

W A Truelove & Son Ltd Response to CMA regarding Draft Order

Questions

1. No. There is no mention anywhere of the fees charged by doctors for completing Forms 4 and 5 for cremations. As these fees currently must be paid in about 80% of cremations, this is a significant omission. These fees could be shown in a separate section for disbursements or third party payments, along with funeral officiant's fees.
2. In Schedule A of the minimum standards for the products and services on the standardised price list, it states: "1. Providing a coffin suitable for burial or cremation – appropriate means a wood veneer coffin or a higher grade coffin." Why is this? Funeral directors in England have used wood effect foil veneered coffins for their lower cost coffins for many years. Foil veneered coffins are now of a very high standard and are very suitable for both burial and cremation. A very large number of our clients choose them, so why insist that we must use the more expensive real wood veneered coffins in the Standardised funeral? Does this not defeat the object of the Standardised funeral? It is also unclear as to whether the pallbearers are included in the Attended Funeral. If they are, the item "Pallbearers" in the Additional Funeral Director Products and Services section, should read "Additional pallbearers, each". This section also shows the fees charged by the Funeral officiant, which is incorrect. Funeral directors arrange for the officiant to conduct the service, but we do not provide them, so their fees should be shown separately as a disbursement or third party payment.
3. Please see above.
4. For many years we have sponsored the Christmas tree at the outdoor carols service at our local hospice. Our sponsorship is acknowledged in the programme. We also sponsor the stage and sound system for a concert and fete in a park for the five churches in a local village. Both of these cost considerably more than £250. Will we still be allowed to sponsor these events?
5. More or less.
6. None known.

7. 21 days would give more time for the funeral director to investigate any breach to ensure it does not happen again.

8. You are intending to make the Order during May and state that the substantive requirements of the Order will come into force three months after the Order is made. However, the Case Timetable states that the deadline for implementing remedial action is 17th June. Please clarify. We have no doubt that implementation of the changes will prove to take longer than we would hope, so a longer period than three months would be helpful.