

Conwy Bereavement Services

Providing a caring, sensitive and high quality service for people at a difficult time in their lives.

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Community Amenities Manager

www.conwy.gov.uk



About Us

- Team of 12 dedicated and experienced officers;
- Responsible for the day-to-day operations, administration and functions of the Crematorium and cemeteries;
- Colwyn Bay Crematorium (approximately 1800 cremations each year);
- 11 Cemeteries located throughout the county (approximately 320 burials each year);
- Robust headstone testing regime, each tested every 5 years;
- Genealogy and family tree searches in Conwy.



Service improvements

- Major refurbishment and extension of the Crematorium building;
- Reopening of an old chapel, allowing greater choice of location and times for funeral services at the Crematorium;
- Digitisation of the Book of Remembrance allowing access to view the book at any time of day from anywhere in the world;
- Departmental restructure, increasing the number of trained staff in our team and giving more flexibility for burial times and locations;
- Introduction of a new cremation service booking timetable;



Service improvements

- New computer administration system, including online funeral booking, computerised mapping, account management, grave deed records, receipts and invoicing;
- Dedicated Woodland, Muslim, Jewish and Children's burial plots in cemeteries county wide;
- Introduction of new affordable cremation memorial schemes into the Crematorium Memorial Garden.



Achievements

- Charter for the Bereaved Gold Accreditation;
- Over 97% customer satisfaction every year to date;
- Finalists in the Best Performer category at the APSE Performance Network Awards;
- Shortlisted for Service Team of the Year at the 2016 APSE Service Awards;
- Green Flag Award for Llanrhos Cemetery;
- Accredited to Customer Service Excellence;
- Green Dragon Level 5;
- ISO 18001 Health & Safety Standard.



Continual improvement

Excellence and continuous improvement is not something Conwy Bereavement Services strives for but it is in fact the default position that forms the basis for daily service delivery.

- We have a Bereavement Forum which meets every 3 months and allows Bereavement Service staff to engage with Funeral Directors, Clergy and local Members;
- We undertake annual customer satisfaction surveys asking a random sample of burial and cremation service users to take part, 98% satisfaction achieved in 2015-16;
- We participate in the APSE annual benchmarking exercise.



Future Plans

- Development of a new brochure giving easy to follow useful information to the bereaved;
- New music system at the Crematorium, including a web casting and DVD option to allow relatives who live abroad to be part of funeral services;
- Supply of Ashes burial vaults with headstones;
- Direct Funeral Services;
- New website for Conwy CBC which will enable better navigation and easier electronic contact for our customers.



Future Plans

- New cremation memorial gardens in 4 cemeteries throughout the county, offering a greater choice of memorials in locations closer to home and easing the burden for memorials at the Crematorium;
- Construction of new Crematorium chapel porch including new lighting;
- Improvement of visitor facilities including possible provision of an on site café and florist at the crematorium;
- Future cemetery extensions.

