

In memoriam

Bereavement Services and Friends of Salford Cemeteries newsletter

December 2009

Conservation day at Weaste Cemetery

The Friends of Salford Cemeteries recently joined forces with the University of Salford and Salford Ranger Team to organise a special conservation day at Weaste Cemetery for delegates of the World Youth Student and Educational Travel Conference in Manchester.

The conservation day, held on the 22 September 2009, was organised to help the local environment by making homes for woodland animals such as hedgehogs and insects using fallen tree branches and brambles.

Pete Kilvert of Friends of Salford Cemeteries, who helped to organise the event, said: "The Friends of Salford Cemeteries Trust has embarked on a project to develop the existing heritage and ecology trail at Weaste Cemetery and this project has really helped our conservation efforts and we all felt a sense of achievement on the day."



Green fingered school children help brighten up Peel Green

Bereavement Services recently welcomed pupils from Barton Moss Primary and Wentworth High School in Eccles who joined the team in creating a new bulb and wild flower meadow at Peel Green Cemetery.

Each school planted a variety of bulbs such as English blue bells, daffodils, narcissus and anemones which will really help to brighten up the cemetery once they bloom in the spring.

Both schools hope to join us again when the bulbs are in flower and also to participate in other ecology activities within the cemetery.



Bereavement recognised for customer service excellence

Bereavement Services has become one of only four local authority bereavement services across the country to achieve the prestigious Customer Service Excellence award.

Customer Service Excellence is the government's new national standard that recognises customer service excellence in public services and replaces the old Charter Mark accreditation.

The assessment, which was carried out over two days in December by an independent assessor involved providing a range of evidence across five main criteria as well as interviews with staff and visitors to the cemeteries.

Visits were also made to Peel Green and Agecroft Cemetery and Crematoria where sites were assessed on things such as comfort and levels of cleanliness.

Achieving this award is a massive success for Bereavement Services and is due to the hard work and dedication shown by staff at both cemetery offices.

To find out more about the Customer Service Excellence standard please visit www.cse.cabinetoffice.gov.uk

CUSTOMER SERVICE EXCELLENCE



The Government Standard

How are we doing?

Through the extensive consultation we undertake, customer satisfaction levels have continued to remain high with generally excellent feedback being received.

Of the funeral directors who were surveyed during 2008/9, 97% felt that the service overall was either satisfactory, very satisfactory or excellent. This included questions relating to levels of professionalism, courteousness, helpfulness and efficiency.

Of the customers surveyed for the burial service during the period July 2009 to September 2009, 100% of people surveyed felt that the service they had received was either excellent, very good or satisfactory.

Of the customers surveyed for the crematoria service during the period July to September 2009, 100% of people surveyed felt that the service they had received was either excellent, very good or satisfactory.

You said, we did...

We are continually striving to improve our service and your comments are very important to us.

The cemetery grounds survey is our most recent survey carried out with visitors and the feedback to date has provided us with valuable information that allows us to make improvements within the cemetery grounds as a direct consequence of your feedback.

For example, as a result of comments made about the standard of maintenance and signage in the cemeteries, a comprehensive programme of tarmac repairs was initiated during 2009 (with further works scheduled in 2010) and a review of all information displayed in our notice boards will be carried out throughout December 2009.

