

# CREMATORIUM COMPLIANCE SCHEME

## INSPECTION INDICATORS

### Section 1. Cremation Administration

Cremation administration is central to ensuring that the stated requirements of the bereaved are carried out and that the necessary records are maintained. There are two types of cremation administration, statutory and non-statutory operational paperwork. The Inspector will look for evidence that both types of administration are in place and being followed.

#### Indicators

1. A process is in place to ensure that statutory forms are received 48 hours prior to the cremation.

#### *Evidence*

*Funeral directors are aware statutory forms must be received 48 hours prior to cremation service, they are logged in when received and checked. There is a process to manage late forms.*

#### *Result*

*Yes – Process in place.*

*No – No existing process.*

#### *Notes*

2. A process is in place to ensure that the statutory forms are seen by the Medical Referee prior to the cremation.

#### *Evidence*

*A process is in place whereby the Medical Referee is presented with the statutory forms, either as hard copies or electronically, prior to the cremation.*

#### *Result*

*Yes - Process in place.*

*No – No existing process.*

#### *Notes*

3. When the Medical Referee identifies any discrepancies with the paperwork, a process is in place to address this before the cremation.

*Evidence*

*A process is in place for staff to contact doctors, Funeral Directors, etc. re any discrepancies, which are recorded along with any amendments and passed to the Medical Referee for final approval.*

*Yes – Process in place.*

*No – No existing process.*

*Notes*

4. The inspection of 10 sets of randomly selected cremation forms, both statutory and non-statutory, indicates that administration is being carried out correctly. The cremation numbers of the forms inspected are listed below.

*Evidence*

*10 sets of forms are checked and found to be completed correctly, signatures completed, all questions are answered fully, full sets of appropriate forms, numbered and filed.*

*Yes – All forms fully/accurately completed.*

*No – All forms not fully/accurately completed.*

*Notes*

5. Separate Registers maintained for ashes received for disposal from elsewhere.

*Evidence*

*A Register of ashes from elsewhere is in place and is completed.*

*Yes – Yes, register is in place and is being completed.*

*No – No register is in place.*

*Notes*

6. Chapel staff are made aware of the 'running order of the day'.

*Evidence*

*Information on the services for the day is provided to the chapel staff, either as a hard copy or electronically.*

*Yes – Yes, there is a process in place for providing information.*

*No – No, there is no process in place for providing information.*

*Notes*

7. Memorial locations are recorded on maps/plans of Gardens of Remembrance.

*Evidence*

*There is a process in place to record the location of ashes within the gardens of remembrance, which is then cross referenced with a plan.*

*Yes – Yes, there is a process in place.*

*No – No, there is no process in place.*

*Notes*

8. The scattering/interment locations of ashes interred or placed in memorials are recorded on maps/plans of the facility.

*Evidence*

*There is a process in place to record the location of ashes within the grounds of the facility, which is then cross referenced with a plan.*

*Yes – Yes, there is a process in place.*

*No – No, there is no process in place.*

*Notes*

9. There is a process in place to effectively manage ashes left at the Crematorium following the cremation.

*A process is in place to record the storage of ashes, they are stored in a secure location which unauthorised persons cannot access.*

*Yes – Yes, there is a process is in place.*

*No – No, there is no process is in place.*

*Notes*

*Overall Observations on Section 1*

## Section 2 Ceremony Facilities

The ceremony facilities are the space in which the bereaved say goodbye to their loved ones. It is particularly important to those families who use the space to hold religious services, and other rituals, which form a key part of the grieving process.

### Indicators

1. The lists of the day's funerals are clearly displayed.

#### *Evidence*

*A daily service sheet, either electronic or hard copy is on display so visitors can see the location and time of the service.*

#### *Result*

*Yes – Yes, a list is in place.*

*No – No list is available.*

#### *Notes*

2. Crematorium staff are available to check identity of deceased.

#### *Evidence*

*Staff are always present at entrance and within chapel to check I.D. on the coffin with documentation and assist mourners.*

#### *Result*

*Yes – Yes, staff are available.*

*No – No staff are available.*

#### *Notes*

3. External speakers/screens are provided for particularly well attended services so that all the mourners can participate in the service.

