

Report of the Interim Deputy Chief Executive

BEREAVEMENT SERVICES UPDATE

1. Purpose of report

To provide the Joint Committee with various updates and recommendations regarding Bramcote Bereavement Services.

2. Detail

The appendix contains updates on the following matters:

- Charter for the Bereaved Assessment Process
- Service of Remembrance – 15 April 2018
- Funeral Directors' Survey.

3. Financial implications

There are none directly arising from this report.

Recommendation

The Committee is asked to NOTE this report.

Background papers

Nil

APPENDIX**1. Charter for the Bereaved Assessment Process**

As part of the Institute of Cemetery and Crematorium Management there is an accredited award under the Charter for the Bereaved which is the only recognised monitoring scheme for crematoria. The charter aims to improve levels of service and raise awareness about issues surrounding bereavement and rights of the bereaved, helping them to influence funeral arrangements and thereby control the costs.

As part of the accreditation process, certain criteria were considered including:

- Competent and efficient management to ensure that the entire bereavement experience occurs without error or insensitivity
- Meeting health and safety requirements
- Creating and maintaining an atmosphere of solace and respect
- Employee qualifications and flexibility to provide services
- Employees who act and speak in a manner which recognises the sensitive of bereavement
- Using the most environmental friendly material and recycling, wherever possible

Bramcote Crematorium was awarded Gold for its responsive and caring approach to helping bereaved families in May 2018.

2. Service of Remembrance – 15 April 2018

A Service of Remembrance was held on Sunday, 15 April 2018. The cost of providing the Service of Remembrance was approximately £600.00 and was contained within existing approved budgets.

This year, an open day will also be held - this is scheduled for Saturday, 8 September 2018. There will be a further Christmas service of Remembrance Sunday, 2 December 2018.

A few statistics:

- 95 - people attended the service
- 110 - candles were lit
- 305 - 'loved ones' names were read out

The service, devised by the crematorium staff, was led by Celebrant Cheryl Smith, with musical contributions from Janine Nicole and Lyndsay Johnson. Local Funeral Directors and officiants attended and assisted with the service on the day.

This is the quieter of the two services held at the crematorium (the other being at Christmas) and people started arriving at 1pm for the 2pm service. There was a very positive and relaxed atmosphere at this service and people joined in after the service to give feedback on the service (see the following pages) and also to enjoy the refreshments provided.

The congregation were invited to the grounds after the service to release balloons for their loved ones. Children received a colouring pack to entertain them throughout the service. These were all very well received.