

Bereavement Services customer survey response 2016

Bereavement Services covers Haycombe Cemetery and Crematorium and maintains 33 burial grounds around the Bath and North East Somerset area.

We surveyed our customers at Haycombe for a year up to November 2016. This year we added questions about professionalism, timeliness and fairness in order to get a better understanding of how people feel about our services.

In particular access is a key priority for us – we understand how important it is for those who have lost someone to be able to visit our burial sites whenever they wish to. We are proud that Haycombe Cemetery and its Books of Remembrance are available every day of the year.

The survey tells us we are doing a lot right for our customer which is great.

98% of our customers are satisfied with our service and we want to maintain these high standards. We have plans to make improvements some of which are widening the main gates in to the Cemetery and refurbishing the Main Office.

All of our customers feel they were treated fairly and well with high degrees of professionalism. We understand our staff are key and we intend to maintain a focus on training and development so that we can keep our standards high.

97% of our customers felt they were informed well. This is good performance but we would like to do better. To improve some of the things we are doing we are providing more options for the interment of loved ones to encompass various needs and engaging with Funeral Directors.

All of our customers felt we delivered what we promised, dealt with any problems and were timely. Of course in dealing with funerals we place a great deal of emphasis on this so it's gratifying to know that we get things right.

In addition to responding to what our surveys tell us we have other plans to improve. For instance we are replacing corroding pathways around the cemetery and refurbishing the public toilets at the Crematorium and the Top Chapel.

Over the coming period we will continue to monitor our performance to make sure we maintain the highest standards. We have set our targets and these can be seen at <http://www.bathnes.gov.uk/services/births-marriages-and-deaths/burials-and-cremations>

To view our full list of Customer Care Standards go to:
<http://www.bathnes.gov.uk/contact-us/customer-service-standards>