#### *Evidence*

*External speakers/screens are mounted in the waiting area, beneath porte cochere or on external walls to enable gathered mourners to participate in service.*

#### *Result*

*Yes – Yes, external speakers/screens are available.*

*No – No external speakers/screens available.*

*Notes*

4. The chapel is welcoming to visitors.

*Evidence*

*The entrance door is open, member of staff is visible, music is playing.*

*Result*

*Yes – Yes, the chapel is welcoming.*

*No – No the chapel is not welcoming.*

*Notes*

5. The flow of mourners through the chapel and ground is designed and managed to prevent 'conveyer-belt' feeling.

*Evidence*

*There is a separate entrance and exit to chapel and/or mourners do not mix with other services through the use of suitable screening.*

*Result*

*Yes – Yes, the layout prevents 'conveyor belt' feeling.*

*No – No, a conveyor feeling exists.*

*Notes*

6. The coffin is received through an appropriate entrance, in accordance with the Code of Cremation Practice (2019) and the associated guidance.

*Evidence*

*Staff always present to check I.D., the entrance is clearly a 'public space', well maintained and decorated to a suitable standard.*

*Result*

*Yes – Yes, the coffin is received through an appropriate entrance.*

*No – No, the coffin is not received through an appropriate entrance.*

*Notes*

7. The chapel is clean, tidy and comfortable for mourners in terms of lighting and temperature.

*Evidence*

*The chapel is clean and tidy with no litter present. 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 some time sitting in chapel to ascertain temperature and lighting).*

*Result*

*Yes – Yes, chapel is clean, tidy and comfortable for mourners.*

*No – No, chapel is not clean, tidy and/or comfortable for mourners.*

*Notes*

8. Mourners are able to clearly hear the officiant.

*Evidence*

*A dedicated PA system is installed in the chapel, with microphone available for officiants and speakers available throughout the chapel. Inspector to sit in service and ask mourners whether they can hear, if appropriate, is induction loop working?*

*Result*

*Yes – Yes, mourners can clearly hear the officiant.*

*No – No, mourners cannot hear clearly.*

*Notes*

9. A variety of options are available to families for the playing of music.

*Evidence*

*Online musical system, digital input from mobile device, CD player and/or organist.*

*Result*

*Yes – Yes, a variety of options are available for mourners to play music.*

*No – No, there is not a variety of options available for mourners to play music.*

*Notes*

10. A variety of options are available to families for displaying visual tributes.

*Evidence*

*Screens are available to display digital media content and/or a table is available for family photos/tributes to be placed and viewed during the ceremony.*

*Result*

*Yes – Yes, a variety of options are available for families to display visual tributes.*

*No – No options are available for displaying visual tributes.*

*Notes*

11. Alternative forms of service are allowed/encouraged, for example local choir, musicians, actors, themed service etc.

*Evidence*

*Alternative forms of service are allowed, including musicians, choirs, music and performing arts etc. The crematorium makes facilities available, room to change, and actively participate in coordinating the event.*

*Result*

*Yes – Yes, alternative forms of services are allowed/encouraged.*

*No – No alternative forms of service are allowed/encouraged.*

*Notes*

12. The service can be viewed remotely via the internet.

*Evidence*

*Webcasting facilities are available to enable the service to be broadcast over the net to mourners who are unable to attend the event.*

*Result*



*Yes – Yes, webcasting facilities are available.*

*No – No webcasting facilities are available.*

*Notes*

13. The crematorium is equipped to deal with large congregations.

*Evidence*

*There is an identified overflow area, waiting room and port cochere may be used, areas have audio connection to chapel to enable mourners to take part in the service, staff have an agreed plan to manage large numbers of mourners, including parking.*

*Result*

*Yes – Yes, an overflow area is identified.*

*No – No overflow area is identified.*

*Notes*

14. Interested groups/individuals are actively encouraged to visit and look around the facilities e.g. health workers, FDs, etc.

