> <p><i>It is important that staff give a professional first impression, all staff must be smartly dressed.</i></p> <p><i>Staff must be approachable and be welcoming.</i></p> <p><i>To what standard were staff identifiable/smartly presented?</i></p>		<div style="text-align: center;"> </div>


68.		
<p><b>Were refreshment facilities available for visitors and Funeral Directors?</b></p> <p><i>Water is satisfactory. The range and availability of hot drinks will increase rating.</i></p>		<div style="text-align: center;"> </div>


69.		
<p><b>Are Chapel times routinely a minimum of 40 mins?</b></p> <p><i>1 hour – Excellent.</i></p> <p><i>45 minutes – Good.</i></p> <p><i>30-40 mins – Satisfactory.</i></p>		<div style="text-align: center;"> </div>


70.		Please Tick
<p><b>Could a longer service timeslot be booked on request?</b></p> <p><i>If Yes, a process is in place - Excellent.</i></p> <p><i>If No - Requires Improvement</i></p>		


71.		
<p><b>Is the Book of Remembrance open every day of the year?</b></p> <p><i>365 days a year – Excellent.</i></p> <p><i>Anything less - Requires Improvement.</i></p>		


72.		
<p><b>Can the pages of the Book of Remembrance be turned on request?</b></p> <p><i>Rating depends on how simple the process is.</i></p> <p><i>E.g. Excellent - a member of staff readily available, Good - had to be found but did turn the page.</i></p>		


73.		Please Tick
<p><b>Can a bereaved family choose a scattering location?</b></p> <p><i>A specific location within a garden/rockery etc - Excellent.</i></p> <p><i>A specific garden/rockery etc - Good.</i></p> <p><i>A general communal garden - Satisfactory</i></p>		

74.		
<p><b>Can the family witness the scattering of cremated remains?</b></p> <p><i>Yes, at a time of their choice - Excellent.</i></p> <p><i>Yes, but only at certain times - Satisfactory.</i></p> <p><i>No - Requires Improvement</i></p>		

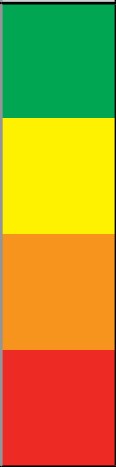
75.		
<p><b>If necessary, can a family collect remains on the day of the cremation?</b></p> <p><i>Yes - Excellent.</i></p> <p><i>No - Requires Improvement</i></p> <p><i>Acknowledge that this can only be applicable for early service times.</i></p>		

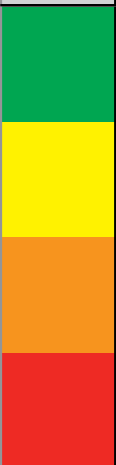
76.		Please Tick
<p><b>Is a process in place to ensure religious/cultural requirements are met (e.g.Hindu/Sikh communities' requirement for short-notice cremation)?</b></p> <p><i>If Yes, a process is in place - Excellent.</i></p> <p><i>If No - Requires Improvement</i></p>		

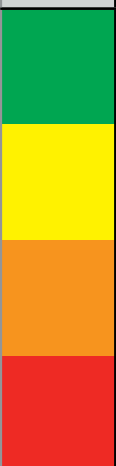
77.		
<p><b>Is there a process in place for dealing with feedback and complaints?</b></p> <p><i>If Yes, a process is in place - Excellent.</i></p> <p><i>If No - Requires Improvement</i></p>		

78.		
<p><b>Is there a process in place which allows for consultation with Funeral Directors and Memorial Masons?</b></p> <p><i>Inspectors decision on effectiveness of consultation method.</i></p> <p><i>If no consultation takes place - Requires Improvement.</i></p>		




79.		Please Tick
<p><b>Is there a process in place to obtain customer and client feedback?</b></p> <p><i>Inspectors decision on effectiveness of obtaining customer feedback.</i></p> <p><i>If no consultation takes place - Requires Improvement.</i></p>		


80.		
<p><b>Is the website user friendly?</b></p> <p><i>Inspector will base decision on presentation, content and ease of use to navigate. Facilities such as online payment will increase rating.</i></p>		


