

**Appendix 2 – Proposed Charter for the Bereaved Accreditation Action Plan
September 2026 to September 2027**

Phase	Action	Lead Officer	Target Timescales	Outcome
1. Project Initiation	Committee approval to commence the accreditation process and register with the ICCM.	Bereavement Services Manager	Month 1 - September 2025	Project formally established
2. Gap Analysis	Review existing policies, procedures and customer standards against the Charter for the Bereaved requirements to identify any areas requiring development.	Bereavement Services Manager	Months 1–2	Improvement plan produced.
3. Policy Review	Review and update policies, procedures and operational documentation to ensure compliance with Charter standards and current legislation.	Bereavement Services Manager	Months 2–4	Governance documentation aligned with best practice.
4. Staff Engagement	Deliver awareness sessions and training to ensure all staff understand the Charter standards and their role in delivering	Bereavement Services Manager	Months 3–5	Staff fully engaged in the accreditation process.

	exceptional bereavement care.			
5. Evidence Collection	Compile documentary evidence demonstrating compliance with the Charter, including policies, procedures, customer information, audits and examples of service delivery.	Bereavement Services Manager	Months 4–8	Evidence portfolio completed.
6. Customer Feedback	Gather and review customer satisfaction surveys, compliments and complaints to evidence continuous improvement and identify opportunities for enhancement.	Bereavement Services Manager	Ongoing	Customer feedback embedded within service improvement.
7. Internal Review	Undertake an internal assessment against the Charter standards and address any outstanding actions.	Bereavement Services Manager	Months 8–9	Service ready for external assessment.
8. External Assessment	Submit the application and participate in the ICCM	Bereavement Services Manager	Months 9–12	Independent assessment completed.

	Charter for the Bereaved assessment process.			
9. Accreditation	Achieve Charter for the Bereaved accreditation and promote the achievement to residents, funeral directors and stakeholders.	Bereavement Services Manager	Month 12	Nationally recognised accreditation achieved.
10. Continuous Improvement	Develop an annual action plan to monitor performance, review customer feedback and maintain Charter standards.	Bereavement Services Manager	Ongoing	Continuous service improvement and compliance maintained.
11. Success Measures	The project will be considered successful when: • Charter for the Bereaved Accreditation has been awarded • Customer satisfaction remains consistently high • Policies and procedures reflect current legislation and best practice • Staff demonstrate confidence and consistency in delivering bereavement services • Feedback from families and funeral directors' evidence of high-quality and compassionate service • Lake View Bereavement Centre is recognised as a centre of excellence for bereavement care			