

Funerals market study – interim report and consultation 2018

To whom it may concern.

Thank you for providing us with a copy of your interim report into the funeral market. It is obvious that a lot of time and effort has been given to consider such a varied and all-encompassing sector of the consumer market.

As a campaigner for regulation of the funeral sector, we are fully in favour of a full review of the funeral market.

We have, for a number of years, been reviewing our business practices to ensure that, should regulation come into effect, we are ready and prepared. A lot of general standards come with being a co-operative, where the way we work means a lot to us, but from a sector point of view these include but are not restricted to: -

- Ways of working and procedural standards
- Premises are updated and maintained to NAFD standard
- We only use vehicles that have been professionally modified or bespoke equipment designed for the funeral sector for transporting the deceased and their loved ones whilst in our care.
- We invest in our teams providing comprehensive training and uniform
- We only provide products that are fit-for-purpose and of good quality
- We ensure that we are transparent in all of our pricing, whilst ensuring that our clients are offered a full range of services that they can tailor to their own unique situation

We believe that it is not always widely known that this level of investment, both of time and money, is made into our teams and local community.

Hopefully this initial enquiry shall be taken further and we look forward to working with you in the future.