

ABERDEEN CITY COUNCIL

COMMITTEE	Council
DATE	14 th December 2016
LEAD OFFICER	Chief Executive
TITLE OF REPORT	National Cremation Investigation – Update
REPORT NUMBER	OCE/16/041
CHECKLIST COMPLETED	Yes

1. PURPOSE OF REPORT

At its meeting on 17th August 2016 the Council resolved that the Chief Executive would continue to monitor the completion of the remaining actions to be undertaken by the Council following the National Cremation Investigation led by Dame Elish Angiolini and the Infant Cremation Commission led by Lord Bonomy, as well as the actions arising from the recent inspection undertaken by the Inspector of Crematoria Scotland and to provide further reports to the Council as necessary.

The Council also instructed the Chief Executive to constitute formally the Inter-Agency Bereavement Services Working Group with formal terms of reference and to assume the chairmanship of the group.

This report provides an update of the above actions to date.

2. RECOMMENDATIONS

That Council resolves:

- i) To note the update of actions contained within the report;
- ii) To note that the Chief Executive has formally constituted the Bereavement Services Inter-Agency Working Group with formal terms of reference and assumed the chairmanship of the group;
- iii) To note that a number of claims have been made against the Council and that these claims are in the hands of the Council's insurers.

- iv) To note that, in light of the legal framework being due to change considerably following the work of the Infant Cremation Commission, briefing sessions have been delivered to inform elected members of the statutory duties which will be placed on the Council once the Burial and Cremation (Scotland) Act 2016 (and any regulations made thereunder) comes into force;
- v) To instruct the Chief Executive to continue to monitor the completion of the remaining actions to be undertaken by the Council as detailed within this report and that future update reports will be submitted to the Communities, Housing and Infrastructure Committee;

3. FINANCIAL IMPLICATIONS

There are no financial implications arising directly from the recommendations. However, claims made against the Council may carry financial implications.

4. OTHER IMPLICATIONS

There are no other implications arising directly from the recommendations.

5. BACKGROUND

At the Council meeting on 29th June 2016, I advised members that I had received the final report from the National Cremation Investigation on 27th June 2016. I advised members that I had formally instructed the Head of Legal and Democratic Services and the Head of Human Resources to review the report fully and to advise me what further action I required to take. I reported the findings of my review to Council on 17 August 2016 and was instructed to continue to monitor the completion of the remaining actions arising.

MAIN ISSUES

The following provides an update of actions taken:

5.1 National Cremation Investigation

Within Appendix 1 and 2 I have provided an update on the current situation relating to the Council's implementation of the outstanding work associated with the Investigation's conclusions pertaining to Aberdeen.

5.2 Infant Cremation Commission Report

The ICC report has 64 recommendations, all of which the Scottish Government has accepted. Of these, 33 are not for the Council specifically to action. To date 26 recommendations have been implemented and 7 recommendations are still to be completed. Of these, 6 are awaiting changes to legislation and 1 is currently being progressed by the City Council and relates to a memorial. Appendix 3 provides a status update on all actions arising from the Commission's Report.

5.3 Inspector of Crematoria Scotland

Following the publication of the report of the National Cremation Inspection, I requested the Inspector of Crematoria to undertake a full independent inspection of Aberdeen Crematorium. A full copy of the inspection report and management responses were included in my report to Council on 17 August.

Within the inspection report the Inspector of Crematoria stated that the Crematorium's Operational Procedure document "is a credit to the authors and is one of the most comprehensive and useful guidance and training aids seen by the Inspector at any of the other 28 crematoria in Scotland". The Scottish Government team working on the new Burial and Cremation Regulations have requested a copy of this document to help develop the regulations. A copy of our Operational Procedures has been provided.

With regard to the inspection report, there were 8 recommendations/suggestions made of which 6 are complete with 2 suggestions being actively considered.

Of the two suggestions, the first involves considering the co-location of Bereavement Services at Aberdeen Crematorium. This is currently being reviewed and will be reported to the Communities, Housing and Infrastructure committee.