81.		
<p><b>Does the website provide sufficiently detailed information (i.e. contact details, pricing and location of crematorium/ cemeteries, services provided etc).</b></p> <p><i>Yes - Excellent.</i></p> <p><i>No - Requires Improvement</i></p>		

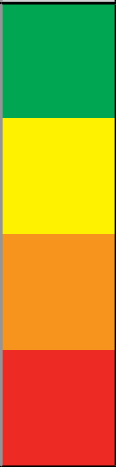
82.		Please Tick
<p><b>Does the service generate a surplus on the budget, and if so is any of this surplus fund reinvested directly back into the service.</b></p> <p><i>Inspector will base decision on response given and approach to investment to the local service.</i></p>		<div style="display: flex; flex-direction: column; align-items: center;"> <div style="width: 100%; height: 20px; background-color: green; margin-bottom: 5px;"></div> <div style="width: 100%; height: 20px; background-color: yellow; margin-bottom: 5px;"></div> <div style="width: 100%; height: 20px; background-color: orange; margin-bottom: 5px;"></div> <div style="width: 100%; height: 20px; background-color: red;"></div> </div>

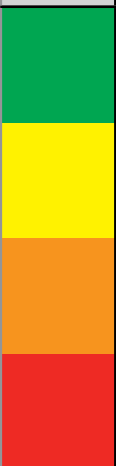
# PREMISES AND FACILITIES

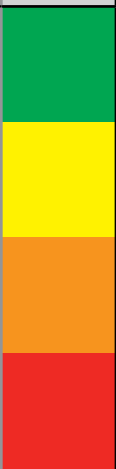
83.		Please Tick
<p><b>Are the toilets inspected and/or cleaned throughout the day as necessary and noted?</b></p> <p><i>If Yes, a process is in place - Excellent.</i></p> <p><i>If No - Requires Improvement</i></p>		

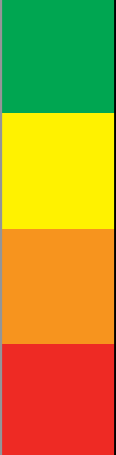
84. TOPIC AREA –MEMORIALISATION OUTDOOR AND MEMORIALISATION		
<p><b>Is a wheelchair available on request?</b></p> <p><i>If Yes, a process is in place - Excellent.</i></p> <p><i>If No - Requires Improvement</i></p>		

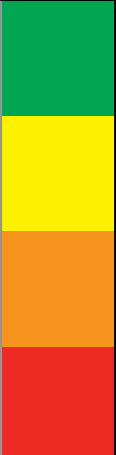
85.		
<p><b>Are fire exits marked?</b></p> <p><i>If Yes, a process is in place - Excellent.</i></p> <p><i>If No - Requires Improvement</i></p>		

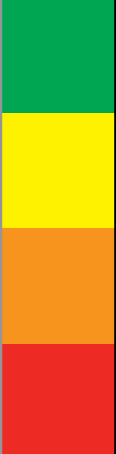
86.		Please Tick
<p><b>Is there a defibrillator?</b>  <i>If Yes, a process is in place - Excellent.</i>  <i>If No - Requires Improvement</i></p>		


87.		
<p><b>Is there a private interview room?</b>  <i>If Yes, a process is in place - Excellent.</i>  <i>If No - Requires Improvement</i></p>		


88.		
<p><b>Is the internal building well presented?</b>  <i>All buildings in excellent condition with high standards of maintenance throughout - Excellent</i>  <i>A good standard of maintenance throughout with certain areas given more attention than others - Good</i>  <i>An acceptable maintenance standard but with key areas either poorly maintained or not maintained - Satisfactory</i>  <i>An unacceptable standard of maintenance with that is not in keeping with the importance of the building - Requires Improvement</i></p>		


89. TOPIC AREA – EXTERNAL PREMISES AND FACILITIES		Please Tick
<p><b>Is the approach to the Crematorium well signposted?</b>  <i>If Yes, a process is in place - Excellent.</i>  <i>If No - Requires Improvement</i></p>		

90.		
<p><b>On entry, is signage clear (e.g. car park/office/chapel/toilets)?</b>  <i>If Yes, a process is in place - Excellent.</i>  <i>If No - Requires Improvement</i></p>		

