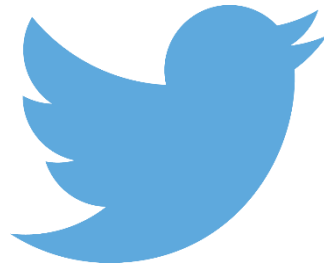


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Bereavement Services: Developing a future programme



Past topics discussed

Economic

- Funeral Poverty
- End to End Service Delivery
- Providing Public Health Funerals
- Developing self-sufficiency
- Income generation scheme
(eg sale of memorials)



Service Quality

- **Performance management**
- **Meeting changing cultural and religious needs**
- **Customer excellence awards**
- **Customer satisfaction awards**
- **State of the Market reports**
- **Service Reviews**
- **Friends of Groups, volunteers and partnerships**



Legislative

- **Groundwater responsibilities**
- **Cremation and burial regulations (Scotland)**
- **Bona Vacantia**
- **Developing new cemeteries**
- **Memorial regulations**
- **Grave re-use**

New initiatives

- **GIS recording burial plots**
- **Digitising burial/cremation records**
- **Water cremation**
- **Natural burial**
- **Heat re-use**
- **Recycling of body implants**
- **Alternative burial memorials**
- **Free-fall cremations**
- **Grave maintenance schemes**



Other items of interest

- **Ecological value of graveyards**
- **Cultural and historical significance**
- **War Graves responsibilities**
- **Genealogical research**
- **Coffin manufacture**
- **Personal histories**



Network queries

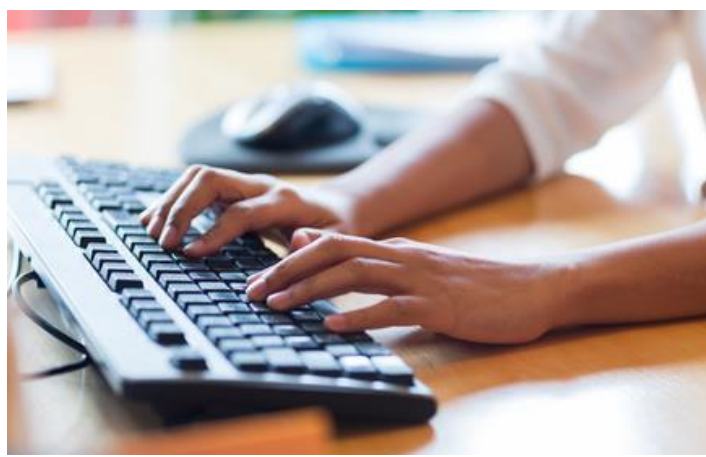
- **Exclusive rights of burials**
- **Memorials in parks and greenspaces/public realm**
- **Operating hours for funerals**
- **Manual or machine digging of graves**
- **Use of wooden crosses**
- **Registration of Funeral Directors**
- **Risk Assessments**
- **Offsetting the costs of Public Health Funerals**
- **Exhumations**
- **Survey on timeliness of Funeral Directors returning paperwork**

Current and future topics

- **Medical examiners**
- **CMA inquiry into funeral costs**
- **Alternative maintenance regimes**
- **Use of volunteers**
- **Income generation schemes**
- **Quality marks**
- **Impacts of changing cultural and lifestyle needs**



Please give us your views



NEW MUNICIPALISM

Delivering for local people and local economies

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