



Research into Obstacles to Modernisation / Service Development with the Cemetery Service

A survey organised by Ruth Carr, Bereavement Services Officer, Allerdale Borough Council, Cumbria and facilitated by the ICCM

The Research

To establish if cemetery operators are experiencing difficulties in service development or in the modernisation of services

To identify any similarities in any difficulties that may be being experienced.

If difficulties are being experienced in service development or the modernisation of services, to identify how cemetery operators are trying to overcome these issues.

The Method

This is not a questionnaire with specific questions - just an open ended request for information, views and opinions. I would ask that cemetery operators consider the following:

- *Any difficulties arising from government policy, or the lack of it?*
- *Is sufficient direction and clear support being provided:*
 - (a) *At government level*
 - (b) *By lead organisations within the industry*
 - (c) *By senior managers and elected members*
- *Does your own organisation place sufficient priority on provision of burial services?*
- *Does your organisation have clear policies and priorities for the future?*
- *Is sufficient finance made available?*
- *Other issues that may be assisting the development of your service, or hindering it*

Please feel free to contact me through the ICCM or by e-mail, telephone or post:

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The Results

The results of this survey will be presented to the ICCM on completion, and made available to its members.