91.		
<p><b>Is there adequate parking?</b>  <i>If Yes, a process is in place - Excellent.</i>  <i>If No - Requires Improvement</i></p>		

92.		Please Tick
<p><b>Are disabled car parking bays available?</b>  <i>If Yes, a process is in place - Excellent.</i>  <i>If No - Requires Improvement</i></p>		

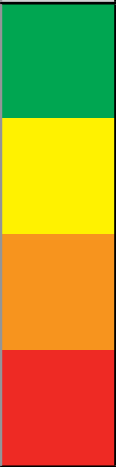
93.		
<p><b>Is the car park white lined?</b>  <i>If Yes, a process is in place - Excellent.</i>  <i>If No - Requires Improvement</i></p>		

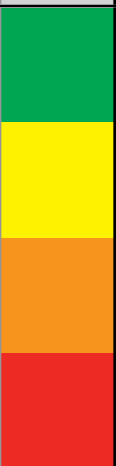
94.		
<p><b>Is there a covered waiting area where mourners can shelter from rain? (or waiting room available)</b>  <i>If Yes, a process is in place - Excellent.</i>  <i>If No - Requires Improvement</i></p>		


<b>95.</b>		<b>Please Tick</b>
<p><b>Is the post funeral flower area adequate for the cremation volume?</b></p> <p><i>Consider the number of services per day and per week. Must have provision to accommodate all floral tributes.</i></p>		

<b>96.</b>		
<p><b>Is there a sign informing families how long flowers will remain?</b></p> <p><i>If Yes, a process is in place - Excellent.</i></p> <p><i>If No - Requires Improvement</i></p>		

<b>97.</b>		
<p><b>Is the external building well presented, clean and well maintained?</b></p> <p><i>All buildings in excellent condition with high standards of maintenance throughout - Excellent</i></p> <p><i>A good standard of maintenance throughout with certain areas given more attention than others - Good</i></p> <p><i>An acceptable maintenance standard but with key areas either poorly maintained or not maintained - Satisfactory</i></p> <p><i>An unacceptable standard of maintenance with that is not in keeping with the importance of the building - Requires Improvement</i></p>		

98.		Please Tick
<p><b>Is there an Funeral Directors room?</b>  <i>If Yes, a process is in place - Excellent.</i>  <i>If No - Requires Improvement</i></p>		

99.		
<p><b>Is there a process to ensure that advice on DDA issues?</b>  <i>If Yes, a process is in place - Excellent.</i>  <i>If No - Requires Improvement</i></p>		

100.		
<p><b>Is there a process to ensure that Health and Safety issues are managed?</b>  <i>If Yes, a process is in place - Excellent.</i>  <i>If No - Requires Improvement</i></p>		



101.		Please Tick
<p><b>Is a memorial inspection programme in place?</b></p> <p><i>If Yes, a process is in place - Excellent.</i></p> <p><i>If No - Requires Improvement</i></p>		<div style="display: flex; flex-direction: column; align-items: center;"> <div style="width: 100%; height: 20px; background-color: green; margin-bottom: 5px;"></div> <div style="width: 100%; height: 20px; background-color: yellow; margin-bottom: 5px;"></div> <div style="width: 100%; height: 20px; background-color: orange; margin-bottom: 5px;"></div> <div style="width: 100%; height: 20px; background-color: red;"></div> </div>

102.		
<p><b>Are Health and Safety details posted in public spaces?</b></p> <p><i>If Yes, a process is in place - Excellent.</i></p> <p><i>If No - Requires Improvement</i></p>		<div style="display: flex; flex-direction: column; align-items: center;"> <div style="width: 100%; height: 20px; background-color: green; margin-bottom: 5px;"></div> <div style="width: 100%; height: 20px; background-color: yellow; margin-bottom: 5px;"></div> <div style="width: 100%; height: 20px; background-color: orange; margin-bottom: 5px;"></div> <div style="width: 100%; height: 20px; background-color: red;"></div> </div>

## NOTES





FEDERATION OF BURIAL AND CREMATION AUTHORITIES

[www.fbca.org.uk](http://www.fbca.org.uk)

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