The second involves considering arranging specific chapel services for shared pregnancy loss cremations. NHS Grampian currently book quarterly (ie four) chapel services per year for parents where the hospital have made funeral arrangements. NHS Grampian have been informed that Aberdeen Crematorium can facilitate additional chapel services. NHS Grampian are reviewing and discussing this matter with other NHS Trusts. The decision on this matter is ultimately one for NHS Grampian.

The details of the 8 recommendations/suggestions are included in Appendix 4.

5.4 Bereavement Services Inter-Agency Working Group

I made a commitment to Council on 17 August 2016 to set up a new Bereavement Services Inter-Agency Working Group. My purpose in setting up the group is two-fold. Firstly, to ensure that all the practices described in Dame Elish's chapter on Aberdeen are never repeated and, secondly, to ensure that our practice locally becomes known for its excellence in terms of the quality of care and service we provide.

The Bereavement Services Inter-Agency Working Group was formally constituted on 21 November 2016 with formal terms of reference agreed at the first meeting. Membership of the group include representatives from Aberdeen City Council Bereavement Services, NHS Grampian, hospital chaplain, local funeral directors, registrar services and local voluntary sector bereavement support organisations.

This working group will continue to meet regularly as per the terms of reference with the aim to improve communication, joint training and the development of seamless local processes between health boards, funeral directors and bereavement service providers. The draft Terms of Reference is included in Appendix 5.

5.5 Claims

The Council has received a number of claims in connection with historical practices at Aberdeen Crematorium. These claims are confidential and are in the hands of the Council's insurers.

At the time of writing this report, a public notice was scheduled to be issued to advise of a date when any further claims required to be lodged with the Council.

5.6 Burial and Cremation (Scotland) Act 2016

The Burial and Cremation (Scotland) Act 2016 ("the Act") was passed by the Scottish Parliament on 22 March 2016 and received Royal Assent on 28 April 2016. The key provisions of the Act are not yet in force. It is anticipated that they will come into force in around May or June 2017.

The Act will repeal and replace the current legislation relating to burial and cremation in Scotland (principally the Burial Grounds (Scotland) Act 1855, the Cremation Act 1902 and the Cremation Act 1952).

Although the Act has been passed by the Scottish Parliament, there are still various pieces of secondary legislation which need to be laid before Parliament before individual sections of the Act can be brought into force. Much of the detailed policy and procedural elements will be

in future regulation rather than the Act itself. The Act should be viewed as establishing a basis for future detailed regulation, statutory guidance and Codes of Practice.

In light of the legal framework being due to change considerably, briefing sessions for elected members on the Act were delivered on 8th and 16th November 2016. All elected members were sent a briefing document prior to the sessions describing the implications for local authorities. The briefing sessions were attended by 17 elected members.

5.7 Service at Kirk of St. Nicholas

A service was held on Sunday 6 November 2016 at the Kirk of St. Nicholas for all those affected by the past practices at Aberdeen Crematorium. The service was hosted by Aberdeen Churches Together and supported by Aberdeen City Council.

The service, led by Rev Hugh Wallace, involved readings, prayers, singing from the choral group from St Andrew's Episcopal Church Choir, an opportunity to light a candle in a meditation led by Rev Stephen Taylor, and a reflection given by Rev Dr John McNeill. The service was concluded with a Celtic blessing.

The service was attended by the Lord Provost and Chief Executive who read a small poem. Refreshments were provided after the service and the Lord Provost and Chief Executive spoke to a number of parents and families affected by past practices at the crematorium.

5.8 Memorial

A meeting will now take place with all those affected by the past practices at Aberdeen Crematorium to discuss plans for a local memorial. Invitations will be sent out within the next 4 weeks to all those that have contacted the Council. Bereavement charities SANDS (Stillbirth and neonatal death charity) and Cruse Bereavement Care have been invited to help support families.

6. IMPACT

This report will be of interest to the public as it is an update of the actions to be taken as a result of historical practices at Aberdeen Crematorium.

7. MANAGEMENT OF RISK

The recommendations made in this report will ensure all actions resulting from the National Cremation Investigation, the Infant Cremation Commission and the recent inspection undertaken by the Inspector of Crematoria Scotland will be monitored and progress reported to committee appropriately.

