



NATIONAL BURIAL COUNCIL (NBC) AFFILIATION

REGULATION INFORMATION AND COMPLIANCE

What is the National Burial Council (NBC)

The NBC is an umbrella organisation for Muslim Funeral Directors and Bereavement services established in recognition of the need for such an organisation to promote and enhance the standards of funeral and bereavement services within the sector.

NBC has become widely recognised by the Government and statutory organisations as the voice for the sector.

The NBC aims to promote professional funeral standards and provide our Muslim Funeral Directors with leadership and negotiate with key national and local government departments and stakeholders on behalf of members and affiliates.

NBC Mission

To work together to improve bereavement support and service standards and promote good governance and operational excellence.

CMA Review of the Funeral Industry

On 1 June 2018, the CMA launched a review of the Funeral Industry amid concerns that:

- Prices had been rising substantially and funerals had become unaffordable for many
- Concerns about the quality of care and service received by bereaved families
- Concerns that the industry was **not regulated**

CMA concluded its study and made a series of recommendations the key being:

- A. CMA introduced the Funerals Market Investigation Order 2021 which places a legal duty on funeral directors on how it delivers its service and how it charges the bereaved families.
- B. CMA recommendation to the Government to introduce Regulation of FD's in England, Wales and NI - an inspection and registration regime to monitor the quality of funeral director services similar to one planned in Scotland

Actual recommendation:

We are making a recommendation to the UK Government and the devolved administrations in Northern Ireland and Wales to establish in England, Northern Ireland and Wales an inspection and registration regime to monitor the quality of funeral director services, as a first step to the establishment of a broader regulatory regime for funeral services in these nations (Scotland already has a similar regime).

- C. CMA board agreed to continue monitoring the market outcomes



WORKING TO RAISE STANDARDS IN BEREAVEMENT SERVICES

Who is affected:

Any organisation, or business involved in delivering services as a funeral director whether free or for a cost.

Responding to CMA recommendation Establishing a Self-Regulatory Model

- Following the recommendations made by CMA, there is a need for a regulatory framework that looks at registration, accreditation, inspection, and a way of driving the quality of standards within the industry.
- For the moment the government has decided not to legislate for regulation of the sector and has been open to consider a co-regulatory / self-regulatory model.
- Scotland has already consulted on setting up a registration, and inspection framework for funeral directors and cemeteries.
- NBC has held detailed discussions with the government departments about this recommendation and how we could assist in the regulatory framework. We understand that there is a need for a credible and dynamic regulatory system.
- **NBC's proposal for a self-regulatory framework will achieve the objectives and demonstrate improved standards, promote operational excellence, compliance with the codes of conduct, and cost certainties for bereaved families who should be at the heart of this.**
- NBC understands the Industry and the diverse nature of Muslim Funeral Directors, many offering the service free of cost. ***We will work with the stakeholders, and bereaved families, on setting and maintaining standards, which help to develop an effective and fit-for-purpose self-regulation of our members.***
- NBC registered members will receive a code of conduct and ethics and following the appraisal and inspection process will receive an accreditation and compliance mark which will be constantly reviewed against the code of conduct.

Our Code of Ethics

Members of the National Burial Council (NBC) agree:

- a) to willingly accept respect, and honour the codes and responsibilities implied by membership/affiliation.
- b) To promote and maintain the highest standards of bereavement service at all times.
- c) To always maintain and respect the confidentiality of the bereaved family, the community, and staff.
- d) To fully meet the requirements of CMA in respect of charges for the services being offered
- e) To be fully conversant with the laws governing funeral and bereavement services and to keep up to date with the changes in legislation.
- f) To respect the personal choice of the bereaved families and take account of cultural and religious sensitivities and requirements.
- g) To make every effort to ensure to service meets the bereaved family's needs for a quick burial.



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Benefits of Affiliation

- I. **Advice and Support:** Exclusive access to specialist support, advice, and guidance on all bereavement matters. Regular news updates and guidance documents on key issues, emerging policies, procedures, and legislation.
- II. **Maintaining Standards:** NBC in collaboration with members and external relevant agencies will develop minimum core standards for the provision of end-of-life services,
- III. **Representation at the Highest Level:** Members' views, represented and articulated in any government or stakeholder consultations, and taskforces regarding bereavement services.
- IV. **Training:** Opportunity for professional development on NBC training Programmes
- V. **Good Practice:** Networking and sharing of good practice with NBC members
- VI. **Standard Quality Mark** - to be able to use the NBC quality mark on their website and correspondence
- VII. **Events:** Invitation and free or reduced rate admission to NBC National and Regional conferences
- VIII. We are hopeful that through the accreditation process, we help FD's to better understand their responsibilities, have the same commitment to customer care, and maintain their standards.

Application Criteria

- a. You must be a bone-fide organisation / registered company.
- b. You must provide one or all of the following Services:
 - Transfer of Bodies after death
 - Support with the bereavement process to complete the paperwork
 - Washing (Ghusl), Shrouding and coffin prepare for burial
 - Mortuary Storage of the deceased
 - Burial in your own or other public cemetery
 - Bereavement support
- c. If you use another organisation's facilities then you should have a Service Level Agreement or an MOU in place.
- d. If you provide transport/transfer of body you should have a vehicle that is insured and fit for purpose.
- e. Where you provide washing, shrouding, etc, you should have a designated area for the washing shrouding, with adequate, hot, and cold-water supply, drainage, well well-ventilated which is suitable for the purpose. The area must be locked and have controlled entry.
- f. You must have procedures for the disposal of clinical waste under the *health* and safety regulations.
- g. Staff and volunteers must have received training and have 12 Months experience of in undertaking such roles and responsibilities.

Application Process

Simply download and complete the application form and return it to NBC for appraisal and assessment.

There are three categories:

1. Funeral Directors Registered as a Private Company
2. Funeral Directors and Bereavement Services – Community-based not-for-profit
3. Other Bereavement Services and professionals



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Documents to be Submitted

- I. Declaration from Mosque / Community Organisation trustees
- II. Copy of a price list
- III. Copy of professional and Public Liability Insurance (vehicle insurance)
- IV. Copies of policies and procedures
- V. Any supporting documents

Appraisal Process

- 1) The application will be reviewed and processed, and Informed accordingly or raise any queries
- 2) Our team will contact you to arrange a time to arrange an Inspection
- 3) A report of the inspection and application will be presented and considered by NBC executive You will be notified of the committee's decision

Probationary Period

Where organisations don't fully meet the criteria, NBC may consider providing a "probationary membership" for a period of 12 months to work through any shortfalls.

Once the organisations meet the criteria, full membership will be granted.

GDPR

The NBC takes privacy seriously and will not pass on data we hold unless you expressly consent or for operational purposes

Should you require further information, please contact the NBC administration team. info@nbc.org.uk

**To submit your Affiliation application,
Please scan the QR code
or on the link below
<https://forms.gle/c8iSe7vmTE6UojYVA>**