*Evidence*

*Events are held such as open days; carol concerts and groups/individuals are given escorted tours of crematorium.*

*Result*

*Yes - interested groups are facilitated to visit the crematorium.*

*No – interested groups are not facilitated to visit the crematorium.*

*Notes*

15. The chapel is appropriately dressed with floral displays.

*Evidence*

*The chapel contains floral displays, they are regularly maintained and changed.*

*Result*

*Yes – Yes, floral displays in chapel.*

*No – No floral displays in chapel.*

*Notes*

16. The chapel is cleaned/tidied after each service.

*Evidence*

*Staff are required to tidy chapel after every service, place service books ready for use, any litter removed, and carpet cleaned if necessary.*

*Result*

*Yes – Yes, chapel tidied following each service.*

*No – No, chapel is not tidied after each service.*

*Notes*

17. Religious symbols in the chapel are removable on request.

*Evidence*

*The chapel is a non-denominational space and any religious symbols can either be removed or obscured where requested by families of different/no faith.*

*Result*

*Yes – Yes, religious symbols can be removed or obscured when requested.*

*No – No, religious symbol cannot be removed or obscured.*

*Result*

18. Carpets/curtains are cleaned and well maintained.

*Evidence*

*Carpets and curtains are cleaned as part of a regular cleaning routine. Additional specialised cleaning of both curtains and carpets at least annually.*

*Result*

*Yes – Yes, carpets/curtains cleaned and well maintained.*

*No – No, carpets and curtains are not cleaned and well maintained*

*Notes*

19. Organist and/or electronic music is offered within the cremation fee.

*Evidence*

*Electronic music and/or use of organist is an integral part of the cremation fee.*

*Result*

*Yes – Yes, organist and/or electronic music is offered as part of the cremation fee.*

*NO – No organist and/or electronic is not offered within the cremation fee.*

*Notes*

20. A wheelchair user can sit alongside able-bodied mourners.

*Evidence*

*Chapel seating is arranged in such way to allow wheelchairs at the end of a row without making their use obvious to all, allows user to be part of service and not an add on.*

*Result*

*Yes – Yes wheelchair can be accommodated*

*No – Wheelchair cannot be accommodated*

*Notes*

*Overall observations on section 2*

## Section 3 Cremation Facilities

The cremation facilities are at the heart of any crematorium and are subject to statutory regulations. Proper management of the cremation facility is central to the provision of cremation facilities to the local community.

### Indicators

1. The crematory is clean, tidy and walkways are unobstructed.

#### *Evidence*

*The overall general appearance of the crematory area is clean and tidy, no trip hazards, obstructions or clutter to ensure safe, ease of access.*

#### *Result*

*Yes – Yes, the crematory is clean, tidy and walkways are not obstructed.*

*No – No, the crematory is not clean or tidy and walkways are obstructed.*

#### *Notes*

2. The general maintenance of crematory walls, floors and ceiling is in good order.

#### *Evidence*

*A high standard of cleanliness and maintenance of the internal walls and floors is observed.*

#### *Result*

*Yes – Yes, there is a high standard of cleanliness.*

*No – No, the standard of cleanliness is poor.*

#### *Notes*

3. A maintenance contract/agreement in place for the cremation equipment.

#### *Evidence*

*There is a contract in place for the regular maintenance and repair of cremators and ancillary equipment.*

#### *Result*

*Yes – Yes, there is a maintenance contract in place.*

*No – No, maintenance agreement is in place.*

*Notes*

4. A contingency plan is in place for cremator breakdowns

*Evidence*

*A contingency plan exists which includes advising funeral directors, cremations taking place at neighbouring facilities, repairs being carried out in an expedient manner etc.*

*Yes – Yes, a contingency plan exists.*

*No – No contingency plan exists.*

*Notes*

5. There is a cremator log detailing maintenance and any adverse operating events.

*Evidence*

*There is a cremator log, which is up to date and includes adverse operating incidents.*

*Result*

*Yes – Yes, there is a cremator log which is up to date.*

*No – No cremator log exists.*

*Notes*

6. The crematorium has an Environmental permit issued by the Local Authority (or SEPA in Scotland) in place and there is a clear understanding of this by the staff involved.

*Evidence*

*An up to date permit is available for inspection during the visit. Staff, when questioned, are aware of the of its key requirements.*

*Results*

*Yes – Yes, a permit exists, and staff understand its key requirements.*

*No – No up to date permit exists and/or staff do not understand its key requirements.*

*Notes*

7. The crematorium made a report to its environmental regulator of its emissions testing within the previous 12 months.

*Evidence*

*A copy of the report is available for the inspector to see during the visit.*

*Result*

*Yes – Yes, a copy of the report was available for inspection.*

*No – No copy of the report was not available.*

*Notes*

8. The emissions testing report show all measured parameters are within the prescribed emission limit values.

*Evidence*

*A copy of the inspection report from the regulator's last visit is available and this confirms measured parameters are within prescribed limits.*

*Result*

*Yes – Yes, a copy of the report is available and it confirms all emissions are within prescribed limits.*

*No – No copy of the report is available and/or the emissions are not within prescribed limits.*

*Notes*

9. The process to maintain identity of deceased is in place and adhered to, and all staff involved are aware of the importance of the process, how and why it is implemented.