8. BACKGROUND PAPERS

Report of the Infant Cremation Commission June 2014
Aberdeen City Council Report to CH& I Committee Infant Cremation Commission Report (CH/14/079) 18 March 2015
Report of the National Cremation Investigation, The Rt Hon Dame Elish Angiolini DBE QC June 2016
Inspector of Crematoria Scotland Investigation report on Hazlehead Crematorium June 2016
Aberdeen City Council Report to Council Committee National Cremation Investigation Report (OCE/16/032) 17 August 2016
Aberdeen City Council Report to Communities, Housing and Infrastructure Committee Aberdeen Crematorium Performance Indicators Report (CHI/16/251) 1 November 2016

9. REPORT AUTHOR DETAILS

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Appendix 1 Annotated NCI Conclusions for Aberdeen Crematoria with note of Actions to date.

Conclusion number	Conclusion/ Comments	ACC response to Council on 17 August 2016	ACC updated response
1	There was no evidence of any joint training with Funeral Directors or NHS midwives working in this area.	<p>Comment – Accept the finding</p> <p>There was A practical demonstration of procedures took place on the 8/10/14, including information sheet for distributing to clients. Advised in meeting notes of the 20/2/14 that any changes of procedures would be advised by email. Further changes to procedures were advised by email, these emails can be seen on request.</p> <p>Through the development of formal terms of reference for the inter-agency Bereavement Services Group, it is intended that a cohesive and comprehensive training programme will be developed in partnership with NHS Grampian, Funeral Directors and Aberdeen Crematorium staff. The training package will inform all those involved at each stage of bereavement about what happens and the requirements on each person involved in informing and caring for those who are bereaved.</p> <p>A bespoke training programme will be developed with assistance from the Council's Organisational Development team.</p>	The Inter-Agency Working Group has been set up and will co-ordinate all on going shared training programmes.
2	It is incumbent on all those professional agencies involved in the cremation of these babies to ensure that they communicate effectively with each other and have appropriate joint training and	<p>Comment – Accept the findings</p> <p>All professional agencies were immediately informed of the re-introduction of an infant tray in 25/11/13 and have been constantly kept updated in any change to our</p>	The Inter-Agency Working Group has been set up and will ensure communication is effective.

	<p>joint understanding of their obligations to the parents of these babies</p>	<p>procedures. The NHS Agreement provides each parties obligation and we understand that this was of the one of the few in the country at the time. Examples of updates circulated can be provided on request.</p> <p>It is intended that the formal terms of reference for the inter-agency Bereavement Services Group will be developed. These terms of reference will cover matters such as joint training, communications and associated literature and changes in legislation and guidance.</p>	
3	<p>The most senior level of management at Aberdeen must provide strong leadership and now take full responsibility for the effective management of the crematorium. It must also ensure that immediate and appropriate training takes place and that effective and ethical practices are maintained. This relates not only to a change of working practices but to an assurance that the culture of the organisation and the knowledge and understanding is such as to prevent any future abuse of the trust of those families who have placed the remains of their loved ones in their care.</p>	<p>Comment – Accept the findings</p> <p>The CEO has asked the Head of Service to develop a suite of compliance measures which will be routinely reported to service committee to evidence continued compliance by the crematoria service as well as a set of performance measures with external benchmarks where available. For example, the crematorium manager should report to the service committee, in addition to the inspector of crematoria Scotland in the event that the service is unable to recover ashes following a cremation</p> <p>Bereavement customer care training was held in 04/09/14 and 14/01/15. All training verified as appropriate by three recent Audits (including FBCA and Inspector of Crematoria). There are now assurance audits checking cremations against bookings in place. Knowledge and understanding of processes by Senior Managers is now very comprehensive.</p> <p>A training matrix is currently being developed to ensure that all staff receive re-fresher training, particularly on</p>	<p>The Inter-Agency Working Group has been set up and will co-ordinate all on going shared training programmes</p>

