

CREMATION ADMINISTRATION
A process is in place to ensure that statutory forms are received a minimum of 48 hours before cremation
A process is in place to ensure that the statutory forms are seen by the medical referee/authorising official in Scotland prior to the cremation
When the medical referee/authorising official identifies any discrepancies with the paperwork, a process is in place to address this before the cremation
The crematorium & medical referee can receive the statutory documentation electronically (if required)
The medical referee/authorising official in Scotland can complete the form 10 remotely/electronically (if required)
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.
Separate Registers maintained for ashes received for disposal from elsewhere.
Chapel staff are made aware of the running order of the day.
Memorial locations are recorded on maps/plans of Gardens of Remembrance.
A system is in place for checking and documenting the identification of cremated remains before laying them to rest
The scattering/interment locations of cremated remains interred or placed in memorials are recorded on maps/plans of the facility.
A process is in place when receiving an application for exhumation.
There is a process in place to effectively manage cremated remains left at the Crematorium following the cremation.
A system is in place for recording and receiving permission on a change of final instruction
In accordance with the requirements of the Competition and Markets Authority, the Cremation Authority publish their fees online and complete a quarterly income return
The public have access to partial digital records on line to be able to locate final resting place and limited details.
A digital system is in place for cremation bookings, registration, documentation, cremation instructions and associated records.
An out of hours/online booking system in place
The website is transparent and provides sufficiently detailed information.
A process is in place which allows for consultation with Funeral Directors.
The website is user friendly.
The crematorium provides regular updates and information through website, social platforms and/or google.
CEREMONY FACILITIES
The lists of the day's funerals are clearly displayed.
Crematorium staff are available to check identity of deceased.
External speakers/screens are provided for particularly well attended services so that all the mourners can participate in the service.
The chapel is welcoming to visitors.

The flow of mourners through the chapel and ground is designed and managed to prevent conveyer-belt feeling.
The coffin is received through an appropriate entrance, in accordance with the Code of Cremation Practice (2019) and the associated
The chapel is clean, tidy and comfortable for mourners in terms of lighting and temperature.
Mourners are able to clearly hear the officiant.
There is provision for playing music at the service.
There is provision for displaying visual tributes at the service.
Alternative forms of service are allowed/encouraged, for example local choir, musicians, actors, themed service etc.
The service can be viewed remotely via the internet.
The crematorium is equipped to deal with large congregations.
Interested groups/individuals are actively encouraged to visit and look around the facilities e.g. health workers, FDs or bereaved families before attending a service
Annual Memorial Services are held by the Crematorium or the facility is used by local Funeral Directors to provide their own.
Public tours are held with the aim of dispelling myths, displaying transparency and supporting informed decisions.
The chapel is cleaned/tidied after each service.
Religious symbols in the chapel are removable on request.
A wheelchair user can be accommodated within the chapel to take part in the event.
CREMATION FACILITIES
The crematory is clean, tidy and walkways are unobstructed.
The general maintenance of crematory walls, floors and ceiling is in good order.
A maintenance contract/agreement in place for the cremation equipment.
A contingency plan is in place for cremator breakdowns.
There is a cremator log detailing maintenance and any adverse operating events.
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.
The crematorium made a report to its environmental regulator of its emissions testing within the previous 12 months.
The emissions testing report show all measured parameters are within the prescribed emission limit values.
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.
The current Code of Cremation Practice is displayed, and staff are aware of its importance.
A process is in place for ensuring that two people may be available for the charging of coffins when required.
Metals are recovered after cremation for re-cycling.
All Crematorium Technicians are qualified to cremate.

There are a minimum of two qualified operators on site whilst operational.
Certificates of Proficiency of Crematorium Technicians are displayed.
Staff have a good understanding of the regulatory requirements of PG5/2.
Cremator Technicians plan the working day efficiently.
Crematorium Technicians have received specific training regarding infant cremations.
A tray is available for infant cremations and in good condition.
Access to the crematory is restricted to prevent general access by the public.
Staff working within the crematory are appropriately dressed.
Staff have adequate PPE and are aware of the process for requesting orders.
Cremated remains are stored securely.
When inspected there is evidence of complete combustion within cremated remains.
A system is in place to indicate which remains are to stay, to strew, to inter or to return to applicant.
Records are made and retained when cremated remains are released from storage.
Staff are aware of the definition of cremated remains.
There is a process in place when the initial decision for the final disposal of cremated remains is changed.
Crematorium Technicians, where necessary reduce the ash from infant cremations by hand, rather than use mechanical means.
Staff are aware of emergency procedures for door/charger failure and mechanisms are in place to mitigate risk.
Moving away from manual charging is considered best practice. An automated charging device should be used.
A system is in place to mitigate risk where coffins are received the day before cremation is due to take place.
Where carrying over is available deceased must be stored in a dignified and secure manner, either in a refrigerator or cold room.
PREMISES AND FACILITIES
The toilets are inspected and cleaned throughout the day as necessary and recorded.
There is signposting to relevant bereavement related support groups
A wheelchair is available on request.
Fire exits are marked, and an evacuation plan is in place.
A defibrillator is available on site.
A private interview room is available on site.
The interiors of public buildings are well maintained.
The exterior of all buildings are well maintained.
Baby changing facilities are provided.
On entry, signage for key facilities in the crematorium is highly visible and easy to follow.
There is adequate parking.
Easy access car parking bays are available.
A waiting room is available.
The funeral flower area is adequate for the volume of cremations.

