



Funeral Director Questionnaire

Please answer the following questions to see if you will qualify for entry in the good FDs section of the NDC website and handbook

What is the purpose of this questionnaire?

At the NDC we get literally THOUSANDS of enquiries per annum from the general public who are seeking advice about funeral directing services.

As we are an impartial charity, we do not recommend particular FDs but we do want to be able to tell people which FDs provide what services. By answering this questionnaire, you are providing us with information that can go into our resource database and so help us to field questions from the general public.

What is the NDC's view of Funeral Directors?

We believe that the vast majority of funeral directors are kind, caring and professional people. But every funeral directing firm is different - and has its own traditions and ethos.

What happens next?

When you have completed your questionnaire, **please leave it at the stand** or post it to:
The Natural Death Centre, In the Hill House, Watley Lane, Twyford, Winchester, SO21 1QX
Within a few hours, we will be able to tell you whether you have a close enough match to our requirements to be included in our resource database. We will then advise you further about booking space on our website and in the Natural Death Handbook.

Data Protection:

Questionnaire data will be stored electronically and in hard copy at NDC offices and with Trustees. Details of qualifying funeral directors will be available in the public domain, in the Natural Death Handbook and may be listed on the NDC website.

The Natural Death Centre (Registered Charity 1091396)

The Natural Death Centre is a social entrepreneurial, educational charity. It provides the only impartial funeral advice service in the UK, gives advice and support on family-organised and environmentally-friendly funerals and runs the Association Natural Burial Grounds.

Trustees: John Mallatratt, Rupert Callender, James Leedam, Susan Morris, Judith Pidgeon and Brett Walwyn

Your Company:

Your Name:

Job Title:

Address:

Telephone:

Email:

Website:

Service Standards

1. Do you routinely offer families the choice of meeting at either your premises or the home of a family member? *Yes / No*

2. Do you charge a supplement for home meetings? *Yes / No*

3. Do you charge a flat fee, regardless of time spent arranging the funeral? *Yes / No*

4. How long would a typical **meeting** to arrange a funeral last?

_____ hrs

5. Would you anticipate that (nearly) all the funeral decisions would be made during an initial meeting with the family?

Usually / Sometimes / Rarely

6. Will the same person who talks to the family about the arrangements, be present on the day of the funeral?

Nearly always / Sometimes / Not usually

7. Are you a member of a professional association?

SAIF NAFD
AGFD IFTA

8. Do you provide bespoke funeral plans?
Yes / No

9. When collecting someone who has died at home, will the team collecting include an experienced and knowledgeable staff member?

Always, Sometimes, Not usually

10. Is your out of hours phone service manned by an experienced and knowledgeable member of staff?

Always, Sometimes, Not usually

11. If not, is a funeral director contactable quickly, by the person answering the phone?
Yes / No

12. Do you encourage family involvement in planning the funeral? *Yes / No*

13. Do you provide details of alternative celebrants (other than vicars)? *Yes / No*

14. Do you provide information on green burial options at the outset of funeral planning? *Yes / No*

15. Do you discuss burial/cremation options with families? *Yes / No*

16. Do you suggest others (friends, etc) may help the family in making these decisions?
Yes / No

17. Do you have a chapel/viewing room for families? *Yes / No*

Flexibility

18. Will you allow families the option of making all the arrangements by post, phone and email? *Yes / No*

19. Do you allow customers to supply their own coffin? *Yes / No*

20. Will you provide the following as a **stand alone** service:

- Purchase of coffin *Yes / No*
- Collection of body from place of decease within office hours *Yes / No*
- Collection of body from place of decease out of hours *Yes / No*

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- Refrigerated body storage *Yes / No*
- Embalming *Yes / No*
- Body preparation, washing and dressing *Yes / No*
- Hearse *Yes / No*
- Limousine *Yes / No*
- Bearers *Yes / No*

21. What score would you give yourself for flexibility in your approach on a scale of 0 – 10 (0 being not at all flexible, and 10 being extremely flexible)?

22. Do you routinely embalm? *Yes / No*

23. Do you explain to families, the issues surrounding viewings without embalming? *Yes / No*

24. Will you enable families to transport the deceased from your premises? *Yes / No*

25. Will you enable families to wash/dress the deceased? *Yes / No*

26. Will you enable families to do bearing/lowering? *Yes / No*

27. Do you provide biodegradable body bags/ coffin liners? *Yes / No*

28. Can you provide/order any make of coffin on request? *Yes / No*

29. Do you offer a range of environmentally friendly urns/coffins? *Yes / No*

30. Do you offer a natural burial/greener options to families? *Yes / No*

31. Do you feel greener funeral options are often impractical due to cost or distance to a green burial ground? *Yes / No*

32. Do you know the location of your nearest natural burial ground? *Yes / No*

33. Do you help families to keep the deceased at home? *Yes / No*

34. Do you agree that more families are requesting green burials? *Yes / No*

Transparency

36. Do you have a printed price list? *Yes / No*

37. Does your price list provide sufficient information for **most** families to be able to calculate their own estimate of the funeral costs? *Yes / No*

38. Does your price list include the price of a low cost Basic Funeral? *Yes / No*

39. Is all your pricing information shown on your website? *Yes / No*

40. Are you a member of a group? *Yes / No*

41. Is it clear from your trading name that you are a member of that group? *Yes / No*

42. Does membership of this group restrict the products or services you are able to provide? *Yes / No*

Further Comments:

Signed: _____

Date: _____