*Evidence*

*Documentation exists to identify the deceased and this follows the process through cremation, reduction and storage. Discussions with staff demonstrates*

*they understand the importance of ensuring the identification is maintained throughout the process.*

*Result*

*Yes – Yes, a process of identification exists and staff understand its importance.*

*No – No process exists and/or staff do not understand its importance.*

*Notes*

10. The current Code of Cremation Practice is displayed, and staff are aware of its importance.

*Evidence*

*A copy of the current Code of Cremation Practice is on display in the crematory, from discussions it is confirmed that staff understand the importance of its requirements.*

*Result*

*Yes – Yes, a copy of the current Code of Cremation Practice is on display and staff understand the importance of its requirements.*

*No – No, the current Code of Cremation Practice is not on display and/or the staff do not understand the importance of its requirements.*

*Notes*

11. Working instructions are issued daily.

*Evidence*

*A copy of the day's working instructions is available for inspection and it includes a list of cremations, authority to cremate and instructions for the release of ashes.*

*Result*

*Yes – Yes, a copy of the working instructions is available for inspection and it includes a list of cremations, authority to cremate and instructions for release of remains.*

*No – No copy of the working instruction is available for inspection and/or it does not include a list of cremations, authority to cremate and instructions for release of remains.*

*Notes*

12. A log of cremations including date, cremation number, name of deceased and final disposition is maintained.

*Evidence*

*Observation of a log, either electronic or a hard copy, confirms that it is maintained and that it contains the details set out above.*

*Result*

*Yes – Yes, a log exists with the information required.*

*No – No log exists or/and it does not contain the necessary information.*

*Notes*

13. A process is in place for ensuring that two people may be available for the charging of coffins when required.

*Evidence*

*A risk assessment and method statement are in place setting out the situations when two staff are required for charging, discussions with staff confirms the two-man process is in place and it is followed.*

*Result*

*Yes – Yes, a process is in place for two staff to be available for charging when required.*

*No – No process is in place to ensure two staff are available for charging when required.*

*Notes*

14. Metals are recovered after cremation for re-cycling.

*Evidence*

*The applicant is given the option to have metals returned to them, if not the metal is collected and is disposed of through a metal recycling scheme.*

*Result*

*Yes – Yes, cremation form advises applicant of the option to have metal returned or recycled. The crematorium is a member of a recycling scheme.*



*No – No opportunity is given to the applicant to have the metal recycled and/or the crematorium is not a member of a recycling scheme.*

*Notes*

15. All Crematorium Technicians are qualified to cremate.

*Evidence*

*Discussion with staff confirms that technicians are qualified, either through the FBCA or ICCM.*

*Result*

*Yes – Yes, Technicians are qualified.*

*No – No, Technicians are not qualified.*

*Notes*

16. Certificates of Proficiency of crematory staff are displayed.

*Evidence*

*Copies of certificates issued by the ICCM or FBCA observed in the crematory.*

*Result*

*Yes – Yes, certificates on display.*

*No – No, certificates displayed.*

*Notes*

17. When questioned, the Crematorium Technicians provide appropriate answers to Inspectors' service-related questions.

*Evidence*

*In discussion with Cremator Technicians they were able to display a sound understanding of the cremation process and equipment.*

*Result*

*Yes – Yes, Cremator Technicians demonstrated a sound knowledge of the cremation process and equipment.*

*No – No, the Cremator Technicians were unable to demonstrate a sound understanding of the cremation process and equipment.*

*Notes*

18. Technicians have received specific training regarding infant cremations including the use of 'baby trays'.

*Evidence*

*Attendance on a specific course relating to the cremation of babies, provided by the FBCA, ICCM, manufacturer or charity. Baby trays are in use.*

*Result*

*Yes – Yes, the Technicians have undertaken additional training relating to the cremation of babies*

*No – No, the Technicians have not received additional training relating to the cremation of babies.*

