

QUALITY ASSURANCE PROGRAMME

A guide for Members



WHY DOES SAIF HAVE A QUALITY ASSURANCE PROGRAMME?

Our Quality Assurance Programme ensures members of the public receive the first-class service they expect from using an independent funeral director. We also aim to protect and guide our members through changes in legislation that affect small businesses – particularly around health and safety.

HOW OFTEN DOES SAIF CARRY OUT AN ASSESSMENT?

SAIF aims to visit all premises once every two years – be it a funeral home, chapel of rest or garage or workshop, anywhere that members of the public may visit.

WHEN CAN YOU EXPECT A VISIT?

We give members a minimum of two weeks' notice to prepare for a visit. It is not essential for the owner of the business to be present, but a member of staff does have to be on hand.

THE QUALITY ASSURANCE PROGRAMME IS IN PLACE TO HELP WITH THE SUCCESSFUL RUNNING OF YOUR BUSINESS – PLEASE ASK FOR FURTHER HELP IF NECESSARY

“ In an industry where a small number of conglomerates hold much influence, SAIF is our voice. The range of membership benefits are extensive and useful and the associated discounts can more than offset the cost of subscription. ”

Stewart Hartley - G.E. Hartley & Son Ltd, West Yorkshire

WHAT THE ASSESSOR WILL LOOK FOR – A STEP BY STEP GUIDE

1. Premises

The assessor will check the overall appearance of your premises and general facilities. This includes:

- General frontage
- Reception area
- Arrangement office
- Chapel of Rest
- Viewing rooms
- Mortuary
- Workshop
- Garages
- Staff changing rooms

2. Administration

The assessor will look at administration processes and documents including:

- Written estimate/arrangement forms
- Price lists for clients to take away
- Coffin brochure/selection facility
- Itemised accounts
- Written confirmation to the family
- Written confirmation to the minister
- Procedure for handling donations
- Procedure for handling cremated remains
- Procedure for handling jewellery
- SAIF Code of Practice on display
- SAIF Code of Practice for the client to take away
- Complaints procedure

3. Health, safety & hygiene

The assessor will check that relevant health and safety laws are being followed, including:

- An up to date and completed Health & Safety Executive Law poster is on display
- Accident books are kept where more than 10 people are employed (although it is advised businesses of all sizes keep a book)
- Accidents occurring in the workplace that result in death, sickness or personal injury causing an absence from work of more than seven days are reported under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrence Act) 1995.
- First aid kits are suitably stocked and clearly signposted
- All premises have data sheets available according to the Control of Substances Hazardous to Health Regulations 2002 (COSHH).
- Reasonable steps have been taken to reduce the risk of fire and ensure people can safely escape from fire – including filling out a Fire Risk Assessment
- ‘No smoking’ signs (minimum size A5) are clearly visible and tamperproof. Each vehicle in your fleet must also display suitable signage

PLEASE NOTE, WHILST NOT LEGALLY NECESSARY, IN VERY SMALL BUSINESSES IT IS DEEMED ‘BEST PRACTICE’ TO HAVE A HEALTH AND SAFETY POLICY

4. Certificate of Employers Liability Insurance

A copy must be on display alongside your Public Liability Insurance schedule

5. Day to day operations

The assessor will also check that appropriate procedures are in place for your 'day to day' operations. For example:

- Do you have a system for identifying the deceased at all times?
- Is there a procedure for handling floral tributes?
- What are your methods for staff training?
- Do you have a staff handbook or staff procedure policy?
- Do you offer pre-payment funeral plans? If so, which plan provider(s) do you use?

CHECK LIST

To help our assessors we ask that the following paperwork is available when they visit:

- Copies of estimates from two recently arranged funerals, issued in accordance with SAIF's Code of Practice
- Copies of funeral accounts which relate to the submitted arrangements
- Copies of confirmations to families, churches and officiants which relate to the submitted arrangements
- Price list, which conforms to the SAIF Code of Practice

The following pages have been left blank for you to add any notes that may help with the Quality Assurance process:

Blank page with horizontal dotted lines for notes.

Factsheets and guidance notes are available from SAIF Business Centre. Our assessors can also help with best practice.

For further information please contact:

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F: **01279 726 300**

E: **info@saif.org.uk**

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