



National Association of Funeral Directors respond to Mortonhall crematorium investigation

The NAFD has issued the following statement in response to the publication of the report into infant cremation practices at Mortonhall crematorium:

Alan Slater, Chief Executive of the National Association of Funeral Directors (NAFD) said: "We welcome the report by Dame Elish Angiolini into practices at Mortonhall Crematorium and extend our sympathies to all the parents who have been affected.

"Funeral Directors take their responsibilities to bereaved families extremely seriously. A core component of our Code of Practice is a requirement to be open and honest with them.

"Funeral Directors were regularly told by senior staff at Mortonhall that no ashes would remain following an infant cremation, and when cremation application forms were filled in or information was passed onto parents it was done so in good faith and in the knowledge that it came from people who knew how their equipment worked.

"As individual companies and as an Association, we frequently challenge what we are told, especially when information from elsewhere appears contrary, and while we deeply regret any miscommunication with parents, if we are repeatedly told that no ashes remain we can only pass on what information we are given.

"The NAFD regularly audits the performance of our members, which provides an effective self-regulatory mechanism. We also provide training to members in assisting bereaved families through our diplomas and client service programme.

"We will spend time digesting the report and looking at its recommendations and, as we already do as an ongoing process, assess any areas which will help us improve the service we offer, whether it is as an Association solely or in conjunction with other agencies.

"The NAFD is represented on the Bonomy Commission and as such has been involved in helping to ensure that moving forward the cremation process is as simple and as clearly explained as it can be for bereaved families."

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The National Association of Funeral Directors is the leading membership body for the funeral sector. With more than 3,700 funeral firm members, the Association represents around 80% of all funeral directors in the UK.