

For information only. Parts of this correspondence will have changed since its issue.

Dear funeral arrangers/directors

This is our first update since 13 April and is our 5th update.

We hope you and your teams are all keeping well and safe. This update is put together using a mix of feedback from our teams and frequent questions that are being asked by arrangers.

For the public we have added a link to our website www.putneyvale.org for FAQs. Please have a read through these.

Webcasts. We are getting enquiries as to whether a live webcast remains available online for a period of time. Only the 'webcast+28 day online' stays online but please note that the webcast, after its live streaming will not appear for viewing until Obitus have processed it. This takes around 24 hours. Also, if the +28-day option is taken, whilst ordering you can select the option for the family to download a copy. In this case a link is sent to you to pass on to the family.

Chapel times. To allow us to provide the usual time permitted for a service can I please ask that you speak with ministers prior to services to ensure that they do not take more than 30 minutes (20 minutes for the early slots) for the service. We are now operating at around 90% capacity and require the 15-minute intervals to perform a vital hygiene clean for the next family. Should this become a regular issue I regret that we will need to shorten the time allowed so please can we all work together to lessen the impact on families.

Extended services. We have now withdrawn the option for an extended services to maximise our capacity in these times.

Music provision. From Monday 27 April our chapel will be staffed by temporary attendants who, after initial training will allow for Sam and his team to further quarantine in the crematory to lower the risk to them and to ensure business continuity. The new attendants will have limited knowledge and training on the music system so please ensure that music is ordered in good time (we should also not be chasing music the day before a service) and is placed in the correct order etc. Please also be aware that we will no longer be able to 'edit' tracks, add tracks or alter volume levels before a service so music will start at the beginning and fade when the minister fades it. The minister does have some control over the volume for if a track gets too loud. Ministers and Funeral Directors will continue to be briefed and expected to check the music prior to services.

Paperwork. Thank you all again for supporting our move to electronic transfer of paperwork. This has worked really well and sped up the process both for Abbie and for the medical referee. We are now processing 100% more paperwork than normal so please ensure that papers are sent in good time (or as early as possible). Staff are spending around an hour a day chasing papers and this has the potential to impact the business.

Cremation papers need to be sent to pvale@enablelc.org

Interment documents need to be sent to bereavement@enablelc.org

Telephone numbers. We recently introduced two telephone numbers for burial and cremation bookings and for funeral arrangers to make enquiries (about services). There has been a couple of cases where these numbers have been issued to the public. In one case two calls from arrangers

were missed because a member of staff was dealing with a music query with a member of the public.

Funeral arrangers numbers... **Please do not issue these numbers.**

For cremation – xxxxxxxxxxxx

For burial – xxxxxxxxxxxx

For public and all other enquiries – 020 3959 0090

As staff are working from home there is only one-person manning each of these lines so please continue to be patient if the lines are engaged and try to help us keep calls as brief as possible.

Collection of cremated remains. We are unable to issue ashes to the applicant for cremation. Should a family wish to have the remains and have previously indicated that they will collect, the applicant will need to email us to authorise you to collect them. Please do not give the option for family to collect at this time as we have no space to store them.

We have heard that some companies have asked funeral staff not to collect ashes. Like yourselves we do not have the storage space to sensitively store ashes so please continue to collect them from us on each visit for funerals. We are in the process of organising emergency storage at the town hall and should this be needed it will have a knock-on effect to your clients so please, where possible try to collect in a timely manner.

Floral tributes. We are still allowing tributes and one main tribute is permitted to be placed on a coffin but must be removed from the chapel to the terrace, by your colleagues after the service. Tributes may be left on the terrace but as families are not able to return after the funeral, they may wish to take them home. Tributes are still being disposed of as normal. Please remember that we do not cremate floral tributes with the exception of a handful of fresh flowers.

Number of mourners. It is still apparent that family friends are attending some services (where family are present). This goes against guidance and social distancing rules. Please continue to work with families to ensure that only immediate family (max. 10) are in attendance. This has worked well in most cases and we thank you for your cooperation.

Inspection of cremation paperwork. Although this statutory question remains on cremation form 1, can we please ask that it is explained to families that the right to inspect is usually where a family have a concern over the end of life care or the cause of death. It is not intended for families to look at paperwork that they usually do not need to see. Our limited resources will be stretched further in these cases.

I am really sorry if parts of this email seem negative and I hope that you understand that we all need to pull together to ensure that services are administered and conducted in a timely and professional manner.

Thank you again for your support to this service and for the teams here. Keep well and keep safe.

Yours sincerely

Kelvin.