		<p>infant cremation as part of normal operations, as appropriate.</p> <p>In addition, through the development of formal terms of reference for the inter-agency Bereavement Services Group, it is intended that a cohesive and comprehensive training programme will be developed in partnership with NHS Grampian, Funeral Directors and Aberdeen Crematorium staff. The training package will inform all those involved at each stage of bereavement about what happens and the requirements on each person involved in informing and caring for those who are bereaved.</p> <p>A bespoke training programme will be developed with assistance from the Council's Organisational Development team.</p>	
4.	<p>Although the inaccuracy was identified no steps had been to correct the accuracy of the Register. This casual and careless approach to a statutory obligation is of considerable concern.</p>	<p>Comment – Accept the findings</p> <p>ACC have taken advice from our Legal team with regard to these discrepancies and the likelihood of records being inaccurate. The advice given is not to change a record based on likelihood or because an unofficial record (on the Daily Schedule) contradicts the record. The better approach in these sensitive circumstances, where absolute certainty may be lacking, would be to add a note to the relevant record as mentioned below. This should serve to provide the fullest picture possible. It has been decided that a note should be added alongside the record to show any discrepancies and this has been completed where discrepancies are known.</p> <p>It is believed that this is the correct course of action as we</p>	<p>The Inspector of Crematoria has confirmed that our current course of action is the most appropriate for this situation.</p> <p>The SIRO has scheduled a review of the information governance arrangements to ensure compliance with Crematoria and Public Records legislation within the crematoria during November /December 2016.</p>

		<p>have received a number of enquiries from families asking for a copy of the records.</p> <p>We understand that this is a nationwide issue. ACC will seek advice from the Inspector of Crematoria for the best way forward on this matter.</p> <p>The CEO has instructed the SIRO to independently review the present public records arrangement and information governance arrangements within the crematoria to ensure they are appropriate.</p>	
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Appendix 2 Annotated Generic Conclusions / Recommendations to the NCI Report

Conclusion number	Conclusion/ Comments	ACC response (if applicable) to Council on 17 August 2016	ACC updated response
1	<p>The Chief Executives and Senior Management of the Councils and organisations responsible for crematoria and funeral care in Scotland must take full responsibility for securing a forward looking and proactive approach to the management of their businesses and duties. This should include responsibility for ensuring a caring and sensitive culture in their operations and a renewed focus on customer service and standards of care.</p> <p>The parents of many of the families involved in this Investigation have been failed by both crematoria and funeral</p>	<p>Comment – Accept the recommendations</p> <p>Independent external inspection of the service will be undertaken by the Inspector of Crematoria annually and periodic audits undertaken by the FBCA. Reports from both these bodies will be submitted to committee for scrutiny. In addition, independent inspection will be undertaken by the Chief Internal Auditor as directed by the audit committee.</p> <p>The CEO has directed the Head of Service to develop a set of compliance measures as well as performance measures (with external benchmarks where available) and for both sets of measures to be reported to service committee.</p> <p>The CEO has directed each directorate as part of the cultural change programme with its focus on customer, to</p>	<p>A Performance and Benchmarking Framework has been developed and was reported to the Communities, Housing and Infrastructure Committee on 1 November 2016.</p> <p>The re-location of the Bereavement Services Registrar from Marischal College to Aberdeen Crematorium is currently being investigated.</p>

	<p>care organisations over many decades.</p>	<p>undertake its own baseline against the recently developed customer standards and for the service to develop its plans for improving its customer service.</p> <p>The CEO has directed the Director of Corporate Governance to the explore scope for co-location of the registrar service at the crematorium.</p>	
2	<p>Minimum standards of training and joint training should be introduced for the cremation of foetuses, stillborn and infant babies. Chief Executives should take responsibility for ensuring all staff are trained and certified to those standards, which should be periodically re-assessed. Such staff should be given opportunities to develop best practice along with funeral professionals and NHS staff.</p>	<p>Comment – Accept the recommendation</p> <p><u>Training</u></p> <p>Crematoria staff have now carried out visits to other Crematoria, we were proactive in seeking ICC guidance, asking questions, comparing Forms, APSE benchmarking, FBCA guidance, management consulting group for best practice comparisons, checking out infant cremators, learning from recommendations from all reports, commissions and investigations.</p> <p>Joint working with Funeral Directors and NHS commenced with a practical demonstration of procedures 8/10/14, including information sheet for distributing to clients. Advised in meeting notes of the 20/2/14 that any changes of procedures would be advised by email. Further changes to procedures were advised by email, these emails can be seen on request.</p> <p>Bereavement customer care training was held in 04/09/14 and 14/01/15. All training verified as appropriate by three recent Audits (including FBCA and Inspector of Crematoria).</p> <p>There are now assurance audits checking cremations against bookings in place. Knowledge and understanding</p>	<p>The Inter-Agency Working Group has been set up and will co-ordinate all on going shared training programmes.</p> <p>A training matrix is in place with further development taking place.</p>