*Notes*

19. Access to the crematory is restricted to prevent general access by the public.

*Evidence*

*Cremation and the storage of ashes is a sensitive process and general access by the public must be restricted. Discussions with staff and observations confirm access is restricted to staff or individuals with permission through the use of door locks, keypad entrance, signing in etc.*

*Result*

*Yes – Yes, access is restricted.*

*No – No, access is not restricted.*

*Notes*

20. Staff working within the crematory are appropriately dressed.

*Evidence*

*Staff were observed wearing smart cloths and PPE (For example non-flammable overalls, gloves, visor, safety shoes).*

*Result*

*Yes – Yes, staff are appropriately dressed.*  
*No – No, staff are not appropriately dressed.*

*Notes*

21. Cremated remains are stored securely.

*Evidence*

*Cremated remains are observed to be stored separately, clearly labelled and in a secure room or cabinet.*

*Yes – Yes, cremated remains are securely stored.*  
*No – No, cremated remains are not securely stored.*

*Notes*

22. When inspected there is evidence of complete combustion within cremated remains.

*Evidence*

*Cremated remains should be observed, if they are white/grey it may be assumed that combustion has been complete. If they contain black carbon particles, this suggests incomplete combustion.*

*Result*

*Yes – Yes, observations indicated complete combustion.*  
*No – No, observations indicated incomplete combustion.*

*Notes*

23. A system is in place to indicate which remains are to stay, to strew, to inter or to return to applicant.

*Evidence*

*Observations of the area where cremated remains are stored to indicate if cremated remains are grouped according to final disposal, which will be confirmed by the identification papers kept with each set of remains. Discussion with staff will further confirm a process is in place.*

*Result*

*Yes – Yes, a process in place to identify the final resting place of cremated remains.  
No – No, process exists for indicating the final resting place of ashes.*

*Notes*

24. Records are made and retained when cremated remains are released from storage.

*Evidence*

*Observation of the process for releasing cremated remains confirms that the removal of the ashes is recorded, dated and signed for either by the applicant or the person acting on behalf of the applicant.*

*Result*

*Yes – Yes, there is a process and documentation in place.*

*No – No process and/or documentation is in place.*

*Notes*

25. Staff are aware of the definition of cremated remains.

*Evidence*

*In discussion with the staff they can confirm that the definition of cremated remains means all the material left in the cremator after a cremation, following the removal of any metal, and any subsequent grinding or other process which is applied to the material.*

*Result*

*Yes – Yes, the staff were aware of the definition of ashes.*

*No – No, the staff were not aware of the definition of ashes.*

*Notes*

26. When the initial decision for the final disposal of cremated remains is changed, these are communicated to the Crematorium Technician who will complete administration.

*Evidence*

*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.*

*Result*

*Yes – Yes, process exists for recording change of release instructions.*

*No – No process exists for recording change of release instructions.*

*Notes*

Overall observations on section 3

## **Section 4 Premises & Facilities**

The condition of the premises and facilities provides an indication of the culture of the organisation. Well-presented and cared for facilities can provide the bereaved with reassurance that their loved one will be cared for.

### **Indicators**

1. The toilets are inspected and cleaned throughout the day as necessary and recorded.

#### *Evidence*

*A regular inspection process is in place and that a visual/olfactory inspection of the toilets confirm that the walls and floors are clean, urinals and pans are clean, and that toilet paper, soap and hand drying facilities are available.*

#### *Result*

*Yes – Yes, a process for regular cleaning is in place, the toilets were clean, tidy and well stocked.*

*No – No process for regular cleaning was in place and/or the toilets were not clean, tidy and well stocked.*

#### *Notes*

2. A wheelchair is available on request.

#### *Evidence*

*A wheelchair is available to assist elderly and/or disabled visitors.*

#### *Result*

*Yes – Yes, a wheelchair is available.*

*No – No wheelchair is available.*

#### *Notes*

3. Fire exits are marked, and an evacuation plan is in place.

#### *Evidence*

*Fire escape signs are erected over exit doors, assembly points are identified, and staff have regular evacuation drills.*

*Result*

*Yes – Yes, exit signs are clear, assembly points are identified, and evacuation drills are regularly undertaken.*

*No – No exit signs are visible and/or assembly points are not identified and/or there are no evacuation drills.*

