

Report

Report to:	Community Resources Committee
Date of Meeting:	15 September 2009
Report by:	Executive Director (Community Resources)

Subject:	Institute of Cemetery and Crematorium Management (ICCM) Best Value Charter Assessment Scheme 2009
----------	----------------------------------------------------------------------------------------------------------

1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ advise the Committee of the standing, in 2009, 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 recommendation(s):-

- (1) that the contents of the report be noted.

3. Background

- 3.1. The ICCM collates information annually from organisations which provide burial or cremation services or both. In 2009, 126 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 and a Scotland ranking 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 - National Rankings for Organisations Providing Burial and Cremation Services

Service Provided	Maximum Score	Actual Score				Position			
		2006	2007	2008	2009	2006	2007	2008	2009
Burials	581	534	556	562	564	12th	1 st	1 st	1 st
Cremations	429		413	417	420		2 nd	2 nd	1 st
Overall Combined Service	746		724	730	733		2 nd	1 st	1 st

Table B – Scotland Rankings for Organisations Providing Burial and Cremation Services

Service Provided	Maximum Score	Actual Score				Position			
		2006	2007	2008	2009	2006	2007	2008	2009
Burials	581	534	556	562	564	1 st	1 st	1 st	1 st
Cremations	429		413	417	420		1 st	1 st	1 st
Overall Combined Service	746		724	730	733		1 st	1 st	1 st

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 Customer Service Excellence, EFQM and ICCM excellence accreditation.
- ◆ No refrigerated coffin storage within the authority.

5. Continuous Improvement Plan

5.1. The ICCM Assessment was undertaken in June 2009 and since then the Service has been successful in achieving Customer Service Excellence and has produced the first draft of a newsletter which will be available on a six monthly basis at various Council locations. These improvements will be recognised in the 2010 assessment.

6. Employee Implications

6.1. None.

7. Financial Implications

7.1. The financial implications of developing other areas of the service to improve the assessment of services provided will be investigated.

8. Other Implications

8.1. None.

9. Equality Impact Assessment and Consultation Arrangements

- 9.1. There was no requirement to undertake an equality impact assessment in terms of the proposals contained in this report.
- 9.2. There was no requirement to undertake consultation in terms of the content of this report.

Norrie Anderson
Executive Director (Community Resources)

17 August 2009

Link(s) to Council Objectives and Values

- ♦ Accountable, effective and efficient

Previous References

2 September 2008

List of Background Papers

ICCM Annual Report 2009

Contact for Further Information

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

William Stanley, Cemeteries Co-ordinator

Ext: 815 7818 (Tel: 01698 717818)

E-mail: william.stanley@southlanarkshire.gov.uk

Appendix A: Assessment Headings

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