

Cornwall Council Response

FUNERALS MARKET INVESTIGATION The Funerals Market Investigation Order 2021 Consultation questions We are seeking written representations on the whole of the Draft Order and draft Explanatory Note. However, to assist interested persons in making written representations, we have set out below some questions on areas we are particularly interested in obtaining views.

1. Is the Standardised Price List (see Part A to Schedule 1 of the draft Order) appropriately presented? **Yes. Whilst this is directed at Funeral Directors all the information required is applicable and is, where required to be supplied by Cornwall Council, already currently available to them from Cornwall Council.**
2. Does the Standardised Price List appropriately describe the items that are included under the Attended Funeral? **Yes.**
3. Do you agree with the items that are included under the Attended Funeral and Unattended Funeral (see Part B and Part C to Schedule 1 of the draft Order)? **Yes.**
4. Funeral Directors must maintain a register of any material charitable donations, contributions or payment of gratuities. Material has been defined as any individual or cumulative donation, contribution or payment within any 12-month period of £250 or more (see Article 7 of the draft Order and paragraph 71 of the draft Explanatory Note). Is £250 an appropriate de minimis figure? **This seems reasonable. At Penmount Crematorium Cornwall Council requires the Funeral Directors to undertake responsibility for the provision of collection boxes which their staff should place out and collect and remove from the premises when the last mourner has left the chapel foyer area.**
5. Crematorium Operators must provide price information to local funeral directors and customers on a Crematorium Standard Fee Attended Service; a Crematorium Unattended Service if offered by the Crematorium Operator; and a Crematorium Reduced Fee Attended Service if offered by the Crematorium Operator (see Article 8(5) of the draft Order). Do these names appropriately identify the three services? **Yes, but Unattended Services are also known as Direct Services and Reduced Fee Attended Services as Off-Peak Services.**
6. Articles 9 and 10 of the Order require Funeral Directors with five or more branches and ten or more branches to provide certain information to the CMA. Schedule B and Schedule C to the Explanatory Note list funeral directors with five or more branches and ten or more branches respectively. Please inform us if you consider your own or another Funeral Director business is erroneously included or excluded from the lists in these schedules. **For comment by Funeral Directors.**
7. If a party is aware that it is not compliant with any part of the Order, it must report this non-compliance to the CMA within 14 days of becoming aware that it is not compliant (see Article 11(6) of the draft Order). Is 14 days sufficient time for parties to report non-compliance to the CMA? If not, please give reasons. **14 days is sufficient for Cornwall Council.**
8. The substantive requirements of the Order will come into force three months after the Order is made. Does this allow sufficient time for parties to make the necessary changes to their systems and processes so that they are in a position to comply with the requirements of the Order? If not, please

give reasons. **Three months is sufficient time for Cornwall Council. Apart from supplying financial details to the CMA, which has not previously been required of it, Cornwall Council is already compliant in that it displays its price list on Penmount Crematorium premises and its public facing website. Price Lists are supplied to Funeral Directors annually and at least 14 days prior to any price rise.**