		<p>of processes by Senior Managers is now very comprehensive.</p> <p>Recently further training sessions were arranged in July 2016 to reinforce the crematorium teams' current knowledge. This training through the FBCA includes training about the cremation of infants and is carried out at another Crematorium.</p> <p>A training matrix is currently being developed to ensure that all staff receive re-fresher training as part of normal operations, as appropriate.</p> <p>In addition, through the development of formal terms of reference for the inter-agency Bereavement Services Group, it is intended that a cohesive and comprehensive training programme will be developed in partnership with NHS Grampian, Funeral Directors and Aberdeen Crematorium staff. The training package will inform all those involved at each stage of bereavement about what happens and the requirements on each person involved in informing and caring for those who are bereaved.</p> <p>A bespoke training programme will be developed with assistance from the Council's Organisational Development team.</p>	
3.	<p>It was clear that the quality of communication between NHS staff, crematoria staff and Funeral Directors also varied considerably across the country and was subject to confusion and disagreement between the organisations. While the Investigation</p>	<p>Comment – Accept the findings; Action for NHS, Funeral Directors and Council.</p> <p>ACC has joint working with Funeral Directors and NHS and this commenced with a practical demonstration of procedures 8/10/14, including information sheet for distributing to clients. Advised in meeting notes of the</p>	<p>The Inter-Agency Working Group has been set up and will ensure communication is effective.</p>

	<p>was told that some crematoria would warn Funeral Directors that ashes could not be guaranteed, this had been understood by Funeral Directors that no ashes were available for foetuses or babies and parents had been advised as much. As with the findings in the Mortonhall Investigation Report, the whole process of communication with bereaved parents about cremation was generally unsatisfactory and muddled, with a small number of notable exceptions.</p>	<p>20/2/14 that any changes of procedures would be advised by email.</p> <p>Further changes to procedures were advised by email, these emails can be seen on request.</p> <p>It is intended that the formal terms of reference for the inter-agency Bereavement Services Group will be developed. These terms of reference will cover matters such as joint training, communications and associated literature and changes in legislation and guidance.</p>	
4	<p>This Report identifies incidences where babies have been cremated with an unknown, unrelated adult and/or their ashes have been disposed of without the knowledge of parents. Steps should be taken by the Chief Executives of organisations responsible for such crematoria to consult affected parents about an appropriate memorial.</p>	<p>Comment – Action for CEO’s.</p> <p>The Council has commenced discussions with several organisations about facilitating consultations with affected parents about an appropriate memorial. The Council will be contacting those parents affected who are known to it with further details.</p>	<p>A service was held on 6 November 2016 for all those affected by historic practices at the crematorium. After the 6 November, the Council will be contacting those parents affected to facilitate consultations on an appropriate memorial.</p>

Appendix 3

summary action plan of the 7 outstanding ICC Recommendations that ACC has responsibility to address and implement:-

Appendix 4

Commentary of Inspector of Crematoria inspection report

Recommendations are given in bold and answers to these, with other comments, are given in the ACC response columns.

