

Bereavement Services Newsletter



Issue: 24 | April 2007

Charter Mark joy for Bereavement

We are delighted to announce that Bereavement Services have successfully retained the Charter Mark award following a rigorous examination of our service by independent assessors.

Charter Mark is the government's award for excellence in customer service and recognises our passion and commitment towards continuous improvement.

This is the second time that we have retained the award and the Charter Mark inspector praised our continued commitment to improving customer service.

David Seager, assistant director said "May I take this opportunity to say well done to everyone who was involved in retaining this prestigious national award"

"Providing a high standard of customer service is of the utmost importance for the council and receiving this award is a tribute to the continued hard work of all our staff and volunteers."



CUSTOMER SERVICE EXCELLENCE



Agecroft Cemetery close to flooding

In January, the River Irwell, swollen by a sustained period of heavy rain, came close to flooding Agecroft Cemetery.

The photograph (left) shows that the water level of the river overflowed onto the footpath outside the railings and came to within two feet of overflowing into the cemetery itself.

Fortunately, some of the water was diverted into fields on the opposite side of the river, and as the rain stopped, the water level returned to normal within 12 hours.





First registrar discovered at Weaste

In February, we were honoured to meet Sheila Mason and her son Kevin from Kent, who were visiting Salford to research their family history.

As it happens, Sheila's great great grandfather was William Walker, who was the first registrar of Weaste Cemetery from its opening in 1857 until his death in 1878. He was then succeeded by his son (and Sheila's great grandfather) Henry Walker, who took over the role of registrar at the cemetery until his retirement in 1927 after 48 years of service.

They lived at the cemetery lodge and were buried in the family vault. We hope to post more information about the Walker family when Sheila completes her research.



Sheila and Kevin next to the Walker family grave

Improved disabled access

We have recently made some major improvements to our facilities for disabled people.

The public toilets at Agecroft Crematorium have now been upgraded to make them fully compliant with disability legislation.

The entrances to the crematorium chapel and remembrance room have also been widened to make wheelchair access easier.

The public toilets at Peel Green Cemetery, have similarly been upgraded.

Performance

In the period October to December 2007 both the cemetery and crematorium surveys recorded 100% customer satisfaction with all our services.

All cremation and burials also took place within the performance target.

Complaints

Since the last newsletter, there have been two complaints at Agecroft and Weaste Cemetery regarding the sinking of graves after burial.

A complaint was received regarding the lack of soap in Agecroft Cemetery toilets and a complaint was also received regarding the early filling of graves at Peel Green Cemetery.

All complaints have now been satisfactory resolved.

Environmental Crime— Don't put up with it!

We all know graffiti, fly tipping, dog fouling and litter make our cemeteries look dirty and affect our quality of life but did you know that these types of anti-social behaviour are environmental crimes?

Bereavement Services is committed to tackling environmental crime and we regularly carry out high visibility uniformed patrols in all our cemeteries.

However, we still need your help! Please help us by reporting any incidents of environmental crime by calling **0161 909 6500** or e-mail: environment@salford.gov.uk

Alternatively you can call the 24 hour anti-social behaviour action line on **0845 605 22 22**.

With your help we can make Salford a cleaner, greener and safer city.

