



# CREMATORIUM COMPLIANCE SCHEME

## INSPECTION INDICATORS

Ref	Section	Indicator
L436	1. Cremation Administration	a. A process is in place to ensure that statutory forms are received a minimum of 48 hours prior to the cremation.
L434	1. Cremation Administration	b. A process is in place to ensure that the statutory forms are seen by the Medical Referee prior to the cremation.
L432	1. Cremation Administration	c. When the Medical Referee identifies any discrepancies with the paperwork, a process is in place to address this before the cremation.
L430	1. Cremation Administration	d. 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 in the comments.
L428	1. Cremation Administration	e. Maintaining a record of ashes received for disposal from elsewhere, along with final disposition is recognised as best practice by the Federation.
L426	1. Cremation Administration	f. Chapel staff are made aware of the running order of the day.
L424	1. Cremation Administration	g. Memorial locations are recorded on maps/plans of Gardens of Remembrance.
L422	1. Cremation Administration	h. The scattering/interment locations of ashes interred or placed in memorials are recorded on maps/plans of the facility.
L420	1. Cremation Administration	i. There is a process in place to effectively manage ashes left at the Crematorium following the cremation.
L10918	1. Cremation Administration	k. In accordance with the requirements of the Competition and Markets Authority, the Cremation Authority publish their fees online and complete a quarterly income return
L10920	1. Cremation Administration	l. The public have access to partial digital records on line to be able to locate final resting place and limited details.
L10922	1. Cremation Administration	m. A digital system is in place for cremation bookings, registration, documentation, cremation instructions and associated records.
L274	1. Cremation Administration	n. The website is transparent and provides sufficiently detailed information.
L278	1. Cremation Administration	o. A process is in place which allows for consultation with Funeral Directors.
L276	1. Cremation Administration	p. The website is user friendly.
L418	2. Ceremony Facilities	a. The lists of the day's funerals are clearly displayed.
L400	2. Ceremony Facilities	b. Crematorium staff are available to check identity of deceased.
L396	2. Ceremony Facilities	c. External speakers/screens are provided for particularly well attended services so that all the mourners can participate in the service.
L394	2. Ceremony Facilities	d. The chapel is welcoming to visitors.
L392	2. Ceremony Facilities	e. The flow of mourners through the chapel and ground is designed and managed to prevent conveyer-belt feeling.
L390	2. Ceremony Facilities	f. The coffin is received through an appropriate entrance, in accordance with the Code of Cremation Practice (2019) and the associated guidance.
L388	2. Ceremony Facilities	g. The chapel is clean, tidy and comfortable for mourners in terms of lighting and temperature.
L386	2. Ceremony Facilities	h. Mourners are able to clearly hear the officiant.
L384	2. Ceremony Facilities	i. There is provision for playing music at the service.

L416	2. Ceremony Facilities	j. There is provision for displaying visual tributes at the service.
L414	2. Ceremony Facilities	k. Alternative forms of service are allowed/encouraged, for example local choir, musicians, actors, themed service etc.
L412	2. Ceremony Facilities	l. The service can be viewed remotely via the internet.
L410	2. Ceremony Facilities	m. The crematorium is equipped to deal with large congregations.
L408	2. Ceremony Facilities	n. Interested groups/individuals are actively encouraged to visit and look around the facilities e.g. health workers, FDs, etc.
L404	2. Ceremony Facilities	o. The chapel is cleaned/tidied after each service.
L402	2. Ceremony Facilities	p. Religious symbols in the chapel are removable on request.
L398	2. Ceremony Facilities	q. A wheelchair user can be accommodated within the chapel to take part in the event.
L382	3. Cremation Facilities	a. The crematory is clean, tidy and walkways are unobstructed.
L364	3. Cremation Facilities	b. The general maintenance of crematory walls, floors and ceiling is in good order.
L348	3. Cremation Facilities	c. A maintenance contract/agreement in place for the cremation equipment.
L346	3. Cremation Facilities	d. A contingency plan is in place for cremator breakdowns.
L344	3. Cremation Facilities	e. There is a cremator log detailing maintenance and any adverse operating events.
L342	3. Cremation Facilities	f. 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.
L340	3. Cremation Facilities	g. The crematorium made a report to its environmental regulator of its emissions testing within the previous 12 months.
L338	3. Cremation Facilities	h. The emissions testing report show all measured parameters are within the prescribed emission limit values.
L336	3. Cremation Facilities	i. 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.
L380	3. Cremation Facilities	j. The current Code of Cremation Practice is displayed, and staff are aware of its importance.
L378	3. Cremation Facilities	k. A process is in place for ensuring that two people may be available for the charging of coffins when required.
L376	3. Cremation Facilities	l. Metals are recovered after cremation for re-cycling.
L374	3. Cremation Facilities	m. All Crematorium Technicians are qualified to cremate.
L372	3. Cremation Facilities	n. Certificates of Proficiency of Crematorium Technicians are displayed.
L370	3. Cremation Facilities	o. When questioned, the Crematorium Technicians provide appropriate answers to Inspector's service-related questions.
L368	3. Cremation Facilities	p. Crematorium Technicians have received specific training regarding infant cremations.
L366	3. Cremation Facilities	q. Access to the crematory is restricted to prevent general access by the public.
L362	3. Cremation Facilities	r. Staff working within the crematory are appropriately dressed.
L360	3. Cremation Facilities	s. Cremated remains are stored securely.
L358	3. Cremation Facilities	t. When inspected there is evidence of complete combustion within cremated remains.
L356	3. Cremation Facilities	u. A system is in place to indicate which remains are to stay, to strew, to inter or to return to applicant.
L354	3. Cremation Facilities	v. Records are made and retained when cremated remains are released from storage.

