



Review of the ICCM Charter for the Bereaved, and the Charter for the Bereaved Choosing Natural Burial – Formation of a Working Group

The ICCM introduced the Charter for the Bereaved in 1996 to help fulfil one of its vital functions of setting service standards for the sector. The Charter was revolutionary, and presented a serious challenge to the ‘traditional’ way of doing things. Due to this the ICCM faced much opposition from different sources when it first launched the Charter, but it was not put off and held firm in its beliefs. Since its inception many authorities have used the Charter to help them attain and maintain high standards. The Charter remains the premium tool in the bereavement sector for setting standards in customer care and environmental protection.

The Charter has been reviewed several times to ensure that it has remained up to date and relevant in the face of changing conditions. We are currently facing an unprecedented situation, with changing funeral markets, the rise of direct cremation, the impact of Covid-19 and the environmental emergencies declared by many local authorities. It is therefore timely to undertake a fundamental review of the Charter to ensure that it remains at the forefront of setting standards in customer care and environmental protection.

The ICCM is establishing a working group to undertake this fundamental review, and is seeking volunteers to form part of this group. The working group will be tasked with reviewing the current documents, which consist of the full and abridged versions of the two Charters, the assessment criteria used to determine grading, and the guiding principles for burial and cremation that accompany the Charters. The working group will make suggestions for change, and will be involved in drawing up the revised Charter documents and assessment criteria, which will then be consulted on with the ICCM membership, allied organisations and other interested parties. The reviewed Charter will reflect current and anticipated future trends in the bereavement sector, and will ensure it remains at the forefront of standard setting in customer care and environmental protection.

If you have a particular interest in the areas covered by the Charters, or have relevant skills or experience in any aspect of the bereavement sector that you feel would be useful, and would like to be considered for the working group, please submit your CV and a covering letter explaining what you can bring to the group, to the ICCM Chief Executive, Julie Dunk, at julie.dunk@iccm-uk.com. All applications will be considered by the Board of Directors. Please note that those selected to form the working group will work on a voluntary basis with no remuneration, but full acknowledgment of their contribution will be given. It is anticipated that the working group will meet virtually when required, therefore access to IT equipment is essential. It is anticipated that the review, redraft and consultation of the revised Charters will take approximately six months to complete.

The closing date for expressions of interest in joining the working group is 9th October 2020.

Please contact the ICCM Chief Executive, Julie Dunk, on 07976 939585, or at julie.dunk@iccm-uk.com if you have any questions or wish to discuss the review of the Charters.