



GIG  
CYMRU  
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WALES

Bwrdd Iechyd Prifysgol  
Cwm Taf Morgannwg  
University Health Board



## Freedom of Information Request: Our Reference CTMUHB\_90\_26

### You asked:

I am writing to make a request for all the information to which I am entitled under the Freedom of Information Act 2002. Please may you provide me with the following:

**1. Please state how many deceased were collected by Pure Cremations in the 2025 calendar year from your mortuary site(s)?**

79 across all three acute sites

**a. Does your hospital trust mortuary service have any rules on how quickly bodies must be collected by funeral directors?**

As an informal agreement, we want funeral directors to collect within **2 working days** of their being notified of M.E. authorisation, but there are no 'hard' policies or rules outlining or enforcing this at the moment.

**b. If so, please state on how many occasions in the 2025 calendar year Pure Cremations exceeded this.**

62 across all three acute sites.

**2. What were the ten longest delays in these collections in the calendar year 2025? (in days)**

45, 39, 22, 20, 16, 15, 14, 13, 12 & 11 days

**3. Have you made any written complaints from your head of mortuary services to Pure Cremations?**

No - Up until the start of 2026 though, we had no accurate means of logging and analysing dates and funeral director performance across our mortuaries. Going forward, we may decide to start taking more formal measures, now that we are in a better position in terms of analysing data.

**4. If so, can you provide a copy of these complaints?**

N/A.