

9 CHARTER FOR THE BEREAVED (AN130-2005)

Following consultation with the Institute of Cemetery and Crematoria Management (ICCM) the Leisure & Arts Department have undertaken a self assessment of the service provision within cemeteries with a view to adopting the Charter for the Bereaved as a way of providing a better service, a method of identifying service improvements and benchmarking the Department against other Local Authorities.

The Department have, as a result of the exercise, identified an action plan for improvement and the ICCM have agreed to the Department adopting their Charter for the Bereaved. Key stakeholder groups such as the Memorial Masons and Funeral Directors were consulted in respect of the Charter. To progress the action plan, consultation will continue with these and other stakeholder groups to encourage a partnership approach to improving service delivery for the bereaved.

It is therefore recommended that Leisure & Arts Department adopt the Charter for the Bereaved as a method to go forward and improve services for the bereaved.