

**APPLICATION FORM**  
(Please retain attached sheets for future reference)

**Details Of The Charter Member**

**Applicant**.....Local authority / company / joint comm.

**Address**.....

..... **Email address**.....

**Signed**..... **Full Name**.....

**Position**..... **Date**.....

**BEST VALUE ASSESSMENT PROCESS QUESTIONNAIRE**  
What month of the year would you like to receive the BVAPQ?

.....

**Service:**    **Burial and Cremation**                      **Burial Only**                      **Cremation Only**

**Approximate number of funerals you accept each year**    **Burial**.....

**Cremation**.....

**Date from which you will offer Charter Rights**.....

**GUIDING PRINCIPLES**

**Do you propose to use the Guiding Principles printed in the Reference copy of the Charter**  
Yes / No

**Please list the employee(s) who are currently member(s) of the Institute**

.....  
.....

**Please list the employee(s) whom you propose to become member(s) of the Institute**

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.....

**Please list below the names and addresses of each location under your control**

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.....

(use additional sheet if necessary)

# INSTITUTE OF CEMETERY & CREMATORIUM MANAGEMENT

## CHARTER FOR THE BEREAVED

### CONFIRMATION OF CHARTER ADOPTION

In this document the following abbreviations are used:-

- The “Institute” means the Institute of Cemetery & Crematorium Management  
The “Charter - the Charter for the Bereaved produced and published by the institute and amended from time to time by the Institute.  
“Charter Adoptee” - means the local authority, joint board, company or other organisation which has completed the application form at end of this document and adopted the Charter.  
“Member of the Institute” - means a life member, fellow, member or student of the Institute.

**The Undersigned** formally notifies the Institute of Cemetery & Crematorium Management, hereafter called the “Institute”, that from the date indicated below the services offered to the bereaved by the undersigned will comply with the requirements of the Charter for the Bereaved.

In confirming adoption and becoming a “Charter Adoptee” the following conditions are accepted by the undersigned:-

1. The thirty five “Rights” identified in the Charter for the Bereaved shall be available at all times where the service provided includes burial and cremation. Where only cremation is provided, Rights 1 to 10 shall not apply. Where only burial is provided, Rights 11, 12 and 13 shall not apply.
2. That the “targets” identified in the Charter for the Bereaved will be progressively introduced.
3. That all Charter members undertake the Charter Best Value Assessment Process on an annual basis with payment of the appropriate annual fee being applicable (Currently £295).
4. That at least one employee of the undersigned shall be maintained in membership of the Institute throughout the adoption period. The name(s) of the existing employee(s) are as entered below.
5. That at least one copy of the Reference copy of the Charter shall be purchased and made available to the public to view by request. Although copyright of the Charter is held by the Institute, the adoptee can copy and distribute pages or sections as they see fit, provided suitable acknowledgement is made.
6. That all Reference copies of the Charter for the Bereaved will be purchased from the Institute and distributed as printed and without alteration, deletion or addition whatsoever. The 8 page public copy of the Charter for the Bereaved can be downloaded from the Institute’s website and can be printed verbatim by the adoptee, perhaps under corporate cover, without payment of any fee to the Institute.
7. The Charter Adoptee can revoke the adoption of the Charter for the Bereaved at any time, without giving any reason, and upon due notice being given to the Institute.
8. The Charter Rights must be available at a minimum one location within the services provided by the Charter Adoptee. For instance, if facilities such as Baby and Infant graves (Right 8 & 9) are available at one cemetery, they do not have to be provided at other cemetery locations, provided travel and access are reasonable for the bereaved. This apart, there should always be a defensible reason why the Rights should not be available at all locations.
9. The standard of the service provided under Charter topics i.e. communication, environmental issues, social & community aspects, etc., must be uniform at all the locations operated by the Charter Adoptee.

**In respect of being registered as a Charter Adoptee, it is accepted that:**

- ⇒ The Institute reserves the right to revoke adoption where it is evident that the Charter Adoptee is not offering the specified Charter Rights and/or is failing to operate within the spirit of the Charter. Such revocation may occur as a result of the Adoptee failing to meet the requirements of Charter Right 31 related to the grievance procedure. In the event of the withdrawal of Charter adoption, the Institute reserves the right to notify the media in the locality of the adoptee about the circumstances leading to withdrawal.
- ⇒ The Institute reserves the right to make new requirements or provisions about adoption wherever this appears necessary and in the best interests of promoting the Charter for the Bereaved and improving services to the community.
- ⇒ The Institute reserves the right to issue adoption certificates to local authorities and companies adopting the Charter. Only these certificates shall be displayed as proof of adoption and they shall not be amended or altered without the approval of the Institute. The adoption certificate remains in the ownership of the Institute and where Charter Adoption is surrendered or withdrawn, the certificate(s) shall be returned to the Institute.
- ⇒ The Institute utilises Charter Adoption as a interrelated part of the ICCM Continuous Improvement Toolkit. In this regard the Institute reserves the right to inspect facilities and review the service offered by Charter members in order to assess compliance with the Charter rights and targets.
- ⇒ The Institute will periodically review the Charter in response to the best interests of the bereaved and the community.
- ⇒ The Charter Adoptee may be represented regarding Charter matters through their employee(s) who are members of the Institute. They may act through Forum meetings or by direct contact with any Director. Alternatively, the Charter Adoptee may act through the National Secretary or Charter Organiser.