

Appendix A. Summary of Comments from Funeral Directors/Memorial Masons

A copy of the revised cemetery procedure, and cemetery rules and regulations, were distributed to all local Funeral Directors/Memorial Masons. All consultees welcomed the proposal and a summary of their additional comments can be found below.

- **Size of memorials**
 - Overall the feedback received stated that the dimensions for memorials were incorrect, too small in size or difficult to understand. To counter this, Rossendale changed the dimensions of the policy to include only minimum and maximum sizes. The overall size options remained the same
- **BRAM Registration**
 - This was welcomed by all masons with the exception of one who wasn't registered.
- **Range of Memorials**
 - Some memorial masons didn't want to limit the type and range of memorials a customer could purchase. Rossendale had to limit the size due to memorials being removed on some occasions for access. However, we did remove the need to limit styles but added that all memorial applications must be submitted for approval by the council before approving with the customer.
- **Memorial Foundations.**
 - Some memorial masons didn't feel that Rossendale's foundations met the NAMM code of working practice. Rossendale no longer install foundations, this function is to be undertaken by the masons
- **Charter for the Bereaved**
 - It was recommended that subscribing to the Charter for the Bereaved would extend the range of services offered by Rossendale. Rossendale reviewed this charter and deemed our rules and regulations to be more appropriate at the time.
- **Appointments for memorials**
 - The original procedure specified that all memorial masons must first meet the bereavement services manager to discuss the location, size, and shape. This was to prevent any unauthorised memorials being fitted without our consent. This was later dropped from the procedure
- **Time scales for applications.**
 - The cemetery procedure states that applications must be completed within six weeks of making the initial application. This date was queried as being insufficient; however, this timescale was misunderstood as a total timescale for applying for a memorial.

- **Application Forms**
 - These were identified as being too small to hold all the information.
- **Opening Times**
 - Some funeral directors wanted longer opening times.
- **Depth of graves.**
 - The policy reduced the depths of graves for safety; some funeral directors wanted them deeper.
- **Technical Wording**
 - Some comments on the technical wording of the document.