ICC Recommendation	ACC Action	Current Status	
19, 22, 23 , Statutory Application Forms	Await statutory forms and legislation As legislation and statutory forms may take some time to implement, we have updated our current application forms as per ICC Recommendations where possible.	Awaiting statutory forms and legislation	
33 Medical certificate for all non-viable babies	Await legislation. Already procedure for single at ACC but not for shared cremations.	Awaiting legislation	
35 Additional entries required to Cremation Register from future legislation	ACC has implemented but awaits legislation to finalise	Awaiting legislation	
41 Notice issued confirming the disposal of cremated remains	Awaiting clarification from legislation. ACC has added a request notice to current application for cremation forms for non-viable babies.	Awaiting legislation	
55 Where invited to do so by affected parents, local councils should facilitate discussion for plans for local memorials	Commence discussions with affected parents on their wishes for an appropriate local memorial.	A service was held on 6 November 2016 for all those affected by historic practices at the crematorium. After the 6 November, the Council will be contacting those parents affected to facilitate consultations on an appropriate memorial.	
Area Commentary	Inspector Observations/ Recommendations	ACC Response to Council as at 17 August 2016	ACC Updated Response
1. Office Management <ul style="list-style-type: none"> Majority of administration and 	<ul style="list-style-type: none"> Administration procedures and processes were found to be of a good standard and in compliance with the 	<ul style="list-style-type: none"> To date communication with other Scottish Crematoria shows that some refer to 	<ul style="list-style-type: none"> ACC and NHS Grampian will no longer use the term

<p>record keeping done at Marischal College, recorded on the BACAS system. Regular runs between MC and the crematorium.</p> <ul style="list-style-type: none"> • Whole administration procedure and process was examined 	<p>crematorium Operational Procedures.</p> <ul style="list-style-type: none"> • Noted the in-built safeguards to ensure that the process minimised the risk of human error • The Inspector suggests that a more appropriate term is used to record the receptacles that contain pregnancy loss. Term ‘boxes’ is currently in use • Inspected noted the delay in some final information being inputted and suggests consideration the co-location of office and crematorium to speed up process. However it is also noted that this isn’t an issue. 	<p>the receptacle as a box while others simply refer to a number and do not refer to the receptacle as any form of container. A consistent approach is to be adopted by Aberdeen City Council Bereavement Services. Further advice is being sought prior to formulating an appropriate term.</p> <ul style="list-style-type: none"> • Consideration is being given to the practicality of co-locating Bereavement Services within the crematorium at Hazlehead. A business case will be developed for consideration by CMT. 	<p>‘box’ with regard to receptacles that contain pregnancy loss.</p> <ul style="list-style-type: none"> • The re-location of the Bereavement Services Registrar from Marischal College to Aberdeen Crematorium is being considered.
<p><i>2. Recovery of ashes</i></p> <ul style="list-style-type: none"> • Not applicable as all ashes recovered 	<ul style="list-style-type: none"> • Good practice observed when witnessing a demonstration of cremulation of infant ashes. A variation of the ‘pestle and mortar’ process was adapted to produce a more effective and sensitive method of grinding. But the Operational Procedure document had not been amended to reflect this. • Good practice observed regarding the storage and dispersal of ashes 	<ul style="list-style-type: none"> • The infant cremulation practice has proven to be an effective means of reducing the recovered remains to a fine granular consistency. This practice is currently being included in the Operation Procedures. 	<ul style="list-style-type: none"> • The crematorium’s Operational Procedures have been updated to reflect this new good practice.

