

Green Flag Mystery Shopping
Interim Quality Assessment
2016/17



Name of green space	Coychurch Crematorium
Managing organisation	Bridgend County Borough Council
Judge(s)	Simon Beacham
Date, time and duration of visit	19.07.16 at 11:30am – 2 hours
Weather Conditions	Sunny

Answer the questions below providing detailed feedback that will benefit the site. All 'No' responses require comments.

1. Was the site easy to find e.g. directional signage?

Yes

The site was very well signposted off all major and minor routes and also entrance to crematorium.

2. On approaching the site were you encouraged to enter?

Yes

The approach to the site was very tidy and welcoming. The lawns were very neat and the marigold flower bed in full bloom. No litter evident.

3. Were entrance signs visible announcing the site and did they provide contact details for complaints/praise?

Yes

Very good quality signage with all relevant information for visitors displayed such as guide dogs only, contact number and opening / closing times.

4. Were entrances safe and accessible to people of differing abilities?

Yes

Very good access with ramped access from pavements to crossing points. All footways and carriageways were in a very good condition. There was also ample disabled access parking which was well signposted.

5. Were entrances and car parks clean, litter free and well maintained?

Yes

The entrances and car parks were all in a very clean and litter / graffiti free condition.

6. Were signs throughout the site of good quality, well maintained, and displaying up to date and relevant information?

Yes

The majority of signs within the crematorium were in excellent condition. There was a blue 'one way' sign and a 10mph sign below it which was faded so should be renewed.

7. Were paths in good condition, clean, unobstructed and accessible to people of different abilities?

Yes

All paths were hazard free, in a clean and safe condition with appropriate DDA access points.

8. Were any staff on site easily identifiable to the public, knowledgeable and approachable?

Yes

There was a number of staff on site. All had appropriate Protective clothing which identified them as Bridgend CBC operatives. I spoke with Wayne who was based at the crematorium. He was very knowledgeable and helpful. It was clear that Wayne and his team take great pride in the work they do. Wayne explained the Hand-arm Vibration system and watches they are currently using whilst operating plant and machinery.

9. Were facilities such as toilets, cafés etc. clean, well maintained and open as advertised?

Yes

All toilet facilities were open and were to the highest standard of both materials and cleanliness that I have come across. Excellent.

10. Were buildings, structures and features such as walls fences etc in good condition and free from graffiti?

Yes

Having viewed the Management Plan it was pleasing to see that the original Maxwell Fry design has been maintained to the highest standard. There was no evidence of litter or graffiti. The small touches such as the leaf design on the water points were an excellent touch.

11. Was all children’s play equipment well maintained and clean?

Not applicable at this location.

12. Were benches, bins etc. well located, clean and in good condition?

Yes

There was a high level of bench and litter bin provision. All were to a very high standard especially the new granite benches.

13. Was safety equipment present, fit for purpose and in good condition (if provided)?

Yes

There was a safety lifebuoy adjacent to the water / fountain feature.

14. Was lighting, CCTV and other security measures in good condition (where provided and able to be assessed)?

Yes

There were signs at the entrance and throughout the crematorium confirming the site was covered by CCTV.

15. Did litter bins appear to be emptied regularly and was the site litter free?

Yes

All litter bins had the BCBC logo and had new bin liners. There was no evidence of litter anywhere within the site or the outside lawned verges on the main road.

16. Was dog and other animal fouling adequately controlled?

Yes

The site allows only guide dogs. There was no evidence of any dog fouling at all.

17. Were horticultural standards being maintained?

Yes

The site was maintained to an excellent standard. The lawns are cut on a weekly basis and fertilised and treated for weeds. The rose beds were in full bloom and due to be mulched. The on site staff confirmed that the garden of remembrance areas are regularly checked for faded flowers (this was evident as they all looked fresh). Hedge cutting on site was ongoing. The peat-free hanging baskets had just been watered and were in full bloom.

18. Did trees appear to be safe and in good condition?

Yes

A visual inspection of the tree stock showed no evidence of any trees in distress or in need of any immediate work.

19. Were features requiring or undergoing maintenance made safe with appropriate signage?

Not applicable at the time of the visit.

20. Did you feel safe during your visit?

Yes

There was plenty of on-site staff and visitors at the time of the visit. I felt completely safe.

21. Was the site flying its Green Flag, and was the flag in good condition and recognisable and was a certificate displayed?

Yes

The Green Flag was flying and was in good condition. The Green Flag Certificates were on display at the entrance and in the noticeboard.

22. Did you obtain feedback from park users and/or staff?

Yes

I spoke with Wayne, a member of the grounds staff as described above. He was very accommodating and knowledgeable.

23. Would you like to make any additional observations?

Yes

Having previously carried out a full Green Flag Judging visit prior to the Mystery Shopping visit I was delighted to see the standards have been maintained and in some areas increased. It is clear that all staff including the grounds operatives and management take great pride in the crematorium. I was also joined on my visit by a colleague who manages another high profile Green Flag Award site and is looking to become a Green Flag Judge. He was very impressed with what we saw on the day.

The site should be used as a beacon for anyone aspiring to achieve the Green Flag Award. Well done to everyone involved. You all deserve the Green Flag Award.

Overall is the Green Flag Award standard being maintained on the site?

Yes

If no please indicate the main areas that require action to achieve the standard.

Comments: