

Report

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Report to:	Community Resources Committee
Date of Meeting:	2 September 2008
Report by:	Executive Director (Community Resources)

Subject:	Institute of Cemetery and Crematorium Management (ICCM) Best Value Charter Assessment Scheme
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ Advise the Committee of the standing of South Lanarkshire Council's Bereavement Services within the Institute of Cemetery and Crematorium Management (ICCM) Best Value Charter Assessment Scheme.

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendations:-

- (1) that the ICCM Assessment of Bereavement Services be noted.

3. Background

- 3.1. The ICCM collates information annually from organisations which provide burial or cremation services or both. In 2008 123 organisations completed assessments.
- 3.2. An assessment template comprising 23 sections is completed by each organisation; the assessment includes the evaluation of procedures, operational activities, memorialisation, health and safety (a full list of the sections is attached at Appendix A).
- 3.3. Each section is scored and the results collated to provide a national ranking table for burial services, cremation services and a combined score for those organisations providing both.

4. Current Position

- 4.1. The current standing of South Lanarkshire Council's Bereavement Services for the provision of services in the various categories is shown in the following tables:-

Table A – UK Rankings

Service Provided	Maximum Score	Actual Score			Position			Number of organisations included		
		2006	2007	2008	2006	2007	2008	2006	2007	2008
Burials	581	534	556	562	12th	1 st	1 st	110	122	123
Cremations	429		413	417		2 nd	2 nd		99	101
Overall Combined Service	746		724	730		2 nd	1 st		88	90

Table B – Scottish Rankings

Service Provided	Score	Actual Score			Position			Number of organisations included		
		2006	2007	2008	2006	2007	2008	2006	2007	2008
Burials	581	514	556	562	1 st	1 st	1 st	9	10	9
Cremations	429		413	417		1 st	1 st		4	4
Overall Combined Service	746		724	730		1 st	1 st		4	4

Note: Not all Scottish Authorities are members of the ICCM or take part in the Assessment Scheme

4.2. Areas where no points were scored and therefore areas for potential improvement/investment include the following:-

- ◆ Public performance reporting e.g. no newsletter published, no information boards in public places such as libraries, no “trail guide” leaflets particularly where cemeteries/churchyards are close to other places of interest.
- ◆ Senior members of staff do not have the ICCM diploma.
- ◆ Although the Council has liP accreditation and the service has recently been awarded ISO accreditation the service lacks Charter Mark, EFQM and ICCM excellence accreditation.
- ◆ Currently there is no 24 hour booking service although this is being investigated.
- ◆ No refrigerated coffin storage within the authority.

5. Proposals

The Service has developed an improvement plan to ensure it continues to maintain its high standards. The plan includes:-

- ◆ working towards Charter Mark accreditation;
- ◆ continuing to develop 24 hour booking;
- ◆ continuing to implement a programme of information and signage at access points to cemeteries;
- ◆ consideration of the financial implications of developing other areas of the service to improve the experience for service users which in turn would reflect on future assessments of services provided.

6. Employee Implications

6.1. There are no employee implications in relation to this report.

7. Financial Implications

7.1. There may be financial implications for developing the service as noted at section 5.

8. Other Implications

8.1. None.

9. Equality Impact Assessment and Consultation Arrangements

9.1. This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy and therefore no impact assessment is required.

9.2. There was no requirement to undertake any consultation in terms of the information contained in this report.

Norrie Anderson
Executive Director (Community Resources)

4 August 2008

Link(s) to Council Objectives and Values

- ◆ People Focussed
- ◆ Modernising and Improving

Previous References

- ◆ Community Resources Committee 22 January 2008

List of Background Papers

- ◆ (ICCM) Annual Report 2007

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

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Appendix A: Assessment Headings

Burial procedure
Grave choice
Cemetery memorials
Baby & infant graves
Burials in private land
Cemetery safety
Cremation procedure
Cremated remains & memorialisation
Crematorium safety
Ceremonies & belief (cremation only)
Coffins & alternatives
Communication
Dignity, death & you
Environmental issues
Social & community aspects
Funerals without a funeral director
Maintenance of grounds & grave digging
Regulations
Staff & expertise
Inspection & guiding principles
Grievance procedure
Using a funeral director
Embalming