<p><i>3. Use of baby tray</i></p> <ul style="list-style-type: none"> Introduced November 2013 with extended use introduced in July 2014 to include card coffins for NVFs. 	<ul style="list-style-type: none"> Suggestion that Option 2* on the use of the Infant Tray, the yellow card which accompanies the coffin throughout the process should be inserted into the holder on the cold cremator whenever the tray is introduced therefore ensuring that the cremator is seen to be in use and will not be turned on whilst the ashes are cooling. 	<ul style="list-style-type: none"> Option 2 has never been required however, Operational Procedures are currently being updated to clarify this part of the process 	<ul style="list-style-type: none"> The crematorium's Operational Procedures have been updated to clarify this part of the process.
<p><i>4. Pregnancy loss policy / procedure</i></p> <ul style="list-style-type: none"> ACC has a contract with NHS Grampian for regular shared cremation of NVFs – includes no stipulation of the number, only that there are no more than three a day. Collective ashes usually scattered within seven days of cremation Individual cremations also covered under contract with NHS, policies and procedures are the same as those of infant cremations. 	<ul style="list-style-type: none"> All relevant documentation that was examined was found to be in order by the Inspector. Noted that both the NHS contract and the Operational Procedure document refer to the 'applicants wishes', this should be changed to 'applicants instructions' and made clear that this is an instruction not a wish Observed that attendants who carry out the cremation of shared NVFs are unaware of the number of NVFs that are contained within each coffin (i.e. four coffins, not that each coffin contains 12 NVFs, therefore there are a total of 48 NVFs contained). Suggests that consideration is given to providing staff with the total number of NVFs 	<ul style="list-style-type: none"> Operational Procedures are currently being updated to refer to 'applicants instructions' instead of 'applicants wishes' The paperwork submitted to Bereavement Services, in respect of the cremation, details the contents of the coffin. Consideration is being given to how the numbers of NVFs in each coffin received from NHS is included in the relevant documentation to inform cremation staff. It is uncertain what benefit could be gained by informing the cremating technician of the contents of the coffin. 	<ul style="list-style-type: none"> The crematorium's Operational Procedures have been updated to refer to 'applicants instructions' instead of 'applicants wishes'. A process is now in place that informs the attendant of the number of NVFs that are contained within each shared coffin. This process has been added to the Operational Procedures.
<p><i>5. Metal extraction</i></p> <ul style="list-style-type: none"> Metal extracts are sensitively re- 	<ul style="list-style-type: none"> A ceramic ball joint was amongst the metal extracts awaiting 	<ul style="list-style-type: none"> Ceramic joints are now separated and are being 	<ul style="list-style-type: none"> A process is in place with regard to the

<p>cycled in accordance with the Cremation Authority policy unless it is otherwise requested by applicant.</p> <ul style="list-style-type: none"> Operational Procedures Manual states that any surplus money from recycling scheme is donated to a bereavement charity of ACC's choice. Observed that a ceramic surgical ball joint was amongst metal awaiting collection for recycling 	<p>cremation; this has been seen in a number of crematoria. Until guidance is given at national level, consideration should be given getting instruction from applicants regarding this issue prior to disposal</p>	<p>accumulated with the intention of being cremulated in the old cremulator which is capable of cremulating more resilient materials. To date there have only been two ceramic ball joints. The relevant documentation is currently being reviewed to determine the most appropriate method of getting instruction from the applicants in regard to the disposal of ceramic ball joints.</p>	<p>disposal of ceramic ball joints. This process has been added to the Operational Procedures</p>
<p><i>6. Code of practice, Cremation practice guidance and policy statement (on website / displayed)</i></p> <ul style="list-style-type: none"> Policy statement on Infant Cremations is publically available Staff have access to all relevant hard copy documentation and required to sign acknowledgement when seen Number of key documents are obviously displayed within the crematorium 	<ul style="list-style-type: none"> Confirmed from observation and examination that a number of documentation and computer records (from the current/recent period) are in accordance with Crematorium's procedures Crematorium Operation Procedure document is a 'credit to the authors and is one of the most comprehensive and useful guidance and training aids seen by the Inspector at any of the other 28 crematoria in Scotland' Although the website provides lots of information about cremation, the Inspector suggests that there is more positive answers included in 	<ul style="list-style-type: none"> The Q&A's regarding stillbirth, baby and NVF cremation are currently being reviewed. 	<ul style="list-style-type: none"> The Q&A's in the Council's website have been updated with more positive answers.

