Best Value Objective

The primary objective is to provide a first class cemetery burial service to the bereaved in a caring and sensitive manner. This objective is achieved by all staff working together to meet the aims of the best value process by using the ICCM Charter for the Bereaved as a basis for actions, targets and performance measures designed to enhance and raise the quality of the service.

BEREAVEMENT SERVICES

Guiding Principles of the Charter for the Bereaved

For any further information or advice please contact: Bereavement Services at www.wyre.gov.uk on Tel: 01253 887662.
Caring for the Community

All burial facilities shall be managed with competence and efficiency, to ensure that the entire bereavement experience occurs without error or insensitivity, and meets the religious, secular, ethnic and cultural needs of the bereaved. The service shall comply with all statutory and Health and Safety requirements.

Service Sensitivity

The burial or cremation of a human body is a highly emotional occasion for those taking part. Each cemetery must be managed to create and maintain an atmosphere of solace and respect throughout the entire proceedings. This sensitivity must extend to all staff and contractors working at facilities, through the application of bereavement sensitive specifications. Members will respond sympathetically to individual funeral needs and shall give a justifiable reason for refusing any specific request.

Staff

All staff should possess qualifications and undergo recognised training specific to their duties. At the senior management level, the appointment of staff in possession of the Diploma of the Institute of Cemetery and Cremation Management should be seen as a minimum requirement. The appointment of all staff must emphasis the need for proper conduct and demeanour, as well as technical expertise. Staff must act and speak in a manner that recognises the sensitivity of bereavement, both during and outside working hours, and should not accept gratuities. All staff should be identified by name badges.

Environmental Issues

Every Charter member shall minimise the impact of bereavement upon the environment. This should encourage the greater use of earth friendly materials, particularly in coffins and containers used for burial or cremation, a reduction in fossil fuel usage and emissions to air, and the use of suitable ground for burial so that water borne pollution shall not occur.

Individual Disposal

The importance of human beings as individuals and the manner in which they inter-relate with relatives and friends does not diminish in significance following death. It is important for the bereaved to know that the burial or cremation is individually carried out, and the following requirements must, therefore, be met:-

General Conditions

No coffin/container/shroud shall be accepted at a cemetery unless the name of the deceased therein is clearly shown. The identity shown on the coffin/container/shroud shall be verified at every funeral. If the burial is to occur, the body and its coffin/container/shroud shall be placed in the identified grave.

Requirements relating to burial

After the coffin/container/shroud and body have been committed into the grave, they shall not be removed or otherwise disturbed except for lawful exhumations, by licence and/or faculty or by the order of a Coroner. Immediately after the mourners have departed the graveside, the grave shall be entirely backfilled and made tidy. This work will be completed on the day of the burial and must not extend overnight.

Inspection

Everyone has the right to inspect the cemetery during normal working hours, upon application to the manager of the facility.