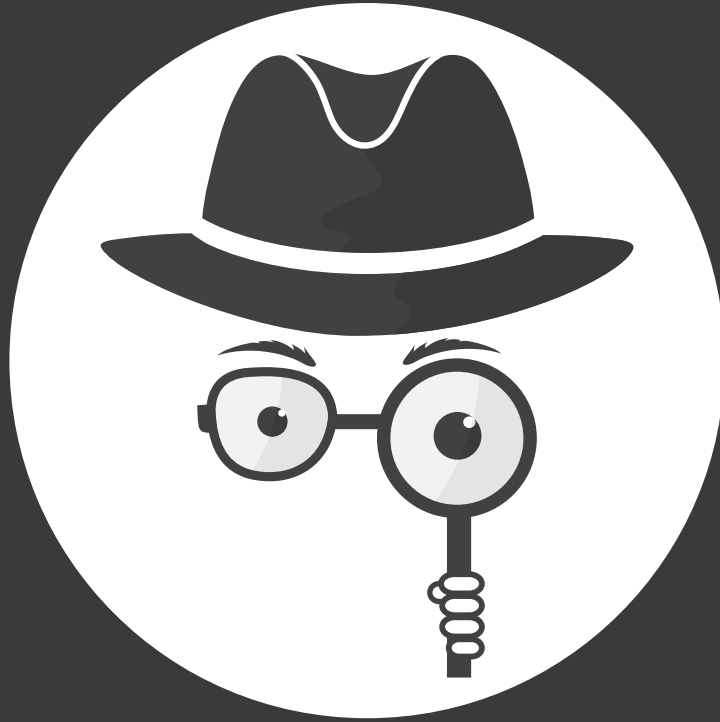




AN INSPECTOR CALLS

By Nigel Cooper

NAFD Senior Standards and Quality Manager



The NAFD's Standards & Quality Manager (SQM) team is responsible for visiting members on a biennial basis to ensure compliance with the Association's Code of Practice and Code of Professional Standards.

We are also available to give advice and support during our visits, as well as keeping members updated with NAFD qualifications and the wide range of member benefits available from the NAFD to support their business and its employees.

As the newly-appointed Senior SQM I thought it might be helpful to answer some of the most commonly asked questions about the SQM team and their inspections.



Gary O'Hara



Natalie Thomas



Alex Thornhill

■ WHAT HAPPENS DURING A VISIT?

The visiting SQM will require an accompanied tour of all the facilities at the funeral home, including any facilities that may be on a different site to the main address.

We will need to audit completed documentation in relation to funeral arrangements, including arrangement forms and written estimates.

Mortuary, cremated remains and jewellery/personal effects registers will also be checked, as will systems and procedures for identification of deceased persons and cremated remains. The safeguarding of jewellery, personal effects and charitable donations will also be discussed.

■ HOW LONG WILL A VISIT LAST?

The length of an inspection visit depends on the size of the facilities and whether or not there are issues raised which require discussion but, as a rule of thumb, members should expect the visit to last between 60 - 90 minutes.

■ YOU WANT TO CHECK OUR PAPERWORK, SO WHERE DO WE STAND WITH GDPR?

The SQM will only review the documents and will not record or copy any information within the documents. In addition, your GDPR policy will probably state that you will share information with third parties where this is necessary to ensure compliance.

■ DO I HAVE TO ALLOW THE SQM ONTO MY PREMISES?

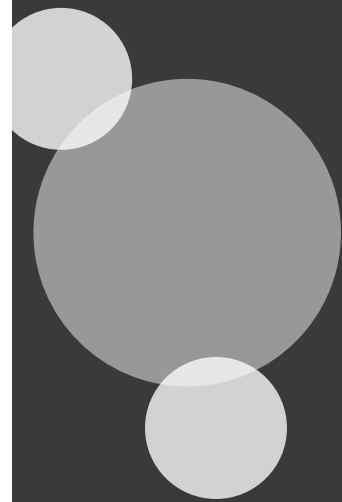
Whilst we have no legal right to enter your premises, it is a condition of membership that you allow us to inspect your facilities and documentation on a two yearly basis. We are there to help and support members and so would encourage you to welcome the inspection process.

■ HOW DO I KNOW YOU ARE WHO YOU SAY YOU ARE?

All members of the team carry photo ID which they will show you when they arrive.

■ WHEN WILL I BE ADVISED OF THE OUTCOME OF THE VISIT?

The SQM will advise you immediately, upon completion of the visit.



WHAT HAPPENS IF I FAIL THE INSPECTION?

There are three possible outcomes from the visit: compliant, non-compliant and fixed. If there are any issues raised which result in non-compliance, these will be discussed at the time and support and guidance will be given to ensure members can meet the requirements of the Codes in the future. Some areas can be fixed immediately, but these are limited to minor issues such as leaflets not being on display or a missing NAFD/Funeral Arbitration Scheme window sticker.

If the funeral home is found to be non-compliant, a letter will be sent to the member firm's head office highlighting the areas needing attention and you will be asked to provide supporting evidence to show that these have been rectified.

WHAT HAPPENS IF THE SQM RAISES CONCERN WITH MY FACILITIES?

Again, this will be discussed at the time and the SQM will agree a date with you to return to ensure that any remedial action agreed has been implemented. You will also receive a letter confirming this.

HOW SOON AFTER THE VISIT WILL I RECEIVE MY CERTIFICATE?

If the funeral home is found to be compliant, you will receive your new certificate within 7-10 working days following the visit. The previous certificate can then be disposed of.

The Membership Inspection Certificate remains valid and must be displayed until a replacement is issued following your next inspection.

WHAT IF I AM WITH A CLIENT FAMILY WHEN THE SQM ARRIVES?

Under these circumstances we will not insist on a visit as client families always come first. The SQM will either return later in the day or at another time.

IF I AM TOO BUSY TO SEE YOU, WHAT HAPPENS?

The team fully understands the everyday pressures experienced within the profession and will postpone the visit until another time, if necessary.

COMMON AREAS OF NON COMPLIANCE

1. Failure to display and have available Code of Practice literature.
2. Failure to display and have available Funeral Arbitration Scheme literature.
3. Not having a written complaints procedure.
4. Not displaying an Inspection Certificate.
5. Not having a client feedback facility.