	<p>the Q&A regarding stillbirth, baby and NVF cremation</p>		
<p><i>7. Overall assessment</i></p> <ul style="list-style-type: none"> • Report has come after a one day inspection in June 2016 at request of Chief Executive. The focus was examining the current procedures and working practices in place at the crematoria to assess what changes have been implemented. • Number of positive and good practice was observed by the inspector – these have mostly been noted in the respective categories outlined above in the observation columns where applicable. • The inspector found no evidence of the working practices outlined in the NCI report 	<ul style="list-style-type: none"> • Report found that the operational procedures were of a good standard with no evidence of current working practices which are comparable to those described in the NCI report • Inspector has noted that a service is not facilitated to allow family to attend a shared cremation. Other crematoria do this across Scotland, and he suggests it is considered 	<ul style="list-style-type: none"> • Currently there are two memorial services per year which are facilitated by NHS Grampian. Parents are advised that an individual service can be held for their loss. Information is being sought from other Crematoria to ascertain “best practice” in this matter. Following which there will be discussions with NHS Grampian and other stakeholders with a view to increasing the number of memorial services held at the Crematoria. 	<ul style="list-style-type: none"> • NHS Grampian currently book quarterly (ie four) chapel services per year for parents where the hospital have made funeral arrangements. NHS Grampian have been informed that Aberdeen Crematorium can facilitate additional chapel services. The decision on this matter is one for NHS Grampian who are considering this along with colleagues from other NHS Trusts

BEREAVEMENT SERVICES INTER-AGENCY WORKING GROUP

Draft Terms of Reference

1. Scope and Remit

The Bereavement Services Inter-agency working group aims to ensure that the highest standards are provided to those who are bereaved.

The remit of the group is to provide leadership and direction for all agencies working with families across Aberdeen City Council's Bereavement Services area. This leadership will include:

- **Continuing professional development:** Overseeing local education for all involved staff to ensure that they have current knowledge, confidence and skills to provide a high quality service.
- **Parent information:** Ensuring that all information provided to families at the time of any loss gives up to date and appropriate information about bereavement services and choices for them. This will include information about cremations, burials and associated bereavement services.
- **Care pathways:** Developing robust and seamless local processes to ensure good transitions for families between services and locations. This will include the development of service level agreements/memoranda of understanding between health boards and local funeral and cremation and bereavement service providers, the development of multi-agency care pathways that follow the journey of a pregnancy loss, infant remains and the woman and family from the loss to longer term follow up bereavement care.
- **Quality improvement:** Establishing systems to engage with parents and receive their feedback about their experiences of care at the time of a pregnancy loss, stillbirth or infant death in order to ensure continuous quality improvement.
- **Multi-agency communication and coordination:** Developing positive working relationships and open communication between different staff

groups and service providers in order to support the provision of the highest quality care.

2. Duration and Timeframes

The working group is a permanent group. There will be periods where regular meetings are required to establish new systems or key changes. It is likely that for its first 18 months, the group will meet quarterly. Once key changes have been implemented, meetings may be reduced to six monthly or annually when well established.

3. Reporting Chain and Structure

Council Committee

Chief Executive/Head of Service lead
Working Group

4. Working group members, deputies and meetings

Representation is drawn from the following organisations and professions. Should the main representative be unable to attend, a deputy will be arranged. Membership will be reviewed and revised accordingly over the life of the Working Group.

- Aberdeen City Council Bereavement Services lead
- Aberdeen City Council's Registrar lead
- NHS midwife/gynaecologist representative
- Hospital Chaplain
- NHS Mortuary/Pathologist representative
- Representative of Local funeral directors involved in infant funeral provision
- NHS Grampian's current Funeral Service provider
- Stillbirth and Neonatal Death Society, other service user or local voluntary sector bereavement support organisations

Where a group member cannot attend a meeting, it is recommended that they nominate a suitable deputy to attend who has been briefed on the work of the group and progress to date.

Meetings will be held quarterly initially. Meetings will be facilitated, administered and chaired by Aberdeen City Council. Meetings will be held at Marischal College.

5. Roles and Ways of Working

Aberdeen City Council's Chief Executive will initially chair the working group and thereafter a chair and vice chair will be chosen by the working group. Aberdeen City Council will provide administrative and facilitation support to the working group during its lifetime.

The working group will take responsibility for leading the implementation of the recommendations from the Bonomy report, as well as any other relevant Scottish Government policies and guidance.

Working group members are likely to need to undertake tasks relating to the work of the group between meetings and to respond to electronic consultations and communication.

6. Communications and Transparency

Minutes and action notes will be produced from each meeting.