

## Annex A

Shaping NAFD policy direction, for 2019 and beyond, in Scotland: Question 1

<b>How far do you agree or disagree with the following statements?</b>	Strongly agree	Agree	No view or not applicable	Disagree	Strongly disagree
The NAFD should place more emphasis on its role as a standards body, with tougher penalties, more detailed standards and a higher bar for entry.	52.17%	26.09%	8.70%	4.35%	8.70%
I think all funeral directors should have to prove their fitness to practice, on a reasonably regular basis, through a recognised Continuous Professional Development method (qualification, training or verified experience).	56.52%	21.74%	4.35%	8.70%	8.70%
I would like to see all funeral directors individually licensed, subject to qualification and continuing professional development requirements.	52.17%	17.39%	4.35%	17.39%	8.70%
I think funeral firms should be licensed, but not individual funeral directors.	17.39%	26.09%	0.00%	21.74%	34.78%
The NAFD needs to become more of an advisory body, helping its members in Scotland meet the requirements of Government regulation.	30.43%	52.17%	8.70%	8.70%	0.00%

I think it is important that funeral firms are assessed by a combination of self-inspection, inspection by a trade body and inspection by a statutory body.	39.13%	39.13%	13.04%	8.70%	0.00%
Funeral firms should be required to be a member of a recognised trade body in future.	30.43%	39.13%	21.74%	0.00%	8.70%
I believe the funeral profession needs to evolve in order to keep pace with consumer and government expectations.	39.13%	52.17%	0.00%	8.70%	0.00%

Shaping NAFD policy direction, for 2019 and beyond, in Scotland: Question 2

<b>How far do you agree or disagree with the following statements?</b>	Strongly agree	Agree	No view or not applicable	Disagree	Strongly disagree
I believe that it is possible to break down all chargeable funeral services into a list of common descriptors that can be universally understood and can easily be priced and compared.	38.89%	33.33%	5.56%	11.11%	11.11%
I already offer easily accessible price lists on my website, via email and/or in branch windows that do not require someone to contact me first.	41.18%	5.88%	23.53%	29.41%	0.00%
I would be willing to move to easily accessible price lists on my website, via email and/or in branch windows	43.75%	18.75%	6.25%	18.75%	12.50%

that do not require someone to contact me first.					
A Simple (or other entry-level) Funeral package, as defined on the funeral-directory website, is universally understood and can be easily priced and compared.	27.78%	27.78%	0.00%	27.78%	16.67%
I am willing to provide additional services to a Simple (or other entry-level) funeral package for an incremental additional charge (i.e. viewing, dressing, church service prior etc) rather than moving to a full service funeral?	23.53%	23.53%	11.76%	11.76%	29.41%

Shaping NAFD policy direction, for 2019 and beyond, in Scotland: Question 3

<b>How many funerals does your business arrange each year?</b>	
Answer choices	Responses
Less than 250	52.94%
251-500	5.88%
500-1,000	23.53%
1,001-2,500	5.88%
2,501-5,000	5.88%
5,001-10,000	0.00%
10,001-20,000	0.00%
More than 20,000	5.88%