*Notes*

4. A defibrillator is available on site.

*Evidence*

*A defibrillator is available on site, where families are under great stress and many are already ill.*

*Result*

*Yes – Yes, a defibrillator is available on site.*

*No – No defibrillator is available.*

*Notes*

5. A private interview room is available on site.

*Evidence*

*A private interview room is available on site where visitors can meet with crematorium staff in private. It should be suitably furnished.*

*Result*

*Yes – Yes, a private interview room is available.*

*No – No private room is available.*

*Notes*

6. The interior of the building is well presented.

*Evidence*

*The interior of the building is well presented, high standards of maintenance throughout, regularly decorated, all lights working, clean carpets and curtains.*

*Results*

*Yes – Yes, the interior of the building is well presented.*

*No – No, the interior of the building is not well presented.*

*Notes*

7. The external part of the building is well maintained.

*Evidence*

*All buildings are in good condition, regularly maintained and decorated.*

*Results*

*Yes – Yes, the external part of buildings is well maintained.*

*No – No, the external part of the buildings is not well maintained.*

*Notes*

8. The approach to the Crematorium is well signposted.

*Evidence*

*Road signs indicate the direction to the crematorium from the nearest 'A' road and onwards to the crematorium. The entrance is clearly signed from a reasonable distance away.*

*Results*

*Yes – Yes, the approach to the crematorium is well signposted.*

*No – No, the approach to the crematorium is not well signposted.*

*Notes*

9. On entry, signage for key facilities in the crematorium is highly visible and easy to follow.

*Evidence*

*Signage to the car park/office/chapel/toilets key facilities within the crematorium is highly visible and easy for visitors to follow.*

*Results*

*Yes – Yes, signage for key facilities is highly visible and easy to follow*

*No – No, signage is either not available and/or difficult to follow.*



10. There is adequate parking.

*Evidence*

*There is a minimum of 30 car parking spaces with an overspill area available if required.*

*Result*

*Yes – Yes, there is sufficient parking.*

*No – No, there is insufficient parking.*

*Notes*

11. Easy access car parking bays are available.

*Evidence*

*Easy access car parking bays are available for disabled visitors to the crematorium.*

*Result*

*Yes – Yes, easy access car parking bays are available.*

*No – No easy access parking bays are available.*

*Notes*

12. Individual car parking spaces are marked.

*Evidence*

*Individual car parking spaces are marked by white lines or other forms of indication.*

*Yes – Yes, individual car parking spaces are indicated.*

*No – No, individual parking spaces are not indicated.*

*Notes*

13. A waiting room is available.

*Evidence*

*A waiting room is available for visitors who arrive before the service commences.*

*Result*

*Yes – Yes, a waiting room is available.*

*No – No, a waiting room is not available.*

*Notes*

14. The waiting room is well maintained.

*Evidence*

*The interior of the building is well presented, high standards of maintenance throughout, regularly decorated, all lights working, clean carpets and curtains.*

*Results*

*Yes – Yes, the waiting room is well maintained.*

*No – No, the waiting is not well maintained.*

*Notes*

15. The funeral flower area is adequate for the volume of cremations.

*Evidence*

*The space available is sufficient to accommodate all the floral tributes arising from the number of services per day and per week.*

*Result*

*Yes – Yes, there is sufficient space.*

*No – No, there is insufficient space.*

16. There is a sign informing families how long flowers will remain following the service.

*Evidence*

*There are signs informing the bereaved how long floral tributes will remain in position following the service, in order that they may know how long they have to view/remove them.*

*Result*

*Yes – Yes, there is/are sign/s in place.*

*No – No signs are in place.*

*Notes*

17. There is a process to ensure that advice is received on DDA issues.

*Evidence*

*A process exists for receiving advice on DDA issues, either internally or from a specialist external company.*

*Result*

*Yes – Yes, a process to obtain DDA advice is in place.*

*No – No process is in place for obtaining DDA advice.*

*Notes*

18. There is a process to ensure that Health and Safety issues are managed?

*Evidence*

*A process exists for receiving advice on Health and Safety issues, either internally or from a specialist external company.*

*Result*

*Yes – Yes, a process to obtain Health and Safety advice is in place.*

*No – No process is in place for obtaining Health and Safety advice.*

*Notes*

19. A memorial inspection programme is in place.

*Evidence*

*A risk based memorial inspection process is in place. Recording memorials which pose a hazard and ensuring actions are taken to mitigate the threat.*