L16151	3. Cremation Facilities	w. Staff are aware of the definition of cremated remains.
L350	3. Cremation Facilities	x. There is a process in place when the initial decision for the final disposal of cremated remains is changed.
L10923	3. Cremation Facilities	y. Crematorium Technicians, where necessary reduce the ash from infant cremations by hand, rather than use mechanical means.
L10925	3. Cremation Facilities	z. Moving away from manual charging is considered best practice. An automated charging device should be used.
L10927	3. Cremation Facilities	za. Where carrying over is available bodies must be stored in a dignified and secure manner, either in a refrigerator or cold room.
L334	4. Premises and Facilities	a. The toilets are inspected and cleaned throughout the day as necessary and recorded.
L316	4. Premises and Facilities	b. A wheelchair is available on request.
L314	4. Premises and Facilities	c. Fire exits are marked, and an evacuation plan is in place.
L312	4. Premises and Facilities	d. A defibrillator is available on site.
L310	4. Premises and Facilities	e. A private interview room is available on site.
L308	4. Premises and Facilities	f. The interiors of public buildings are well maintained.
L306	4. Premises and Facilities	g. The exterior of all buildings are well maintained.
L10929	4. Premises and Facilities	h. Baby changing facilities are provided.
L302	4. Premises and Facilities	i. On entry, signage for key facilities in the crematorium is highly visible and easy to follow.
L332	4. Premises and Facilities	j. There is adequate parking.
L330	4. Premises and Facilities	k. Easy access car parking bays are available.
L328	4. Premises and Facilities	l. A waiting room is available.
L326	4. Premises and Facilities	m. The funeral flower area is adequate for the volume of cremations.
L324	4. Premises and Facilities	n. There is a sign informing families how long flowers will remain following the service.
L322	4. Premises and Facilities	o. There is a process to ensure that advice is received on DDA issues.
L320	4. Premises and Facilities	p. There is a process to ensure that Health and Safety issues are managed.
L318	4. Premises and Facilities	q. A memorial inspection programme is in place.
L300	5. Grounds and Memorialisation	a. The crematorium grounds and cemetery/cemeteries (where applicable) are well maintained.
L298	5. Grounds and Memorialisation	b. Enough suitably located taps are available.
L296	5. Grounds and Memorialisation	c. There are enough litter bins available and well-maintained.
L294	5. Grounds and Memorialisation	d. There is a range of memorials available.
L292	5. Grounds and Memorialisation	e. Applicants for cremation are provided with information on the range of memorials available/permitted.
L290	5. Grounds and Memorialisation	f. There are a variety of locations for the laying to rest.
L288	5. Grounds and Memorialisation	g. There is an area specifically dedicated for memorials for babies and children.
L286	5. Grounds and Memorialisation	h. A policy exists for the management of floral tributes arising from services, advising families when they will be removed.

L284	6. Service and Staff	a. Staff are identifiable/smarty presented.
L270	6. Service and Staff	b. Refreshment facilities are available for visitors.
L268	6. Service and Staff	c. Chapel times are routinely a minimum of 40 minutes.
L266	6. Service and Staff	d. A longer service time is available on request.
L260	6. Service and Staff	e. The bereaved family can choose a scattering location.
L258	6. Service and Staff	f. The family can witness the scattering of cremated remains.
L256	6. Service and Staff	g. If necessary, the family can collect cremated remains on the day of the cremation.
L282	6. Service and Staff	h. A process is in place to ensure religious/cultural requirements can be accommodated.
L280	6. Service and Staff	i. There is a process in place for dealing with customer/client feedback and complaints.
L272	6. Service and Staff	j. The cremation service generates a surplus and receives regular investment.

## ENVIRONMENTAL POLICY INDICATORS

Ref	Section	Indicator
L10931	7.1 Environmental - Cremator Operation	a. Is the cremator fitted with mercury arrestment as described in Process Guidance Note PG5/2 (12)
L10934	7.1 Environmental - Cremator Operation	b. Is the cremator fitted with NOx abatement equipment
L10937	7.1 Environmental - Cremator Operation	c. Cremators are operated in an environmentally aware manner
L10940	7.1 Environmental - Cremator Operation	d. Encouraging the use of non - Particle Board coffins eg MDF and Chipboard
L10943	7.1 Environmental - Cremator Operation	e. Energy is recovered
L10946	7.2 Environmental - Grounds related environmental initiatives	a. Electric vehicle recharging points are provided
L10949	7.2 Environmental - Grounds related environmental initiatives	b. Grounds are maintained in an environmentally aware manner
L10952	7.2 Environmental - Grounds related environmental initiatives	c. The organisation encourages the adoption of sustainable and recyclable memorials
L10955	7.2 Environmental - Grounds related environmental initiatives	d. Welcoming wildlife
L10958	7.2 Environmental - Grounds related environmental initiatives	e. Does the facility harvest rainwater in sufficient quantities for use in its ground maintenance activities?
L10961	7.2 Environmental - Grounds related environmental initiatives	f. Does the facility demonstrate effective recycling activities?

L10964	7.3 Environmental - Organisational Culture	a. The culture of the organisation encourages the adoption of environmentally aware initiatives
L16031	7.3 Environmental - Organisational Culture	b. Does the facility have an Environmental Policy?
L10970	7.4 Environmental - Energy Usage	a. Energy Performance Certificate (EPC) of the facilities
L10973	7.4 Environmental - Energy Usage	b. Has the facility switched to a Renewable Energy Supplier