

**BRIDGEND COUNTY BOROUGH COUNCIL**  
**REPORT OF THE CLERK & TECHNICAL OFFICER**  
**COYCHURCH CREMATORIUM JOINT COMMITTEE**  
**FRIDAY 5<sup>TH</sup> DECEMBER 2014**

**GREEN FLAG AWARD**

**1. Purpose of the Report**

- 1.1 The purpose of this report is to advise the Joint Committee on Coychurch Crematorium's 'mystery shop' from a Green Flag assessor.

**2. Background**

- 2.1 On 19<sup>th</sup> September 2014, I reported on the crematorium's success in achieving the Green Flag Award for the fifth consecutive year.

**3. Proposal**

- 3.1 The results from a 'Mystery Shopper' were provided to the service and are included in **Appendix A**.
- 3.2 The details are encouraging and demonstrate the high standards of service received by the visitor. A further application will be submitted in January 2015.

**4. Effect upon Policy Framework and Procedure Rules**

- 4.1 There are no effects.

**5. Equalities Impact Assessment**

- 5.1 There are no effects.

**6. Financial Implications**

- 6.1 There are no effects

**7. Recommendation:**

- 7.1 The Joint Committee is asked to note the contents of the report

**Zak Shell**  
**CLERK AND TECHNICAL OFFICER**  
**November 2014**

**Contact Officer:**

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**Background Papers:** None

# **APPENDIX A**



## Mystery Shopping - Interim Quality Assessment

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

**Name of Site:** Coychurch Crematorium  
**Managing Organisation:** Bridgend CBC  
**Date, time and duration of visit:** 23<sup>rd</sup> September 2014, 14:00  
**Weather conditions:** Warm, cloudy & dry  
**Judge:** Phil Davies

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

Yes  No  N/A

Comments:  
Clear signage from the main road leading into the site

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

Yes  No  N/A

Comments:  
The grass areas are well looked after, and the trees, hedges and walls are immaculate.

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

Yes  No  N/A

Comments:  
Being a crematorium, all information was kept discreet (as it is not a public park), but the signage/information provided was very good

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

Yes  No  N/A

Comments:

Fairly flat site, with tarmacked paths and roads leading through the site.

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

Yes  No  N/A

Comments:

Absolutely spotless, I didn't see a single item of litter during the visit

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

Yes  No  N/A

Comments:

There are information boards in each memorial garden/section

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

Yes  No  N/A

Comments:

Gentle slope, and in a great condition.

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

Yes  No  N/A

Comments:

All staff were in uniform, and easily approachable

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

Yes  No  N/A

Comments:

Toilets are available in the chapel area

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

Yes  No  N/A

Comments:

Spotless, and the whole site was in an excellent condition

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

Yes  No  N/A

Comments:

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

Yes  No  N/A

Comments:

Bins placed at regular intervals and in a good condition. There were many memorial benches, and they were all in a good condition.

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

Yes  No  N/A

Comments:

Safety information surrounding pond was appropriate

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

Yes  No  N/A

Comments:

Site is closed/locked at night

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

Yes  No  N/A

Comments:

All bins were in a good condition, none were overflowing, and no litter was found on site

16. Was dog and other animal fouling adequately controlled?

Yes  No  N/A

Comments:

No dogs are permitted on site

17. Were horticultural standards being maintained?

Yes  No  N/A

Comments:

All green spaces were well maintained

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

Yes  No  N/A

Comments:

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

Yes  No  N/A

Comments:

Repair works were being carried out on one of the buildings, it was fenced off appropriately

20. Did you feel safe during your visit?

Yes  No  N/A

Comments:

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

Yes  No  N/A

Comments:

Flag was flying, but couldn't find a certificate on display

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

Yes  No  N/A

Comments:

3 funerals were in process, so i didn't feel that it was appropriate to approach any of the visitors or staff

23. Would you like to make any additional observations?

Yes  No  N/A

Comments:

Very nice and well looked after site

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

Yes  No

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

Comments

Very good site, and definitely maintains the standards expected.