*Result*

*Yes – Yes, a memorial inspection programme is in place.*

*No – No memorial inspection programme is in place.*

Overall observations on section 4

## Section 5 Grounds & Memorialisation

The availability of memorials is of great importance for many bereaved parents and their families. A memorial can provide a focal point for the bereaved to express their grief and support them through the grieving process. The benefits of a memorial, and to many visitors, are supported by placing them in well maintained grounds. It is important that communication from the crematorium is clear regarding what memorial options are available, what families are and are not able to place and how long these can remain in place.

1. The crematorium grounds and cemetery/cemeteries (where applicable) are well maintained.

### *Evidence*

*A good standard of maintenance exists throughout the grounds, lawns are regularly cut, beds are regularly weeded, trees and shrubs are pruned, and litter is removed.*

### *Result*

*Yes – Yes, a good standard of maintenance exists.*

*No – No, a good standard of maintenance does not exist.*

### *Notes*

2. Enough suitably located taps are available.

### *Evidence*

*Taps are available throughout the grounds and are in working order.*

### *Result*

*Yes – Yes, enough working taps are available.*

*No – No, there are insufficient number of working taps.*

### *Notes*

3. There are enough litter bins available and well-maintained.

### *Evidence*

*There are several litter bins sited throughout the grounds to enable visitors to dispose of floral tributes, wrapping etc. These should be well-maintained and not 'overflowing'.*

*Result*

*Yes – Yes, there are enough litter bins.*

*No – No, there is insufficient litter bins and/or they are 'overflowing'.*

4. There is a range of memorials available.

*Evidence*

*A range of memorials are available, offering different formats and a variety of prices to be accessible to a wide range of families.*

*Result*

*Yes – Yes, a range of memorials is available.*

*No – No, a range of memorials is not available.*

5. Applicants for cremation are provided with information on the range of memorials available/permitted.

*Evidence*

*Applicants are provided with detailed and transparent information on the range, cost and conditions relating to memorials available/permitted. Information is also available online.*

*Result*

*Yes – Yes, information on the range of memorials available/permitted is provided to applicants.*

*No – No information on the range of memorials available/permitted is made available.*

*Notes*

6. There are a variety of locations for the scattering/interment of ashes.

*Evidence*

*There are a variety of locations for the scattering/interment of ashes. For example, gardens of remembrance, graves, columbaria etc.*

*Result*

*Yes – Yes, there are a variety of locations for scattering/interment of ashes.*

*No – No, a variety of locations for the scattering/interment of ashes does not exist.*

*Notes*

7. There is an area specifically dedicated for memorials for babies and children.

*Evidence*

*An area dedicated for scattering and/or interment of babies and children has been set aside.*

*Result*

*Yes – Yes, a dedicated area exists.*

*No – No, a dedicated area does not exist.*

*Notes*

8. A policy exists for the management of floral tributes managed in the grounds and around memorials.

*Evidence*

*A policy has been adopted for the management of floral tributes in the grounds, which recognises the need to manage the desire of the bereaved to place tributes with the need to maintain the overall tidiness of the site. In addition, specific areas are set aside for placing floral tributes in communal areas.*

*Result*

*Yes – Yes, a policy exists for the management of floral tributes.*

*No – No policy exists for the management of floral tributes.*

*Notes*

*Overall observation on Section 5*

## Section 6 Service & Staff

The services and staff are integral to the delivery of excellence to users of the crematorium and are central to ensuring the customer/clients experience is a good one.

### Indicators

1. Staff are identifiable/smartly presented.

#### *Evidence*

*It is important that staff give a professional first impression, all staff must be smartly dressed. Staff must be approachable and be welcoming.*

#### *Result*

*Yes – Yes, staff were identifiable and smartly presented.*

*No – No, staff were not identifiable and/or smartly presented.*

#### *Notes*

2. Refreshment facilities are available for visitors.

#### *Evidence*

*Hot and/or cold drinks are available for visitors.*

#### *Result*

*Yes – Yes, hot and/or cold drinks are available.*

*No – No hot and/or cold drinks were available.*

3. Chapel times are routinely a minimum of 40 minutes.

*Chapel times are routinely a minimum of 40 minutes to provide sufficient time for the family to have a service in an unhurried manner without clashing with other funerals.*

