

## **Scottish COVID-19 Enquiry**

### **ICCM Member Feedback**

**Name:**

**Current Role:**

**Organisation Name:**

**Burial and/or Cremation Service?:**

**Role During Pandemic:**

**Professional Qualifications/Experience:**



### **IMPACTS ON ICCM MEMBERS**

1. How did Crematorium and Burial service providers have to adapt during lockdown?  
What changes did they have to make to their services?
2. Changes in methods of correspondence with customers? Remote / online, as opposed to in person?
3. Use of PPE/ gloves / hand sanitisers? How did staff cope with this? Did PPE interfere with their ability to do their role?
4. Self-isolation / shielding – how did this impact the workforce?
5. Training & certification of staff – how did restrictions prevent new and existing staff from training and ongoing CPD etc?
6. Any positive impacts? Additional time to complete tasks long put off for example?
7. Changes to cleaning regimens?
8. Financial costs of making these changes?
9. Did Crematorium and Burials service providers have to make special arrangements for handling the those who were deceased and had died of COVID-19?
10. Were you busier during COVID-19
11. Were there any changes to the way in which your members corresponded with religious leaders and / funeral directors?
12. Were there any particular good / bad stories reported back by your members to you. Was the perception of the Burial and Cremation services impacted in any way?

## **IMPACTS ON SERVICE USERS (BEREAVED FAMILIES) CUSTOMERS**

13. How did COVID-19 restrictions impact individuals using member org services? Mask wearing? PPE? Social distancing? Shielding / self-isolation? Restrictions on travel? Did they feel a loss of community? Loss of spiritual support? Loss of hope? Isolation? Loneliness / depression? Anxiety?
14. Were restrictions well received by customers? Were they happy to adhere to the restrictions? Or did they think they were unnecessary / excessive / hindered their human rights?
15. Any particular impacts experienced by groups of people using member org services? For example older people? younger people? minority ethnic groups? People impacted by disability / additional support needs?
16. Reduced scale SERVICES? How was the restriction on funeral numbers received?
17. How did restrictions affect grieving/closure
18. Were there any reports of service users being happy about the fact that restrictions made to burials and cremations? No obligation to invite distant acquaintances? Members unable to say goodbye to loved ones?
19. When were the impacts, both on member orgs, and service users of orgs, most felt? Lockdown? Later into the pandemic, after a considerable period of restrictions?
20. Were there any positive impacts from any of the changes? i.e., O?

## **LIFTING OF RESTRICTIONS / RETURN TO NORMALITY**

21. How did the organisation feel about the lifting of restrictions? Could these have been lifted earlier? How did the organisation support members in rolling out the lifting of restrictions /ensure this was done safely?
22. How did the levels system impact the sector / member orgs? What feedback did members give about the tired systems? Did they feel it was unfair? Frustrations that members located in different areas had more freedoms/ could provide a better service to individuals/ families?
23. Did services return to normal post restrictions? Were any services / aspects of the service changed permanently because of the pandemic?
24. How did the lifting of restrictions impact attendance number/ numbers of certain types of service
25. Did members return to hosting in line with how they had before the pandemic, or were smaller scale funerals something that remained?

## **TESTING**

26. Was there any obligation on individuals using members' services to test for covid before attending?

27. Did the members orgs provide access to tests / ppe? What stance did members take on attendance of people who had been in contact with a covid positive person?

## **VACCINATIONS**

28. Was there an obligation on members' staff to vaccinate? What guidance did the ICCM provide to members in this regard?
29. Was there an obligation on service users to vaccinate?
30. Were member orgs staff prioritised for vaccination? If not, do they feel they should have been?
31. What feedback did members give re ability to access vaccines?
32. Did the vaccine programme encourage people to return to attending funerals / put their nerves at ease?

## **DIGITAL EXCLUSION**

33. To what extent was the organisation/individuals/workers/ clients/users effected by online platforms being used to deliver work or services?

## **COMMUNICATION WITH PUBLIC AGENCIES**

34. How did the organisation stay abreast of changes in guidance / restrictions? Was clear guidance issued to the organisation by the Scottish Government, or did the ICCM and member orgs require to interpret the rules internally?
35. Did the organisation, or anybody representing the organisation, have any contact during the pandemic with the Scottish Government or any public agencies? E.g. with the Scottish Government; Local Authorities; Sector Representative Organisations etc.
36. If so, what was the communication; with whom; why did this occur and how regularly did these communications occur; what matters were discussed?

### *Governance Groups*

37. Did the organisation participate in any Scottish Government Governance or other consultative Groups during the Pandemic? What were they; who attended? what matters were discussed?

## **COMMUNICATION LESSONS**

38. What lessons might be learned by the Inquiry from their experiences?
39. Is there anything else you can tell us about communication with public agencies during the pandemic?

## **KEYWORKERS**

40. Were the organisation's staff or member orgs staff classified as keyworkers?

41. What effect did the classification (or not) of keyworkers affect the organisation or its staff?

**LESSONS FOR THE INQUIRY**

42. From your experience of working during the pandemic, are there any lessons you think might be learned by the Inquiry to inform recommendations for responding to a future pandemic in relation to worship?