There is a sign informing families how long flowers will remain following the service.
There is a process to ensure that advice is received on Disability Discrimination Act issues.
There is a process to ensure that Health and Safety issues are managed.
A memorial inspection programme is in place.
GROUND AND MEMORIALISATION
The crematorium grounds and cemetery/cemeteries (where applicable) are well maintained.
Maintenance sheds and service yards secured from the public and tidy.
Paths, walkways, roads and car parks are free from hazards.
There is a process for scheduling grounds maintenance
Enough suitably located taps are available.
There are enough litter bins available and well-maintained.
There are options for laying to rest of cremated remains without the need for memorialisation
There are memorial urns available, where the family do not wish for a biodegradable container.
There are options for memorialisation regardless of whether cremated remains are laid to rest
There are outdoor memorial options available
There are indoor memorial options available
If a book of remembrance is available, it can be viewed at any time throughout the working week
There is a sustainable memorial option available for those wanting to reduce environmental impact
There are a variety of lease terms available with memorial products.
Applicants for cremation are provided with information on the range of memorials available/permitted.
There are a variety of locations for the laying to rest.
There is an area specifically dedicated for memorials for babies and children.
Families are provided with sufficient documentation when purchasing a memorial.
Families are provided with terms and conditions when purchasing a memorial.
A policy exists for the management of floral tributes arising from services, advising families when they will be removed.
SERVICES AND STAFF
All sections of staff are identifiable/smartly presented.
Regular team meetings or briefings are held to maintain operational consistency.
Staff are provided with appropriate wellbeing support, given the sensitive nature of their work.
Staff workloads are reasonable and there is adequate cover provided for breaks and leave.
Staff undergo annual reviews or appraisals.
The family can witness the charging of the coffin.
Staff are identifiable to the public (e.g name badges, logo uniform)

Staff conduct and demeanor are appropriate to the sensitive nature of the work.
New staff follow an induction programme with suitable probation period.
Staff are provided with Continuous Professional Development opportunities.
Refreshment facilities are available for visitors.
Chapel times are routinely a minimum of 40 minutes.
A longer service time is available on request.
The bereaved family can choose a scattering location.
The family can witness the scattering of cremated remains.
If necessary, the family can collect cremated remains on the day of the cremation.
A process is in place to ensure religious/cultural requirements can be accommodated.
There is a process in place for dealing with customer/client feedback and complaints.
The cremation service generates a surplus and receives regular investment.
ENVIRONMENTAL
Is the cremator fitted with mercury abatement as described in Process Guidance Note PG5/2 (12)
Is the cremator fitted with NOx abatement equipment
Cremations can be held over to reduce the environmental impact of starting machines unnecessarily.
Hazardous waste from the abatement process is removed and recorded by a specialist company with records maintained on site.
Fuel consumption is recorded and monitored through software reports and/or internal logging procedures
Biodegradable bags and containers are used for storing cremated remains.
Encourages the use of FFMA (Funeral Furnishing Manufacturers Association) accredited coffins.
Energy is recovered
Electric vehicle recharging points are provided or available at a nearby facility
Grounds are maintained with a view to reduce the overall impact on the environment
Does the crematorium have measures in place to reduce mains water consumption and manage water use efficiently?
Does the facility demonstrate effective recycling activities?
Organic matter and/or plastics from floral tributes are composted/recycled.
Grounds are maintained to increase biodiversity and support wildlife
Does the facility have an Environmental Policy
Energy Performance Certificate (EPC) of the facilities
HEALTH & SAFETY REVIEW (UNGRADED)
Relevant risk assessments are in place.
Relevant COSHH assessments and/or safety data sheets are in place.
Risk assessments are reviewed at least annually
A health & safety policy is in place.

Biohazard containment kits are available and staff are aware how to use them
A fire evacuation plan & risk assessment is in place.
Fire exits are marked with an assembly point in place.
Evacuation routes are unobstructed.
Fire extinguishers are regularly maintained
Weekly alarm testing is carried out.
Evacuation drills are carried out.
Areas accessed by the public are sufficiently lit
Emergency light testing is carried out.
Staff are first aid trained.
Staff are fire warden trained.
HSE poster is available for staff.
Lone working policy and procedure is in place.
Visitors and Contractors are required to sign in and are suitably