#### *Result*

*Yes – Yes, service times are routinely in excess of 40 minutes.*

*No – No, service times were routinely less than 40 minutes.*

#### *Notes*

4. A longer service time is available on request.

*Evidence*

*If a longer service time is required, this can be accommodated either by providing longer times or allowing a second time to be booked back to back.*

*Result*

*Yes – Yes, a longer service time is available.*

*No – No longer service times available.*

*Notes*

5. The Book of Remembrance is open every day of the year.

*Evidence*

*Access to the Book of Remembrance is available 365 days a year.*

*Result*

*Yes – Yes, access is available throughout the year.*

*No – No, access is not available throughout the year.*

6. The pages of the Book of Remembrance can be turned on request.

*Evidence*

*The pages of the Book of Remembrance can be turned to enable individuals to view an entry when they cannot visit on the day of the anniversary.*

*Result*

*Yes – Yes, the pages of the Book of Remembrance can be turned on request.*

*No – No, the pages of the Book of Remembrance cannot be turned on request.*

*Notes*

7. The bereaved family can choose a scattering location.

*Evidence*

*The applicant is advised of the scattering locations available and can chose a specific location.*



*Result*

*Yes – Yes, a specific location can be chosen for the scattering of cremated remains.*

*No – No, a specific location cannot be chosen for the scattering of cremated remains.*

*Notes*

8. The family can witness the scattering of cremated remains.

*Evidence*

*If the family wish to witness the scattering of cremated remains an appointment can be made for them to attend.*

*Yes – Yes, the family can witness the scattering of cremated remains.*

*No – No, the family cannot witness the scattering of cremated remains.*

*Notes*

9. If necessary, the family can collect cremated remains on the day of the cremation.

*Evidence*

*If the family, through their funeral director, advise the crematorium of their desire to collect cremated remains on the day of cremation, this can be arranged.*

*Yes – Yes, arrangements can be made for cremated remains to be removed on the day of the cremation.*

*No – No, cremated remains cannot be removed on the day of cremation.*

*Notes*

10. A process is in place to ensure religious/cultural requirements can be accommodated.

*Evidence*

*A process is in place to ensure religious/cultural requirements can be accommodated, for example Hindu/Sikh communities' requirement for short-notice cremations can be accommodated.*

*Result*

*Yes – Yes, a process is in place to accommodate cultural/religious requirements.  
No – No, a process is not in place to accommodate cultural/religious requirements.*

*Notes*

11. There is a process in place for dealing with customer/client feedback and complaints.

*Evidence*

*Feedback from service users, both positive and negative, is an important tool for ensuring the service reflect the needs of users. Feedback must be dealt with in a sympathetic and timely manner.*

*Result*

*Yes – Yes, a process is in place for dealing with feedback and complaints.  
No – No process in place for dealing with feedback and complaints.*

*Notes*

12. A process is in place which allows for consultation with Funeral Directors.

*Evidence*

*Regular meetings are held with Funeral Directors to discuss service delivery and support the development of a positive working relationship for the benefit of the bereaved.*

*Result*

*Yes – Yes, regular meetings take place with funeral directors.  
No – No, regular meetings do not take place with funeral directors.*

*Notes*

13. The website is user friendly.

*Evidence*

*The website for the crematorium is easy to access and not 'lost' within a larger site, for example within the local authority or company site. The site should allow navigation with 4/5 'clicks'.*

*Result*

*Yes – Yes, the website is user friendly.*

*No – No, the website is not user friendly.*

*Notes*

14. The website is transparent and provides sufficiently detailed information.

*Evidence*

*Amongst the information on the website there is contact details, pricing, location of crematorium, services provided and electronic payment.*

*Result*

*Yes – Yes, the website is transparent and provides sufficient detailed information.*

*No – No, the website does not provide transparent and/or detailed information.*

*Notes*

15. The service generates a surplus on the budget, part of which is reinvested directly back into the service.

*Evidence*

*The service generates a surplus on its annual budget, a portion of which is used to reinvest in the crematorium and service.*

*Result*

*Yes – Yes, a portion of the surplus is reinvested into the crematorium.*

*No – No, a portion of the surplus is not reinvested in the service.*

*Notes*

*Overall observation on Section 6*